



on temp...on time



HARRIS

refrigerated



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HARRIS REFRIGERATED

Harris Refrigerated specialises in the delivery of temperature sensitive products within the food and produce industries.

This allows us to develop a proven quality and professional service to our clients.

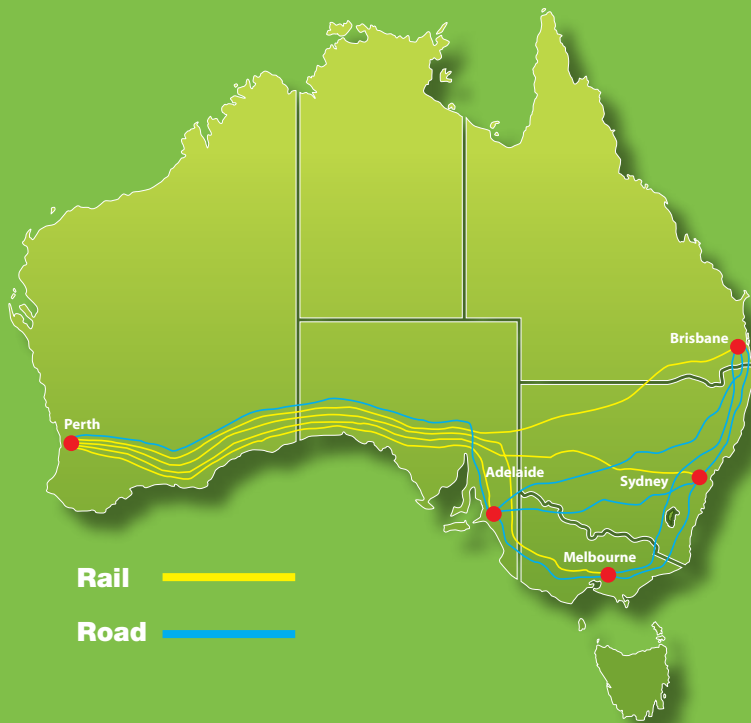
Our blue chip clients have been customers for many years and their high level of satisfaction and loyalty is a direct result of the ongoing quality of our service offering.

LANES AND SCHEDULES

Direct road services (to all states, including in/out of Perth)

Daily departures from all states (to all states)

Direct rail services (in/out of Perth)



SITES AND FACILITIES

Harris is committed to servicing operational routes between Adelaide and all mainland capital cities.

In order to support the movement of freight, we maintain 'state of the art' cold chain compliant facilities throughout Australia:

- **Adelaide** • **Renmark (SA)** • **Melbourne**
- **Perth** • **Brisbane** • **Sydney**

All sites fully support the need to maintain product in a temperature controlled environment, with loading docks combined with cool room facilities which provide temporary storage for both freezer and chiller freight.

Each of our sites provide local administrative and customer service support, with our main administration, compliance and vehicle maintenance functions being conducted in Adelaide.

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FLEET

Harris operates Australia's largest fleet of prime movers and refrigerated trailers along with refrigerated rigid body vehicles, fork trailer combinations and a fleet of inter-modal refrigerated rail containers.

Our modern prime mover fleet is continuously upgraded to ensure we have the latest technology at our disposal that is capable of returning reliability and efficiency of operation.

The trailers we use are modern and fitted with the best quality refrigerated systems.

CUSTOMER SERVICE – ON TEMP...ON TIME

The Harris Mission expressly states our commitment to 'deliver refrigerated freight on temperature and on time'.

This means we have a clear understanding of the time sensitive, and temperature critical nature of what we carry. Our awareness of the changing nature of the refrigerated industry and its increasing demands for a service driven approach to distribution operations...means we deliver "on Temperature and on Time".

We know how critical it is to know the status of your product, and be in a position to provide answers to your customers, accordingly, our dedicated Customer Service Manager is available to facilitate queries that you may have in relation to your consignment, along with the Operations Managers and Administrative Team.



24/7 OPERATION

Our operation is open 24 hours a day / 7 days a week, to ensure that if contact is required out of normal business hours, our operations staff are readily available to ensure that queries are actioned at any time.

Our emphasis on customer service is reflected in our willingness to provide an immediate response to any queries and provide up to date information on the status of any customer concerns.

ELECTRONIC POD'S

All POD's are routinely scanned and stored in an on line system that are linked to our web site to enable all our customers to access POD's on line.

Our aim is to ensure that POD's can be retrieved directly from the system within 48 hours of delivery.

This functionality will also allow us to provide electronic access to our weekly invoices, allowing our customers the ability to manipulate the data in spreadsheet form.



VEHICLE MANAGEMENT SYSTEM

Harris Refrigerated has extended our commitment to customer service with the implementation of a vehicle management system, which provides us with the ability to track the exact location of our vehicles and also to monitor temperatures throughout the journey.

The system enables the temperature and location data to be relayed to a suite of web based services that displays the data in a visual format and provides configurable exception reporting.

Importantly, notifications of any violations in temperature will be automatically sent via SMS or email, enabling us to rectify any issues in real time.

QUALITY SYSTEMS

At Harris Refrigerated, we believe that the safety of our employees is paramount. Our quality and driver manuals combined with our induction program, have a strong focus on safe operating procedures and hazard management practices.

Harris Refrigerated places great emphasis on fatigue management.

Harris has the following accreditations and systems in place:

- HACCP
- ISO 9001:2000 Quality Management System
- National Heavy Vehicle Accreditation Scheme (NHVAS)

Along with the HACCP system, we have embraced the Code of Practice for Road Transportation of Fresh Produce. This complete accreditation confirms that we have quality and food safety management systems for the transport and storage of frozen, refrigerated and non refrigerated food items.

This accreditation gives our clients peace of mind, and assurance that we have management systems in place to ensure that product integrity is maintained.

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HARRIS REFRIGERATED LOGISTICS Rand Transport (1986) Pty Ltd as trustee for Rand Transport Unit Trust T/A Harris Refrigerated Logistics.

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