

MAINFREIGHT

NEWSLETTER JULY 2020



*Distancing with your
Mainfreight family!*

MAINFREIGHT TEAM REVIEW

MAINFREIGHT

CHEMCOURIERS

OWENS

DAILY FREIGHT

CaroTrans



A Word from Don

Welcome to our Team Newsletter for July 2020, prepared for you our team, and shared with our customers, shareholders and the occasional canny analyst.

Despite the unusual times we all now live and work in, it is a great pleasure to share the following contributions from our people all around the world – full of optimism, pride and positivity. Such is the energy and determination of the Mainfreight family.

You have all willingly met the challenges, and put in the hard work required to get to where we are today, and seemingly not one of you underestimates what might still be in front of us. No wonder then, that we remain optimistic.

Our results for the financial year to 31 March 2020 were once again satisfactory, and another record-setting result for our business, with NZ\$3 billion of revenue and NZ\$206 million of profit before tax. We have been able to continue to attract customers to grow our sales revenues and to further extend our network – regionally with an extra 22 branches opened, and globally by opening in Barcelona, Spain and Seoul, South Korea.

We have reviewed our levels of capital expenditure for the next 12 months, and have taken the decision to defer (not cancel) \$120 million of this. We remain determined to continue investing in our facilities and network, to improve quality, efficiency and our ability to service our customers within, and to, as many destinations as possible. To those of you operating in facilities that need to be increased in size or upgraded, rest assured we will make this happen.

As we have said many times before, last year's result is just rear vision mirror stuff; it's what is in front of us that matters. We have shared our estimated results for April/May, made possible by our weekly profit and loss reports. The trend of improvement is positive.

Trading for most of our regions has been tough. In countries that imposed full "lockdown" restrictions, freight volume was restricted to essential goods only, limiting what we could handle. As alert levels have reduced, and as all of you have worked hard to find new customers and opportunities, we have seen our sales revenues and profits improve. The actions we have taken to reduce overhead costs and to be as frugal as possible have helped immeasurably.

What concerns us most is the uncertain economic conditions for the immediate future. To address this, we ask each of you to continue being cost-conscious in our business, to deliver fantastic high-quality service to our customers, and to maintain the "hustle" in attracting new customers to experience the magic of Mainfreight.

In doing so, we will get through the economic recession ahead in better shape than most, and as we have done before, emerge on the other side a bigger, better, stronger business, maintaining our growth and development. We remain an ambitious bunch of so and so's.

All your efforts have been magnificent, thank you.

It is a very special company because of you, our very special people.

On behalf of myself, Bruce, Richard, Bryan, Simon and Kate.

Magazine Directory

◀ Cover: The Warehousing Team at Epping, Melbourne practising social distancing!

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Mainfreight Australia – Rodd Morgan

Team We started off last financial year a bit more slowly than we hoped, but are very pleased that each of our four businesses came home strongly with improved profitability and sales growth compared to last year. This is despite the difficulties our country faced with the bushfires through January and February.

Our performance in difficult times is what separates us from our competitors and shows that our resourcefulness and resilience as a business is starting to improve. This has never been more apparent than right now as we battle through the pandemic. Although we can always do better, our ability to rapidly manage our costs, at the same time as maintaining quality and maximising the productivity from our large sales team to generate new business, is helping us to keep moving forward. Even in the toughest of times there is opportunity everywhere.

One area of our business that we must improve is collecting our overdue debts. We have always paid our suppliers and team on time without exception. We therefore expect that our customers pay us on time (and we have many customers who do just that). We have unfortunately though, allowed an attitude in some areas to creep in that it is ok or normal for some customers to continually pay us late. Now is the time to work very hard to rein this in and ensure there are no excuses for late payment. There is a saying as old as time: "You can go broke making a profit" which simply means profit on paper means nothing if your customers pay too late!

As mentioned previously, our country had significant bushfires earlier this year that created enormous hardship for many people in affected communities.

There were many great efforts from Mainfreight Australian team members who stepped up and made considerable contributions to help where possible.

We were perhaps most touched though by the efforts of the Mainfreight New Zealand team that resulted in the photo below and the presentation of a large cheque to the Victorian Salvos. The background is explained below in an email to our NZ team at the time:

"Today, in front of a large crowd in our Epping canteen, we were very proud to be able to make a presentation & donation to Major Mark Kop & Jayne Campbell from The Salvation Army of \$84,300. This money is a direct result of the wonderful efforts of our NZ team to raise \$28,100 (AU dollars) throughout January and early February which was generously matched dollar for dollar by Mainfreight NZ. Our Mainfreight Aussie leadership team were then inspired to also match the Mainfreight NZ team's contribution, bringing the amount to this very meaningful total."

On behalf of the Mainfreight Australian team and the Salvation Army, we would like to say thank you all for your fantastic spirit of generosity to raise such a significant amount for the Bushfire victims. Your empathy, thoughts and most importantly actions, make us all feel very special.

Thank you

Please enjoy reading through the following pages of our mid-year report. There are many highlights, photos, stories and information about team members that show how confident we were about the future despite the circumstances that the world finds itself in.

In closing, although we know better than anybody that it is the future that matters, it is still very important for us to acknowledge and thank our team for the performance that produced another completed successful financial year. Your efforts are greatly appreciated.

Let's take the opportunities in front of us and be determined to thrive and shine.



Major Mark Kop and Jayne Campbell from the Salvation Army along with Rodd Morgan, in the foyer of our Epping Transport branch.

Australia Transport – Bryan Curtis

The six months since our last newsletter has been one of the most difficult that most can remember. Droughts, bush fires and then the COVID-19 pandemic has made life for all of us challenging, particularly for some of our Owner Drivers. Despite all these issues we have come together with generosity, as evidenced by the donation to the Salvation Army and the contribution of our Owner Drivers and team members to get hay and supplies to areas most needed during the bush fires. Our heartfelt thanks to you all.

Whilst volume has slowed in some areas we have seen other customers adapting by changing their product mix, e.g. alcohol producers making

hand sanitisers. We have been able to adapt quickly across the business to the current environment. Whilst we may be some way from the lifting of all restrictions, we will need to accept and adjust to a new norm for the future.

Congratulations to the Narangba (north Brisbane) and Canberra teams who have moved into new depots that we should all be proud of. Our regional branches have fantastic facilities allowing us to take on more business. This brings efficiencies and as a result we are seeing linehauls going direct to areas we have only dreamed of in the past, thus providing our customers with a faster transit time and minimal damage due to

reduced handling. Freight moving the way it should move.

In summary, thank you all for your efforts and commitment over the last period, we are well placed to continue the momentum of the last six months for the rest of this year and beyond.

Things to do better:

- Look for new opportunities and ways to delight our customers
- Embrace the world-leading IT solutions we have
- Keep focussing on our presentation and KPI's
- Collect our cash!!!!!!
- Be easier to deal with

My Experience Acting in a Mainfreight Video – Joseph Padua, Warehousing Epping

The team had a lot of laughs being involved in the Mainfreight Health and Safety video,

At first, it was a weird experience to look into a camera and deliver a line repeatedly but doing it with the fun group at Epping made it a lot easier.

I remember there was a particular day that included a b-double that I reckon we opened and closed the curtains over 20 times for one scene. It was surprising how tiring acting could be, however at the end of it all when we saw what the film crew had created it was well worth the effort.



(L-R): Joseph Padua and Ben Kidd filming a scene

Everyone involved did a phenomenal job in creating a great video that showcases our safety procedures but also our Mainfreight Culture too.

Team involved in the shoot were Vanessa Bogdanovic, Ben Kidd, Karim Moham, Josh Eastwell, and Joseph Padua from Warehousing Epping.

2019/2020 Bush Fire Season – Craig Smith & Paul Jones, Mainfreight Metro Sydney

Craig Smith: The 2019/2020 Bush Fire season is one that Australians will remember for a long time to come. We lost two helicopters, one air tanker and had several fire trucks written off. 3,500 homes and 5,852 outbuildings were destroyed. The fires burned through just short of 19 million hectares, and sadly 34 people, including 6 firemen, lost their lives.

I have been a volunteer member of the New South Wales Rural Fire Service in Sydney for two years. I have been lucky enough to complete a few qualifications through the Service. The one that was of most use during this time was that I qualified to response drive our Fire trucks. Although the bushfires were during our busy Christmas period, I was still able to work nights,



weekends and then some days in January. All up I managed to do 195 hours as part of the strike team shifts. As well as directly fighting the fires we were also involved clearing tracks, setting controlled burn offs, property protection and in extreme situations we would evacuate people. I consider myself lucky and am grateful to Mainfreight and my family for the sacrifices they made for me to fight the fires.

Paul Jones: For the past eight years or so I've been a reserve member of the Australian Defence Force. I am a combat engineer with 5 Engineering Regiment, based in Sydney. In January 2020, my unit was deployed as part of a national emergency

response force to help combat the bushfires devastating our country.

We were deployed along the south coast of NSW, covering a stretch of about 400km. We were tasked with clearing roads and driveways, clearing fallen trees and debris, clearing bushland and farmers' properties, and generally helping wherever we could. We delivered farming supplies and equipment, raked hay, even tore out and rebuilt fences. We saw some of the worst devastation, but also overwhelming displays of bravery, compassion, and the Australian spirit. I feel honoured to have had the opportunity to be a part of such a huge and rewarding effort.



Paul Jones



Lee Hao's new truck. 10 pallet capacity fitted with a DG Segregation Chamber

Narangba, Queensland – First Day

On 6 December 2019, we opened the doors and welcomed the first of many units to arrive into our new Narangba facility.



Nullarbor Rescue – Chris Brooks and Liz Vines (ITKM) – Newcastle to Perth run

Eddie Hamilton was so touched by the kindness and generosity shown by a Mainfreight driver that he felt compelled to call to pass on his thanks and praise. His sister, 79 year old Elizabeth, was on a trip of a lifetime, doing what she had always dreamed of, caravanning around Australia. She was driving across the Nullarbor towing a caravan when a Mainfreight truck driver motioned for her to pull over, seeing the door to her caravan swinging back and forth.

The driver was Chris Brooks, travelling with Liz Vines and their dog, and after an hour and a half, Chris and Liz had managed to secure the door and ensured it was safe for Elizabeth to continue on her way. Elizabeth was touched by the gesture, and shared her story with her brother, saying that Chris and Liz were a wonderful couple and an asset to the company. Eddie felt so strongly about his sister's story that he called to share it with us; he wanted everyone to know what an asset Chris and Liz are for taking the time to help, especially when drivers have time limits to make deliveries.



(L-R): Chris Brooks and Liz Vines

Australia Warehousing – Simon Hart

In challenging times we must question accepted beliefs. Rapid answers are needed and solutions may well be found outside the usual.

We are often guilty of not challenging the norm; we are sometimes satisfied with just following procedure. It takes discipline and courage to ask why things are done the way that they are. By doing this in times of crisis we can convert challenges into opportunity.

Winston Churchill once said, "Difficulties mastered are opportunities won".

We are proud of the contributions made by all of the team, to firstly adhere to our social distancing procedures, and secondly make them better by adapting them to our branch's specific needs.

We have changed many aspects of the way we operate so that we are able to do more with less. These initiatives have come from our team. As a result we are becoming a leaner more productive business. This will hold us in good stead as we emerge from a restricted economy. Many of our competitors have not been as fastidious as us. Our sales teams have been working hard to use this opportunity to help accelerate our growth.

Keep going. There is still more to be done. Your energy and passion for our family has shone through.

Finally, a massive congratulations to our Larapinta team for being awarded Australian Branch of the Year. You have been a consistent performer for a long period of time ... always the bridesmaid, and now finally the bride! Stay safe and have a bit of fun doing it...

What can we do to turn Challenges into Opportunity?

1. Question the status quo.

A key takeaway for Vanessa from her Outward-Bound experience was that "You can always improve, even on the best". It is important to always ask WHY. My 4 year old daughter does it... 1,000 times a day!

2. Keep the conversation going

by asking each other to identify challenges that can be fixed simply. This will quickly get the ideas flowing. The value of these ideas will quickly add up, as team members find that they're able to improve quality, safety, satisfaction, and the bottom line, as part of their daily work.

3. For our sales team

(which is every one of us); from this we should have a pretty good idea of what is a good-looking customer and what is not. We must sharpen the arrow and target business that thrives even during the tough times.

4. Get stuff done!

Gradualism is the enemy of our business and the reason we often use is the lack of time... This is no longer a factor. If it is important... Get it done. It will make us a better business.

5. Creating a closer family.

Throughout this experience we are spending more time with our home and work families. Use this time to develop closer working relationships in your branches. It is comforting to know that we have got each other's backs, especially when times are tough. That's one of our points of difference.



Kookaburra Mini Putt Style
(L-R): Riyaz Jordan (at desk), Craig Smith,
Hamish Robertson, Dana Sinclair (putting)
and Samantha Simonian

Mainfreight Chicago / Queensland – Paul Fraser, Larapinta Warehouse

I was fortunate enough to have a holiday traveling through the USA and Canada in October last year. As we Mainfreighters often do I visited the warehouse in the first US city that I arrived in, Warehousing Chicago and my one-time graduate buddy Riley Tryhorn, who is the Branch Manager.

I spent an afternoon at the branch, met the team, reviewed their customer base and set up. I have to say it was one of the most Mainfreighty sites that I had seen, compared to previous US

visits – a decent-sized Mainfreight sign, with the building exterior and interior a magnificent Mainfreight blue and white.

On returning to Australia, I received a call from Riley letting me know he was coming home to Queensland while his visa was being renewed and would be working with us for a while, followed shortly by a call from René van Houtum (GM of Warehousing in the Americas) asking if I would be happy to assist in Chicago in Riley's absence.

There was no question, we always help our brothers and sisters, although the difference in temperature in a month was a shock for a banana bender! -5C and after a few days -25C!

Warehousing Chicago had just gone through a huge growth period, bringing on four large customers. This increased the team numbers 500%. Other challenges were Liz Moore, the current Operations Manager was returning to New Zealand and Daniel Payne, the new Operations Manager

was transitioning from Australia. Fortunately, the USA team have several mature warehouses and share their resources nationally. Angus Morrissey, another former Queensland graduate and the Branch Manager of LA Warehousing, was able to assist the Chicago operation for the two weeks it took for me to get organised and return to Chicago.

Another talented team member also assisted throughout my time in Chicago, Jose Melendez the Newark Operations Manager. Jose to say the least put his very special New York

mark on the warehouse and team, his organisational skills, morale building techniques and huge smile infected us all.

I have to say the experience was unparalleled and I found that although the USA culture is slightly different to ours, it is still most definitely Mainfreight through and through. I firmly believe that the USA team will



(L-R): Paul Fraser, Carlos Reyna Giles, Jose Melendez and Daniel Payne

soon be more profitable than both New Zealand and Australia. All we need to do is support them when they put out the call.

Transition from Air & Ocean to Warehousing – Tahlia Prestia

I joined Mainfreight in September 2013 as a graduate working in the Export team across all areas (FCL/LCL/Tanks) including FAK consolidations and what Air & Ocean calls “rest of the world” operations. From there I moved into a sales support/sales cadet role in 2015 where I further developed my knowledge around quoting as well as cold calling, rate procurement/shipping line negotiations, and also experienced my first involvement in the tender process before joining the Customer Development team in January 2017.

My first real exposure to our warehouse business was through the Big M sales meeting during my time as a Sales Cadet.

I enjoyed listening to the presentations that we received from the Warehouse team. My perception was that they were a very well-run team with a whole lot of knowledge and who had a number of exciting changes and opportunities going on which caught my interest. I knew pretty much from that time that it was an area of the business that I would like to be a part of.

I am so grateful for the six years that I spent with the A&O team and the opportunities afforded to me, there are so many fantastic team members in the Melrose Drive office where I was based, but I was ready for a new challenge and to broaden my supply chain knowledge.

When the announcement was made that I would be moving across to

Warehousing, the abundance of emails and phone calls I received, particularly from the AU Warehousing team was a testament to the culture of the team.

The first three months of my Warehousing journey were spent on the floor with the Derrimut team, picking, dispatching, and driving a tigger – the usual key tasks of new team members.

It was an adjustment transitioning to working longer hours, doing physical work as opposed to the office life that I had lived for the last six years and wearing blues and work boots – definitely not what I had ever imagined myself doing.

From a personal perspective the most challenging part for me has been going from a position where I was comfortable and confident, to opening myself up to situations where I potentially don't have the answers and have to lean heavily on the support of the team around me.

What I have learned through this process is how much the Big M has assisted me in developing my sales skills and also that our Mainfreight culture really is our best selling point and an area we should all already be confident speaking about with customers.

It is also interesting how as you do become more comfortable in your role you tend to take on a ‘do it yourself’ attitude and can often forget that there is a wealth of knowledge and people around who can assist.

This transition has also provided a great opportunity to see what International knowledge I could bring to help further develop the link between the two brands.

We are very fortunate to work for a business that allows and encourages us to take these opportunities, I would strongly encourage anyone who has an interest in moving to another division to go for it.



(L-R): Nicholas Dinneen, Mitch Bryan, Tahlia Prestia, Kimberley Davis, Jason Thea and Peter Moodley

Ready Fire Aim – Mainfreight Derrimut – Aaron Bond

It is 9am and my mobile starts ringing. It's Bryan Curtis GM of Mainfreight Transport Australia. "Bondy – I'm just on my way to Geelong – that sign looks magnificent!". Mainfreight Warehousing has announced its arrival in Melbourne's West.

With a building that backs on to the Western Ring Road, travelled by thousands of Melburnians daily, the sign is certainly easy to see.

It hasn't all been plain sailing, however. In July 2019 we were looking at an empty 23,000m² shed and had about 10 weeks to get it ready for a major customer move. Then another phone call, "We have 30 x 40ft containers that go into detention tomorrow – we want to put them into Mainfreight – can you do it?"

And so it began, frantic calls to arrange forklifts, rack labelling, IT infrastructure, job interviews... the list goes on.

But with good old-fashioned hard work, tremendous teamwork, and a huge amount of Mainfreight luck we turned the Derrimut site around to be a profit making branch within six weeks.

To everyone that assisted – a huge thank you from the Derrimut team.

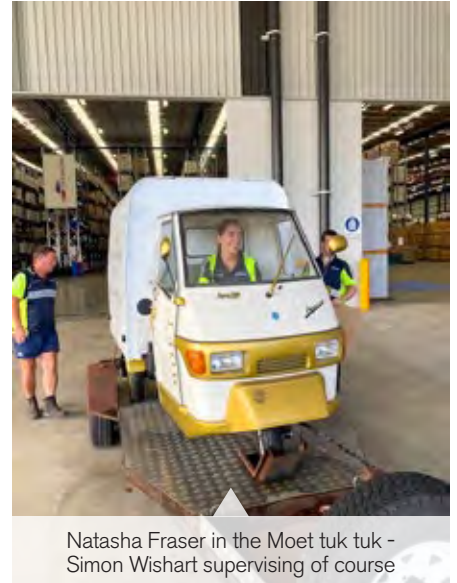
It was very humbling to be awarded Derrimut's first profit plaque after only operating for six months at this year's Branch Managers Meeting. We are now striving toward our 2020 goal of being awarded Australian Branch of The Year! Bring it on!



View of Derrimut from the Ring Road, Melbourne



Alex Finlay



Nataasha Fraser in the Moet tuk tuk - Simon Wishart supervising of course

Derrimut Team

(L-R): Senad Dasic, Aaron Varga, Craig Fenney, Dalwinder Singh, Ranbir Singh, Sengly Tann, Riki Davies, Anthony Ennerst and Patrick Kerr



Continuous Improvement Processes (CIP) Australia – Jennifer Colditz

Teams nationally are on the front foot with implementing both customer and branch level continuous improvement initiatives. There is no time like the present to be promoting continuous improvement as a valuable use of time. Change and adapting to new conditions to be effective over time is how our teams reach short and long term goals, time and time again.

Warehouses across Australia are coming up with unique customer and branch specific improvement plans that are benefiting both team members and customers alike. From IRA initiatives through to racking and shelving solutions, nothing is too great or small for the team to tackle. Ideas include utilising order consolidations, revisiting Star Track fixed price premium for certain profiles, upskilling our team

members to devan containers and employing reverse pallet logistics (for plain pallet customers).

Keep the conversation going by asking team members to identify problems that they can fix simply, will quickly get the ideas flowing.

You might ask, "How can you save a few minutes in your day?" The value of those little ideas will quickly add up, as team members find that they're able to improve quality, safety, satisfaction, and the bottom line as part of their daily work.



(L-R): Nick Gardner, Jason Moroney, Tracey Redman, Tara Carnegie and Alastair Afele

Australia Air & Ocean – Grant Draper

As I write this, the COVID-19 pandemic has the whole globe in its economic and emotional grip.

I hope that in time, when we all read this, that we have seen a return as much as possible to normality. Many of the articles and pictures in this newsletter are of times before the virus and are giving us a glimpse of our achievements and activities of that time.

The strength of our business comes from our culture of practical responsibility. Responsibility for the safety and welfare of our teams, physically, emotionally and financially. Over the last few months we have all had to dig deep and make personal sacrifices to safeguard the financial

security and future of our business, our jobs, our supplier partners and our customers. Thank you all for your contribution to this.

What we have enjoyed through all of this is the development of our skills to scrap and hustle to find logistics solutions for our customers. Whether it is chartering air planes, scrounging to find space on ships and planes, maximising the use of our domestic LCL network to hub cargo through Sydney to and from all over Australia in our AirX program, and in general just finding the best way to move freight around the globe worry free under challenging situations, we love it.

We can't let ourselves lose these scrap and hustle skills, in fact we need to build on this experience and develop it

to a greater level. This is the sort of business we want to continue to be now and into the future.

Things to think about this year:

- Getting paid for our services on time is important, do your part to make it easy for our customers to pay us.
- Scrap and hustle every day for freight and solutions.
- We are part of a global network we must all do our part to feed freight through our branches Mainfreight to Mainfreight nationally and globally.
- Quality is the key to growth do everything we can to delight our customers with what we do for them every day.

Brisbane Build-A-Box – David Kidston, Air & Ocean Brisbane

Thanks to a bumper week of USA bookings, the Brisbane Exports team was able to get our first Mainfreight to Mainfreight USA FAK consolidation packed in December to Long Beach. A very proud moment for the team who have worked hard to expand our destination offering. While it is not a regular service (outside of CaroTrans) as yet, the customer interest has been promising and we are very excited to drive this in 2020 and to work with our US brothers and sisters to build this into an absolutely pumping fortnightly service! Watch this space for sure y'all.



(L-R): Madison Pfuhl, James Timoney, Callum Bruce and David Kidston

Through Adversity comes Opportunity! – James Blok, Brisbane Perishable

Due to the current COVID-19 pandemic in China, one of Perishable Brisbane's large Queensland meat customers contacted us with a monumental challenge. We were tasked with moving 110 tonnes of chilled grain-fed beef to Shanghai.

It was the first time a fresh beef charter had been completed from Australia. Mainfreight provided our customer with a swift response to slowing sea freight imports in mainland China during the peak of the virus, with the product bound for two large

supermarket chains. This was completed with the expert help of Perishables Sydney who offered their facility for the loading and consolidating to take place, a huge thank you for all the team who played a part in this charter, it was a true team effort.



(L-R): Jack Emanuel (ACS Australia), James Blok, Brad Starr (customer); George (Qantas)



2019 Future Leader Award Winner – Blake Kelly, Air & Ocean Sydney

At the 2019 Australian Supply Chain & Logistics Awards, Air & Ocean Sydney's very own Blake Kelly won the 2019 Future Leaders Award. Congratulations Blake!



Now That's Big – James McCrone, Air & Ocean Perth

In January the Projects team, headed by Bronwyn Wassell in Perth, managed the full charter of an Antonov AN124 from Shanghai to Perth (via Singapore) for one of our long-term customers. The planning was vital for this critical shipment; the customer was counting on us to deliver on time to reduce their exposure to plant failure on site. Operations Manager Joel Ward flew to Singapore to supervise the cargo on the final leg. Three brands were involved, Air & Ocean, Mainfreight Transport and Owens Transport to make the final mile delivery to site for 2.30am delivery. Job done!



Air New Zealand on Display – Melbourne

Our global airline partner, Air New Zealand, donated an AKH airline unit for us to use in our Epping showroom. This practical display showcases our customers and the equipment used to move our customers' products. It is a great visual tool.

Our Melbourne Perishable & Air Freight team filled the AKH unit with sample products including some rubber Lobsters and placed it in its new home at our Epping supersite.



L-R: Grant Draper and Sandro Penzo from Air New Zealand

Blueberry Season – Brisbane Perishable

February sees us in the thick of blueberry and capsicum season with pre-cleared imports from New Zealand, which are inspected and treated at origin by an Australian Quarantine inspector.



Hong Kong Hustle – Brisbane Air & Ocean

Brisbane's first Hong Kong pack has happened and has been an absolutely amazing effort, finishing up with 32.96cbm in the TEU ... I think James ate some of the freight! A good mix of regular shippers in there as well and great to have customers that want to be a part of it – priceless. We are already gunning for the next fortnight, bring it on.



(L-R): James Timoney, David Kidston, Madison Pfuhl

We Hustle Because It's the Only Way People Will Ever Notice You! Samuel Taylor and Steven Hong, Air & Ocean Sydney

Groupage has been a big focus for our branch, with the key concepts being 'hustle' and 'exposure'. Both the import and export teams have recently installed new boards which sit next to the sales area and are updated daily with our new, current and prospect consols. The operations and the greater sales team meet throughout the week and discuss opportunities for growth surrounding new/existing prospects and have recently introduced a 'go-zone' period to encourage mass participation and a bit of friendly competition. For Imports, focus out of Thailand, UK,



(L-R): Maral Shiralizadeh, Ethan Redman

Germany, Italy and new ports out of China are constantly updated. For Exports, areas such as the USA, China and Hong Kong are being displayed to encourage consol growth

and sustainability. The hustle is like a magnet, we hope it attracts the right customers and leaves a good impression of Mainfreight.

Owens Transport Australia – Mike Reid

While the current world economic outlook raises both threats and opportunities to our targeted growth, we must not let world views change the momentum we have achieved through focus and perseverance. We are a company with a 100-year vision. The Owens team throughout Australia continue to meet challenges head on and embrace the changes that have been made by working on improving our service levels which will bring growth in our business.

Our business has achieved steady revenue growth on the back of some good sales efforts and retention of existing customers. We must continue to be focussed on our costs and overheads as we move forward. Reducing costs is an area we can all contribute to positively.

The scope of our business has changed over the last 12 months where we now run 24/7 operations in most states. We have increased our owner drivers to a team of 160 currently and a fleet in excess of 450 including trailers and swinglifts; A-double combinations giving us the

opportunity to take on any challenge that comes our way.

Our reefer point storage in Melbourne has recently been increased to 80 points to accommodate larger volumes. We have also recently set up a satellite depot in Western Sydney to give our Warehousing sites and our customer base quicker turnaround times which is showing positive results. In the last calendar year we moved in excess of 130,000 containers, an increase of 20% year on year.

The team is excited about the roll-out of Mainstreet despite the slight delay due to the current economic conditions. From what we have seen to date there will be some exciting new information and functionality available to us.

As we potentially move into a slowing economy, it requires our team to be stronger, smarter and to be grabbing those opportunities that still exist in this large market.

We are in a global marketplace and in these times the saying “nothing works

like hard work” is the catch phrase for our business. We must grab opportunities and be aggressive in competing within our market to ensure we keep growing while controlling our costs.

We are confident that we can get the growth that we desire this year. Thank you to every one of you for your efforts. We look forward to the challenges ahead.

Our focus in 2020/21 will be:

- Make it your business to give great service to our customers – be accountable and take responsibility.
- Control our costs – the economy will be tight this year.
- Participate in your PAT meetings and problem solving circles. None of us are as good as all of us.
- MBWA – know your branch/people/suppliers/customers.
- Plan how to exceed your targets – engage the whole team.
- Smile – great attitudes are contagious.



Mick Apostolovski's new Scania A double leaving our Melbourne depot



Owens Sales team – Australian Sales Conference 2020



McLaren's unpack at Owens Brisbane



Port Tour at Owens Brisbane

Sydney

Well what a start to the year, COVID-19 bringing new challenges and concerns for all. The Owens Sydney team has continued to support all customers new and old with all required services during this period. The team's approach and strength in these times continues to amaze me, their passionate and professional nature has shown the true strength of this team and what

we stand for. 2020 has started with a challenge but has also given the team a determination to overcome and be even stronger at the end of this.

It is truly a pleasure, especially during these tough times, to have the honour of naming Harrison Coulter (son of Owner Driver Colin Coulter) the successful recipient of our 2020 University Scholarship.

Our Sales Team returned from the annual Sales Conference in Melbourne revitalised with and a thirst to succeed in 2020, (it must have been that morning exercise they all participated in).



Harrison Coulter
(son of Owner Driver Colin Coulter)



(L-R): Owens Sydney Sales Team Tristram McKay,
Christina Papoulia, Jordan Andersen, Mac Thomson

Mainfreight New Zealand – Craig Evans

A diversity is the fastest route for self-development. Without experiencing the weight of hardship from unsettling periods, we would all be different people, a different business, perhaps less resilient innovative, and urgent.

Lessons from the distant 2009 global financial crisis and other pandemic events have provided us with valuable guidance, although nothing before has been of the magnitude of COVID-19. Our teams have adapted and responded commendably, staring down unprecedented disruption, and writing a new chapter of our experiences for future generations.

We held onto our values, preserved our teams' livelihoods, remained ethical, empathetic, innovative and executed a steely focus, uncovering opportunity under rocks of despair and difficulty.

The extraordinary efforts of our teams have been captured and stored as knowledge – about presenting a leaner, fitter, more responsive business; learnings that hopefully will be ingrained for years to come.

We have deferred several major building projects while we gauge the

extent of the recovery, looking to see how customers conduct themselves, the overall resurgence of freight and warehousing tasks. We will continue with several key network projects, including Gore, Spring Creek and Levin, all of which are deemed priority developments. Other regions will be assessed as the influence of COVID-19 abates.

It would be an injustice for us to drift back to habits exposed by this pandemic, especially the high use of outside carriers and casual labour that impedes our long-term strategic aspirations of building a special business. This includes keeping spending in-house, consolidating the future of our own drivers and teams. It was heartening to observe how our teams reacted when called on to move around various parts of the business where the greatest need arose, no matter their own core role.

It provided insight into areas of duplication, arising through a lack of communication and co-operation, and reminded us of the importance of collaboration and strong mate-ship. Giving our team the chance to be exposed to new tasks, has expanded

their knowledge and allowed for personal growth, and all the time increasing productivity simply by being flexible. This ability to remain resilient will give us a competitive edge in the future.

A special thank you to our Owner Drivers, who found themselves fronting this event at a time when large parts of New Zealand retreated to safe havens. To our teams on the docks and warehouses, our sales crews, office teams and administrators (whether at work or home grafting for us through these extraordinary times), thank you. To our Air & Ocean teams here and around the world, we appreciated you flying our flag high, doing extraordinary things, inventing lifelines that kept us and our country connected to the outside world.

Who would ever think hand sanitiser and face masks would become a life-critical accessory, or the art of distancing become socially normal? Extraordinary times, requiring extraordinary people, and we are proud knowing that in fact, we have a large bunch of them.

Special people, Special company.

Greening Taupo and Bike Taupo

At this year's Branch Managers Conference, our NZ team worked together to build a section of new bike track in Taupo. We worked in conjunction with Greening Taupo and Bike Taupo to come up with this project which benefited both the environment and the community.

How do you build a bike track you ask? With a few shovels and a couple of wheelbarrows, a tonne of tyres and a huge pile of dirt, and a whole lot of blood, sweat and tears! You can ask any of our Branch Managers and they will tell you it was no easy task.



Fundraising for Aussie Bush Fires

In true family spirit, our team in New Zealand came together in a coordinated fundraising drive to help our mates in Australia who battled devastating bush fires; raising funds through BBQ's, truck washes and raffles.

The total raised by our New Zealand teams amounted to **NZ\$29,386.30**. Mainfreight's pledge to match every dollar raised with an additional dollar brought the amount to **NZ\$58,672.60**. We are proud of the efforts from the team in helping our trans-Tasman friends dealing with such a major catastrophe.

The Australian team represented us in presenting this meaningful contribution to the Salvation Army in Australia.



New Zealand Forwarding – Carl George

It has been pleasing this past financial year to see ongoing improvement in key aspects of quality. Delivery performance, loading errors and a significant reduction in claims numbers and value, has continued the good momentum we have seen over the past few years.

It has been encouraging to see 1,200 new trading accounts start across the Transport network in the past 12 months.

An ongoing focus has continued to remove historical third-party serviced deliveries and bring these back in-house as Mainfreight Owner Driver runs, providing a more visible, reliable service to our customers in these few remaining areas.

We have also maintained the group alignment and cross-selling between Transport, Warehousing and Air & Ocean teams, again eliminating the use of outside services and emphasising a non-negotiable position that only Mainfreight Group services will be used as part of the solution provided.

The past year has seen several satellite branches being established as stand-alone branches in Thames, Ashburton and Kaitia, which not only represents a great opportunity for up and coming

team members to grow into management roles, but also signals the opportunity and intent to have more dominance in these areas.

With the events of the COVID-19 pandemic, lessons and opportunities will re-shape what and how we do things in the future.

From a New Zealand Transport perspective, we see a potential increase in Business to Consumer home deliveries, initially brought about by in response to COVID-19 restrictions, but likely a new channel that may continue longer term.

One thing is for certain, in times of global crisis, people still eat and drink, and whilst we have strong exposure to FMCG products, we must place a greater importance in growing our coverage in this sector across Transport, Warehousing and Air & Ocean as it will insulate our business in tough times.

The last few weeks has allowed us to “clear the decks” in terms of costs in our business and has provided an opportunity to ask ourselves, “Do we really need that”? Is this really necessary or just a “nice to have”, lazy habit?

We would hope that all of the hard work the teams have done in the last few weeks, as we have navigated from a full nationwide lockdown to a “staged” re-start, that we do not fall back into old habits and we use this as a “get fit, stay fit” opportunity.

Thoughts moving forward:

- Don't wait for a pandemic or global crisis to address the dirty washing in your branch
- Don't wait for a pandemic or global crisis to do more sales “cold calls” than ever before
- Don't wait for a pandemic or global crisis to chase outstanding overdue payments
- Don't wait for a pandemic or global crisis to really question expenditure in your branch
- Don't wait for a pandemic or global crisis to communicate more with your teams
- Always see the opportunity in a crisis or tough time
- Always stick together as a team, we all need each other to get through times like this

Onwards and upwards team for 2020!

Claims Performance

Outward Consignments Per Claim			
Branch	To Mar 2020	To Sep 2019	To Mar 2019
Oamaru	14035	6439	0
FTL North Island	6068	0	0
Paraparaumu	2823	0	0
Gore	2403	0	0
Chem Auckland	2283	2331	1823
Gisborne	1392	2518	0
New Plymouth	1353	1259	1775
MF Hamilton	1293	1325	1095
Masterton	1125	1081	748
Whangarei	943	1023	1107
Invercargill	912	1104	1130
Dunedin	882	892	781
Kaitaia	864	677	0
Palmerston North	860	868	691
Ashburton	819	502	626
MF Wellington	815	764	830
2Home Christchurch	746	582	675
Owens Christchurch	739	680	424
Mt Maunganui	727	890	703
MF Auckland	719	599	501
DF Christchurch	713	845	794
Greymouth	697	503	0
Timaru	676	930	0
Total Company	665	657	528
Thames	634	584	400
MF Christchurch	595	521	376
Rotorua	593	666	731
Blenheim	573	452	331
Napier	550	616	805
Whanganui	516	768	686
Cromwell	515	543	486
2Home Auckland	504	485	831
DF Auckland	504	570	617
Taupo	472	592	220
2Home Wellington	414	436	0
Owens Auckland	384	376	200
Nelson	294	349	251

Inwards Consignments Per Claim			
Branch	To Mar 2020	To Sep 2019	To Mar 2019
Gore	12798	0	0
2Home Auckland	6765	11049	4144
Oamaru	4702	6731	0
Whanganui	3903	2780	2907
Kaitaia	3530	3428	0
Ashburton	2983	2264	1998
Gisborne	2867	3056	0
MF Christchurch	2355	2049	1633
Timaru	2287	2031	0
Chem Auckland	2251	2410	2571
Masterton	2231	1481	1564
New Plymouth	2125	2112	1315
MF Hamilton	1965	2102	1410
Palmerston North	1699	1325	671
MF Auckland	1677	1543	1593
Owens Auckland	1651	2077	1130
Thames	1569	1963	1479
DF Auckland	1472	2050	1634
MF Wellington	1419	1757	1015
Total Company	1225	1230	901
Napier	1179	1229	813
Mt Maunganui	1178	1115	765
DF Christchurch	1150	1214	1127
2Home Christchurch	1128	720	879
Paraparaumu	1118	0	0
Taupo	946	955	1225
Greymouth	870	858	0
Cromwell	825	677	529
Owens Christchurch	822	958	443
Whangarei	801	681	652
Invercargill	795	737	1009
Dunedin	712	795	504
Rotorua	697	765	657
Blenheim	600	599	506
Nelson	494	458	335
2Home Wellington	387	446	0
FTL North Island	3	0	0

If your branch is below the Total Company number, then you are below average.
Make sure you and your team members work hard this year to be above this line.

KiwiRail GYT containers

The first of KiwiRail's new GYT containers were delivered to Mainfreight Railway Lane.

Mainfreight also arranged for their newest unit to hit the road and bring them across from the Auckland Container Terminal.



Michael Heera's new quad unit with the 20' KiwiRail curtainside units ready to load



Men's Health Week

Way back in Men's Health Week, the Auckland Executive of the Master Builders got together with the construction trainees at NZMA's Mt Wellington Campus to build a shed, an underrated symbol of Kiwi *men-ness*.

When it was ready to go, the shed was auctioned on Trade Me and raised a generous \$4,000 for the *Key to Life Trust*, helping New Zealander of the Year, Mike King, spread his important mental health and suicide prevention



messages to high school students around the country.

Just prior to Christmas, the good guys at Mainfreight showed their

commitment to men's health by collecting the shed and delivering it free of charge to its new owner at Mangawhai.

Samoa Relief Support

The ASA foundation are very thankful to the Mainfreight team for the help and assistance their teams gave to the ASA foundation, for the Samoa relief support. A few pallets here and there ended up being 46 pallets, 24 coffins, and a blessing for the coffins at Railway Lane.

This was a true team effort with each job requiring hand loading the items onto pallets and wrapping them either at the pickup or in the depot. Teams who got involved were, Invercargill, Dunedin, Christchurch, Wellington, Palmerston North, Blenheim, Rotorua, Mainfreight Auckland, Owens Auckland, Metro Auckland and Auckland Airfreight.



(L-R) Bob Vincent and Matt Dalton



Volunteers donating to the ASA Foundation with Mainfreight team members (L-R) Henry Booth, Bob Vincent (very back), Matt Dalton, Jacob Kelly, Richard Devine and Seila Fiso

Harvest 2020

It has been challenging times for the Mainfreight Cromwell team with this year's grape harvest. Nathan McEldowney had six of his team out

picking grapes, and driving tractors for the vineyard owners. Most vineyards in the region employ older retired workers, but due to the COVID-19

lockdown, the "over 70's" were encouraged not to work, and we filled the gaps.



Chihuahua Rescue

Casey Walters, founder of the New Zealand Chihuahua Rescue Trust contacted Mainfreight during the lockdown asking for help with three Chihuahuas in Morrinsville that had been surrendered by their owner, as the dogs needed medical treatment that they could not afford to pay. Casey needed to get the dogs to their home base which is in Christchurch to receive the medical treatment, fostering and eventual adoption. They would normally book them on a plane, however with COVID-19 restrictions the airports were not shipping animals as deemed non-essential!



Driver Andy Zykowski with the team from NZCR



Wish to thank you ...



With Mainfreight's Ready, Fire, Aim attitude, we were able to offer a solution and provide a service to delight our customer.



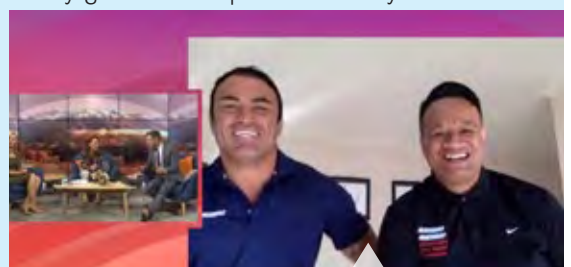
Haedyn Wicks – a healthier way of working meets kiwi ingenuity!

Wellington Transport Operations Team

Haedyn and Stu in the Wellington Transport Operations team have made makeshift standing desks out of pallets and strops in the depot. Standing desks have a range of health benefits, they may lower your risk of heart disease, weight gain and blood sugar levels. They can also reduce back pain and help improve mood and energy levels

Mainfreight Rotorua TV Stars

Gregg and Pete from Rotorua branch made a recent appearance on "Breakfast" TV, filling the daily guest slot to provide the day's weather details. They eloquently presented all of the cold fronts, fine spells and cloudy with a chance of meatballs information that we needed.



(L-R) Gregg Conning and Pete Esau-Manutai Keep smiling boys!



(L-R) Ross Wells and Jeanette Williams

Retirement

Congratulations and all the best to Jeanette Williams from Mainfreight Invercargill who recently retired after 35 years with Mainfreight. We wish you all the best with your retirement Jeanette.



Auckland Touch Tournament

What a way to spend a Saturday! It was awesome to see so many of our team out on the field at this year's Mainfreight Touch Tournament in Auckland. Thank you to all that were

involved in organising the day, especially Thomas Curtis our Branch Manager at Mainfreight Metro Auckland, Mike Perez from Mainfreight National Support

and the Suburbs Football Club for hosting us for the day.

Congratulations to the 2020 winners – Daily Freight Auckland All Stars.



New Zealand Warehousing – Mitch Gregor

The past year has seen positive growth for our New Zealand Warehouse business and we continue to support our growing customer base with their increasing demand for outsourced logistics services.

Highlights for the year:

- Positive sales growth and number of new key customers added
- Intensification of the regional network with warehouses introduced in Cromwell and Hamilton
- A number of new key leadership appointments and investment in career growth for our team
- Improved collaboration across our three business units – Transport, Air & Ocean and Warehousing

As a leadership team, we continue to work together to further align our Warehousing business globally. This will ensure we can offer our customers a standardised approach to business across global markets and improve our profitability through efficiencies.

Despite a very different economic landscape forecast for the next 12 months, we will continue to protect our culture, invest in our people and look after our customers. This is our longer term approach to business; this is what separates us from everyone else.

If you see someone without a smile give them one of yours!



Andrew Sesani of Owens, Kahu Street showing us how much he loves his job! Note the sausage roll...

The Landscape Ahead post COVID-19:

- Continued focus on Health & Safety, quality and improved operational performance
- Looking after our team and revising processes and expectations with customers (where required) so we can operate together in a safe and economic manner
- Reviewing the structure of our business and evolving how we operate to cater for a changed landscape and move forward as a stronger business
- Cost saving initiatives adopted with our key strategic suppliers
- Closer attention to cash flow and debtors
- Sales growth and focus on FMCG and products with higher stock turns (growing the sector as part of our customer base)
- Continuing with strategic investment in infrastructure and property where required; some larger developments have been deferred however, where our customers need investment we will still do so together
- Further investment in technology to support efficiency gains for our team and customers
- Greater global alignment with our Air & Ocean and Transport business units

Goals for the Year ahead

Some simple goals for the year ahead and some key areas of focus include:

1. Every branch to achieve their profit targets for 2020/21
2. Do more with less ... no outside labour; do more ourselves
3. Lift our image in all operations ... every surface gleaming
4. Delight our customers
5. Continued focus on quality, safety and continuous improvement in our operations
6. Have a sales focus in everything we do! Grow our pipeline and new business prospects for 2020
7. Work closer with our customers and Air & Ocean to get the inbound freight into our warehouses (air and sea, customs clearance and wharf cartage)
8. Training our team (a trained team is more productive)
9. Career and leadership development of our people, the next level leaders
10. Use our technology as a way to innovate and stay ahead of the competition

Thank you to everyone in our Warehousing team across New Zealand for your continued effort, and the commitment you and your families make to ensure our business is successful; we really appreciate your hard work.

Savill Drive, Scale Model

Meet Jason Gillard, a young man with a passion who has been creating scale model versions of our landlord, Goodman's, new developments since 2018. Goodman were introduced to Jason through Poly-emp, an employment and advisory service for people with learning difficulties such as autism.

Jason recently completed a version of our Savill Drive warehouse in Auckland. Typically these projects take eight to twelve weeks to complete. Each model includes Jason's trademark feature – a removable roof that lets you see inside.

The attention to detail and accuracy are outstanding!



68 Westney

Tim Logan was recently appointed to head up our latest 13,000 pallet space Auckland warehouse, 68 Westney, which officially opened in early June 2020.



Tim Logan



Some of the team at 68 Westney getting ready to go (L-R): Thomas Hopkin, Samuel Joe and Tim Logan

Warehousing Global GMs, Auckland 2020

We had the pleasure in hosting our Global Warehousing GMs in Auckland earlier this year. We all decided to hike up to the top of Rangitoto Island together to capture the best view of the city.



(L-R): Rene Van Houtum, Michelle Yip, Liane Philipsen, Mitch Gregor and Simon Hart



Team talk with the business

A great turn out to hear about our Warehousing business globally

Back Row (L-R): Mitch Gregor, Jeremy Davis, Michael Mutimer, Joel Clarke, Hamish Woods, Michael Healey, Robert Stewart, Scott van Breugel, William Sabiston, Simon Hart, Ryan London, Lane Robins, Lachlan Walker, Ollie Morrison, Sautia Misa

Middle Row (L-R): Liane Philipsen, Thomas Merriman, Phoebe Williams, James Avery, Karla Crawford, Josh Horrell, Nick Smith, Dylan Colbert, Chantel Barry, Ryan Wong, Kaleb Lockyer, Sam Irving, Jacob Eyre, Michelle Yip, Candy Huang, Harry Yang, Ara Jeong, Helen Healey, Liz Moore, Nicole Koen, Dean Puwananuwat, Nilesh Bhuthadia, Shailesh Bhuthadia, Bharat Kesry, Jason Byun and Dan Sharma

Front Row (L-R): Rene Van Houtum, Emma Jackson, Tessa Jenkins, Olivia Dempster, Kamyille Rodrigues, Lizzie Judd, Alexia van der Zanden and Kirsty Michell

Te Wetini, Hamilton Olly Bosworth – Branch Manager Warehousing Hamilton

Builders have started on the extensions to our Hamilton shed, which will provide an additional 4,500sqm DG environment.



Photos of the action at Te Wetini – no walls yet!



Congratulations to Olly Bosworth who has recently been appointed our Branch Manager in Hamilton



Congratulations to Paul Grimes who was recently appointed as our Branch Manager in Tauranga

Tauranga

After operating as a supplementary service within our Transport business, our Tauranga team officially became part of the Warehousing business in April 2020, and are enjoying the challenge and opportunities ahead.



Some of the Tauranga Warehousing team (L-R) Yana Heath, Alex Hubers, Stu Clarke and Jayemi Emery

Restaurant Brands Go-live

The Warehousing team at our McAlpine Street Christchurch and Savill Drive Auckland facilities, working with the Mainfreight Metro teams in both cities, have been busy keeping up with orders destined for our fast-food restaurants. A popular choice after the weeks of lockdown.



Anmol Dutt from Metro Christchurch delivering to the Colonel



Shaun Anglem from Metro Christchurch delivering to Pizza Hut

New Zealand Air & Ocean – Nic Kay

Who would have thought we would be using the word "Bubble" to describe our work and family networks and environments; when you meet someone, having social distancing by keeping two metres away and not shaking hands; singing happy birthday twice while cleaning our hands 20 times a day then putting on a face mask; conducting all our meetings and sales calls over the phone or through zoom and webinars while working remotely from home with operations team working in split shifts. So much change in a very short time.

Adapting to all these changes both personally and professionally has been huge for everyone. I'm very proud of the way we have all adjusted to this new environment and thankful to you all for the support you have given.

The disruption that COVID-19 has created globally to all economies and business has certainly been the catalyst to review and reshape our business to adapt to the ever changing market place. As we navigate our way through this unprecedented period, panic,

uncertainty and change around the world is becoming the "norm" that we are dealing with every day as our customers' requirements and global markets adapt. Times of adversity and challenge come with huge opportunity to provide flexible solutions to both new and existing customers. Our global capabilities across our services and countries underpinned by strong teamwork are a proven point of difference and have been key to keeping positive momentum through this changing global environment.

Mainfreight team on the ground around the world have worked tirelessly to provide options and manage our key Airline and Carrier relationships to secure capacity requirements both at origin and destination. Our Mainfreight teams globally are working closely with customers and suppliers in local markets to coordinate shipments and provide flexible solutions for our customers. These service offerings have ranged from Chartering Airlines, multi-modal movements, Air to Ocean conversions through hubs like Hong Kong, supplier consolidations, all with

reduced services and capacity across both airlines and carriers. This has required a huge amount teamwork across our Global network and service, operations experience and leverage of relationships we have forged with service providers.

What makes us extremely proud is the way that we have come together as a team and tackled the changes enforced on our business. In these times we have used this opportunity to reshape and review our business. We are committed to come through this as a "fitter" business that has tight control over all costs, better administration on invoicing, cash collection, reporting, and margin management. Being efficient as an operations and commercial business will ensure we can be more productive and "do more with less". The key now is to keep hold of these new disciplines along with weaving in the pillars of Mainfreight to drive our business forward.

Remember they part you each play in the ensuring we have Quality + Culture = Profit.

Key Focus for the Year Ahead:

- HUSTLE and Intensity in everything we do – you snooze you lose
- Sales is EVERYONE'S responsibility
- Keep up the good work on our WIP's, accruals and administration – NO job losses!
- Continue to tighten up our cash collection – it's not a sale until the cash is collected!
- Work hard to keep developing relationships with our key Airlines and Carriers
- Understand that we have no "set" roles and need to be flexible to work across the MF business as required to make the business efficient
- Continue to explore more efficient ways to operate to improve productivity
- Review the value in our teams working remotely as the requirements arise
- Look after each other and the remember the importance of teamwork
- Build on the stronger relationships and opportunities within our Transport and Warehousing businesses
- Small incremental improvements daily make a big difference – don't take short cuts on this
- Flexibility in all our service offerings to ensure we are exceeding our

customers' requirements, keep evolving and changing

- Adaptability to react if and when we need to reshape the business to operate in the environment that we are in
- Everyone contributes – we will not carry any passengers

The lift in intensity and HUSTLE in the business will drive growth and keep us ahead of competitors. Let's build this momentum and capitalise on the many opportunities that are developing. Our key focus going forward to keep working hard on the above areas to keep the gains of our hard work to date.

Team, if EVERYONE continues to work hard on the above and keep this Hustle and Intensity in our business we will be a lot fitter, stronger, flexible business to take on any challenge!

Kamo Touch a Truck – Whangarei Team

On the last Sunday of January a handful of Mainfreight Whangarei drivers attended the local Kamo Touch a Truck, a charity event organised by the local fire brigade, which this year was raising funds for Leukaemia & Blood Cancer NZ. The event is held annually and welcomes along families with entry by gold coin donation, and allows attendees to get up close with trucks, emergency vehicles and excavators. Our drivers gave up their weekend to clean their trucks inside and out, and then started in convoy with the other trucks across town. Well done!



U2 Project – Auckland Airfreight

Late last year, we handled project cargo on site for U2 which was our biggest ever. The effort and success of our team to load approximately 295,515 KGS m³ of freight across 115 airline units in under 9 hours in the dead of the night is a remarkable feat. All this freight was loaded across 2 x Singapore Airline 747 Charters and 1 x Emirates 777 charter. The entire operation was a resounding success that has now put ourselves on the “large” concert map and thanks to the team's efforts we can expect more business when the bigger bands of the world visit our shores – whenever that may be.



The team above was taken at 10.30 am just after the 115th PMC was strapped.

(L-R): Front Row: Campbell Tapuosi, Isaac Faitau, Tyson Tapuosi
Middle Row (Seated): Sam Bennetts, Nu Halagigie, Paul Hale, Fouikivaka Tolu, Matau Matau
Back Row: Erle Betty, Sergio Serra, Paul 'The Rockstar' Riethmaier, Manu Halagigie, Cameron Godfrey, Colin Murchison, Darren Barboza, Tim Coughlan, Tiaz Ali, Ankush Reddy, Kura Kira, Patrice Temanu



Fresh Ideas and Team Work Accomplish Big Things – New Plymouth Team

Back in September, one of our regular project customers got in touch with Bronwyn Wassell over in Perth to see if we could help out on a big shipment coming out of the US. It seems the supplier was not going to be able to get their equipment to them in the timeframe they needed and wanted to see if we could help out. She quickly got in touch Michael Forkenbrock and the Chicago team and together they came up with a plan to send the gear break bulk on an ANL container ship as opposed to waiting on the RORO option the supplier had been looking to use. This allowed them to utilize a direct sailing from Long Beach to Auckland and meet the customer's timeframe.

Once in New Zealand the equipment all had to be moved from the Port in Auckland to a site near the airport to be staged and pre-assembled before being taken to its final site where it would be erected and put into production. The shipment consisted of nine 40'HC from the US containing all the support gear, a 40'HC from Italy containing a 17 tonne mixer, a nine tonne silo, a six tonne dust collector and the heart of the plant a 24 meter long, 36 tonne Lo-Pro trailer unit.

While the Lo-Pro unit was designed as a trailer unit to be towed and self-contained it was not designed to be towed around New Zealand's much smaller infrastructure. Because of this we had to bring in a specialized trailer to be able to move it from the port to the staging site and then the final site by the airport.

The whole project went off with any problems from start to finish. With both our customer and the supplier impressed with Mainfreight's quick thinking to come up with a solution and seamless movement throughout. When done it was a true team effort with members from Air & Ocean Chicago, Perth & New Plymouth, Auckland's CFS, Ports and Mobile all working together to make it happen.



Warbirds Over Wanaka – Dunedin Team

Mainfreight Air & Ocean Dunedin's long association with Warbirds over Wanaka continued this year with the Import of a Russian Polykarpov I-16 from Germany.

Mainfreight Air & Ocean Hamburg team organised the packing and shipping via Hamburg Sud and Mainfreight Transport Dunedin worked with the Cromwell team to arrange the intricate extraction of the aircraft.

The plane was re-assembled ready for airworthiness testing prior to the Air show. Sadly the Show was a casualty of Covid-19, but the Polykarpov sits in pride of place in the Wanaka Museum ready for her next flight plan.

This project was not all plain sailing but shows what the Mainfreight global team can achieve.



Rocket Lab – Auckland Airfreight

"The US military flight to New Zealand - and the secret cargo it carried" this was the title of the article by David Fisher in the NZ Herald about our shipment ... When I first saw the email about this shipment, I didn't realise this was going to be a mission with a huge military cargo aircraft C17 involved in it.

Our part of the mission was to ensure an effective, quick and safe collection of the package from the airport and deliver to the Rocket Lab facilities in Auckland. It may sound like an easy job but due to the enormous value of the product and the number of people involved, it was a challenge!

Janet Clark from Mainfreight US organised the shipment at origin, where the goods were loaded into a Boeing C17 Globemaster to come to New Zealand via Hawaii. Janet kept us posted daily on the status of the project, she was our eyes and ears in the US.

From New Zealand, Darren Barboza and Diego Cueto dealt with Rocket Lab NZ, US military services, Airport Security, Air New Zealand ground handling and a whole lot more people to ensure the safe and controlled collection and transport to the Rocket Lab offices in Auckland. Our customs master Andrew Thomson was the hero in charge of ensuring we were all cleared by customs and MPI prior to entering the country... Thanks Andrew for the effective and good work done!

D-day arrived and we were all ready at 7am waiting for the crew at Mainfreight to go Check Point Charlie where Airport Security took us to bay 74 where the aircraft parked on arrival. It was impressive to see the military cargo plane land at AKL International but it was even better to see the C17 heading towards us to park, getting bigger and bigger every second... VERY IMPRESSIVE!



Money, Money, Money – Air & Ocean Wellington

In the middle of lockdown alert Level 4, we helped the Reserve Bank import cash into New Zealand from Australia and Canada. This followed unprecedented demand for cash from banks and the public via ATMs and bank branches in the weeks before lockdown.

The Reserve Bank contacted Trevor Rice at Mainfreight Air & Ocean Wellington who coordinated all on-the-ground (non-airside) handling plus transport arrangements for each shipment, and with the support of the Mainfreight team (Erle Betty, Josh Able and Trevor Rice from A&O, along with Harinder Singh and Pete Ansell from Transport) and with protection provided by the NZ Police, delivered all the cargo safely to the Bank.

This was a once in a lifetime week (or so we all hope!) and the Wellington Mainfreight team played a vital role in ensuring the Bank had plenty of cash available for the public.

The Reserve Bank were extremely

grateful to Mainfreight for our participation and afterwards, sent a letter, thanking us for all our support and assistance in what was clearly acknowledged as being extraordinary and trying conditions!





Mainfreight Europe – Ben Fitts

Our momentum in the lead up to COVID-19 was stronger than ever, and we ended the financial year with a much improved result over last year. This reflects our determination and continued focus on the areas that make us a better and stronger business.

Thank you for the part that you have played in this – it may seem a distant memory for now but we will regain that momentum!

Our strategy is quite simple, and has been working so does not change during this testing time. Keep quality up, focus heavily on sales, think of the Mainfreight network, protect our culture and margin, and work as one Mainfreight team. We are on a strong footing to deal with this situation.

Our network has continued to develop, with new branches in Milan for Transport, Barcelona and Manchester for Air & Ocean, and the second phase of our 50,000sqm Zaltbommel warehouse now up and running. Welcome to the teams from those branches.

More than ever our sales activity has a critical role to play in ensuring that branches stay healthy and strong. With a large number of new sales reps there's no shortage of energy and hunger, let's be sure that this team gets the support needed from those more experienced. Keep your foot on the gas team, you have an important role to play as we navigate through this.

Quick decision-making has helped to shield the business from falling volume as various countries moved into lockdown. A significant reduction in temp numbers was one of our many defences. A genuine willingness from the wider team to get in and help operations that have needed a hand in part because of this – often on top of your normal day job – is enormously appreciated. 'No Job Descriptions' is alive and well!

Team, thank you for all that you are doing at this extraordinary time. Take care of yourselves and one another and don't let your battery run too low – remember to take a break and

recharge every now and then. We may be in this situation for some time yet so it's important to stay healthy and keep a positive mind-set.

Lastly congratulations to the 's-Heerenberg Transport team for taking out the Branch of The Year award for the second year in a row in a closely fought final contest with the London Air & Ocean Team.

Well done!

5 things to keep at the front of your mind:

- **Stay safe** – Look after one another, observe distancing rules and our protocols.
- **Team** – One Mainfreight family. Keep supporting one another where needed.
- **Quality** – Without it we have nothing.
- **Stay positive** – Yes, this is a setback, but we are a 100-year company.
- **Sales** – Hustle. Be cheeky. Be quick. Keep pushing.

Blue Blood Award

At the Branch Managers awards dinner we awarded the 2019 Blue Blood Award to Christophe De Backer who is a very worthy recipient.

The story: 13 February 2019 was a strike day in Belgium, and there were a lot of goods kept in our cross dock, including a table for one of our customers.

Despite the fact that we pro-actively informed our customers of possible delays due to the strike, this company needed the goods very badly as they had planned a reception on the Friday evening. The problem came up here on Friday and due to the dimensions of that shipment, a sprinter was not immediately available.

Christophe himself suggested to do this with our Mainfreight truck as soon



(L-R): Courtney Bould together with Blue Blood winner Christophe De Backer

as it was back from distribution. After his job as team leader in the fixed morning post, Christophe left around 17h to the company (180 km one way). When he arrived he even helped with assembling the table. Of course the customer was very happy

that his reception could still take place. Christophe arrived back in Genk after a very full working day! This is exactly the Blue Blooded people we're proud to have in our company. Thank you for all your hard work Christophe!

Sales Members Staying Connected to their Customers

What can our sales members do to stay in touch with our customers these days? One of the ideas in how we still can support our customers was to place a note under the foil on each pallet leaving our cross dock with a message conveying some positivity and Mainfreight's willingness to support.

While on the other side of the cross dock, sales teams are helping out by



Jurriaan Cijssouw attaching the pallet note



Giovanni Tornabene moving his customer's freight

moving their customers freight into trucks. It's a great way to see how our sales teams stay connected to their

customers and work together. Teamwork makes the dream work!

Europe Air & Ocean– Jason Braid

As we write this newsletter we are still feeling the impact of the coronavirus pandemic but, without minimizing the situation the world finds itself in, there are still some incredibly exciting things taking place right across our business and we should not lose sight of this.

On January 13th we officially opened our Barcelona Air & Ocean Branch, our first in Spain. Only one week later we opened our Manchester Branch, our second in the UK. Both are valuable additions to our global Air & Ocean network and we couldn't be happier with how quickly these branches and teams have found their feet. A big welcome goes out to all our new Spanish and English team members – thank you for entrusting us with your careers.

There's been some great progress made on developing and strengthening our culture, so we're very proud to have been able to promote from within recently with two of our great young talents taking on key Branch Management roles. Stijn Vliegen has taken on the Hamburg Branch Manager's role, and Tom Slabbers our Paris role. Congratulations to both of you and thank you; go hard and don't be afraid to shake things up!

In addition, Stijn recently won the European Salesperson of the Year

award at our Annual Sales Conference in February. What an exciting couple of months for you Stijn! Well done.

The development and growth of our sales team over the last six months has been pleasing; this will only benefit us during this time as their energy and passion helps uncover opportunities that were perhaps once not on the table. As competitors struggle with keeping promises and maintaining service levels, these same opportunities may now be up for the taking – it's time to hustle!

Furthermore, our continued commitment to building consolidations has never been more important; this allows us to provide a consistent and quality service to our customers; likewise, the importance of strong relationships with our core carriers. Stay true to your word and back up your promises, these relationships have shown to pay dividends in the past and, as with consolidations, will only assist us going forward

Having our strategy and culture right is crucial, perhaps even more so right now. Please stay focused on the points below and let's not lose track of where we're going. The branches that have worked hard on this and that are starting to get the formula right, are holding their own right now which is just fantastic to see.

Team, there's some truly great stuff happening out there with many of you going above and beyond to help out our customers in what are challenging times. This just highlights yet again what a special bunch of people we have within our business. Thank you very much for all you are doing.

Please stay safe and look after one another.

5 Things to Stay Focused on:

- Urgency in all things sales related. Success in sales takes a total team effort, it's not just the responsibility of the sales rep
- Become a product specialist. There is nothing wrong with being passionate and knowledgeable about air freight, ocean freight or LCL
- Continuously search out opportunities for consolidations and then commit to them. We've started and have achieved some traction, but there's room for more
- Focus on gaining customers that have every day freight that helps 'make a city breathe'
- Work together as a team – within Air & Ocean Europe, across Transport and Warehousing, and around the world

Building Consolidations – Jake Pascoe

In February at our annual Sales Conference held near Haarlem, The Netherlands, the European Air & Ocean sales team took the opportunity to come together a day earlier to spend time as a team, especially to focus on our sales efforts and our global air freight and ocean freight consolidations.

As we mature and grow as a business in Europe, our goal is to have Air & Ocean consolidations to every location we have a branch. Consolidations are a large part of our business and extremely important to delivering high levels of service to our customers, so understanding how these work and the benefit of consolidations to our customers is crucial for our sales team!

Through the day, we went through the global consolidations we already have in place, how we can utilise these consolidations to customers around our countries and how, in time, we will continue to build more consolidations in addition to what we already have.



From left, clockwise: Arseny Zemskov, Marije Beliën, Matt Ward, Roushan Nohar, Jake Pascoe, Ihab As'ad, Laetitia Gourmelen

There were in-depth discussions, learnings and good debates from all team members involved in the day and it was a great way to start to our three days together in The Netherlands.

English Guy Heads to Outward Bound – John Lane

Not your typical British summer morning after receiving a call from Jason Braid telling me I had been nominated to attend the next Outward Bound Course in New Zealand. What a huge honour to be part of a select few who had the chance to test both their physical and mental resolve throughout the week long adventure.

The trip was of course seamlessly organised by our Mainfreight team members to ensure we arrived with everything required and we were in the right frame of mind for what was ahead, unfortunately they couldn't help with the 26 hour journey from London to Auckland!

As you know I am not able to go into any detail about the course itself and as they say in England "what goes on tour, stays on tour" however this trip would certainly not have been as memorable without the other members of "Blake Watch". The team who came from all corners of the world soon became family and the friendships built will always remain strong.

The course reconfirmed to me the power of teamwork and when human beings are challenged outside their comfort zone how fears can be overcome by a simple "you can do this" comment by your peers. Likewise we must all remember everyone is different and you must adapt your communication skills in line with their characteristics, as a team leader or manager; if you can master this I

believe you will have a very powerful team at your disposal.

Following on from the course I wanted to make the most of my trip to NZ and with the UK still being in its infancy I wanted to visit our well established brother and sisters to learn more about the Mainfreight Culture, their processes and experiences. I was blown away by the scale of operation, it's hard to visualize this from your desk in London but continually seeing the Mainfreight branding on either a truck, uniform or warehouse sign puts the sheer scale of the operation into perspective. This is also emphasized by the team members who all share the passion and desire to continually move the company forward.

I returned to the UK pumped up with ideas and a "Will Do" attitude that the UK could replicate that of New Zealand

with the right focus, determination and team all pushing for the greater goal. The whole experience was extremely positive and I have learnt a lot both personally and professionally.

Big thank you again to everyone who made this trip unforgettable.



John Lane



Outward Bound : Blake Watch 662

Front Row (L-R): Ross Hore (OB), Dallis Parker-Waters, Stefanie McGaughy, Marien Pastoor, Olly Bosworth and Kyle Evans

Back Row (L-R): Darren Sundbye (OB), Sidney Ene, Jessica Cuming, Nick Marshall, Miguel Crombez, John Lane, Alexander Kosachev, Tim de Beer, Sam Wilkinson, Michael Woodham and Mitch Gregor

Airfreight Conference in Amsterdam – Ian Graham

At the end of 2019 some of our Air & Ocean branches in the USA went through a major change with the splitting of these branches into being product specific air freight and ocean freight branches. In Europe in some countries we have this setup already, and now with our largest trade-lane also mirroring the structure, we see that as a key change to give us the focus that we need to build our airfreight product between Europe and the USA.

As part of building a deeper understanding between our teams, the Branch Managers from Los Angeles, Dallas, Chicago, and New York spent the majority of the week on sales calls

in either the UK, Belgium, Germany, or the Netherlands before coming together at the end of the week.

It was a chance for the American team to get a hands-on experience of how things operate on the European side of the Atlantic; along with a chance to sit in front of customers and prospects that contribute to what is a critical tradelane for our airfreight product. We also took the chance to spend some time in the wider business and walking through our warehouse and cross dock operations which really gave the team a larger understanding of the significant footprint we have as a business in Europe.

Some of the key takeaways being:

- Establishment of regular sales team conference calls between both continents
- The need and implementation from all teams to share true costs to build trust and complete visibility
- The construction of simple rate pricing to make it easier for our teams to sell our markets

We are sure that this investment in knowledge and mate-ship will be the springboard we need to grow our consolidations and traffic between the regions.

Europe Warehousing – Liane Philipsen

During February's European Branch Managers meeting the Warehousing team jointly determined the mission of Warehousing Europe. It contains of three themes:

- Delight our customer
- Feed the network
- It's all about Family

In this newsletter we share some stimulating stories supporting these themes.

Delight our customer: our Continuous Improvement Program is a great tool to stimulate our team members to come up with ideas to improve our operations. The team that came up with the most continuous improvements ideas last year was the Late Configuration team of our John Deere operation. The celebratory cake was shared amongst 90 enthusiastic team members.

Feed the network: our Branch in Zaltbommel, The Netherlands is extended as of May 1st from 26,000m² to 52,000m². Great achievement from the team since they were able to attract Supply Chain customers for the first 26,000m² within 18 months. With this extension, we have further opportunities to make sure we support and fill the Air & Ocean and Transport network.

It's all about family: the brand new canteen in Zaltbommel,



The Netherlands is a success. Our team members are able to get a nice warm meal or sandwich (with Dutch cheese of course). The team enjoys spending time together to discuss soccer or work. We consider

this to be an excellent way to further enhance our family culture.

Enjoy this newsletter! We have started the New Year with enthusiasm and are excited about the future.

CIP Team and CIP Idea of the Year 2019

As well as the award for the CIP Team of the Year mentioned above, we also have an award for best CIP Idea of the Year too. This year, the best idea goes to the Fiskars team! The team came up with the idea to send out 0.25m² and 0.75 m² pallets. This really improved transporting efficiency which is also better for the environment. Funny fact; the idea was invented and implemented in half an hour. Good lesson to keep it simple and dare to challenge processes!



Patrick Goossen showing the best CIP idea of the year

Completion of 2nd Phase Zaltbommel Warehousing

We are happy to announce that the construction of the second phase of the warehouse at Zaltbommel is finished. With the completion of this expansion we doubled the capacity from 26,000 to 52,000m². We had the challenge to look for new customers, as well as looking for opportunities with existing customers to expand our services.

We can already announce a few new operations that will be implemented:

- A sister company of an existing FMCG customer in 's-Heerenberg has selected Mainfreight Zaltbommel to perform 3PL services for the introduction of new innovative products to the European market.
- Secondly, for an existing customer of the Warehousing and Transport branches in 's-Heerenberg, with luxurious home and body care products, we will perform part of their warehousing and distribution operations from the Zaltbommel branch, in order to facilitate the expected growth for the coming years.

- Related to the analysis of the point of gravity as part of a tendering process of a FMCG customer in 's-Heerenberg, we agreed to move their complete operations to the more central Zaltbommel branch. We are performing Warehousing services, extensive Co-Packing activities as well as distribution to retail customers in Belgium and The Netherlands.



A True Mainfreight Family Canteen in Zaltbommel

In Zaltbommel we have a real Mainfreight family canteen. We have added our own fresh and home-made salad bar, with daily fresh vegetables, fruits and nuts.

In this warehouse our own "kitchen lady" Marjan looks after our team

members by preparing fresh and healthy meals. She works very hard to prepare all sorts of nice treats, like home-made soup with all kinds of fresh ingredients, freshly baked sandwiches with the most delicious meats, cheeses and salads!

As well as the lunches, we provide fresh-made evening meals twice a week, a meal like a good rice bowl, lasagna or spaghetti – or seasonal meal, like we had in winter our own traditional Dutch winter stamppot.



Our canteen chef in Zaltbommel Marjan Rengeling showing her new tomato harvest



European Transport / Trucks & Drivers – Frans Zuidgeest

The start of this financial year has been one that we will not easily forget. After a strong performance in the last financial year we continue to build on our future. The second year in a row branch of the year for the 's-Heerenberg branch, the Blue Blood award and the Bloody Good Idea are a recognition of the foundation that we continue to build on.

Thank you all for your contribution to making this happen. It is great to see the flexibility and creativity in the teams. Further on in this newsletter you can read about the initiatives of the teams, not only making a difference but also learning more about our business and having a bit of fun. Especially when the productivity

statistics of the team helping out on the dock were shared...

Not only have we promoted a team member to the role of Branch Manager in the Poznan (Poland) branch; we have also opened a branch in Italy. This branch in Italy will serve customers with part and full loads in a combination of chartering and using our own fleet that is present in the region. The branch will share an office together with the Air & Ocean team that is already based in Milan. A good example of the cooperation within our own Mainfreight network.

In Belgium we have implemented our new software platform, MainMove together with a new EDI set-up, MainSolutions and route planning. As such we have implemented the

template for our European Transport business. With a 'big bang' in April the previous software was exchanged with a lot of effort of the branch and IT teams for the new set-up. Team, well done and enjoy the rest of the journey!

In our Three Pillars we mention the 'no job descriptions'; this means that we can support, take initiative, improve and grow with and within our business! Enjoy this, serve our customers in the best way, get things done and look after each other. Be confident, curious and continue to have fun!

Never be more aware of (first) impressions than when having a video conference... 😊

Poznan Branch (Poland) Moved to Their Brand New Office

We are pleased to inform that our Poznań Transport branch moved to their brand new office late last year. This branch started in 2015 working from a small office and now moved to a brand new Mainfreight office with 250 m² of space, sixteen work

stations, a modern and well-equipped conference room and a shared canteen all in accordance to the culture and principles of Mainfreight. For future development, we have access to a modern crossdock area from this location.



Guus van der Stelt officially opening the branch



Our Bloody Good Idea Team!

During last year's Christmas, one of our drivers got the craziest idea to create a Merry Xmas picture out of our trucks, not knowing that this post was going to be one of our best posts ever. The post went viral and reached over 1.6 million people!

We have thanked our Bloody Good Idea drivers by handing over the original "Bloody Good Idea Award" and a present where they will pay a visit at the DAF museum and factory. Here we challenge each team member to share his idea and who knows you may be our next year's bloody good idea winner!



L-R: Bertil ter Maat, Corine Evers, Marcel ter Heerdt, Arno Broekhuizen, Gijs Hunting, Bjorn Visser, Rudi de Vries, Theo Alofs, Wouter Janssen, Gerjan Bulten, Erik Russink



Drivers Appreciation Day 2019

Our first Drivers Appreciation Day in Europe was held. On this day we have put our Drivers in the spotlight. Our teams decorated the drivers' entrances and organised a special welcome. Branch Managers, Sales Representatives, Supervisors and Planners came in the early morning and surprised all Drivers with coffee, tea, cookies, breakfast and meals.

Our Drivers do their utmost and are the indispensable link in a world where distribution is vital. Thank you Drivers, we appreciate you!



Zwijnaarde



's-Heerenberg



Paris

A Word from Alessandro Anecchino – Branch Manager, Transport Milan

It's a great pleasure to announce the opening of our first Transport branch in Italy. The branch will provide LTL and FTL services from and to Italy in close cooperation with the other Transport and Trucks & Drivers branches. Groupage services in Italy will be executed via our partner network.

I joined Mainfreight in April 2020 and probably have the most unique story for being the first Branch Manager who opens a new office from home and I'm very proud of it too!

Due to COVID-19, it has been a challenging start with many customers being closed and their workforce

reduced by half, but we are "Mainfreighters" and as you can read on our walls WITH PASSION, ANYTHING IS POSSIBLE. This is what excites me about my role, getting results in these challenging period of time.

Just like anyone else, I love to spend time with my family and friends. But also keep some time for taking care of myself. I usually train five times a week, of which three times a week fitness and twice a week I practice Muay Thai, a combat sport of Thailand. As every fighter I am ready for the battle: spread the BLUE in Italy and get the family bigger and bigger around the world.



Thank you all for your warm welcome even if it couldn't be in person, but I am sure soon we will have the opportunity to enjoy meals together soon, maybe with some good Italian food!

Let's Paint the World Blue

The Crossdock team in Zwijnaarde and Warehousing team Ostend are doing their own maintenance works including painting projects. After the first licks of paint, it seems we have discovered some new talents!

Besides our buildings we are happy to see that our teams are operating in more and more blue equipment too. At our crossdock in 's-Heerenberg 37 blue forklifts and 10 pallet trucks arrived. Our team has got the job done by labeling this equipment themselves.



Painting the World Blue



Levi Mylle painting the Oostende warehouse blue



Henk Feys painting the stair railing in Zwijnaarde



Wouter Janssen got his surprise birthday present – 750th DAF truck for Mainfreight

750th DAF truck delivered to Wouter Janssen

Recently we surprised one of our Drivers, Wouter Janssen, with the birthday present of his life. The 750th DAF truck for Mainfreight in Europe was delivered in front of his house on the day he turned 47 years old. He received the keys to a DAF FAR XF450, a 3-axle swap body Rigid, used in combination with a dolly and a standard trailer as a 25mtr "Ecocombi". At this moment we have seven "Ecocombi's" daily on the road in the Netherlands. This 750th also meets the requirements for Belgium and Germany. The expectation is that this new truck will be used in these countries soon, so keep your eyes open.

We wish Wouter lots of pleasure and safe kilometres in his new truck!



Mainfreight Asia – Cary Chung

As we write this article, it has been a very unpredictable start to the year. Our Asian performance was well down on the previous year largely due to global economic conditions. The USA/China trade war had an impact on air freight, while our USA team gained some good wins over the course of 2019/2020 year that boosted our overall ocean freight volumes.

During these critical times, we must stay focused and united. We have seen a lot of air freight demand growing recently as we move into the summer. Especially around the medical/PPE products being sent into the Europe and USA markets. The air freight rates have skyrocketed as almost all western carriers have cut capacity into most Asian countries which mostly affects China's main points. Local Asian/ Chinese carriers have reduced capacity as well.

On the bright side, our team have worked hard on finding options for our customers like chartering flights, Air-LCL or Sea-Air models to provide our customers with alternatives. It is important we continue to think outside the box and focus on the right type of customers to support our network as first priority.

With the new financial year comes a new country. I would like to take this opportunity to welcome our first branch in Seoul, South Korea. Edward Son is our Branch Manager along with our Korean team, welcome to the family! The network is very excited to have you all with us and we cannot wait to see you guys grow across Korea - 가족이 된것을 환영 해

Commercially, as I am always saying, we must:

1. Sales – start the week with set appointments and quality pipelines
2. Sales – all team members must be able to sell. It's all about asking the right question and taking that extra step
3. Sales – groom your local sales team! It is easy to hire sales people and expect them to bring on business. But we are here for the long-run and developing our people/DNA is what we need

Lastly, we would like to thank all our team around the world for your support and we would like to send our regards and best wishes to ALL MAINFREIGHTERS OUT THERE and extending it to all your close ones! Please all stay safe and healthy! We are looking forward to travel once again and catching up with all of you!

Mainfreight Asia – New Office Opened in Seoul, Korea

Our latest Asian footprint is now stamped in Seoul, Korea. This marks the 8th country where we have a presence in Asia!

Seoul is the capital and largest metropolis of South Korea, the world's 4th largest metropolitan economy. The major technology hubs are centered in Gangnam and Digital Media City, while the headquarters of Global 500 companies is located in the Seoul Capital Area.

Mainfreight Korea looks forward to offering superior services and working with the rest of the network in Asia and globally to bring more business opportunities.



Mainfreight Trucks in Asia

In an effort to develop our domestic transportation in Vietnam, Qingdao, Singapore, Hong Kong and Taiwan, we have some newly painted trucks that went into circulation in 2019-

2020. The color patterns might not be what you are used to seeing due to certain regulations in those regions, but we are very proud of what we have accomplished!



Hong Kong



Qingdao

Mainfreight Shanghai - Interview by China Business Network

The Shanghai team has been the recipient of the Shanghai Customs Broker Association (SCBA) Award for two consecutive years. We were excited to participate in an

interview with China Business Network (CBN) of Shanghai Television Station (STV) Stay! If you are interested in our interview, please check the following media channels.

QQ腾讯: <https://v.qq.com/x/page/v3024xead6.html>

Youku: https://v.youku.com/v_show/id_XNDQ0NDY5OTQ4MA==.html?spm=a2h3j.8428770.3416059.1



Joan Ji and Interviewer



Cary Chung and Interviewer

Sales - Business Development

With increasing business last year from Shanghai sales team, we work closely with the Frankfurt team markets, there are more dialogues and collaboration by the two countries in Medical and Pharma, Automobile and Equipment, Construction and Engineering industries where our team have frequent activities and involvements.

We now have stable bi-weekly consol destined for Shanghai Pudong during the weekend and if you are interested in this service, please free feel to reach out to our team assistance.

In November 2019, our team participated in the **China International Import Expo (CIIE)** for the 2nd year. CIIE is a major initiative of the Chinese government to support trade liberalisation and economic globalisation. Through this opportunity with CIIE, we can communicate with customers face to face, connect with customers in different industries, and have a deeper understanding of their needs, providing a great support in future business communications.

(L-R): Eddy Yao, Kristy Wei, Steven Wang, Joan Ji, Caroline Ding, Una Xu, Aaron Wu



Shanghai Air Freight Team

This is a dynamic team that works hard to meet customers' needs and provide speedy delivery for urgent orders. Among us, there are veteran team members who have worked in Mainfreight for more than 15 years. On the other side of the spectrum, a young man has just completed his first year with us and we appreciated his young blood and high energy. Yes! We are Airfreight team of Mainfreight Shanghai.

The perfect team does not originate from one perfect individual, but from each member's contribution of their own characteristics and ability applied to different positions to become the momentum that moves this team forward. Just like a nine-player football team, with sharp attack and steady defense to achieve our goal for rapid and efficient air transport services.

2019-2020 is a tough year for airfreight, the market downturn brings us waves of pressure and challenges. The biggest obstacle was the outbreak in early of February 2020,



when widespread flights were cancelled and orders suddenly increased from overseas we faced huge difficulties. However, under the encouragement of team spirit, we did not give up and offered for a series solution as follows:

- Sub-BSA
- One-off BSA
- Sea-Air
- Charter flight

These formulation of Air transportation scheme showed great crisis handling ability of Mainfreight to our customers

and helped them to meet the demand though the best solution. As a result, in a short period from March to April 2020, we achieved the weekly sales growth of 300% and improved profits. All of these are inseparable from efforts of every team member in air department.

With the impact of COVID-19 all over the world, we can expect the airfreight situation will get worse before it gets better, but as Mainfreighters, three pillars are our standard of behavior and we never give up. We're ready now, how about you?

Qingdao, China Update – Vicki Zhao, Branch Manager

Cooperating with partner | Cold-chain Food Industry

Shandong Province is a major agricultural and food processing province. After researching cold-chain warehouses of our local market, we finally chose Ballon warehouse as long term supplier for our Mainfreight Qingdao office. We can receive global cold-chain foods and international commodities under nine categories including aquatic products, meats, dairies, maternal and infant products, fruits and vegetables, healthcare products, special foods, medical diets, wines, water and beverages, cosmetics and personal hygiene products etc...



Welcome more cold-chain business from all over the world to Qingdao, let's change the history of cold-chain food industry together!



Mainfreight Malaysia

IATA License – February 2020

We successfully applied and received our IATA License in Malaysia. We are looking forward for rapid airfreight development in Malaysia.

Sales Office in Penang

Mainfreight Penang Sales office was opened on 10 December 2019. We are delighted to expand our footprint to Penang in Northern Malaysia, and in the heart of Southeast Asia.



Promotion of Sales Manager – Jensce Tan

We are pleased to announce Jensce Tan has earned a well-deserved promotion to Sales Manager effective 1 February 2020. With her achievements over the year, and a great team member, we trust with her joint efforts to the sales team and newly gained responsibilities, our sales team can grow to the next level.



Mainfreight Ho Chi Minh

We are excited to announce that, on January 13th, our Ho Chi Minh branch moved to a new office, which is only 5 mins drive from the airport. The growth from Vietnam has been explosive and we are looking to the future to accommodate our growing team.



(L-R): Richard Nguyen, Will Ho, Bryan Nguyen, Thomas Tran, Selena Nguyen, Wendy Hoang, Chau Cao, Anna Phan, Jessica Luong, Gemma Le, Rosa Nguyen, Daniel Dao, Andy Tran

Mainline Singapore – Doreen Ng

From the beginning of 2020, it has become very challenging time for Singapore logistics industry concerning the incident of COVID-19.

Externally, Mainline Singapore faces new tests with the shortage of space on both air and sea freight due to changing circumstances every day. Our team strives hard to upkeep customer expectations and fulfilling our promises to our customers.

Aligning with the Singapore Government updated requirement, Mainline SG took cautious prevention by daily temperature taking of all team members and “one-meter” ruling of social distancing apart between our workstations.

During this tough time, we have managed in assisting our Australia offices in securing 2 projects cargoes, in a very short notice period. We have transferred 92 railway rails

(110 tonnes) in transit from Italy on a conventional vessel and assist to connect a tight schedule NYK RORO vessel to Xingang within Singapore port.



Back to back, we begin our next challenge on exportation of 5 x Land Rover Discovery Sports and 8 x Jaguar F-Pace into 6x40' & 1x20' to Lyttelton. Our team handled the full process from transferring of cars to packing & lashing into the containers including documentation.



We also like to take this opportunity to congratulate our team member, Sunny Tay's promotion to Airfreight Supervisor. He has years of forwarding experience and equipped with vast knowledge on handling cargoes from perishable to DG. Under his leadership and supervision, Mainline Singapore have confidence our Airfreight side will be more systematic and efficient.

We used to find time for weekly team activities after work to keep up our fitness and relieve the challenges we face day-to-day. With COVID-19 restrictions, social distancing is needed to keep everyone safe during this period. Stay healthy to win the Fight Against the Virus (and our competitors!)



(L-R): Billy Zhang, Doreen Ng, Jennifer Kong, Renee Tan and Jolynn Bey

"Tough times don't last, Tough People Do"

Mainfreight Japan

Mainfreight Japan was established in January 2019 and started operation on 18 February 2019. Our Tokyo offices are located in downtown bringing us closer to our customers and easy access to Airports/Ports in Japan. Fukuoka was established in March where many factories of Japanese clients are located and the biggest city in Kyushu area. Nagoya is famous as Automotive industries such as Toyota, Suzuki and Yamaha Motors are located. We have established Nagoya sales office in April 2019. For Osaka area, include Kobe, Kyoto, we have now 1 sales who is working from home. Now whole Japan is covered!

During the first year, Mainfreight Japan concentrated on optimizing the operations and providing excellent service to our existing customers. In 2020, we are focusing on the expansion of business having sales team cover the whole of Japan and set-up Air & Ocean CS/Operation teams. Now our target is almost double the numbers we had in 2019 and to increase the reputation of Mainfreight brand through Japan.



Asia Regional Support Team (RST) Update – Bruce Song

In November 2019 I joined the Mainfreight family as a Regional Key Account Manager for Asia based in Hong Kong. My contribution to our Asian commercial team started by managing the HK free-hand Key Accounts on a regional basis. The focus is to support customer retentions by monitoring reliability of our service and providing the business solutions by utilizing the Mainfreight tools such as Power BI for quarterly business review reports. At the same time, we aim to expand the Key Account businesses in terms of the greater coverages in Asian regions

and to form concrete partnerships based on mutual trust and dedicated commitments.

Briefly sharing my background, I was born in Korea, have studied in different countries – Hawaii, Singapore, Malaysia and HK, and my logistics career started with a German-based forwarding company. Through all these multi-cultural experiences, I have a deeper understanding of the different Asian cultures and can also help to bridge the gap between Western and Eastern cultures.





Mainfreight Americas – John Hepworth

Well, no-one was expecting a change in our lifestyle to happen so swiftly and such a serious impact around the world. We are very proud of our team who have adapted and lifted so quickly to this challenge. A special shout out to our Warehouse and Dock teams, along with our Owner Drivers, who have all been right on the frontline of the pandemic; thank you for standing strong whilst continuing to process and deliver essential products for our customers. **We are proud of you.**

To all doctors, nurses, and health care personnel we are also incredibly indebted to you all, thank you for your dedication and commitment in these extreme times. We have had some team members in hospital, and one of them Brent from our Newark Transport branch wrote this;

When I left yesterday from the hospital and walked out that door, I was overcome by tears because EVERY Nurse, Doctor, Lab Tech,

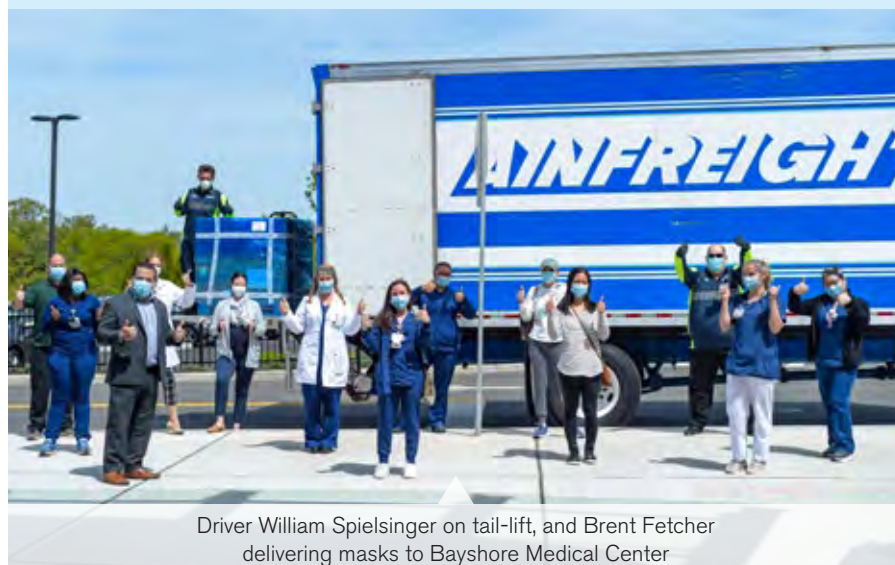
EVERYONE on that floor stopped what they were doing and if they were sitting, they stood and clapped their hands and were cheering me. I was overcome with tears, could not help it. Those people – what they endure in a 12.5 hour shift every day, nothing but respect. They are always happy, upbeat and I really created a bond with them.

Thank you all for everything!

As always we must continue to focus on our business and grow our network. We need to adapt quickly to this changing world and what the new “not so normal” is going to be. We need to be safe, socially distance, clean our hands regularly, and more than likely wear face masks in our work place. Some of us may have to work from home due to being vulnerable to the virus until a vaccine is discovered. So many unanswered questions. But with commonsense, calm, and communication we will continue to see Mainfreight grow and overcome these challenging times.

Grateful Patients Show Thanks with Donation of Masks

Brent Fetcher, a former patient who was treated for COVID-19 at Bayshore Medical Center, is thankful for the care he received during his fight with the virus. To show his appreciation, his company, Mainfreight USA, donated 25,000 surgical masks to Bayshore Medical Center to help the team and patients. We are filled with joy that Brent defeated the virus and are grateful for his, and his company's, generosity.



Driver William Spielsinger on tail-lift, and Brent Fetcher delivering masks to Bayshore Medical Center

Our basics remain the same and we must continue to focus on them;

- 1. Sales is paramount** – and is the key to our continued growth. We need to keep our sales activity strong; find new ways to communicate with potential new customers.
- 2. Existing clients are gold** – look after our existing customers with great service levels. Continue with quarterly and other reviews even if electronically. Continue to build trust and respect. Grow existing customers, they all have more business that we don't yet handle.
- 3. Continue to find savings in our business** – we don't need a pandemic to look for smarter ways to save the business from wasted cost. We have too many errors in our business that we must eliminate through better training and checking our work correctly.
- 4. Communicate** – with all this uncertainty we must communicate clearly and regularly. Share experiences that will help others, work together, even if at home, with your teams, and most importantly let our front line team, our Owner Drivers, know how appreciated they are.
- 5. Cash is King** – we must collect our accounts receivables on a timely basis. Without cash the business cannot operate. Through these strange times this is paramount, no excuses we must get paid for our services.

Let's get on with it and make things happen.

Stay safe.

North America Warehousing – René van Houtum

We are writing this newsletter with mixed emotions, while we are in the midst of the COVID-19 pandemic. When we look back on last year, we can be satisfied with what we achieved. Our revenue is up compared to the previous year. We have opened two new branches, in Seattle, WA and Moreno Valley, CA and by doing so, we grew our warehouse footprint to just under 1 million square feet. Eduardo Marengo (Seattle) and Bharat Dambal (Moreno Valley) were promoted as Branch Managers from within our team, after working in different roles and “getting themselves ready” for the branch manager job. We have implemented several significant new customers successfully. The teams around the country have worked extremely hard to make this happen; compliments and thank you!

With what we have achieved during the last 5 years (indeed our first years!) we believe we have a solid foundation that will allow us to triple our revenue in the next four years. In order to achieve that, we

plan to have a warehouse footprint of 2 million square feet, more than double what we have currently. Exciting developments!

In the meantime, our sales team has grown to seven and we are planning to add more sales team members this year. We believe that it is essential that the sales team members have a solid knowledge of our capabilities and warehouse processes, in order to sell our business. Promoting from within is key. During our recent Sales conference, it was great to feel the energy in the room and we discussed ways to improve our sales performance. One of our customers provided feedback on last years' RFQ process, which was very instructive and extremely helpful to make improvements, and Michelle King from our Air & Ocean team provided insight into the Air & Ocean business and our Order Management System.

As mentioned at the start of this update, we are in the midst of the COVID-19 crisis. It is great to see the dedication and effort of our teams to keep our branches running.

Thanks again to the entire team. We are “frontline” workers and together we keep the cities functioning. If we look at our branches around the country, the first weeks of “lock-down” have been busy. The volumes are a combination of customers that are either selling essential products or customers that are finding creative ways to sell their (non-essential) products. In most cases, our customers' sales has shifted from retail to direct-to-consumer.

Despite the current crisis, we see many sales opportunities. Since we are still a small player in the enormous North American market, our job is to increase our market share, notwithstanding the crisis. Looking at our current pipeline, it is clear that our sales team is very active and is able to find innovative ways to reach out to customers without face-to-face contact.

I am looking forward to continue working with all of you; it is exciting to be part of a great team!

Newark Warehousing Team Gives Back

End of April, our Newark Warehousing team completed a charity project in cooperation with Rituals Cosmetics. Rituals was donating 1,500 gift bags for the frontline workers at the “Brooklyn Hospital Center”. The Mainfreight Warehouse team packed the kits free of charge and Mainfreight Transport delivered the gift bags on May 6th, the start of International Nurse Week. A nice gesture to the people who have put their life at risk for other people during the COVID-19 pandemic.



North America Air & Ocean – Nathan Thomas

What an interesting situation we find ourselves in today. Adjusting to what the new normal looks like for us right now has been challenging, but also rewarding.

Before we move forward, it is important to recognize some of the new exciting things happening here in the Americas for Air & Ocean since our last newsletter. We have gone through with opening four new Air Freight branches, and once again are proud to have done so with promotion from within our business, including an "Import" from the Amsterdam team. Welcome to Texas, Georgina Shelton-Agar! In addition to these four new branches, we have also opened an office in San Jose. Our first footprint in the "Bay Area" and we are excited to be there! Lots to come and high expectations of the team.

The experience of COVID-19 has given us some key learnings and we anticipate there will be more as we

navigate our way through this. Our ability to source Airfreight Charters has heightened, especially with carriers offering up their passenger aircraft to fly with just cargo on board. Aligning multiple shipments into these charters and dedicating capacity to our customer base all happening seamlessly. A number of late nights and multiple phone calls between the USA and China teams to ensure that seamless exterior is upheld!

Using the momentum in airfreight and challenging the Sales team to match that pace in ocean freight created a new express service we are very proud of, with the fastest transit time on the water utilized between Shanghai and Long Beach. Most importantly the action upon arrival into port being the key differentiator; having the containers offloaded and on our Mainfreight trucks, back to our depot all on the same day as arrival; getting our customers' products delivered out with speed.

We admit to some "Ready Fire Aim" in getting this up and running.

The new normal for us right now is certainly fluid and interesting, and some things will stay with us as we move back to a more normalized way of life. Multiple video conference calls a day and numerous "chat groups" on various SMS platforms are likely to continue. Communication has been paramount to maintaining our service levels, and in some cases these have been better than ever. Our ability to adapt and make the most of the situation has been very pleasing.

However, a return to the beaches, parks, sports, social interaction and our casual chats around the coffee machine or over lunch will be welcomed with gusto, and I am sure I speak for all of the team that it's something we are very much looking forward to.

New Facility for Chicago – Matt Gustafson

After six years at our previous location, we have found a new home in Chicago. We had grown to a point where we maxed out desks, which led to the sales team sharing spots on a first come first serve basis. Great way to keep our team on the road! It was tough to leave the old location behind, and the memories we had, as we saw the branch go from a loss maker with 11 team members, to a profit maker with a team that had grown to 30.

The new building is two-story, and has essentially doubled our office space. This suits us well as we not only moved but we also added a new branch as we split the Air and Ocean functions. One of the improvements the team is most looking forward to is the addition of our kitchen, which is kitted out with a (potential customer's) high-grade oven. This is a new feature we did not have in our last facility. We are also pleased there are now enough desks to give us space to grow as needed.

While the overall area in the warehouse has not changed there is an additional 4 dock doors (18 total) and 12 more trailer parking spots. This may not sound like much but it gives us the ability to be much more efficient and handle higher volumes of traffic without having a queue for our drivers. Additionally there is an additional 4,000 sq meters we have first right of refusal to grow into. The move was not easy, as it was a balancing act to get all the movers and contractors on the same schedule but the team pulled it off in true Mainfreight fashion over Thanksgiving weekend!



We looking forward to outgrowing this location before our lease is up in 10 years' time!

Mainfreight Chicago – Air & Ocean Consol

With the recent coronavirus pandemic, puzzle solving is at an all-time high. As an essential business, we are ahead of the game. Much of what we do in ocean import and export is like putting together a puzzle, some requiring more pieces than others.

Focusing on our consolidations, piece by piece, a shipment becomes a container load.

Consolidations built directly to or from our Chicago warehouse are what we are working to achieve on a consistent basis. This means a minimum of 50 cubic meters of freight each week for a single destination.

Strategic coordination with our teams, in-house and across the world, our vendors, and our customers are the

heart and soul of this operation.

As the cubic meters increases on our boards, so does the excitement to own a true direct box, alleviating additional supervision in the journey of a shipment.

Every piece of freight in that container is a win, an opportunity, a connection, a partnership, and wait for it ... revenue! Revenue helps build our brand and grow our team. Ultimately, this will lead us to utilize the exposure and experience to reach for multiple boxes and more lanes to and from various parts of the world.

Currently, we offer export service to all base ports in New Zealand and Australia. Inbound, we can now



Logo designed by Madison Kelin

say with confidence that we offer services from Shanghai and Rotterdam.

It's an exciting time for Mainfreight Chicago. Let's keep putting the pieces together for each other and our customers!

Mainfreight Dallas Gives Back to the Team on the Front Line

Team members from our Dallas team wanted a way to give back to the doctors, nurses and staff fighting on the front lines of COVID-19.

The initiative was masterminded by Erin Lewis and Katie Ezell. Since medical supplies were a little difficult to come by during this time, they thought why not have the office rally together and raise money for lunches to deliver. The week-long campaign in the office raised \$900, which exceeded expectations. The team was able to supply lunches to two local hospitals, one being the workplace of a loved one on our Mainfreight team, Jordan Karnes.

The branch worked with a local deli on providing individual boxed lunches for Medical City Lewisville Emergency Room team and UT Southwestern Medical Center. Our team was so happy to be able to provide some relief to their stressful day. Everyone was grateful and thanked our team.



(L-R): Erin Lewis and Katie Ezell



Katie Ezell delivering the lunch boxes

North America Transport – Shawn Roach

Weekly coaching sessions for our sales team led by Shaun Upper and supported by our Branch Managers, are developing the skills and mindset to clearly articulate Mainfreight Transport's story and strengths to potential new customers. "Freight that makes a city breathe" is not just a tag-line; our goal as a sales team is to find customers that fit, and who will help us to take our revenue growth to new levels.

While we have seen competitors furloughing their sales teams, we are taking this opportunity to go hard, with internal promotions bolstering our sales ranks.

Alongside sales, we are also focused on being more cost conscious; finding ways to do more with less. This will not change as business ramps up again, and we also have new line hauls ready

to support prospective and existing customers as recovery arrives.

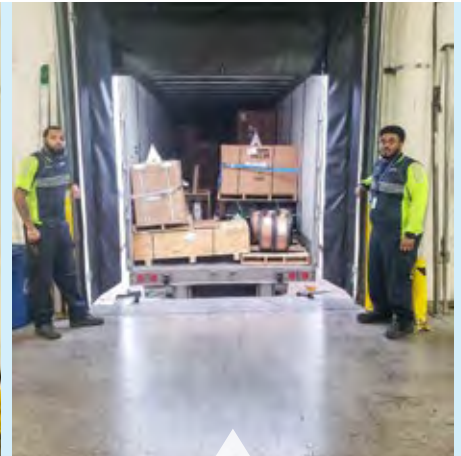
We are driving to achieve our goals, by supporting each other and our customers, and our commitment will not falter. We will come out of this stronger, accepting no excuses; we are building the callouses we need for hard work and quick decisions, while taking care of each other.

Mainfreight Transport Dallas Linehaul

Continued focus, a clear sales strategy, and the willingness to take a risk has seen close to a 50% increase in the number of national line-haul runs in the past 12 months. In Dallas we now have 23 direct connections each week to our national hubs and regional branches throughout Texas. As freight volumes continue to grow, our focus is on consistently doing the basics well. The utilization of line-haul trucks is increasingly the measure of daily efforts. Our team is passionate about quality loading, accurate manifesting, and of course maxing out our trucks! Photos are taken each quarter of the load and shared with the origin and destination branches. These photos promote accountability and are increasingly a source of pride for our team.



(L-R) Austin Brockles and John Taylor



(L-R) Anthony Hickman and Reginald Ellis

Philadelphia Branch Update – Damien Denning

Week 1 of lockdown in Philly and while volumes were low we certainly found ways to keep ourselves busy!

We are about 75% of the way through our dock reworking. We have shrunk our storage footprint for our customers by at least 50%! Fantastic work by Dave and Sam – some really good thinking by the team in regards to what we store and where. Making great use vertically rather than just horizontally!

This dock rework is also aimed at making our inbound and outbound processes more efficient – lowering load and unload times of both PUD

and linehaul. Our inbound will be grouped per geographic location – and our outbound stages as per major destinations (LAX, EWR, ATL, etc). Not only this, we will be staging freight in such a way that we lower forklift travelling times and distances by about 66%!

Jill and Brandon have painted our office, meeting rooms and kitchen. Fantastic effort here! Next week they will finish by painting the Blue wall the right Mainfreight blue (we have struggled to get the correct colour, but now have the formula used in Australia

so with any luck at all we can get the teenager behind the paint desk at Home Depot to get it right!). Further to this we will be painting all doors Mainfreight blue to be in line with Australia and NZ!

The team had no idea I was taking pictures of them making improvements. It is awesome to see everyone here taking pride in this branch and the work they have done to bring our presentation standards up!

Well done Philly team – very proud of the work so far – and I know we will continue through the next weeks!



CaroTrans – Chris Wilson

Thank you to our entire CaroTrans Team for everything you have done to get us through this period.

The Coronavirus challenged our team, the business and our family in ways we could never have imagined.

Over the course of a few short days, the way we work and operate was completely transformed.

Our team accepted this challenge, and it was their determination and grit that allowed us to continue operating almost as if nothing had happened. Well done Team!

As we accepted our new reality and adjusted to our new routines, the culture of the business and our team remained strong. We celebrated work anniversaries, retirements, birthdays,

and managed (responsibly) to find a way to enjoy lunch and a cup of coffee together. Even our team members that were scheduled to relocate prior to COVID-19, stuck to their plans. As companies often say, you will be surprised how far we will go for you; well, this time we saw just how far our team would go for each other

A Big Group Hug to send Beth on her New Adventure

After 22 years of service, Beth Conboy made the difficult decision to take an early retirement the end of March to care for her aging mother.

Initially, we had planned on having a party for her and inviting her daughter, grandchildren and her mother. Unfortunately, this could not happen. We all tried to think of something so as not to let the day go by without a proper goodbye.

We had a little celebration with the people in the office on her last day and gave her one big Virtual Goodbye Hug!



Beth has been a passionate and dedicated team member since 1997 and she will be greatly missed.

We wish her well as she begins this new chapter in her life.

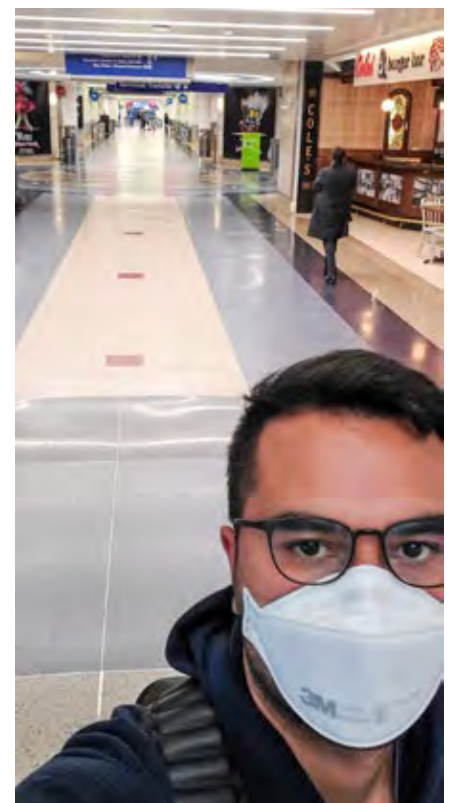
CaroTrans Dallas – Changes during an unprecedented time – Darren Justice

All across the world people are currently dealing with daily anxiety due to the uncertainty that surrounds their job and life under the COVID-19 landscape we are now facing. Anyone that's had to uproot their life to move somewhere they've never been has felt the anxiety that brings on. Now, merge the two together with the challenge of taking on a new position and you have my current situation.

When I first decided to take on the Dallas Branch Manager position, Coronavirus was not at the magnitude

it now is. Sure, I am an adventure seeker but not at the risk of my health and future. Many people questioned me if the move would be delayed, and when I told them it was not, worried for me. There was no pressure or obligation; I simply wanted to show up for my team. I wanted to be there for them any way I could. Now as I am self-quarantined, I wait for the day when I can finally start to interact with my team in person and be in my branch. As I walked through the 4th busiest airport in the world which now resembled a ghost town, I couldn't wait

to take on the challenges that awaited me for the company I love working for.



Technology – Kevin Drinkwater

85 Years Anniversary – A Unique Occasion!

We were very lucky to celebrate 85 years of service in March when three members of our New Zealand IT team celebrated a combined 85 years. Peter Webster took out the gold medal with 50 years of service that began with the Freightways Group and continued with Mainfreight after we acquired Daily Freightways in 1994. He had started when he was 18 years old at a time when there were no computers in the business. Over the next 50 years he was in many operational roles before gravitating to Technology. His arrival in the Mainfreight IT team was 50% increase in the size of the team – yes, after 8 years of computerisation we now had a team of three!

Nilesh marked 20 years of service having started as an 18 year old within the IT team in February 2000 – it seems he waited for Y2K to be over and done before he started. Nilesh came from a family with a background in grocery and has worked his way from being the IT “boy” to lead

our software solutions team for all New Zealand based development.

Dave Hall, celebrated 15 years. He was a systems engineering contractor with Owens when Mainfreight acquired that business, and was brought into the permanent Mainfreight team in 2005. Dave's guidance with our Infrastructure has been invaluable and he currently heads our Infrastructure and Cyber Security teams.



(L-R): Dave Hall and Kevin Drinkwater



(L-R): Peter Webster and Kevin Drinkwater



(L-R): Nilesh Bhuthadia and Kevin Drinkwater

COVID Times

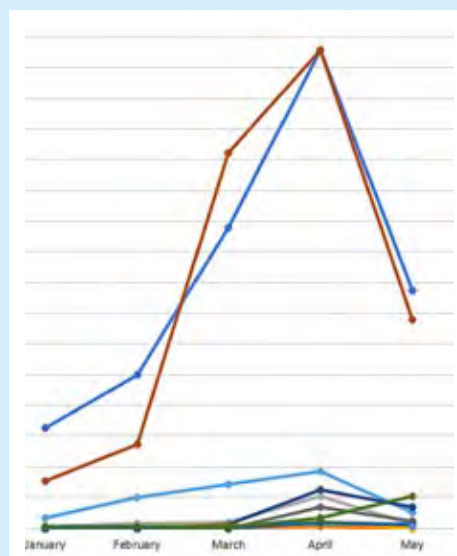
The pandemic has brought many challenges that we had not encountered or envisaged previously, not the least with our technology. Our Global IT Team responded amazingly well to many situations, setting up over 1,500 team members to Work from Home, while at the same time relocating to work from home themselves.

We have also introduced technologies to deal with the new world of contactless delivery and contact tracing. Both of these use QR code scanning as the method of recording events. In the case of deliveries, the receiver of the freight creates their own unique QR code to place in a safe position for our driver to scan as proof they delivered the freight to the right place.

As you all know Video Conferencing boomed during lockdown, and we were part of that boom. We already had systems in place for this but the rapid expansion in the numbers using the VC and the different platforms our customers and suppliers were using meant we all had to adapt quickly. Webex was just one of the platforms our team could use and you can see it took off in Australia and New Zealand.

Overall the only issue, other than some of our older team members trying to adapt to VC, was with the public VC platforms' ability to cope with the growth in usage.

A big thank you to all of our IT team members, especially those of you who had to work through the nights and weekends to ensure that we could deliver everything the business



Webex Video Conferencing during Covid spikes

required to ensure a smooth transition to the new COVID rules – whatever they were in your region.

Reality and Tracey Freight Tracking for 30 years

2020 also brings the 30th anniversary of Digitised Freight Tracking to Mainfreight in New Zealand and Australia. Reality, which went live on June 5th 1990, was our first computerised freight tracking system. We were the first Australasian freight company to use barcodes to scan the pickup, manifesting and delivery of freight. It was also said, at the time, that we were the first in the Southern Hemisphere. It was so revolutionary that it took until the late 1990's for our competitors to catch up.

Prior to Reality it could take up to 7 days to find a proof of delivery and Reality took that down to 10 seconds. Customers were very impressed and it proved a significant milestone in the growth of Mainfreight, in New Zealand and then around the world, enabling us to give superior customer service with maximum efficiency.

This system was built in six months at a cost of \$50,000 by Sandfield Associates, who remain the developers of our domestic freight

tracking system today. We recently celebrated our 30th anniversary with Sandfield.

Not long after Reality went live, in 1990, we built a very innovative side system, called Tracey, which used Interactive Voice Response (IVR) to enable customers to enquire on and receive automated updates on their consignments over the telephone. This just added to the already elevated

perception our customers had of our customer service and meant we were even more efficient, as they could call her 24 hours a day. Of course the introduction of Web-based tracking meant that Tracey met her demise through lack of usage in the early 2000's. However as you will read below she has been reborn in the guise of a Chatbot that can tell you much more than the original Tracey ever could!



Celebrating 30 years
(L-R): Kevin Drinkwater, Brent Tyler-Davies (Reality Developer – Sandfield) and Bruce Copeland (CEO and Founder of Sandfield)

Tracey Reborn – From IVR to Chatbot – Chantel Barry

We have a new team member up and running on our Mainfreight website, Tracey our Chatbot. Tracey provides automated text conversations with our customers and team in topics she is trained in. Currently, she is only employed for New Zealand, and can handle tracking queries, give packaging pointers and forward queries to a team member if extra help is required.

An important part of Tracey's role is to handle repetitive queries that would usually be directed to our customer services team. Tracey works around the clock on the NZ tracking and online booking webpages and since her launch in December, has helped over 2,500 customers.



◀ From this to this in 30 years! ▶

Looking ahead, we are reviewing what Tracey is currently unable to understand and training her up to answer more of the varying questions that our customers have. Tracey will also soon be getting a new look, so keep an eye out for that!

If you get a moment, why not check out Tracey and tell us what you think? Feedback can be sent to: digital@mainfreight.com

Global Digital Team Meeting – February 2020

Team members from around the world arrived into Auckland for the first ever Global Digital Team Meeting. With Auckland being the home to Mainfreight, this was the ideal place for the meeting to be held.

The main objective for this meeting was to get the team together face-to-face and to discuss how we best utilise our digital tools, being our website and social media, to build our brand recognition and our social media following globally.

We were lucky enough to have some key people in our business, Don Braid, Craig Evans and Kevin Drinkwater, sit down and talk with us about how to reach our goals of increasing our social media followers and build our global brand recognition.

They reinforced how very important Mainfreight's culture is to us, and how much our customers and team appreciate the difference this makes.

The team certainly received a concentrated culture dose over the span of one week. Starting with site tours with Lizzie Judd, morning tea/



Global Digital Team with Mainfreight's first truck

(L-R): Georgia Warner (AU), Erica Kim (NZ), Christina Ewe (NZ), Chow-Ling Chong (EU), Eva Caruso (USA), Rico Boerboom (EU) and Anthony Limongiello (USA)

anniversary celebrations with three Mainfreight Legends (totalling 85 years), and not to forget, all of our time listening to Kevin's Mainfreight stories on the drive to Taupo for the New Zealand Branch Managers Meeting and Awards Evening. What an amazing event! It was true blue icing on the cake when the team received the opportunity to visit Bruce Plested on Waiheke Island where he gave tours of

the property and took the time to learn something special and unique from each individual team member.

Well, it was one hell of a week but was definitely beneficial for all our team. We will take back these key points to our regions and start putting them into action to achieve the goals we have set for ourselves. **Success is a journey not a destination.**

From Down Under To A New Adventure In Asia - Rebecca Vuksanovic

After 10 years of working for Mainfreight Air & Ocean and CaroTrans Australia, the end of 2019 saw my husband, two young kids and I pack up our lives and relocate to Singapore. While the move was not driven by an internal transfer within Mainfreight, I was ecstatic to meet with Cary Chung soon after arrival and learn there was opportunity to continue my career on board the Mainfreight bus. I started with Mainfreight back in 2009 as an entry level "operations all-rounder" in Adelaide, with duties that included heading into the warehouse to label

pallets of freight, or drive urgent documents to the airport to meet a flight cut off.

While it may seem insignificant, what tasks like this gave me was a better understanding about the physical freight we move rather than just seeing it written on a computer screen. I was fortunate in subsequent years to be afforded a number of opportunities which included moving interstate to manage both small and medium size teams. Looking back, one of the most rewarding aspects is watching a

number of my team members go on to achieve success in senior positions within the business.

Fast forward to 2020 and I'm now working in the Asia regional support team, heading up the CargoWise support and innovation team. I'll be travelling to the branches throughout Asia and working with the teams to learn, innovate and challenge the status quo to deliver better value to our customers. Bring on my next 10 years in blue!



Ines and Rebecca in Singapore



Ines, Marko, Rebecca, Niko on their way to start a new life in Singapore

Group Training & Development – Martin Devereux

What a start to the year ... starting to compile this in the middle of lockdown it was easy to obsess on these once in a lifetime events occurring around us. COVID-19 has had a significant impact on our business and on us as team members. Outside of work it has also had a significant impact on us as people, on our roles within our families and on our roles within our communities.

Every region where we call home has had their own unique experience, as every region is subject to different containment strategies, to different geographic complications and to differing timings.

What has been constant across our business is that our people have been at the core of our approach to managing this unknown event. Terms such as “physical distancing”, “essential

services” and “contact tracing” have fast become mainstream, as have the use of hand sanitiser, Webex meetings and heightened hygiene. One of the oft-used phrases within Mainfreight since our inception has been the term, “Ready, Fire, Aim”, and never before has it been more visible. The speed with which our teams have made decisions and acted on those decisions despite limited information is a testament to the belief that we are a special company with many special people.

The role of our training teams has always been to assist you in your day-to-day roles and also to assist you in your progress towards career goals and the like. Throughout the ever-changing events of COVID-19 our teams have done all they can to maintain this focus but in addition take on new responsibilities like sourcing and distributing Personal Protection

Equipment (PPE), development of crisis management plans and new revised ‘safe’ working practices to name just a few.

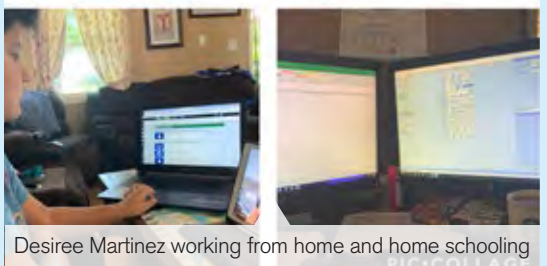
The energy, creativity and commitment all team members have thrown into each and every day has been amazing and an inspiration. Despite all the challenges, training has still taken place, customers have still been delighted and milestones celebrated with fervour and absolute passion. Once again; thank you.

The photos that follow illustrate the workings of our training teams around the world throughout recent months but also showcases much of the hard work underway prior to COVID-19 making an appearance. (If you see photos of teams operating outside social distancing parameters please understand these relate to events pre-COVID).

The Americas

“Work from Home” – Desiree Martinez MFT USA Training Team

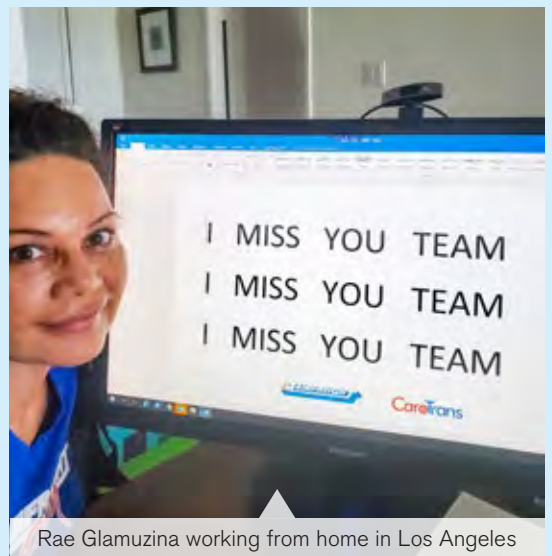
If two worlds never EVER needed to collide, it is work life and kids. Add school into the mix and we might as well be in the twilight zone. Here we are 7-8 weeks in, remotely working and virtual learning 4th grade and 6th grade until the end of the school year in June. We are all fighting over the Wi-Fi bandwidth (daily phrase in the house: “Who’s on the 5G!! Get off!), looking for a quiet space for 3 kids to learn in 3 different classes at the same time while I am at my work station.



Desiree Martinez working from home and home schooling



Maree Michalick helping out by making own face masks from home



Rae Glamuzina working from home in Los Angeles

Europe

With the new normal involving many Mainfreighters working remotely, we now run a Webex PAT training course where team members learn about the value of PATs, how we can get the best from them at this time, and the ethos behind them. We then get them to do one as a team during the course.



Career Fair at Erasmus University, Rotterdam
(L-R): Claire van Welzenis and Elif Bilici



European Induction Course for Transport

(L-R): Mike Sommers, Wilfred Janssen, Sven Bronkhorst, Lennart Canisius, Saskia L'Espoir, Kevin Wagemans, Devin Jansen, Mark Wevers, Stef Althoff, Karin Nitschker, Mathijs Jansen, Bryan Roelofsen, Ramona van Aken, Britt van de Weerd

New Zealand

Manurewa High School - Students from Manurewa High School participating in the Passport to Employment



Manurewa School Warehousing



Manurewa School and "Moody Blue" at Railway Lane

Training Team First Aid

Our New Zealand Training team brushing up on their first aid skills with others from the business.



Standing (L-R): Satish Ramaswamy, Yi He, Benjamin Hadley, Ryan Wong, Rachel Hustler
Middle Row (L-R): Rochelle Coster, Erica Dash, Gary Dyason, Elizabeth Judd, Shayne Porter, Erica Kim, Charlotte Jackson, Christopher Vaingana, Trace Donaghey
Front Row (L-R): Jeremy Chin, Kirsty Michell, Alexia van der Zanden, Karla Crawford

Australia

RMIT Co-Op Cup

The RMIT Co-Op Program is an 8 to 12 month paid full time work placement that Mainfreight offers to RMIT students in their third year of study. The Co-Op Cup is a fun afternoon of activities based around an Amazing Race style competition. Mainfreight attends this event every year to network with students in a fun and interactive setting.



OH&S videos being made to highlight the importance of being safe around forklifts
(L-R): Joseph Padua and Filming Crew



Colleen Moore getting her forklift licence to allow her to assist with the operations during recent times



Training team helping the team at Noble Park Warehousing relabelling during COVID
(L-R): Kelsey Smith, Louis Arnott, Winnie Tong

Asia



Hong Kong Career day at City University
(L-R): Michelle Yip, Jacky Lam and Nichi Zhui



Kittie Lau assisting with training delivery to Air & Ocean Hong Kong

2020 Global Awards Ceremonies

Australia

Branch of the Year – Warehousing Larapinta

A massive congratulations to our Larapinta Warehousing team for being awarded Branch of the Year 2020.

You have been a consistent performer for a long period of time ... always the bridesmaid and now finally the bride!

(L-R): Fiona Trebilcock and Paul Fraser



Stuart Simpson Memorial Award, Group Salesperson of the Year 2019 - James Ryan

James joined the Mainfreight Melbourne team in 2010 as a Sales Cadet. Learning his craft, he worked across both Clayton and Epping Transport sales teams before making the move to the Melbourne Air & Ocean team in 2018.

While he credits many others in the business for helping him exceed his target, it was his deep understanding of the supply chain, our preferred customer profile and a relentless focus on our sales processes and disciplines that helped him meet his goals.

Congratulations James. Your contribution is valued and appreciated.



(L-R): Rodd Morgan, James Ryan and Dave Scott

Asia

Branch of the Year 2019

It was an honour for Shanghai to win the Branch of the Year again in 2019. The whole team contributed to this effort and served our customers with passion and

commitment, which led to maintaining this glorious achievement. As we aim to satisfy our clients, every team member will keep improving service quality, and at the same time also increase revenue and profit.



Front Row (L-R): Joy Cai, Kathy Zhao, Cindy Qi, Mary Jiang, Mario An, Daisy Li, Joan Ji, Joanna Fan, Anny Liu, Young Yang, Joyce Li, Jenny Shui, Lily Yang
Second Row (L-R): Susi Xu, Zoey Zhou, Enali Wu, Yuki Xu, Apple Zhu, Una Xu, Celine Cheng, Euphy Zhou, Kristy Wei, Nina Huang, Vivien Zhang, Aki Ding
Third Row (L-R): Miko Ren, Joyce Xie, Rachel Wu, Minnie Zhao, Caroline Ding, Echo Mao, Lydia Jin, Cici Wang, Cherry Wang, Clark Bu, Peter Koo, Alvin Jia, Joe Chen, Victor Cao
Fourth Row (L-R): Patrick He, Jonathan Ge, Neal Chen, Eric Sun, Terry Jiang, Aaron Wu, Wind Zhu, Eddy Yao, Steven Wang, Josh Xu, Michael Xu
Fifth Row (L-R): Squall Cai, Andy Liu, Frank Fei, Kelvin Guo, Daniel Zhou, Onew Zhang, Ryan Tan, Roney Fang, Zues Zhang, Leo Cai, Robert Shen, Nick Jin

Sales Awards



Top Sales Team of the Year – Mainfreight Hong Kong
(L-R): Pauline Chow, Jacky Lam, Cary Chung, Duncan Tang, Noel Kong, Elyse Lai, Fannie Tsang, William Lai



Top Salesperson of the Year – Noel King
(L-R): Duncan Tang, Jacky Lam, Noel King and Cary Chung

Americas

Mainfreight/CaroTrans USA Branches of the Year

The award for Branch of the Year was handed out at our awards dinner during our Branch Manager's conference held in late February. This year we gave out Branch Awards to recognize achievement in each of our divisions. From those recipients, we selected our Branch of the Year. This year we also awarded our Turnaround Branch of the Year to Dallas Transport.

Mainfreight USA is pleased to recognize Dallas Warehousing as the Mainfreight Branch of the Year and winner of the traveling Springsteen Guitar. The Dallas team is led by Andrew Coulton.

Congratulation also goes out to CaroTrans Miami as CaroTrans Branch of the Year, Mainfreight Toronto as Air & Ocean Branch of the Year, and Mainfreight Newark as Transport Branch of the Year.



Branch of the Year Winner
(L-R): Nathan Thomas, Chris Wilson, Rene van Houtum, Andrew Coulton, John Hepworth and Shawn Roach



America's Branch Managers

Mainfreight USA – Salesperson of the Year

Each of our business divisions selected their Salesperson of the Year, with these awards given out at the annual Sales Conference, as follows:

- Aden Gelmi, Transport Salesperson of the Year
- Scott Avery, Air & Ocean Salesperson of the year
- Darren Justice, CaroTrans Salesperson of the Year
- Victoria Gelmi, Key Account Manager of the Year
- Lori Kim (A&O), Jennifer Ventura (Transport), Brandon Fuller (Warehousing) and Matthew Flanagan (CaroTrans) took home Rookie of the Year for their divisions

Mary Mumper took the overall Americas Salesperson of the year. Congratulations to all of you!!



Sales Person of the Year
(L-R): Mary Mumper (Air & Ocean Chicago) and Steve Turner



America's Sales Team

Europe

Branch of the Year

One of the highlights of the annual Branch Managers meeting is the awards dinner, where the Branch of the Year is announced. For the second year in a row it's our 's-Heerenberg Transport branch who have the honour to call themselves Branch of the Year 2019!

Sales Team Member of the Year

One of the highlights of the Sales Conference is the announcement of the sales team member of the year. This year we congratulate Stijn Vliegen for being the sales team member of the year 2019!

A word from Stijn Vliegen

It is a huge honor to be named Sales Team Member of the Year 2019 in Europe. It made me feel very humble,



(L-R): Ben Fitts, Ivo du Plessis, Peter Nagel and Frans Zuidgeest

as I realise how much support there always has been for me from different team members, business units and Mainfreight as a whole. I am very

proud to win the award and I believe it shows how fast the Air & Ocean division can grow when we get it right. Receiving the award during

the awards dinner felt a bit unreal, however in the days that followed I had some time to let this achievement sink in. Looking back on my path at Mainfreight up till now, it has taken a lot of drive and hard work to get to this achievement. In my mind people are only able to do that when they actually like what they are doing. So as far as competitive advantages go; if you want to achieve something difficult that takes a lot of work, make sure you like doing it.



(L-R): Winner Stijn Vliegen with Jason Braid

New Zealand Branch of the Year

A big congratulations to Amber Woodward and all the team at Mainfreight Air & Ocean Hamilton who were awarded the Terry Cuneen Memorial Trophy for New Zealand Branch of the Year.

This trophy is awarded to the branch that has made the most outstanding contribution – not only in profit but in quality, service, revenue growth, culture and team morale.

Well done Amber and team.



Craig Evans presenting the Branch of the Year Trophy to Amber Woodward



New Zealand Branch Managers

Turnaround Branch of the Year

Unbelievable turnaround for our Islington Christchurch Warehousing branch this past 12 months. Not only was the profit turnaround amazing, the turnaround in image and representation in this business is outstanding.

Congratulations to Craig and the team.



Mitch Gregor presenting the Turnaround Branch of the Year trophy to Craig Baird



Proud Father Moment - Geoff and Craig Baird

Salesperson of the Year

Congratulations to Tim Ottenhof from Mainfreight Whangarei taking out the Jonathan East Salesperson of the Year award, presented by Rob Croft



Sales Team of the Year



Sales Team of the Year – Mainfreight 2Home Auckland
(L-R): Jared Martinovich, Rob Croft, Mark de Hoog and Joseph Collins

Bereavements

Gordon Jackson, Mainfreight Training Centre

Gordon started with Mainfreight in 1984 and played an important role in getting us established, across many branch start-ups and in helping the network develop. He would put his hand to anything that was required, no questions asked. Even in these past years, slowed down with his illness, he continued to want to be involved, assisting at the Training centre until alas his body would no longer allow him the time and effort.

He saw Mainfreight as his second family and never ever lost his passion for who and what we are.

We shall remember him for all that he stood for. An important member of the Mainfreight family who helped to create what we are today.

Our thoughts and support are with Deb, Ethan and family – Rest easy Gordy.



Lenny Jones, Daily Freight Auckland

Lenny Jones or LJ as most of his mates called him, left us on 26th March 2020. Lenny was 71. Unfortunately Lenny passed right in the middle of Level 4 lockdown meaning his partner Janet, family and friends along with his many Daily Freight mates could not be together to farewell him. However such was Lenny's style, slipping quietly out the back door probably suited him just fine.

Lenny was a long time team member of Daily Freight who joined the team as our engineer in 1982, and remained with us until forced to retire due to ill health in May 2011. Doctors originally gave Lenny 12 months but they didn't know our Lenny, a fighter who battled on another 9 years!

Lenny was indeed a very much loved and respected team member of the Daily Freight Auckland family and a friend to many more of our team who knew him. Our thoughts and condolences go to Janet. Lenny was a true Daily Freight Legend. We miss you mate ...



Freddy Loupatty, Mainfreight Warehousing Zaltbommel

In December 2019 we received the sad news that Freddy Loupatty passed away at the age of 57. Freddy died unexpectedly in his sleep.

Freddy started working for Mainfreight shortly after we started up our Zaltbommel Branch and we have got to know him as a passionate, driven and hardworking team member. Freddy also liked a joke and a chat, he was always helpful to everyone.

Our thoughts are with his family and the people close to him. He will be missed!



Thibault Moreau, Mainfreight Transport Paris

Thibault Moreau, a member of our Mainfreight Paris family, passed away on January 15th 2020 as a tragic result of an illness. Thibault was a forklift operator in the morning shift and had been part of the Mainfreight family for 5 years.

The most important thing is to remember that Thibault considered Mainfreight as his second family and had close links with many of us, both at work and outside. He was always a loyal and pleasant person. Thibault was someone Mainfreight could count on and was always a driving force for his team.

We will remember him with fond memories and great anecdotes, and he will forever be etched in the history of our company.

Thibault has been and always will be part of the Mainfreight family.



Trevor Scharenguivel, Mainfreight Transport Melbourne

May 15th 2020 saw Mainfreight Clayton lose their beloved brother Trevor Scharenguivel.

Trevor was a foundation member for Mainfreight after the K&S acquisition in 2000 and was a stable hand on the PM Team until his retirement on the 30th of April 2020.

It is with the greatest regret that Trevor didn't get to enjoy his retirement with his loving family.

Our condolences to the Scharenguivel family from the Mainfreight Team.

Vale Trevor, one of the true Clayton legends.



SERVICE ACHIEVEMENTS

The following members of our team have celebrated, or will shortly celebrate, 20 years or more with us:

Gerrit Cornelissen	50 years	Mainfreight Trucks & Drivers 's-Heerenberg
Bryan Curtis	40 years	Mainfreight Australia Transport National
Hans Graus	40 years	Mainfreight Warehousing Born
Louis Wijnen	40 years	Mainfreight Warehousing Born
Carol Brown	35 years	Mainfreight NZ National Support
William Brown	35 years	Mainfreight Air & Ocean Tullamarine
Dianne Clemens	35 years	Mainfreight NZ National Support
William Kniest	35 years	Mainfreight Crossdock 's-Heerenberg
Ger Schröder	35 years	Mainfreight Warehousing Born
Frank Tempels	35 years	Mainfreight Trucks & Drivers 's-Heerenberg
Bob Vincent	35 years	Mainfreight Transport Wellington
Wilfried Wolbring	35 years	Mainfreight Trucks & Drivers 's-Heerenberg
Debbie Brady	30 years	Mainfreight NZ Transport Support
Grant Breach	30 years	Owens Warehousing Christchurch
Martin Coenen	30 years	Mainfreight Warehousing 's-Heerenberg
Francois Gesquiere	30 years	Mainfreight Trucks & Drivers Belgium
Robert Jochoms	30 years	Mainfreight Europe Regional Support
Alan Kort	30 years	Mainfreight Warehousing 's-Heerenberg
Willy Kuiper	30 years	Mainfreight Europe Regional Support
Marc Marley	30 years	Mainfreight Trucks & Drivers Belgium
Fred Martens	30 years	Mainfreight Customs Clearance
Robyn McCarthy	30 years	Mainfreight Air & Ocean Tauranga
Craig Radich	30 years	Mainfreight Auckland Owner Driver
Deborah Rumore	30 years	Mainfreight Transport Newark
Marcel van de Wetering	30 years	Mainfreight Trucks & Drivers 's-Heerenberg
Sander van Schie	30 years	Mainfreight Trucks & Drivers 's-Heerenberg
Isabelle Vandenbergh	30 years	Mainfreight Warehousing Belgium
Sheryl Waite	30 years	Daily Freight Auckland
Mladan Yagmich	30 years	Mainfreight Warehousing Westney Road
Rex Campbell	25 years	Mainfreight NZ Transport Support
Erica Dash	25 years	Mainfreight NZ Training Centre
Mario Farrugia	25 years	Mainfreight Air & Ocean Springbank
Miranda Kock-Augustijn	25 years	Mainfreight Transport 's-Heerenberg
Grant Kitty	25 years	Chemcouriers Christchurch Owner Driver
Dianne La Velle	25 years	Mainfreight Australia National Support
Mark Lane	25 years	Mainfreight Auckland Owner Driver
Henare Morton	25 years	Mainfreight Transport Napier
Matthew Mudge	25 years	Mainfreight Air & Ocean Tullamarine
Maureen Paine	25 years	Mainfreight Transport Auckland
Marcel Peppelman	25 years	Mainfreight Trucks & Drivers 's-Heerenberg
Lynette Sinden	25 years	Mainfreight Transport Wellington
Ramon Starink	25 years	Mainfreight Trucks & Drivers 's-Heerenberg
Andrew Thomson	25 years	Mainfreight Air & Ocean Auckland
John Valu	25 years	Mainfreight Warehousing Railway Lane
Aline Van Buiten	25 years	Mainfreight Australia National Support
Martine van Hyfte	25 years	Mainfreight Support Belgium
Helen Watson	25 years	Mainfreight Air & Ocean Christchurch
Gonzalo Ahumada	20 years	Mainfreight Logistic Services Zaltbommel
Marco Berndse	20 years	Mainfreight Transport 's-Heerenberg
Patricia Blanken-Epskamp	20 years	Mainfreight Warehousing 's-Heerenberg
Aaron Bond	20 years	Mainfreight Warehousing Derrimut

Thank you for your loyalty, dedication and hard work – What an achievement!

SERVICE ACHIEVEMENTS

The following members of our team have celebrated, or will shortly celebrate, 20 years or more with us:

Ray Bradcock	20 years	Mainfreight Port Operations Christchurch
Gerjan Bulten	20 years	Mainfreight Trucks & Drivers 's-Heerenberg
Nelson Cheung	20 years	Mainfreight Americas National Support
Paul Cole	20 years	Mainfreight Auckland Owner Driver
Bahri Coroz	20 years	Mainfreight Crossdock 's-Heerenberg
Saskia Daams	20 years	Mainfreight Europe Regional Support
Martin Devereux	20 years	Mainfreight NZ National Team
Ronald Frady	20 years	Mainfreight Americas National Support
James Hartigan	20 years	Mainfreight Air & Ocean Sydney
Anouck Hesseling	20 years	Mainfreight Transport 's-Heerenberg
John Holpen	20 years	Mainfreight Transport Brisbane Owner Driver
Graeme Illing	20 years	Mainfreight NZ National Admin
Bennie Jansen	20 years	Mainfreight Crossdock 's-Heerenberg
Dennis Jansen	20 years	Mainfreight Trucks & Drivers 's-Heerenberg
Jeroen Jansen	20 years	Mainfreight Warehousing 's-Heerenberg
Roxana Jimenez	20 years	Mainfreight Transport Los Angeles
Riyaz Jordan	20 years	Mainfreight Warehousing Sydney
Dallas Keevers	20 years	Mainfreight Transport Brisbane
Seife Kidane	20 years	Mainfreight Americas National Support
Yvonne King	20 years	Mainfreight Transport Dunedin
Kura Kiria	20 years	Mainfreight Air & Ocean Auckland
Rody Luo	20 years	Mainfreight Air & Ocean Shanghai
George Mantzakos	20 years	Owens Transport Sydney Owner Driver
Arjan Meijer	20 years	Mainfreight Trucks & Drivers 's-Heerenberg
Marcel Milner	20 years	Mainfreight Tauranga Owner Driver
Daneile Moana	20 years	Mainfreight Transport Sydney
Rosie Neervoort	20 years	Mainfreight Transport 's-Heerenberg
Kate Oakley	20 years	Mainfreight IT Australia
Lisa Pearce	20 years	Mainfreight NZ National Admin
Kees Plantinga	20 years	Mainfreight Transport 's-Heerenberg
Andrew Pillans	20 years	Mainfreight Transport Blenheim
Katrien Portier	20 years	Mainfreight Transport Belgium
Michelle Purvis	20 years	Mainfreight Transport Sydney
Lisa Raimondo	20 years	Mainfreight Air & Ocean Adelaide
Karen Roberts	20 years	Mainfreight Air & Ocean Auckland
Sandra Schneider	20 years	Mainfreight Warehousing 's-Heerenberg
David Scott	20 years	Mainfreight Australia National
Annelies Spaan	20 years	Mainfreight Europe Regional Support
Andrew Tautari	20 years	Mainfreight Port Ops Auckland Owner Driver
Hein te Winkel	20 years	Mainfreight Crossdock 's-Heerenberg
Tonia Uhrig	20 years	Mainfreight Transport Columbus
Theo van den Berg	20 years	Mainfreight Trucks & Drivers 's-Heerenberg
Stefan van Gemmern	20 years	Mainfreight Warehousing 's-Heerenberg
Wouter van Hartskamp	20 years	Mainfreight Trucks & Drivers 's-Heerenberg
Cedric van Huffel	20 years	Mainfreight Warehousing Belgium
Danny van Oostveen	20 years	Mainfreight Transport 's-Heerenberg
Filipine Vave	20 years	Mainfreight Transport Sydney
Erwin Willemsen	20 years	Mainfreight Transport 's-Heerenberg
Tim Wittenhorst	20 years	Mainfreight Warehousing 's-Heerenberg
Elaine Wong	20 years	Mainfreight Air & Ocean Newark

Thank you for your loyalty, dedication and hard work – What an achievement!

Long Service Legends



Mary White, CaroTrans New Jersey – 30 Year Celebration

Mary White (LCL Export Customer Service Manager) reached her 30th anniversary with CaroTrans New Jersey on January 2nd, 2020. The team took the opportunity to celebrate with Mary over a shared lunch on Friday January 3rd, with speeches and a surprise video showing Mary's grandson Orion, almost 3 years old, sending his well wishes to his Grandma for a Happy Anniversary and with a closing message "Go CaroTrans!" (thanks to coaching from his mother, Mary's daughter Jennifer - a former CaroTrans alumni herself)



Gary Atkins 40 Year Legend! Air & Ocean Melbourne

In December 2019 Gary Atkins from Air & Ocean Melbourne became a 40 year legend! Congratulations Gary!



(L-R): Grant Draper, Gary Atkins and Dave Coughlin



Rene Niovara-Dave receives his 25 year long service certificate from Lindsay Miller

Rene Niovara-Dave, FTL South Island – True Blue 25 Year Legend

As a youngster Rene used to take "work experience" days off from school in the old Mack truck. One of our "Blue Blood" Owner Drivers.



Rene's K200 Kenworths that operate in the South Island of New Zealand



Cody Watts - Branch Manager at The Landing in Auckland receiving his 20 year long service certificate from Shailesh Bhuthadia



Jason McFadden presenting Hayden Cook from Air & Ocean, Auckland National team with his 20 year long service certificate



Steve Hendry from CaroTrans, Auckland receiving his 20 year long service certificate from Todd Chandler



William Smith, Mainfreight National Admin
Congratulations on your 20 years' long service



Congratulations to Di Clemens from Mainfreight National team on 35 years' service!
Nic Kay presenting Di with her flowers



Graeme Illing from the Mainfreight National Admin team receiving his 20 year long service certificate from Tim Williams



25 years' long service and a birthday on the same day for Erica Dash (centre)
Celebrating with the rest of the Training Centre team



Martin Devereux receives his certificate for 20 years' long service from Don Braid

COVID-19 CORNER

New Zealand Cleaning kits

As a precautionary measure, if an infection were to occur at a branch, we researched what would be required to complete a deep clean of the site. Following this we utilised contacts from a number of different team to source the cleaners, disinfectant and PPE required, supporting our customers as much as possible. The team then assembled the kits in three different sizes, ready to be dispatched to the team around the country.



(L-R) Chris Vaiangina, Charlotte Colson, Gary Dyason, Karla Crawford from our Training Centre Team

Cost Savings – “I can do that!”



Dan Plested cutting the lawns at Westney Road



Gary Dyason remarking the parking areas at the Training Centre

Branch Boards

AKL01 branch COVID-19 boards displaying all the necessary information.



3D Printing Face Shields

ShieldsUp New Zealand is an organisation formed by an Air & Ocean Auckland customer who imports 3D printers. Several suppliers reached out to their customers asking for help producing 3D printed face shields that were desperately need by New Zealand's front line workers. Since the organisation started, volunteers have produced over 18,000 visors that have been distributed around the country.



Mark Belfiore from Air & Ocean Auckland doing his part for a great cause

Rob Mareela from Railway Lane has made custom fit sanitising stations and placed them at every entry and exit around the branch. The team, guests and contractors are encouraged to use the stations as they enter and exit the branch to minimise the spread of germs



Australia Testing Kits – Sam Forsizi A&O Sydney

I was at home preparing dinner and assisting kids with homework. I received a call from a customer about a pending urgent airfreight shipment from their USA Diagnostics offices. The shipment consisted of the latest testing kits for Covid-19 which were sent to address a national shortage. The new test kits promised faster results.

The customer advised that the Minister of Health called them directly to advise that he was going live on air that evening to announce to the Australian public that the new and improved test kits had arrived and would be dispatched to all medical clinics and hospitals throughout Australia.

The customer asked for a status update on the Airway bill. I opened my laptop top Cargowise and checked clearance? CLEARED. I checked if it was pre-booked with cold chain transport provider? Delivery pre-booked for the next day. In true Mainfreight fashion our Customs Team and our Transport Team were on the ball.

Only issue was that we needed to contact QANTAS to see if the cargo

actually arrived on that impending flight. I called and spoke to Ray from QANTAS and explained the situation. He was more than happy to assist with our urgent request to locate the freight. The 2 pieces were still on a PMC waiting to be broken down and Ray organised a crew to immediately break this unit down, and sent me evidence via mobile with an image of the freight. I then forwarded this proof to the customer. Job done!



Mainfreight Shanghai Service for Coronavirus (COVID-19)

At the height of the pandemic in China we witnessed many medical volunteers dedicate themselves to fighting the virus. We are all hoping that the day in which we beat the virus, around the world, is near.

Mainfreight Shanghai partnered up with one of their customers to join the battle by donating food supplies and our logistic services to a hospital in Wuhan. Donations were received on time and we were able to display our expertise, which was greatly appreciated by the hospital.

We are very proud of our teams

Thanks to all of our team in Asia for the support of our business during COVID-19.



Baltimore Team Partners with HHS, Bringing Medical Supplies to Communities in Need

At the start of when COVID-19 really hit the East Coast bad, our Baltimore team organized a charter of medical supplies for the United States Department of Health and Human Services (HHS). As an essential business during these tough and humbling times, we are proud to be part of a large team that worked diligently to get these supplies to the hospitals and communities in need.



Europe Team Members Creating Masks for the Team

Some team members are going the extra mile to make sure our teams are safe. Coraline Haelvoet of our Warehousing team in Ostend started sewing and making masks for the team. For extra protection she inserted a filter in the middle by using a vacuum bag, how creative!

In the Paris Transport team, Arthur Roulier has proven to be the most creative one when it came to personal protection. He produced a mask with his own 3D printer. In the past his printer already served the operation once by manufacturing a POD scanning system for Mainfreight, as the standard printers were not adapted to our POD format.

The team has spent one day on making improvements to the original open source design, with the result a mask including a second breathing hole, hermetically covered and using P3 filters. The aim is to protect and to create a



mask for each of our cross dock family members in Paris. At this moment the first 3D printer is installed in the office and the second one will be delivered soon. Let's get the production running!

It's our people that make the difference....some team shots from around the traps!



Lockdown Level 4: Clarke Hegan and Nathan McEldowney, Mainfreight Cromwell. Fully prepped to meet Mitch Gregor for a drink after work!



Aus-Tag Tournament held in Sydney in February featuring teams from Melbourne, Sydney and Brisbane



Anari Dirksen pictured receiving a Mainfreight university scholarship. (L-R): Anari Dirksen, Jaimie Collyer

University Bound – Air & Ocean Adelaide

Dear Mainfreight, I am so grateful for this scholarship and cannot express my gratitude enough. This scholarship will help me through my studies and encourage me to keep positive through a challenging year.
Thank you from Anari



Our enthusiastic Mainfreight runners getting ready to start on the annual "Montferland Run" in 's-Heerenberg (7.5km or 15km)!

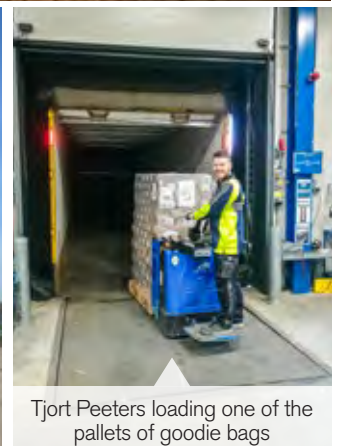


The team went "plogging" during our last EU Emerging Leaders Course
L-R: Ludovic Speecke, Jules Bartaen, Aline Draps, Marnix van Dishoeck, Nick van Benthem, Lisa Igodt, Marten Brunner

Picking and Delivering 200,000 Goodie Bags to all Hospitals in The Netherlands

One of our customers came up with the idea of providing all heroes in the hospitals with a goodie bag, and Mainfreight as a partner has supported this initiative by picking and distributing these goodie bags to all 80 hospitals.

In total 200,000 goodie bags were delivered by us. Thank you to our doctors, nurses and caretakers who are keeping our community healthy and safe.



Tjort Peeters loading one of the pallets of goodie bags

CaroTrans New Jersey – Super Bowl Celebration and 1st Annual Wing Contest

On the Friday before the NFL Super bowl, we held a Super Bowl lunch, with the team wearing their team's jerseys, and our First Annual Wing Contest. We had 8 entries, and against strong competition, Ana Bermeo from our accounting team won first place; we're excited about doing this again next year!! Great to have Chris Wilson in town to join the festivities.



Back Row (L-R): Erik Berger, Chris Wilson, Jessica Almonte, Carlos Araujo, Christopher Ablanado, Willie Aguilar, Kelly Rodriguez, Philip Szumanski, Samuel Martinez
Front Row (L-R): Antanina Imbriaco, Theresa Maxie, Michelle McGrath, Catarina, Silva, Kerry Conn, Maria Amorim, Nancy Silva, Latonia Wilson, Christina Egan, Kelly Preziosa, Kathusca Chavez



Sydney Transport
Celebrating "Driver appreciation week" with a cookie and coffee - November 2019



(L-R) Charlotte Egrix (Brussels), Scott Rice (Blenheim) and Erik Weidner (Chicago)
Part of the "Blake" Watch at Outward Bound early in 2020

Our Air & Ocean Brussels team doing their daily lunch time planking, don't call us between 12:00 and 12:02...



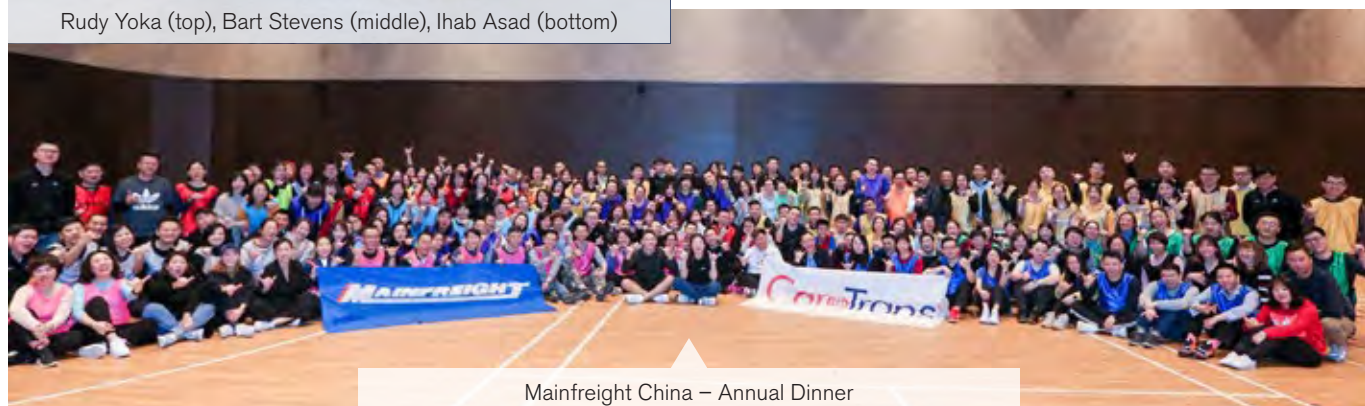
L-R: Ihab Asad, Michael Decoster, Katrien Baes, Bart Stevens



Rudy Yoka (top), Bart Stevens (middle), Ihab Asad (bottom)



The Sunday activity during the Europe Branch Managers meeting was a competition to make veggie gardens for our new branches at Zaltbommel and Born
The winners (L-R): Rob Verheijen, Thomas Bijl, Jurriaan Cijssouw, Roy Verploegen and Bertil ter Maat



Mainfreight China – Annual Dinner

The Malaysia Sales Team celebrated the Lunar New Year with the Malaysian Chinese tradition Prosperity Toss (Lou Hei)
Literally translates to "tossing up good fortune" and brings good health to everyone.



L-R: Thomson Teoh , Keong Lee, Terence Lim, Jin Ang, Ian Laing, Penny Lim, Jensce Tan, Jac Yap

In February 2020, we held a bowling race for the team building activity in celebration of the first anniversary of Mainfreight Japan!!
The bowling race winner was TOKYO team!



Tokyo team with Osaka sales team
(L-R): Satoe Kojima, Mami Konishi, Rui Kawasaki, Yuko Godai,
Nana Kaneko, Ryosuke Tohma

Fukuoka team with Nagoya sales team
Nana Hidaka, Chie Aki, Tomoko Sonoda, Yohei Negishi, Yuta
Fukasawa, Motoko Murata



Tauranga Team – Celebrating the Opening of Mainfreight Barcelona Branch in Spain
(L-R): Kayla Hansen, Yana Heath, Enora Maolic-Jennings, Hannah Abbott, Robyn McCarthy,
Carol Kennedy, Justin Sangster, Lee Tuhura, Carl Bergersen, Sophie Adams, Hirini Houia,
Ranjit Singh, Giovana Tabarini, Margie Brunton, Georghia McFetridge



After twenty years of service as a member of our warehousing family in 's-Heerenberg, the time has finally come! Good luck Toony Elting, enjoy your well-earned retirement



Ask A Question

Country: United States

Your name: Patti D

E-mail: ...@gmail.com

I have a question about: Domestic Freight Transport

Description: Aloha, My family and I were visiting North Island earlier this year, driving from Auckland to Wellington and back. During our trip, we had the opportunity to drive alongside many transport companies delivering goods across the island. I wanted to share that throughout the week we found the drivers of Mainfreight to be courteous, professional and driving with the care that is worth mentioning and surpassing the driving of other companies. Keep up the good work. Thanks, Patty D

INFORMATION



CONTACT



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From: Melanie P
Sent: Wednesday, 8 April 2020 3:26 PM
To: Todd Chandler (MFAO AKL)
Subject: NERIDA WHATMOUGH

Hi Todd,

I hope you are keeping well.

I just wanted to touch base to let you know what a fantastic job Nerida does managing our exports.

She is extremely committed, proactive and always goes above and beyond what is requested of her.

Her knowledge of the industry has been, and continues to be invaluable.

We have built a great rapport and I thoroughly enjoy working with her.

I hope that you can recognise her efforts on my behalf 😊

Thanks,
Mel

On Jun 11, 2020, at 11:30 AM, Faruk Z wrote:

Good Morning Paul and team,

It's been a while that I've been planning to send this email but only now that I'm able to get it done.

I'd like to thank you and your team on behalf of our team, for providing us great support during the pandemic to keep our supply chain alive. As an essential business, we were able to supply and meet our customers' requirements in a timely manner, with Mainfreight on our side.

Past few months were challenging for all of us and we are learning to cope with the new normal. We appreciate and hope to grow more in the coming days.

Stay well and be safe.

Best regards,
Faruk Z

Purchasing and Logistics Manager
Toronto, ON M6N 3N2

From: Bevan T
Sent: Wednesday, 4 December 2019 3:57 PM
To: Craig Evans
Subject: Great service.

Hi Craig,

Quick note to say thanks to the team in Palmerston North.

I had some car parts shipped from Rotorua to your branch at Palmerston North.

Aroha on reception was friendly and located my shipment promptly. The forklift driver loaded the pallet into my car with a smile.

I was in and out in 5 minutes.

I really like dealing with you guys.

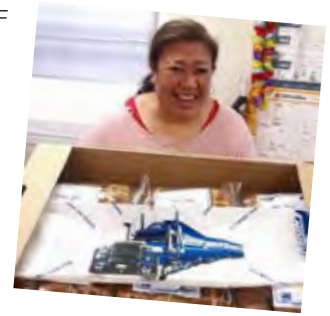
Cheers.
B

From: Nilesh Bhuthadia (MF IT)
Sent: Wednesday, 8 April 2020 8:58 AM
To: Gus Ah-Chong (MF IT)
Cc: Kevin Drinkwater; David Hall (MF IT)
Subject: FW: Hot Cross Buns Drop Off to Fanau Ola

Hi Gus,

Great idea donating the hot cross buns to the DHB, thanks for organising this.

Regards
Nilesh



From: Gus Ah-Chong
Sent: Tuesday, 7 April 2020 10:22 PM
To: David Hall (MF IT); Nilesh Bhuthadia (MF IT); Rachael Timmo (MF IT)
Subject: Hot Cross Buns Drop Off to Fanau Ola

Hi Team

Fanau Ola is a Great Team – a part of Manukau DHB (situated at Middlemore Hospital) that looks after our Pacific community in South Auckland

Besides their support out in the community, they have been working closely with those in South Auckland (Manukau District) regarding COVID-19 and also pulling shifts at our Auckland Airport and COVID-19 Testing facilities/pop up tents

This is a time to appreciate everything we have and also to appreciate our Frontline Essential workers

From: Ted F
Sent: Wednesday, 27 May 2020 5:57 p.m.
To: Lyndal Coates [MFT BHM]; Courtney Stevenson (MFT BHM)
Subject: Thank you!

Hello Lyndal & Courtney

On behalf of our whole team, I would like to say a massive thank you to you guys and all your team for all you do for us, and the amazing service you give us from tracking and getting SSR' arranged to the extra little things that Pete does cos he is such a legend!

During Lockdown you guys were absolutely awesome and went above and beyond for us to get consignments delivered in crazy short time frames considering the COVID19 limitations etc, we really appreciate this as well as the great communication regarding everything that would have an effect on our consignments.

So, as a thank you, we would like to shout Morning Tea for the Mainfreight Blenheim team next Wednesday.

Are you able to let me know what time would be best to have this delivered?

Thanks 😊

Kind Regards
Ted

From: Michael S
Sent: Monday, June 1, 2020 12:10 PM
To: David Argel, MF USA; Michelle Smith, MF USA
Subject: Thank you and Feedback

David and Michelle,

I meant to send this over the weekend but had a lot of moving parts. As you know I have a standing call with TF's executive supply chain team. I also believe you understand that these products are essential in the chain of COVID19 testing and is one of the main components of their test kits.

First, thank you both for the incredible amount of effort and energy you have put into this process and making sure that product is getting here as fast as possible. I know this has required an enormous amount of time and late nights as well as early mornings. Also I know it has required a great deal of patience with both TF and ourselves.

On our call on Friday afternoon TF posed this question. Can you tell me the secret behind how Mainfreight is getting products reliably and quickly to us? They were amazed at the speed and consistency and have not found that in any other freight company.

I am going to be asking them to reach out to David to try and have them offload more of their freight to you and your team.

Thank you so much for all that you are doing and we would not be where we are without your expertise.

Thank you from the bottom of our hearts.

Warmly, Michael

From: Michael P
Sent: Thursday, 4 June 2020 9:55 AM
To: Donna Sim [MFT AKL]; Tarryn Lanner (MFAO AKL)
Subject: My proud son with his MFT shares

Good morning Donna and Tarryn

I thought you might like this...

My 7yr old son Israel saved up his money to start a small business. He purchased 6 x chickens and has been selling the eggs for 0.50c each for the last year or two. He wakes up at 7am in the morning no matter the weather to feed them, top up the water and look for eggs. After paying all expenses for chicken food and a chicken coop he has saved up enough to recently buy 25 x Mainfreight shares as his first ever investment.

I purchased the shares in my name because he is too young, and my wife made up a share certificate for him. See image attached.

We cheer every time a Mainfreight truck goes past because he knows that he owns a very small part of each truck. Israel is eagerly looking forward to receiving his first ever dividend!

Thank you to the Mainfreight team for working hard and inspiring my young son to be a future businessman.

If your drivers ever see a weirdo guy with his 7yr old son honking and waving at a Mainfreight trucks, then it's probably us. We are your biggest fans!

Kind regards

Michael P
MANAGING DIRECTOR



We always love to hear a customer's customer giving them feedback about us!

From: Ric S
Sent: 8 May, 2020 3:53 PM
To: Kristen Cameron (MFT Newcastle)
Subject: Fwd: Mainfreight

FYI

The comments like this have been coming all week.

Thanks!
Ric

From: Lisa D
Date: 8 May 2020 at 9:03:02 am AEST
To: Ric S, Louise B, Maddi M
Subject: Mainfreight
Hi Ric Louise & Maddi

Just wanted to give you some feedback on how you are going.
Joh from B & S said this morning:

Freight company just rang to say it will be delivered Monday! I'm pretty happy about the difference in service - amazing!

You are all doing such a great job

Thank you
Lisa

From: Lee R
Sent: Thursday, 11 June 2020 4:54 PM
To: Mark De Hoog (M2Home AKL)
Cc: Ella-Lee Cihak (M2Home AKL); Anna Cihakova (M2Home AKL); Kani Peneueta (M2Home AKL)
Subject: Meeting you all today !!

Kia ora Team

I just wanted to send a quick email to say it was such a pleasure to come and meet you all today.

It's certainly nice to put a name to the face, especially when they're faces of all the team that always help us out with our issues and problems 😊

Whether I'm emailing or ringing through, you're always professional, courteous and easy to deal with, but I also feel that you're always willing to go the extra mile to help, and that comes from an exceptional attitude and a great work ethic. You are simply amazing at what you do.

Thank you Ella, Anna and Kani ! 😊

Mark – You are the man ! From the beginning you've made this whole process smooth and seamless. You're communication is so on point & when I come to you with issues, you're always tuned in to find solutions. I couldn't ask for a better person to deal with.

Thank you for taking the time to show myself and Pedro around your depot and introducing us to everyone, especially the 3 SUPERSTARS that you work with 😊

I hope you all enjoyed the treats, you certainly deserved them.

Enjoy the rest of the week and KEEP SHINING TEAM !

Cheers

Best Regards
Lee R



(L-R): Kani Peneueta, Ella-Lee Cihak, Anna Cihakova, Bianca Vuetibau



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