



Company Profile

National Road Express

Specialised Transportation

Supply Chain Services

www.airroad.com.au



Introducing Your Supply Chain Partner

Established in 1989, AirRoad provides premium services in national road express, specialised transportation and supply chain management across Australia. We are backed by Senko Group Holdings Co. Ltd (Japan) as of 2021 who continue to actively invest in the business. Senko is a Japanese public company established in 1916 and listed on the Tokyo Stock Exchange. The group has over 130 affiliated or subsidiary affiliated companies and more than 18,000 employees worldwide.

'Delivering Certainty' is at the heart of AirRoad's approach with an enterprise-wide commitment to delivering in full, on time and undamaged. Recognised for the quality of personalised services we provide, we have expertise in high value, fragile, confidential and time-sensitive deliveries. AirRoad was one of the first domestic transport businesses to be certified to ISO 9001, and our quality systems adhere to this international standard.

Our goal is to be your express transportation and logistics service provider of choice. We take pride in the hands-on service delivered by our dedicated staff. As a niche player within the industry, we are focused on providing our services to businesses that value quality service and require reliable, express transport. This is exemplified by the fact that many of our new clients have come through word of mouth referrals. Today, we are very pleased to attest that over 50% of our clients have been with us for more than 7 years - some since the inception of the company.

At AirRoad, we invite you to experience the difference that certainty delivers.

Our Services

Express

AirRoad Express provides national road express services for heavy, high-value and time-sensitive consignments that need to be delivered in full, on time and undamaged. With a well-established delivery network and over 35 years of experience, we can deliver your goods securely and within industry leading transit times. We are large enough to deliver throughout Australia, and yet small enough to provide a personalised and responsive service.

Logistics

AirRoad Logistics delivers quality operational excellence to clients that value reliability and transparency. Our goal is to be an extension of your business, and our people are dedicated to providing the same high level of service that you strive for. We view our partnerships as flexible and immersive and we tailor our solutions to suit your business. We are a one stop shop for all your 3PL logistics requirements from freight forwarding and contract warehousing to last mile delivery and reverse logistics.

Specialised

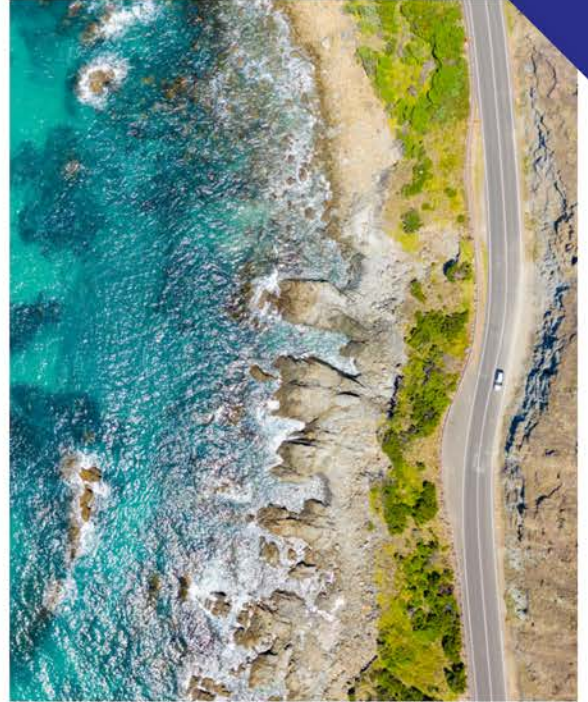
AirRoad Specialised is your expert in managing deliveries for sensitive freight that needs project management. Our clients trust us with their medical equipment, large format printers, multifunction devices, electronic goods and other fragile cargo requiring special handling. With our own fleet of dedicated vehicles in every major capital city and a team of professionals, you can have total peace of mind knowing your delivery is in good hands.

Why AirRoad?

For businesses that despatch high-value and time critical freight by road in Australia, AirRoad provides a reliable service where consignments are consistently delivered in full and on time.

Established in 1989, AirRoad is the only transport business that delivers a truly personalised service tailored to your specific requirements.

Our Commitment To You



1. Delivery in Full and On Time

Our goal is to deliver your consignments in full, and on time. This means we deliver by the day we promise. We do not split deliveries, as we believe this erodes the benefit of timeliness.

2. Superior Product Handling

AirRoad has developed custom trailers with 'air-ride' suspension and adjustable mezzanine floors to reduce freight compaction.

3. Genuinely Customised Solutions

Handling staff are trained specifically on your freight loading and unloading requirements. Time-critical deliveries are personally managed by one of our experienced team members.

4. Personalised Service

Providing value and a competent service defines what we offer to our clients. Our team ensures that no issue goes unresolved, regardless of type, time or size.

Technology

Technology is an important tool in delivering certainty to our clients, keeping them informed of the location and progress of their goods in transit and monitoring delivery in full, on time performance. We were the first domestic transport company to use barcodes to scan and track freight. Since then, we have gone on to develop our own IT infrastructure to provide timely data, ease of access and seamless integration. Our core systems are hosted in the cloud with a fully supported environment, enabling scalability and security. All backup and restore processes are also periodically tested to ensure business continuity.

My AirRoad

Developed in-house by AirRoad's IT Team, My AirRoad is an online, versatile and user-friendly application that enables clients to capture consignment details in real time. This application allows users to create, import and/or cancel consignments, manage the processes involved in transporting dangerous goods, and generate freight labels and manifest reports.

The application also features a range of reports to keep you informed as well as AirRoad's Track and Trace system. Updates and enhancements to functionality are rolled out regularly.

Web Services

For businesses that despatch large volumes of goods each day, AirRoad offers seamless integration between our systems and yours via web services. Platform and language independent, AirRoad web services is compliant across all major third-party ERP and WMS systems, with minimal development needed on the client's end. It is available at any time through a standard internet connection with data being exchanged in real-time.

National Coverage

From strategically located freight terminals in Sydney, Melbourne, Brisbane, Adelaide, Perth, Canberra, Townsville and Darwin, AirRoad delivers to metro, regional and rural areas throughout Australia. To a large extent, AirRoad's outstanding delivery performance can be attributed to a long established and reliable Australia-wide delivery network.



Security

AirRoad provides sophisticated, technology-based security, so that you can be certain that your goods will be safe in our care. This is central to our commitment to 'Delivering Certainty'.

AirRoad maintains the highest levels of vehicle and depot security to ensure that the freight we carry is always secure. Our vehicles are fitted with GPS/satellite tracking so that we can pinpoint their location at any time. Leading brands trust us to deliver their high-value and important items across Australia.

Security procedures and features currently in place are as follows:

- Freight is never relinquished until a delivery signature has been obtained
- Detailed freight scanning at the item level enables complete track and trace
- Lock down depot sites are controlled and maintained electronically
- 24/7 depot surveillance with hundreds of online CCTV cameras and back to base alarms
- On-site guards from an independent, third-party agency monitor our major premises
- Quality locks and security seals on trailer doors.

AirRoad continues to invest in state-of-the-art technology to improve visibility across its distribution network and eliminate freight loss.

ESG

Environment

AirRoad is committed to reducing its environmental impact while providing certainty of service to clients.

In 2008, we undertook our first greenhouse gas (GHG) emissions audit, where transport fuels, utilities and employee activities were identified as having contributed to over 95% of emissions. In late 2023, AirRoad began staff training to measure and manage its GHG emissions, using ISO 14001 as a framework. A gap analysis will help establish our future environmental objectives with set benchmarks and internal reporting systems in place. Eventually, our goal is to run an environmental management system that focuses on performance and continuous improvement.

Social

AirRoad is dedicated to being a responsible corporate citizen in all aspects of its operations. A key focus for us is ensuring the highest standards of safety and that our chain of responsibility obligations are met. We are certified to ISO 9001 and committed to improving the service that we offer. As a way of giving back to the community in which we operate, we also partner with a range of charities.

Since 2005, the AirRoad Group has donated to organisations including the Cancer Council of Victoria, Project Futures, Mother Teresa's Missionaries of Charity and many more. We also encourage our staff to support their community by offering two paid days each year as a volunteer with their charity of choice.

Governance

AirRoad has strict codes of conduct that ensure the integrity of its business practices and set out professional standards of behaviour. Our Board of Directors is diverse and provides independent oversight and strategic guidance. Our goal is to provide a safe work environment for anybody involved in our distribution network and eliminate any occurrences of modern slavery or human rights abuse.



Trusted to Deliver Epson Australia

***Number of consignments despatched – 1,498
17 years of service**

(* March 2024)

**National road express deliveries into retailers, schools,
wholesalers and extended distributor network.**



"AirRoad has been an outstanding partner with experience, attention to detail, proven processes and the right people. Being able to rely on this long-established partnership that shares the same values of delivering in full and on time, is the point of difference that sets AirRoad apart from the rest."

- Gordon Hale, Operations Manager.

Notes:

Get In Touch



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www.airroad.com.au



Sydney | Melbourne | Brisbane | Perth | Adelaide

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