



**border  
express**  
committed to deliver 100%

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*You can only achieve your goals with 100% commitment*

Max Luff - Founder



# Welcome to Border Express

## Border Express is a leading national transport and distribution services company

Border Express (BEX) is a nationally recognised distribution services company. Our expertise spans Bulk and Parcel express freight services, as well as comprehensive Warehousing and Logistics solutions, all backed by a robust national network.

Founded in 1981 and now proudly part of FMH Group, we combine decades of specialist industry experience with the cutting-edge technology, resources and expertise of one of Australia's top five largest logistics companies.

The dynamic nature of our network enables us to manage a diverse range of freight types, providing holistic solutions that cater to every aspect of our customers' freight profiles. With coverage extending across metropolitan and regional areas in all states and territories, we ensure seamless operations and real-time visibility through cutting-edge tracking technology.

What sets us apart is our agility in delivering highly personalised services tailored to the unique requirements of each customer. Despite our substantial size, we maintain a personalised touch, earning acclaim for our industry-leading capabilities.

With its vision to create a new logistics ecosystem, where people and physical assets are connected through a ubiquitous

technology platform, enabling true supply chain efficiency, FMH Group further fortifies our commitment to excellence. By leveraging shared technologies and best practices, we optimise efficiency, minimise risks and deliver superior outcomes for our customers.

At BEX, we believe in the unwavering dedication that forms the cornerstone of success, an ethos deeply ingrained in our DNA. This dedication, combined with the collective strength of the FMH Group positions us as a trusted logistics partner delivering on our promise to customers nationwide.



**MAX LUFF**  
Founder



**SIMON SLAGTER**  
CEO - FMH Group



**DAVID CHARLESWORTH**  
CEO - Border Express



# Corporate Environmental Responsibility

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***We value an environmentally friendly and sustainable future for all. This is the focus of our leadership team and our company initiatives.***

## GHG EMISSION MONITORING

Border Express regularly monitors its greenhouse gas emissions via commissioned reporting with a view to consistently reduce its annual energy output. This is reportable under the National Energy and Greenhouse Reporting Act to the Clean Energy Regulator.

## PARTNERSHIP WITH VEOLIA

We have partnered nationally with waste partner Veolia in order to create a broad sustainability program that encompasses waste segregation to minimise general landfill, and wood recycling which creates post-use woodchips for garden beds etc.

## LED LIGHTING

LED light replacement programs have commenced at several Border Express sites to save on energy usage, emissions, and attributed costs.

## FLEET REPLACEMENT ASSESSMENT

Border Express vehicle replacement selection criteria are heavily weighted to consider both fuel savings and emission levels in line with Euro 6. This allows for consistent improvement in our fleet performance and reduced impacts on the environment.

## UNIFORM RECYCLING

Our uniform partner RWW has embarked on a recycling program which Border Express has requested to be part of. Any uniform recycling will be converted into a range of infill products.

## ELECTRICAL VOLTAGE CHARGERS

EV chargers are now being installed in our site carparks nationally in preparation for future car and commercial fleet requirements. This encourages environmentally friendly transportation options.



## EMPLOYEE ENVIRONMENTAL SAFETY

Border Express embarks on a rotational yearly national program that monitors air pollution, noise, light and asbestos exposure for employees across all its sites. Any significant findings are attended to immediately by a resolution action plan in order to keep our employees safe.

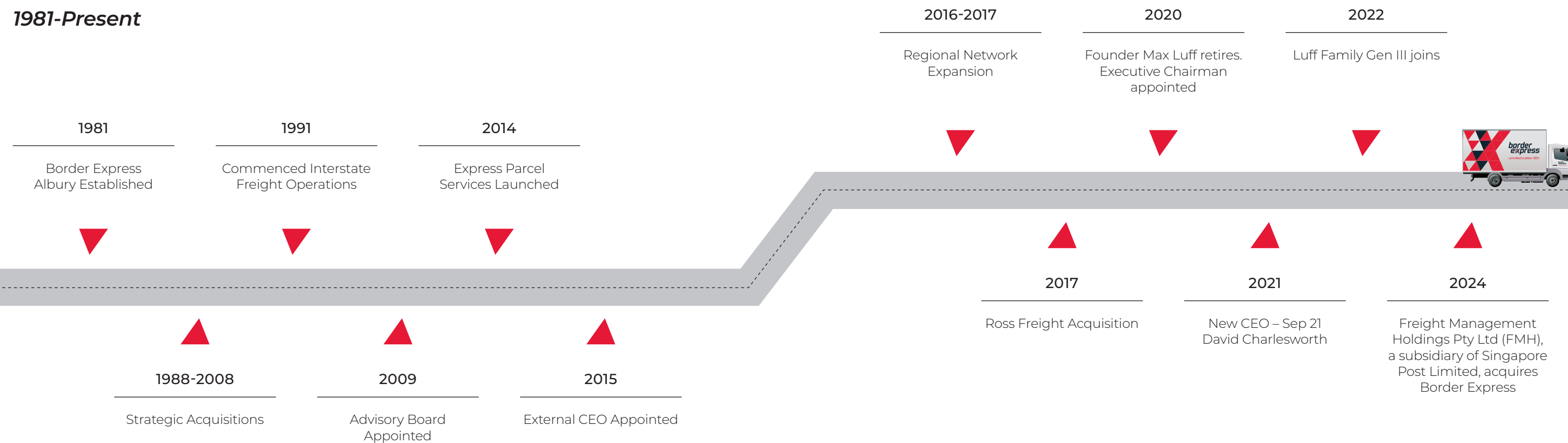
Only through initiatives like these can we contribute to really making a difference and upholding our corporate social responsibility for the environment.





# Our History

## 1981-Present





# ***Our Vision, our Values and our People underpin all of what we do***

## ***Our Vision***

To be recognised by our customers as the industry leader for service, delivery and value.

To achieve this, we leverage off our greatest assets – people, process, innovation and technology, in an environment that is focused on safety and sustainability.

## ***Our Values***

- ▶ **BE BETTER**  
We achieve excellence through continuous improvement and striving for our personal best
- ▶ **BE ONE**  
We are a winning team, combining open communication, support and trust in each other
- ▶ **BE PROUD**  
We deliver great customer experience with enthusiasm and passion
- ▶ **BE REAL**  
We are clear with our direction, accountable for our actions and prepared to make a difference
- ▶ **BE SAFE**  
We will be safe to ensure everyone returns home safely to their families

## ***Our People***

At Border Express we form a close-knit family unit, working together cohesively within a culture that fosters collaboration and mutual support. This strong sense of unity and shared values defines our business, enabling us to thrive as a collective force.







# Border Express offers a differentiated customer value proposition



## SERVICE QUALITY

Maintain industry-leading service levels.

Focus on transparency and accountability with a solution-oriented mindset.

We offer real-time visibility through our tracking technology and are an industry leader in regional visibility with our extensive 'sign on glass' coverage.

Prioritise long-term relationships over short-term profit, to deliver consistent, exceptional customer experience.



## CUSTOMER INTIMACY

Dedicated account management to build long-term relationships and understand the nuances of your organisation.

Local Customer Service Centres with experienced and knowledgeable personnel located alongside our Operations teams.

Honest, transparent, and proactive communication, combined with robust internal processes that help ensure a seamless customer experience.



## COMPETITIVE NETWORK

Far reaching end-to-end parcel and bulk road express solutions with strong metro capability, and unmatched regional networks.



## YOUR LOCAL PARTNER

Australian based organisation offering a personalised experience.




## TAILORED SERVICES

Tailored logistics systems that leverage advantages of a national network and delivery capabilities while providing solutions that are uniquely customised around your requirements and interests.





## ***Border Express provides more attentive client service***

 [View our customer testimonials here](#)

### **OUR ACCOUNT MANAGERS INTEGRATE YOUR BUSINESS WITH OURS**

**Structured and strategic call plans** – Our Account Managers consult regularly with stakeholders in your business and in ours to ensure that your domestic supply requirements are clearly understood and met.

**Critical thinking** – We understand the complete value chain of your domestic supply and continually look for ways to deliver the best possible service at the lowest possible cost.

**Decentralised and Local customer service** – Our contact centres are based locally – so your teams speak with someone on the ground who understands their needs.

### **YOU ARE BETTER CONNECTED TO OUR BUSINESS**

**Account Management service can be nimble** – At Border Express, we don't do “red tape”, which means that opportunities and issues can quickly get escalated through the organisation.

**Attentive senior management** – Our flat structure allows us to take an agile approach to problem solving. So your problem has a fast resolution pathway.

**Local Credit team** – All billing enquiries are handled in Australia.





## Bulk Express

Our bulk express service facilitates the mass distribution of goods between businesses through metro, regional and interstate delivery.

Bulk express is at the core of our service offering. With over 40 years of experience and having worked with some of this region's most reputable organisations, we have the specialised expertise, proven processes, experienced staff, and industry-leading customer support necessary to deliver exceptional results.

## Parcel Express

As leading and trusted parcel delivery specialists, we pride ourselves on our ability to handle all your national parcel delivery needs with ease. From B2B freight transfer to final delivery, our comprehensive range of services are designed to accommodate your specific operational requirements and product profile.

Trust us to deliver your parcels with speed and precision, ensuring your business runs smoothly and efficiently every step of the way.

## Our fleet has been constructed to be flexible, efficient and robust

Fleet operations are supported by network and route simulations, and cloud-based route optimisation tools.

### Vans

#### USES

Pick up  
Parcel Delivery



### Rigids

#### CONFIGURATION/CAPABILITY

Tail-gates

#### USES

Pick up  
Bulk Delivery  
Parcel Delivery



### Semi-Trailers & B-Doubles

#### CONFIGURATION/CAPABILITY

Mezanine  
Straight Deck  
Pantechs  
Side Loaders

#### USES

Linehaul  
Pick up  
Bulk Delivery







## ***Extensive national network linking our company operated facilities with our regional delivery partners***

### ***Border Express is a leader in integrated visibility***



#### **TRANSVIRTUAL**

Direct integration with the systems of our delivery partners, provides us with real-time visibility across the country.



#### **SCANNED DELIVERIES AND SIGN ON GLASS**

Over 80% of deliveries are scanned in depot and have 'Sign on glass' POD's uploaded within minutes of delivery - just as if it were a metro delivery.



#### **AGENT PARTNERS NATIONWIDE**

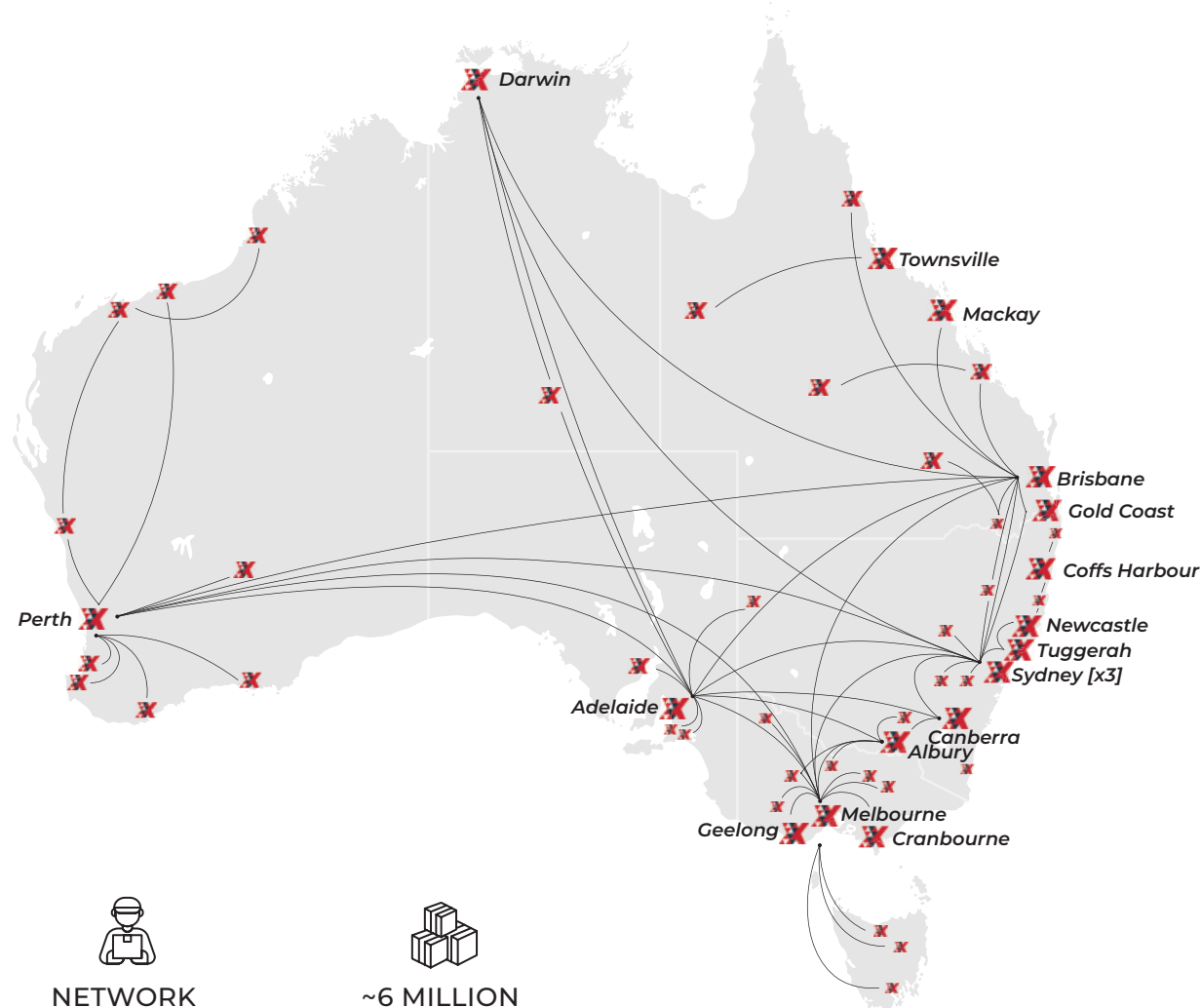
Over 80 specialist agent partners nationally to enable reliable and cost-effective delivery into all regions of Australia.







## Border Express offers market leading solutions underpinned by an extensive national network



### NETWORK

Provides complete coverage



~6 MILLION

Consignments per annum



1200+

Vehicles



1300+

Employees



1800+

Customers



18

Facilities






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