

LOSCAM LEADER

A more **focused** approach by companies said Neale

LOSCAM

With a background of more than 19 years in Orica Consumer Products, Neale Rodgerson the National Distribution Manager, is responsible for the distribution task across Australia and New Zealand, for the Business Units that encompass Orica's consumer products.

"Over the years, a more focused approach to supply has evolved," explained Neale, "there is more focus on technology in the receipt of products, including electronic scanning, bar coding, labelling, the configuration of pallets and moving it into your facility. We have spent a significant amount at Orica Consumer Products on the development of our warehouse management system. That covers product ranges for Dulux, Selleys and Yates.

"It allows us to successfully track product inwards and outwards, right through the distribution facility. We are the major supplier to the hardware industry and service a wide range of different customer requirements, from big chains to the independent hardware stores. Those differing requirements mean our supply chain has to be flexible both from a technology and physical point-of-view."

With 13 DCs operating across Australia and New Zealand, from 115,000sq m to smaller facilities in Darwin and Christchurch, Neale said there are State-based facilities for the Dulux business, a Sydney DC for Yates and Selleys service to the east coast and facilities in WA for Selleys and Yates.

"Around six or seven years ago, there was a perception that customer inventories would diminish and manufacturers would have to respond faster and more frequently.

"However, we've found working with our customers to get their stock-holdings right, delivers a significant benefit to them and ourselves.

"We have a delivery profile of less frequency than it was two or three years ago and achieving optimum minimum and maximum levels of stock on shelves, ensures they always have stock to sell. The delivery service to them is more programmed and scheduled. Some customers still have a



Wayne Hancock, the DC Manager at Orica Consumer Products's major facility at Mt Druitt in NSW, from where the Yates and Selleys range are distributed to the east coast market.

demand that requires a quick response and we're flexible enough to deliver that. The outcome is that our delivery performance today is better and more reliable. And historically, we would have probably been the best in the industry anyway. Part of our service is electronic trading and we can send them out all the information they require."

"LOSCAM LEADER" asked Neale what the company looked for in a supplier? "We have put a lot of emphasis on building a collaborative relationship with our key suppliers. It is very important to us to have a relationship with someone who is capable of meeting our requirements.

"We also want input into continuous improvement and innovation. It is vital that our transport providers - and pallet supply is a component of that - are working with us to manage the whole supply program and how it flows into our manufacturing program.

"At 18 months, our relationship with Loscam is relatively new. It is an interesting start-up. Loscam has always been the 'other pallet supplier'. They approached us through a change driven by one of our major customers, Bunnings. Loscam were able to prove to us that they had the capability in size, systems and depots, to service our requirements. ...continued next page



The challenge to changeover to Loscam pallets was the sheer quantity required by Orica.

Missing pallets was a good reason to look at Loscam said Len

LOSCAM

When Len Reinking took over the responsibility of Warehouse Manager at Suntory Australia's Rosebery DC in Sydney, Suntory was using two pallet providers and experiencing issues that made it necessary to improve the control of their pallet movements.

"During an opportune time when our previous provider was making management of our account difficult, Louise Guilfoyle from Loscam came to see us. I asked Louise if Loscam could provide a better solution to assist us in our endeavour to tighten our pallet movements. Loscam were really helpful from the outset and have now benefited from the organic growth in our business, along with our rationalisation of our pallet providers."

Len said his experience since the switch to Loscam, is that they really listen and act on issues when they arise, ensuring they are promptly addressed.

"This is just fantastic! We have total control on all pallet movements and we don't have outstanding dockets that are outside a reasonable period. The process has become really straightforward."

"Loscam has really assisted our business to improve the management of our pallets, providing quality products in a prompt and timely manner. They have actively participated in providing sound solutions to logistical issues that have driven cost efficiencies for our business. We believe they have been a great partner and we look forward to continuing our association with them."

Len said Suntory Australia is a wholesale distribution company, primarily concerned with the distribution of premium-branded liqueurs and spirits to the Australian beverage market. It is the distributor of top-selling products such as Midori, Jagermeister, Jose Cuervo, Grants, Glenfiddich, Frangelico & Campari. All told, Len indicated, his team handles through its Rosebery DC, from 600 to 700 containers per annum and some 200 active SKUs



...his experience since the switch to Loscam, is that they really listen and act on issues when they arise...



Len Reinking (left) from Suntory and Loscam State Manager NSW/ACT, Barry Wellard.



Loscam has assisted Suntory to improve logistics and drive cost efficiencies.

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"Being a large supply to fairly-big organisations and the biggest in the hardware industry, if we weren't able to change over, then that would have made a big difference to the project's outcome. Loscam offered a very competitive position that enabled us to make a choice. We are still working on the relationship and have a way to go, but the foundation is there."

Neale said the start-up challenge was the sheer quantity required and Orica's ability to feed pallets into the automated lines of its manufacturing program.

"Loscam has made a real effort to align with our manufacturing plants and distribution centres in each State," explained Neale. "They have key contacts and they are actively working with our team to improve

that service. And I can see the results. We have less issues now than there were at the start and I think Loscam is getting to a stage where they have an understanding of our business. And we are certainly looking at other opportunities to utilise Loscam where we can, in our manufacturing process.

"For us, the supplier relationship is very important at every level. Right through the organisation, from Mark Dobson at a Sales Manager level, to the day-to-day contact between the guys in the DC talking to the Loscam representative. And to date, that response has been good and I think the relationship is improving as time goes on."

Quality pallets are a requirement for automated lines and a component in the management of the whole manufacturing program.



A safe working environment is critical says new CEO

LOSCAM

While it is less than five months since Mark Daniel joined Loscam as CEO, when it comes to being involved in the logistics area, Mark has more than 30 years experience forged in the industry.

From a Supply Officer in the Royal Australian Navy, his CV reads: Linfox for a number of years; Coca-Cola Amatil Indonesia Bottling (CCAIB) as Manufacturing & Operations Director for more than five years and more recently, as Group Supply Chain Manager, Pacific Brands.

Speaking to him, you have the feeling that work safety has been a natural part of any logistics process he's been involved with, long before government legislation made it mandatory. "You just can't run a business and expect people to come to work and get hurt," he said. "The focus of keeping people at work and enjoying coming to work, is very important. So a safe workplace is absolutely critical. There is a greater emphasis on safety than ever before and it has to be forefront of mind in everything we do."

"LOSCAM LEADER" asked Mark what were some of the major changes over those past years? "One of the biggest was computerisation. I was one of the first people to be given a laptop in Linfox in 1990. Now it is a standard piece of kit, even for the drivers."

"Another is women working in the logistics industry. In distribution centres today, you will see more than half the workforce being women. At Brands, within the Supply Chain, more than half of my management team were female. The diversity and difference in thinking and experience that they bring, is a great benefit."

"Customers want a supplier who'll work with them, rather than dictating what they have to do."

Speaking of his years in Indonesia, he said that he started with a team of two, increasing to 4,500 people when he left. "I was fortunate having an Indonesian Chairman who believed in logistics and the changes necessary to bring the country forward. We concentrated on employing good young people and training them well.

"Part of my role was training and mentoring, we had to build the workforce up from within. I was really happy that when I left, we had a group of young managers involved in running the place. Coke is now one of Loscam Indonesia's customers and almost 10 of those trainees are now senior managers within the Coke business. It reaffirms my view about Loscam Asia going forward. It is important that we understand the



Mark Daniel (right) with Daniel Bunnett, State manager - Vic/Tas and Michael Nys, State Operations Manager - Victoria.

need to have key local staff in local market places and that we develop them from within wherever possible.

On joining Loscam, Mark said he was extremely impressed by its people. "You couldn't meet a more sincere group of people who care about their customers. You often hear platitudes from companies saying they care about their customers. But here there's no slogans. We have good solid people ready to do the right thing by the company and its customers. It's one of the things that really stand out. It is a people business and Loscam people care."

Customers, he said, were seeking innovative ways of moving product around the country, storing it and achieving faster stock turns. "So knowledge-sharing becomes critical. In the logistics industry, we probably share more knowledge across the industry than you would see in any other industry. People generally, want to share what they have done and show people how things can be done better. Knowledge-sharing and response times have become critical. Customers want a supplier who'll work with them, rather than dictating what they have to do."

We have focused on wooden pallets and we know that we have to broaden our offer. We will pick products that will add value to our customers and do it well. We cannot be all things to all people – we just want to be the best at what we do!"

Loscam undertakes changes to keep pace with growth

LOS CAM

After another highly-successful year, newly-appointed CEO, Mark Daniel, has undertaken a review of Loscam's operations in Australia and Asia and explains further:

"Both entities - Australia and Asia - have been driven by growth over the past decade. To continue this growth we have to change to meet the demands of today but also look to our future.

"The changes will see Loscam Asia managed and controlled by the current Regional Director, Sirin Limpaitoon and Loscam Australia, managed by Keith Dargavel. I see tremendous opportunities for both businesses and we have to structure to enable each business to continue to grow and focus on what is right for each region. While each region may be self-sufficient we will continue to devote resources to best achieve our goals.

LOS CAM LEADER" spoke to Khun Sirin Limpaitoon, Regional Director for Loscam Asia in Bangkok, about the new structure and asked how the company had achieved its strong growth in the region?

"Our success in Asia has been achieved through a combination of external and internal factors," he said. "Externally, it has come about through the revolution of the retail sector and modernisation of the supply chain. This has created a huge opportunity for pallet usage as well as palletised deliveries. Internally, we have a very good team in Asia, which has converted these opportunities into sustainable business growth. Our strength is that we listen to customers and deliver what we promise."

Loscam Asia has offices in Thailand, Malaysia, Singapore, Indonesia, The Philippines, Vietnam, Hong Kong and China. No single person has delivered the growth in Asia. It has



been a team effort with both the Regional office and in-country management playing a role.

Sirin said the new structure would give the Asian region greater autonomy and responsiveness in an ever-changing environment.

...and in Australia

Regional Director, Keith Dargavel, has been with the company for more than 11 years, holding down various executive positions.

"Growth has seen us become a much bigger company and we needed to allow for further expansion," explained Keith. "Loscam's reputation with customers has been built on traditional old-fashioned service and quality products, so we need extra feet on the beat. We'll continue to deliver and improve our customer service - an essential ingredient which has enhanced the reputation of Loscam over many years."

He said Australia would be focusing on procurement and strengthening its Business Development program. "We will continue as a decentralised entity in Australia, with state managers still responsible for their state's success. We want to maintain customer service and sales support at a local and personal level.

"Our ongoing success has been due largely to the commitment by the Loscam team of delivering what we promise - excellent levels of service and quality products.

"The support from our loyal customers has been outstanding and to those customers who have recently joined us, welcome aboard."



New CFO joins Loscam

Peter Gallagher is joining Loscam as the new Group CFO. Peter will be replacing Doug Oddy, who is retiring as Chief Financial Officer.

Peter has come from Brookfield Multiplex, after three and a half years involved in commercial property and funds management. "We managed Flagship buildings, like Southern Cross Tower in Melbourne and the Ernst & Young building in Sydney," said Peter. "Prior to that, I was with Ernest & Young in Singapore for five years, as a consultant in the funds management area. I also became involved in commercial fraud and investigation and led the practice in that area, regionally." Peter will be working across the business and brings a great set of skills to the finance area.

It is also appropriate to say thanks to Doug Oddy who played such a significant role in the growth of the business over the past five years. Doug's wit and wisdom will be missed - also his great love of the Hawthorn Football Club...



Asian

LOSCAM LEADER

IDS Logistics Thailand voted **best of the best!**

IDS Logistics is setting the pace in Thailand's Third Party Logistics industry, by winning the coveted Frost & Sullivan Award for the Best Retail & FMCG Logistics Provider for 2008. This comes on the back of winning the same award in 2007. IDS Logistics is part of the Li & Fung Group which has a long history, dating back to 1884.

General Manager Logistics, Janya Thana-Athiporn, said the Award was a tremendous achievement for the group and underlines the hard work the Thai logistics team had put in over the last two years.

"Frost & Sullivan conducted this survey across six different areas," she said, "and those included automotive, pharmaceutical, retail and FMCG, IT/electronics, as well as express and domestic provider. More than 300 companies were surveyed and the end-result was the culmination of the opinions, perceptions and satisfaction levels, of these 300 logistic end-users.

"The Award was particularly gratifying when you consider it was a regional presentation, covering not only Thailand but also Malaysia, Indonesia and Singapore. We are going all-out to win in 2009, making it three in a row!"

Another key member of the IDS team is Dusit Panmanee, the company's Senior Manager. "Before I joined we had our own pallets," he said. "I believe we were Loscam's very first customer when they



Dusit Panmanee, Senior Manager DCS Logistics (left), Janya Thana-Athiporn, General Manager Logistics, Loscam National Sales Manager, Somsak Nattakrannuwat and Mark Dobson, Loscam General Manager - Thailand.

commenced business in Thailand. It has been a good relationship which has grown and we changed to Loscam because we could see the benefits of pallet-pooling." He said the company also used, and was a keen supporter of, Loscam's HMS system, the pallet-tracking software.

Khun Janya said the Li & Fung Group maintained an asset-light strategy and instead of putting capital into pallets would rather hire them. This meant it could call on Loscam when they needed extra pallets as their customers' businesses grew.

"We have peaks and valleys during the year," she said, "so Loscam's ability to supply pallets for those peaks is critical. They have always had pallets available when we needed them. And with 15 DCs offering 60,000 sq metres of storage, and 34,000 delivery points in healthcare, pharmaceuticals and industrial outlets, it is critical that we can supply product quickly."

She added that most customers were trying to streamline and reduce their logistics costs and this was part of the IDS challenge.

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"When speaking to a new customer we involve Loscam, as they are an important partner in any new approach. Many of these companies already use Loscam, so when we get involved in their pallet movements, we can leverage the cost for the customer. So this working relationship with Loscam is very important."



The Frost & Sullivan Best Retail & FMCG Logistics Provider Award. Back-to-back wins for the IDS Logistics team in 2007 and 08.

After 75 years it's still Th

LOSCAM

A holiday or business trip to Thailand wouldn't be the same without having one or two Singha beers after a day working or playing in one of Asia's most popular tourist destinations. Singha with its famous golden mythical lion logo, has become a favourite not only with Thais, but also with millions of beer lovers in more than 37 countries that Singha is now exported to.

But as Boonrawd Trading - the trade function of Boonrawd Brewery, the parent company that produces Singha and a host of other products like soda water, drinking water and various functional drinks - celebrates its 75th anniversary, getting a bottle of Singha into the hand of its customers, doesn't just happen by chance. Once brewed and bottled, there is a team of people involved in the logistics and distribution of Boonrawd products.

Heading-up this important function is Khun Apirarm Posakrisna, Vice President Boonrawd Trading, who heads a key team that includes: Khun Teerayoot Rutpongsopit, Logistics Division Manager, Khun Teerapon Sae-Aung, Transportation Department Manager and Khun Raywatmitra Bhundhoombhoad the Planning and Logistics Development Manager.

Four years ago, the company started using Loscam pallets and the "LOSCAM LEADER" had a chance to ask Khun Apirarm how the relationship had developed over those years.

"Our company had been using plastic pallets for many years, but those were 120 x 120 not standard 100 x 120," he explained. "Plus, it was too expensive to invest in owning our own pallets to cover 30 to 40 days of sales. Annually, we produce somewhere around 1.1 billion litres of beer with another 400 million litres of soda. That doesn't



The experienced Boonrawd Logistics team that makes sure the company's products get to its thirsty customers.

allow for the 400 million litres of water we also make.

"Khun Somsak Nattakrannwat, Loscam's National Sales Manager, came to see us and initially, we were using their pallets for our water line. Transporting product to one of the 17 DCs we have in Thailand. When Loscam came to us four years ago, our sales had increased to the point where the throughput of loading and unloading our product on trucks couldn't keep up with production. We were loading the trucks manually case by case."

Khun Teerayoot said the company was aware of foreign companies transporting via pallets but it kept coming back to investment. "We are transporting around 6 million bottles a day," he said.

One of the obvious problems with any transportation in Thailand is the lack of infrastructure and Transportation

ailand's most popular beer

Khun Apirarm said the number of pallets depends on the season and New Year sees a greater demand than other times. "Our relationship with Loscam has been very good and we are very happy with the service we get. Our only problem is returning empty pallets back to Loscam's depot. If we could expand the use of Loscam pallets with other companies or manufacturers, it would be a big help."

Loscam is also looking at regional expansion in the coming years to satisfy the growing market outside Bangkok.

How does Boonrawd track useage of their Loscam pallets? "Currently, we consider a pallet as one of our SKUs in our ERP system. We key them in just like we do with a pallet of beer. So our ERP controls our pallets," said Khun Raywatmitra. At the end of each month, Boonrawd sends a batch file from their ERP system to Loscam's HMS pallet-tracking system, which then interfaces to Loscam's ERP, to create monthly invoices and provide for reconciliations etc.

One of the obvious problems with any transportation in Thailand is the lack of infrastructure and Transportation Department Manager, Khun Teerapon, faces this every day. "We certainly need more government investment in areas like rail and river, because currently, we use very little of these modes," said Khun Teerapon. "With the world price increase in fuel, the logistics cost of manufacturing here in Thailand is between 25 and 30% of total product cost. The price of consumer goods is increasing, so the consumer will have to earn more to pay for these goods. Labour is getting more expensive and that's why more companies are turning to fully-automated or semi-automated production lines."

Khun Apirarm said the company is always looking at new products and its move into other functional drinks and vitamin-based products, tapped into a different market to that of beer. "These new products have been welcomed by a younger group of Thai consumers. This year is our 75th birthday and even with increased competition, we are still the biggest brewer with the largest part of the beer market in the country. And I think that's something we are all proud of."



L-R Khun Somsak Nattakrannuwat National Sales Manager Loscam Thailand, Khun Raywatmitra Bhundhombhod Logistics Manager Boonrawd Trading, Phattharada Kraikhum CRM Manager Loscam Thailand, Khun Apirarm Posakrisna Vice President Boonrawd Trading, Khun Teerayoot Rutpongsovit Logistics Division Manager Boonrawd Trading, and Khun Teerapon Sae-Aung Transportation Division Manager Boonrawd Trading.

"Our relationship with Loscam has been very good and we are very happy with the service we get."



Popularity of Friesland Foods Dutch Lady, sees establishment of 2nd Vietnam factory

LOS CAM

After just 12 years of operation in Vietnam, well-known dairy and infant food company, Friesland Foods Dutch Lady, has opened their second factory at Phu Ly in Ha Nam province. The investment was in the order of \$US40 million and will result in an extra 200 jobs being created.

The factory will supply liquid milk and drinking yoghurt and powdered milk. It will process in the region of 200 million kg of dairy product annually.

At the opening ceremony of the new factory, Mr Jan Bles, Managing Director of Friesland Foods Dutch Lady, Vietnam, said: "The establishment of our second factory, demonstrates our success in winning customers' hearts and minds. This is a remarkable achievement, and is also the result of fruitful co-operation between Friesland Foods Dutch Lady, Vietnam, the Protrade Company of Binh Duong and other partners such as distributors, suppliers, agencies, staff and local authorities, especially the Binh Duong and Ha Nam authorities.

Dutch Lady's Ha Nam factory provides considerable volume of dairy products to the Northern market and again, confirms our commitment to improving Vietnamese life. "Getting product to market falls into the area of responsibility of Mr Pham Ngoc An, Friesland Foods Dutch Lady Vietnam's Supply Chain Manager. "This second factory in Vietnam, shows the growth and popularity of the product range, which has seen Dutch Lady sales overall jump 20%," said Mr An.

Mr An has been with Dutch Lady for 12 years after graduating in Economics from university and is responsible for planning, procurement and all logistics functions. "Loscam pallets have proven to be very successful for Dutch Lady's logistics needs," he said, "and we have been using them for just over 12 months at the original DC at Binh Duong. I like the response that Loscam has when you suddenly need extra pallets and I think that has come about through the good working partnership between our two companies. "Because of this good relationship, we decided to extend Loscam's pallet pool and use them in our new factory as well. We use Loscam pallets to supplement the pallets we own, but Dutch Lady is a regional user of Loscam, so we are very familiar with what they can do for us."



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Cross-border initiatives have grown in importance said Mark

LOS CAM

Thailand is quite a mature market in many ways," said Mark Dobson, Loscam General Manager Thailand and Regional Operations Manager - Asia, when discussing his responsibility within the company. "There's a lot of manufacturing here, particularly in the consumer-type products and companies are in fact manufacturing right across all sectors," Mark explained. "Thailand is now producing on behalf of a lot of the multi-nationals like Colgate, Unilever, Procter & Gamble etc., supplying the Thai market and much of the region as well."

Mark has been in logistics for around 25 years, starting with TNT Brewery Services in Sydney. He was then seconded by TNT to its Thai operation, where he stayed for two years and then moved to Diethelm in Malaysia, for seven years. From there, he spent 18 months with IDS Logistics before moving back to Australia to work with Toll. "Last year in August, I joined Loscam as Regional Operations Manager - Asia, so I came back to Thailand and in February took on a dual role as General Manager for Thailand."

He said the Thai retail market has grown tremendously over the last 10 years, with large distribution centres everywhere. "All of the multi-nationals in Thailand, as well as a lot of multi-national retailers and local players, are seeing the advantage of central warehousing and pallet pooling," Mark observed. "The big change that's starting to come about now, is more cross-docking rather than full services. Cross-docking is where supplied stock comes in and the products are sorted and mixed for despatch to individual stores. In this model, there's little storage of products, pick-pack operations are changing and it's all designed for 'speed to market'.

"Warehousing customers are ordering the products today and getting them within one or two days, straight from the factory. There's still a demand for large warehouses in Thailand, but it's slowing down quite



Mark Dobson, Loscam General Manager Thailand and Regional Operations Manager - Asia

dramatically," he said. "Larger warehouses with high cubic metres, are changing now to being a larger footprint, with faster turnaround of products. The opportunities here are predominantly within the transport sector servicing the individual manufacturers and the retailers. They're using separate transport companies for different sectors and different legs, adding cost to the whole process."

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Hard work comes before success at K&S Industries

LOSCAM

At a time when tales of woe from the bush abound, it's great to meet two "go-getters" who aren't wallowing in despair. Victor Kyriakou and Ange Sfetopoulos own K&S Industries in Shepparton and not only do they offer Dry, Refrigerated and Controlled Atmosphere storage, but they're also a Loscam depot with pallet manufacturing and repair on site. But it didn't just happen, as Victor explains:-

"Coming from an orcharding family, we needed a Cool Store to complement the family business. We bought this property which is three acres and has cool rooms and a 6000sqm shed on it. Phillips which is now Patricks, wanted to rent the shed for up to six months, so we said OK and seven years later, they're still here.

"It was just Ange and me back then and we organised the warehouse set-up and started driving forklifts and loading and unloading trucks. Then it became a bit quiet. We talk to truck drivers all the time and a couple came in whingeing about the service they were getting from another company up the road. One said: 'it was terrible. It took me an hour to get a load of pallets'.

The next day another driver from a different company came in and said he went there for a load of pallets and they couldn't find a forklift, then they had trouble finding a forklift driver, so that load took nearly an hour.

"We found out that GE owned Loscam at the time and rang them. We said if the contract for renewal for the Shepparton Depot came up, that we'd like the opportunity to put forward a proposal. And they said: 'well we are looking for a new depot now'. Six weeks later, we were the new Loscam Depot."

Initially, the partners were refurbishing pallets manually, but there were OH&S issues involved. So they ordered an automatic Flomat repair system from Sydney. Then a second-hand pallet-making machine in Tasmania, became available at the same time the Flomat was being commissioned. "So we bought that as well, without having orders to make pallets."



Loscam Sales Executive Michael Collins, Victor Kyriakou and Ange Sfetopoulos from K&S Shepparton, in their warehousing operation.

Victor is the first to admit that it was pretty tough going in those early days and everything that could go wrong, did. But they were saving Loscam money, as people were picking up new pallets from the shed door. "When the new management took over at Loscam, we were a little worried but I'll tell you, it was the best thing that ever happened. Everyone you speak to, prefers having a choice of pallet supplier and they are doing a great job."

Last year, the company purchased a timber mill in Adelaide, which gives them a consistent supply for Loscam boards and secures their resource. "Our priority has always been customer service," added Victor, "delivering what the customer wants and within 12 months time, we will have a new depot for Loscam. You have to keep growing, you can't be left behind. You've always got to keep your pricing in mind and that's another reason why we bought the mill.

"We still help with the orchard business; we have refrigerated storage; Loscam pallets; with transport and sawmilling, being our latest acquisition. It all integrates. That's why we've gone into transport. If we suddenly have to move some pallets to Melbourne, we don't have to make phone calls to find trucks. Having our own trucks means they can go down every night and 'get the job done'."



Anthony operates the Viking pallet-making machine at the K&S Shepparton Depot, where they manufacture and repair pallets.



Completing the loop: K&S now run their own trucks to maintain the supply of Loscam pallets.

“Having an open relationship has been essential,” said Paul

LOSCAM

Repco is a household name throughout Australia and over the years, the company's range and number of products has grown, as it changed to meet the needs of its customers. Even with this explosion and increase, the company never diverged from being the retailer of choice for those with an interest in all things automotive.

One of the biggest distribution centres for Repco is located at Wingfield in Adelaide. According to DC Manager, Paul Bickley, it services in excess of 140 stores in WA, SA, NT, Tasmania, Victoria, and the ACT.

“We’ve a staff here of 100 to 110. The collars and lids are excellent for getting maximum capacity on our line haul trucks and we send a line haul every night to Victoria.”

Another Repco executive vitally involved in making sure the Wingfield DC runs smoothly, is Warehouse Manager, Robert Appleton. “Essentially, we are using three Loscam products,” added Robert, “standard Loscam wooden pallets and the collars and lids.”

Paul said the collapsed collars were returned to the local state Repco warehouse and from there, were dehydrated.

“We have a great relationship with the local Loscam guys here and we’re always kept apprised if there are going to be any kind of issues,” Paul said. “I could count on one hand when we have had a supply problem. Certainly, after coming from another pallet supplier where we would have problems on a regular basis, the Loscam relationship is very good. The guys here are very proactive in trying to find out where our peaks are going to be. They have a great system. As far as ordering and supplying goes, they ask us what promotional activity is coming up, so they can make sure they have the stock ready for us.”

Robert said the open relationship between Loscam and themselves was a two-way communication. “If there are any issues that are rebounding, they will tell us. Even in the operational support on the HMS side of things, there are a variety of things where they have come and helped us out.”

Commenting on Loscam’s HMS, Robert said the system is very basic - in a good way. “It is not complicated. The actual technical support behind it has always been available and you don’t have to wait three days to have someone come out to look at it. It can be over-the-phone, so it gets sorted there and then.”



Loscam Sales Executive Paul Clark (left) and Repco's Warehouse Manager, Robert Appleton with stock securely packaged for despatch.

Paul said over the next 12 to 18 months, he saw a period of consolidation and getting the company's processes right after being purchased by a private equity company late last year. As a business, for the first time in many years, we'll have a long-term direction. It will be a structured approach and an exciting development for us.”

He explained that part of the new warehouse management system would show where Loscam collars were anywhere around Australia. “That will mean establishing accountability by the stores, rather than just having an Australian-wide account and we should know where pallets and collars are throughout the network.

“Having an IT-based system inside this warehouse, rather than working in a paper environment, means moving forward in leaps and bounds.”



Loscam collars and lids take product safely to 140 Repco stores in five States.



200 loaded pallets a day exit the Repco Wingfield DC.

Innovation grows on the vines at Brown Brothers

LOSCAM

One of the truly successful Australian wine-making companies - Brown Brothers in the North East of Victoria at Milawa - has made a virtue of offering customers something different, to satisfy today's wine enthusiasts.

Scott Darkin, the company's Public Relations Manager, told the "LEADER": "We really have a strong point of difference from a lot of other wine producers in Australia. Brown Brothers has a very diverse portfolio of wines, going well beyond the traditional chardonnay or cabernet, or what we call the classic old world wines."

He said ever since the first vintage in 1889, the company has been doing things a little differently. This philosophy had enabled the company to weather downturns, like the recent well-publicised wine glut.

"We have sought to develop new and innovative wines from elsewhere. Originally of European origin, but planted in Australia and we have produced selections like Pinot Grigio, Tempranillo and Moscato, which offer the

consumer variety. It has enabled us to grow pretty-strongly in these times."

Scott said looking back over the last 150 years, the market corrects itself. "What we have been going through of late and the slowing economic times, is obviously a challenge for the Australian wine industry. If people have less money to spend on luxury items it will make for interesting times."

"We have always held to our wine pricing, because we believe that we fit in a certain area in the market and we want to stay there. Perhaps sometimes it has been to our detriment, especially a few years ago, when the glut was at its peak and you had a lot of wines going out at \$10. Having new, innovative and interesting wines coming on, means we remain profitable by having something new and interesting to release every year. It helps us and the retailers."

Another key member of the Brown Brothers team is Aaron Haw, their Packaging Manager. "Nearly all of our products come out of this facility and we typically hold them for about 24 hours," explained Aaron. "We work with BevChain, a division of Linfox who have three



From Left: Aaron Haw, Brown Brothers Packaging Manager, Angie Barrand and Loscam Sales Executive, Mandy Paydon, with their own favourite Milawa drop.

warehouses in Melbourne, Sydney and Brisbane. From these they send product to our customers, like Woolworths, Coles, ALM etc."

Warehouse Manager, Kelvin McInnes, said because of the constant movement of product off site, they don't require a huge quantity of pallets for storage. "We have pallets for our Finished Goods, plus an adequate reserve and at peak time, our production lines handle around 11 or 12 pallets an hour. They go straight into our distribution facility and are then loaded onto B-doubles going to Melbourne, Sydney and Brisbane."

Kelvin said they had been using Loscam solely for around 10 to 12 years. "Previously, there wasn't much of a system here, just a lot of floating dockets. But that was sorted out about eight or nine years ago. Loscam were not only cheaper, but also a lot more efficient, with great back-up and with their HMS system, the traceability has been fantastic."

"It's been easy-to-use. The three or four people who need to, can use it easily. If there is a discrepancy, then it can be followed up very quickly, because of that traceability."

Aaron agreed that the system works very well and that they'd never had a problem with the quality of the pallets they'd received.



Finished Goods are typically held for a day and then despatched to Third Party capital city warehouses.



Moscato Rosa - one of the new wine releases from Brown Brothers.

Les Brazier gives disabled Aussies the freedom of the road!

LOS CAM

Most of us able-bodied Australians take for granted the procedure of walking to our motor cars, getting in and driving away. But for tens of thousands of other Australians struck down by illness, accidents, or age, the ability to be the "King or Queen of the Highway" can be quickly taken away from them.

That's why Les Brazier Special Vehicles is playing such an important part in giving dignity back to the disabled and giving them the independence that we all strive for. The Adelaide-based company started by Mr Les Brazier, was originally involved in general crash repairs, and around 15 years ago was approached to modify a vehicle to install a wheel chair lifter.

"So for the past 10 years," said Darren Spangenberg LBSV's Sales Manager, "the company has concentrated on that market.

"Our company is recognised Australia-wide as a leader in the field of Mobility Transport," said Darren. "We convert a wide range of vehicles, including the Renault Kangoo's which are very popular, and has been renamed the Free Wheeler. We also convert the Volkswagen Caddy. We drop the floor and there is a manual folding ramp at the rear of the vehicle.

"We also do larger vans with the hydraulic lifters you see in taxis. We do a lot of work for the major care organisations in South Australia, who have day care and respite services for people. We do work for local government, Councils and a lot for Disability SA for their vehicles. Plus, we can install things like hand controls and pedal modifications or add-on mirrors. Our tag line is: Creating Independence."

He said the company had sold over 275 Kangoo's Australia-wide. While Darren handles sales, the actual conversion is under the control of Workshop Foreman, Andrew Smith.



Andrew Smith, Les Brazier's Workshop Foreman (left), Darren Spangenberg, Sales Manager and Loscam Sales Executive, Anthony Garrett, with the Gpak which holds everything pertaining to a specific vehicle as modifications take place.

"When we were stripping down the vehicle, prior to making the conversion, we used to put all these parts onto a wooden pallet," explained Andrew. "And we are talking about spare wheels, trims and a host of other parts. We had an incident where the parts were falling off the pallets, so it was becoming a safety as well as a storage issue and a problem that was costing us money.

"We realised we needed a stillage to store the removed parts and were recommended to talk to Loscam. So I got in touch with Anthony Garrett, in South Australia and when he had a look, he recommended the G1 and G3 Gpaks we're now using. And as soon as the guys started using them, it was terrific. Everything from one vehicle, goes into one of these Loscam Gpaks. We use G1's for the Kangoo and G3's for the Caddy as they have more parts.

"The Gpaks hold everything, and everything in its place. We can also stack the Gpaks on top of each other therefore eliminating the need for racking. Everyone thinks they are a great idea and they've really worked well. They also know they can remove something without having all of the rest topple off, as happened with a pallet."

He said when the Gpaks were not in use they can be folded up, which has helped ease the workshop's storage.

"The guys like the idea that they can put the removed parts into the Gpaks shut it all up, label it, and put it out of the way."

Les Brazier
LBSV
SPECIAL VEHICLES
Creating Independence



Modifying vehicles so people with a disability can take to the road has been the focus at Les Brazier Special Vehicles for more than 10 years.



The parts are removed and put away securely out of the way, eliminating damage to fittings and reducing the H&S risk.

LOS CAM

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