

# MAINFREIGHT TEAM REVIEW

NEWSLETTER JULY 2023



**MAINFREIGHT**

**DAILY FREIGHT**

**CHEMCOURIERS**

**OWENS** Carotrans



# NOTE FROM DON

Welcome to our mid-year newsletter compiled by our team, for our team, customers, shareholders and the odd interested and nosey market analyst.

As we write, we are releasing our year-end results for the financial year ending 31 March 2023. These are satisfactory, providing an increase in revenue of \$457 million to \$5.68 billion and an increase in Profit Before Tax of \$98 million to \$587 million. A profit before tax increase of 20%.

This result has come from a strong first half of trading. Our performance during the second half fell short of expectations as international freight congestion unravelled, which included a reduction in sea and airfreight rates.

Whilst this provided much needed rate relief and space availability for our customers, it has slowed our performance from the strong levels of growth we encountered over the past two years.

To put that growth into perspective, over the past two years, we have seen our sales revenues improve 60% and our Profit Before Tax improve 124%. We have added an additional 34 branches and one more country location (Indonesia) to our network. 2,071 more people are now part of our family as a consequence. We have built a bigger and better business – 331 branches across 26 countries providing careers for 11,311 people.

We continue to be growth focused, this momentum from the past two years provides the financial wherewithal to keep investing in our people, technology, facilities and network. We will invest a further \$676 million in Capital Expenditure for these developments through to the end of 2025.

In the next 6 to 12 months, we will expect to encounter slowing economic growth in most of the regions where we are located. Some will recover quicker – others not so. While this, and high inflation levels, requires a far more prudent approach to cost management on our behalf, we remain sales focussed. We wish to take more market share and increase the range of services for our customers. Particularly encouraging the use of all three of our key products: - Transport, Warehousing and our Air & Ocean capabilities.

This softening economic environment provides opportunities where competitors weaken, or disappear, and customers are looking for efficient, high-quality services with expectations that their freight is stored and picked correctly and delivered in full and on time.

That responsibility is with each and every one of us.

Reduce unnecessary costs at every opportunity, provide great service with a smile and politeness, and ask for more business. We are privileged to have very supportive customers. Let us delight them every chance we get.

We remain a confident and ambitious bunch of so and so's. Let's continue investing and growing this wonderful business of ours.

Ka kite anō

## SPECIAL NOTE FROM BRUCE

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### Carol Brown (nee Selwyn) – my trusted PA.

This most wonderful professional relationship began in 1973, when Carol moved from NZ Freighters in Wellington to become the secretary to the writer – the newly appointed Auckland Branch Manager of NZ Freighters. Freightling in those days was absolute chaos, with all freight destined for 40 miles or more having to travel by NZ Railways. We were at the mercy of the Rail, Storemen and Packers, Drivers, and Wharf Unions, as well as the Transport Department.

It was also an exhilarating time trying to beat massive difficulties every day and working extreme hours. Carol, with her unselfish and positive personality, was able to learn and do every task, and could solve most problems.

In 1986 Mainfreight (founded in 1978) modernised and “computerised” its operation. We called Carol, who agreed to come back and help.

– now after 37 years of the most thrilling business times, wonderful, generous, learned Carol is retiring and going to live with her husband, Greg, in Queensland.

It has been a pleasure to have had such a special relationship for 50 wonderful years – Thank you, Carol.

Bruce Plested

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## MAGAZINE DIRECTORY

04	Australia	51	Training & Development
14	New Zealand	55	Bereavements
26	Europe	57	Service Achievements
34	Asia	59	Long Service Legends
40	Americas	61	Global Awards / Photoboard
48	Technology	66	Feedback



# AUSTRALIA



## MAINFREIGHT AUSTRALIA – RODD MORGAN

Team,

As you will be aware, our financial year ends on March 31. We are pleased to advise that even after achieving strong growth last year we have again produced profit and sales growth. Whilst that is pleasing, there is little doubt that the current calendar year is likely to be tougher from an economic perspective. These challenging environments are often when we are at our best as a business. Branch Managers scrutinise their weekly profit & loss statements and can take action accordingly to quickly address areas that are falling away. We can address cost over runs and areas of inefficiency rapidly and we work even harder to ensure our service delivery is the best it can be. Our responsibility to deliver our customers' freight on time and in good condition is very serious indeed and remains our primary focus. A big effort is required from our sales teams to continue stepping up their work rate to introduce our services to as many businesses as possible – particularly businesses that might be hearing from us for the first time. Maintaining our revenue growth momentum is key.

Earlier this year we held successful branch opening celebrations in both Melbourne (Dandenong South) and Adelaide to mark the opening of four high-quality freight and warehousing facilities. This highlights part of our strategy to achieve growth and have the best chance of providing a great service. Investing in property and quality buildings helps grow our network and have more freight delivered by a Mainfreight branch. We have more great facilities coming online over the next few years.

We are delighted to report that our annual Branch Managers meeting was held in February and finally in person, after a couple of years of having to do it remotely. It was a particularly successful event and was held in Adelaide this year – the first time we have held it outside of Melbourne in many years. Along with the meeting being an opportunity for us as a group to plan the key strategies for the upcoming financial year, we also acknowledge and celebrate some individual and team success from the previous year.

The following awards which also highlight some of the things we value as a business were presented during the meeting:

- Turnaround branch – Transport Sydney
- Remeasure – Transport Geelong
- Cash Collection King – Wharf Sydney

The most significant award, the Branch of the Year was won by Transport Brisbane, who has performed outstandingly for several years now.

We presented 51 profit plaques to every branch that achieved their profit target, four Profit Pins to Branch Managers who had achieved this five times (Scott Knight, Luke Chance, Travis Dellar, Chris Bamford) and two who have done it an amazing ten times (Dave Coughlin & Greg de Lautour). We also presented the special Mainfreight blazer to six team members who have been promoted to Branch Manager for the first time.

This was a special three days together, and as you can see from the photo below; we have a great and upbeat branch leadership team. Congratulations to everyone involved.

Please take some time to look through the following pages of this mid-year production and absorb some of the great things we have going on and the talented people we have across the business.

Finally, thank you to our team for the performances that produced an even better year than last year which, for the third year in a row, beat our targets. Let us now really knuckle down to the big task at hand and ensure we can beat our targets again.



Australian Branch Managers Conference 2023

# MAINFREIGHT TRANSPORT – SIMON HART

Great year team! Whilst I am sure it feels like it has flown by, everyone has achieved a great deal and should feel justifiably proud of their contributions. Three new regional branches were opened (Dubbo, Orange, and Mackay), three moves were completed into new purpose-built facilities (Melbourne, Adelaide and the Gold Coast) and more importantly we achieved quality and profit targets that we set for ourselves at the beginning of the year.

As one year draws to a close, the next one begins. Collectively we have all agreed on new targets and it's time to refocus and go again! The exciting aspect of the twelve months in front of us is that we spent the last twelve months preparing the business to grow and achieve our targets.

Please remember that quality comes first. Quality to us means delivering the freight on time, in full and in good condition. Quality means doing this while having an immaculate presentation. Our people, our vehicles and our facilities should always be presented brilliantly. Quality means doing this in a safe way, in our branches and on the roads. Finally, quality means looking for ways to do it better and there is no better way to do this than an effective PAT.

Alongside our regional network expansion, we have also expanded our involvement in the Books in Homes Charity. We are now working with 29 schools throughout Australia, giving books to children in disadvantaged circumstances. It provides our team with a fantastic experience to visit the schools and participate in a Books in Homes assembly. We believe that early literacy engagement and the development of reading skills improve educational outcomes for students.

## CHALLENGE OURSELVES TO DO THE FOLLOWING BETTER

01.

Delivery performance. This is not a set and forget target. Collectively we need to be working towards our goals every day. Every day will bring a new challenge; however, we have the team in place to look for solutions to ensure we deliver the freight on time. Be agile!

02.

Presentation. If we look tidy, we will play tidy. This is part of delivering a quality service. We want immaculate people, facilities, equipment and trucks.

03.

Have fun. Whilst there is a job to do it is important to have fun while you are doing it. We spend a lot of time together as a family. Think about how you can bring a smile to your teammates' faces.

04.

Bottom-up. Our team make this business special. We need your ideas and actions to make us better. Our Positive Action Team meetings are there as a forum for you to make decisions and make changes in the best interest of our customers. Keep the ideas coming.

I hope you enjoy the below contributions from our Australian Transport team. Thank you for a special year and your enthusiasm to make this one even better than the last!

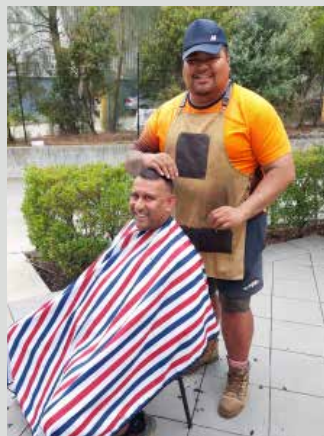
## DRIVER APPRECIATION WEEK – ERSKINE PARK

Another year where we get to show how much we appreciate our Owner Driver team.

The team planned breakfast BBQs, Mainfreight lunch boxes, lucky dips, a putting challenge, haircuts by our very own resident barber Richie, daily raffles, an Easter egg guessing game and free coffee all week. We believe that these small tokens of our appreciation show our gratitude for the frontline team, whilst we also have a bit of fun!



Palwinder Singh with one of our lucky dips



Richie Sulusi cutting Driver Bobby Singh's hair



Driver Pauly Singh having a go at our putting challenge





L-R: Massey Wade, Ms Anne Stanley MP Member for Werriwa, Paul Jones

## ELECTRIC VEHICLES – PAUL JONES

On the 1st of February, I was fortunate enough to be involved in the receipt of our 6 electric vehicles at the Kookaburra site, as part of the Foton Mobility Distribution 'New Energy' service rollout. Also in attendance were the Foton Mobility team, and Ms Anne Stanley MP, Member for Werriwa. The NSW Electric Vehicle Strategy is intended to increase EV sales to 52% by 2030-31 and help NSW achieve net-zero emissions by 2050.

Including our existing EVs, we now have 8 operating across the country. Electric vehicles provide benefits for individuals and the community – battery and fuel cell EVs produce no tailpipe emissions and have lower running costs than petrol and diesel vehicles. It is great to see Mainfreight and our partners investing so proudly in sustainability for the future.

## OUTWARD BOUND – JACK POOLE

Outward Bound in NZ has been a bucket list item for me since I've been with Mainfreight, and it did not disappoint.

We had 14 amazing blue-blooded individuals going into Anakiwa together, and from the very start, we were a family. Team from the Americas, Asia, Europe, NZ and Aussie made up our 'watch'. We were challenged both physically and mentally and the way everyone in the team rose to the occasion was brilliant to see.

Nestled in the Marlborough sounds, Anakiwa itself was stunning. With New Zealand rainforest and mountains hitting the crystal-clear waters of the sounds. Developing relationships with the team from different walks of life and different parts of the business was definitely a highlight for me. The course taught us that the limit to what we can achieve is set by us and us alone.

Which is a lesson I cannot wait to bring back to the branch and team in Albury.

I feel blessed and grateful to be given this opportunity and the memories and friendships made will be with me forever.

## FIRST TAUTLINER PAN COMBINATION ROAD TRAIN – IAN PATTERSON AN OWNER DRIVER

Hello Everyone,

I wanted to say thank you to you all, we recently picked up not just a new unit, but the first tautliner/pan road train unit for Mainfreight and has been very exciting. The combination itself holds 50 pallets, which means greater efficiency in loading capacity, stronger environmental practice – (fewer trucks on the road), stronger fuel efficiency and better customer experience.



Our new Bunbury Branch

## TRANSPORT BUNBURY - SHAUN SULLIVAN

The exciting expansion of the Mainfreight Transport network finds its way down to the Southwest of Western Australia with our new branch in Bunbury.

Joining Mainfreight late last year and being tasked with undertaking the set-up and commencement of a new branch seemed like a daunting task at first. However, throughout the short journey so far, the Mainfreight culture and support have stood out creating a very enjoyable experience for me. Firstly, a huge shout out to Jesse and the Perth Transport team for their help in training myself and Alex Hawira as well as Jesse's ongoing support as Bunbury looks to accelerate into a growth phase.

We are already seeing huge interest in what we have to offer for the greater southwest region. Whilst there are still some aspects of the facility that we will look to improve over time, the ability to operate as a standalone branch gives us a great opportunity to be customer focused and generate new business for our network.

Finally, I would like to thank the entire team for their ongoing support and guidance, it was great to meet as many of you as I could during my recent visit, and we are excited to see what the southwest region holds for Mainfreight across all aspects of the business and being part of the overall growth.

Watch this space!

While I knew the combination would be good to tow, the trip from Epping (Melbourne) to Larapinta (Brisbane) displayed how well the whole unit tracked, providing exceptional ease of driving, strong road contact (no drifting), and a high level of road safety. The ease of loading the Pantech was impressive. As part of our normal practice, checking the load on the trip, within the Pan – nothing had moved. Noting not all freight at this point fits the Pan profile, however, we believe this profile holds a strong future for speed and efficiency.

Thank you all again, it takes a Mainfreight team to bring this kind of result together.



Brand new Mainfreight Road Train



# CLAIMS PERFORMANCE

Outward Consignments Per Claim			
Branch	To Mar 2023	To Sep 2022	To Mar 2022
CCA DANDENONG SOUTH	18545	14702	25855
CCA EPPING	14708	12101	475
CCA BRISBANE	10689	16837	54355
MFT GEELONG	9255	12346	1416
CCA PERTH	8133	8334	8514
CCA ADELAIDE	5789	3344	3759
CCA PRESTONS	4930	3841	9790
MFT DANDENONG SOUTH	4094	3062	2117
MFT NEWCASTLE	3906	4769	3239
MFT ADELAIDE	3354	4932	3088
MFT TAMWORTH	3328	2361	3386
MFT ORANGE	3004	0	0
MFT BALLARAT	2862	2902	959
MFT TOWNSVILLE	2845	2237	3368
MFT CANBERRA	2458	1802	1638
<b>Total Company</b>	<b>2243</b>	<b>2023</b>	<b>1800</b>
MFT PRESTONS	2007	1830	1090
MFT ALBURY	1899	3036	2270
MFT EPPING	1828	1792	1348
MFT NARANGBA	1788	2331	939
MFT BRISBANE	1498	1547	1423
MFT TRARALGON	1473	1295	1248
MFT WOLLONGONG	1321	1577	13693
MFT TOOWOOMBA	1133	951	4338
MFT GOLD COAST	1108	988	1384
MFT ERSKINE PARK	964	664	1945
MFT PERTH	741	774	626
MFT BUNBURY	438	0	0
MFT BENDIGO	0	0	9327
MFT DUBBO	0	0	0
MFT MACKAY	0	0	0

Inwards Consignments Per Claim			
Branch	To Mar 2023	To Sep 2022	To Mar 2022
CCA DANDENONG SOUTH	26292	18314	18053
CCA ADELAIDE	16728	0	9772
CCA EPPING	11092	11364	11195
MFT GEELONG	10018	0	2930
MFT TRARALGON	9943	9727	9754
MFT TOWNSVILLE	8020	10216	3573
CCA PRESTONS	7831	6510	4353
MFT DANDENONG SOUTH	7573	5523	3645
MFT BENDIGO	5946	3943	8080
MFT ORANGE	5819	0	0
CCA PERTH	5492	6273	6397
MFT WOLLONGONG	5310	11141	11413
MFT GOLD COAST	5192	3337	3999
CCA BRISBANE	4658	3691	4132
MFT ALBURY	4288	3739	3727
<b>Total Company</b>	<b>3761</b>	<b>3357</b>	<b>2753</b>
MFT PERTH	3643	3987	3489
MFT CANBERRA	3122	1836	2773
MFT NEWCASTLE	2993	3776	3013
MFT NARANGBA	2761	1610	2622
MFT BALLARAT	2722	1902	5988
MFT MACKAY	2672	0	0
MFT TAMWORTH	2643	4643	1642
MFT ERSKINE PARK	2449	2009	2304
MFT ADELAIDE	2410	3034	2276
MFT EPPING	2266	1752	1437
MFT PRESTONS	2149	1931	1074
MFT BRISBANE	2141	1768	1968
MFT DUBBO	1455	0	0
MFT BUNBURY	0	0	0
MFT TOOWOOMBA	0	0	5063

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.



Dandenong South



Wendouree Primary School in Ballarat



# WAREHOUSING AUSTRALIA

## – RIYAZ JORDAN

Thank you to all our team members for their continued efforts and commitment for the past year. We continue to add efficiencies within our operations and improve our quality and service to our customers.

Regarding quality, the only measurement of our service performance is how the customer perceives it. As customer demand heightens, actively listening to customers' requirements and adding value to their operations will allow us to stay competitive. By taking responsibility for our actions, we can identify areas of improvement, increase quality and morale, and remove waste from existing processes.

An example of this initiative is the roll-out of the MIMS Retailer project scheduled for completion later this year.

Most Australian retailers have a set of message guidelines defining how suppliers should trade with them via electronic messaging. Our team has previously relied on an external software package to facilitate these requirements. With the Retailer project, our team has developed these requirements within our existing MIMS system, thus eliminating the need for Data Manager and removing waste from our current processes. These changes eliminate time from the operation and improve the accuracy (quality) of our pick pack process.

With the completion of the Adelaide and Melbourne Warehouses in January, we have also successfully consolidated our smaller sites into these larger facilities. As we move into the second half of the year, we will look at further consolidation of Warehouses as we bring our Perth and Sydney teams together at Roe Highway (Perth, 20,000 sqm) and Moorebank Intermodal (Sydney, 55,000 sqm) Warehouses. Both sites are located on the rail network and will provide further efficiencies within our Transport network as we look towards moving more freight within the rail network.

These new Warehouses demonstrate our commitment to customers and build on our long-term partnership. We have an exciting year ahead and look forward to building momentum.

Thank you, team!

## CHALLENGE OURSELVES TO DO THE FOLLOWING BETTER

01.

MBWA (Manage by walking around). Do not walk past the problem. Addressing challenges as they occur and following up with the team will make us a better business. Be proud of your branch.

02.

Decision Making. Our team usually know the problems and solutions best. They are also closest to the problem and can act quickly. Let's encourage team members to make these decisions.

03.

Value the improvement of a good idea. Celebrate these ideas and create an environment for our team to ask questions and share ideas.

04.

Continuous Learnings and Training. No matter how experienced we are, things change. Continuous learning and training are great ways to keep everyone up to date with skills and knowledge.



Moorebank, Sydney NSW



Roe Highway, Perth WA

## MY JOURNEY TO AUSTRALIA – ALEX PANAIT

Journey to Mainfreight Australia, or just another version of “The butterfly effect” rolled out in time!

My journey to Mainfreight Australia goes back in time to my early years at Mainfreight, in 2012. After 2 years spent in Romania as a Team Leader and 6 months in Belgium for a Spare Parts Customer Implementation, I became part of the Business Development team in The Netherlands. Luckily enough, I met a fellow graduate, Martin, who came from our Australian Business.

Fast forward after some loong Saturday nights and Sunday “barbies” with Romanian homemade “mici”, I was thrilled to see my name on the Announcement for the April 2014 Outward Bound participants. Thinking that it would be a once-in-a-lifetime opportunity, my partner Oana, and I decided to seize the moment and booked 2 weeks of travelling around Australia to Sydney, the Great Barrier Reef and, of course, Melbourne to visit our friend. Impossible to tell if it was the Melbourne weather, the Bondi to Coogee walk or the “proposal” on White Haven Beach that made us consider Australia as one of the places we would like to start a family and raise kids; it probably all together played a role.

One more detail worth mentioning in this story is that during Outward Bound I also met and shared a couple of early morning runs & cold dives in the sea with Sander, a fellow European but part of our Australian business at the time.

A couple of years down the road, in 2016, someone who probably saw more in me than even I did at that moment had the confidence to challenge me (at 29 years old) with the lead of a branch having close to 100 team members, over 10 million EUR revenue and...some hiccups on the bottom line. I could not describe better the growth that happened during those 5 years than just saying that somewhere down the track we had to build a new office for our growing team and turn the old one into a canteen.

Meanwhile, from a personal perspective, Oana and I got married and had 2 lovely daughters. In 2020, right when COVID-19 was just a headline in the news coming out of China, we decided it is time to make the move. I applied for a role in our Warehousing Business in Australia. Luckily, the process didn't go through, and we could experience the milder lockdowns in Romania, but in 2021 another door was open and this time it was successful.

My version of “The Butterfly Effect” reached a point in time where I am now working under the same roof with Martin and Sander, in Epping, Melbourne, thousands of miles away and years apart from where and when we first met.



## FIELD OF DREAMS – SCOTT KNIGHT

Wow, what an amazing journey we have been on here in Adelaide.

By the time you are reading this, we will be kicking goals in our new World Class Warehousing Facility.

Who would have thought 11 years ago starting on the floor in the Regency Park Warehouse with 3,200sqm 2 Team members to being the Branch Manager with 2 overflow sites with 9 Team Members and now just a shy 10,000sqm brand new site with DG bunker, cool room, 3 meeting rooms a kitchen, 6 toilets and huge office space. To the people who are thinking wow what did they have before 1 toilet, 1 small kitchen and a portable office?

We have also added our 10th team member who will be our first-ever Business Development Executive for the Regency Park Warehouse which is very exciting as the journey that we are on will set us up to achieve our profit target in the near distant future.

A big thank you to our hardworking dedicated team who will all achieve great things with Mainfreight in the future.

PS: keep an eye out as we could well open a second stand-alone Warehouse in the near distant future - Stay tuned...



Scott Knight and Kate Parsons



# MAINFREIGHT AIR & OCEAN / CAROTRANS AUSTRALIA – GRANT DRAPER

We are loving the sales activity we are seeing at the moment as there are so many opportunities to increase the volume we are moving for our existing and new customers. The ships and planes have space on them and the freight cost to move goods are lower than they were a year ago. We have a great team and innovative solutions so let's continue to get out there and bring on that new business and meet some of these great new customers.

I hope you enjoy the great photos and articles below. They highlight some of the things that we consider very important to us and our customers. The push for access to German shippers and exporters is an indication of our focus to gain more long-haul European trade for our branches there. This includes all our great branches in Germany, France, Italy, the United Kingdom, The Netherlands, Belgium, Poland, and Spain.

Environmental sustainability is a talking point for many of our customers. All the things we are doing from having electric trucks (pictured) in our fleet to providing meaningful reporting on the emissions involved in the freight movement are highlighting our value and credibility in this area for our customers.

The Adelaide branch opening celebrations give you an indication of the importance we place on continued investment in our facilities to ensure we provide a high level of quality service in Australia. The A&O teams are close to moving into two new depots. The construction of our Brisbane airfreight and perishables cool store and depot is due for completion in around the time of printing this newsletter and our Perth A&O team will also be moving into their new warehouse and wharf transport depot.

We are driving airfreight growth and investing in the training and development of our airfreight specialists in our separate airfreight branches. This knowledge and the relationships made with the airlines will help them find the best solutions for our airfreight customers.

What could be better for team building than participating in a charity fun run and other events together, while enjoying a good laugh and reconnecting with the team from around the business.

Thanks, team we have a lot to do this year but please have some fun and enjoy the challenge.

## CHALLENGE OURSELVES TO DO THE FOLLOWING BETTER

01.

We are part of a global network and must feed freight into it by gaining new business.

02.

Take action to get the increased volume in air and sea that we need through quality service and sales activity.

03.

Our LCL goal is to have direct consols with every Mainfreight gateway branch overseas.

04.

We are working towards having an A&O salesperson in every regional transport branch.

05.

Take action to manage our overheads by removing cost.

## ELECTRIC TRUCK – DAVE COUGHLIN

Hey Team, here it is, Air & Ocean's 1st electric truck in Australia, based out of Springbank St and being used for airport runs. It is also being used to deliver air freight shipments to our large customers in Tullamarine, which they are very excited about. In fact customers are sending us photos of the truck at their sites. It's great progress for us as a business and even greater we can be part of it.



Our electric truck driver from Mainfreight Metro with some of our excited customers

## NEWCASTLE PORT – LUKE CHANCE

The team and customers here in Newcastle are hopeful that containers can soon pass directly through our own container port rather than having to travel the two-and-a-half hours by road to and from the port of Sydney. It's great to see the Federal Government of Australia along with the New South Wales Government supporting legislation to open a container port in Newcastle. The first stage will be an empty container park supporting 2,000 TEU, and then in a couple of years, the infrastructure will be built to handle the world's largest container vessels. The port of Newcastle is the biggest coal port in the world, and it does have to diversify. A container terminal at the Port of Newcastle is tipped to benefit the Hunter region and the state of NSW.



Newcastle A&O Team

L-R: Clay Wilson Halford, Julia Brogi, Luke Chance, Ben King.



L-R: Rodd Douglas reach stacker operator and Lisa Tran sales team (Is that fear or a smile?)

## SALES GROWTH WITH MAINFREIGHT WHARF

Melbourne A&O and Mainfreight Wharf (Altona) have been getting together to work out how to best help our joint customers. One of the key outcomes these sessions cover is how to gain the volume growth we all need to achieve (that's one of the talks). A&O and Wharf are using these catch-ups to expose ways to better work on opportunities together and find how we can better support one another.

## FIRST BOOKS IN HOMES – ANGELA ETIKA-FENWICK

Mainfreight Townsville Transport and Air & Ocean teams presented at our first Books In Homes school assembly last week. Townsville West State School is the 2nd oldest school in Townsville, currently home to 110 pupils ranging from prep - Year 6. Our Townsville team were accompanied on the day by children's author Ian McIntosh. What a rewarding experience for all involved.



Back L-R: Joel Nikeller Branch Manager Transport, Jack Grimwood BDE, Angela Etika-Fenwick Branch Manager Air & Ocean.



## AIR & OCEAN GEELONG IS UP AND RUNNING – KSENA CHUDAK

Our branch was opened on the 7th of November 2022. It's been a challenging but fascinating ride so far. We look forward to our first full financial year as there is plenty of energy, ideas and support on the way to making the branch profitable and hitting our profit pledge. We reside alongside our Geelong Transport depot, and both Sherie (our sales executive) and I are very lucky in having such a supportive team around us.

Sherie says it is an exciting time for us, getting to know our local businesses and getting to know each other has been a lovely experience. Ksenia and I are a two-person team, taking on the entire Western Victoria. We have David Carswell working in the Transport division, he is full of industry knowledge with over 10 years with Mainfreight, is a real rock for me out in regional Victoria.

I am thrilled to be a part of this wonderful team.



L-R: Sherie Patton, Scott Jones (MFT Branch Manager), David Carswell, and Ksenia Chudak (A&O Branch Manager) looking for new Geelong Customers.  
How tall is Scotty?



Back L-R: Guests, Aidan Erlik, Vincent Pirozzi, Damien Kozelj, Front: Queenie Lok, Lingna Ngo

## RUN FOR THE KIDS – LINGNA NGO

Some of our Melrose Drive team at the Run for the Kids event took this photo to mark the occasion, we were doing a mixture of both long and short courses.

There was the Bolte Bolt (100 metres, Run for Kids ran a separate competition to see who could “bolt” the fastest in the last 100-metre incline of the bridge – inspired by Usain Bolt), some were gassed out less than halfway through the run because they wanted to take on Usain Bolt’s 9.58s record!

Some of us right after the run slow-jogged to the stands handing out free yoghurt and juices to put back on what we burned.

At The Harbour Kitchen, where Mainfreighters gathered post-run there was great banter about who beat whom.

It was fun spotting who was wearing the Mainfreight blue t-shirt amongst the crowd. A bit of camaraderie at a distance.

# NEW ZEALAND



## MAINFREIGHT NEW ZEALAND – CARL GEORGE

As we close off another financial year, it is important to first recognise the efforts of our wonderful teams throughout the country who have helped us achieve what we have in the past 12 months.

We must also take the time to recognise our teams and wider Mainfreight Whanau in Northland, Coromandel, Gisborne, and Hawke's Bay, impacted by the recent severe weather event, Cyclone Gabrielle, which brought widespread devastation and disruption to these regions. In true Mainfreight style, it has been heart-warming to see our teams from around the country reach out with support during this challenging time – thank you.

These past 12 months have been a transitional year between huge levels of demand in the first half of the year to a more normalised level of activity throughout the Transport, Warehousing and Air & Ocean businesses. As we do every year, it is all about looking forward and accelerating momentum and where we can improve and grow this coming year. Ensuring everything we do – Our Quality, Service, Image, and Growth is operating “above the line”, not “below” it, is a clear objective for all branches this year.

It is exciting again this year to see a group of new “first-time” Branch Managers stepping up to the plate. We must continue to hire, develop, and promote the next generation of leaders in the business as our network continues to grow in the years to come. Everyone is responsible for contributing to this “Blue Pot” of future leaders, and we should always be open to sharing them with our brothers and sisters in other parts of the business.

This is even more prevalent as we continue our network development this year, with our largest warehouse – 40,000m<sup>2</sup> in Auckland due to open mid-year, followed by a new start-up transport branch in Cambridge (Waikato), and in 2023 / 24, expect to see more new sites completed throughout the country, something we are excited by and privileged to be able to do.

Growing our customer base this year is an important focus for all branches. Everyone is responsible for working together across all divisions to provide our existing and new customers with world-class end-to-end solutions.

We are all salespeople at the end of the day, no matter what our role is, and we must turn over every stone this year looking for new opportunities.

We have plenty to do this year. Good luck, everyone. Working closely together as one united team and remaining focused on the goals we have set for this year will ensure we continue the strong momentum in New Zealand.

## CHALLENGE OURSELVES TO DO THE FOLLOWING BETTER

01.

Act with pace in everything we need to do this year – if you snooze, you lose!

02.

Never leave a sales call empty-handed; there should always be something to take away from a call.

03.

It doesn't hurt to look in the Mainfreight mirror. Do we look and act the way we should as Mainfreighters every day?

04.

Be honest with your quality and service. If it is not up to scratch, do something about it.

05.

Be true to our special Mainfreight culture. We must all live and breathe this every day and ensure it is not lost in the years ahead.

06.

Are we operating below the line or above it in your branch? Take the time to understand this and put actions in place to improve.



In true Mainfreight style, Clayton Tito came to the rescue with diesel en route to Gisborne, queuing at a roadblock with some real tankers to keep the trucks and forklifts operating



Gerard Phillips, Mainfreight Napier, cooking up sausages to support residents and roading crews at Esk Valley hit hard by flooding



## MAINFREIGHT TRANSPORT – NIC KAY

We sure have tested the resilience of our Transport business over the past three months with flooding, road closures, cyclones, and disrupted Interisland ferry services impacting branches across the transport network. It's been amazing to experience the teamwork that everyone has contributed. Thank you for the support everyone has contributed to maintaining service levels for our valued customers.

As we launch into another Financial Year it's a great time to reset and focus on what's needed to achieve your respective branch and team goals. We have another exciting year ahead as we continue to develop as a team and business. We must think and work smarter to maximise our service offerings across the network. Committing to our proven depot systems and "looking after your mates" by quality loading, communication, and managing the freight flows will provide our customers with the best service and customer experience.

Lifting everyone "above the line", across our operational, transport and financial KPIs will be a key focus for the new Fiscal year. Take the time to review and understand the new weekly "above the line" quality stats to understand the influence you have on these and the importance of how this affects the network. If we all get our key quality, financial and delivery performance above the line we will continue to grow as a team and business, and most importantly provide the best customer experience.

We have continued to expand our network and service offerings over the past year getting closer to our customers and opening capacity for new customers and freight volumes. Whether you are in operations, transport, sales, admin, or customer service we all influence the sales process and service levels of our customers. Don't underestimate the importance that every team member plays in sales. Please make sure you play your part in delighting our customers, both new and existing.

We have had new team start within the business, we must welcome them with sound mentorship and support. It's critical that all team have a good understanding of our business and a sound overview of our Mainfreight Pillars. Providing all team with training and development will ensure they are learning, cross-training and getting a better understanding of the many career pathways we offer as a business.

It's great to see the image of our vehicles across the country improving. The importance of having the best presented fleet and most professional drivers is critical to our brand and service offering. The professionalism, pride, and service our Owner Drivers deliver every day for our business and customers is greatly appreciated – thank you.

We are excited about the year ahead and, as a business, thrive in challenging market conditions. Don't be a passenger, let's lift the intensity and the hustle across all key measurements in the business as we continue to grow as a team and business.

### CHALLENGE OURSELVES TO DO THE FOLLOWING BETTER

01.

We are a network business – don't be the weakest link.

02.

Hustle, intensity, and energy every day

03.

Quality in everything we do – communication, operations, transport, and sales.

04.

Image is everything - best presented buildings, fleet, and team.

05.

Pick up the phone and talk to each other – reduce emails.

06.

Honesty and integrity across all business measurements.

07.

Provide our customers with the best customer experience!

Thank you all very much for all the hard work, dedication, and passion you and your families commit every day - it's greatly appreciated.



Loaded and ready to go

## DELIVERY TO THE BARRIER

Our customer in Cromwell, supplies engineered buildings, which are factory-built, and transported panel by panel, vertically on transportable decks.

They came to us with a challenge to see whether we could transport 7 of these decks, from Cromwell to Great Barrier Island, 1,783 km away.

This took 3 weeks of planning full-time, with the job encompassing -

- 4 trucks heading from Cromwell to Thames
- An over width truckload of steel framing from Auckland to Thames
- An unload and reload of a truck and trailer at the Thames depot
- A chartered barge from Thames to the Great Barrier Island.
- 6 team members
- Two trucks with airbag suspension
- A 50-tonne crane
- A tow tractor
- A builders trailer
- A diesel tank
- 120 mats to lay down so we could drive every individual deck across the beach and a stream

Did we mention that access to the delivery site was only the width of the truck, but elevated 200m above sea level?

Two full weeks of delivering 1 deck at a time, up and down a small driveway, had our team relatively relaxed after a stressful week.

After a false start due to the cyclone that devastated the North Island, we carried this out with precision, a massive dose of the “she’ll be right”, and of course the good old Mainfreight luck.

Even with a couple of mechanical hiccups that delayed us by 24 hours on the island, some huge days and nights were done to achieve the project, on time, and within budget of what we had quoted.

The finished home is still a while away from completion, but it will be stunning, and we look forward to the housewarming party!

A special mention to Clayton, Aryaman and Scotty from our Mobile Branch, and Hinton from Cromwell for all their efforts in assisting with this project. Also, to our customer for trusting us with their business.

Their next ‘special’ project is flying panels into Fiordland National Park for a Department of Conservation job, which we look forward to facilitating for them.



Halfway through the 7-hour barge ride to the Island



The sand beach that the crane and 7 truckloads had to cross



## MAINFREIGHT ASHBURTON BRANCH OPENING

Mainfreight Ashburton had its official branch opening on Thursday 16 March 2023.

They moved from their existing smaller site (1,363m<sup>2</sup>) to a brand-new custom-built facility just around the corner (2,365m<sup>2</sup>) with a truck wash and rainwater harvesting.



Ashburton Team standing proudly in front of their new depot  
L-R: Arvin Singh, Sunny Singh, Abbey Jarvis, Yvonne Kirdy,  
Evan Steel, Pete Manutai-Esau

## HELPING THE COMMUNITY IN TRUE MAINFREIGHT SPIRIT

After the recent floods, we had a unit arrive with 30 pallets of donated food to be delivered. The problem was, the receiver had no way of unloading this.

We offered to unload goods in the Mainfreight depot and as a team, we loaded up a couple of tail lift trucks to get this delivered. Upon completion, we were informed of another truck of clothing etc. was due in on the same day and could we help.

Donations of clothing, footwear, crockery, blankets, food and more turned up and needed to be delivered to Super Grans here in Gisborne for them to distribute.

Local volunteers alongside our Mainfreight team hand unloaded a truck and trailer and delivered it to the Salvation Army, local Marae, and community groups.

A massive task and a great feeling to be able to help, and this was only day 1 of many more to come.

To the right - photos of our team and volunteers getting the job done.



New Whangarei offices up in lights

## MAINFREIGHT WHANGAREI UPDATE

The Mainfreight Whangarei team moved into their new offices in mid-January. After three years of hot desking as a result of outgrowing the old office, we were placed in temporary accommodation in the form of moveable cabins in the car park while our new office was being built.

Despite it being summer the weather inhibited the timing of the move. Luckily the worst Cyclone Gabrielle did structurally was blow over a couple of flag poles. Much like any new house, it takes time to move all the chattels in and get them in place.

The team hardly know themselves in the flash new Whare. She's a two-storey build, two meeting rooms, upstairs and downstairs bathrooms and a kitchen upgrade. Being able to have the team under one roof in a unified, comfortable, and spacious environment has been a long time coming. The difference has been felt immediately.

As I write this the team are just enjoying the maiden voyage (lunch) of our new kitchen. A mealtime spent sitting as a family, reflecting on how little old Whangarei now has its own commercial kitchen and chef!





The Mainfreight 2 Home unit is dedicated to the Waiheke Island area and gives us an electric presence on the Island



The Chemcouriers unit will run out of Chemcouriers Auckland to the Pukekohe area and has had a great uptake from our customers and local growers in the area

## ELECTRIC TRUCK BRANDING

We now have the following Electric Trucks:

- Seven ECanter Factory Electric located in our branches in Auckland, Hamilton, Tauranga, Wellington, and Christchurch
- An E Truck (XCMG) Battery Swap with 3 batteries – this is currently running linehaul between Auckland and Hamilton
- Our Isuzu Diesel to Electric Repower which is located in Christchurch
- Four Hino 300 Factory Hybrid working in Rotorua, Wellington, Dunedin, and Nelson

Our new additions to our electric fleet with the new look electric branding.

## DONATED SILAGE

We assisted by donating a truck and trailer to deliver 42 bales of silage to the Hastings area from farmers in the far north in Kerikeri after Cyclone Gabrielle hit. There was an overwhelming response from the local farmers who all got involved. The truck went into Mohaka (you can't go any further than that!). It involved coordination with covering all the requirements with MPI and organising getting the truck piloted from Taupo to Mohaka.

A big thank you to our driver Sukhpal Singh #20076 who did a fantastic job getting this through, especially as some parts of the road were very narrow and to Mike from the FTL team.



Our FTL unit picking donated silage from farmers in Kerikeri







Operations Managers Meeting



Transport Managers Meeting

## OPERATIONS AND TRANSPORT MANAGERS MEETING

Our Operations and Transport Managers from around New Zealand came together recently in Auckland for their annual meetings.

They use this as an opportunity to share ideas, learn from each other and plan for the year ahead.

## CYCLONE GABRIELLE

Napier was completely cut off by road from all routes south/west/north after Cyclone Gabrielle hit.

There was a complete power outage covering the entire region for several days which involved no power, mobile network, or internet.

Everyone remained very much isolated with roads in and out unpassable, and further flooding occurred regularly as stop banks failed.



Taradale outskirts



A chopper we sent in with a generator, food and supplies for one of our team members Debbie Brady who was isolated after the flooding



Our new Mainfreight truck just needs to be painted blue!



Assisting with getting a generator off the Navy Ship

# CLAIMS PERFORMANCE

Outward Consignments Per Claim				Inwards Consignments Per Claim			
Branch	To Mar 2023	To Sep 2022	To Mar 2022	Branch	To Mar 2023	To Sep 2022	To Mar 2022
Metro Auckland	7,416	11,163	9,976	Masterton	8,450	9,075	4,331
Metro Christchurch	7,316	5,410	87,287	FTL South Island	7,420	0	685
2Home Hastings	3,917	0	0	Metro Auckland	4,563	4,721	4,661
Chem Auckland	2,534	2,178	1,524	2Home Hastings	3,875	0	9,959
2Home Christchurch	1,343	1,240	1,663	Metro Christchurch	3,708	4,016	2,181
2Home Auckland	1,193	1,335	1,122	Whakatane	3,701	7,086	0
Seaview	1,134	909	2,766	2Home Auckland	2,762	3,457	2,856
Rotorua	1,068	1,064	857	Christchurch	2,692	2,772	2,403
Masterton	1,048	801	1,544	Seaview	2,657	2,323	2,534
Mobile Hire	897	0	0	Oamaru	2,525	3,901	16,527
Oamaru	887	1,596	3,352	Gore	2,422	2,103	1,512
Levin	872	1,847	2,235	Chem Auckland	2,406	3,336	3,181
Palmerston North	833	874	710	Metro Wellington	2,139	0	0
Gisborne	787	1,697	832	Whanganui	2,125	1,886	2,953
Dunedin	782	963	869	Levin	1,865	2,735	2,243
New Plymouth	737	1,022	958	Taupo	1,756	1,458	1,119
Hastings	714	968	1,235	Rotorua	1,689	1,673	1,274
Timaru	699	592	505	Cromwell	1,648	2,044	1,219
Gore	693	1,078	1,476	Wellington	1,613	1,403	1,089
Napier	680	721	587	Timaru	1,599	2,006	2,220
Tauranga	657	710	789	Hastings	1,544	1,503	1,631
Ashburton	634	1,249	505	Dunedin	1,516	1,501	1,146
Wellington	623	780	514	New Plymouth	1,426	1,566	2,089
Greymouth	609	796	845	Tauranga	1,404	1,609	1,968
Hamilton	609	705	901	Ashburton	1,391	3,004	2,773
<b>Total Company</b>	<b>603</b>	<b>636</b>	<b>584</b>	Owens Auckland	1,366	1,193	1,204
Auckland	584	603	531	Napier	1,228	1,149	678
Invercargill	565	645	717	<b>Total Company</b>	<b>1,178</b>	<b>1,200</b>	<b>1,182</b>
Whangarei	556	584	689	Auckland	1,013	932	785
Whanganui	553	537	906	Hamilton	1,009	944	1,629
Christchurch	548	639	516	Invercargill	988	1,226	937
Hobsonville	534	0	0	2Home Christchurch	961	757	1,555
Cromwell	513	1,069	533	Palmerston North	943	716	938
Mobile Auckland	510	768	1,394	DF Auckland	937	1,110	975
Owens Christchurch	510	608	392	Owens Christchurch	913	1,187	1,084
DF Christchurch	496	490	498	Thames	899	734	1,364
Blenheim	470	557	668	Hobsonville	864	0	0
Owens Auckland	440	375	318	Whangarei	859	906	907
Thames	431	461	1,657	Blenheim	821	906	897
Whakatane	375	3,330	0	DF Christchurch	778	707	641
DF Auckland	338	343	350	Gisborne	710	813	640
Nelson	306	403	422	Greymouth	701	1,092	761
Taupo	280	222	365	Kaitaia	536	934	1,577
2Home Wellington	211	385	293	2Home Wellington	416	391	525
Kaitaia	196	389	215	Nelson	370	398	468
Neilson Street	118	121	234	Mobile Auckland	164	386	49
FTL North Island	14	5	2	Neilson Street	106	133	32
FTL Palmerston North	0	0	0	Mobile Hire	100	0	0
FTL South Island	0	0	21,670	FTL North Island	11	0	22
Metro Wellington	0	0	0	FTL Palmerston North	0	0	17,163

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.



# NEW ZEALAND WAREHOUSING - MITCH GREGOR

For those who have been here a while, as we grow globally, we encourage you to share your experiences and stories with new team members.

With growth comes change, and as part of this evolution, we need to protect our culture and fundamentals.

We don't build culture by painting our walls blue, installing new carpets, or reading about it on a poster – we learn about who we are and why we do the things we do.

Culture is what people do when no one is watching. If we get our culture right everything else will follow.

Over the past 12 months, our New Zealand Warehousing team and customers have had several challenges thrown at them, non-exhaustive topics include inventory headaches, cost pressure, and volatility in supply and demand - thank you to everyone for your support and for helping us get through and making this business a successful and fun place to work.

The focus remains simple, delighting our customers with quality service whilst achieving a fair financial return.

As we look ahead to 2024 our sales pipeline continues to expand, enquiry for outsourcing services grows, and our team is excited about the additional investments we are making in our future with new builds coming online in the next 12-24 months.

As leaders, our job is never done. There remains plenty to do across the business, for those of you who have discovered the formula for success, be sure to share this with your mates.

## Key topics which will ensure you achieve success in your branch:

Learn every aspect of your audit – they outline our approach to quality.

Have a clean and tidy branch  
Right people in the right seats  
Communicate to your team and customers.

Know your costs (P&L)  
Be sales-focused - delight your customers.

Have a leadership structure Tight 5 and/or team leaders

*"If you do not step forward, you will always be in the same place"*

Have a network of mates (local and global).

Be health and safety focused in everything you do.

Get the results you deserve each week and hit your target – life is about winning.

## 10 GOALS FOR THE YEAR:

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

01.

Completing a successful rate review, be fair to our customers and ensure we recover costs so we can maintain services and pay our people well.

02.

Achieve your profit targets and agreed goals in your branch.

03.

Quality in all that we do – make sure your branch is a great place to work.

04.

Grow our sales and partnerships across the board – embrace our Warehousing sales team - help them to help you.

05.

Assist Air & Ocean to grow inbound freight into our warehouses (air, sea, customs clearance, and wharf cartage).

06.

Train our team = a trained team is more productive.

07.

Use our technology for efficiency gains = innovation and new initiatives.

08.

Help us to open more branches and grow the network.

09.

Improve our communication - share more and let those closest to the customer decide.

10.

Ensure our approach to Service Level Agreements reflect commercial risks and changing market conditions.

Thank you to everyone in our Warehousing business for your ongoing commitment to making this a special place to be. We appreciate all that you do and the effort you put in for our customers, our business, and each other.

## NEW BRANCH MANAGER APPOINTMENT TOOP STREET, WELLINGTON

Scott Matuschka took over as Branch Manager in March when Kaleb Lockyer relocated to Auckland, to take on the role of Operations Manager at Favona Road, one of our largest New Zealand sites due to open soon.

Scott, originally from Tauranga joined the Mainfreight family in 2018 as a commerce graduate from Victoria University. So far, he has spent his career in both Transport and Air & Ocean in a range of operational and customer-facing roles, he is people and quality focused, passionate and understands the attention to detail required in Warehousing. In recent times he has been leading the Wellington CFS team and is a licensed Customs Broker. It is great to see the experience he brings to Warehousing from other parts of the business.



Toop Street team led by Scott Matuschka  
L-R: Christine Awatere, Connor Boyce, Scott Matuschka,  
Matt Roodbeen, Jake Tomblin

## WAREHOUSING SENIOR LEADERSHIP TEAM

Just before Cyclone Gabrielle hit our shores, the Senior Leadership Team got together for a 2023/24 planning session in Turangi and had the opportunity to take in some of the beautiful scenery during their Tongariro Alpine Crossing walk.



L-R: Brynley Riches, Rob Croft, Mitch Gregor, Esmond Lum,  
Travis Hari, Kris Maddaford, Jeremy Chin,  
Jeremy Williams, Hamish Woods

## BRANCH OF THE YEAR – 107 WESTNEY ROAD

Branch of the Year 2023 Winners Westney Road under the leadership of Esmond Lum. It's only the third time a New Zealand Warehouse has won the coveted Terry Cunneen Branch of the Year Trophy since it was introduced, with Westney Road being the first warehousing branch awarded winners 18 years ago (when a much younger Mitch Gregor was Branch Manager). Well done to Es and his team - we are all proud of your achievements here.



107 Westney Road Team





Hamilton Warehouse

## PROPERTY AND INFRASTRUCTURE

As mentioned in previous updates the key to the continued growth and successful Warehousing trend is that our building strategy programme accelerates; we plan on opening larger warehouses to gain efficiencies, introduce strategic aspects of mechanisation to supplement our team/labour pressures and attract more customers to support our freight network.

## HAMILTON STAGE 3 UPDATE

Our Hamilton Warehouse is complete, racking is installed, signage is up and the official opening was held at the end of May. Our team have a strong sales pipeline with some key customers lined up and others already moved in.



Warehousing Hamilton team

## FAVONA ROAD

This new Auckland Warehouse is progressing well with concrete tilt slab, framing and roofing almost complete.

Recent drone shot to show size and scale

Racking installation is underway... 55,000 pallet spaces



Recent drone shot to show size and scale



Racking installation underway...55,000 pallet spaces

## MAINFREIGHT NEW ZEALAND AIR & OCEAN - PAUL RIETHMAIER

At the time of writing, we have closed out another successful financial year, achieving a record profit result for the Air & Ocean business in New Zealand.

The collective effort of many working as One Team across our global Air & Ocean business, including our brothers and sisters in Warehousing and Transport in New Zealand, is the reason why we have beaten another record. Teamwork, looking after each other and being generous in how we share our profits sets us apart from our competitors and will remain a key competitive advantage for us as global supply chains recalibrate in the year ahead. Well done and thank you for helping us achieve yet another significant milestone.

We open the new financial year in an extremely different environment to the one in which we started last year. We expected an increase in shipping and airline capacity along with tougher economic conditions and reduced global freight volumes. This is the market we are now in, with ocean and airfreight rates on most of the world's trade lanes continuing to fall. We must lift our intensity again and execute our well-documented plans around growing LCL (Less-Than-Container-Load) and Airfreight consolidations two ways between our own branches, removing unnecessary costs from the business and prioritising our new business sales efforts.

Taking a positive, this is the reset we have been waiting for, and it is refreshing to start the year with a new set of challenges to keep us focused. Just as our operations teams stood up, grinding out capacity solutions over the last three years, this is sales time to shine, and we need to support our frontline salespeople as much as we can. Everyone should challenge themselves to get involved in sales in some way, regardless of their current role.

Finally, we must continue to find ways to improve our quality. Better data accuracy in our operating systems, fewer claims and improved efficiency in our operations and freight handling facilities will help us maintain growth.

Thank you again for everything you are doing to help us succeed.

## CHALLENGE OURSELVES TO DO THE FOLLOWING BETTER

01.

Sales Calls - 20 is our target. Time in front of customers is a priority right now.

02.

Costs - Question all costs we sign off and move with pace to remove unnecessary ones.

03.

Invoiced On Time - We are a much-improved business in this area and must continue to get as much activity as possible invoiced in the same week a shipment arrives or departs.

04.

Accuracy of data - Data Integrity. We know we can do better here – new automated KPI reporting will help guide us on what is important and how we improve.

05.

Proactive Customer Communication – Get the intensity of hustle deeper into the business, call customers, ask for freight bookings and new sales opportunities, and ensure we front-foot any service issues.



The Mainfreight Air & Ocean Auckland Seafreight team photo before handing the Branch of the Year Trophy from their win in 2022 back





Auckland Airfreight Team working hard to get the Guns and Roses Show on the road

## GUNS N ROSES

We get to work on some awesome projects here at the Auckland Airfreight branch. We had the pleasure of handling all the concert equipment for Guns N Roses.

The cargo was set to arrive on a charter flight late in the afternoon. We had a tight deadline to turn around the cargo and have it all loaded into 5 x 40' containers, which were scheduled to be trucked from Auckland to Wellington that evening. We had a total of 20 PMCs (a whopping 40 tonnes) to handle that evening.

On standby, we had three trucks eagerly awaiting the arrival to transfer the PMCs back to our store, we had the Mainfreight team on site ready to go, we had the band crew on site, and we had 5 x trucks parked along Westney Road ready to move the 40' containers once they were loaded. As soon as the cargo was available at the airline terminal, our trucks sprang into action and continuously fed the 20 x Airline Units into our depot. As soon as they got on site, the team unloaded the Airline Units, and all the equipment was pushed into the containers.

Once full, the containers were lifted onto trucks, and they hit the road; final destination Wellington! It was a whirlwind turnaround, completed in a matter of hours, but you can see from the pictures that the team had a great time doing it.

A fantastic effort all round from the team and all branches involved.

## DELIVERING A SATELLITE

In Airfreight, we are at the forefront of all things urgent. While this is demanding, it provides some fantastic opportunities.

One of these to date has been delivering a satellite to Rocket Lab's launch site in Mahia.

The epic mission started and nearly ended, leaving Mainfreight at 1.00 am. Driving down Westney Road, a mere minute into the eight-hour journey, a rogue car blindly pulled out, coming within inches of T-boning the multi-million-dollar payload.

Upon arriving at the launch site, we were warmly greeted by their friendly team. While phones aren't permitted on site, these photos give a good feel for the scenery. It was a similar day to this. Unreal!



Rocket Lab rocket launch pad in Mahia

# EUROPE



## MAINFREIGHT EUROPE – BEN FITTS

Team, if we have learnt one thing in recent years it is that the world can change rapidly. Those who adapt, thrive. Those who do not, fall behind. We thrive.

The coming year will challenge us again as inflationary pressures are felt by our own business and our customers. The pace at which we adapt to the needs of our customers and the changing market is critical. Our ability to thrive under pressure is in our blood, right now nothing is more important than our culture.

We will keep moving forward when you, the team, feel empowered to make decisions, find efficiencies, improve our service, and reduce costs. Making decisions is rewarding and the learning you'll gain will help you build a solid base for increased responsibility and a fulfilling career.

No matter what your role is, you will make a difference in the performance of your branch and our customers' perception. This responsibility sits with every single one of us.

Our sales teams are working hard to hunt for new business, with good progress, growing opportunity pipelines and gains. When we earn the trust of new customers and start trading, be prepared to handle them with the 'Easy To Deal With' attitude we're known for.

Our commitment to network growth continues having recently opened a new Transport branch in Rotterdam, and Air & Ocean branches in Madrid, Verona, and Munich (our 50th European branch!). We will open a further four branches this coming financial year across our Warehousing and Air & Ocean products in the Netherlands, UK, and Romania, bringing us closer to our customers.

Each new branch creates career progression opportunities for our team, brings us closer to new potential customers, and enables us to contribute and be part of the local communities. Once they're on their feet, they will further grow our profit and contribute to our 100-year vision.

Team, thank you for all you are doing to help drive the business forward. What you do is so important and appreciated.

## CHALLENGE OURSELVES TO DO THE FOLLOWING BETTER

01.

Urgency. Drag it forward: If it is on your 'To Do List', act quickly to get it done.

02.

Culture. Live it, breathe it, and walk the talk. If something isn't right, fix it.

03.

Quality in all that we do. Go deeper, be critical, and hunt out ways to improve.

04.

Get closer to your customers. The only measure of our performance is how our customers perceive it.

05.

ROR Improvement: Grow revenue, improve gross margin, line by line overhead management (P&Ls printed in A3 for review each month).

06.

Sales Growth: Activity → opportunity → new customers (20 Mile March).

07.

We are all in sales: when you see opportunities, share them with your branch sales reps.

## TRANSPORT AND TRUCKS & DRIVERS EUROPE - FRANS ZUIDGEEST

Team,

We continue to develop our European transport network. These developments will support the services that we can provide to our customers. Thank you for providing the service at the quality levels that our customers require.

The line-haul network is growing, another sixteen line-hauls have been implemented over the recent period. With new line-hauls due to start in the months ahead. The roadmaps in your branches will show the ones for your branch.



In this newsletter, you can read more about the new larger facility in Katowice. Also, the network in The Netherlands has expanded with a new branch in Rotterdam opening. The branch presents itself later. Located closer to our customers and adding more capacity to our network we can move more freight and increase the quality of service.

Seeing the passion that is around in our branches I encourage you all to use it to move freight in a cost-efficient manner. It is that passion combined with no job description that enables us to continue to succeed in challenging environments.

We have reached a new milestone in the process of standardising our transport network. With the Mainmove go-live in France - Paris and Lyon - we have completed the roll-out of our European transport management system. A great achievement by the teams in operations and IT. The efforts that you all have put into achieving this are highly appreciated, thank you! Having all our branches working on one platform provides us with a strong basis to develop our technology further and faster. Make sure that you are aware of our capabilities and talk about them with our customers.

We continue with our journey to service our customers and do this whilst reducing our footprint. New investments in our electric fleet will come soon. Transparency in, and reduction of the footprint has become an important part of our commercial proposals.

## KATOWICE TEAM MOVING TO A NEW CROSS-DOCK FACILITY

We are pleased to announce the opening of a new cross-dock in Sosnowiec (Poland). Our new branch consists of a cross-dock area of 2,160 sqm and office space of 300 sqm. This is the third Mainfreight cross-dock in Poland which confirms the European expansion of our company. It allows our team to be closer to operations and understand them better.

It will also help our team members to

be closer to our customers' goods, letting us take better care of their goods and ensuring a high level of customer focus. The cross-dock is constructed by the highest ecological standards. It's BREEAM certified on a very good level and reduced CO2 emission.

We have eight loading docks available for our line-hauls and distribution trucks. The first truck was unloaded on Thursday 23rd of March and the operation was a success!

We can't wait to continue our exciting journey in our new, modern cross-dock that will be tailored to our needs.

Every one of you plays an important role in our transport network. Thank you for your contribution to what we have achieved. Work closely together, be easy to deal with and respect our standards.

Good luck and enjoy your summer break, relax and have fun!

## CHALLENGE OURSELVES TO DO THE FOLLOWING BETTER

01.

Visit our customers and think across the supply chain when offering solutions.

02.

Look after our assets, keep the docks tidy and avoid damages.

03.

Drive quality, shipment status information and root cause analysis.

04.

Initiate and implement ideas on how we can become better at lowering costs and increasing quality.

05.

We should be paid on time for a job done, the same as we pay others. Invoicing on time.

06.

We are a people's business, pick up the phone and talk face to face.

07.

The road map of your branch will tell you what freight we are looking for.



Our new Cross-Dock Facility in Katowice, Poland



Rotterdam's new transport facility

## MAINFREIGHT TRANSPORT GOES TO ROTTERDAM!

Mainfreight is proud to announce the opening of our new Transport facility in Rotterdam (Waddinxveen, The Netherlands). Our cross-dock facility of 7,000m<sup>2</sup> with 15 docks, is strategically located close to the world-renowned port of Rotterdam. It provides easy access to the heart of the Dutch economy, including the Randstad region. Additionally, it is close to our Ocean Freight branch in Rotterdam and has good highway connections to the rest of the Netherlands. With this branch, we aim to further bolster our Benelux and European distribution strength.

With the branch only starting in February this year, we already boast a team of 17 passionate team members, including 8 drivers delivering shipments in their brand new trucks and more to come as we're growing fast!

All-in-all, it's an exciting time to be part of this new branch. We are young, we are ambitious, and we dream big. Our current network connections include 's-Heerenberg, Tilburg and Zwijnaarde, and we're looking forward to developing line hauls to the UK, Germany and France.

### MAINFREIGHT ZWIJNAARDE SUPPORTS LOCAL SCHOOL CHILDREN

By organising a local fundraiser, the team in Zwijnaarde collected €510, – and schoolbooks for the organisation Actief Studiebegeleiding in Ghent (Belgium). This organisation helps underprivileged school children with homework and study material. Our team member Burak is one of the leaders of the organisation and we were very pleased to help him make a difference!







## SPECIAL ART DELIVERY IN PARIS

Paris is known to be a place of culture. For this reason, to accommodate our customers, our Paris transport team has developed a real knowledge of the planning, transport and installation of outdoor art sculptures as part of our Special Services.

We recently installed a wonderful piece of art on Boulevard Haussmann in Paris. The sculptures reveal a movement, an attitude, a posture, and an emotion. The animal sculptures fascinate and invite the passersby to stop for a moment.

For this project, we used a crane truck running exclusively 100% BIO Fuel (Colza B100). Oleo100 biodiesel is compatible with diesel engines. By doing so, we continue to delight our customers the Mainfreight way.

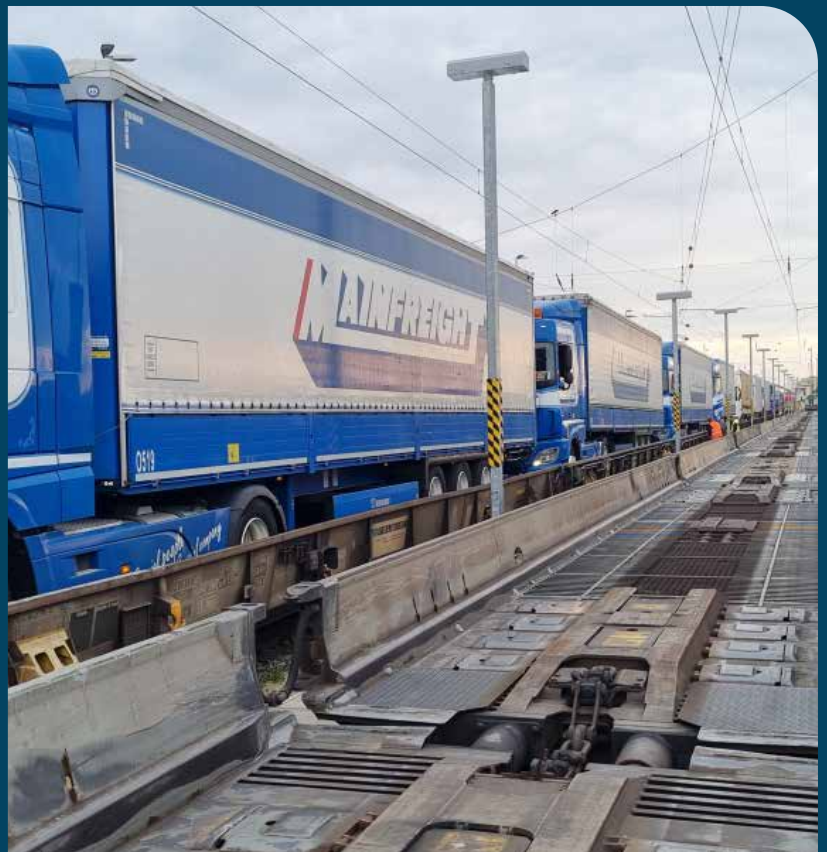
A big thank you to our team of specialised drivers Khalilou, Christian, Gael!



## MAINFREIGHT INTERMODAL SOLUTION

Mainfreight promotes a clean, safe and healthy environment. We are committed to exceeding minimum environmental standards where practicable. Our commitment to sustainability involves concerns for both natural and developed environments and for the economically and environmentally efficient use of resources. Therefore, Mainfreight trucks regularly depart on RORO trains to keep these resources at a low.

Recently, we had a record with six trucks and trailers on one train going from the Netherlands to Italy. Next to reducing our CO2, we avoided the driving restrictions in several countries due to national holidays. During the Easter weekend, we were not allowed to drive on Friday, Sunday and Monday which would have resulted in our drivers being stuck there. Of course, we wanted to have our drivers back to their families during the Easter holidays and so they did thanks to this intermodal solution.



## WAREHOUSING EUROPE - LIANE PHILIPSEN

The financial year 2023 ended for Warehousing in the best possible way: Warehousing branch Born won the Branch of the Year award!

One of the reasons why Born won, was the fact that they execute their account management very well. They stay in close touch with their customers to ensure that they understand what makes their customers tick.

In the last three years, we have experienced the fact that the supply chains of our customers were very volatile. It looks like things are starting to calm down a bit in our world of logistics. Customers take the time to investigate how to make their supply chain more resilient. More than ever, we need to make sure we fully understand the thought process of our customers. That is why account management deserves extra attention in 2023. It goes without saying that account management and excellent operational performance go hand in hand.

Warehousing Europe has opened a new 20,000 sqm branch in Utrecht in the middle of the Netherlands. In October we will open an additional 10,000 sqm in Ploiești, Romania. This network growth further enables us to intensify our warehousing network in order to dominate Europe.

## CHALLENGE OURSELVES TO DO THE FOLLOWING BETTER

Focus points for 2023:

Quality, quality, quality in every possible way thinkable. Operations, the appearance of our team and building. This is why customers choose us in the first place. The potential customer can tell whether this is just a story or if we live and breathe quality. To be able to grow this needs to be in place.

Account management: make sure we fully understand what our customers' supply chain needs are: now and in the future

Network growth: to be able to facilitate our customers in Europe and globally we need to grow the number of countries in which Warehousing is represented.

Team, we know that luckily there never is a dull moment. Looking forward to this year's journey!

01.

02.

03.

## OPENING OF WAREHOUSING COALVILLE

On the 22nd of March, Mainfreight Warehousing Coalville celebrated its official Branch Opening – almost two years after the first container was unloaded, we went live with our first proper warehousing branch in the United Kingdom. Despite the gap in time from opening to the “official” opening, it showed that good things come to those who wait – it was a fantastic celebration with the team, their families, extended members of the Mainfreight family and customers joining us in the warehouse.

It was great to enjoy a meal together and celebrate the successes so far; our first Profit Pledge and the team winning the prestigious Blue Blood Award for Europe. We also took a moment to reflect on how far we have come in such a short space of time – it wasn't that long ago we were using pallets as tables and were only operating in daylight hours as we had no lights!

I want to thank everyone who was able to attend and who has played their part in our story so far as we get ready to go again into even bigger and better things – The sooner we can celebrate another Warehousing branch opening in the UK, the better!



L-R: Zak Swift, Angus Morrissy and Ben Fitts





Born Branch of the Year

## BORN BRANCH OF THE YEAR 2022

When there is competition, something happens within people. Suddenly, everyone is eager to win and to be recognised as the best. Especially when you are dealing with Mainfreight members. Already for many years, this has been the situation at the Born branch when it comes to the Branch of the Year award. How to become the best when your “competition” is as hungry as you are and of very high quality?

For several years, the Born team has been focusing on quality, our immaculate image and culture. Having this focus next to our responsibility for the day-to-day operations created a vibe within the branch that made our flywheel of focus turn faster and faster. Not only did our quality, image and culture areas accelerate, but our sales and profit margins were positively impacted as well. Within the team, talents were discovered, and people grew in their jobs.

This gain of trust within the team resulted in an additional turn of the flywheel. The spinning of this flywheel does not mean that everything goes by itself, a lot of blood, sweat and tears go into it. But it is all worth it... This year we were recognised as Branch of the Year 2022! We shall celebrate our achievement but only look back shortly, as looking back means you are not seeing the opportunities in front of you...

A big thank you to my team in Born for always striving for delighted customers and happy team members!

## WAREHOUSING 2023: FROM OPERATIONS TO AN ACCOUNT MANAGEMENT FOCUS

During this year's sales conference, all warehousing operations managers were invited to join the session regarding account management. In our daily lives, we are in daily contact with our customers and guidelines are always welcome. It was an interesting session in which all participants of all three business units were taken on a customer journey. A customer journey is a method in which we as a company immerse ourselves in the perception of our customer's experience. A good customer experience is the key to success since it leads to loyal customers, spontaneous recommendations and better commercial results.

During this session, we explored different ways in which we as a company can create an emotional connection by entering the head and heart of our customers and team by giving them a central focus.

Become a trusted advisor by exploring the 'need behind the need'. Being closer to our customers will allow us to understand when they need us, and proactively give them solutions and we will be keeping up with their developments and acting more as partners.

During the workshop, we came up with several ideas to initiate before, during and after a QBR session. Ideas ranged from adding personal touches such as airport pickups / drop-offs, personal parking spots with names and giving out Mainfreight notebooks and pencils to sending out customer surveys before the QBR and surprising long-standing customers by operationally engaging them by going through the entire processes.

## AIR & OCEAN EUROPE - BRAD RUSSELL

Welcome to our July newsletter and I hope you enjoy the updates from our European Air & Ocean teams. Mainfreight Madrid and Verona are operational, and both teams have been busy setting up their new branches. We are excited about our expansion in Europe, especially as more customers are introduced to Mainfreight in these large markets. In line with this, we are underway with the planning for our new branches in Munich and Born.

Also included are some highlights from our sales conference earlier this year. Meeting with our customers is the best way to develop relationships, and we certainly welcome the creativity our sales teams bring to these discussions! During the conference, we took time to understand why our Mainfreight Air & Ocean freight consolidations are important to our business, and how our customers benefit. Importantly, we have continued to grow these European consolidations adding 13 new port pairs in the past year.

Whilst we achieved a record PBT result last financial year, we are focused on what is ahead of us. Global freight markets remain volatile, and we have ambitious targets to offset this with volume growth. New business opportunities are driven by the quality of our service, so our weekly P&L discussions, operational P.A.T. meetings, and carrier updates are all driven by how we can maintain and improve our standards. Recently this has also included refreshing some of our quality KPIs and criteria for our branch audits.

Thank you to our 17 European Air & Ocean branches in 8 countries for your commitment and energy. Enjoy those summer vacations!



L-R: Alex Bardoul, Jack Clarke, Fabio Previerio, Miguel Franco, Felix Boyce, Mohamed Belhaj, Marc Davies



L-R: Alfie Allen, Aneta Kossut, Dwin Abnosian, Giuseppe Signorile, Clifford Zhu, Umberto Mazzucotelli, Damien Barrault

## CHALLENGE OURSELVES TO DO THE FOLLOWING BETTER

01.

Customer Technology – understand how it improves our customer experience and be confident in presenting.

02.

Urgency – once a decision is made to improve our business, be in a hurry to implement.

03.

Forward planning – ensure customer visits are planned weeks in advance and are well prepared.

04.

Understand our network – speak with our global branches and understand their capabilities.

## MAINFREIGHT SALES CONFERENCE – AIR FREIGHT WORKSHOP

The Air Freight Sales Team recently participated in an online learning session on “Mainfreight and ULDs” before the sales conference. The session covered the basics of building ULDs, airline requirements, and how Mainfreight can benefit from building its own ULDs.

During the sales conference, the air freight team had the opportunity to put their new knowledge into practice by participating in a ULD building exercise. Split into two teams, they were given a case study of multiple customers and options for airline BSAs from Amsterdam to North America. They had to make some tough decisions to build the most efficient and profitable ULDs possible.

This exercise provided the Air Freight Sales Team with a great opportunity to not only visualize the future of Mainfreight Europe building its own ULDs but also the positive impact it can have on our branches. By building our own ULDs, we can impact service and cost, while ensuring that our customers’ cargo is transported safely and efficiently.





Cutting of the ribbon and plague reveal at the London Ocean opening  
Seth Freeman, Brad Russell and Team

## THE OFFICIAL OPENING OF OUR LONDON OCEAN FREIGHT BRANCH

We had the pleasure of opening our London Ocean freight branch officially on the 23rd of March in front of family and guests.

It was a moment to acknowledge our foundations, the intensifying of our network in the UK, and also the team that makes it possible.

We celebrated the evening as a team

and revealed the rock, with bricks that originate from the development where the branch is located. The bricks are over 120 years old and acknowledge the communities' foundations as well as our own. We finished in true Mainfreight style by eating together as a family.

The opening of this new branch represents a significant milestone for our company, as we expand our reach and bring our expertise to a wider audience. We are excited to work with new customers and build lasting relationships in the UK's capital.

We look forward to delighting our customers in our new branch.



L-R: Mara Corona Di Segni; Jihan Giada Mazouzi; Francesca Perella; Sara Avesani and Alessandra Divina

## OUR MADRID BRANCH IS OPERATIONAL

New year, new Branch! After some months of pre-work, Mainfreight Madrid started operating on the 2nd of January.

We still needed one extra team member at that point, which would have delayed the opening, but we decided to Ready Fire Aim it, and haven't looked back since!

We have slowly but steadily been picking up new local customers, as well as some business from overseas, and are confident that the new financial year will be a success.

Do not hesitate to get in touch for any business you need regarding Spain & Portugal.



L-R: Miguel Franco, Leonardo Gonzalez, Maria Xu, Karolina Slobodyan

## PASSIONATE WOMEN DOMINATING OUR VERONA BRANCH

The first few months in Verona have been fast-paced and exciting. Finding a team, looking for an office, and scouting for new customers.

We've been blessed with a fantastic team of dynamic women with different levels of experience in the industry, all passionate and enthusiastic.

From setting up the office in a box to organising team activities, from making the temporary office Blue to searching for new businesses, the team has been pivotal in building momentum. Teamwork makes the dream work."

# ASIA



## MAINFREIGHT ASIA – CARY CHUNG

Team, welcome to the new financial year and a new start for all of us. As the world slowly starts to get back to normal, we are thrilled to be able to start seeing our sisters and brothers again face to face across the network and more importantly the ability for us to be in front of our customers again.

We have achieved some major milestones despite how the market behaves. Our footprint in Asia has expanded, we are now in 10 countries with the Jakarta, Indonesia branch opening. We are also excited to see that our businesses across Southeast Asia are modelling up attractively to allow us to define our Air & Ocean branches respectively. In Malaysia, we now have our Kuala Lumpur Air branch inside the Kuala Lumpur International Airport terminal, Kuala Lumpur Ocean, Penang Ocean and Johor Ocean. In Singapore, we are operating our own Singapore Air branch inside the Changi terminal. We have our Bangkok Air branch inside the Bangkok International Airport terminal and finally, in Korea, we have our Ocean freight branch in Busan.

We also have been accredited IATA certification across Korea, Japan, Taiwan, Thailand, Singapore, Malaysia and soon Indonesia. This will allow our ability to work directly with airlines and have greater control over our customers, visibilities, and the whole BLUE experience. We are also excited to announce our AEO accreditation across our China operations.

As I write this newsletter, we are in the process of setting up our Chongqing A&O branch in Central Western China, which will go live on August 1st. We will also have our own sales team in Dalian and Guangxi by August / September.

From an operational point of view, we have our team focused on improving the efficiencies of our operations by aligning our SOPs and best practices across entire Asia.

## CHALLENGE OURSELVES TO DO THE FOLLOWING BETTER

01.

Sales – back to the basics with sales calls. We must improve our sales calls per week and 20 is the standard!

02.

Sales – focus on new customers and find new ways to communicate with potential customers!

03.

Sales – extension business from our existing customers trading more across the network! This is priceless!

04.

Sales – focus on Imports, 1MF, Airfreight, day/day freight!

05.

Customer Service is our backbone, and we must not forget our culture and philosophy of customer excellence!

06.

Training and people development – we must induct every single team member properly to ensure they understand the 3 pillars and we prepare them for success!

07.

Cash is King! We must be proactive with collecting our receivables because, without them, we are hollow!

Thanks again to all our team. Your efforts are much appreciated, and we are looking forward to another amazing year ahead.

To end, I like to share one of my favourite quotes;

*"Your work is going to fill a large part of your life, and the only way to be truly satisfied is to do what you believe is great work. And the only way to do great work is to love what you do. If you haven't found it yet, keep looking. Don't settle. As with all matters of the heart, you'll know when you find it." - Steve Jobs*



## WAREHOUSING – MICHELLE YIP

We are thrilled to announce that 2023 has been shaping up to be an exciting first year for our Warehouse business in Asia. Thanks to the dedication and hard work of our team, we have been making progress in expanding our operations and footprint across Asia.

We are excited to develop our Warehousing business in 6 locations including Hong Kong, Shenzhen, Shanghai, Singapore, Malaysia, and Thailand in terms of team, facilities, sales, and technology. The total warehouse size in Asia by the end of the financial year 23/24 would reach 316,000 square feet with MIMS/ MIMS+ implemented in all of our warehouses. We have a very clear customer focus which is import freight customers to Asia. It is key to ensure our Air & Ocean team and Warehouse team work together for more cross-selling activities. With our ambitious growth plans, our team is the driving force behind our development so our team development is prioritised. For instance, more structured and regular training about Mainfreight culture, health and safety, operation, and technology will be provided.

We are passionate about our continuous in-country development and offering comprehensive supply chain solutions covering Air & Ocean freight and warehousing services. We remain committed to continuing our growth and contribution in the years ahead. Meanwhile, we appreciate the support from our brothers and sisters around the world and our Asia team is looking forward to hosting you in our warehouses. Cheers.

## CHALLENGE OURSELVES TO DO THE FOLLOWING BETTER

01.

In-country development – Warehouse expansion in the current 6 locations is prioritised. Our direction is to expand our Warehouse from 100,000 square feet to 200,000 square feet in each location.

02.

Warehouse sales team – We need to build dedicated Warehouse sales teams locally for Warehouse business development to build stronger relationships with potential and existing customers. Warehouse sales would be also a good avenue to bring in Air & Ocean opportunities to continue to develop our market share and services.

03.

Import freight customer development - Food and beverage is one of our target verticals with a good profile and support from our group. It is important to work closely with Air & Ocean team to get the inbound freight into our Warehouses (Air & Ocean, customs clearance, and Warehousing)

04.

ROR – Manage our revenue (selling rates) and cost more closely. It is our long-term approach and training our team up to be more productive and handle our operation more efficiently is the key.

05.

Quality control – Last but not least, it is critical to maintain our Warehouse quality and technology standard as our global standard, for example, health and safety audit, branch operation audit, MIMS/ MIMS+ utilisation and service level maintenance - KPIs and account management.

## MALAYSIA WAREHOUSE

We are delighted to announce the opening of our first warehouse in Malaysia, this sees our Asian expansion continue. Our warehouse is located at Westport, Port Klang, which is the main port for international freight trades.

The warehouse has a built-up space of 60,000 sqft with a fully equipped racking system. The opening of the warehouse demonstrates our commitment to our customers – together with the combination of our international freight and fulfilment services we can provide our customers with a truly integrated one-stop solution.



New Malaysia Warehouse



Executive Team's visit to Malaysia

## ASIA BRANCH MANAGER MEETING

After three long years, our Asia Branch Managers finally came together for a great regional catch-up. The energy was electric as we got a chance to share our experiences, exchange ideas and discuss our coming development strategies. It was an exciting and inspiring time for us, we left feeling motivated to grow our business and tackle new challenges together.



Upper Row L-R: Lucas Juay, Alan Jia, Steven Tan, Jensce Tan, Joan Ji, Jiradthadit Kitthisirichareem Tum, Nelson Cheng, Vincent Sun  
Lower row L-R: Kathleen Ho, Burt So, Michelle Yip

## WELCOME BOARD OF DIRECTORS AND EXECUTIVES TO MALAYSIA

Selamat Datang (welcome)! It was with great pleasure to welcome the Mainfreight Board of Directors and Executives to conduct the Board and Executive meeting in the Klang office. It was amazing that our team was finally meeting the people who we are used to seeing in our Annual Report. The meetings went well. The office was filled with discussions and laughter in those few days. We also took the opportunity to introduce the Durian - King of Fruit, to our Board. We have to admit that the scent of the Durian fruit could be a bit overwhelming, but it was a good try and made Malaysia more memorable.



L-R: Burt So, Alan, Jia, Vincent Sun, Michelle Yip, Jin Ang, Kathleen Ho, Steven Tan, Lucas Juay, Nelson Cheng



## THAILAND WAREHOUSE – KATHLEEN HO

It is exciting to announce that we are expanding our Warehouse presence in Thailand with a brand-new facility due to open in July 2023. This development will support our growing customer base in the region and allow us to offer a more comprehensive supply chain solution. Our team is working tirelessly with our regional team for the warehouse setup and implementation to ensure our Mainfreight quality standard.

The Warehouse is located in Klong Song Nam, approximately 45,000 square feet. It is a 10-minute drive to the airport and a 45-minute drive to Bangkok Port. The air-conditioning room would be built to support our customers requiring temperature-controlled storage. We are passionate about providing the best possible experience to our customers. Stay tuned for more updates.



Racking going up in our Thailand Warehouse

## APPLE DAY IN MAINFREIGHT MALAYSIA

Following the Mainfreight tradition, this is the first time our Malaysian team is distributing apples to our customers. The highlight of this event is that we can share the meaningful story behind the apples with our customers.



Malaysia Country Manager, Jin Ang with our customers



Malaysia Country Manager, Jin Ang with our customers



## MAINFREIGHT MALAYSIA – ASIA BRANCH OF THE YEAR

Thank you very much for awarding us the Branch of the Year and Turnaround Branch of the Year. We feel doubly blessed, and our team is truly honoured to receive these awards.

Our achievements are a result of the unwavering commitment of our team to never stop raising the bar in our business, even amidst the challenges posed by the pandemic and the freight market. In just four years, we have expanded from one branch to five branches and grown our team from 7 to 30 members. Our team is determined to continue expanding and growing the Mainfreight name in our market with our excellent services. However, we would not have been successful without the joint efforts of all our network brothers and sisters, and we are grateful for the support from our Regional Support Team.

My favourite quote to the Malaysia team is, “Everyone is an entrepreneur; you are your own boss. Your hard work and decisions will reflect in our results (weekly).” I am grateful to work with the team in Malaysia, who remind me to stay passionate and strive for our goals. Let’s keep the momentum going and continue to do what we do best.



L-R: Eong Kam, Cary Chung, Jin Ang, Jensee Tan, Alan Tang, Steven Tan

## STORY TELLING

The Story Telling campaign launched last year aims to build a bridge of communication between sales and operations teams.

Through several activities, we are connected as a team, everyone can think more empathetically in their daily work, build trust among the teams, cooperate with each other, and deliver a better service to our customers.



Wind Zhu



Chris Deng



Kristy Wei





L-R: Perry Lau, Miki Cheung, Justin Mak, Egbert Yu, Eric Peng, Chloe Wu, Jerry Chan, Dennis Chow, Sean Wang, Riyo Jiang

## CAROTRANS ASIA – JERRY CHAN

We held our Asia Sales conference on Mar 3<sup>rd</sup>, 2023, after almost 3 years of lockdown. It is always good to sit down all together to review our business and share ideas. Through the sales meeting, we have achieved some agreed direction and an action plan this year.

- Regular catch-ups (minimum once a month) among the sales managers in 3 regions. It is valuable to let all of us have a better understanding of our current situation and difficulties. Especially during the tough economic environment, we have to work closely to overcome our common problem hand in hand.
- We have a clear direction for Asia.
  - Build more direct service particularly to the USA (e.g., Boston, Atlanta, Dallas, Miami) to differentiate ourselves.
  - Keep increasing the freehand contribution of our import business. It is worthwhile to invest because it is relatively profitable and sustainable compared with export
- Better Management of Key Accounts. Not only our existing customers but also build up a pipeline of our Asia controlled core accounts. We should always share info and refer our business to other branches. There are lots of common opportunities indeed.
- Expand our Sales and Development team. Apart from hiring experienced sales, we should always bring young people into our business. It is our responsibility to nurture a new generation to be our successors. Young people will bring energy and new elements to the team.

## MAINFREIGHT HONG KONG – JACKY LAM

As we approach the start of a new financial year FY 23/24, there is no doubt that the world's economic instability and recession will continue to affect our business in 2023; with the change-fast logistics market, we must remain flexible and adjust to these changes as they happen; Thus, to work harder and smarter is the way to keep our edge in this intense market. I hope all the Hong Kong team members can stand together to face and overcome the difficulties in this financial year and we always believe tomorrow will be better!

## NEW BSA AGREEMENT SIGNED

In 2023, we signed a BSA (Blocked Space Agreement) with Cathay Pacific and Air France respectively. This will enable us to build up a stable weekly airfreight consolidation from Hong Kong to Los Angeles, Chicago, Dallas, New York and Amsterdam. This will enhance our airfreight service quality and capacity for our valuable customers. We look forward to having more BSAs covering other regions soon to help develop Mainfreight Hong Kong as an airfreight hub in Asia.

## ONLINE LEARNING PLATFORM – MAINTRAIN

“Train Successors, so that you may advance”. Training is one of our main targets which can support our business in many aspects. We provide lots of opportunities for our team to keep learning and moving through our business. As the company continuously grows, we need a tool to help us deliver training and learning material to our team more efficiently. After seeing the success of MainTrain for our European and American teams, we have recently begun to introduce MainTrain to our team here in Asia. With MainTrain now active globally we can attend the available course in other regions. It's a good way for us to learn from each other and stay in communication in future.

# AMERICAS



## MAINFREIGHT AMERICAS – JASON BRAID

Welcome to the summer edition, at least in the Northern Hemisphere, of our team's Newsletter. To say we have lots going on would be an understatement. Likewise, things could not be any more different in today's supply chains than they were this time last year. Whilst we will gladly take a bit of normality after the "fun" of the last couple of years, it is important we quickly get back to focusing on the basics and doing these basics exceptionally well, with a specific emphasis given to quality and getting back to levels we have always been so proud of.

As we re-focus on our basics, we do so first by bringing our leadership team together and locating ourselves out of Chicago, rather than Los Angeles as we were previously. We are now closer to most of our branches and teams, closer to our customers, and importantly, we are now working together as one cohesive leadership team. In making this change, we have also had some changes in our senior leadership team; we are excited at what these changes bring, and we look forward to a re-energized approach to getting our cultural foundations right and in working for one another to build a much-improved business going forward.

We have made quite a few investments over the last couple of years in an effort to set ourselves up for long-term success. That said, it's now about getting returns on these investments and doing so with the urgency and speed that is synonymous with Mainfreight. Sales growth is crucial here, and with the largest sales team we've ever had, we are confident that we can meet this challenge head-on. That said, deals are made on the road and in front of customers, not from behind desks – let's all relish the opportunity to be out of the office, in front of customers, working hard in sales.

Our Transport business is now an LTL Motor Carrier and no longer just another 'Freight Forwarder' pretending to be an LTL business. Whilst the freight forwarder mentality has been out of our business for some time, becoming a Motor Carrier was the last missing piece of the puzzle. With a comprehensive line-haul network to match, the only thing holding us back is ourselves – what an opportunity we now must not only compete but begin to build a 'real' transport

business in the largest freight market in the world. We must remain diligent in our efforts to sell into specific customer verticals, ones that we know suit our business. Please do not get distracted by the quick and easy wins should those wins lead us down a path we're not wanting to go down. That being said, we're pleased to now have chillers in place in our Los Angeles Airfreight branch, located right next to LAX International Airport. We can now confidently and effectively sell into the perishable and pharmaceutical verticals, an achievement that we have been striving towards for some time.

We have a big and important year ahead of us, and whilst it's not going to be easy (which years are?!), we couldn't be more excited about what lies ahead.

As we rip into this year with energy and enthusiasm, please remember to focus on the below points:

01.

Stick to our Mainfreight basics but do these basics exceptionally well. We know what works and we don't need to reinvent the wheel in order to be successful – we just need to be the best at what we do.

02.

Listen to our customers and make the change if the change is required – our customers determine whether our quality levels are the right standard or not.

03.

Keep searching out ways to work together as one supply chain business – look after our brothers and sisters.

04.

A sales-focused and growth mentality is needed from all within our business, please. We now have the capacity; let us enjoy the sales challenge that comes with this.

05.

Our Mainfreight culture trumps everything.

Team, we remain very excited at what we are all building here in The Americas. However, nothing of substance comes without some good old-fashioned hard work. Let's get focused and let's make this a pivotal year to remember.



## MAINFREIGHT TRANSPORT – SHAWN ROACH

We experienced a year of two halves. Through September, we were on target to exceed this year's profit pledge. By mid-October, we experienced a sudden downshift in customer trading across the network, catching us with a business-sized for growth, with combined inbound and outbound line-hauls exceeding 700 per week.

Although this puts us on our heels, we are looking at this as a stark lesson learned. We must be on the front foot, we must execute the basics best in class, and in short, strongly embrace our two unshakable beliefs. We have increased our focus daily, holding ourselves accountable to our culture, so as to not blush over the small things, which is building an increased level of excitement to reset the year, with a stronger base for growth, responsibility, and accountability to our customers and ourselves.

After two years of commitment and hard work, we are proud to announce that as of Saturday, April 1st marks another milestone in Mainfreight's now 45-year global history; we have officially received our Motor Carrier Authority in North America!

This change will place an emphasis on vehicle maintenance, driver training, testing and ELDs. These are just a few examples of the regulations set forth under the watchful eye of the FMSCA.

This was the required next step in our LTL journey in North America to develop and grow with the largest over-the-road freight market in the world.

Although we have always been asset-based, a broker status has understandably been a barrier to entry with many Fortune 1000 companies in North America; this is no longer the case. Many customers understand the value and peace of mind of dealing directly with a true motor carrier with compliance surrounding liability, safety, and insurance coverage. In keeping with our mantra of being easy to do business with, this change was a non-negotiable for Mainfreight.

In dealing with Mainfreight Transport you can rest assured you are not dealing with a broker. You are dealing with an asset-based motor carrier. Our fleet is managed under our motor carrier authority where we control the quality of service you receive.

Lots of work ahead of this year, whilst we took some well-deserved lumps, we come into this year stronger and better for it.

## BOOKS IN HOMES – CHICAGO TEAMS

Our Books in Homes event in Chicago was a resounding success! All four branches of our organization joined forces to distribute books to 97 families, and Chef Mike generously prepared more than 1000 tacos for the children and their loved ones. The event was a great team effort, and we were delighted to see everyone contribute to the school's service. After the positive outcome of our first event (pun not intended), our Warehousing branches have already committed to organizing another event in early May. We are thrilled to continue giving back to the community and setting ourselves up for a successful year ahead.



Team from all across Chicago coming together to pull off a great Books in Homes event

## PINCHING TAILS IN HOUSTON BY SARAH HOLMES

On the Gulf Coast, Crawfish Boils are a spring tradition. The spicy crawfish, yard games and Zydeco music are just as much gulf coast as the June bugs in the sticky night air! The season kicks off around Presidents Day once the weather warms up and continues through the end of May. For the Houston Team, it was a sure bet for a spring customer appreciation event! The tradition of Crawfish Boils line up nicely with the culture at Mainfreight. Crawfish boils are large social gatherings with lots of group participation where everyone eats family style, piled up in the middle of the table! Through the joint effort of all the Houston Business Units, we had a great customer turnout! All teams enjoyed serving our customers and getting to know them better. The best part of hosting our customers on-site is doing tours through the Warehouse and branches, as well as watching the magic happen with our drivers and line-haul moving on and off the dock on a busy Friday night. It highlights the Mainfreight difference. Our immaculate Warehouse is always a showstopper!



## WAREHOUSING AMERICAS – ANDREW COULTON

A privilege to have taken over the reins for the Warehousing team in the Americas and look forward to working closely with our senior leadership team together as one in Chicago.

Great to have reached our milestone of becoming a 100-million-dollar business! This is because of the development of our quality branch network, our ability to take timed risks and our special people who put everything into the success of our business.

As we shift into the new financial year, it is clear our customers have prioritized cost control and as a result, we have seen a reduction in inventory levels. This presents opportunities to us in two ways, firstly with further space to sell in our Warehouses with less “slower moving” stock and secondly, a lot of sales activity as potential new customers go to market. Thankfully, we have the opportunity to capitalize on this with our eager sales team of 20 across the country!

A clear theme in our business right now is to get back to basics and make sure the foundational cultural aspect of what makes Mainfreight who we are, is addressed in all regions. “Customer is King” and now is the time to prove that more than ever with quality being front of mind in our Warehouses and ensuring we are providing the best experience to our consumers week in, week out.

Looking ahead, we are working hard to develop pipelines of new business where we plan to convert our smaller branches into bigger sites. In 2023 we open a new warehouse in Chicago that will be our largest facility in North America. Strategic growth is key to our success to ensure our team, customers and suppliers are not impacted by our ambitious growth plans.

Working closely with our other business units remains a priority as this is a competitive advantage that sets us apart from our competition. We can add greater value when our customers trust Mainfreight, as there is nothing more satisfying than loading freight on a blue truck from a blue warehouse!

01.

We will be working hard during the first half of the Fiscal Year to set ourselves up for success during the second half with the focus being on:

Quality in everything that we do; most importantly always “lifting the bar” as we drive continuous improvement throughout our business.

02.

Sales: We continue to expand into larger Warehouses that will demand big growth for Warehousing and our overall network!

03.

Hold true to our unshakeable beliefs in all that we do. Our customer’s perception is everything. We need to ensure we are listening accordingly and being critical of ourselves to improve our business.

What a special moment in time as we are able to build on our strong foundation. Let us continue to have an obsession with customer service and our ability to deliver high performance and before we know it, we will be a 200-million-dollar business!

Thank you team for all that you do to contribute to our success and look forward to the years ahead!



Jenny Angulo





Our Toronto Team at their first Books in Homes assembly

## BOOKS IN HOMES – WAREHOUSING TORONTO BY KATIE BECKER

Jelle Van Rinsum actively participated in the event and made several new acquaintances while Operations Manager Kienan Taitt-Cesar was pleasantly surprised from a distance. We are eager to organize the next assembly and extend the program to additional schools in Toronto.

The Toronto-based team is thrilled to declare the launch of Books in Homes!

Our initial book-giving assembly left us touched by the happiness we were able to spread among the children.



## WAREHOUSING - SQF CERTIFICATION BY MATHEW FIELDER

We are excited to announce the confirmation of our Northlake, TX, and both Chicago warehousing locations as SQF certified.

SQF (Safe Quality Food) is a globally recognized food handling and safety standard encompassing many aspects of both quality and safety when handling food items. The highly detailed process of receiving the certification includes elements of document control, food safety plans, traceability, training and business

commitment to the program. A third-party auditor who will evaluate our food safety system over two days onsite at the Warehouse grants this certification.

Mainfreight is excited to share the beginning of what will be a North American standard in our Warehouses and only further highlights our commitment to quality and safety within our branches and contributing to a safe food supply.

For the next 12 months, we expect to have all Warehousing branches certified believing this raises the bar for our customers and the stringent standards of their customers.

## AIR & OCEAN – MATT GUSTAFSON

We closed out the financial year on what is once again a very interesting time. There never seems to be a lack of challenges we are faced with which is a constant for us each year. What we have learned is that by sticking to our core Pillars we will not only get through but also get through and flourish.

Our efforts are specific and focused on the following as we establish ourselves in the New Year.

### Sales

- Continues across the Americas with a heightened focus on our high-value pipeline capturing our target commodities. Using our time wisely to build our pipelines with the right prospects. Success is proven when going after the right opportunities as we have seen across recent success in wine and spirits.

### Intensify the focus on our core products

- Airfreight takes shape with a major investment in Los Angeles for our first perishable site in the Americas. The team has already secured opportunities within the produce industry, and a robust pipeline is in place with prospective customers who are eager to trade as soon as the site is ready. Furthermore, we have received Goods Distribution Practices (GDP) certification in five facilities that are highly regarded by pharmaceutical clients. The Americas now have Certified Cargo Screening Facility (CCSF) in four facilities, which is a competitive advantage by allowing us to screen our own cargo. We step up our sales investment with the announcement of a National Sales Manager, Airfreight to support our teams in their selling efforts.
- Ocean, we are committing to focusing on growing our consolidations in both numbers in place as we increase our utilization. To support the sales efforts, there was been the announcement of a National Sales Manager, Ocean. As the market begins to correct itself, we have resumed our core carrier strategy, which we are now assessing every week.

### Community involvement

- We are increasingly proud of our support of BIH. For Air & Ocean, we now have this program in 15 branches across the US and Canada as we push to have each branch support a school of its own.

### One Mainfreight

- Supporting our brothers and sisters in the other business units is gaining traction. Our ocean teams increase our support of Port Ops and are excited about the opening in Chicago. Our Air

and Transport Branch Managers have worked together to create a tariff supporting the major airport hubs in our effort to offer a premium airfreight service. Our regional sales meetings across the business units (Big M Meetings) are taking shape as gains have started coming through as a result.

### Quality

- Getting our processes right to operate as efficiently as possible while providing the highest level of service we can. Our data integrity remains paramount with an improvement on how we are managing our milestones in real time to ensure best in class data integrity. The creation of new training modules to cater to the team's requests will finally provide a resource for our teams to have access to. Two unshakeable beliefs.

In closing, we must not forget to have some fun while we keep spreading that Mainfreight blue across the globe. Our team are excited to go after the opportunities.



L-R: Héctor, Marcelo, Cindy, Bárbara, Miguel and Diego

## TEAM CHILE – FIRST PROFIT PLEDGE MET! BY HECTOR LARA

Since our establishment in 2019, our team has gained a wealth of knowledge and is thrilled to extend Mainfreight Blue's presence in South America. Although 2022 brought its share of unpredictability, we embraced the challenge with enthusiasm. We are delighted to announce that our branch recently celebrated its first Profit Pledge accomplishment for the fiscal year 2023.

We have been able to build strong bonds with customers in Chile and secure space at the ports for an influx of imports and exports. We look forward to showing off our branch more in 2023 and bringing a larger footprint to beautiful South America.





Back Row: Omar Díaz, Alan Trujano, Ricardo Dordelly & Argenis Ortiz, Front: Fernando Ruiz, Guillermo Tena, Oscar Gonzalez, Jocelyn Escamilla, Jocelin Mijares, Daniella Victoria, Elizabeth Vicente, Tania Garzo

## MAINFREIGHT AIR, OCEAN & TRANSPORT – CHICAGO, IL BY KYLE MCKENNA

Mainfreight Chicago kicked off their second season in the Freight Forwarders Volleyball League in Wood Dale, IL. The team played a hard-fought match against Gebrüder Weiss, one of the league’s top teams last year.

We see it as an opportunity not only to promote physical fitness but also to cultivate a sense of community and teamwork among our team. By participating in sports activities together, our team members learn to work collaboratively, communicate effectively, and support one another toward a common goal. This translates into a culture of cooperation, mutual respect, and shared responsibility, which we believe is essential for our business to thrive.

Mainfreight Chicago looks to carry their momentum to their next match against last year’s champion JAS in a few weeks!

## MAINFREIGHT MEXICO – 10 YEARS!

For us, it is an enormous privilege to belong to this great company. On February 23, 2013, we started building a blue-blooded family in Mexico and I could not be more proud of what we have accomplished. Having challenges and adversities, our culture and vision have made us stronger over time.

To commemorate our first 10 years, we enjoyed a getaway with the team. I want to take this opportunity to thank everyone who has been part of this wonderful journey! From our customers, suppliers and worldwide team members that contribute to our growth.

My deepest appreciation to the magnificent team in Mexico, who with their effort, dedication and hard work, honour the Mainfreight service and put our company at the highest standards.

What is next? To expand in Mexico and more of the Americas. As a multi-lingual office, our outreach to potential customers and team members is a massive opportunity.



Back Row L-R: Alejandro Chavez, Justin Seiber, Kyle McKenna, Kyle Hood, Quinn Burke, Chris Michalak, Eric Bell, Heber Vasquez  
Middle Row L-R: Martin Moncada, Amy White, Ocean, Jake Groch Front Row: Hela Haddadin



LA airfreight team in their new cool storey

## MAINFREIGHT LOS ANGELES AIR PERISHABLES SITE BY JAMES BLOK

Welcome to the LA team! Over the past three months, Mainfreight Air in Los Angeles has been preparing our new 50,000SQFT (4500 square meters for you metric folk) airside facility into being a cornerstone of the Mainfreight airfreight world here in the US.

We have been creating a name for ourselves within the LA market to be movers and shakers with no plans of slowing down.

With this new facility, we have X-ray capabilities, freezer and cold storage, dock to dock cold chain solutions, and Mainfreight branded roller floor trucks for airport transfers.

Being one of only a very select few freight forwarders in Los Angeles to have perishable coverage is an undertaking not for the faint of heart, but with knowledge and passion joining the team we know we can gear up for success.

We are also in the process of becoming a USDA-bonded site, allowing for imported inspection of produce. As well as an FSIS (Food Safety Inspection Service), station to process imported beef and lamb, we will be the only one in the country that is airside.

The ability to cut our own Phyto certs has also been a big new process, but one the team has been great at taking charge of.

We have already been able to handle seafood, export beef, import beef & lamb, import & export produce, dairy, and live seafood to a number of destinations. A lot on a trial basis until we have our chillers up and running officially.

With our first summer season approaching, we are excited to see what we can offer the greater perishable market regarding seafood imports and produce exports.

With the perishable export market in LA taking up over 40% of all belly capacity outbound from Los Angeles, we have a lot of room for growth.



Sales Manager James Blok and account executive Kaitlyn Dougherty

## CAROTRANS HOUSTON – BOOKS IN HOMES BY MARIA ESPINOZA

The CaroTrans Houston team enjoyed working with Books in Homes USA at Reed Academy. A free book fair was held allowing each student to collect books of their choice. The joy on the students' faces, when they realize that they can collect all the books for free, is priceless, as stated by Branch Manager Maria Espinoza. "We are immensely grateful to Books in Homes USA for partnering with us and making this possible! We acknowledge and appreciate the hard work of the teachers and school staff in assisting children," she added.



## CAROTRANS – CHRIS WILSON

This year's Branch Manager and Sales Conference offered us the time to come together as a Team and define our goals for the business in 2023/24. Although we are extremely proud of our record performance in each of the past two financial years, we are very aware that this year is going to be different and we must commit and place forth laser focus to achieve the results we established for the business.

We must get a few "non-negotiables" right if we are to remain successful and stay true to our one-hundred-year vision for the business.

- Quality
- Compete
- Teamwork
- Margin over revenue
- Secure larger volumes in all trade lanes
- Delight our customer

There are varieties of ways these "non-negotiables" can be interpreted. Nevertheless, the only metric that truly counts is the one outlined below

"The only way to keep ahead of our competition is by the superior performance of our people. The only measurement of that superior performance is how the customer perceives it."

Thanks again, Team! It was a great conference this year, the message was clear and it will be a pleasure working on our goals and objectives as a Team!



Our team getting the CaroTrans oranges buckets ready to deliver to our customers

## CAROTRANS ORANGES FOR CUSTOMERS – BY VILMA RAMIREZ

How do we thank our customers and show them our appreciation? Our personalized visits to their sites with no need to make it into a sales pitch, but to say hello, thank you, and enjoy this healthy snack of Oranges on CaroTrans. Our sales team throughout the Americas filled our buckets up and delighted our customers with special visits and plenty of Vitamin C!

Being on the road as an account executive has made the ease of introducing myself seamless. I decided to personalize our Oranges cards with one of my favourite quotes. "Enthusiasm is the driving force that overcomes all obstacles."



María Espinoza, Jeremy Williams, Andrew Slusher, Marisol Salgado

# TECHNOLOGY

## JOHN ESHUIS

Our Network, People and Technology make us who we are. We invest in our network as you will have seen in this and previous newsletters, our people are truly special and this newsletter also provides some insight into that, and our investment in technology means we can deliver a consistent, high-quality product around the world. We are proud of what we achieve with a relatively small team and do so in true Mainfreight style!

We invited our regional IT managers and key product leaders to Tauranga for an IT conference – the first one in 4 years – and it was great to build on the friendships, catch up on many topics & projects and align ourselves for the year(s) ahead.

It would not be a Mainfreight get-together if we didn't throw in some activity, so we paddled our way into the night to enjoy the magical sight of glow worms and be mesmerised by a clear night sky full of stars.



The key takeaways from the conference were:

- **Simplicity:** in what we do. Stay focussed on supporting our core business.
- **Alignment:** in how we do things around the world to maintain a consistent experience for team and customers.
- **Speed:** in the way we execute, the business grows at pace, and we have to work smarter.

Many projects have reached key milestones in the last 6 months, and new ones have been started. Here's a brief summary of our key initiatives:

### Transport

Big milestones were reached in Europe (France) and in the Americas (Canada) Transport business where the last of the branches were migrated across to their transport management systems, bringing together each of the regions into their

single platform. Project teams work relentlessly to achieve successful transitions. Thank you and well done. That completes a big chapter of creating that alignment.

### Air & Ocean

CaroTrans in the USA decided to move off their legacy system and onto Cargowise and will be joining New Zealand, Australian and Asia CaroTrans operations on their platform later this year. This will bring alignment to those branches across the world and will provide simplicity in supporting this business.

### Warehousing

The continuous improvement approach in our Warehousing business means that they manage to run smaller, low-risk initiatives. The key focus for this year will be Operational Intelligence – leveraging our data and visualisation tools to put different information in front of the team. As with all our approaches to technology – we don't make decisions for the team, we want to empower them by providing the right information.

### Customer Facing Technology

Mainchain – our customer portal - has had a strong focus on Air & Ocean functionality and continues to deliver more for our customers. Order Management System (OMS) has had an overhaul and has been relaunched and the customer Air & Ocean Booking part of Mainchain has had a full refresh. On top of that our emissions calculator is now available (more on that later). Maintel – our analytics platform – is now accessible through Mainchain and offers insights into Air & Ocean, Transport and Warehousing data.

For our IT Teams around the world – get into the branch!

- There is no better place to get a feel for the culture.
- Opportunities are found where the problems exist, you won't find them behind a desk, you will find them when you talk to the team and see first-hand where the challenges are.
- Build relationships. It is inevitable that at some point you will need the support of the branches to fix something, roll out a new feature or get some feedback.

Let's keep on building that connection with the teams.

A well-integrated IT team, that has a strong relationship with the team in the branches has a much easier job delivering projects and solutions.



## MAINSTREET IS NOW LIVE IN CANADA! - RAQUEL CANAS-THOMPSON & DANIEL ANDRADE

We are thrilled to announce that our MainStreet transport management software is now live in Canada!

Following meticulous planning and development, our Mainstreet transport system launched in Canada on April 3rd, 2023. Moving the Canadian team onto the same platform as the US allows for improved line-haul visibility between the countries, streamlines freight operations, provides shipment tracking in real-time, enhances communication channels with customers, as well as introduces new technologies such as hand-held driver scanners, sign-on glass and more to Mainfreight Canadian Transport team and customers.

Our stand-out feature for the software includes a very large upgrade to the rating engine – multi-currency. In Mainstreet, our branches can now service customers in foreign currencies in both the United States and Canada. With our built-in exchange rate, we can invoice customers and pay suppliers in their preferred currency. This has been a request from customers and our teams alike for some time. It is a game-changer for everyone involved.

At Mainfreight, we know that our team is the key to our success and this project is positive proof of our fantastic team effort. Without a doubt, the engagement and support of our Transport teams in Canada and the US have been key to this successful launch.

Mainstreet Canada is a significant milestone for Mainfreight as it promises to improve shipping operations across both countries to the benefit of our branches and most importantly, our customers!!

*A little history on our Maple Leaf neighbour: Our Toronto Transport branch was established in 2016 & since its inception, it has been operating under the Cargowise software system. We leaf our hearts in Toronto!*



Ryan Williams & Tinesha Williams working in MainStreet



Global IT Meeting held in NZ

Back row left to right: Shaun Morrow, Pascal van Vuuren, Thomas Bijl, John Eshuis, Michael Hood, Alistair Hughes, David Hall

Front row: Michelle King, Megan MacKay, Nilesh Bhuthadia, Logan Lim, Laurie Hamid, Clement Chong

## CYBER SECURITY

The bad actors continue to wreak havoc in the market and email compromise continues to be our biggest threat.

The message for our team is simple:

***Treat it with the respect it deserves.***

***Educate yourself.***

Discuss it in your PAT meetings, continue to complete the training, and report all suspicious emails. The Cyber team put a lot of effort into protecting our environment. It is an ongoing, daily effort to stay vigilant and up to date on our front-line systems, but that is so easily undone by any of us.

# MAINCHAIN ORDER MANAGEMENT SYSTEM (OMS) - LOGAN LIM

A tool to help our Air & Ocean customers better manage their supply chain.

As we know, supply chains are complex and importing goods from supplier to store can be a juggling act to keep things on track.

## What is Mainchain OMS?

It's our next level of order management that can help improve our customer supply chains - enabling them to understand exactly where their orders are in the world, and at what part of the supply chain process they're in.

More importantly – it allows our customers to understand what the exceptions are and who in their supply chain needs to take action, whether that be a supplier, a service provider, or a person in their own business.

Our Mainchain OMS platform provides a single interactive portal where all stakeholders can work together to drive the import supply chain forward by triggering relevant actions for each team before and after certain milestones are hit. We're relaunching this with even more features!

Key features available:

- Simplified setup with standardised milestones and actions
- Centralised portal designed to help customers with large teams, numbers of orders or large numbers of suppliers
- Customised views ensure users see

what's important to them

- Manage and track required documentation
- Request and Approval process for Order Date and Quantity changes
- Ability to 'split orders' so that parts of orders can travel on separate shipments
- Customer integration



# EMISSION MANAGEMENT – SHAUN MORROW

Mainfreight's Emissions Management Platform is now up and running and at the fingertips of our first pilot customers.

This builds off the work of our emissions reporting capability to provide customers access to their supply chain emissions profile in real time. It represents a significant shift from the more transactional point in time reports to live tracking where the impact of different strategies and behaviours can be seen and responded to.

From a technical standpoint, the toolset is designed around the GLEC reporting framework. It aligns with standards like EN 1628, IATA RP 1678, and the Clean Cargo Working Group and supports customer inventory reporting to ISO 14064 and the Green House Gas protocol. We also have a detailed methodology document for inquisitive customers (and their auditors).

Our first stage of the pilot is targeted at New Zealand based customers, but we expect to extend this across Asia, Australia and the US by mid-year and for our European operations by the end of the year.

The current iteration has three components or Dashboards:

- Transport Emissions: Including domestic movements for road, rail and coastal
- Air & Ocean Emissions: Main haul international movements for Air & Ocean shipments
- Shipment Summary: A detailed breakdown of the emissions for every shipment/consignment

There's also more to come, we expect to add Dashboards for Warehousing and Wharf by mid-year and are developing approaches for pre and post carriage (Air & Ocean, including road, rail and inland waterway connections) and courier (as part of Warehousing).

With supply chain emissions often accounting for more than 80% of organisation emissions this represents an important capability and offering to our customers on their own climate journeys.





# TRAINING & DEVELOPMENT

## MARTIN DEVEREUX

Earlier this year, we celebrated our 45th birthday, and we did so from 324 branches spanning 26 countries. Our growth and appetite for growth are part of our identity and a key aspect of who we are. Whilst this brings enormous opportunities, it also brings challenges as we spread our team and our culture across more parts of the globe. We spend a lot of time focusing on the new countries and regions of our business to instil the correct foundations, but right now, it is also a prudent opportunity to focus on all regions, in all branches, to ensure our culture is strong and generates the right outcomes.

The starting point is understanding the core beliefs and cultural imperatives that define us. We are one global family spread across an ever-growing number of countries. We all start and finish our days in slightly different fashions, but we are one family. A family that has grown from never taking our eye off the detail. A family that has grown from always making smart decisions, not easy decisions. Most importantly a family that approaches every milestone in our journey together.

Our Three Pillars proudly sit on our walls in various countries and in various languages. This framework guides us on who we are and how we do things around here. Our culture is a product of every decision we make and every action we take. We, as individuals, all have the responsibility as guardians of our culture. A challenge for us all is to take the time to learn about where we and our culture come from, and why we do things the way we do. Challenge yourself to ask the 'why' question and learn our origins.

If you're reading this and you're a team member, don't wait for things to happen. Ask questions and actively seek opportunities to learn. Look around you. If you need help finding those answers or information, your quality board, line-haul board, or P&L should be proudly printed and displayed on your walls, easily accessible to all. The answer may not be clear in the first instance, but it is this information, in conjunction with talking with your team, that will help you learn and find the answer. It is your branch, your business, and your opportunity to play a role in building your and our future. The simple message – get involved.

One of the fundamental aspects of the Mainfreight culture and our approach to business is decentralisation. Where possible, we strive to push as much of the decision-making capacity to those closest to the issue or the 'problem'. The most identifiable vehicle for this is our Positive Action Team meetings or our P.A.Ts. These forums are designed to allow all team members the opportunity to get involved. To identify issues or areas where improvement is needed in their immediate part of the branch and to allow all team members to contribute. Some of our best global ideas and initiatives came from a P.A.T. and started small stemming from a challenge in one branch. Don't underestimate the reach and impact these forums have. Not only are they a vehicle to improve your day-to-day experiences they can also serve as a vehicle to drive innovation and change in other parts of the business. Please don't view these as just another meeting. Show some courage, share your ideas, and get involved. You might be surprised by what happens!

Our role in the Training & Development space is to help you and your branches succeed. Yes, we host various training courses, but the real development takes place within your branch. Opportunities to attend Induction courses, or other programs held at our Training Centres, are there for you to build a deeper understanding of what you have already learned within your branch. To use a sporting analogy, our role is not to teach you to kick or catch the ball but to teach you how to take those basics and build on them - an opportunity to develop more fine-tuned skills. We will share our knowledge and tools to enable you to return to your role and use



Induction course with our Team in New Zealand celebrating our 45th Birthday

## INDUCTION COURSES HELD AROUND THE WORLD



Induction course specific to Warehousing held in Sydney



Teamwork makes the dreamwork  
Supply Chain Induction course held in USA

them. It is in this on-the-job space where real learning happens.

Another core part of our Training & Development role is spent in your branch. This might be serving in an audit capacity, helping you get greater insight into operationally how you are travelling as a branch but also culturally how you're tracking. We will ask you to have a say as to what is working and what is not via the morale questions and in general interactions. This is an opportunity for you to be heard and get involved in your branch. Your audit is an incredibly valuable process and tool that you can use to get more involved and engaged in influencing how your branch functions.

Likewise, we may provide some insight and perspective into other key topics, such as Health & Safety at a branch level. We are not there to fix or to implement things; we are there to assist you in introducing the appropriate changes to ensure we all go home safely each day. Again, we are here to help, not to do.

We know reading this places a lot of responsibility in your hands to play a role in your future and your branch. That's what we do, so embrace it. Ask questions and get involved. What you get from this business directly correlates with what you put into it—a great lesson to always keep at the forefront of your mind.

The following photos and captions will give you a great insight into the wide range of projects and interactions our Training Teams have with the business. We are a collection of people who have all grown from within the business and who are there to help. If you see us in your branch, reach out and say hi!

*"You can gain knowledge  
from everyone!"*



Induction course with our Team from across Europe



Mainfreight-opoly anyone?



Induction courses are a great opportunity for our Team to tour different depots. Here is our Team checking out our warehouse in LA



## GO-LIVE OF MAINMOVE IN FRANCE

The 1st of April this year was a day of Go-Live! No joke! The teams in France have been preparing, developing, and testing for the last four months to make sure the Go-Live date was met. After a nerve-racking last week, with some changes to be made and with ongoing work by several teams, the branches were ready for the Go-Live.

This Go-Live contained some details worth mentioning: the full country went live. A big team of experienced Belgian Mainmove team members joined the team in France to show them all the ins and outs.

If we look at the implementation of Mainmove in the French branches, it was a challenging but smooth process where we learned a lot whilst working together. We made sure that the last country in Europe went live on Mainmove!



Mainmove is now LIVE in France



Bogdan Rascol, Erik Dalenoord, Nadya Stroemer getting Mainmove moving

## HEALTH & SAFETY PACKS EUROPE

Having each other's back at Mainfreight is crucial to our blue-blooded safety culture and recently we've captured the essence of our safety standards in the European Health & Safety Pack. The Pack has been a labour of love along with the branches and it provides a clear Mainfreight standard of safety across Europe and helps take away any guesswork or duplication of how to tackle safety procedures.



Esmee Heuvink, Leon Heister, Courtney Bould, and Erik Dalenoord with Europe's new Health & Safety Packs

## AUSTRALIA STRADDLE SIMULATION

DP World Australia's Melbourne terminal has deployed new Vortex Port Equipment Simulators as part of an operator training program. Our very own Sherie Patton, Geelong A&O was able to try their simulator out to see how she would go as a straddler driver on the largest container terminal in Australia.



Sherie Patton, Geelong A&O trying out the simulator at DP World

## MEETING AS A FULL TEAM FOR THE 1ST TIME

After almost 2 years of working together from a distance and between screens, Cherry Wang based in Shanghai in the Regional Training Team, came to visit the Hong Kong office for our first Branch Manager's Conference since pre-covid. This was an exciting time for everyone meeting all the Branch Managers but also for us to spend more time bonding as just the Training Team. Planning team building activities and working together to make them successful on the day brought us much closer together. We were able to celebrate the milestones that we missed, over cake and team meals. For us, it's the little things that count and makes us appreciate each other, as we don't always have the opportunity to be together.



Elly Fun, Winnie Tong, Mandy Cherry and Cherry Wang



Elif Bilici, Melis Naz Taheri and Rob Frencken with a group of students

## EUROPE AIESEC DAY

We organised an in-house day with AIESEC (International Association of Students in Economics and Commercial Sciences) where 25 young and eager to learn students came on-site to 's-Heerenberg, we took them around our premises, and ended the day with a workshop!

## ANDRE CAREERS DISCUSSION AUCKLAND UNIVERSITY

Andre Laredo presenting to students at the University of Auckland about career pathways at Mainfreight



Andre Laredo is on the hunt for future Mainfreighters at Auckland University



# BEREAVEMENTS

## Jürgen Schöttler

### Mainfreight Warehousing Ans 's-Heerenberg

Jürgen, a 10-year legend, joined us in 2007 where he continuously worked in the warehousing branch Ans. He organised the inbound flow of several customers from beginning to end and was keen to work in places that required complex tooling to assemble products for our customers.

His great work ethic and creativity will remind us of him. At work, Jürgen created handy tools to make the job easier and smarter which was often recognised by our customers.

Outside work, he was a passionate photographer of nature and in particular of weather conditions and birds.

Jürgen, you will be missed!



## Maurice Dongelmans

### Mainfreight Warehousing Ans 's-Heerenberg

With great sorrow, we received the shocking news last December that Maurice Dongelmans passed away at the age of 50. Maurice fought to the very end but ultimately did not win the fight.

Maurice joined us in 2020 and was hugely loved by the team. Every day he enjoyed spending time with his team and saw them as a real family! He also spent a lot of time with his team outside of work. His lovely personality and work ethic are something we will always remember.

## Pita Palepoi

### Mainfreight Transport Prestons

It is with deep sadness and heavy hearts that we say farewell to our friend, Pita Palepoi.

Pita had been suffering from a prolonged illness over the past few months and lost his battle on 21/12/2022.

He was a beloved husband and a cherished father – We will all miss Pita dearly



## Iain "Red" Henderson

### Daily Freight Christchurch

It is with tremendous sadness we let everyone know Iain Henderson AKA "Red" passed away peacefully at his home earlier this year.

He was with his family and friends near his side. Red's long fight is over, he can hold his head up high knowing he fought till the end like we all knew he would.

Red will certainly be missed, as a vital part of the Mainfreight family for over 30 years. Red took great pride in his work and has made lifelong friends throughout the group.



## Rafael De Luna

### Mainfreight Warehousing Moreno Valley

A piece of our team has been missing since Rafael left us. We carry him in our work by always having pride and commitment to our quality just as he lived. We miss you.





## SERVICE ACHIEVEMENTS

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

# 50 Years

David Priestley                      Daily Freight Wellington

# 40 Years

Guy Small                              Owens Tankers Auckland

# 35 Years

Alan Allport	Chemcouriers Tauranga
Alan Niethé	Transport Auckland
Alapati (Ala) Aiono	Metro Wellington
Barbara Vincent	Transport Wellington
John (Joe) Kawau	2Home Auckland
Laurie McMahon	Transport Christchurch

# 30 Years

Angelique Stefas-Vinkenvleugel	Transport 's-Heerenberg
Anita Seegers	Express 's-Heerenberg
Arapeta Mahuika	Wellington & Port Ops
David Grossman	A&O Seafreight Sydney
Franck Van Der Heyde	Warehousing Oostende
Hans Kloosterboer	Transport 's-Heerenberg
Henk Lammers	Crossdock 's-Heerenberg
Jeroen Lakwijk	Crossdock 's-Heerenberg
Kerryn O'Neill	Transport Napier
Mike Dunn	A&O CFS Auckland
Nick Hyde	Transport Taupo
Nigel Mouat	Chemcouriers Auckland
Rob Williams	Transport Auckland
Wim Verproort	Transport Zwijnaarda

# 25 Years

Allan Aufai	Daily Freight Auckland
Amasaia (Ama) Valu	Warehousing Auckland Neales Rd
Annemie Casier	Transport Zwijnaarda
Antonio Collings	Transport Auckland
Casper Lukassen	Transport 's-Heerenberg
Colin McPherson	Warehousing Railway Lane
Glen Finlay	Wharf Sydney
Ines Waegemans	Transport Genk
Isabelle Denon	Transport Paris
Jennine Cosgrave	Mainfreight IT (Software)
Jenny Payne	Transport Taupo
Katrina Nathan	Air & Ocean Whangarei
Keith Kenyon	Owens Christchurch
Keith Stone	Wharf Sydney
Lee Amour	Air & Ocean Seafreight Sydney
Léon Robbe	Transport 's-Heerenberg
Marilyn Syms	Owens Tankers Auckland
Mike Lelivelt	European Support
Mike Sommers	Transport 's-Heerenberg
Noel Stubbs	Transport Napier
Phil Jordan	Wharf Sydney
Rebekah Lopau	Owens Auckland
Rowan Preston	Warehousing National Team NZ
Sione Vave	Transport Sydney
Theo Alofs	Transport 's-Heerenberg
Theo Deijnen	Transport 's-Heerenberg
Yasbeen Kumar	Daily Freight Auckland



## SERVICE ACHIEVEMENTS

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

# 20 Years

Aaron McMahon	Transport Rotorua	Kyla McGregor Kurth	FTL Tauranga
Allan Tango	2Home Auckland	Lee Tuimauga	Transport Auckland
Andrew Hall	Transport Hamilton	Lesley Huia	Transport Whangarei
Andrew Smith	Owens Auckland	Malcolm Holm	Forwarding Support NZ
Arthur Atoaga	2Home Auckland	Margaret Reynolds	A&O Seafreight Sydney
Catherine Le Vert	A&O Auckland Airfreight	Marissa Monteroso	Warehousing National Team Americas
Cindy Page	Transport National Team Australia	Matthew Mayville	Transport National Team Americas
Clinton Smith	Chemcouriers Auckland	Mehmet Kurum	Crossdock 's-Heerenberg
Darren Cummins	2Home Auckland	Milan Cihak Jnr	James Hardie Warehousing Auckland
Dean Coates	Port Ops Christchurch	Monique Peary	Air & Ocean Napier
Debra Johnson	Transport National Team Americas	Natalie Curley	Air & Ocean Wellington
Debra McCarty	CaroTrans National Team USA	Nathan Anderson	Transport Dunedin
Denise Kearns	Transport Hamilton	Nathan McEldowney	Transport Cromwell
Duncan Byron	Air & Ocean Tauranga	Paul Fredrickson	Air & Ocean Wellington
Edmila Hebel	A&O National Team Australia	Peter Wallis	2Home Auckland
Emma Katavich	National Admin NZ	Raagni Sahay	Mainfreight Global IT
Haami Kingi	Transport Hamilton	Rachael Timmo	Mainfreight IT (Hardware)
Hans van Niekerk	Trucks & Drivers 's-Heerenberg	Reza Motadeli	Owens Tankers Auckland
Ivan Larsen	Transport 's-Heerenberg	Rodd Morgan	National Team Australia
Jamie Morrissey	Air & Ocean Dunedin	Sarah Sun	A&O National Team Americas
Jennifer Tuhi	Daily Freight Auckland	Sean Hutchinson	A&O Seafreight Sydney
Jenny Lee	A&O National Team Australia	Shona Taylor	Training Team Australia
Joel Pereira	A&O National Team NZ	Stuart Thorn	Transport Wellington
Julia McMillan	A&O Seafreight Melbourne	Telea (Andrew) Kasipale	Owens Auckland
Julien Vieville	Transport Paris	Tony Sagaga	Warehousing Auckland 107 Westney Rd
Kelly Rodrigues	CaroTrans New Jersey	Tracy Curtis	Domestic Sales Support NZ
Keri Monk	Transport Levin	Trevor Mitai	Chemcouriers Auckland
Kim Sipeli	Warehousing Auckland Manu St	Tuaine Tarau	Transport Auckland

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



# LONG SERVICE LEGENDS



**David Priestley, AKA “Proz” the Policeman, celebrating 50 Years with the Team.**

A true Daily Freight Legend in Wellington, with a special presentation of a freshly painted Daily Freight Forklift, the only one in Wellington!!

## Thirty-Year Service Legends



Anesh Chand - Mainfreight Transport Brisbane



Nick Hyde - Mainfreight Transport Taupo



## Super Celebration at Mainfreight Transport Auckland

Left to Right -  
Lee Tuimauga (20 years of service)  
Taylor Tolson (10 years of service)  
Alan Niethe (35 years of service)  
Rob Williams (30 years of service)



**Lee Amour – 25 years A&O Sydney**  
L-R: Lee Amour, Vanessa Ings



Marissa Monteroso (Far Left) USA Warehousing National Team  
Sarah Sun (Far Right) USA A&O National Team  
Both Celebrating 20 years with the Mainfreight Team

*Congratulations to all our long service legends from around the world!*

## HAPPY RETIREMENT RODY LUO - MAINFREIGHT SHANGHAI

January 23, 2023, Rody, better known as 'Uncle' to the team, retired.

At the farewell party held for him, he recalled his 23-year Mainfreight career, how he watched Mainfreight grow and how he was sad about leaving his big Mainfreight family. We were all moved by his words.

We send our most sincere wishes to him and wish him pleasure and happiness in his new chapter.

Rody with Joan Ji,  
Mainfreight Shanghai Branch Manager





# GLOBAL AWARDS CEREMONIES

## New Zealand



**Branch of the Year 2022**  
Warehousing 107 Westney Road, Auckland  
Esmond Lum, Branch Manager and Bruce Pledsted



**Salesperson of the Year 2022**  
Nadene Moore, Air & Ocean Dunedin  
Rob Croft and Nadene Moore



**Sales Team of the Year**  
Owens Auckland

## Europe



**Branch of the Year 2022 Mainfreight Warehousing Born**  
L-R: Liane Philipsen, Daphne van Dosselaar, Rob Zonneveld, Ben Fitts, Nico Wuyts and Bart Fischer



**Salesperson of the Year 2022**  
Giovanni Tornabene, Mainfreight s'Heerenberg  
L-R: Ivo du Plessis, Giovanni Tornabene and Nic Matthews



## Americas



**Branch of the Year 2022**  
CaroTrans Chicago

L-R: Jason Braid, Bill Grime & Chris Wilson



**RYAN HICKEY**

**Salesperson of the Year 2022**

**Ryan Hickey, Mainfreight Warehousing Bolingbrook**  
L-R: Rene van Houtun, Ryan Hickey, Matt Friedman & Steve Turner

## Australia



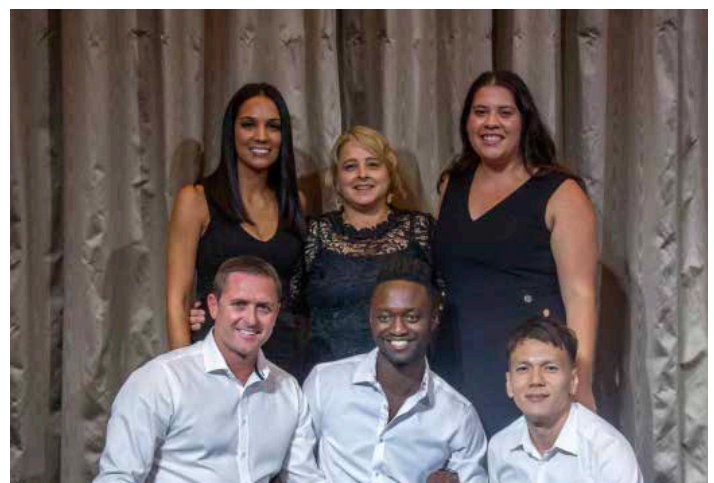
**Branch of the Year 2022**

**Mainfreight Transport Brisbane**  
Greg de Lautour, Branch Manager



**Salesperson of the Year 2022**

**Courtney Katic, Mainfreight Wharf Melbourne**  
L-R: Courtney Katic, Jaan Ilhan



**Sales Team of the Year 2022**  
Air & Ocean Brisbane, Seafreight





**Branch of the Year 2022  
Mainfreight Malaysia**  
L-R: Eong Kam, Cary Chung, Jin Ang, Jence Tan,  
Alan Tang, Steven Tan



**Salesperson of the Year 2022  
Noel Kong, Mainfreight Hong Kong Airfreight**  
L-R: Billy Zhang, Noel Kong



**Mainfreight Sales Team of the Year 2022  
Mainfreight Hong Kong**



**CaroTrans Sales Team of the Year 2022  
CaroTrans Hong Kong**

***Congratulations to all our winners from around the globe!***



# PHOTO BOARD



LA Team hosted the Inaugural Spring Family Barbecue at Bolsa Chica State Beach



An impressive cake to celebrate Japan's 4th Mainfreight Anniversary



Expanding our support of Books in Homes in regional Australia Team Members Dominic Jones & Samuel McLeod from Mainfreight Tamworth with Author Paula Stevenson & Hillvue Public School students



Meiland Warehousing Team giving wheelchair basketball a go



Mainfreight Global about to be installed at the new Whangarei depot



The Famous CaroTrans USA orange buckets



Chicago CaroTrans – Dressed in Green to celebrate St Patrick's Day



# OUR TEAM CELEBRATING 45 YEARS OF MAINFREIGHT





# FEEDBACK

2 December 2022

Dear Mainfreight Australia,

In behalf of all staff and students at [redacted] Public School, I would like to thank Julia Brogi and Sarah Hobby for joining us for our Books in Homes book giving assembly. We appreciate your active involvement in our assembly and for taking the time to visit [redacted] Public School and the students in their classrooms.

On behalf of our students at [redacted] Public School we thank you for donating all of the wonderful books so that students have the opportunity to own and build a library of quality books at home.

Regards,

Kim  
[redacted] Public School,

**From:** deccan  
**Sent:** Sunday, May 14, 2023 1:31 PM  
**To:** Owen Donald (MFT CHH)  
**Cc:** Alicia Witteman  
**Subject:** deccan

Hi Alicia,

Just wanted to pass on my thanks to you and your team, since meeting you a few months ago I have had several interactions with Jacob Eyre, Craig Edwards, your driver that picks up from our depot, ( sorry I cant remember his name ) and others I have meet at two of your branches when calling in.

It is clear that you have a great work culture in your business and is so refreshing to meet such positive people all from the same company.

Further more when I phoned you last week I got a message that you where on annual leave till Friday but received a call back from you Thursday morning when still at the airport on your return checking if you could do anything for me, knowing we are a tiny business and only putting a small amount through Mainfreight I would have to say this is some of the best service ever received and want to acknowledge this and thank you personally.

Kind Regards  
Paul

**From:** KidsCan Volunteering  
**Sent:** Thursday, February 16, 2023 9:27 AM  
**To:** Kirsty Michell (MFT Hobsonville)  
**Cc:** Thomas Merriman (MFL)  
**Subject:** RE: Volunteering Today

Hi Kirsty,

Thanks to everyone who came in to help us today – our Operations team were very impressed with the work you got through.

I've attached the photo that my colleague Grace took.

Thanks so much,  
Howard  
KidsCan Charitable Trust



L-R: Thomas Merriman, Sione Ufi, Brooke Pope, Sarah Mann, Elyse McSkimming, Kirsty Michell

**From:** Delia  
**Date:** 8 May 2023 at 8:04:17 AM NZST  
**To:** Don Braid  
**Subject:** Thank you from the Netherlands

Hi Don,

This is not spam. This is a random thank you note from the Netherlands.

Recently I moved city and with that comes a longer commute. On this commute I spot the trucks from Mainfreight very often.

I just want to say how much I appreciate the quotes displayed on the trucks. It brings me joy every morning I spot one.

This actually peaked my interest to google the company and learn more about Mainfreight. Kudos to you and whoever came up with the brilliant idea. It says a lot about the seemingly good company culture.

Well that's all I can say. Thanks again for lighting up my commute.

Kind regards,  
Delia



**From:** Maxim Moshkivsky  
**Sent:** Monday, 16 January 2023 10:41 pm  
**To:** 'Fabric | Maxwellrodgers' Alexandrin Macavei Kevin Drinkwater  
**Cc:** Ben Fitts, Darren Barboza, Adam Romejko, Ronnie Sessink, Randy Bruns, Silviu Moldovan, Oleg Garbar, Kamil Krawczyk, Pawel Rutkowski  
**Subject:** RE: Blankets to Ukraine

Dear Roger,

First of all I want to thank you from all Ukrainian people and our team for your initiative and willing to help Ukraine in this war!

Thank you for your impact to our big victory

The blankets has found their use on the front line – in the city of Kherson – in firefighters office

This office was bombed by russians several times – since December 2022 Almost no windows left, walls are damaged – which courses a terrible conditions of staying for the firefighters

So, now your blankets makes the firefighters`s staying in their location easier

Moreover, they have split a part of blankets among locals – old people, whose houses were damaged by missiles as well (please, find photos attached)

The blankets has fond worthy usage!

Thank you again!

Also, I want to thank all Mainfreight team, involved in this project!

Thank you, Mainfreight family for your support!

Kind regards,

Maxim Moshkivsky | Branch Manager



**From:** Malindi  
**Sent:** Tuesday, May 23, 2023 8:20 AM  
**To:** Martin Devereux  
**Subject:** Reconnecting

Tēna koe Martin,

I've just returned from a week in Anakiwa, and I had the privilege of meeting the Mainfreight crew, and a brief korero with them while down there. It sounded like they'd had a fantastic course, what a great bunch of people.

I shared with them an experience I had a few weeks ago. I flew to Wellington with the baby at about 8 weeks old to see the team. I was completely flustered & overwhelmed at airport and was dropping my bags as I tried to get to bag drop. A lovely man came over and picked them up for me & carried them over, such a relief! As I looked up to thank him, I noticed a Mainfreight logo on his jersey.

About 20min later as I was trying to get my hand luggage together after security and put the baby back in the front pack, another person came over to help me get my things back in my bag & lift it off the bench for me. As I looked up to say thank you .... Another Mainfreight logo!

I know it's not a coincidence that of the thousands of travellers that morning, the two people that went out of their way to help me were both Mainfreight team.

I hope you're well, and looking forward to hearing feedback from your end on how the courses this year have gone.



Malindi  
Tumuaki | Chief Executive



**MAINFREIGHT**

**DAILY FREIGHT**

**CHEMCOURIERS**

**OWENS** **CaroTrans**

**"SOMETIMES  
IT IS JUST A  
BIT OF A  
TIGHT  
SQUEEZE  
TO GET  
THROUGH?"**

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**PHOTO BY:  
DIRK HOOFS FROM  
OUR MAINFREIGHT.  
TRANSPORT GENK**

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