

MAINFREIGHT

NEWSLETTER JULY 2015

MAINFREIGHT TEAM REVIEW

Completion of new Hamilton facility -
Denis Laws: "We're ready!"



CHEMCOURIERS

OWENS

DAILY FREIGHT

CaroTrans



WIM BOSMAN

Managing Director's Comment

Sunday, March 29th 2015,
Melbourne Cricket Ground,
Melbourne, Australia...

It is the final of the World Cup of Cricket; New Zealand is playing Australia for the coveted title of World Champions.

For those "kiwis" amongst us, New Zealand was disappointingly unsuccessful; Australia in far better shape on the night and deservedly winning the game by seven wickets.

Importantly, for the family of Mainfreight, we were all able to watch this intriguing game of cricket safe in the knowledge that through the hard work and logistic abilities of our business, both of the teams in the final, and all the competition teams in the build-up, were able to compete fully kitted, as all their playing gear had been transported across the Australian and New Zealand networks safely, damage free and delivered on time. (You can read more of the detail within our Newsletter).

Such is the capability of our business today, where our logistics competency spans nations and cities across the world, managing complex, sophisticated supply chain solutions for our customers globally.

Our success in meeting the requirements of the Cricket World Cup team is an important milestone and a measure of our capability, which has developed through the years and now provides us with unique advantages over our competitors. Two hundred and forty-two branches in twenty countries, supported by 6,277 committed, passionate, logistics professionals. Such is Mainfreight today.

It is the strength of this branch network that we must take advantage of, by convincing our already loyal customers to experience all facets of our service offering. No matter if they use us domestically, our warehouses, or across the globe via our air and ocean network. So much potential for us – if we all become passionate about it.

Similarly, there is unlimited potential in the development of our global air and sea network. By promoting the trade lanes where we have our own existing links in each country, the stronger we are across the world. The growth in this sector will be invaluable to our land-based activities in each country.

Our latest results are further evidence of our growth and success. Two billion New Zealand dollars in sales revenue, a record EBITDA of \$162 million, and net profit of \$83 million. Are we satisfied? Probably not, we could have done better across most divisions – but more importantly, it establishes a benchmark of what is possible as we progress with our global supply chain logistics development. We would prefer to look to the future rather than view our performance through the rear vision mirror.

Of utmost importance to us all, is that every single one of us recognises our commitment to quality, to being easy to do business with for our customers, and that we continually seek to expand our relationships with our customers to encompass the full range of our abilities.

Our strength lies in the simple, basic philosophy of working together as a team, supporting our increasingly intensive global network, and keeping

ahead of our competitors by providing superior performance. As we know, the only measure of that performance is how the customer perceives it. We must aim to delight.

For us all, let us think big, believe in our ability to grow this fantastic Company into a great business.

We are in a hurry – your energy and passion fuels our growth every day. We remain very proud of you all, and of what we have achieved so far.

Be sure to read your copy of our latest Annual Report, which will be mailed to your homes (wherever this is possible). There is lots of interesting detail about us, our performance and the odd great pic!

Our semi-annual newsletter is a publication for our team, where our people from around the world can share developments and achievements. We are pleased to share this information with our shareholders and customers.



New Zealand Forwarding – Carl George

The combined domestic transport teams of Mainfreight, Daily Freight, Owens and Chemcouriers finish the 2014/15 financial year ahead in both profit and revenue.

The year has certainly been a game of two halves. The lead up to Christmas 2014/15 saw a good level of planning take place to ensure we delivered high levels of service through our peak period.

As it played out, we saw some operations experience significant volumes through these key weeks, and furthermore into the New Year, which brought challenges to the network.

In this past year we moved an additional 150,000 consignments through our network, which equates to approximately 25 extra pick-up and delivery vehicles (PUD) nationally in order to service this volume.

Year-on-year we have seen volume increases to most areas, and what has been a highlight is seeing the improving performance of many of our regional branches, who only a few years ago had to fight to break even. A key milestone here is Nelson branch returning a profit result (albeit small), for the first time in close to ten years.

Moving forward, our challenge is to retain and improve on our quality and delivery performance in all branches.

As we continue to handle more consignments each year, we must ensure the basic procedures are embraced and enforced – and that what we promise our customers we deliver on. “A promise is not a promise until it has been delivered”.

Our customers each year raise the expectation bar which we are the only ones who can set and control day to day. More sophistication in everything we do, in ourselves is paramount as our customers become more expecting of outstanding service. Being more focused on the customer and having loyal Mainfreight customers is a key focus.

Thank you as always to all the teams that have worked tirelessly last year and continue to do so.

Thoughts for Our Branch Managers for 2015/16

1. Operational basics – stick to the manual, failure to do so in your branch results in bad outcomes every time.
2. Get your linehaul out on time. Late arriving units mean a struggle to have our customer's freight delivered on time.
3. Claims – live and breathe your performance in this area, everyone needs to improve.
4. Make your branch and your team safe this year; get rid of hazards and poor habits.
5. Ask yourself the question: Will that next team member be capable of doing your job?

Lightning Strikes Wellington Zephyrometer

One of the most recognisable landmarks in Wellington is the Zephyrometer Wind Wand, 26 metres in length. However, last August it was blown up by lightning as a storm battered the capital.

Mainfreight FTL came to the rescue, moving the wand to Christchurch for repairs, then back to the site in Wellington on a special Trombone Trailer.



FTL Owner Operator Andy Zyskowski with the repaired wand on board.

Mainfreight Hamilton

By the time we go to print, the team in Hamilton will have moved into their new depot. With a dock 165 metres long, 97 metres wide, and able to hold 16 rail wagons inside, it will bring a whole new dimension to moving freight in and out of the Waikato region.



Cricket World Cup

The Mainfreight team in New Zealand were seen 'hanging' around the recent Cricket World Cup held in New Zealand and Australia.

Team kit movements throughout New Zealand to practice session and games ran like clockwork, only bugger was that we lost the final!

Well Done Team Kiwi.



Look what came to visit us at Railway Lane, Auckland - **The Cricket World Cup!**



Back Row (L-R): Don Braid, Richard Aitken, Todd Chandler, Jake Pascoe, Hamish Quinn, Donna Barrett, Sam Cooper, Aaron Somerset, Shayne Porter

Front Row: Aatish Lal, Rex Campbell, Mike Munns, Tom Parker, Scott Henderson

Claims Performance

Outward Consignments Per Claim				Inwards Consignments Per Claim			
Branch	To March 2015	To Sept 2014	To March 2014	Branch	To March 2015	To Sept 2014	To March 2014
Chem Auckland	1934	2048	2332	Chem Auckland	2504	3988	4741
Palmerston North	1196	860	951	Palmerston North	2045	1581	1802
Chem Christchurch	985	1290	1114	Taupo	1875	1444	1351
MF Auckland	978	868	714	Blenheim	1798	1719	2212
MF Hamilton	852	811	861	MF Auckland	1693	1609	1379
Dunedin	765	715	668	Rotorua	1681	1129	1283
New Plymouth	679	933	678	MF Christchurch	1660	1261	1236
MF Wellington	666	777	821	Chem Christchurch	1315	1463	1350
Rotorua	655	745	619	MF Hamilton	1298	1063	1100
Owens Auckland	630	752	756	Owens Auckland	1268	1378	1991
Invercargill	628	523	634	MF Wellington	1177	1377	1411
Total Company	602	677	669	Total Company	1138	1172	1197
Mt Maunganui	595	720	699	Owens Christchurch	1135	1552	1957
Napier	583	923	799	Napier	1120	1303	1268
Blenheim	558	431	348	DF Auckland	1117	1634	1660
DF Auckland	442	592	679	Mt Maunganui	1110	1256	1137
MF Christchurch	438	497	475	New Plymouth	929	1266	1475
Owens Christchurch	426	439	410	Invercargill	921	908	939
Whangarei	406	523	444	Whangarei	849	801	911
DF Christchurch	384	474	517	DF Christchurch	755	1157	965
Taupo	311	295	292	Dunedin	660	649	596
Nelson	303	346	336	Nelson	408	470	448

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.

You should be aware that annual bonuses are affected in the following way:

- + 1% For outwards claims, over 650 consignments per claim, and 1,500 inwards consignments per claim
- + 2% For outwards claims, over 750 consignments per claim, and 2,000 inwards consignments per claim
- 1% For outwards claims under 350 consignments per claim
- 1% For inwards claims under 1,250 consignments per claim

New Zealand Logistics – Craig Evans

No Pain No Gain

As usual, the start of the New Zealand winter brings with it the adverse impact of wet and windy weather, and our team is often challenged in delivering our service promise to our customers.

It is good to be able to report then, that our newly commissioned facilities provide an unsurpassed operating

environment, that wards off the impairments of winter that a lot of our competitors still battle.

Now cocooned inside very special freight and warehousing facilities, the endurance of our teams during the build programmes has become part of Mainfreight folklore. For this we thank you – for your resolve and

commitment to our ongoing vision, and remaining focused on delivering superior customer experiences.

The year ahead is all about new business opportunities, not only to support these new facilities, but also to bring in challenges for our talented team to gain new skills and experience.

How are we Progressing our Objectives?

1. Voice picking is starting to gain momentum. We foresee every team member in Logistics having their own voice/scanning device capable of performing all warehouse tasks. It will measure and assist productivity and further squeeze out inaccuracies, whether ours or the customer's. Our warehouses at Manu Street and Westney Road in Auckland are our development sites for this initiative.
2. Evening shifts are now entrenched; by implementing shifts prior to the arrival of the high season volumes starting in August, we believe we will extract the full value of proactive change.
3. An additional 250-pallet Class 3 dangerous goods (DG) bunker is now operational in Auckland.
4. Our smart new high-visibility uniform is in place, with the pending addition of a special uniform for the Auckland and Christchurch DG warehouses teams. This will aesthetically separate them from the wider team, reinforcing the specialist nature of the DG sector.
5. Safety of our team, and of our customer's products, will be a continuing focus. Overzealous usage of forklifts and disregard for others plays no part in our family; we ask all our team to speak up and immediately veto any observed practice that compromises team and product welfare.
6. Our sites no longer support smoking; an extended period of time was accorded to all our team not to exhibit this habit in our depots and surrounds. We continue to offer assistance to those determined to quit this harmful habit.
7. Drug and alcohol. Greater emphasis and means are now in place to identify and enforce any policy breaches involving the misuse of drugs and alcohol by any person that participates in the Group's business. Wider testing and monitoring programmes are in play as a means to protect us all from such risks. This policy will be strictly enforced. Copies of the policy are available in all branches.

Slower is Faster

When the brain is rushed or under stress, the ability to think clearly is compromised to the extent that managing detail, accuracy, or operating plant safely can be impeded. Whilst you may think speed is necessary, in fact you are only hurrying to do the task wrong and increasing the risk of a harmful accident.

Instead of buying into an ever-decreasing time tolerance, we must accept the evidence and fundamental wisdom ... and ... slow ... down.

All forklifts should have their speed governors audited regularly and the ongoing promotion of warehouse layout and reduced travel are paramount PAT topics. Efficiency will buy back time and reduce any reason for speed. A rushed operation is often a sign of a poorly organised business.



New Westney Road Warehouse – Loading Docks



Environmental Loading Area – Westney Road Warehouse

New Zealand Air & Ocean – Ben Fitts

The New Zealand Air & Ocean team along with CaroTrans finished the 2014/15 year ahead in revenue, margin and profit. Well done team, this comes as a result of a lot of hard work and you should be proud of the results that you have collectively achieved last year. Some outstanding branch results as well – well done.

We must continue to improve on the results of last year; this will be no easy task in the current market with depressed import and export ocean freight rates as a result of overcapacity and an imbalance of import to export volumes on most container lines – and as always, plenty of competition, that will never change. We can't control or alter this, so we remain focused on what we can control.

To keep moving forward we must concentrate on the following key areas:

People – do we have the right people in the right seats on our bus? We must ensure that every new person that joins us holds the potential to benefit our business. Remember, a positive attitude and drive are the characteristics we look for above all else. Hire right and promote from within.

Sales and Account Management – look after our current customer base through exceptional service and sound account management. At the same time hunt out

new opportunities with prospective customers. Sales intensity is an absolute key to the ongoing success of our business. We have had some great sales gains this year – and some strong prospects in the pipeline, let's work to convert these over with urgency.

Quality – we are nothing without quality. In everything that you do, no matter what your role is, be the best that you can be. Own your role; your customers will love you for it. Look for that 15% improvement in everything that you do – your actions make a difference.

As our network around the world strengthens and grows, so does our service offering. Our network is where our strength lies, with global connectivity and aligned teams with a common goal – 75% of all import orders are now routed through Mainfreight branches throughout the world. As our teams overseas push to open new branches in new countries, we must give them the support they need to set them off to a strong start, and keep profits within the Mainfreight group.

Thank you all for the dedication, passion and commitment that you show for our business, we are only as good as the people that we have on our team, so what you do makes all the difference.

Container Party Tauranga – Annette Webb

Mainfreight Air & Ocean Tauranga in conjunction with Export Bay of Plenty hosted the 'Mainfreight Container Party' on 1 April 2015.

Our 'Container Party' was an informative experience as exporters in the Bay of Plenty were treated to the opportunity to meet the Air & Ocean team and Transport teams in Tauranga and learn about processes, documentation and regulations for exporting by sea and air as products head offshore to overseas markets.

NZ Customs and Ministry of Primary Industries (MPI) supported the event giving us a hands-on interactive demonstration for exporting and importing freight. Guests experienced a mix of visual and practical export processes including:

- Demonstration of how swing lift trucks work and FCL container placements, weight restrictions and container dimensions
- Export documentation requirements, regulations and processes
- MPI requirements
- New Zealand Customs x-ray demonstrations
- Sending cargo by airfreight and airline loading requirements
- Physical movement of cargo to/from our transport depots/consolidation points



Annette Webb, Branch Manager, Tauranga Air & Ocean reviews processes with local exporters

Bairds Mainfreight Primary School Soap Box Derby – Don Campbell

Bairds Mainfreight Primary School competed in the qualifying round of the American Soap Box Derby at Westgate in March against a number of other schools.

After the morning qualifying rounds, both cars raced by Sam and Tyson qualified 1st and 2nd respectively. Both boys did well but unfortunately didn't make it into the top six finalists at the Nationals in Whangaparaoa.

These are the best results yet to be achieved by the Bairds Mainfreight team, a job well done by the kids, teachers and supporters.



Mainfreight Seals the Deal – Chris Rodgers and Antoinette Ward

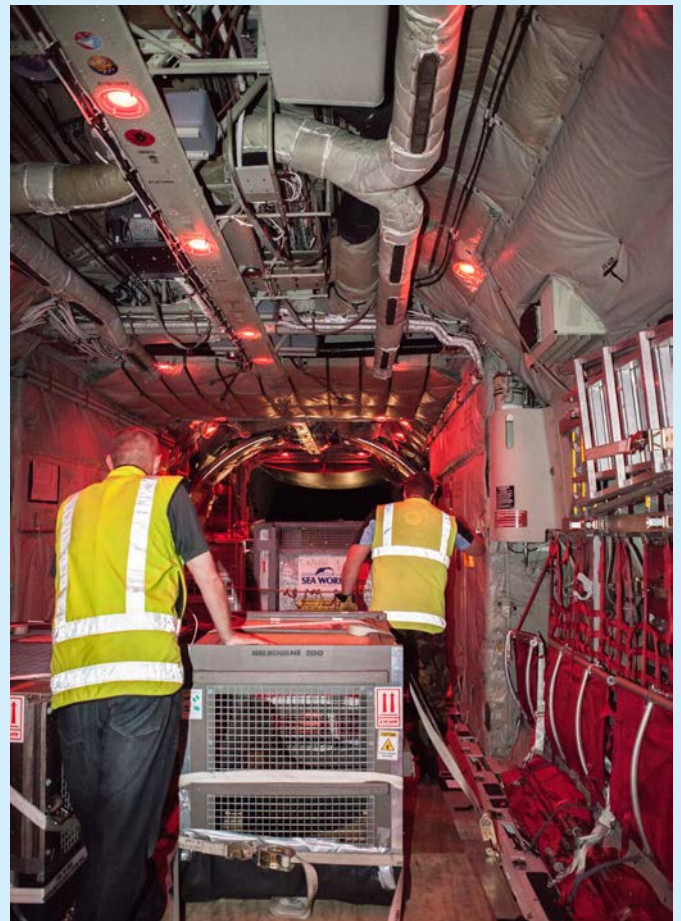
When Napier City Council called Mainfreight last year to say they needed help with an unusual transportation request – they weren't exaggerating. Napier's renowned Marineland (which had closed to the public five years earlier), was relocating a group of residents to their new home in Australia. Sounds simple enough? Not when the residents are a group of seals!

Relocating the seals was a logistical exercise of epic proportions. Transporting animals is not for the faint-hearted. Firstly they need to be put into quarantine in New Zealand, staff needed to train the animals to get used to their transportation crates, vets had to take blood tests from each animal, measures were put in place to ensure quarantine was never compromised – the list goes on. And that's before they've even moved off-site to start the journey.

Mainfreight played a key role in the success of the relocations.

The first group of animals (California sealions Orion and Dakota, NZ fur seals Ollie and Iha, and Sub-Antarctic fur seal Mako) moved in December 2014. Once in their crates, a crane was used to get the animals out of Marineland and into the Mainfreight truck. Secured, and with staff on hand to reassure the animals, they travelled to Napier Airport where the Royal New Zealand Air Force was waiting with a Hercules plane. The RNZAF had volunteered to transport the seals to Auckland as a training exercise for their crew. From there they were loaded onto commercial flights to their new homes at SeaWorld on the Gold Coast, Taronga Zoo in Sydney and Melbourne Zoo.

The exercise was set to repeat itself in March 2015. Logistics wise, the plan was to replicate the first shipment. However, the devastating cyclone in Vanuatu saw the



RNZAF Hercules dispatched there and suddenly unavailable to take the seals from Napier to Auckland. This meant that the seals needed to be moved by road not just to the airport – but all the way to Auckland.

Despite a longer journey by road, the second transfer went without a hitch and NZ fur seals Molly, Mr Bo and Pania all arrived safely at their new homes at SeaWorld and Melbourne Zoo and are now being appreciated by audiences once again

Rangiora Muscle Car Madness – Natasha Jacobs

People poured into the Rangiora Show Grounds by the thousands for the 25th Rangiora Car Show. There wasn't a quiet moment all weekend, and the Mainfreight stand was constantly surrounded by potential

customers admiring the “draw card cars” that we had on show and also asking questions on shipping.

We were lucky enough to have Christchurch legend, Mr Neil Graham

aka “Grumpy” spend some time with us during the show and let us display his Black Aston Martin at our stand which was a huge draw card



L-R: Mousey, Darren Jerard, Sonia Taylor, Natasha Jacobs, Scott Rice

Dunedin – Mark Willis

The Dunedin Team have just completed their first six months since amalgamating and what a ride so far, with all sorts of challenges thrown at us but in true Mainfreight fashion the team have taken up the challenge and embraced it.

A can-do attitude combined with great opportunities for current customers have seen a very steady increase in business and profit as the market sees a team that does have all the bases covered: knowledge, service, determination and most of all passion.

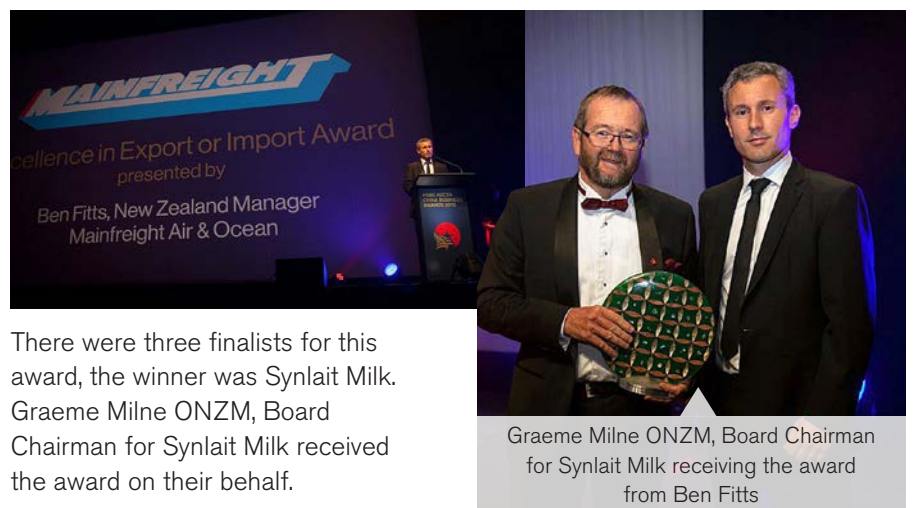
A special note of thanks to all who have made the transition achievable from the National Support and IT teams, to all the branches who have welcomed us aboard.



L-R: Paul Wilson, Teresa O'Connell, Nicky Jackson, Jamie Morrissey, Richard Will, Jeff Foster, Mark Willis

NZCTA China Business Awards 2015 – Ben Fitts

The New Zealand China Trade Association recently held their 6th Annual Awards night at the Viaduct Centre in Auckland with more than 500 people attending. Mainfreight attended and sponsored the “Mainfreight Award for Excellence in Export or Import” which recognises companies excelling in taking their product or service to the China Market or from China to the New Zealand market.



There were three finalists for this award, the winner was Synlait Milk. Graeme Milne ONZM, Board Chairman for Synlait Milk received the award on their behalf.

Graeme Milne ONZM, Board Chairman for Synlait Milk receiving the award from Ben Fitts

Australia Group – Rodd Morgan

Unfortunately, for the first time in quite a while, we are not pleased to advise that our profit in Australia was approximately 3% less than last year. There are many businesses who would be pleased to be within 3% of last year's profit, but for us, we are most unsatisfied if we produce less profit when compared against any previous corresponding period be it from week to week, month to month and particularly, year to year.

Our land-based businesses (Transport, Logistics and Owens) have had a tough year due mainly to our growth rate being less than we would like it to be, but also because we have invested strongly in the development of new facilities in many parts of Australia.

This of course supports our deep-seated philosophy of making decisions now that might cost us a little more money in the short-term but will most definitely set us up to make much greater profits in the long-term – profits that we otherwise would not generate if these investments were not made. Our ability to be successful in the long-term and indeed our potential to be still thriving as a business in 100 years' time, is very much dependent on our courage today to make these sorts of brave decisions.

Our Air & Ocean business on the other hand has had a strong finish to the financial year that saw profits rise, and good revenue gains,

after enduring a couple of years of subdued growth. Much of this performance is due to the success we are having with new customer acquisition around the country. Well done to the team for producing a solid quality of service which in turn has supported the rapidly improving efforts and successes that our sales teams are starting to see.

Whilst talking about sales growth, it is a great time to remind everybody of one of our major business goals in Australia. That is, we want to be making more profit in Australia than we generate from our New Zealand operations by 2019. Without talking too much about the specific numbers, we simply need to grow our sales by a minimum of 15% each year between now and 2019, at the same time as tweaking our return on revenue upwards by about two per cent. If we do this, we will achieve this important goal. As mentioned, it is simple but certainly not easy!

With this growth target in mind, we would like to ask every member of our team to please play your part in helping us to accelerate the rate of growth we have been seeing in the business – that means performing your role to a high standard so the quality of services to our customers is much better than our competitors! It also means being very aware that we are a much stronger and more successful business when we truly act as One Mainfreight.

Our ability to each be conscious that we have four businesses operating in Australia and to make certain that each decision we make maximises the involvement and opportunity for each of those businesses, is key to our future.

Remember, we are a global supply chain logistics company that is involved in the flow of freight around the world. Put even more simply "We Move Freight Globally – Worry Free!" This is how we would like our customers to view us.

We would like to take this opportunity to thank Steve Thorogood for his service to our Air & Ocean business over the last 30 odd years, and we wish him the very best in his future endeavours.

Finally and despite our financial performance last year not quite being what we would like it to be, we want to thank our team for the efforts made which in most instances have been outstanding. Because of these efforts and the talent and experience we have, right across the business, we remain enormously excited about our ability to quickly return our rate of profit and revenue growth to the sort of levels we have become accustomed to.

Let's all get after a minimum of 15% growth this year!

Thanks Team.



Inspecting the progress at the new Epping Site

Mainfreight Transport Australia – Bryan Curtis

Our results for the financial year to March 2015 are disappointing with our profit down on the previous year and revenue growth well below the level we expect. Whilst our margin has improved year-on-year, we are concerned at the decrease we have seen in recent months.

We must ensure that our linehaul vehicles and PUD (pickup and delivery) vehicles are the most efficient available. We cannot compete if our PUD trucks do not have mezzanine floors or are too small, nor can we have linehaul units that are not the latest technology available.

We have collectively set profit targets for the current financial year that will stretch us to the limit. The next few months will be challenging as the economy shows signs of slowing and our competition reacts by selling on price alone. We will only achieve our targets and ensure our 100-year survival if our quality is the best in the country. To get to this, we must continue to focus on the few simple things that will enable us to provide the best possible service to our customers.

The following have not changed over the last few years and are the key performance indicators (KPIs) in our business. To those team members that have been with us for a while this may seem like the movie Groundhog Day and we make no apology for that, as we are facing challenges that we have not encountered for a long time. Your understanding and knowledge of these KPI's is vital in training our new team members on these critical points and the success or failure of our business.

1. Safety

We are all collectively responsible for ensuring that every one of our team goes home safe each day. If you see something that is unsafe – say something and do something about it.

2. DIFOT (Delivered In Full On Time)

Our target is 99%. Our performance for the year to the end of March was 92.4%, a long way from where we need to be. Our daily reports (DPM/CNUD) must be interrogated each day and actioned.

3. Depot Systems

This simple system has been used since 2002 to ensure we provide proactive communication to our customers. If you have not heard of the Depot Systems, or don't understand them, please feel free to give me a call. I would be delighted to go through them with you.

4. Out-turn Errors

With the introduction of our Quality Assurance Program from the 1st April 2015 we must focus on achieving our stated targets of no more than 1.5 errors per 100 outward consignments, and that our inwards out-turning is 100% accurate.

5. Presentation/Branding

The presentation of our team, vehicles and depots must be immaculate at all times. Do not compromise our branding, this is our main advertising and marketing stream and cannot be treated lightly.

6. Team/Training

Ensure we employ the best people possible and that we continue to upskill and retrain all of our team so we can react quickly as the market changes.



Cricket World Cup 2015 – Baggage Movements

Contribution from Peter Wilson – Cricket World Cup Co-ordinator (Australia)

Through the hard work of our New Zealand team, Mainfreight won the tender for all baggage movements across Australia and New Zealand for the Cricket World Cup 2015.

The Cricket World Cup is held every four years and is the world's third largest media covered event (with only the FIFA World Cup and the Summer Olympics exceeding it). The Cricket World Cup has more than 2.2 billion viewers tuning in to watch in over 200 countries over the span of two months.

No Pressure....

Mainfreight's role for the baggage movements was to supply a Truck, Driver and Baggage Master for each team movement. The team movements consisted of pick-ups and drop-offs from Airports, Hotels, Training venues and Match venues.

Our Baggage Master teams were charged with the task of working closely with each team's TLO, the ICC CWC officials and our Truck Drivers to ensure the seamless transfer of all of the team's equipment and personal luggage.

Depending on the team, we were handling between 70 and 215 bags.

Here's a few more numbers for you:

- 14 Cities across New Zealand and Australia
- 63 Matches (including warm up matches)
- 60 Days
- Over 200 Mainfreight team members involved in both countries
- 900 scheduled and unscheduled movements

There were a large number of branches involved across all brands of our business and that just shows how well we come together and how successful we can be in working together.

It was an outstanding effort from everyone involved.

It didn't matter if it was in the heat in Adelaide and Perth, or the cyclone and flooding in Brisbane and New Zealand, we managed to carry on with our duties and get the teams' gear on flights, to training and to matches.

We have had team members sleep in their cars when they have finished at 2-3am in the morning and need to be back at the hotel at 4-5am to get the team on flights after matches.

Through the sleep deprivation, sore muscles and on the ground problem solving, our team were also presented with some very unique opportunities.

We had team members that were invited into change rooms after games to celebrate with the players, team members asked to bowl at training sessions for a couple of the higher profile teams, and most of all we all had close interaction with the world's best cricket players.

Our Baggage Master team were faced with challenges daily as we soon learned that plans and schedules often change.

Our team handled every obstacle professionally and efficiently and this is the reason why not one problem or failure occurred throughout the whole World Cup.

Everyone should be immensely proud of what they/we achieved!

Our success is owed to everyone that was involved in this operation and everyone back in the office who covered for our Baggage Master team while they were out conducting their CWC duties.

We knocked it for six!
Well done team!



Metro Sydney

Our first of three refrigerated trucks for Sydney Metro, to handle deliveries from our Prestons Warehouse, to the Sydney International Airport. Note these are custom built to maximise load and still meet airport height limitations; this vehicle is 2.8m high.



Townsville

Earlier this year Townsville introduced new daily services north and south of Townsville. Michael services Charters Towers, Ayr and Bowen daily, while Nicholas delivers to Ingham, Cardwell, Tully and Mission Beach daily.



Nicholas Withycombe and Michael James

Brisbane Metro

Brisbane Metro has been on the move again, this time to our Larapinta super-site. Many thanks to Ashley Taylor and the Mainfreight Larapinta team for their help and making us feel welcome.



From left to right: Gordon Simpkins, Grant Carlson and Dragan Ivesic

Cricket World Cup – A Personal Perspective – Hayden Smith

The Cricket World Cup, the biggest stage in the cricketing world and here it was in our very own backyard with the Aussie boys firming as favourites for months before a ball was even bowled. Ever since I was a young boy it was a dream to be involved in a Cricket World Cup, to taking part in the game loved by many around the world. I am just your average cricket fanatic, and here I was getting a tap on the shoulder saying “Hayden, you’re in”; it was a dream come true. Sure, it was from the Branch Manager and not the National Selectors but as the saying goes never let the truth get in the way of a good story.

Mainfreight was lucky enough to not only be involved in the World Cup, but to be up close and personal with some of the biggest names in the Cricketing world, some to go down as legends in the game. We knew from the get go that it was not going to be a walk in the park and some long, hard days were ahead but that is just the Mainfreight spirit, customer is king and you do whatever you can to please. Sure our customers at times were the likes of Michael Clarke (who called me mate and now we are the greatest of pals; he looked in my general direction a couple of times

and I just knew we would remain friends for life) and other customers being Kumar Sangakkara (possibly the greatest performing batsman since Don Bradman) but a job was at hand and it needed doing. The Team we had assembled and the people I was around made the job that little bit easier with guys never taking or giving no for an answer and helping out whenever they could. And to have guys like Peter Wilson and Rob Croft running the show you knew not much could go wrong; they made everyone’s life easier during a frantic couple of months.

It was difficult to have your boyhood heroes standing a couple of metres away and walking past you at times; it was tough to hold that fan excitement in, but professionalism was required and delivered at all times from everyone involved. I had the likes of Steve Smith walk past a couple of times and I could not help but smile. Not because I was a huge fan but because I knew I broke his record for

Stubb Street, Melbourne – Brad Greer, Branch Manager

How exciting, as the year continues and the team is focused on growing revenue and improving quality, there is a real buzz in the air. Many of the team now drive past the new Epping site and watch the construction unfold on a weekly basis.

The fact that within less than a year, we will move to our new home is real. The commitment from the Board and the wider Mainfreight family continues to be appreciated and the team here at Stubb Street know we have to do our part to grow/improve all elements of our operation in preparation for our new home.



Epping Site Taking Shape



most runs in a season in the Sutherland Shire Junior Competition (which still stands might I add) and just thinking to myself “technically, I am better than him and that should be me out there playing”.

Being involved in this World Cup, even though it consisted of some long hours and plenty of days where minimal sleep was had with many of our bodies sleep-deprived and over-cafeinated, it was something I will remember for years to come and I have Mainfreight to thank for that. If I was asked again I would not turn down the opportunity for the world.

Oh and one last thing – Australia did win and they SMASHED the Kiwi’s in the final. I just thought I would remind everyone of this small detail!

Mainfreight Logistics – Simon Hart

Thank you to the entire team for your efforts over the Christmas period. Your commitment to “getting the job done” at all costs is appreciated. Thank you also to our families, the extended Mainfreight family, who supported us during this period.

In 2014, we invested in creating capacity with new buildings in Sydney, Brisbane and Perth. The net result is an increase in our footprint of 16,000m². This puts us in a good position to target greater than 15% revenue growth in our new financial year. With the promising opportunities currently in our sales pipeline this is achievable.

Our Epping development, in North East Melbourne will consist of a 16,000m² freight facility joined by a covered breezeway to our 20,000m² warehouse. The site will contain 26,000 pallet spaces, providing further opportunity to grow. The warehouse will be ready to occupy in November 2015.

In other news, Martin Wierzbicki accepted the role of Branch Manager for our Somerton site in November



last year. Martin joined the business as a graduate and recently returned to us after a 12-month period in the exchange program at Wim Bosman.

The team continues to embrace technology. Following on from the implementation of voice picking (instruction through a headset of what to pick and verbal confirmation from the picker), we have launched scan checking. This is a process similar to that of a supermarket checkout. The objective is to improve accuracy and bring us closer to banking standards.

Thank you again to the team for your efforts during our peak period.



You are what makes our company special and should be proud of your efforts. It is time to now turn our attention to the new financial year and take the lessons learned and put them into practice.

Things to do better in the 2016 Financial Year:

- 1. People:** They are what make us special. We must ensure that we employ the very best people we can. It is imperative that we train our team in line with our operational manuals and best practice.
- 2. Meticulous attention to presentation:** Our image is everything. Never walk past a piece of rubbish on the ground.
- 3. Make decisions and operate at pace:** Too often we are guilty of talking for the sake of it. Keep in mind that every decision made should be made based on our 100-year vision.
- 4. Fanatical adherence and disciplined approach to our processes:** We must all operate

on a consciously competent level. The quality of our service is everything. Don't be afraid to ask questions and challenge the status quo.

- 5. Health & Safety:** Every team member deserves the right to feel safe at work. Don't walk past a potential hazard, raise concerns during your Positive Action Team meetings and OH&S meetings.

Regency Park (Adelaide)

It has been a great start to the year for the South Australian warehouse, finishing third in Branch of the Year (great effort team). The team has been achieving great financial results with our second site running at full capacity.

A high sales growth goal has been set, which we are well on the way to achieving with two new customers coming on board and several in the pipeline. Our primary goal for the future is to move into a brand new facility and show our brothers and sisters that Adelaide can run with the “Big Boys”.



Prestons (Sydney)

Prestons has undergone a significant amount of change with the commencement of our partnership with Heinemann (Travel Retail). We are now in full swing, servicing Sydney Airport with their duty free goods. We remain fanatically focused on improving accuracy and efficiency within both the inbound and outbound

processes. Underpinning this improvement is ongoing training for our great team.

It has been a mammoth effort from all and special thanks must be given to those team members who have stepped up to assume a new challenge, and the never-ending

support we have had from our out-of-state team members too.

Stock control and the mentality of operating like a bank is the message we are delivering consistently to the team. We have an exciting road ahead with a number of new team members demonstrating passion and potential.



Front Row (L-R): Jan Phillips, Agnes Magele, Lugan Low, Jane Henry
Back Row (L-R): Rebecca Brunette, Aaron Vallely, Taani Seymour, Jamie Mansfield, Nik Dinic, Potifara Tago



L-R: Lugan Low, Kevin Tran, Anne Arasi, Channa Rodrigo

Coopers Plains (Brisbane)

We are fast approaching our one year anniversary at Coopers Plains since moving from our Murarrie warehouse in June 2014. We have achieved a lot during this period, the most memorable being a 100% result on the

John Deere stocktake for the second year running. This sums up the quality and hard work that is put in day in and day out. Well done team!!



L-R: Katie Becker, Tim Craig and Simon Wishart



Larapinta (Brisbane)

After a full year at Larapinta, the dust has settled, the builders have gone and our new home is starting to fill up. The team has worked tirelessly on passing food grade audits, including HACCP and DAFF. This will not only benefit the existing customers, but also be an attraction to bring some more food grade clients in. We are all looking forward to many years to come in our new site!



Owen Usaike in front of the "B-Triple" configured vehicle used for the move

Kewdale (Perth)

It has been an eventful six months for the Perth team. Having recently leased a fantastic new 11,000m² facility, strategically located at Perth's International Airport, the team has worked around the clock to move around 8,000 pallets over a six week period, without any disruption to customer service.

We are enthused by the improved operational efficiencies that the new site has introduced. This will certainly improve our profitability and enable us to make a significant contribution to the Group in the next financial year, repaying the faith that the Mainfreight family clearly has in the Perth team.



Perth Airport site racking Perth Airport site roller racking

Sydney Rd (Melbourne)

Aaron Bond has been in the role of branch manager for 12 months and learned firsthand that activity does not slow down at Sydney Road!! Having had a harried build up to the Christmas period, the New Year has come about and the site is still producing excellent results.

At Sydney Road one of the team's objectives is to embrace new technology that is introduced into our business. We have been achieving 100% RF picking and inwards for some time and we are now in the process of rolling out RF pick checking, RF dispatch and voice picking across the warehouse.

We have already seen the benefits of increased accuracy and productivity.

New Graduate Benjamin To

Hi my name is Ben and I have been with Mainfreight for just over 6 months. I did not know what to do when I first started because the graduate program is unstructured. I learnt very fast that it is up to the individual to grab the opportunities at hand. It all started from lifting boxes, wrapping pallets, picking to dispatching orders and now I have the responsibility of ensuring freight reaches its destination without fail. As such I am starting to get involved in continuous improvement



of warehouse operations, looking into the current processes in use and how to challenge, change and maximise efficiency. Mainfreight is about problem solving, developing new skills, being practical. You just have to be proactive.



Mainfreight Air & Ocean Australia/CaroTrans Australia – Rodd Morgan

Another financial year has been completed with many challenges accepted and accomplished by our team. We have focused on providing excellent service and solutions for our customers. We acknowledge that there are seasonal lows in the economy, but we did not let that distract us from our goals for exceptional growth ... this only drives us harder.

At the end of March we are proud to say we have finished ahead of last year. Revenues increased, as did operating profit. This could not have been achieved without the hard work, innovation and dedication of our team

around Australia. The year was really made up of two halves as the second half of this year has seen rapid progression in development of many branches. This only gives us greater confidence for the challenges ahead.

Some indications of things we are doing right are increased sales, improved margin and better service offerings across the business, especially in the last six months. We were really excited when Air & Ocean Australia took the top two places in the "Branch of Year" awards. A wonderful effort from our Perth Team (2nd Place), and an even better performance from the Sydney

Perishable team who took out the top spot.

Over time we have strived to develop and grow our business, and we need the best people possible to do this, so recruiting the smartest, best-presented and most energetic young people we can find is important. Our Graduate/Cadet programme has rapidly evolved in each state. We want to ensure our next generation of managers and supervisors are on board and training, so that our future gets even brighter around the world. Each Branch has invested heavily and will continue as part of our goals this year.

Dubai Crocs

We cannot have a newsletter without bringing everyone up-to-date with our adopted "Crocs" in Dubai. You may remember that Mainfreight moved Jock and Missy in June 2014 from Rockhampton in Queensland to the Dubai Mall, and we continue to be mentioned on Emirates in-flight advertising for the Dubai Aquarium

We can announce that Greg Giarratana has officially become the "Godfather". Yes Jock and Missy have produced several hatchling crocs at the Dubai Aquarium.

We now look forward to the many wonderful events ahead of us and the



We now need to find out his or her name ... maybe Greg?

many opportunities in the upcoming year. We have accepted the challenge to stretch our business and go beyond the minimum 15% growth. We also

want to be a major contributor for our brothers and sisters around the world. So let's get ready to test ourselves and think bigger or wider!

Things We Need to Do Well This Year

- Look for rapid growth and act with pace
- Reduce customer losses with better account management plans and exceptional service
- Recruit the best people and give them the opportunity to be the best they can be
- Think ONE Mainfreight, to achieve the best results for Australia

Let's aim for our goals and enjoy the challenge.

Once again, thank you to everyone for your efforts this year.



Our recent Brisbane Grads. They need to have personality too.
L-R: Jacinta Gremond, Naia Morais, Elizabeth Arguella, Katelyn Ritson,
Gabrielle Arena, Alexandra Rey
Front: Raymond English

Owens Transport Australia – Mike Reid

We are about to enter an exciting time in the Owens business here in Australia.

Financially we are a long way from where we need this business to be and we are working very hard on fixing it.

This isn't going to be an easy road and will take our time, patience, energy and possibly sanity! Don't be afraid of showing your feelings and your passion for getting it right.

We have been in our new Sydney site for 12 months now and have had some very challenging times with losing the hardstand for the last four months. Working out of two sites had its challenges while the hardstand was getting repaired. We are now back under one roof and expect to see some major efficiencies moving forward.

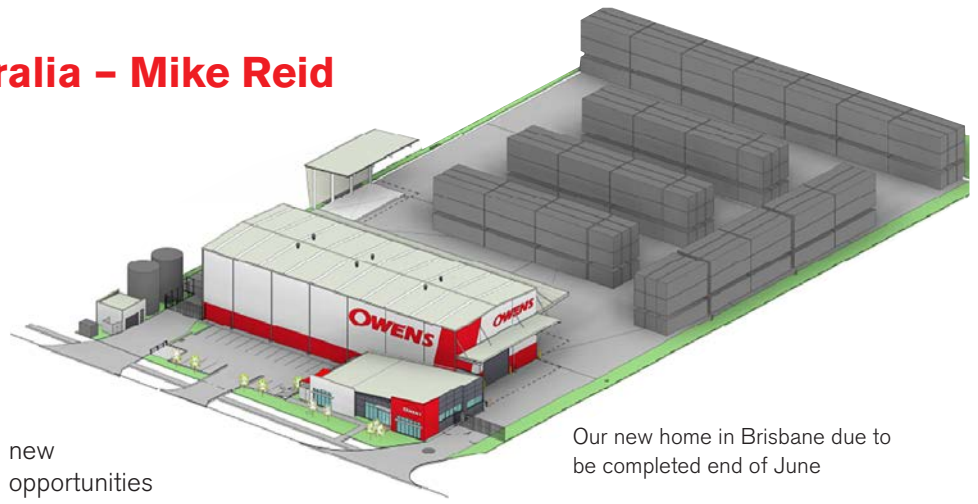
Our new purpose-built Brisbane site is due to be completed by the end of June, located within the port precinct of Fisherman's Island. This will give us the capability to operate Super 'B' and/or 'A' doubles with the ability to move up to 4 TEU per trip, increasing our weight limit to 109 tonne gross. This new site will deliver much needed improvements and, with a new look sales team, who have a fantastic product to sell, we will see a lot of

new opportunities coming our way. Within a short period, Customs bond and quarantine licencing will be obtained and a state-of-the-art security system installed.

It is critical we have all our fleet carrying our livery – red trucks, correct signage and always clean. Our image sends a powerful, positive and professional message to our team, competitors and customers.

We are a company renowned for going the extra mile for our customers, and it is integral that in each branch we also go the extra mile for our team members, keeping them informed and promoting understanding of our business

When each team member appreciates the importance of their role and where it lies in the process, the gains in quality and profit are astounding.



Our new home in Brisbane due to be completed end of June

This will first come from a foundation of each team member understanding how they contribute and then taking pride in every dollar earned.

Profit is not a dirty word and we are openly proud of improving our returns year after year. Without profit we are not able to grow, reward our people, have new depots and create a long-term secure environment for all of our teams.

These last couple of months have tested us all, but we are already seeing who has the will and strength to go with us in creating and turning around the old to the new.

Thanks to our team, we are grateful for your support and contributions. We hope you have enjoyed the journey so far – it is about to get even better!!!

Things to Do Better:

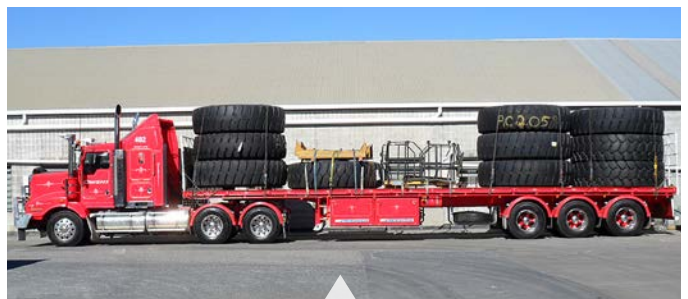
- Image and quality – ensure that our vehicles, facilities and team are immaculately presented (shortcuts not acceptable)
- Continue to develop people in our business who will be future leaders
- Positive Action Team Meetings – there is no better place to share ideas
- Be easy to do business with
- Be alert for risks and hazards in our business that may threaten the safety of our team



Over-width load heading to a mine site



One of our great looking swing-lifts in Brisbane



Yes, we can move anything for you

Mainfreight USA – John Hepworth

We have reached the conclusion of another satisfactory financial year and have set ourselves some pretty strong targets for the next one in 2015/16. Our focus to achieve these goals will be driven around Sales, Quality, and Training.

Sales – we have invested heavily in training, and implementing our first customer relationship management software, MainSale. Our sales team includes our branch managers and executive teams. We must all be sales focused and actively doing sales calls every week. So everyone has been through a program to ensure our sales DNA is embedded throughout our businesses. Our expectation is high for revenue growth and we will be uncompromising in reaching our goals.

Quality – this covers many areas but starts with strong KPI's. We now include our KPI's in our weekly profit reports so as a team we are reviewing



Kenny Cobos (LAX sales grad) and Ernie Griego (LAX transport operations) review MainSale screen notes

and driving them weekly. We are also working hard to implement our processes, either internally or externally with clients, which means we are using Promapps as a core driver in all processes. Quality is driven by attitude, and this process will be a useful tool. Finally, our quality must start with a seamless introduction for our new clients so their first experience with Mainfreight is strong.

Training – training for our teams is at an all-time high and at all levels of our

business. Our executive team has undergone an extremely successful Leadership 360 program, we are starting our own Emerging Managers course, we have become the first Mainfreight country to do "Tight 5" training, and we are doing extensive CargoWise and Mainfreight training on better use of our systems software.

These three components are going to help take us to the next level and will be our focus for this year and years to come.

Team Leader Changes.

We have three changes in our Executive team, with **Nathan Thomas** being promoted to VP of Air & Ocean after Jason Braid transferred to Europe. **Nicolas Vernald** joined our company as our Asia Trade Lane Manager and has recently been

promoted to Director of Sales for Air & Ocean. **René van Houtum**, VP of Logistics moving up from Australia and brings a wealth of experience for our newly established Logistic division. We are excited with these appointments as they will bring

additional skills to our existing Executive team.

We have a very exciting year ahead and know our Mainfreight USA team is confident of achieving our goals.

Mainfreight Logistics USA – René van Houtum

Since the setting up of our new, separate Logistics division, a lot has happened!

We had our first Logistics break-out sessions at the annual Branch Managers conference in March. It was great to have the team together in one room for two days and discuss the way forward, being substantial improvement of the quality of our processes and service to our customers. At the same time we have a sharp focus on sales and targeting larger supply chain customers.

The growth that we are targeting for this financial year is over 31% compared to last financial year, however if we take into account that we have closed down our 4PL branches at the end of last financial year, the current Logistics branches in total need to almost double their revenue! Let's go for it!!

In **Los Angeles** the team completed the move into a new warehouse and became our first stand-alone Logistics branch, located next to our current headquarters. At the same time,



a couple of new customers were implemented and existing customers grew their business significantly, creating an extremely busy period in our Los Angeles branch. Thanks to Matt Friedman and his team who made a tremendous effort to make this happen!

Mike Moval and Marcos Martinez have settled in well in **Chicago** after moving north from our Houston 4PL branch in December last year. A couple of new customers have been implemented and many improvements have been made including creating specific KPI reports for the big customers and a quality board to ensure that the daily operational goals are being achieved. The branch is close to 100% RF usage already!

Newark Logistics is growing beyond its current footprint which is always a good sign, but it adds daily challenges to the team! The branch is largely dealing with customers who are big players in their home country and have recently expanded in the US market. Next to that the branch is dealing with some complex e-commerce customers.

The team is growing which is good to see and a new group of logistics graduates/team members are coming through the ranks, gearing us up to take the next step to be a recognized professional 3PL provider.

In **Dallas**, Nathan Chaney's small warehouse is full after the implementation of a new client trading bird seed. Order picking and packing of the bags in which this seed is packed are a good fitness exercise! We are in a process of finalizing a lease agreement for a brand new warehouse which will enable the Dallas team to grow the business significantly in the near future.

Clint Lane in **Atlanta** has been reporting good revenue growth and the warehouse utilization is consistently 90% or above. With additional racking that is being built as we speak we will improve the capacity of the current warehouse.



The Chicago warehouse team (L-R): Mike Moval, Marcos Martinez, Mikey Redden, Austin Gulla, Lainie Mercurio (our customer), James Willett, Brian Speers, Bart Grolle



The Newark warehouse team (L-R): Emilio Andino, Peter Kruszewski, James Ryan, Will Bratowicz, Jamie Castillo

It is great to see the entire team working with passion and enthusiasm to establish a professional and mature Logistics USA division! To be able to further grow our business it is important for our brand to be seen and recognized as a full supply chain logistics provider. As mentioned, we are not "just" a Transport or Air & Ocean provider any more...

we offer "one-stop-shop" full supply chain solutions to our customers. In addition to our culture, this concept distinguishes us from many competitors which mainly focus on one part of the supply chain.

To further support and accelerate our growth, we are in the process of adding a couple of team members to



Atlanta Logistics team Gye Griffin, Clint Lane and Bryan Burton

our division. A business analyst will focus on and continue to set up our cost-pricing on a branch level, support sales with pricing calculations for our quotations, commence continuous improvement analysis, etc. We will also add a local MIMS specialist to the team to support the branches

with quality and efficiency improvements. Last but not least a sales team member, focussing on selling the supply chain, will complete the Logistics team expansion.

The year is already half-way down, no time to waste to achieve our

ambitions! It is going to be a challenging journey and with passion, enthusiasm and hard work we will make it happen! Thanks to the entire team for what we have achieved until now.

Domestic Transport – Linehaul (Barry McLemore)

When Mainfreight purchased the US business in 2008, it was predominantly a domestic freight forwarder offering no line-hauls and with no owner drivers. Basically, the business contracted with other partners to provide pick-up and delivery and line-haul services. As a classic domestic freight forwarder, we pushed paper with a margin above the costs, allowing someone else to actually handle and perform all services for our clients.

Domestic Transport USA continues to move further and further away from that model on a weekly basis, as we develop our own line-haul service. Our domestic line-haul made more progress this past fiscal year than all previous years combined.

Today, we have **103 weekly line-hauls** with many more scheduled to begin and others being determined by our clients, we have better communication between branches, buddy branch visits, and the relatively new IT toy, the “Data Cube”.

We have fifteen line-haul branch origins with departures ranging from once weekly to five times weekly. Our longest line-haul is from Boston, MA to Los Angeles, CA which is 3,097 miles or 4,984 kilometers.

Our shortest line-haul is from Milwaukee, WI to Chicago, IL which is 91 miles or 146 kilometers. Many of our line-hauls only run once per week based on our current density and the time of week most freight is tendered. Our primary focus is the addition of more line-haul departures weekly on our existing line-hauls. As we work towards multiple departures weekly, we will continue to launch new opportunities.

The other part of this success story is our Owner Drivers. Similar to our line-haul initiatives, we have made great progress this past fiscal year, but still have a long way to get to where we want to be in this USA market.

We currently have 112 owner drivers domiciled in fifteen branches. We have a commitment from each branch manager to have more owner drivers in each market where we have a domestic branch depot.

Today, all of our owner drivers are providing metro pick-up and delivery service within 100 miles or 160 kilometers from their branch depot. As we strive to have a Mainfreight truck rolling down the road in each market, our next push is placing owner

drivers on our line-hauls. As we increase existing line-hauls to twice or three times weekly, our owner driver network will increase both locally and over the road.

We all believe in the owner drivers and the line-hauls. We understand this is our business, our culture, and our blue sustainability as well as being a differentiator in the marketplace. We want as many blue trucks picking up, line-hauling, and delivering our client's goods to the 43,000 zip codes in the USA as possible.

Each day becomes a bit more blue in the USA with Mainfreight!



Mexico Trans-Border – Mainfreight’s Thriving Marketplace – Tom Valentine

35 years ago US companies launched a move south to Mexico in search of cheap labor to manufacture low tech products and textiles. Today, the times have changed for Mexico manufacturing. Companies from the US, Asia and Europe are rapidly expanding their Mexico operations, manufacturing everything from automotive parts/automobiles, IT

equipment appliances, medical equipment, aviation parts and more. This emerging manufacturing environment brings a demand for supply chain management that fits perfectly into the growing footprint of the Mainfreight world.

It takes a special team to take on the challenge of a new market, in a

new country, with a new company, and succeed. Mainfreight has those people. The cornerstones of the Trans-border Mexico operation are the gateway in Laredo, TX and Mexico City. Together, they team up to provide a conduit for Mainfreight services between Mexico, North America, and the world. Fernando Ruiz, who launched our Mexico operation two

years ago has built a solid team, including Operations Manager, Cristina Santana, to facilitate our growth moving forward.

The recently opened Laredo, TX Branch is managed by Roberto Ortiz, who has 20 years' experience with global companies in Mexico Trans-border logistics. Laredo is the largest land port in the world and the strategic connection for Mainfreight between North America and the thousands of multi-national organizations that now manufacture in Mexico.

Mainfreight's other Trans-border Mexico operations include:

McAllen, TX: Ralph Garcia opened McAllen in September 2013 and quickly demonstrated the results that a "client focused" approach could produce. The branch continues to grow quickly targeting the 300 manufacturing facilities in the McAllen service area, and has goals for 100% growth in 2015-16.

San Diego: This branch provides significant gateway operations

into western Mexico's extensive manufacturing markets. San Diego is managed by Annabel Mahnke who has substantial experience in Trans-border sales and operations. Annabel, who has five years with Mainfreight has been instrumental in all Mexico and Trans-border operations and development. western Mexico has great promise for Mainfreight with an emphasis on Asia supply chain and US distribution.

Queretaro, MX (QRO): Regional Sales Manager Victor Suarez joined Mainfreight a year ago and has

generated a noteworthy impact on our results. Victor and our QRO Customer Service Manager, Angelica Sais, are having success in the target-rich markets of Queretaro, Celeya and San Luis Potosi. You can expect Mainfreight's business in these markets to grow during the coming years.

Mainfreight will continue to position for growth with expansion into the industrial giants of Monterrey, Guadalajara, MX and El Paso, TX. These are scheduled to open in 2015-16.



Victor Suarez, Cristina Santana, Azucena Toledo, Fernando Ruiz (Branch Manager Mexico), Ana Olvera, Paty Sandoval, Sergio de la Cruz, Angelica Sais

Outward Bound Experience – Jessica Hayes

In March 2015, I was one of the lucky ones chosen to experience the Outward Bound – OB (aka Mainfreight Survivor) course. With my recent move into the Los Angeles Air & Ocean Sales Manager position, the timing couldn't have been better. Reading previous articles written about OB, I realized they all sound similar, "We went on this plane, ate this food..." but no one tells you how absolutely insane, life altering, scary, daunting, emotional and how it's the most amazing experience you'll ever have in your life. Unfortunately, like Fight Club, the first rule of Outward Bound is you can't talk about Outward Bound. We don't want to ruin the next person's experience, and part of it is the element of surprise, but here's what I can tell you...

Outward Bound is situated in Anikiwa, South Island, New Zealand. Each year, Mainfreight chooses 3 groups of 14 team members to attend the 8 day

trip. The 8 days is a mix of mental and physical challenges run by the OB team with a leadership program taught by Dallis. It was made clear from day one that this would be no retreat. This was a once-in-a-lifetime experience that if you gave it 200%, that's exactly what you would get back out of it. Even though I was anxious and completely out of my comfort zone, I committed to that challenge because even though I had no idea what it was that I would get out of this, I knew a lot of great leaders/mentors had been in my shoes and they are great leaders within our business.

Our OB group consisted of Lucy Partridge, Gemma Allan, Maria Strous, Corola Mohren, Nichi Zhui, Daniel Harvey, Anthony Covic, Benny Tang, Steve Rea, Jean-Gerard Fifis, Daniel Sharma, Daniel Goldstein, Patrick Butler. Our teachers were a mix for our activities, Ernie and Suzy ("hot tip") and Dallis for our leadership training.

Together they formed the power team and were with us every step of the way. You've got to take your hats off to them; they were always positive the whole time, yet firm, like tough love.

When we arrived, it was evident we were 14 individuals, the only thing that held us together was that we worked for Mainfreight. As the days went on and the challenges kept coming and the emotions kept showing, it was very apparent that with every hour and every day, we were becoming a single unit – an undivided team. Those who in the first few days used their strength to lead the pack, were eventually at the back helping the weaker ones, those who were the first to talk or push their ideas were holding back and letting others speak. We saw each other laugh and cry and get mad and frustrated and more importantly we all gave each other our support when it wasn't asked for. We found compassion.

I know others will agree that you don't walk away from OB knowing more about MF or how to file a shipment or deliver a pallet; it's not about that, it's so much more than that. For everyone that has attended, you know what I'm talking about. For those that are yet to experience it, I don't want to tell you what it is because it's personal for everyone. What I took away is completely different to what my team did and yet every single one of those 13 individuals made an impact in my life one way or another.

I often smile and laugh out loud at some of the things we did and said. Much of it too inappropriate to type! We had such a dynamic team, we smashed every challenge put to us and we all gave it everything we said we would. Not one person let our team down, ever.

We left Outward Bound as KUPE 303. We left with a sense of accomplishment, pride, happiness, and achievement that we'll never forget. All those people involved that made it possible and spent time with us, Marty and the NZ Training team, Dallis, Ernie and Suzy, Rachel, Don – Thank you.

We're forever grateful. For all the team members in each office covering our workload/emails so we could attend OB, Thank you.

"I like to go a-wandering along the OB track, and as I go I like to sing with Mainfreight on my back..."
ALL EYES ON YOU!



Perspective – Peter Dyeremose

First a quick introduction about myself: I was born and raised in Denmark and have previously worked for some of the "big players" in the NYC area for the past 16 years. I joined Mainfreight 9 months ago as National Trade Lane Manager – Europe based out of the Newark office. During my interview process I quickly realized a lot of similarities between New Zealand and Denmark despite the two countries being almost on the opposite side of the globe: The culture, the mentality, the humor, the people ... so this in addition to a couple of other factors made it clear Mainfreight was the right choice.

I was very privileged to be part of the recent Emerging Sales Managers Course in Auckland, New Zealand held in April. We were a group of 15 representing Asia, Europe, Australia/ New Zealand and the US; this was the inaugural Emerging Sales Managers course.

The Team arrived in Auckland on a Sunday, the ones up for it and not too jet lagged were invited on a tour around Auckland, part of this included a tour of the Auckland War Memorial Museum which gave us a great background of the Maori culture.

The course was very compact from early morning to late evening, Monday thru Friday. We would start with exercise every morning at 6AM (which included boot camp...) and end the day joining for dinner. The course included introduction to the management team, overview of Mainfreight, and individual as well as team tasks. The course was obviously sales focused but also gave a great insight into finance, IT/Technology and personnel management. Several team building events were included in the program as well, the last event was "The Amazing Race" where 2 groups had 2 ½ hours to collect information

from the various Mainfreight branches in the Auckland area. In addition to collecting the clues we were also tasked with making a video of the race which was presented to Don Braid.

To me it was an excellent experience to meet team members from around the world and get a much better understanding of what the Mainfreight culture is about. To see all team members genuinely enjoying being part of the same company is indeed very unique and something I would be proud of bringing to other parts of the world.



Inaugural Emerging Sales Manager Meeting
L-R: Nick Vernald, Alicia Coles, Steve Beaumont, Matt Dalton, Hubert Kamphuis, James Ryan, Chloe Wu, Peter Dyeremose

Take Up the Challenge – Move Overseas with Mainfreight – Jessica Hayes (Los Angeles Air and Ocean Sales Manager)

On January 22nd, 2014 I made the move from Mainfreight Perth to Mainfreight Los Angeles. (still sounds cool saying that!). As I type this, I smile in amazement to how much my life has changed. I desired to be a part of more, feel like a small fish in a big pond and that's exactly what I got, and I love it. I hike in the Hollywood Hills, watch the Grand Prix in Long Beach, party in downtown LA, attend NBA games (Clippers!) and take trips to Vegas and NY... Ok, now I'm just bragging, but it's important to take note of all the positives because moving countries and adjusting to a new life in a new place tests one's mental and emotional strength in ways you never thought imaginable.

When I started with Mainfreight, it only took me weeks to see I had stumbled across a business that was like no other. We had just acquired Target Logistics in the US, and I made mention to my Sales Manager that I would one day like to work in the USA. I remember him saying to me "well you're in the right company" and from that day forward I made sure I made my goal/dream was known and it remained my point of focus. In no way did I see that working in a smaller branch was a hindrance, it actually gave me opportunities to learn more than just 'my role'. I threw all my efforts into doing the best I could at all I was asked to do, and also at the tasks I was not asked to do either. First and foremost, this wasn't something I could do alone; it was undeniably a team effort.

Years later it was decided that, if I could get to the top of the sales charts and be seen a leader within my team, I would be 'considered'. From

memory, that plan was 3 years and only 1.5 years later, they were organizing my visa. Did I mention I like a challenge?

From the day I arrived, it has been a whirlwind journey and continues to be. Life in LA is non-stop. To go from little Perth of 2 million souls to LA, with over 10 million, I had to adapt or die. The day I arrived I was driving the freeways, grocery shopping,



unpacking my belongings and getting ready to start work on the Monday. To live in another country you must be mentally strong and ready for anything. You must be prepared to give it 200% in everything you do, because even the easiest of tasks can turn into a frustration simply because of your accent, maybe the words you use (fortnight/hamper/arvo/boot) and that processes we're so used to at home, seem like an uphill battle here (i.e. banking, paying bills with cheques!) Thank goodness in time this gets easier and you start to know how to get around some of those issues. Just remembering what side of the road to drive on is an achievement in itself – (a win is a win)!

People often ask me what it's like to work here and my response is "it's completely different". Just within Mainfreight, operations are different, transport is different, sales is different, processes are different, our use of Chicagowise, the hours we work (as a team), everything you can imagine is different. Is that a negative, not at all! I absolutely love that I am a part of a growing business and that the effort,

processes, creativity and energy I put in is going to help my peers and managers mold a bigger and better Mainfreight USA. We are in our infancy here and yet the potential for growth is staggering as well as the opportunities for personal growth and career. To see what we've achieved in just the last year has been very rewarding but we are aware we still have so much to do and a lot of hard work ahead of us.

For now I have decided to make LA/USA my home (sorry Mum) and my plan is to one day apply for my green card and buy a

place of my own. Although, if Mainfreight are ever thinking of opening in the Maldives...

CaroTrans – Greg Howard

With the books closed on the previous financial year, it goes without saying that our results were below expectations and capabilities. However, despite the market headwinds and a 10-month long protracted labor dispute impacting all US West Coast ports, our team's passion, tireless efforts and commitment to deliver high quality service to our customers did not waver. We handled a record number of consignments (both inwards and outwards), container volume increased and revenue grew over 5%. Thank you team!

When the ports issue was at its peak, more than 28 vessels were anchored off the coast of Los Angeles waiting upwards of three weeks to berth. In San Francisco and Oakland, the harbors ran out of space for ships to anchor, causing vessels to bypass the ports for weeks. Seattle was at a virtual standstill with little relief in sight. The gridlock at the ports also caused cargo from the interior USA to be held in rail yards or be re-directed to East Coast/Gulf ports which quickly became overloaded with cargo volumes that exceeded capacity.

The labor dispute has been resolved, but its impact was felt far and wide across the global supply chain and will be slow to dissipate as ports work to normalize operations. The matter of port congestion will remain an issue we face across our network – not just in the USA. As shipping companies continue to build mega sized container vessels which exert enormous strain on ports and infrastructure, we must learn to be adaptable, resourceful and innovative in order to effectively manage the challenging operating environment associated with it. This emphasizes the need for us to do everything possible to protect our hard earned margin by ensuring superior performance of our people, delivering exceptional service that is perceived by the customers as being high value along with the understanding of what being “easy to deal with” really means – these are essential ingredients for our continued success.



Everyone is familiar with our Positive Action Team Meetings. The name for these meetings needs no explaining and the objectives are clear. We seem to have strayed away from these this year and we need to recommit ourselves to having regularly scheduled and concise PAT meetings where agreed actions to addressing issues are written down, assigned to team members to action, and action dates agreed upon. The best way to fix problems is by addressing them and the best people to sort out the problems are those who work within them each day. The concept of our internal PAT meetings is also the ideal framework for similar structured meetings with our key vendor partners. By meeting together as a team and working jointly to resolve issues between us, it not only strengthens the cooperation with our key vendors but adds incredible value to the relationship. Be sure you are part of properly structured and regularly scheduled Positive Action Team Meetings in your branch.

Our sales direction for CaroTrans USA is focused around a few key items: a clearly defined and well communicated sales strategy, aggressive market share growth, team training/skills development and right sizing sales resources. Import sales growth is vital to our long-term success and will only happen if all branches commit to a conscious and consistent effort to achieve this.

Clarity in our sales strategy is essential for achieving our targets for

the years ahead. The team must be aggressively seeking new business in our core markets and in the lanes which report inconsistent utilization. We have done an exceptional job of achieving a high client retention ratio, but aggressive sales growth is our focus and we must have the entire sales team performing at their best.

We recently appointed Trade Development Managers to the Europe and Asia trades. Both roles are based in the USA and were filled through internal promotion; the roles are designed to bring a clear focus on our two largest markets both on import and export trade. Jointly developed sales strategies and targets will closely align us and our partners as we execute our growth plans together. In a step to further strengthen our European sales development, we recently placed a USA rep for CaroTrans in Europe. Based in Holland, our sales rep will be working alongside our partners to assist in strengthening the CaroTrans brand and service awareness.

More sales reps will be added to the team as our grads continue their progress through the company preparing them to take on new opportunities. It is exciting to see the young talent entering our sales team and the fresh approach they take to developing business in their territories.

We have seen exciting developments to the Carotrack operating system this year with the primary objective of enhancing the user interface experience with CaroTrans.

The upgrade to our website is near completion and when done, we will have a suite of apps for clients to download, tracking milestones and customers will be able to view their statement of accounts and arrange payment of freight invoices on line.

We are pleased with the year end results from CaroTrans Chile with increased profits. Sales revenue softened as we streamlined the trade with China by eliminating several under- performing lanes and directed our focus to higher margin direct client traffic. New revenue streams are being developed with import LCL and FCL trade with New Zealand and export FCL trade to USA, Europe and

Brazil. The US market remains the largest revenue and margin producer for Chile and the team is also exploring development opportunities in conjunction with Mainfreight USA.

The new leadership of the CaroTrans France operations was effectively transitioned in March when Chris Wilson returned home to Cleveland after having spent three years in France. We thank Chris for the ground breaking work he put into establishing our first CaroTrans operation in Europe and the leadership he provided the team which helped place CaroTrans into the top ranking NVO operators in the US-

France trade. We welcome Daniel Dos Santos to the team and look forward to the contribution he brings to the team and leading it to new heights.

This new financial year looks to be another challenging period for our industry and we will need hard work and commitment from the team to achieve the lofty goals we set for ourselves. We must remain focused on aggressive growth, attention to quality, managing our operating expenses and improving margin thru improved container utilization.

Let's be ambitious and make this one a year for the record books!

Mary White – CaroTrans Legend

My journey began working for an ocean freight carrier straight out of high school, working days while attending college at night. Transportation was in my blood. After a few more changes, all within the industry, I applied for a position at Carolina Freight Carrier where my journey began on January 2, 1990 on the 17th floor of 1 World Trade Center in New York, and here I am 25 years later celebrating my anniversary.



L-R Riyaz Jordan, BM New Jersey & Mary White, Customer Service Manager

This journey has been a whirlwind of knowledge and excitement, and I am eager to see what the next years will bring. I am proud to be part of this CaroTrans/Mainfreight family.

Keep in touch with the Dutch – Matt Britton (Houston Branch Manager)

Marcos Cazares recently relocated from our Houston office to the Netherlands to take up the role of European Account Representative. This is an exciting new position that was created to further expand the CaroTrans brand in a key strategic market. Marcos will be based in the Netherlands, but will also work with our agents in Spain, Germany, Scandinavia and Czech Republic to grow our eastbound and westbound services. Marcos will be an extension of our US sales team which will result in strong push-pull sales effort to achieve revenue and volume growth, which in turn will help CaroTrans control a greater portion of the cargo moving between USA and Europe.

Marcos started on the grad program in 2010 in our New Jersey office. Most recently he was the International Account Manager in Houston before accepting this new position. This is a very exciting opportunity for Marcos and another great example of our “promote from within” culture.



L-R Marcos Cazares & Tyler Nichols (CTI Charlotte)

Vive La France – Chris Wilson

In January 2015 CaroTrans opened our sales office in Paris bringing the number of branches in CaroTrans France to two. Gael Devin joined the CaroTrans Sales Team after spending nearly 14 years with Swiss Air, most recently as the Paris Sales Manager. Gael is responsible for sales in the Paris region and is based on our CaroTrans Paris CDG office.

Ophelie Decure has transitioned from our import department to become our Sales Person for Le Havre, Nantes, Lyon, Bordeaux, Toulouse and Rouen. We now have two full time CaroTrans sales professionals in France. As is tradition at CaroTrans, as our business grows, it creates opportunities for the team. Marie Fohet who started in the graduate program in 2012 is now our Import Team Leader in Le Havre. Marie was an original CaroTrans France member and we are pleased with her progression and accomplishments over the past 3 years. Well Done Marie!

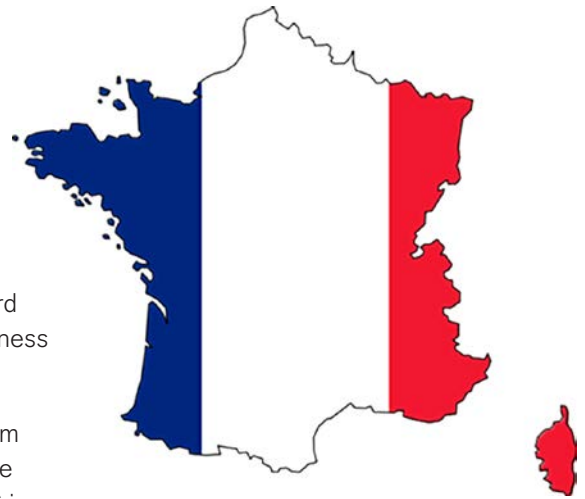
Daniel Dos Santos is our new Branch Manager in Le Havre. After a variety

of positions within our industry in France, Brazil and Portugal, we are pleased to have him part of the CaroTrans family. Daniel brings a tremendous amount of enthusiasm to the business, and we look forward to continue building our business under Daniel's leadership.

We started a new service from France to Charleston. We are proud to be the only NVOCC in France that offers a direct Le Havre to Charleston consolidation service. We continue to search for a competitive advantage in France and are currently reviewing a new direct service from France to Los Angeles or Chicago.

CaroTrans France started our export services to USA 24 months ago with 0 CBM and we are now averaging near 600 CBM per month from France to USA. Well done Team!

In partnership with Odyssey Shipping Canada, we have started a new service between France and Canada.



Given the historical trading relationship with French speaking Canada and proximity to USA, Canada is a major trading partner with France. We are excited to develop this market. The first sailing from Montreal to Le Havre is May 16. Our France to Montreal service is scheduled to start later this summer. Canada is our first service outside of the France/USA Trade and allows us to continue to bring high quality direct service products to the French Freight Forwarding community.



Achieve Global – Michael Forkenbrock

It's been said that **hope** does not mean growth, and that you have to have a **strategy** for growth and sustainability. An effective strategy was the focus of the CaroTrans annual sales conference held in Clark New Jersey, this past April.

The team participated in sales training courses; a Selling Skills course for CaroTrans' newer members, or Strategic Selling for our veteran team members. Both courses incorporated a number of strategies that will help advance sales effectiveness, and retaining our customer accounts – a very worthwhile financial investment.



Mainfreight Asia/CaroTrans Asia – Michael Lofaro

Our Asia operations are continuing to grow and invest in expanding the quality of services on offer to our customers and to assist our global family in offering supply chain solutions through Asia, and especially the countries we operate in.

The first half of this calendar year has flown past, and there is no doubt that the global economic situation

continues to challenge all of us on a daily basis.

"We don't do recessions", is a commonly heard 'war cry' throughout the corridors of all Mainfreight operations, and this also holds true through our Asian business units.

Focus, persistence and dedication, then throw in a healthy hand full of passion, and it's a great mix to ensure

continued success. Such is the Mainfreight Asia recipe.

With our almost 300-strong team, working across five countries in the region, your team in Asia is growing fast and looking to expand its service footprint to give the global Mainfreight group a better avenue to secure global accounts.

Mainfreight Thailand

An example of this ongoing development is evident in Mainfreight Thailand, where we will now be offering 'in house' Customs Clearance Services for both air and ocean (import and export). In Thailand, to be able to obtain our own Customs License, we are required to employ a Certified Customs Broker. K. Jinjuta Woranit (pictured right) joined us in March 2015. K. Jinjuta has been in the freight forwarding industry for more than 15 years and she is a Certified Customs Broker. Our Corporate Mainfreight Thailand Brokers license will be effective by May 2015. Therefore, if there's any inquiry about customs clearance in Thailand, we have our own expert now.



Mainfreight Shanghai

Also, on the same theme, Mainfreight Shanghai has officially become a registered Broker and a member of Shanghai Custom Brokers Association. Our own 'in house' Customs Clearance Department will be fully operational from May 2015.

More value added services for our customers and global supply chain offering.

Moving forward, the team in Asia is working hard to bring a strong commercial focus to our everyday activities. As we have shared in the past, being a 'network' business, it is critical that we have our teams traveling through the global

Mainfreight network of offices selling and promoting our unique product offering. One such recent trip was carried out by Billy Zhang, who is based out of our Shanghai office.



Exciting times when a Mainfreight team member from China, can travel to Mexico, and meet with other Mainfreight team to develop business.

Sales Activities

Billy Zhang, Regional Americas Trade Lane Manager – Greater China

It was very exciting for me to be in Mexico in March this year to meet our team there and really learn about the country and culture after I had only previously experienced Mexico via a quick day trip to Tijuana 2 years ago. Mexico City is also a big city, crowded, and traffic everywhere.

I also had the opportunity to do sales in Queretaro, a beautiful small Spanish colonial city, which is now being called 'Little Detroit' because it has become the automotive center of Mexico.

Our team in Mexico City and Queretaro are very hospitable, and a big thanks to our family members there who took care of me during my stay... MUCHAS GRACIAS team!!!



L-R: Billy Zhang, Patricia Sandoval, Cristina Santana, Sergio De La Cruz, Fernando Ruiz

The customers in Mexico are also open to share their requirements and happy to know our capabilities at both Mexican and Asian sides. Since we have been setting up Automotive parts and machine parts as two of our 'vertical' focuses, I can see many opportunities for ocean and air, import and export between Asia and Mexico

during this trip. With the further development in Mexico, like new footprints in Guadalajara and Monterrey later this year, and Asia is one of the key markets for Mexico, I do believe the business between Asia and Mexico will grow much quicker in this year than before based on our endeavor at both ends.

Inbound Guests

We also host many guests from the Group to join us in Asia to help develop our business. Two such recent visitors were Harrold Dost, from Mainfreight Europe and Nicholas Vernald of Mainfreight USA.



Harrold & Suki

Harrold Dost, Europe - Suki's Comment:

Fruitful discussion on sales strategies and verticals development, like wine, automotive, high-tech etc. In the meantime understanding EU capabilities which helps on road selling. Impressed with his can-do attitude

Nicholas Vernald, USA - Freeman's comment:

Nick is very experience in the Asia market. He is trying to understand our company strength for both APAC and US office, in order to come up with some new changes/developments to help out both of our US and APAC offices.

The business never stops, no matter what part of the world our team is in.



L-R: Michelle, Claudia, Suki, Freeman, Nicholas, Gary, Peter, Kurt

Jerry Chan, Regional ASEAN/AU & NZ Trade Lane Manager – Greater China

I was fortunate enough to visit New Zealand this year for sales, before one of our long-term legends, Paul Lowther retired. We wish Paul a long, healthy and happy retirement. This picture with Paul was taken after our last call. The customer, who is a milk powder exporter, took us to see their new site which is still under construction. Paul, enjoy your retirement life!!



L-R: Paul Lowther and Jerry Chan

Xiamen Anniversary

Congratulations! 5 years anniversary of Mainfreight Xiamen and two team members of Mainfreight Xiamen who received their 5-year service achievement in April 2015.



L-R: Renny and Jessica



Back L-R: David, Colin, Roy, Tina, Will - Front L-R: Jessica, Tina, Renny

Training

Training is always at the forefront of our agenda, and with the modern 'computer' based world we all operate in, real hands on experience regarding the physical movement of cargo is a most valuable experience. Sunny Sun, our Ningbo Branch Manager, organized a day trip to the Port of Ningbo, to help the team get a much better understanding of the logistics of moving ocean freight.

The Asia team is looking forward to the rest of the year and the exciting challenges it will bring. We hope to be able to report to you in the December Newsletter on the opening of even more branches in Asia and the ongoing development of our business.

Onwards and upwards, there are no limits to what we can achieve when we work as a team!



Back L-R: Andy, Char, Carl, Wesker - Middle L-R: Emily, Vicky, Linda
Front L-R: Rain, Sunny, Cindy, Lisa

Wim Bosman and Mainfreight Group Europe – Mark Newman

As we write this mid-year newsletter the accounting teams around Europe have been working hard to produce our full year results.

What an extraordinary effort by our Logistics divisions across Europe to all produce profit this year and without exception achieve their 2014 targets. Our Logistics leaders have been an example to us all on the benefits of great people, meticulous planning, continuous improvement and passionate customer focus.

With full warehouses in every country we look forward to new sites and exciting growth during the coming year. Congratulations to our Logistics team in Oostende, Belgium for taking away the coveted Branch of the Year title.

In Air & Ocean we welcomed a new leader in early 2015. Jason Braid has relocated himself to Holland after 10 years in the USA. We look forward to rapid business success under Jason's

enthusiastic guidance. We again significantly improved our profit results in Air & Ocean during 2014. With new branches in Lyon, France and Warsaw, Poland, we have an exciting, growing network that we can all be proud of.

In Forwarding a number of branches have been struggling with the challenges that Europe continues to throw at them. Although our Dutch operations have been improving, our operations in Belgium, France and Romania have been less than satisfactory.

During late 2014 we undertook quite radical measures in Belgium to improve our business. We would really like to recognise the way the Belgian Forwarding teams have embraced the changes in management and direction that have occurred over the last months.

Improving performance in operations and profit in Belgium is hugely motivating for these teams and also

provides all of our Forwarding branches a blueprint for achieving branch improvement.

On the following pages there are some great articles that really make me proud to be part of this European team. Our supply chain expansion in Poland along with the team's desire to trade under the Mainfreight name is a highlight.

Lastly, I would like to recognise one of the best performing teams in our group during the last 12 months. Our Training & Development team has rolled out an astounding number of courses over the year, including getting over 1,300 team members through a brilliant "easy to do business" course in multiple languages and locations.

We all get enormous energy just walking past your vibrant busy offices, so to a team that quietly achieves great things, a very loud THANK YOU! from all of us.

New Branch in Bergen op Zoom, The Netherlands

Wim Bosman Geleen managed to expand their current business of SABIC MRO account. SABIC chose Wim Bosman Geleen after an intense tender process to manage their MRO warehouse activities in Geleen and Bergen op Zoom. The activities in Geleen will be expanded with two decentralised warehouses. For the new activities we have the pleasure to add the former SABIC team members to our team. At Geleen we welcome Geert Eummelen, Hans Graus, Ferno Keesmeekers, Jan Nijssen and Ger Schröder and at our new site in Bergen op Zoom we welcome Ton van Dorst, Adri Meesen, Ger Nuyes and Rien van de Ree to our family!



Branch Bergen op Zoom L-R: Nico Wuyts, Adri Meesen, Rien van de Ree and Ton van Dorst

First Prize for Mainfreight Man at Transrussia

During mid-April 2015 the largest and most important exhibition for transport and logistics was held in Russia. This year Transrussia celebrated its 20th anniversary.

For the first time we had our own stand. We had our Mainfreight man to promote us at the fair. The Mainfreight man showed the unique style, energy and strength of our company. He generated enormous interest and received first prize as the most creative promoter and was interviewed by local media in the logistics sphere.



L-R Konstantin Gichin, Clemens Farwick, Mainfreight man, Denis Scherbakov, Julia Shevkalenko, Maria Strous

10th Anniversary for Wim Bosman Poland

In December Wim Bosman Poland celebrated their 10th anniversary. Thanks to all our team members, especially those, who have been with us since the beginning or joined us soon after we had established ourselves on the Polish market and have been working with us ever since.

Thanks to our commitment and joint efforts, we have created a company, which has a strong position on the market, earned a great deal of respect among its competitors and trust among its clients and is still growing and changing so as to deliver the best available products and services. Team

members who have joined our family during the past ten years, have all given their best - their skills, knowledge and energy – so that we could extend our offer and expand our business by entering new sectors and markets.



Wim Bosman Poland becomes Mainfreight Poland

After operating in Poland for 10 years as Wim Bosman Poland, the business became Mainfreight Poland on 1 February 2015.

Changing the name of the company is associated with the constant expansion and improvement of our services. In the past 10 years, Wim Bosman Poland has evolved and apart from providing road transport services that were the core of our activities in Poland when we were starting out, we are now a full service supply chain provider.



L-R: Łukasz Wyszowski, Agnieszka Raunmiagi, Małgorzata Sztabik, Izabela Skrzypczak-Muszyńska, Dariusz Szczepiński, Marcin Wójtowicz, Beata Krawczyk, Ryszard Puchalski, Damian Kubacki, Jakub Serwatka, Magdalena Rzepkowska

Support in Research

Amanda Sochon and Ida Sultan, two Bachelor students at Stockholm School of Economics, are currently writing their Bachelor thesis. The topic of the thesis is in the field of international business, more precisely it relates to how companies are affected by culture after acquisitions. The research question is: what cultural factors are likely to affect the implementation of company core values after a cross-border acquisition? Part of their study is to hold interviews at companies that have been acquired. Mainfreight has been so kind to support them in this research.



Students in Romania

Students of Transport Faculty in Bucharest had the chance to get a glimpse of Logistics operations performed by Wim Bosman Romania. Young potentials in the final year of study have been selected and grouped in 2 series of visitors, where they had the chance of a walking tour in the warehouse, but also a practice of their presentation skills. Wim Bosman Romania is aiming to build a tradition out of this initiative as this is already the second year these visits are organised.

European Outward Bound Alumni Meeting

At the beginning of May, European team members who had participated in Outward Bound courses got together in The Netherlands.

The day started with getting to know the other European Outward Bound alumni better with a series of games and discussing our experiences.

We all exchanged what we have learned from Outward Bound and how we apply this in business and private life. After an energizer we moved on to a brainstorm session. The outcomes of this session was that we know for who we want to be inspiring, on what topics we would like to be inspiring, and how we can be inspiring to others. After a delicious BBQ we gathered around a campfire for the rest of the evening.

The next day we started with a boot camp and then we buddied up to define our personal goals and action plan to inspire others. We ended with telling the high and low lights and the key learnings of this alumni meeting. An impression of what has been said:

"It was amazing how quick I got back the Outward Bound feeling again, very inspiring"

"I've noticed that it was very good to take a step back and reflect. I should do this more often"

"I can't think of any low lights"

"50 steps of 2% also makes 100%"

"I feel I belong to another great team"



L-R: Jean-Gerard Fifis, Frans Zuidgeest, Sander Vreeburg, Chanine van Straten-Loef, Sara Schildkamp, Anke Caspers, Maarten Mol, Carola Mohren, Maria Strous

Group Training & Development – Martin Devereux

2015 is almost at a halfway point and the surge into Christmas, and the silly season, appears to be underway already. Many of you reading this will be scratching your head wondering where the year has gone. Christmas and the never-ending summer, or winter, are but distant memories and we are already staring down the barrel of the silly season.

Across our business we now have fully operational training teams working in every region where we are based: Europe, Asia, Australia, New Zealand and the USA. Whilst each of these teams is in a different stage of their development they all share the

same motivation of developing our team and therefore our business.

A key focus for our teams over the past year has been the alignment of our development plans for sales and leadership. As a result we now deploy a consistent sales development plan and leadership plan in all regions. The ability for our teams to understand and speak a global language of sales or leadership is significant and another example of being a truly global business.

We know there are many team members out there with aspirations of career progression. The reality is this may require you to consider taking

yourself, and your family, to a new environment. This may be a different brand, a different city or even a different country. If you want a career, you might have to physically go and get it! And don't forget to talk to your manager and make them aware of your desire to get out of your comfort zone.

We are now midway through another action packed year. Ahead will be many long hours, challenges and opportunities. Let's face all that lies ahead together, diligently and most importantly, safely.

Below are some highlights from our teams abroad:

Europe

To keep on attracting, hiring, developing and energizing world class emerging talent aligned with our culture, we've redesigned our European Management Trainee Program.

Our EU Management Trainee Program still consists of a three year development program for future business leaders. The focus is now on business leadership (company knowledge and understanding, network), personal leadership (attitude) and leadership development (skills, experience and reflection).

The key is that the participants are themselves responsible for their learning and development. We facilitate the tools, stimulate and coordinate the program.

Tools we offer are: working in different operational roles, job shadowing, working in a project team in another business unit, quarterly MTP meetings with all management trainees and management, external leadership training and coaching, webinars, online university courses, workshops, MFT tour and peer consultation.

Before summer in Europe we will complete **Easy to Deal With** training



St Petersburg, Russia. Easy to Deal with training

courses for all team members in Belgium, the Netherlands, Poland, Romania, Russia, France, Germany and Ukraine. In four engaging hours, team members learn about our Mainfreight Pillars to understand who we are, where we are going and how. They learn the importance of service internally and externally; and they consider their attitude and how it fits with the "Valley of Excuses". They finish by committing to be above the line so that as a business, our customers find us Easier to Deal With!

What is Easy to Deal With?

It means exceeding expectations of our customers to deliver a solution to their businesses. It means treating our Mainfreight/Wim Bosman brothers and sisters no differently than our customers. It means upholding the Mainfreight/Wim Bosman standards we have set to maintain - and then beat - every day. For our teams around Europe right now, this is a primary focus.

New Zealand

In April we held our first global Emerging Sales Managers course in Auckland. As always, being a part of designing and developing a course in conjunction with our national managers is always motivating. It's a privilege to inject some blue blood into our teams and know they will transport these key learnings covered in the course back to their respective countries.

It was also a week of many firsts for team who attended. They not only made some great friendships but enjoyed some early morning exercise and were treated to our very own Mainfreight Haka from the Operations team at Mainfreight Transport Auckland.

What's a course without a bit of good old fashioned competition with our very own spin on the amazing race – Mainfreight style? For half a day our teams embarked on a crazy race through Auckland and our branches in an attempt to seize bragging rights.

Auditing is an important part of our business to ensure we safeguard quality and standards. The Training team is currently cross-training in this area so that we can audit multiple parts of our business and provide a fresh set of eyes for our teams. We are also expanding our team's ability to service our business with regards to Dangerous Goods and supporting our Owner Drivers. Courtney Bould and Les Smith are in the process of upskilling their knowledge to be able to train and certify the team in the transportation and handling of dangerous goods.

Gary Dyason (a former Owner Driver) has taken on the role of ensuring our Owner Drivers are meeting our standards and understanding our expectations. He is auditing a number of drivers and training new drivers on how we do things around here all with the aim of delighting our customers.

Recently we sent a kiwi contingent to Brisbane for a New Zealand careers fair with the aim of attracting new,



Amazing Race Green Team (L – R) Don Bradfield (MFT USA), Harrold Dost (MFT Europe), Cici Wang (MFT China), Jaan Ilhan (MFAO Australia), Carolyn Sim (MFT Auckland), Jake Pascoe (MFAO AKL), Ralph Garcia (MFT USA), Don Wu (MFT Singapore), Dave Scott (MFT Australia)



Amazing Race Blue Team (L-R) James Ryan (MFT Melbourne), Chloe Wu (CaroTrans Taiwan), Peter Dyeremose (MFT USA), Steve Beaumont (MFT Brisbane), Hubert Kamphuis (Wim Bosman, Holland), Alicia Coles (MFT Christchurch), Nick Vernald (MFT USA), Matt Dalton (MFT Wellington)

talented and passionate Owner Drivers back to New Zealand. The ability to start conversations with interested people was complemented by our website where people can register their interest for driving opportunities which we then send targeted emails of Owner Drivers

ads too. We're also using cookie tracking on Trade Me and Google to target ads at people who fit the bill. Another highlight from this exercise was the national TV exposure we received when Courtney was interviewed by Channel 7.



Gary Dyason Careers Expo Brisbane

Australia

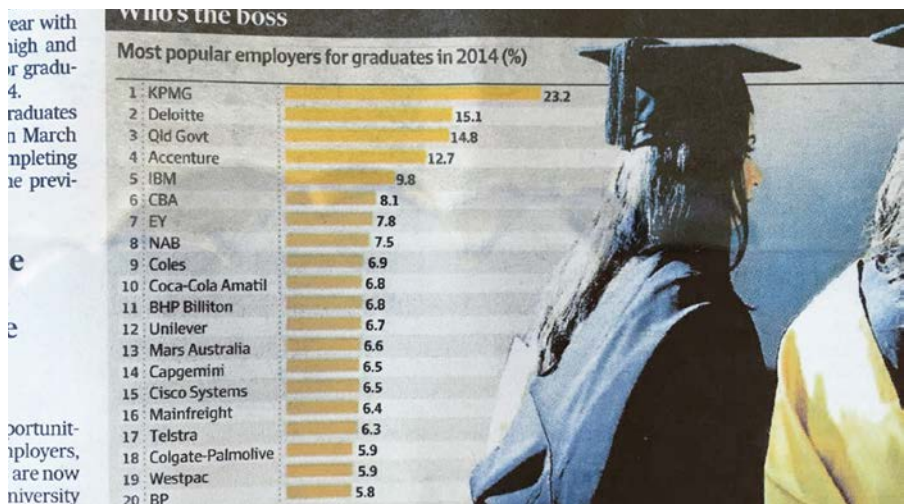
Over the past four years we have focused hard on challenging the Australian graduate market and positioning our employment brand amongst the emerging graduate population of Australia. Since 2012 we have had one dedicated member of our Australian Training Team focusing all their efforts on promoting careers with Mainfreight on campus and off campus at events such as the Australian University Games. Gone are the days of turning up to careers fairs once and a while to promote our business. The fight for talent is fiercer than ever and the companies winning the fight are those who commit effort, thought, and people to this strategic exercise.

The results have been significant and earlier this year an article posted in the Australian Financial Review highlighted that Mainfreight ranked 16th most popular graduate employer for Australian graduates in 2014.

The flow-on effect of this approach has seen strong levels of interest from students still at school who are looking at alternatives to University. The attraction of our business culture and career options has translated to this group of young people with our Brisbane and Sydney teams seeing good reward for their efforts. These young people don't just find us they meet members of our team who took the time to promote our business at



Brisbane Big Meet Career Fair: Alexandra Rey, Katelyn Ritson, Sheetal Gounder



their schools and with their career counsellors. The message is quite simple. If you want good people you need to get out there and find them.

Finding ambitious, passionate and aspirational people is just the start.

To make sure we don't lose this talent our team have worked hard on developing effective mentoring mechanisms to ensure new team are aligned with two different types of mentors. Firstly, our new team are assigned fellow team members from similar origins as them who are one or two years further advanced in their careers. Those who can share their experiences with and help the transition into a new business. And then they are assigned a second mentor who is more advanced in their career and in a leadership position. It is this second mentor who is often able to give them advice on the career decisions before them as they grow within our business.



Back row: Gordana Tomic, Helena Fualalo.
Front row: Sheetal Gounder, Ashleigh Rae, Joanna Kelly, Lisa Profilio, Andrew Thompson, Jack Star, Benny Moser, Bryce Carleton and Luke Mifsud.

USA

Our USA training team has experienced a year of change with team members changing roles, locations and skill sets. A large focus has been on ensuring our team fully understands the operational systems and quality processes underpinning the way we do things around here. As our business here grows so does the importance of our team knowing the right way, and the smart way, of doing things. Through a combination of face to face training and regular webinars the knowledge and capability of our teams has steadily grown through the first part of the year.

In the next month or so we are excited to consolidate our team and training efforts into our own Training Centre based at our LA5 facility. Whilst a country the size of the USA requires smart solutions and people working in different time zones the opportunity to have our own home base and training



USA team building activity

L-R: David Fortier – Milwaukee (back to camera in dark blue), Bryce Hicks (AO Albany), Juan Arteaga (AO Miami), Peter Dyeremose (AO NSC) - obscured, Jeff Meese (AO Atlanta), Lori Garcia (AO Houston), Kevin Barry (Boston), Tailor Solbrack (AO Dallas), Ralph Garcia (Dom McAllen), Fernanda Ruiz (AO Mexico), Kelly Walsh (San Francisco)

centre is wonderful and a milestone in our development as a team.

In addition to our auditing and training efforts we endeavour to grow the talent we work so hard to attract. Fortunately for our LA based team

we frequently have visitors from around our business and when able we have seen great benefit in arranging information sessions for them to speak with our emerging talent.



Kevin Drinkwater speaks to Los Angeles based graduates

Asia

As the youngest of our Training Teams around the world we are excited at all which lies ahead. Currently we are a team of two who focus mostly on ensuring our teams throughout Asia are following our quality processes and maximising the opportunity of working on the same operating platform as the rest of our Air & Ocean teams.

A key highlight for our Asia training team this year was commencing branch quality audits. We have spent some time writing an audit relevant to Mainfreight Asia which accurately provides our Branch Managers, and their teams, with some insight into their operations, their quality and their overall business well-being.

So far our Singapore branch and Shanghai branch have been audited and the value of the information and auditing discipline is already there to see.

We look forward to all the challenges which lie ahead.

Technology – Kevin Drinkwater

Mainstreet Development Continues

Mainstreet for Australia and New Zealand continues to be a key focus area. We had believed there may be a chance to introduce it to our inter-city domestic branches this year, however there are several factors that have led us to conclude that this was an unreasonable expectation.

One of the most critical elements is our determination that we need to make the transition from Maintrak to Mainstreet as simple as possible for the teams. Our experience with implementing Mainstreet, for Metro in Auckland and Sydney, showed us that introducing the new functionality we had built for the USA, was too much change at one time and made the process more difficult for the team. Whilst this could be managed with two Metro branches it would be much harder with 50 inter-city branches going live at once. Therefore we are introducing more Maintrak-like capability into Mainstreet which will allow people to work in ways that are very similar to what they are used to. The advanced Mainstreet features will not be lost, as they will be still there in the background, and be able to be introduced alongside the Maintrak

functionality as the teams settle in.

Whilst we are doing this work we will also be building new modules for Pallet (Chep) management and Claims management. These modules will be built using the new Mainstreet technologies but will interface with Maintrak as well as Mainstreet so they can be used prior to the Mainstreet Go Live.

Similarly we are about to release a new driver scanning software for our new scanners (covered further below) which will also interface to both systems. We expect to be rolling out this new software and the scanners in New Zealand by the time you are reading this. We are also updating our in-depot outturn software which will be moved to the new scanners later in the year.

In this way we start to gain some of the benefits of Mainstreet early as well as being able to prove key modules of the system prior to the entire system going live.

This completely new Claims module will be the first major upgrade of functionality for the business since its introduction over 20 years ago.

The two significant new features will be the introduction of direct interaction with customers and the ability to complete all processing of claims electronically. The system should enable us to make the process more efficient and most importantly speed up the resolution and payment of claims to customers. Despite the fact we are still world class, in having the lowest loss and damage ratios in our industry, when a claim occurs we need to make sure the process is as painless as possible for ourselves and our customers.

We continue to fit in the Mainstreet development needs for the USA. As their business continues to develop and expand we are finding that the business and their customers have some new and sometimes quite challenging requirements. Added into the mix is the unique work the USA business is now offering in free trade zone transport from Mexico and cross border work with Canada. This all adds to some exciting new requirements and functionality.

European Mainmove Rollout Continues

In Europe they continue to move more countries across to Mainmove, their new Transport Management System package provided by Kewill. Currently exports from The Netherlands to all countries in Scandinavia and Eastern Europe are processed through the new system. More countries will continue to be added through the year, with the likelihood of The Netherlands being fully across for all transport in 2016.

Asia gets their own Domain

Our team members in Asia are benefitting from improved capability and speed since their email and access has been moved to their own domain and equipment located to a Data Centre in Asia. Wing Lam expands on this in the Team contributions following.

Cargowise Issues

We have taken your frustrations with the ongoing interruptions experienced with our Air & Ocean software, to the highest levels at Wisetech, the company that develops and sells the Cargowise product. The General Managers of our Air & Ocean businesses around the world have also voiced their concerns to Richard White, the CEO and founder of Wisetech.

Unfortunately, the interruptions have continued, although as I write this we have had a relatively long respite without any serious issues.

The frustrating thing about the problems is that there is nothing wrong with the underlying operational software. The problem is occurring at the hosting level (the systems that provide secure access to the software) when the system has

difficulty with the volume of users simultaneously logging in. Wisetech believe that an upgrade to a new version of the Microsoft product has caused this and have engaged Microsoft's help. We hope that this issue will be finally resolved soon. A big thank you to all of you who have had to work extra hours to make up for the time that the system has been inaccessible.

New Driver Scanners for Australia and New Zealand

We have chosen the Symbol (formerly Motorola, now owned by Zebra) TC75 as our new scanner for drivers and loaders. Although we have had premarket versions of the device to test for several months, this device is only being released to the worldwide market this month, so it is the very latest in technology. The key changes are that it is a touch screen device which works very similar to a phone with swiping etc and it comes standard with the Google Android operating system. This means that all of you already with smart phones will find the transition very easy. As Android is a new operating platform for these devices we have had to rebuild the software from scratch.

Other improvements are the speed of the device and network, significantly improved photographs, battery life, larger size and clarity of the full colour screen, all packed into a much smaller and lighter bundle. The cost of the hardware for NZ alone is US\$1.6 million and we will start receiving and installing these devices for New Zealand in mid-June. Australia will start rolling out theirs in September.

This will be the fourth iteration of driver scanners since we introduced scanners into the cab in 1992. Each iteration has enabled significant improvements to the business.



Team Member Contributions

E-Shipment Replacement – Michel Engel

We started a project for the replacement of E-Shipment. Our desire is to replace E-Shipment with a new booking tool which is fully integrated into Mainchain, so the customer is able to create shipments and Track and Trace in one portal.

A short explanation about E-Shipment: E-Shipment enables our customers to book their shipments online, print barcode labels and the loading list and send the orders via WebEDI to our TMS.

In the past, many changes have been made to improve the system and to improve the user experience (such as the development of the dangerous goods module, an upload function to upload a csv file which contains shipment data, the booking of small parcels via DPD/UPS etc.) Because the system is over 10 years old, the platform and the look and feel are outdated and the system is not really flexible meaning it no longer meets our current needs.

In the last few months we had several good and productive meetings with

the IT team in NZ and also the team in the US. They gave us a very good impression of the current capabilities of Shipment Center US and Freman Web. That helped us to create a good gap analysis between E-Shipment and CSUS and E-Shipment and Freman Web. After we provided the team in NZ with the necessary information DesignerTech was able to create a impressive project plan.

To speed up the process to get our basic E-Shipment customers on the new booking tool the project will be divided in phases. Our main goal is to get phase one live at the end of this year.

- Phase 1: The new booking tool needs to contain all the basic functionalities which makes us able to move our basic E-Shipment customer on the new booking tool.
- Phase 2: Integrating the extra functionalities such as a dangerous goods module.
- Phase 3: Integrating the parcel services and label generation for DPD/UPS.
- Phase 4: Could contain all the extra nice to have's.

It's a pretty big project but we are looking forward to good cooperation between the different teams and that we can achieve a great result. We will inform you about the status of the project in the next newsletter.

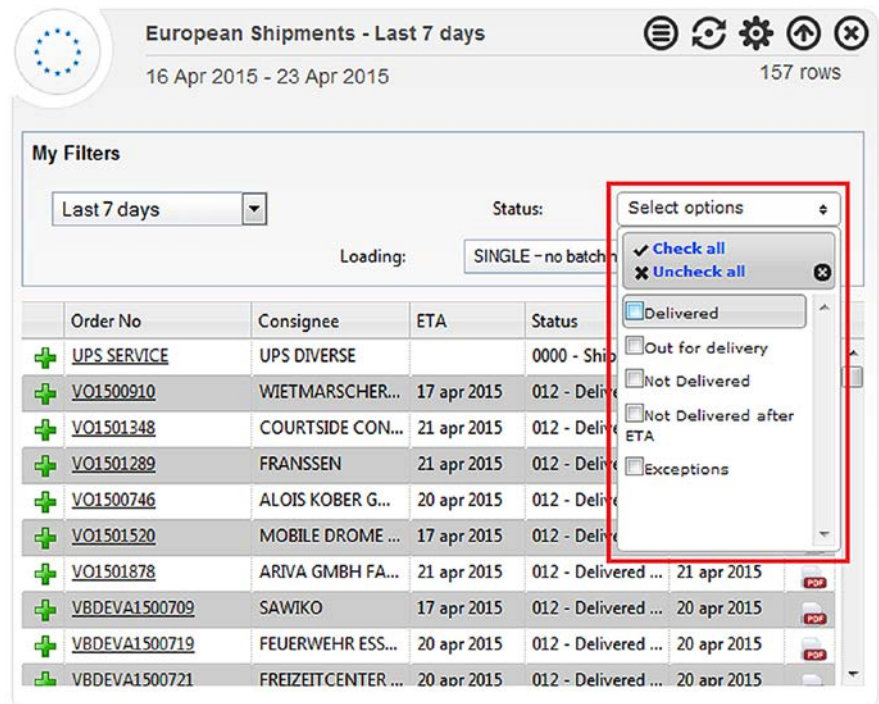
EU Mainchain Changes – Michel Engel

Some other great Mainchain news that will help our EU customers to check the latest status of their shipments. In the EU Shipments widget our customers are now able to filter on certain statuses.

At a glance, our customer is now able to view only the shipments that are out for delivery, or the shipments that are delivered etc.

Explanation of the different statuses:

- **Delivered:** Only displays the shipments that are delivered
- **Out for delivery:** Only displays the shipments that are out for delivery
- **Not delivered:** Will display the shipments that not have been delivered
- **Not Delivered after ETA:** Will display the shipments that not have been delivered on the calculated delivery date
- **Exceptions:** Will display all the shipments which have an exception (like delivered with damage, consignee not present, refused etc.)



We would like to thank Chiel en Bram for making the changes in our TMS (Trex and Navision) and for adapting the XML. And thanks to the team in NZ for making the changes in the widget.

MF Asia Domain and Infrastructure – Wing Lam

In this few years, Mainfreight has continued its growth in Asia. As you know that Asia team is using Citrix Apps (as daily operations system) for a few years.

To improve the Team's daily operation performance, Mainfreight Asia IT team have setup a new Asia Domain infrastructure from January 2015, and Asia IT team will start to all migration between Citrix Apps and Asia Domain infrastructure from April to June 2015. From 1st July 2015, Asia team will plan to use local platform to carry out daily operation in 14 branch offices such as New Zealand and Australia Team.

In 2014, approval was given for the MF Asia IT team to setup an Asia Domain Infrastructure. From January to March 2015, the Asia IT team has

already setup different network equipment and servers such as File Servers, Anti-virus server, etc. such as following diagram. All those servers are place into the Asia Data Centre, which is under redundant power guarantee (7 x24), temperature guarantee (22 degree), humidity guarantee (50%) to make sure all servers are running properly.

Although the Asia IT team is still working migration phase until end of June, we also want to share our exciting in Data Center's server setup for the Mainfreight family. We hope you all feel as excited as we do. I would also like to thank the NZ IT team for all the support they give us.



42U Rack in Data Centre – Asia (Inside)

Mainfreight Mobile App – Rhoda Malveda

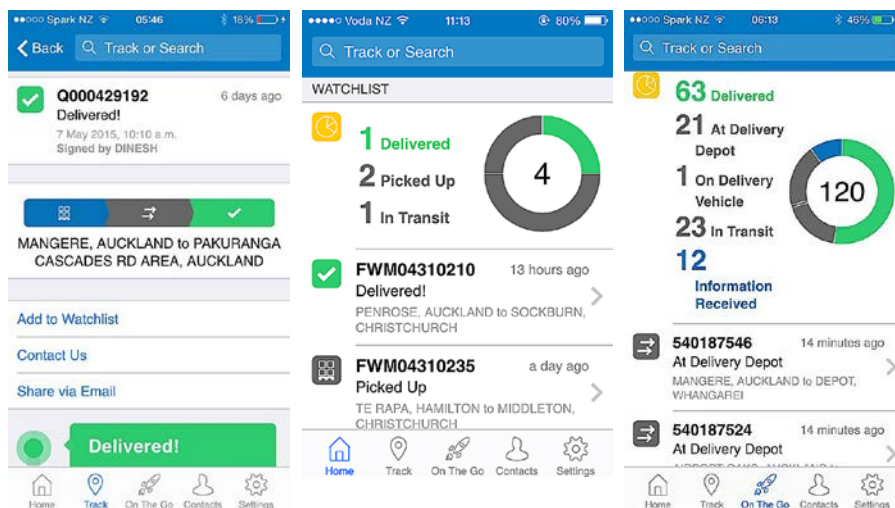
Another exciting application that is due to launch very soon is the upgraded version of the Mainfreight Mobile App. Only previously available on Apple devices, it is now also available on Android devices, with the Windows version coming very soon.

So What's New?

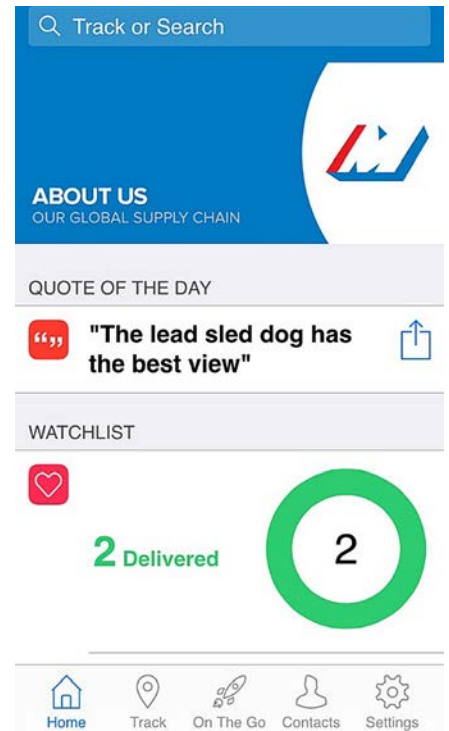
A lot actually. It has been completely re-skinned and built to integrate a lot more functions and cool features as well as improved speed.

- Tracking – new look straight out of the Public Tracking site
- Push Notifications – displays from the lock screen and device notification centre
- Contacts – uses GPS to display all the branches closest to the user's location
- Quote of the Day
- Watchlist – enables push notifications
- On The Go – provides list of current shipments for customers to track
- Latest News
- Share price for investors

Tracking, Watchlist, On The Go Screens



Push Notifications

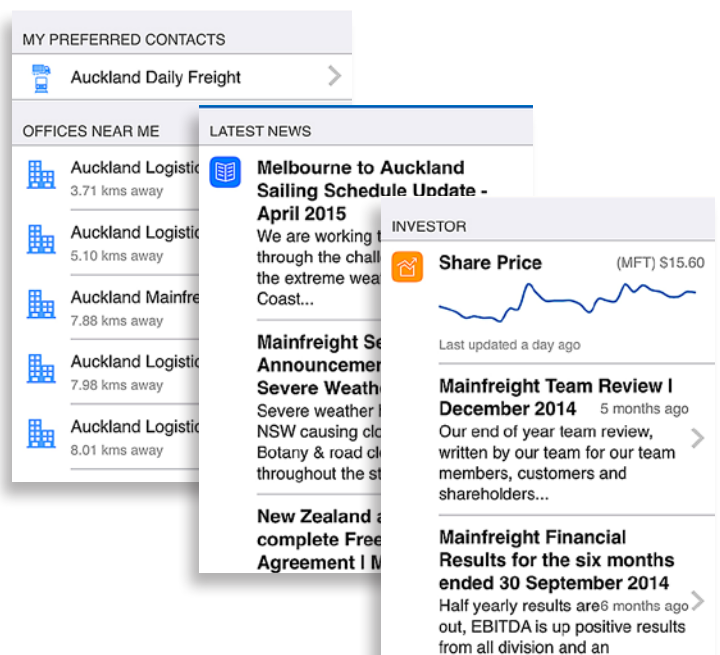


What's coming?

The possibilities are endless, a few of these are:

- Integration with the website to sync Recent Tracking and Watchlist information
- Integration with Mainchain to sync Watchlist information
- Filters for On The Go and Watchlist donut
- Swipe left/swipe right actions

Contacts, Latest News, Investor Share Price



SERVICE ACHIEVEMENTS

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

Ellen Mullery	45 years	Mainfreight Dallas
Peter Webster	45 years	Mainfreight IT Auckland
Lou Giacon	35 years	Mainfreight Wellington Driver
Louis Wijnen	35 years	Wim Bosman Logistics Geleen
Carol Brown	30 years	Mainfreight National Team NZ
William Brown	30 years	Mainfreight Air & Ocean Melbourne
Dianne Clemens	30 years	Mainfreight Air & Ocean National Team NZ
Bennie Dekkers	30 years	Wim Bosman Driver
William Kniest	30 years	Wim Bosman Crossdock 's-Heerenberg
Kiu Muller	30 years	Mainfreight Thames
Frank Tempels	30 years	Wim Bosman Driver
Jeanette Williams	30 years	Mainfreight Invercargill
Wilfried Wolbring	30 years	Wim Bosman Driver
Debbie Brady	25 years	Owens National Team
Grant Breach	25 years	Owens Christchurch Logistics
Martin Coenen	25 years	Wim Bosman Logistics 's-Heerenberg
Scott Eranger	25 years	Mainfreight New Jersey
Jürgen Fleuren	25 years	Wim Bosman Driver
Robert Jochoms	25 years	Wim Bosman Holdings 's-Heerenberg
Alan Kort	25 years	Wim Bosman Transport
Bradley Lahey	25 years	Mainfreight Brisbane
Fred Martens	25 years	Wim Bosman Clearance
Marc Mary	25 years	Wim Bosman Driver
Melinda Pickard	25 years	Mainfreight Perishables Sydney
Craig Radich	25 years	Mainfreight Auckland Owner Driver
Deborah Rumore	25 years	Mainfreight New Jersey
Andrew Smith	25 years	Mainfreight National Support Australia
Isabelle Vandenberghe	25 years	Wim Bosman Logistics 's-Heerenberg
Sheryl Waite	25 years	Daily Freight Auckland
Mladan Yagmich	25 years	Mainfreight Logistics Highbrook Auckland
Colin Brown	20 years	Daily Freight Christchurch Owner Driver
Rex Campbell	20 years	National Support Team New Zealand
Mario Farugia	20 years	Mainfreight Air & Ocean Springbank
Ken Harris	20 years	Mainfreight Wharf Wellington
Tony Inia	20 years	Owens Auckland
Erica Jaffray	20 years	Mainfreight Training Team New Zealand
Dianne La Velle	20 years	Mainfreight Logistics National Team Melbourne
Mark Lane	20 years	Mainfreight Auckland Owner Driver
Bruce McKay	20 years	Mainfreight Logistics Manu St Auckland
Vanessa Maxwell	20 years	Mainfreight 2Home Auckland
Matthew Mudge	20 years	Mainfreight Air & Ocean Melbourne
Maureen Paine	20 years	Mainfreight Auckland
Marcel Peppelmen	20 years	Wim Bosman Driver
Leon Pirake	20 years	Mainfreight Auckland
Tony Roberts	20 years	Mainfreight Wharf Wellington Owner Driver
Julie Scott	20 years	Mainfreight Air & Ocean Tauranga
Lynette Sinden	20 years	Daily Freight Wellington
Ramon Starink	20 years	Wim Bosman Driver
Andy Taunga	20 years	Mainfreight Auckland
Andrew Thompson	20 years	Mainfreight Air & Ocean Auckland
John Valu	20 years	Mainfreight Logistics Railway Lane Auckland
Aline van Buiten	20 years	Mainfreight National Team Melbourne
Martine van Hyfte	20 years	Wim Bosman National Support Belgium
David Wang	20 years	Mainfreight Xiamen
Helen Watson	20 years	Mainfreight Perishables Christchurch

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

Bereavements

Mosese Novo – Owens Auckland

Mosese Novo started with Owens in 2011 and was a humble, bright man who was full of energy. He would always greet each individual team member with a handshake and "BULA".

Moses died on Christmas Day at the end of 2014 and was taken back to his home village in Fiji to be laid to rest. He is greatly missed by his Owens Family and we send our best wishes to his wife Vasea Maria Novo and two sons Mosese Novo and Ulaiasi Novo.



Neville Reeves, Owner Driver – Mainfreight Perth

It was with great sadness that we had to farewell our Sheriff Neville Reeves, who suddenly passed away on Friday 20th February.

Nev, hailed from a farming background in New Zealand, and commenced as an owner driver with Mainfreight in October 2000, starting out with a five-tonne PUD truck and then moving up to the 13-tonner, one of the larger PUD trucks in the fleet. Nev took great pride in his Mainfreight painted truck and this truck still remains in the MF Kewdale fleet, so we have a constant memory of him. Nev's customary attire consisted of his sleeveless Mainfreight blue shirt and blue shorts and a hi-viz vest throughout the year, which he wore almost 7 days a week it seems.

We will greatly miss our gun-slinging mate and his wild stories. We thank you Nev, for your friendship and the fond memories we have of you.





Sir Donald David Rowlands, KNZM CBE AO

It is with a great deal of sadness that we acknowledge the passing of Sir Don, our mighty totara, on Wednesday 18 March 2015.

Sir Don's involvement with Mainfreight dates back to the company's early days in 1982, when he took on the role as Chairman, serving for 19 years to 2001. He subsequently served as a Director until 2011.

While the company benefited greatly from his business acumen, he also became a mentor for many of us, not only around the Board table, but throughout the business.

His extraordinary ability to empower those around him was legendary; his wisdom and leadership style were inspirational; and his legacy to us is the strong culture that supports our business around the world.

Sir Don has been an inspiration to all of us on how to conduct ourselves and our lives, and we believe this is the case not just for the family of Mainfreight, but for all New Zealanders. We were delighted at his recognition this year in being awarded his Knighthood (KNZM) by the New Zealand Government, and the Honorary Order of Australia for services to rowing.

He was, he is, our mighty totara. We shall miss him immensely.

Mainfreight Excellence

Each year we hold meetings for our Sales teams and Branch Managers in our various countries/regions of the world, and as part of this we honour outstanding performance by giving various awards for sales achievements (with the ultimate award being for Salesperson of the Year) and for the best performing Branch of the Year.

In the past these achievements have been highlighted in the individual business reports, but our ultimate goal, once all our regions are following a similar methodology, will be to then crown an overall Branch of the Year for the global business – a spectacular goal for any of our 242 branches everywhere in the world!

And so, we have collected the award winners here together in one section – Congratulations to all of you. Your efforts and successes are inspirational and are what make this Company special!

New Zealand Branch of the Year

Branch of the Year was awarded to Owens Christchurch – a fantastic result for Owen Donald and his team. The Owens Christchurch branch is one of the oldest in New Zealand and has achieved great results across all measures, operating from a less than ideal facility. Well done team – you deserve the recognition!

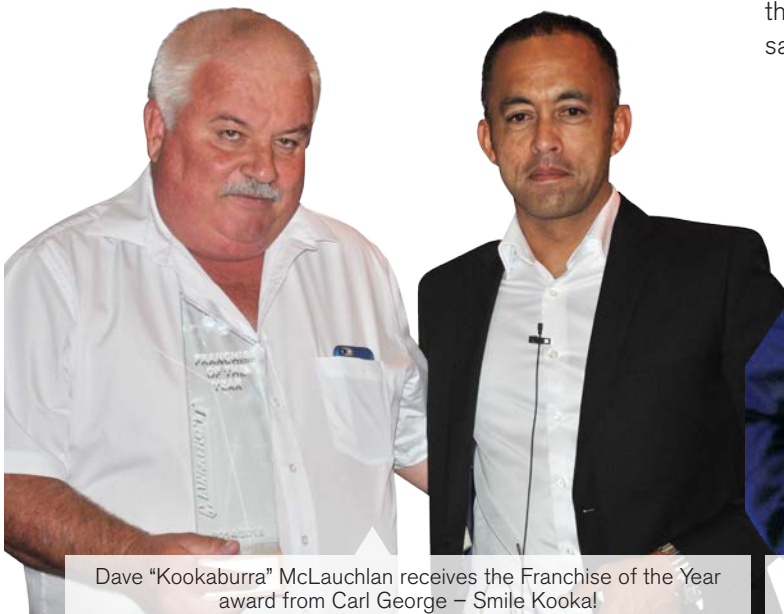
Owen Donald, Branch Manager of Owens Christchurch with the well-earned award of New Zealand Branch of the Year



Franchise of the Year

At our recent Branch Manager's conference, it was with great pleasure that the award for Franchise of the Year was handed over to Dave McLauchlan.

Dave and Elaine McLauchlan and their team are well known for doing anything, anytime of the day, to get the job done. Well done team.



Dave "Kookaburra" McLauchlan receives the Franchise of the Year award from Carl George – Smile Kooka!

Sales Person of the Year

Gregg Conning, Mainfreight Tauranga was named Sales Person of the Year at the 2015 New Zealand Sales Conference.

A proud moment for Gregg who originally started his Mainfreight career working on the floor at Mainfreight Hamilton, progressing through the ranks into a senior sales role.



Nic Kay presents Greg Conning, New Zealand Salesperson of the Year, with the Jonathan East Memorial Award

The Paul Derbyshire Memorial Legends Award

For many years Mainfreight New Zealand has given out an award called the Legends Award for Legendary Service. This is presented at our New Zealand Branch Managers meeting which is held annually. The trophy that goes with the Award is a very special cricket bat which is signed by one of the great New Zealand cricket teams.

As it is such a prestigious award and the standard to receive it is so high it is sometimes not awarded each year. The first recipients of the Award were in fact the New Zealand IT Team,

approximately 10 years ago.

This year the decision was made to rename the Award "The Paul Derbyshire Memorial Legends Award". Paul has made such a large impact on us all and was always considered a legend in his service with and to the team, so we believe this is a very fitting tribute to Paul.

This year the award was presented to Brian Gill, who has since retired from the Mainfreight Group after 39 years of outstanding service and is a true legend in our eyes.



Brian Gill with The Paul Derbyshire Memorial Legends Award

Australia Branch of the Year

Against strong competition, Lisa Harrison and her Perishables Sydney team took out the top spot at the Australia Brand of the Year awards. The Perishables team can be very proud with their development and performance across all criteria. Now they are plotting how to go Back to Back!

A very proud Lisa receiving the Captains Bat ... a rose amongst thorns!
L-R: Rodd Morgan, Lisa Harrison, Don Braid



Sales Executive of the Year

This year, Mainfreight Australia held state based sales conferences during April. This is the first time we have localised the conferences which gave us the opportunity to improve training content, reinforcing the state-based cross-brand selling program and allowing for more workshop and group learning activities during the two-day meetings.

In each state we selected a sales rep of the year based on a number of criteria including presentation, account retention, sales call activity levels, group selling and new business gains.

We are delighted that the following team members were our winners in 2015:

- WA/SA Sales Executive of the Year
– Bronwyn Wassell, Air & Ocean Perth
- NSW Sales Executive of the Year
– Kristen Cameron, Transport Sydney
- VIC Sales Executive of the Year
– James Bennett, Transport Clayton
- QLD Sales Executive of the Year
– Lisa Laing, Air & Ocean Brisbane

From the state winners we selected the Australian group Sales Executive of the Year.

National Sales Executive of the Year was Lisa Laing from Air & Ocean Brisbane. Lisa has been a shining light over many years and her consistency has really paid off. Lisa led all the awards for Queensland so this was an indication of her professionalism and continuous drive to succeed. Congratulations and thanks from all us Lisa!



QLD and National Sales Executive of the Year – Lisa Laing, Air & Ocean Brisbane
L-R: Ogi Vuksanovic, Lisa Laing, Dave Scott, Drew Bowler

The Americas

Mainfreight USA Branches of the Year

The awards for Branch of the Year were handed out at our awards dinner during our Branch Manager's conference held in March in Huntington Beach, CA. This year we gave out three Branch Awards to recognize achievement to the Domestic Branch, Air and Ocean Branch and our Franchise of the year. From those 3 recipients, Mainfreight USA selected our Branch of the Year.

We are proud to share these results with our team!

- Domestic Transport – DALLAS
- Air & Ocean – ALBANY
- Franchise Branch – SAN FRANCISCO



John Dunn from Mainfreight Dallas (centre) with Don Braid and John Hepworth

The USA Overall Branch of the Year was presented to Dallas. This was their second time taking home the coveted Bruce Springsteen guitar.



Dallas Team celebrates their 2nd time winning the USA award, at the Texas Ranger baseball game



Brian Heidrich, Mainfreight USA Salesperson of the Year (centre)
Flanked by (L-R): Nathan Thomas, Tom Valentine,
John Hepworth, René van Houtum

Mainfreight USA – Sales Person of the Year

Mainfreight USA held our National Sales Conference in Huntington Beach, California. We recognized Brian Heidrich from our Los Angeles Domestic branch as Sales Person of the Year. Brian was also recognized for reaching the million dollar elite group. In total, nine team members reached this level – Alan Nadeau- Dallas, Tracy Zayac- Albany, Lauren Queli – Newark, Michael Pilgrim – Houston, Scott Eranger – Dallas, Tom Kurtzer – Chicago, Peter Burke – Los Angeles, Oscar Rossini – Newark.

CaroTrans – Branch of the Year

The 2015 CaroTrans Branch of the Year Award was presented to the Jersey Team for their performance in posting solid margin returns, consistent sales growth, exceptional KPI performances and strong development of our grads within the branch.

Congratulations to Riyaz Jordan and the entire Jersey team!

Greg Howard presents Riyaz Jordan with the CaroTrans Branch of the Year Award



CaroTrans – Sales Person of the Year

We couldn't be more proud of Will Young, who was recently named 2014/15 CaroTrans Salesperson of the Year. This award was presented during the National Sales Meeting, held in conjunction with our CaroTrans Achieve Global Training. This award is presented each year recognizing superior sales and global achievements within the CaroTrans team.

Will has been with CaroTrans USA since July 2008.

He spent three years as a sales executive with the CaroTrans Auckland team, returning to the USA to take up the role as sales executive in our Dallas branch. Will has been instrumental in building the CaroTrans import product, bringing on one of CTI USA's newest large accounts and increasing Dallas profit margin 150% from its previous year. A great support network is crucial to the success of our organization and Will reinforced this message, when he said that "you're only as good as your team." Congratulations Will Young!

Will Young receives the CaroTrans
Sales Person of the Year award from Michael Forkenbrock



Europe

European Branch of the Year

At the beginning of March we held the European Branch Managers Meeting and on Sunday the Awards were presented. The most important Award of the night was the European Branch of the Year, which this year was presented to Wim Bosman Logistics Oostende.

Congratulations to all, especially to our Logistics Teams in Europe who all achieved their targets.



Proud winner Frederik Gielis (centre) is congratulated
by Don Braid and Mark Newman

European Sales Conference 2015

On 28th of March the annual European Sales Conference started with 80 enthusiastic sales team members. This year's Sales Conference was all about Collaboration. For day 1 the focus was on internal collaboration: treasure your current collaborations and look for new ones. By means of a Supply Chain market and a business case all the unique selling points of each of the branches were shared in a very original way. Day 2 was all about external collaboration: how can we build long term relationships with our customers based on more than just the price. In the evening various sales awards were presented.

European Sales Team Member of the Year Hubert Kamphuis
with Liane Philipsen (left) and Mark Newman (right)



Asia

The Asian Branch of the Year Award was presented this year at a dinner following the Asia Branch Managers meeting in Guangzhou.

The award recognizes one of our branches that has performed with excellence across a number of areas, such as financial performance, team development and contribution to our global families growth, to name but a few.

The 2015 winner of this very important award is Mainfreight & CaroTrans Shanghai, who also won last year's inaugural award. We congratulate the whole team in Shanghai for their success!

We encourage all branches to challenge yourselves to see if you can win the award next year.



L-R: Jeff Bian (Assistant Branch Manager CaroTrans Shanghai), Andy Ling (Branch Manager Mainfreight Shanghai), Don Braid, and Joan Ji (Branch Manager CaroTrans Shanghai).
The award is a Crystal replica of a Fish, which in Asia culture is a symbol of abundance and good fortune.



2015 Asia Branch Managers Meeting

Back L-R: Gary Lau, Daisy Wang, Joan Ji, Hy Goh, Michael Lofaro, Andy Ling, "Mo" Ceetantivech
Middle L-R: Franky Lui, Vicky Zhao, Sunny Sun, Elton Poon, Wendy Niu, Linda Huang, Jenny Chen, Tina Chen, Raymond Lo
Front: Cary Chung

Asia Sales Person of the Year

Michelle Wong (centre) from Mainfreight Hong Kong received the award as Sales Person of the Year. Michelle is pictured here with Cary Chung and Michael Lofaro.





Mainfreight Adelaide team (and friends) at a recent fundraiser
 Back (L-R): Hamish Hill, Brian Cook, Steve Phillips, Meagan Flynn,
 Patrice Hall, Sally (Tim's Girlfriend)
 Front (L-R): Katrina Dekoning, Jon Dekoning, Kellie Dimech,
 Tim Sankey



CaroTrans Atlanta is offering
 a new service to its clients –
 a personalised carwash!



Our Queensland branches put two men's touch sides and a ladies
 netball team into the Queensland Corporate Games – no winners
 this time but lots of fun!

Front row (L-R): Uhila Vakameilalo, Terence Utai, Ashley Taylor,
 Natu Manao, Samantha Taylor, Linda King, Rebecca Taylor
 Second row (L-R): Maddison King, Braydon Lill, Stephen Simpson,
 Chris Meacham, Adam Horne, Adam Real, Katrina Casey,
 Joana Kelly, Courtney Collier, Quinn Sherriff
 Back row (L-R): Drew Bowler, Manu Kororularula,
 Jay Bax, Jordan Ryter, Roy Faijai, Mike Murray,
 Crystal Obst, Andy Mills, Steven Beaumont



Harold the Giraffe off to Brisbane.
 One of our more unusual pieces of
 freight – weighing 44kg and 2.52m high!



Mainfreight Man made an appearance at Tough
 Mudder Chicago event – Matt Gustafson, Chicago
 Air & Ocean BM, Michael Benjamin aka Mainfreight
 Man, Nate Goodman, Chicago Air & Ocean



Ben Fitts our National Manager Air & Ocean
 New Zealand with "Team Fitts" at our annual
 Auckland Round the Bays Event
 L-R Libby, Harry, Ben and Maria



*Mainfreight is the sponsor of the Volunteer program for the Australian University Games. Uni Games attracts over 6000 participants each year, from 28 universities, competing in 28 different sports. The Mainfreight BBQ makes an appearance throughout the week of Uni Games and our team is on hand to chat with students.
L to R: Sarah Averill, Nikki Tierney, Steven Paritt, Gabby Fage, Matthew Katte, Janaya Symons, Matthew Dickson, Lugan Low*



Oostende team members enjoying "Belgian fries" as a thank you for their recent achievements as Europe Branch of the Year



*Ruby Steel (left) and Matilda McKee
You're never too young to enjoy the Mainfreight apples – although Ruby seems to be searching for the perfect one, looking at all the bite marks!*



An impressive turn-out for the "Berg in het zadel" cycle tour in May, raising funds for cancer research. Well done to all of our 's-Heerenberg team who took part!



It's always important to secure your load!



Great catch Phil!

Phil Frost, Transport Manager, Mainfreight Hamilton



We received some photos from Michelle & Julia, two fans of Mainfreight and our "truck sayings"

Michelle made Julia a 3-D Mainfreight truck card for her birthday ...

"Don't tell me the sky's the limit, when there are footsteps on the moon."

Gideon "Giddy" Arthur attended several of the IHC days at Mainfreight Hamilton. He was mad keen on rugby and also loved trucks. When Giddy sadly passed away, some of the Chiefs players approached us to be part of Giddy's send off, and we were very happy to do something special for someone who had touched so many hearts. Rest well Giddy.



Feedback

From: Christina C
To: Bruce Plested
Subject: FW: Alan Duff at Mamaku School

Hi. My name is Christina Clark. I am a teacher at Mamaku School just outside Rotorua. We recently had Alan Duff come to visit us. He asked me to forward this picture to you. I am delighted to be doing that for him.

Mr Duff is pictured here with Leon Suzuki who is the son of Ray Fleet. Ray is a driver of a Mainfreight truck in the Rotorua area. Mr Duff was keen to have a photo with Leon and the personalised plate of this car because of the Mainfreight connection.

Thanks for your support of Duffy books. It is a highlight of our school year. The children love receiving their free books. It is great to see them reading and enjoying their books.

Kind regards
Christina
Mamaku School - Teacher responsible for Duffy books in homes



From: David M
Sent: Friday, 19 December 2014 13:19
To: Jason Kennedy
Subject: Vedrana Mrdic

Hi Jason,

We just commenced working with Chemcouriers this week, and I would like to let you know about the excellent service we have received from Vedrana. She has been tireless setting up our account and ensuring our deliveries have been picked up and sent out as efficiently as possible, particularly understanding what a busy period this is for us all. No doubt this has been backed up by the rest of your team.

Too often customers are ready to complain when there is a problem, I would like to let you know when your service has been exceptional. Keep it up!

Thank you,

David M
DIRECTOR

From: Don Braid
Sent: 5 June 2015 14:33
To: Mitch Gregor (MFT AKL); Nathan McEldowney (MFT WGN)
Cc: Nikki Cooper; Carl George
Subject: FW: Big tick from Roger Foley June 5

Team,

How it should be every time – can you thank all those involved and make sure they see the comments made by Roger.

Many thanks
Don

From: Roger F
Sent: Friday, 5 June 2015 2:25 p.m.
To: Don Braid
Subject: Big tick from Roger F June 5

Good afternoon Don.

I would like to congratulate your team for a fantastic service. I turned up to the Otahuhu depot on March 17 with little knowledge of your services. All I had was a car full of yachting gear that I was keen to send to my home town Wellington.

I followed the blue line (very easy) which led me to the car park area near the main door. An older chap (don't know his name) came out straight away and asked politely how he could help. I pointed to the gear in my car and he said "leave it to me." He brought a pallet out, told me how much it plus a glad wrap would cost, loaded the gear on to the pallet, then wrapped the gear up. It all took minutes. He then pointed me upstairs to Accounts.

The first thing I noticed in Accounts was the name tags and length of service proudly displayed in front of each staff member. Some companies see long service as a liability on their books. This is clearly not the case with Mainfreight!

The bill came to \$181.01. I thought this fine. I was staggered, however, when the lady said I could pick the goods up in the morning in Wellington. Wow. That is some service.

I arrived in Wellington a week later. Popped upstairs and within minutes, there was my bundle, all in one piece and still glad wrapped.

You should be proud of your team. They are empowered, knowledgeable (the guy downstairs in Auckland even knew your share value and it's movements), and friendly. Please pass on my appreciation.

I don't have anything to do with freight or transport so I am not pushing any agenda. Just grateful for the service.

Kind regards,
ROGER F

From: Donald B
Sent: Wednesday, March 18, 2015 11:31 AM
To: Matt Halpin
Subject: Thank you

Matt,

I don't think I've dealt with you very often at Mainfreight, but I would like to say you have a top notch staff. Amber was a great help to me yesterday with a shipment to Qatar that was my first shipment on my own. She even went out of her way to help me with the SLI and fix a paperwork error I had placed on the pallet. The driver Jorge was also very helpful and I am grateful to him for bringing the pallet back to me to fix my mistake. You should be very proud of your staff and the customer assistance they provide.

Thank you,
Donald B - Shipping Foreman

From: Spoonley, Paul
Sent: 30 March 2015 05:49 a.m.
To: Thomas Steel (MFL AKL)
Subject: Sincere thanks

Dear Mr Steel

I hope you are the right person to be contacting.

I was out riding on Saturday at the back of Albany and my chain broke . I was at the side of the road when a Mainfreight truck stopped and the guys got out to see if they could help. Despite some brute force with pliers, the chain was not fixable and so they took me and my bike into Albany so that I could get it fixed.

The two staff concerned were Tipu and Jaz (Jas?), and they were delivering Fisher and Paykel whiteware on behalf of Farmers in the Albany area.

Firstly, I really appreciated the ride to Albany (it was quite some way), but their willingness to help someone on the side of the ride was really appreciated. They were concerned and very friendly. They are a credit to Mainfreight.

Can you please pass on my thanks but I also wanted to make sure that Mainfreight management were aware of these good Samaritans.

All the best
Paul

From: Laurie W
Sent: Thursday, 23 April 2015 15:07
To: Bryan Curtis
Subject: Compliment to your staff

Mr Curtis

I am not sure where to write about a wonderful experience I had with your company.

This is the first time I have had a delivery from Mainfreight and was really happy with the service I received.

I won't go into all the detail about what was delivered but my delivery was transported from QLD to Canberra.

The day it arrived in Canberra I received a call from your staff about it arriving etc. and they were very helpful and gave good indication of the time frame for delivery.

I live in Conder and apparently the driver who delivered the parcel lives at Gordon and he took the time to deliver it about 6pm after he had completed his shift and he was cheerful and pleasant so I could tell he was doing it for good reason and not because he had to and in his own Time and possibly vehicle.

I just found it beyond the call to deliver my item on his own time when another company would have just waited till the next day and I wanted to thank your company and tell you what great employees you have as I assume his supervisor should be congratulated to for letting him do this.

I hope you can work out who he was and you pass on my gratitude I certainly will always speak highly of Mainfreight.

Many thanks

Laurence W
(Thanks go to Tony Bruce – Owner Driver, Canberra)

From: Neil Fergus
Sent: 19 December 2014 08:00
To: Darren Barboza (MFAO AKL)
Subject: Re Antoinette Ward and Chris Rogers

Darren

I am not sure if you are the right person to send this to, if not could you please send it to the appropriate person(s).

I have had recent dealings with two Mainfreight staff members and wish to record as follows:

Mainfreight have contracted to move eight live animals from our location in Napier to three locations in Australia over two consignments. The animals are, two California Sea Lions, five New Zealand Fur Seals and one Sub Antarctic Fur Seal. The first shipment of five animals has been completed. We are not in the business of shifting or exporting live animals so a daunting prospect for us to organise.

Antoinette Ward

Dealing with Antoinette has been exceptional. Nothing is a problem, everything is handled reliably and with confidence. Nothing is too difficult. I have sincerely appreciated the level of support and responsibility that Antoinette has given throughout the process to date. While in Auckland I was impressed with the relationships that Antoinette had with Air New Zealand and all other parties that we came in contact with, including other work colleagues that I met.

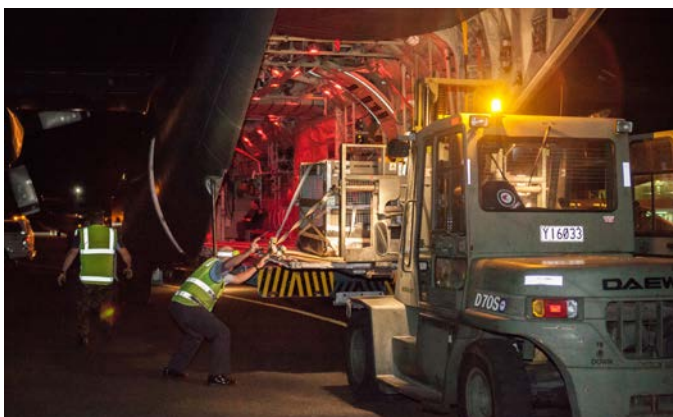
Chris Rogers

Chris is the Napier Branch Manager and he also has been exceptional to deal with and has made the whole process of the move so much easier. Again relationships with sub-contractors were excellent which aided in the smooth and successful move of the first consignment.

Both staff are a credit to your company. I am delighted that we chose Mainfreight to work with, the experience has been way better than I had optimistically hoped for.

Thanks and kind regards

Neil Fergus



From: Ross Butler (MFT ASH)
Sent: Monday, 22 December 2014 15:26
To: Don Braid
Subject: Duffy Books in Schools - Mainfreight Award

Hi Don

It gave me a great deal of pleasure to be invited along to one of our local primary schools last week at which Mainfreight sponsored a book and cup to a young 12 year old achiever through the Duffy in Schools programme. Her name was Gemma Taylor and she was thrilled to be presented with this in recognition of her achievement. She attends Netherby Primary School and moves on next year to Ashburton Intermediate.

I spent a very enjoyable 1.5 hours at their end of year assembly with the highlight seeing the pleasure on this young girl's face upon the receipt of her award. At a time when the stresses can be high in our industry, a short time out like this with the future of our country made me appreciate how joyful something like this can be; and with it a sense of huge satisfaction.

Thank you Mainfreight!!

I take this opportunity also to thank you and Mainfreight personally on behalf of my own daughter who has been awarded a Mainfreight Scholarship for next year. She is absolutely delighted and I am very appreciative – it's things like this that make it all worthwhile . . .

Compliments of the season to you and yours

Kind regards

Rossco

Ross Butler
Operations Manager
Mainfreight Ashburton



April 27th, 2015

Mike Moval
Branch Manager, Logistics
Mainfreight Inc.
1500 Chase Avenue
Elk Grove Village, IL 60007

Dear Mike,

I'd like to take this opportunity to thank you and your team for the wonderful job you've been doing these past several months.

The warmth and professionalism exceed most companies I've worked with. I am very impressed!

Marcos and his team are a pleasure to work with and we look forward to continuing the Juvo/Mainfreight partnership.

Sincerely,

Lainie Mercurio
Office Manager
Juvo Products LLC

Seed Genetics International is a subsidiary of the S&W Seed Company and the group is the largest producer of Alfalfa that exports to the world. The company is shifting its focus to a global approach across the group. Mainfreight have been there assisting me creating more of a partnership between our companies. They have helped to overcome a major issue we had with the transfer of stock from Australia to the USA this has saved the company thousands of dollar in detention/inspection fees.

I had used Mainfreight at previous export companies and initially approached them with a view of having a freight forwarder with a global presence that could reduce our international freight costs whilst also offering an alternative to a local freight forwarder. With their superior customer service, visibility of shipments via MainChain and the extra miles they are willing to go for their customers it soon became apparent Mainfreight offered more of what our business required. Over the past two years we have progressively moved the majority of our freight needs over to them. We are now shipping approx 300 TEUs annually from Australia.

Mainfreight has grown with us as our business needs have grown, especially in the past six months. We are now using the transport and warehousing side of their business. They both offer the same high level of customer service, online tracking and quoting system via the same MainChain system. It is a one stop shop for all my freight needs. If on the very rare occasions that something does go wrong I know that I have access to 24 hour support (not only to Mainchain but to key personnel with Mainfreight) that will action my urgent needs/requests.

I have also been working closely with the International side of the business to integrate our export documentation system. Their IT department has been very accommodating, working with our third party provider to ensure the correct data is transferred at the agreed time frames. Whilst we are still in the testing phase, I am planning to roll it out across the company in the near future. The next phase is to increase amount of integration to include the majority of the export data/documentation required.

There are many freight forwarders out there willing to offer the same service but in my experience very few have actually delivered what they have promised or to the same level of service as the team at Mainfreight.



Michelle Lench
Export Logistic Manager



Bruce Plested
Mainfreight Ltd

6th June 2015

Dear Bruce

I want to send you my grateful thanks. My cousin-in-law, Colin Osborn, has given me your name as the person behind the great generosity Mainfreight has consistently shown towards educational projects. I am aware of Mainfreight's support for the Bairds Rd School and other educational projects. It's a wonderful example of business and social goals working together.

In this case, Mainfreight has assisted the Pacific Libraries Project, which is supported by the Commonwealth Local Government Forum, and Local Government NZ. I have been collecting quantities of books for the last nine years from libraries and publishers around NZ to send to libraries in (so far) Fiji, Samoa, Solomons, Tuvalu, and Vanuatu. I've sent about 250,000 books and 75 PCs so far, and in the last two years, local Mainfreight offices have been wonderful in getting the steady trickle of boxes to me free of charge when they have spare capacity, so I can ship them all from Auckland.

Colin and Toni Osborn have become involved in this project too, particularly in Fiji. They have recently toured some of the libraries there which would not exist without this project.

Thank you again. Our project is making a difference in the Pacific.

Yours sincerely

Jill Best

Manager: Libraries
Tauranga City Council



ASIA



AUSTRALIA



NEW ZEALAND



EUROPE



AMERICAS



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