

Our Service **Promise**







Message from the **Managing Director**

The on time and complete delivery of your goods is our fundamental commitment.

We promise to provide you with a premium customised service, powered by technology and strengthened through superior product handling.

Quality service improves consignee satisfaction enabling our clients to focus on their core business, not spending valuable time on consignment management.

This is the value we offer and, on behalf of AirRoad, I invite you to experience the difference that certainty delivers.

A handwritten signature in black ink, appearing to read 'M Thorpe', written in a cursive style.

Malcolm Thorpe
Managing Director

Our Service Promise

AirRoad's commitment to you

1

**Delivery
in full and
on time***

2

**Superior
product
handling**

3

**Genuinely
customised
solutions**

4

**Personalised
service**

Premium Express Service

When time is of the essence, AirRoad Express provides prompt delivery to any address in Australia. Since 1989, we have been picking up and delivering time-sensitive goods, especially high value items. We have a modern fleet of over 400 pickup and delivery vehicles, ranging from 1 to 34 tonne capacity and a team of over 400 dedicated staff. AirRoad is proudly independent and Australian owned.

*We will make every effort to deliver in full and on time but problems do occur sometimes. On average, we deliver 97% in full and on time for our Express clients.



1

Delivery in Full and on Time*

Delivery in full

Our steadfast service policy is to deliver consignments in full, with zero shortages. An incomplete delivery erodes the benefit of timeliness. We understand that and always commit to delivery in full.

Delivery on time

Whether it's a book-in, a time-specific delivery or a home delivery, we are committed to delivering on time. AirRoad's country network is strong and reliable with 40% of deliveries currently made to regional areas.

The way we manage and continuously improve DIFOT performance is vastly different to that of competitors. Transparent reporting enables clients to run their own DIFOT analysis, rather than relying only on supplier generated reports. This means absolute accountability and transparency.

*We will make every effort to deliver in full and on time but problems do occur sometimes. On average, we deliver 97% in full and on time for our Express clients.



AirRoad Express provides sustained **DIFOT performance in excess of 97%**. Market studies indicate that AirRoad clients achieve on time supply **4.5 times more frequently** than industry standards.

2

Superior Product Handling

As a trusted supplier to many industries, a constant focus of our capital investment strategy, staff training and system design is damage avoidance. That's why the AirRoad service standard is backed by a transit warranty at no additional cost to our clients.

- Trailing equipment is designed to suit our diverse client portfolio including twin deck pantechicon trailers in which we segregate parcel freight from bulkier items mitigating compression damage
- Separating parcels and pallets in our depot also protects your goods. Parcels travel along belts at just the right speed to ensure damage is minimised
- Forklifts with impact monitoring technology identify poor driving and handling practices should they occur. Their data is analysed to guide training and continuous improvement.



3

Genuinely **Customised Solutions**

At AirRoad, our client relationship approach is based on business partnerships, tailored to your needs. The national network is scalable and agile, allowing flexibility unique in the industry.

Because our business is an ideal size to deliver personalised solutions not possible from the large transport conglomerates, we support our blue-chip clients in ways that they can't.

Customised solutions add value to your supply chain. They are based on what you want, not what we provide:

- Handling staff members are trained specifically on your freight loading and unloading requirements. This might include hand unloading or asking our staff to ride your machinery on and off trailers
- Every delivery to time-critical arrival retail outlets is personally managed
- Any booking problems, loading inefficiencies or distribution issues are identified and resolved
- We have the flexibility to provide service for both cartons and larger fork-lift items
- Our senior management is dedicated to understanding your customers' requirements.



We have particular expertise in
**high value, complex, fragile,
confidential and sensitive goods.**

4

Personalised **Service**

AirRoad's success has been realised through investing in long-term relationships with clients. It is deeply gratifying to us that some of our clients have been with us since inception and that our average client tenure is 11 years.

We maintain higher service levels by having a smaller number of quality clients, but we have the operational capacity to provide for some of the largest and most demanding national freight requirements.

An open and trusting partnership with your team delivers mutual benefit:

- Your own Client Manager ensures that no issue goes unresolved regardless of type, time or size. State General Managers and the Managing Director would be happy to discuss any issues directly with you
- If there is an operational problem, your Client Support team is there to assist. Over half of our staff members have been with us for more than 10 years and you will find them knowledgeable and quick to respond.

A woman with brown hair, wearing a bright yellow-green high-visibility vest and a small diamond earring, is seen in profile through a side-view mirror. She is smiling and looking forward. The background shows the interior of a truck cab. A large red diagonal graphic element is overlaid on the bottom right of the image.

AirRoad[®]
Delivering Certainty



Enabled by **Modern Technology**

Real Time Visibility

Each client enjoys its own secure 'My AirRoad' portal offering a full suite of management and measurement functions:

- Create your consignments
- Control the location of your goods and view your PODs by item and by consignment
- Measure and analyse monthly performance data.

Clients have access to data which allows them to measure performance and hold us to our service promises.

Security and Control

Hundreds of site cameras, effective systems and experienced personnel ensure your goods are safe, secure and visible from the time of receipt to the time of delivery:

- Complete supply chain track and trace from the point of pick up to mandatory POD capture, including in major regional centres
- Depot lock-down including 24/7 electronic security monitoring, live CCTV freight monitoring, on-site security staff and back to base alarms
- Real time monitoring of all line-haul movements, local fleet movements and many regional vehicles.



Safety **Culture**

AirRoad is committed to comprehensive management of safety based on the principle that zero serious incidents is a commitment not a goal. We protect both our people and yours, helping you to feel certain that your chain of responsibility obligations are being met.

- AirRoad Safety and Action Program (ASAP) is the guiding platform that integrates all stakeholders optimising behaviour, operations and management
- Safety is a key marker of quality. A safety culture enables our people to succeed while protecting them with the right equipment and the right knowledge.





Supporting the Environment

Long before the environment was on the political agenda, carbon management initiatives were at the forefront of AirRoad's operation:

- Award winning, designed and patented trailers carry 30% to 40% more freight (in cubic capacity) than standard trailers, reducing the total number of vehicle kilometres travelled. By adding hybrid and cleaner vehicles to fleets, while monitoring vehicle aerodynamics and engine performance, we continue to reduce our carbon footprint
- Depots use solar power, water recycling, intelligent sensor lighting and best practice waste management solutions wherever possible
- Driver training and development is the greatest investment in reducing impact on the environment. Vehicle management and GPS monitoring technology guide driver performance in all aspects of their duties and reduce environmental impact.





Our environmental credentials have
been recognised through winning the
**Lloyds List Green Transport Award, the
AFSMI Green Services Award and ASCLA
Environmental Excellence Award.**

National Offices

To a large extent, AirRoad's delivery performance can be attributed to a long established and reliable Australia-wide delivery network and dedicated teams.

To find out more about how we can add value to your supply chain please contact us:

New South Wales

Ph: 02 9741 0300
31 Nyrang Street
Lidcombe NSW 2141

Victoria

Ph: 03 9219 3500
41-55 Elgar Road
Derrimut VIC 3030

Queensland

Ph: 07 3297 8900
16-24 Nealdon Drive
Meadowbrook QLD 4131

South Australia

Ph: 08 8445 7711
4 Birralee Road
Regency Park SA 5010

Western Australia

Ph: 08 9452 6400
24 Miles Road
Kewdale WA 6105



1300 CERTAIN (237 824) | www.airroad.com.au
servicepromise@airroad.com.au

National Road Freight Distribution | Express & Specialised Transportation | Supply Chain Services



Quality
ISO 9001

SAI GLOBAL