FREIGHT MART INTERNATIONAL

COMPANY BROCHURE

Providing Efficient Logistics Management.

Strategic planning teamed with our experience and expertise, enables us to manage the full spectrum of logistics services professionally.

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Don’t Be Limited by space!

Warehousing with no lock in contracts, expert handling and value added services. Let our experienced team take away the stress associated with third party logistics provision.

Our Core Values

EXCELLENCE

We are committed to operational excellence, to provide outstanding customer service and exceed the expectations of our customers. Ensuring performance is in-line with our company mission, we aim to build long term business relationships with our customers and are privileged to be the chosen service provider for their business.

VALUE TEAMWORK

As part of a global team, we respect each other's individuality and the strengths contributing to our team environment. Leading by example, we inspire, we strive to challenge ourselves, and we demonstrate commitment in all areas and at every level.

RESPONSIBILITY

Operations are handled in a manner that is safe to our team and customers to ensure efficiency and overall safety.

INTEGRITY

We promote transparency in all of our processes, and deliver on promises, whilst building trust and upholding our core values every day.

OUR PASSION

Implement innovative strategies and smart solutions to further extend on the services we provide our customers, truly embracing our mind-set every day to "To be the Best Customer Service Provider"

Founded in Australia in 2009, a leading international freight and logistics service provider, who specialise in providing you with a complete range of end-to-end services, and focus on delivering exceptional customer service. We pride ourselves on being able to offer our customers the full complement of logistical services inclusive of international ocean and air freight services, customs brokerage, transport, Customs and Quarantine, 3PL, warehousing & distribution. Our mission is to consistently exceed your expectations by providing innovative end to end logistic solutions, add value to your business model and uphold our values.

About Us

Our mission is to consistently exceed your expectations by providing smart end to end solutions, add value to your business and uphold our ethos every day to be the best customer service provider

Freight Mart International is an International Freight Forwarding, Transport and Warehousing Company operating since 2009. Owned and operated from our head office located in Perth.

Freight Mart International are renowned for our dedication to delivering to our customers a product that meets with the high customer service levels necessary in such a competitive market. More than that, Freight Mart International is an industry leader in international freight forwarding, coastal freight, customs clearance, transport, 3PL, Customs, fumigation, and Quarantine solutions.

We have a remarkable capacity for a highly efficient logistics reach with the capability of organizing all aspects of international freight forwarding, customs and quarantine clearances, transport and warehousing requirements for our clients.

Our Passion... To be the best customer service provider.

Transparent communication and order visibility provide your business the support to drive success.

Key Freight Mart International Services:

- Import & Export Ocean freight and Air freight
- Import & Export LCL Consolidation
- Cross Trade Management
- Heavy industry equipment & machinery
- Specialised equipment container services (refrigerated, flat rack and open top)
- Coastal shipments and interstate movements
- Buyers Consolidation
- Customs Brokerage
- Fumigation
- Warehousing Complete 3PL
- Scanning / Barcoding
- Container Unpack / Container Packing
- Storage / Distribution
- Department of Agriculture Approved Site 1.3
- Customs 77G Licenced Depot
- Transport
- Marine Insurance
- PDA Visibility & Tracking
- Dangerous Goods & Temperature controlled Handling
- Offshore Staffing Solutions

Freight Forwarding

Our global network of Air & Ocean Freight Forwarders can ensure we get your cargo to whatever corner of the globe you need to reach.

Our team of freight specialists offers a wealth of knowledge to help you with all your cargo requirements. We offer tailored freight logistics solutions for a wide variety of cargo for both import, export and cross trades.

- Full range of containerized shipping, from Less than a container load (LCL) to 20' & 40' containers
- Airfreight
- Break bulk cargo
- Special equipment container services (refrigerated, flat rack and open top)
- Heavy industry equipment & machinery
- Coastal shipments and interstate movements

When it comes to the movement of your goods around the globe there are numerous carriers and routing options. Freight Mart International prides itself on its extensive knowledge of carriers, trade lanes and routing alternatives. A key part of our activities is maintaining a constant awareness of the changes so that we can expedite a service to you with maximum efficiency.

Staffing

i. Total 6 staff in Airfreight
ii. Total 11 staff in Ocean Freight
iii. Average number of years of experience

- Managers – 20+ years
- Supervisors – 15+ years
- Customer Service Reps – 15+ years

Now that's clever thinking.

The Freight Mart International team understand what you need and how we can best deliver the desired outcome, efficiently and effectively.

Time is money so it makes sense to know where your cargo is, at all times.

Our customized tracking systems, live information and operational processes keep you in the loop 24/7.

Real time global freight tracking, timely and accurate customs and quarantine declarations combined with personal account management allows us to give you the information you need, when you need it most.

Customs Brokerage

It's our staff who help to make our business what it is today.

We understand the range of requirements of Australian Customs and Quarantine agencies, so your goods can enter into Australia with a minimum of fuss and delay. Our thorough knowledge of international customs tariffs will give you the assurance that your imports will be handled through customs as smoothly as possible.

Freight Mart International has licenced and experienced customs brokers who ensure all products are correctly classified with all consideration taken for use of available concessions and free trade agreements.

Our Customs brokerage team have an intimate knowledge of our client's product base, gathered through past experience with our client's products and continued research on our client's new product ranges. Our process involves monitoring all new tariff concessions published and a thorough review of existing concessions.

Freight Mart International has a process in place whereby our Customs brokers are requested to provide statistical and theoretical information quarterly, indicating client product knowledge and available tariff concessions.

Freight Mart International are members of the Customs Brokers and Forwarders Council of Australia.

Staffing

- Total 6 staff in brokerage operations
- Total 4 licensed customs brokers
- Average number of years of experience
    - Managers – 20+ years
    - Supervisors – 15+ years
    - Compilers – 10+ years
    - Customer Service Reps – 15+ years

Australian CUSTOMS AND BORDER PROTECTION

CBFCA AUSTRALIA Communicate. Innovate

AQIS AUSTRALIAN QUARANTINE AND INSPECTION SERVICE

Consulting Services

Freight Mart International is able to offer a variety of additional services to the normal customs clearance and quarantine formalities.

With our in-depth knowledge, we are able to apply audit processes to find discrepancies and apply the necessary refunds or assist in duty drawbacks for exporting cargo that has had duty paid against. Freight Mart International also offers advanced tariff advices rulings, so we are able to correctly classify complex cargo. Should a concession be available, we can assist in the audit process to claim refunds on duties paid; or if not available, we can assist in applying for a new concession so future shipments can be duty free if available.

Freight Mart International provides a variety of free of charge training programs to our clients, including Incoterms, container types / sizes, Import / Export formalities, customs / quarantine documentation requirements, and transport requirements, etc.

Pricing

- Low value import threshold is currently set at AUD 1000 and this determines whether goods imported into Australia are liable for customs duty and Goods and Services Tax (GST), although alcohol and tobacco products are subject to duty and GST, regardless of their value.
- The entries are processed and presented to Customs the same way regardless if it is low value import threshold or above.
- Our customs clearance fees remain the same regardless of the customs value.
- Nil Disbursement Fees for Duty and Taxes.

Transport Services

Freight Mart International is not just a freight forwarder and customs brokerage company, we are also a transport company and we deliver on service. Freight Mart International is a full service transport company that can cater for all your cargo requirements.

Our transport services include:

- WA Heavy Vehicle Accreditation Operator Number 08676
- 24/7 capability maximising flexibility for our clients
- Import and export containerised/breakbulk wharf cartage & dehire
- Flexible container deliveries options via standard trailers, sideloader trailers or low loaders across the Perth metropolitan area and country destinations
- Loose load deliveries via standard trailer, low loaders and tautliners
- Containerised or loose over width and over height cargo
- Container hub deliveries via our depot for collection by third parties
- Pallet & Parcel deliveries

Many freight forwarders outsource their transport and have limited hands on knowledge of the Terminal operations, booking systems and scheduling, but at Freight Mart International, we operate our own internal fleet and also apply our vast knowledge when working with providers. Freight Mart International is a transport company that provides first hand and accurate delivery information. Customers receive real time electronic copy of Proof of deliveries (PODs) as soon as our experienced and friendly drivers deliver the cargo and customers sign for the delivery on our sign on glass PDAs.

Specialised handling and personalised service

TRANSPORT THAT DELIVERS

We provide an efficient turnaround time for your unpacks, and deliveries are completed within your customers site specific OH&S requirements.

Through our many year's of experience in this industry, we have gained a very good understanding of the specialised handling requirements relevant to preserve the integrity and quality of the variety of cargo received through our services.

By utilizing our container staging facilities, Freight Mart International can stage containers from the wharf to assist customers to avoid detention and demurrages charges. We can also transport containers underbond to our Customs Bonded Warehouse to assist in incurring expensive wharf storage.

| Transport Management System Overview

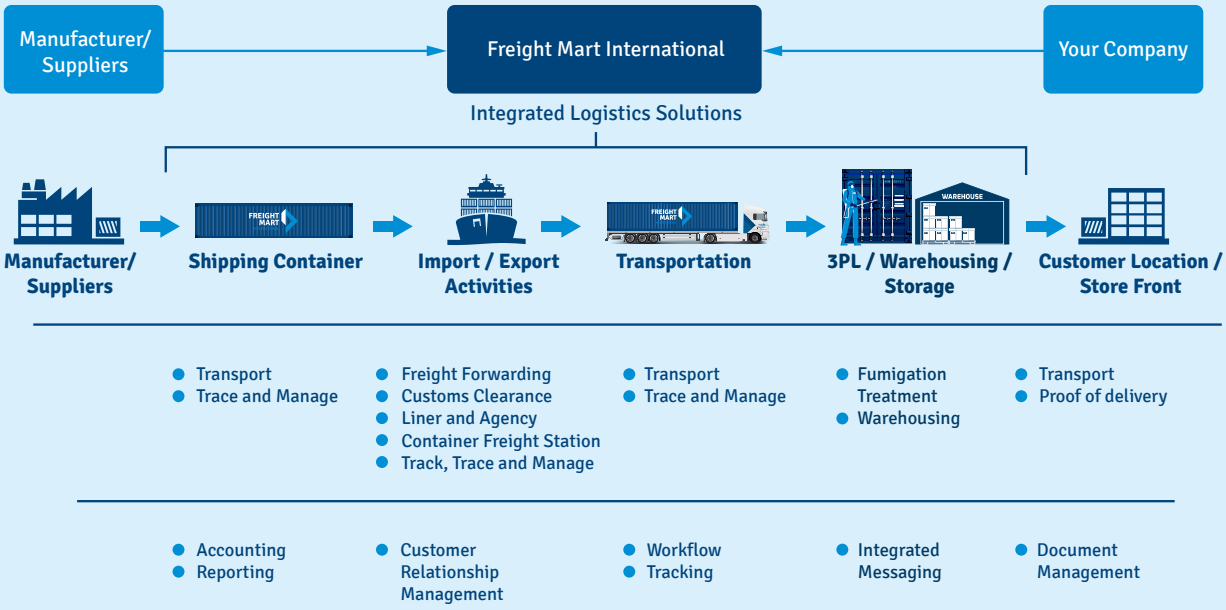
Our systems mobility and GPS tracking facilities enables accurate, on-the-road data for end-to-end visibility, including vehicle location, wait times, detention, and estimated time of arrival.

- Manages freight movements and processes on road.
- Manages consignments, pallets, containers, liquids, dry bulk and direct point to point carriage, provides visibility.
- Depot and driver management, supports sign on glass for proof-of-delivery across handheld devices and mobile applications.
- Consignment notes and invoices all provided through our integrated management system.
- Devises in each vehicle for comprehensive job management, GPS tracking and time log capabilities.
- Confirmation Cartage Advise Including container details.
- Confirmation Cartage Advise for Redelivery including:

  - ✓ Proof of Delivery reference number and signature
  - ✓ Date
  - ✓ Item description, quantity, and product specifications
  - ✓ Serial numbers when applicable
  - ✓ Depot details and final delivery address

FULLY INTEGRATED MANAGEMENT SYSTEM

Keeping you connected



MAIN ROADS WESTERN AUSTRALIA – CERTIFICATE OF APPROVAL

Chain of responsibility - Heavy Vehicle Accreditation in respect to:

Fatigue Management

- ✓ This is a requirement that drivers are aware of their legal obligations on driving and rest periods, understand the signs of fatigue, etc.
- ✓ All Freight Mart International drivers hold the Barinder Fatigue certificate, evidence provided at annual audit.
- ✓ Elevated level Barinder Fatigue for Management
- ✓ All drivers to hold a current medical fitness to drive

Dimensions and loading

Under the Heavy Vehicle Accreditation drivers sign a declaration that they are familiar with a number of aspects of heavy driving which includes load and weight distribution, load widths and heights, weight, permitted roads and curfew times.

Vehicle maintenance practices

All our heavy transport equipment have an in date roadworthy certificate, evidence of regular service in line with our or the manufacturers recommendations and all defects to be reported and recorded for audit purposes.

Container Loading And Unloading

Specially designed container booms and custom container skid plates have been commissioned by Freight Mart International to ensure the integrity of long cargo being unpacked or loaded isn't compromised. Container unpack priority as outlined by our customer or in order of receival with ongoing risk management and key principles practiced for safe handling and unpacking.

Handling in and storage will comply with OH&S guidelines using timber gluts to secure and store products in a clean area both inside and outside depending on the product specifications and requirements. Where appropriate palletizing can be considered according to the variety and specifications of the product if viable and stacked separately based on product description.

Our warehouse facilities and handstand are cleaned regularly and free from debris. Different varieties of product will be separately stacked with channel space between stacks to assist in access and product identification. Warehouse positions noted through our warehouse management systems for easy customer reference when receiving stock on hand reporting.

Warehousing Visibility – Total Transparency

Inventory Management, recording the movement of each individual piece of cargo that moves in, around and out of our warehouse facility

- Pre-alerts received through our transport management system TMS
- Scan receiving and barcoding to required specifications
- Inspection and quality control measures which are tailored to each customer's specific needs
- Customizable item attributes (SKU#, product specifications)
- Warehouse positioning across multiple locations depending on the product specifications and requirements
- Inventory Management, recording the movement of each individual piece of cargo that moves in, around and out of our warehouse facility
- Allocation inventory to project
- Staging inventory, monitoring levels and order statuses in real-time
- Order management and generation
- Reporting inventory management

Fumigation

Fumigation treatment facility to protect against quarantine risks.

Fumigant Products

- Sulfuryl Fluoride
- Methyl Bromide

With increased treatment demands such as the Brown Marmorated Stink Bug (BMSB) seasonal directives, we continue to streamline the supply chain by providing these services in-house.

Offering efficient fumigation processes that minimise outsourcing and reduce the overall cost with no margins on margins.

Warehousing Services

Freight Mart International has the transport management expertise to consistently provide a reliable and cost efficient service. We pride ourselves on delivering on time and on budget.

We are able to facilitate any delivery mode in house, eliminating the margin on margins whilst also giving you time accurate information regarding your deliveries as we are in regular contact with our drivers during every shift and moment.

Air smaller general freight and ancillary service vehicles shuttle cargo from the airport to our bonded warehouse or direct from the terminals to your door. Freight Mart International has the capacity to handle any load or any requirement such as tail lift deliveries.

Freight Mart International invests in our facilities and equipment to ensure our customers are not impacted by maintenance or downtime, our various container handling forklifts have a lifting capacity of 45 tonne and ensure that container are positioned ready to deliver to our customers when needed. We eliminate expensive container storage by scheduling weekend container collections through our staging yard, this improves efficiency and reduces costs to our customers.

Our Vehicle Fleet

- Prime Movers
- Side Loader Trailers
- 45’ Flushback Flatbed Trailers
- Skel Trailers
- Drop-deck Trailers
- Curtainside/Tautliner Trailers
- Low Loaders
- Tail Lift Vehicles
- Commercial Vans and Utes

FCL & Empty Container Handling

Each site is equipped with container handling forklifts with 45 tonne lifting capacity, further enhancing our capability to handle/store containers and/or machinery.

Warehousing Services

- Warehousing, Distribution, Inventory Control
- Pick & Pack Order Fulfilment
- Pallet / Oversized Storage
- Racking, Bulk and Specialised Configurations
- Warehouse Management Systems
- Advanced Scanning / Barcoding Systems
- Customs 77G and Department of Agriculture & Water Resources 1.3 approved facility

Warehouse Capabilities

- Customs (77G) and Department of Agriculture & Water Resources (1.3) 2,000 sqm bonded warehouse @ 45 Miguel Road, Bibra Lake.
- 10,000 sqm general warehousing space allowing us to cater for any type of commodity unpack.
- 25,000sqm of hardstand conveniently located in Bibra Lake.
- Bonded facilities meaning airfreight consignments can be transported direct from the airlines, offering you further savings.

Hardstand

25,000 sqm for container staging, unpack and storage.

Warehouse Handling and Storage

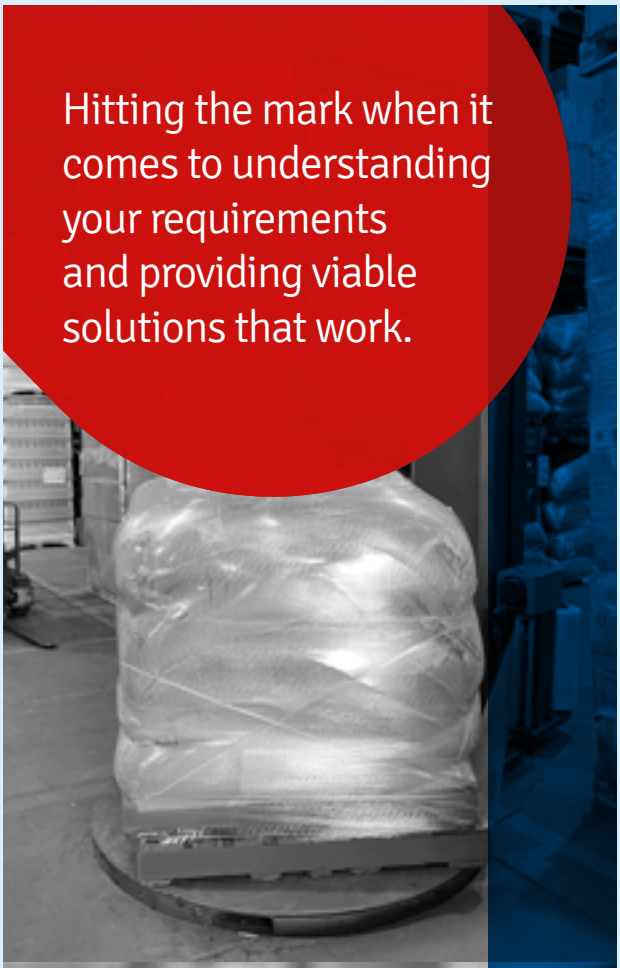
Flexible customised warehouse and storage solutions from inner carton to out of gauge services. Our warehouse management team offer the complete range of B2B services with transparency of order movement.

Equipment & Specialised Equipment

Forklifts with lifting capacity ranging from 1.5 tonne through to 16 tonne ensuring we can cater for any scenario. We also have container forklifts operational at all sites. We streamline operations using the right equipment and safe planning to handle all your project staging and other requirements.

- 90 tonne Kalmar container reach stackers
- Kalmar 12 tonne forklifts
- Kalmar 16 tonne forklifts
- Freight Mart custom made skid plate for removal of long timber packs
- Bolsters
- Container booms

Hitting the mark when it comes to understanding your requirements and providing viable solutions that work.



System

Our customized tracking systems can provide live delivery information and operational processes to keep you informed of your order status 24/7, with client systems interface options available.

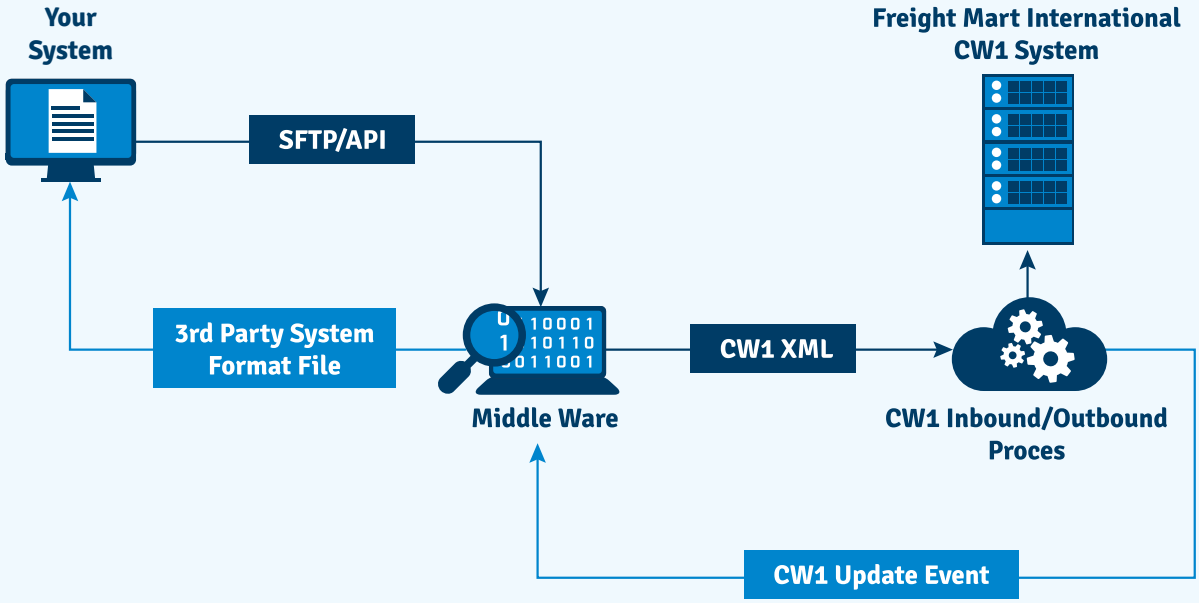
Fully virtualized hosted system on the private cloud is our client server network structure.

We utilize Veeam Backup & Replication which provides comprehensive back up running configuration and capabilities. In addition, we also have offsite Cloud backup which stores the data within a secure private cloud environment.

Cargowise One (CW1) is the cloud-based software system that we utilize for our full supply chain operations. It is packaged with comprehensive suite throughout all the essential activities from database management, sales and marketing, accounting to efficient workflow processes, including cargo reporting, customs clearance, sign on glass PDAs and warehousing. It also provides document imaging and full reporting capabilities.

Our complete online web tracking capabilities provides 24/7 access to tracking information through a feature-rich online portal. The web tracking integrates with our Cargowise One software, which allows online track and trace of all orders / shipments.

Our system can be integrated with your system to provide real time order management and reporting.



Account Management (Client interface model)

The Freight Mart International team understand what you need and how we can best deliver the desired outcome to our clients, efficiently and effectively. We deploy decentralized service model.

Freight Mart International prides itself on offering the very best customer service, as evidenced by:

- Fast response times
- Ability to effectively manage all projects and directives whilst ensuring the individual and department requirements are met
- Consistently provide accurate booking & scheduling information
- Understanding the needs of our clients in all aspects, including shipping, documentation, customs and AQIS, transport and warehousing
- Extended credit terms where required

Freight Mart International have & will continue to be available for after hours contact & deliveries where required by our clients.

Our commitment as follows:

- Dedicated account manager to our clients
- All enquiries are actioned within a timely manner
- All entries are lodged prior to vessel arrival provided all documentation is in order
- After hours support and deliveries when required by our clients

Accounting

Payment terms

Disbursement invoices are provided for Duty / Taxes. Processing fees / entry fees levied by Australian Customs or Quarantine Agencies may fluctuate and charges are disbursed at cost. Final invoices are provided for the charges related to the services that are managed by Freight Mart International.

Billing options

We can customise the system to accommodate any billing requirements you may have.

| Offshore Staffing Solution (OSS)

Are you still paying $5,000 a month for back office jobs like Data Entry, Accounts Receivable & Payable, or Procurement?

- Save up to 80% on labour and office costs
- Specialised staff that work only for you
- No PAYG, Superannuation, and Payroll Tax

Solution for Common Problems All Businesses Face

- Growing competition
- Increase wage demands
- Decreasing profit margins
- Increased expectations from customers

You need an innovative solution which reduces your costs and provides better customer satisfaction - Offshoring is the solution!

What is Offshoring?

Offshoring is the process of relocating your office jobs to another country that offers lower labour costs. It is a growing global trend that allows businesses to focus on their core services while maintaining efficient daily operations.

Freight Mart International are experienced at providing a wide range of personnel dependant on our customers needs.
The challenge for all industries is to find a cost effective solution to address the escalating cost of daily operations and the decreasing margins.

Offshoring allows companies to reduce their overall cost of doing business, be more competitive, whilst maintaining service level for their customers.

Our Offshore Staffing Services

Our experienced team at Freight Mart International will help you achieve maximum productivity with significantly reduced costs. Our services provide you with a competitive advantage over your competitors.

i. Procurement role
ii. Accounts-Related Tasks
   - Accounts receivables
   - Accounts payables
   - Accounts reconciliation
   - Additional accounts-related services

iii. Telemarketing / Sales
   - Appointment setting
   - Sales
   - Marketing

Our Simple Four Step Process

1. We work hard to understand your business and your goals
2. We map and detail the back office jobs you wish to relocate
3. We can source potential candidates & set up interviews on your behalf.
4. We can assist with staff training.

Ongoing reporting requirements are tailored to your needs and performance levels are monitored continually to ensure maximum productivity.

"We were really hesitant at first, shifting work outside our office was something we had never done before & it was fear of the unknown. Now 3 years on, it couldn't have gone any better for us & we are constantly now looking for opportunities to capitalise on this resource."

Star Retail Group

Freight Mart International has had an extremely positive effect on our staffing requirements in Australia. Our core Australian staff are now working on much more important tasks and the Offshore Team are handling the data and procurement processes.

This also assisted with our core staff working on higher level tasks which were previously neglected because of the amount of data entry needed locally.

We are so thrilled, that we are in fact looking at engaging more employees through Freight Mart International. I highly recommend this option and Freight Mart Services."

Allied Holdings: CFOO: - George.

The Smart Solution

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