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ECL is a freight brokerage company offering all the services of a transport business and much more.

While getting the goods of its clients from one place to another is the focus of the business, ECL offers a number of other services that limit the workload of its clients.

Not only are all the goods monitored throughout their journey to keep clients up-to-date with their progress, but because ECL buys bulk space through its business partners, the company always has extra space available. This means that clients never need to look elsewhere for their transport needs.

Buying bulk space also means the company is able to offer extremely competitive rates.

Housekeeping with Alastair Mathews

Proof of delivery

When requesting a "Proof of Delivery" please advise if you require this urgently, so ECL staff can act on your request in a timely manner. Otherwise all other POD queries will be actioned within a 24-36 hour period.

ECL bookings

When making a booking with ECL Operations, please make sure that you provide the following details:

- Pick up details
- Delivery details
- ECL consignment note
- Weight/cubic and number of items
- Express or economy service required
- Any other special instructions
- Reference numbers/job reference

Or if it is more convenient, you can email a copy of the details to operations@expresscargo.co.nz or fax them to 0800 432 532



Express Cargo News

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ECL looks into late delivery discounts

As ECL strives to offer its clients the best possible customer service, the company is now looking into offering discounts for late express service deliveries.

But if we made a mistake or an ECL service provider made a serious blunder and goods were late, the discount would be given," says Mr Pickering.

But we are confident of our service and we know late deliveries can affect clients badly, so they deserve some recompense."

Managing Director Wayne Pickering says the move is a logical step for a business that is confident its delivery service is of a high standard.



ECL has always seen customer service as the most important part of its operation.

"Without satisfied clients, we would not enjoy our work or believe we were making a difference for their businesses," Mr Pickering concludes.

"Obviously this would not cover events that are beyond our control like Inter-Island Ferry strikes.

"We don't believe this has happened in the express transport market before.

Sweepstake heating up as Super 14 continues

At the halfway point of the Super 14, the ECL sweepstake is uncovering some interesting results.

claim the trip to Australia, they are still taking part in the competition.

sign up now will begin well off the pace.

Hartrodt's are one company putting in a good performance so far, while Chris Pickering has been as high as third in the individual section.

"I'm not really a rugby expert, but I've been getting lots of my picks right so far," says Mrs Pickering.

But any clients are still welcome to join in. The only stipulation is that they are present rather than former clients.

While ECL is not able to

Because the Super 14 has now been underway for some time, anyone to

"They may not win, but they can still have some fun along the way," Mrs Pickering concludes.



Express Cargo Limited
Managing Director
Wayne Pickering

Wayne's Words - Election Year

Both main political parties are well aware that road transport is an important issue in the lead-up to General Elections.

This means that roading policy will play an important role in the coming months.

Labour will need to improve on last year's Budget where roading hardly rated a mention, apart from a new policy allowing local councils to impose a tax on diesel and petrol to help pay for passenger transport initiatives.

This was on top of an

increase in road user charges of 11 percent.

Since then, they will have been well aware that they will need to do better than that as we approach another election.

They have already shown signs of listening to the road transport industry. But this has not included spending lots of money.

They have decided to consider allowing bigger trucks on selected roads. Such a move would see far fewer trucks needed to carry freight, having huge

economic and environmental benefits.

They are also looking at allowing a Public Private Partnership to build the Waterview Project in Auckland.

While these are signs that the Government understands the importance of an efficient roading network, they will need to back up these announcements with action.

This is something successive Governments have failed to do over the last two decades.

Requirements on correct cargo labeling

There have been several occasions where cargo being transported has either not been labeled or labeled incorrectly as per the ECL consignment note.

ECL would like to remind all clients that the correct labeling of cargo is the full responsibility of the Consignor. E

CL drivers will not be responsible to label our client's cargo.

ECL will be monitoring this very closely and will advise where possible our clients if their cargo has not been presented correctly.

"The reason we have mentioned this issue so

often in the newsletter is that it has become a common mistake," says ECL National Manager Alastair Mathews.

"It can cause clients all sorts of problems that would be totally alleviated by merely labeling the cargo correctly," Mr Mathews concludes.

ECL sponsors Christchurch Casino Golf Masters

ECL has sponsored a hole at the Christchurch Casino Golf Masters for the sixth straight year.

The event is held annually to coincide with the US Masters in Augusta, Georgia. Its purpose is to raise money for local charities.

This year's event, held at the Christchurch Golf Club, collected \$118,000 for the Canterbury branch of Cystic Fibrosis, Cure Kids and the Canterbury Medical Research Foundation. This was \$16,000 more than last year.

"It was once again a great

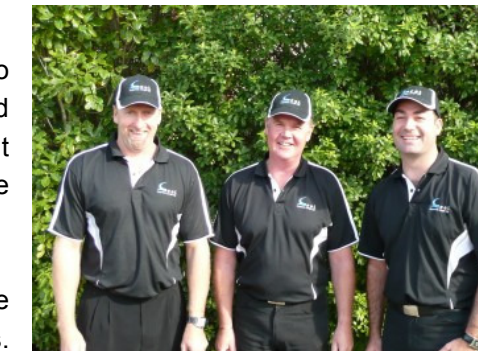
tournament, well run and enjoyed by all who took part," says Mr Pickering, who was joined by Alastair Mathews, Mike Mountford and Bridgestone Manager Colin Dunn in the ECL team.

"Unfortunately there was no comparison between our golf and that being played in Augusta, but we managed to finish in the middle of the field."

The tournament was held on the final two days of the US Masters. Participants were treated to a clubhouse breakfast each day

where they could watch the third and fourth rounds from Augusta.

They then headed to the tee in an attempt to emulate what they had just seen with varying results.



Alastair Mathews, Wayne Pickering and Mike Mountford

Huge environmental benefits with bigger trucks

Over four times as much CO₂ could be saved by allowing some trucks to increase their payload by another six tonnes than will be saved by using biofuels, Road Transport Forum NZ CEO Tony Friedlander told the Local Government and Environment Select Committee recently.

"Using 5% biofuel across the entire New Zealand commercial freight fleet would reduce carbon emissions by 76,000 tonnes a year on our calculations. Allowing increased payloads would give annual CO₂ emissions savings of 335,000 tonnes," Mr Friedlander says.

He believes this would be achieved by allowing existing vehicles to operate more efficiently by increasing their payloads by up to six tonnes with a permit system designed to stop freight moving from rail or coastal shipping to trucks.

Another new addition to the Express Cargo team

Kathryn Sutherland is enjoying her new role working for ECL customers in contrast to her former job at the Christchurch Engine Centre where she was a customer herself.

Kathryn joins her former boss Mike Mountford at ECL.

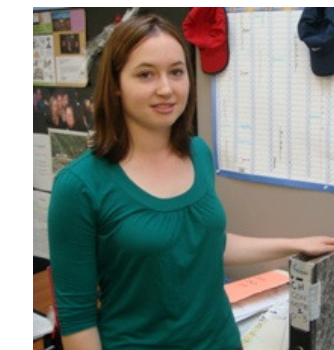
"I was looking for a change and after a few job interviews with different companies, I jumped at the chance to work for ECL," says Kathryn.

She believes the experience she gathered from her former job is helpful in dealing with clients, as she knows first hand where they are coming from.

Her role of customer service assistant includes taking bookings, tracking freight and looking after her own specific group of clients.

"The unpredictability of the job is exciting, while the team atmosphere makes ECL a great place to work," she says.

Kathryn has reached a high level as an American jazz dancer and may look at extending her repertoire into the ballroom.



Kathryn Sutherland