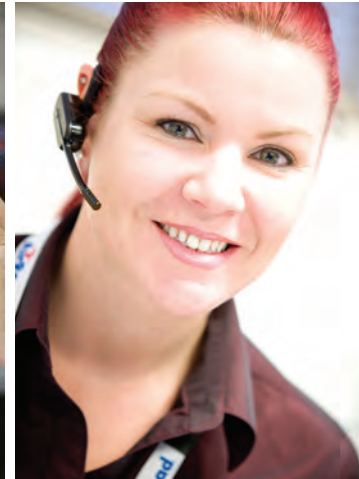


AirRoad's success has been built by providing outstanding service and investing in long-term relationships with clients. Many of our clients have been with AirRoad since we began operating over 25 years ago. As an independent, privately owned and managed, Australian company, AirRoad is expert at meeting the most complex logistics and transportation needs, while providing caring, personalised service to every one of our clients.

**If it's important to you...  
trust it to us.**



[www.airroad.com.au](http://www.airroad.com.au)





Our Client Service Managers work together with our Operations, Technology, Safety and Security teams across the country to seamlessly align AirRoad's services with your business needs in the most effective and cost efficient way.

## How we work with you

Dedicated Client Service Managers know your business and freight transport requirements and tailor the right solutions to suit. Key performance indicators are monitored to ensure that we meet our commitments and your expectations in relation to service and delivery in full, on time and undamaged.

We proactively communicate with clients when an issue arises and the scale of AirRoad's operations means that we can mobilise the right people to escalate and resolve it as quickly as possible. Our structure places our Client Service Managers at the heart of the business, empowering them to engage directly with state-based operations management and teams. This avoids the hierarchical structures prevalent in many competitors, to solve any problems quickly and well for our clients.

The Client Support team is the communication hub of AirRoad's day to day operations. Our friendly team connects with our drivers, depot staff and our clients across the country to respond to queries and ensure deliveries are made in full, on time. Whether it's keeping a client up to date on the timing of a delivery, or tracking down an item in a linehaul truck for one of our clients, our Client Support staff handle every email and call with a personal, hands-on approach.

This approach, our world class security, the technologies and systems in our depots and, most importantly, the design of our line-haul vehicles, with mezzanine decks to avoid compression, are all focused on ensuring that your goods are undamaged in our care and arrive to your customer where and when they are expected, in first class condition.