

One **LOSCAM**

Your Pooling Solutions Partner

ISSUE 26

Achieving Re-engineering through Loscam Innovative Solutions



**Depots Within
Your Reach**

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President Speak

This is the first time I'm writing to you as President of Loscam and I admit I have found it difficult to fully express my amazement as I read through this latest issue. There are so many positive and inspiring stories on the achievements of our geographically scattered yet closely bonded regions.

In this issue we mark the new promotions of Kenny Tan to Vice President of South East Asia and Paul Hallett to Group Operations Director. We also welcome a new member of Loscam, Stephen Barker, who has joined our New Zealand team. The ideas, knowledge and experience each of these individuals bring will certainly continue to move us ahead and enhance our strategic and effective management.

These appointments also underline our commitment to employee development and our response to the many changes brought by today's 'Apps Age'. We are not satisfied with merely keeping pace with the status quo – Loscam is about maintaining a competitive edge for the benefit of our customers.

The new super depot in Thailand, new depots in East Malaysia and Da Nang, Vietnam, as well as the new crate depot in New Zealand are just some examples of our commitment to continuous improvements and creating that competitive edge. They move us closer to our customers and provide a comprehensive network and service that further enhances our value proposition.

The solutions stories in this issue featuring Tesco, My Food Bag and ALDI, the successful case study in Vietnam, and the customer interviews with TrendPac AUS and PT Tempo Logistics in Indonesia illustrate how we are further reinforcing Loscam's tagline of being the market's solutions partner.

I am happy to see my teams from different regions aligned as ONE LOSCAM, striving to come up with new initiatives that further refine our existing models, redefine product usage or create new and effective designs that streamline our customers' operational

processes, maximise storage or transportation space in response to the needs of the end customers in the logistics chain. New challenges calls for new solutions - we embrace this truth and continue to evolve with changes as a team.

Achieving 5 million pallets in China with our counterpart, Suning, is a strong indicator of the strength of our relationships with our customers. I am not afraid to share the formula for our success. It is about dedication to meet our customers' requirements and shouldering the burdens of their business to find the best possible solutions and outcomes.

We seize each opportunity to interact with our customers – evidenced by our presence at ECR, CeMAT and other industry events in Australia, Greater China and SE Asia. Participating in exhibitions, organising and delivering workshops, and presenting at conferences enables us to share ideas with all stakeholders as well as introduce new technologies to new markets and to demonstrate how costs can be reduced while raising overall efficiency.

Back to that initial challenge of finding the right words to express our achievements and the support I've received from my devoted team members – I'm proud. Very proud.

Sirin Limpaitoon
President



Loscam's New Promotions

A FOCUS ON STRATEGY AND EFFECTIVE MANAGEMENT



Paul Hallett
Group Operations Director



Kenny Tan
Vice President of South East Asia

Loscam is continuing its reorganisation project with two new key promotions. Kenny Tan has been appointed Vice President of South East Asia. Kenny took up his latest position in May and he is now responsible for the business performance of the SEA region, with all Country Managers reporting to him.

Kenny joined Loscam as Country Manager - Malaysia in 2001 and had similar positions in Singapore and Indonesia. He also held regional key accounts and business development roles. In 2007 he was promoted to General Manager – SEA, and two years later Kenny became SEA Regional Manager for Key Accounts. He relocated to Singapore in 2010 to become Senior Regional Manager.

Paul Hallett, who is based in Australia, has taken up the role of Loscam Group Operations Director. Paul will be in charge of group operations management, so he will examine and enhance existing operations issues and implement the standard operations processes and procedures. Paul will also oversee central sourcing and execute a standard operations training program to develop Loscam's expansion plan.

Paul joined Loscam as Sales Executive in 1996 and rose through the ranks to become State Manager in 1998. He has also been State Manager in South Australia, the Northern Territory and Western Australia. Since 2013, Paul has been Operations Manager – Australia. Recognised for his passion and commitment to the business, Paul was commended for his contribution to the success of Loscam's first Asian super depot in Thailand.

"I would like to thank Kenny and Paul for their commitment and contribution during the past decade," says Sirin Limpaitoon, Loscam President.

"I congratulate them and wish them success in their new challenges."

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ON THE COVER: Achieving Re-engineering through Loscam Innovative Solutions



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Loscam's Thailand Super Depot Opens

LOSCAM'S NEW SUPER DEPOT SERVES THAILAND AND BRIDGES THE ASEAN ECONOMIC COMMUNITY. THE INCREASED CAPACITY AND ENHANCED OPERATIONAL EFFICIENCY ALLOW LOSCAM TO FOCUS ON PROVIDING QUALITY PRODUCTS AND SERVICES TO CUSTOMERS.

Loscam's largest depot in SE Asia – the Wang Noi Super Depot – is opened for business. Double the size of the previous Wang Noi depot, it is equipped with state-of-the-art facilities and machinery, including semi-automated pallet repair machine lines imported from the U.S.

The site is the Group's second largest depot investment since China Merchant's acquisition in 2010. Conveniently located at Wang Noi in Ayutthaya Province and easily accessible via expressway, the facility was officially opened by Dr. Raymond Yu, Executive Vice President of China Merchants Group and Chairman of Loscam. The Executive Board, more than 100 Loscam management team members, and staff from Thailand, the SE Asian markets, Australia, New Zealand and Greater China, also attended the opening.

“THIS IS AN IMPORTANT MILESTONE FOR LOSCAM AND LOSCAM THAILAND. IT ALLOWS US TO FURTHER FULFIL OUR CORE VALUE PROPOSITION – QUALITY COMMITMENT TO OUR CUSTOMERS – AND STRENGTHENS THAILAND'S KEY POSITION IN SUPPORTING SUPPLY CHAINS WITHIN ASEAN,” SAYS SIRIN LIMPAITON, LOSCAM PRESIDENT.

“We are the only pallet pooling service provider able to provide inter-country pallet pooling services across SE Asia and ASEAN,” says Sirin Limpaiton, Loscam President.

“This depot facilitates the palletised movement of goods, which is extremely significant to international FMCG manufacturers and logistics companies. It optimises their supply chain efficiency as they increasingly move raw materials and finished goods from Thailand – a key manufacturing hub in the region – to other countries as a result of the ASEAN Economic Community (AEC) implementation.

“Loscam is honoured to have been able to support and work with our multinational customers in cross-border pallet pooling in SE Asia over the years. We're ready to embrace increasing AEC economic integration.”

Loscam Wang Noi Super Depot Facts



Loscam Thailand Super Depot

- **Location:** 169/3 – 14, Moo5T. Lumsai, Aumphur Wang Noi, Ayutthaya 13170
- **Total Area:** 25,000sqm
- **Number of Employees:** Approximately 500
- **Capacity:** Up to 1 million pallets per month
- **Depot Functions:** Pallet issue/dehire/repair/storage and staff training
- **Customers:** Major retailers, all major 3PL and all major FMCG companies
- **Depot Layout:**
 - **Warehouse 1:** office, goods delivery, storage for RFI (ready for issue) and TBR (to be repaired) and materials, sorting and painting
 - **Warehouse 2:** automated pallet repair lines and paint booths, canteen
 - **Warehouse 3:** RFI storage
- **New and Innovative Machinery:** Automated pallet repair line with paint booths allowing improved quality of repair and pallet dismantling machine to improve pallet efficiency and safety

Loscam Malaysia Opens New Depot in Sabah

LOSCAM IS FURTHER EXTENDING ITS SERVICES TO EAST MALAYSIA WITH THE RECENTLY OPENED DEPOT IN KOTA KINABALU, CAPITAL CITY OF SABAH MALAYSIA.

The Sabah depot has added to its strategically located main service centre in Shah Alam, and to its southern depot in Johor, with a third site. The third depot in Loscam Malaysia's pooling network has been opened to specifically support modern retailing demands in the area. Pallet pooling is increasingly pivotal in ensuring efficient supply chains that bring higher velocity and lower logistics costs for businesses.

“Sabah is the commercial and logistics hub in East Malaysia,” says Gavin Li, Country Manager of Loscam Malaysia.

“The new depot in Kota Kinabalu will enable us to further support our customers who have expanded, and who will expand, to Sabah as we can provide prompt and high-quality pallet rental and pooling services locally.

“This allows us to fulfil our commitment to providing quality services to customers whenever, and wherever, they need Loscam pallets. This is a key milestone for Loscam Malaysia.”

The past few months have been a busy and productive time for Loscam and for its business partners and customers

New Pallet Frame for Tesco

Tesco PLC is one of the world's most recognised supermarket businesses. The company was founded by Jack Cohen in 1919 and began with a single market stall in London. Today, Tesco employs more than 530,000 people and operates in 12 countries.

Tesco Lotus in Thailand is the second largest business in the group and serves more than 12 million customers every week in 1,700+ stores. There are more than 50,000 employees.

In early 2014, the business opened a new distribution centre with cutting edge technology in Khon Kaen in North East Thailand. Intent on introducing further efficiencies in its operations, Tesco Lotus has been trialing Loscam's pallet frames to make better use of storage space in their trucks.

"In SE Asia, the cost of transport is one of the bigger cost pressures within our customers supply chains. Given that we've worked on some ideas to help address that including the creation of a pallet frame that is at trial stage with Tesco, one of our bigger customers, to help them better utilise all available space in their trucks," says Michael Donahoo, Loscam's Vice President Customer Solutions.

"Their current process includes 'handballing'



My Food Bag

"THE PALLET FRAME OFFERS BETTER TRANSPORT UTILISATION WITHOUT TESCO HAVING TO INVEST SIGNIFICANTLY IN TRANSPORT INFRASTRUCTURE."

products to get better transport utilisation that causes various issues around missed deliveries, damages and does not fully utilise space. We've worked with Tesco to develop a pallet frame that allows pallets to be double-stacked in transit, so they can doublestack pallets for deliveries to stores. The frame creates stability in transit that is not possible without given the mix of SKUs on a store picked pallet.

"We are making some adjustments and carrying out further trials to ensure issues uncovered in initial trials are addressed. The pallet frame offers better transport utilisation without Tesco having to invest significantly in transport infrastructure." Since the trials with Tesco Lotus began in Thailand, Loscam has begun talks about the pallet frame with other customers across the region.

New Challenges, New Solutions

Over in New Zealand, online meal delivery business, My Food Bag, has been working

with Loscam and using its plastic crates to streamline its supply chain.

My Food Bag delivers nutritious food to customers on a weekly or fortnightly basis. The food is delivered to the customer's door and includes fresh produce, meat and fish. By late 2014, the company had around 10,000 New Zealanders using its service.

The My Food Bag chefs prepare easy but tasty recipes with all ingredients needed to make those meals included in the food bag delivered to the door. The aim is to take the headache and chore out of cooking, with recipes and all required ingredients to cook meals supplied.

"The online area is new for us but we recognise there is a change in the retail landscape and we're responding to that. So we're working with certain customers to see how we can work in this space," says Michael.

"My Food Bag is a different way of moving goods from a warehouse to an end customer. Instead of picking big orders as you do for retail stores, they are delivering individual



Loscam Pallet Frame



Loscam Display Pallets & Beverage Trays in ALDI stores

in Australia's supermarket industry. By mid-2015, ALDI had an 11 per cent slice of the east coast supermarket sales and is expanding in South Australia and Western Australia. Loscam has been building a working relationship with ALDI," says Michael.

"Loscam provides a smaller plastic pallet that goes to some suppliers to be used to deliver stock at ALDI's request. That arrangement has been growing," says Michael. A beverage tray is also used by ALDI in Victoria that Michael describes as a 'retail ready solution'.

"ALDI are making waves in the Australian retail space and we're working with them to support their business and their suppliers to optimise supply chains," adds Michael.

Produce Crates Freshen China Markets

Finally, in China, a number of large retailers are looking to trial Loscam's plastic produce crates.

"There has been a lot more activities around produce crates recently. We have a couple of bigger retailers requesting our support to manage trials with our crates," says Michael.

"With the NZ crate business operational and is going well, we now have an even greater understanding and capability regarding produce crate pooling within the group and on the back of that learning we are delivering produce crate solutions into our other markets with the current focus on China.

"We're doing different things outside of wooden pallets in all the markets that we operate in. We're leveraging our learning from different markets and different supply chains to work out how we can best help our customers any way we can."

"WE'RE DOING DIFFERENT THINGS OUTSIDE OF WOODEN PALLETS IN ALL THE MARKETS THAT WE OPERATE IN. WE'RE LEVERAGING OUR LEARNING FROM DIFFERENT MARKETS AND DIFFERENT SUPPLY CHAINS TO WORK OUT HOW WE CAN BEST HELP OUR CUSTOMERS ANY WAY WE CAN."

small orders for home delivery. They use different trucks, the warehouse is set up differently and from a supply chain perspective this brings all sorts of different challenges. You need different solutions to be able to manage that."

Continued Support of ALDI Stores

In Australia, Loscam's relationship with

ALDI continues to thrive with the discount supermarket chain continuing to use Loscam's display pallets and beverage trays. ALDI began in the German town of Essen in 1913, where the first small store was opened. Today the supermarket network has more than 7,000 stores across three continents.

"ALDI opened its first two stores in Australia in 2001 and the business has since invested billions of dollars in gaining a firm foothold



Loscam Produce Crates

On Trend with TrendPac

WITH A HIGH VOLUME OF PRODUCTS TO TRANSPORT, AND MANY OF THOSE PRODUCTS REQUIRING GENTLE HANDLING TO GET THEM TO THEIR DESTINATION SAFELY, TRENDPAC HAS SHIFTED ITS ENTIRE PALLET REQUIREMENTS TO LOSCAM DURING THE PAST TWO YEARS.

TrendPac is an Australian success story. The business first opened its doors in 1963 and since that time it has thrived while remaining an Australian-owned business. Based in New South Wales, TrendPac provides manufacturing, packaging and product development services for a range of everyday products.

"We manufacture a range of personal care products, such as hair care and skin care products as well as household cleaning products, such as dishwashing liquids, toilet cleaners, multi-purpose cleaners and laundry products," says Mr Steven Hyde, TrendPac Managing Director.

"We also manufacture commercial cleaning products and pet care products."

TrendPac's strength is being able to turn a client's initial idea into branded or private label retail packs - so it offers a service from concept to the finished product. A fully-equipped laboratory offers new product formulation development, formulation and packaging, the ability to upgrade existing formulations and product registration capabilities.

TrendPac is located just over an hour north of Sydney on the Central Coast of NSW. From there the business has a well-established delivery network spanning the country and the business

"THE QUALITY OF LOSCAM PALLETS HAS BEEN A BENEFIT FOR TRENDPAC."

is expanding into international marketplaces, too. TrendPac's clients include major Australian supermarket chains and multinationals.

"We distribute nationally throughout Australia to the state warehouses of ALDI stores, Coles, Woolworth and Metcash, and to the warehouses of a number of customers for whom we manufacture branded products as their contract manufacturer," says Mr Hyde.

TrendPac relies on two of Loscam's core products - the standard pallet and the D pallet. On average the business uses 1,000 wooden pallets and 500 D pallets per week.

"We moved over to Loscam completely for a number of reasons and price wasn't the only factor," says Mr Hyde.

"The quality of pallets is better and we get them in a better state of repair and so can use them for customers who want their stock on good quality pallets. Staff also tell me that the D pallet is sturdier and better quality. Pallets go into retailers' warehouses and now there are a lot of automation on site, so the quality of pallets is an important consideration for us."

TrendPac Warehouse Manager, Norm Brown agrees the quality of Loscam pallets has been a benefit for TrendPac.

"They are a better quality pallet with next to no damage or nails sticking out. They're a cleaner pallet and they are lighter which means less freight charge when paying a per kilo rate," says Mr Brown.

"LOSCAM'S ATTENTION TO DETAIL AND CUSTOMER SERVICE STANDARDS HAVE IMPRESSED TRENDPAC."

Loscam's standard radiata pine pallets weigh 8 to 10 kilos less than a typical hardwood pallet. On a 22 pallet load this reduces weight by about 220 kilos, resulting in reduced fuel and freight costs. And in an era when businesses are also looking to reduce their environmental footprint, Loscam's 'new gen' pallets are made from sustainable pine forests.

Mr Brown says Loscam has also helped to reduce the number of lost pallets in the system.

"Overall Loscam offers a much better system to use and track pallets. Excellent account staff keep our account up-to-date and we also have a quarterly stocktake and reports," he says.

Mr Hyde says Loscam's attention to detail and customer service standards have impressed TrendPac.

"Loscam proactively make sure we have the right processes in place so we don't lose pallets. The one-on-one training given to staff and account reps keeping in contact with us in case any problems pop up is a great help," he says.

"Loscam go out of their way to look after the customer."



(From left to right) Jake Richardson Australian Institute of Management Young Manager Advisory Board Member presenting Certificate of Award to Kylie Kuchel, Customer Service HMS & Sales Executive, Loscam Australia

Well done Kylie!

Kylie Kuchel from our South Australian team had the honour of being nominated for the Australian Institute of Management (AIM) Excellence Awards, in the category of Young Manager of the Year 2015. This category recognises successful young entrepreneurs and business leaders. "Kylie presents as a confident young woman with aspirations to develop her management skills and has the potential of becoming a great manager", said Ms Debbie Constable, AIM Corporate Solutions Manager, Kylie's nominator.

Kylie attended the awards dinner in late August, and while she was not the ultimate winner, she was thrilled to be nominated and learnt a lot by participating.



Milestones for New Zealand

New Key Accounts Manager On Board

Stephen Barker has joined Loscam as a Key Accounts Manager and brings with him 23 years of experience working with the Royal New Zealand Navy. He joined RNZN in 1992 and rose through the ranks to become a Lieutenant Commander before taking on his role at Loscam this year.

"I was involved in a number of roles involving hospitality, administration, leadership and development training, logistics and HR positions," says Stephen, who is based in Loscam's Auckland office.

"The diverse range of skill sets I've gained from my 23 years' service in the military has prepared me well for pursuing a career within the corporate environment."

Stephen says his priorities are to understand his customers needs while looking for opportunities to further develop communication and support for customers.

"My greatest strength is my ability to communicate and work with people at all levels and I pride myself on being approachable and co-operative with a 'can do' attitude," he says.

"I'm very excited about the prospect of dealing with the wide-ranging customer base that Loscam NZ has developed."



Stephen Barker, Key Accounts Manager, Loscam NZ

Extended Contract with Drymix

DRYMIX BECAME ONE OF LOSCAM NZ'S FIRST MAJOR CUSTOMERS IN LATE 2012 AND THE COMPANY RECENTLY EXTENDED ITS CONTRACT WITH LOSCAM FOR ANOTHER THREE YEARS.

Loscam NZ is also celebrating its continued relationship with Drymix, a manufacturer of dry mix concrete and cement products for the building industry and DIY market. "The extension was signed after months of negotiation and it solidified both Loscam's commitment to Drymix's growth and success and vice versa - it was a fantastic outcome," says Nick Trask, National Business Manager of Loscam New Zealand.

"Drymix chose Loscam because of our ability to listen to what they needed, both from a customer service perspective and from an overall value point of view. We also made a different specification pallet just for Drymix - outside of our standard pallet in NZ - to suit Drymix's products.

"This contract extension adds extra volume and gives us the ability to now have a complete hardware/DIY solution that differentiates us from our competitor."



Gareth Johnston, Operations Manager, Drymix Group Limited

New Loscam Fresh Produce Crate Flagship Depot

CONVENIENTLY LOCATED AND EQUIPPED WITH THE FIRST WASH FACILITY

New Zealand Fresh Produce Crate Depot



Finally, in August Loscam opened a new depot in Penrose, Auckland, for its fresh produce crate supply business. The site has around 1,000m² under cover and a 1,000m² outdoor concrete pad. The depot is located within 3km of all major produce markets and has Loscam's first Australian and New Zealand crate wash facility. The equipment can wash up to 1,200 crates per hour.

"When they arrive, customers can see the operations and stock on hand," says Hans Wouters, National Manager - Produce Solutions Loscam NZ.

All produce crates must be washed prior to use and go through a four-step washing cycle. After an initial wash cycle dosed with detergent the crates go through a pre-rinse cycle, a rinse cycle with added water dispersant agents and then a thorough drying process.

"This depot shows that Loscam is prepared to invest in the produce pooling industry and into the future by installing state-of-the-art machinery," says Hans.

The facility is Loscam's crate flagship site and complements the 12 partner agency sites that support the crate network around NZ.

Loscam Strengthens PT Tempo Logistics Warehouse Operations



Yohanes Dedy H, Deputy Senior Head Logistics of PT Tempo Logistics



(From left to right): Tommy Haryono, Sales & Customer Service Manager, Loscam Indonesia; Adhy Sigid Priyanto, Warehouse Manager DC Surabaya Jawa Timur, PT Tempo Logistics; Agung Sudjatmiko, Customer Service, Loscam Indonesia

Operating in Indonesia since 1999, PT Tempo Logistics engages in warehousing and transportation activities, delivering a range of products to Tempo's branches. The company currently runs DCs in Bekasi and Surabaya.

“LOSCAM WILL BE A GOOD PARTNER, WITH PROFESSIONALISM AND EXPERIENCE IN PALLET MANAGEMENT IN INDONESIA AND THE BROADER REGION.”

Before utilising a third party pallet pooling solution, PT Tempo Logistics encountered operational inefficiencies, including the need for special staff to repair company-owned pallets as well as a large dedicated area for the storage and repair of broken pallets. Also, the firm could not manage sudden requests for pallets, as their buying process required time and a supply delivery plan from the vendor. Given such issues, the company sought Loscam's support to boost the effectiveness of their warehouse operations.

“We chose Loscam because of their competitive rental rate, high pallet quality and great

customer service,” said Yohanes Dedy H, Deputy Senior Head Logistics of PT Tempo Logistics.

“Moreover, Loscam has two branches in Surabaya and Semarang, beside Cibitung, which are well located in relation to our supply chain.”

After 18 months with Loscam, the results speak for themselves. “Our activities run smoother. Loscam provides pallets on time, as needed. They also have the LOL system to monitor transfer transactions, as well as pallet issue and dehire, to track the balance of pallets, verify invoices and retain account activity history.”

As Tempo grows, extending its geographic reach, “Loscam will be a good partner, with



professionalism and experience in pallet management in Indonesia and the broader region,” adds Mr Dedy. “We are confident they can fully support our business plans.”

A Successful Lunch in Vietnam

Ho Chi Minh City was the venue for a lunch in May that brought together government, industry and business. The lunch provided updates on the Vietnam market, pooling, the introduction of monitoring regulations on overloaded vehicles, and sustainable development for traffic and transportation.

The event was organised by Loscam, the Vietnam Chamber of Commerce and Industry (VCCI) and the Vietnam Business Council for Sustainable Development (VBCSD).

Mr Dang Van Chung, Head of Directorate for Transport of Vietnam (DRVN), Ministry of Transport and Mr Chris Butler, Managing Partner of Ernst & Young VN, presented.

Around 50 members of management attended from industries including FMCG, F&B and logistics. Companies including Unilever, P&G, Lotte, Saigon Co-op Mart, Big C, Vifon, Alpa and Gemadept Logistics.



Around 50 members from management level attended the Luncheon.

Case Study:

How ECR standard pallets are boosting efficiency in Asia.

LOSCAM VIETNAM REVEALED THE TEAM'S EFFORT IN OFFERING A SWITCH TO STANDARD PALLETS AND LOSCAM'S WEB-BASED EQUIPMENT CONTROL SYSTEM HAS BROUGHT BENEFITS FOR VIETNAM'S LARGEST BEVERAGE BUSINESS.

Specialised training on pallet management and control was provided to all relevant staff and to its major distributors.



The situation was becoming challenging for one of Vietnam's biggest beverage and food brands. As the business enjoyed success and growth and its distribution network naturally widened, those challenges began to mount.

Managing the 200,000 pallets required to transport the company's food and beverage products to more than 2,000 retailers and wholesalers across the country was becoming increasingly complex and costly.

Under the Lens

The business bought its own pallets to ensure products reached customers and consumers on time and in good condition, but pallet movement and the high cost associated with repairing pallets became a key issue.

The business also experienced a fluctuation in the demand for pallets – during low season there was a glut of pallets that required additional warehouse space for safe storage. Managing and tracking the 200,000 pallets was also a logistical challenge.

In addition, the varying size and specifications of the self-purchased pallets were causing delivery problems for the brand. The pallets didn't always conform to the standardised pallets that are more widely accepted in Asia's FMCG industry. As a result, the food and

beverage company found goods sometimes had to be delivered in loose cases and this increased labour cost as products had to be stacked manually. This in turn slowed the distribution process and also led to more damaged goods.

The company recognised that palletised delivery is increasingly important and dominant in Asia's FMCG industry and that it was vital to step up its performance in this area.

Transitions to Loscam's Total Solutions

Loscam has worked with the brand to implement a pallet pooling system to tackle these challenges.

Before implementation, Loscam worked with senior management and operations staff to identify all pallet-related issues and to develop a transition process that minimised the impact on day-to-day production and operations. Specialised training on pallet management and control was provided to all relevant staff and to its major distributors.

Loscam's web-based equipment control system, Loscam Online, helps monitor pallet control. When empty pallets are returned, Loscam sorts and repairs them and reissues the refurbished pallets to start the pooling process again.

Loscam's pallets are also ECR standard so they are widely accepted in Asia and by the majority of the company's trading partners. This has made pallet movements more efficient and streamlined and allowed the brand to manage increasingly sophisticated supply chain models.

Outcome: A Complete Transformation

The benefits for the brand have been numerous and include better use of capital and resources, significant cost saving and greater efficiencies in pallet pooling.

The company no longer concerns about finding cash flow for pallets during busy seasonal periods as the pallets are rented from Loscam as and when needed and Loscam manages repairs and helps with pallet management. Other benefits for the brand include time savings in terms of a switch from manual loading to machine loading of pallets, less damage to products during transportation, and greater customer satisfaction.

The brand has introduced Loscam's pallets in North and South Vietnam and is now scaling up and rolling out the pallets to other strategic regions with the aim of full implementation of pallet pooling across Vietnam.



Loscam joins Suning Commerce Group to add value to palletised delivery in the retail industry

THE FIRST SENIOR MANAGEMENT MEETING BETWEEN SUNING AND LOSCAM SINCE THEIR COOPERATION AND THE COMMENCEMENT OF THEIR PALLETISED DELIVERY PROJECT.



China's two largest retail enterprise and pallet pooling services provider have joined forces. Suning and Loscam have created a joint project to increase the use of pallet pooling and palletised delivery throughout the retail industry in China.

Suning Commerce was founded in 1990 in Nanjing and is among China's top three privately run enterprises. The company is the largest commercial retail business in the country and was listed on the Shenzhen Stock Exchange in 2004. In 2013, The World Brand Lab included Suning in the list of China's Top 500 Most Valuable Brands and the Ministry of Commerce has also recognised Suning's expertise and success as a leading e-commerce enterprise.

In August, a focus on efficiency and best business practice brought Loscam and Suning together to explore the benefits and opportunities of pallet pooling and palletised delivery across China's retail sector.

The first senior management meeting between the two companies was held in August with a delegation led by Sirin Limpaitoon, Loscam President, Tai Chingnam, Executive Vice President of Greater China, Patrick Chan, Deputy General Manager of Loscam China and Ansen Gao, Deputy General Manager of Loscam China.

The meeting was held at Suning Commerce Group headquarters. Mr Hou Enlong, COO of Suning, and Mr Zhang Haifeng, Director of the Director's Office of Storage and Operation

Centre and other representatives from Suning also took part in the site visit and discussions.

Tai outlined Loscam's history and business operations and described Loscam's philosophies and expertise in standardised palletisation, pallet pooling and palletised delivery.

Suning has assigned a palletised delivery team to work closely with Loscam to develop the national palletised delivery cooperation project. The company has also started palletised deliveries between Suning's Nanjing Warehouse and Yihai Kerry under the Suning 818 Anniversary National Wide Promotion Campaign.

A Milestone of Five Million Pallets is Written

A custom-made 5 millionth pallet marked a milestone in the operations between Loscam and Suning. Loscam specially made the pallet to celebrate the working relationship between the two businesses.

"Further with Suning joining Alibaba Group to embrace the increasing development opportunities, we believe this five millionth pallet is just a start towards Suning, Loscam and the whole retail industry," said Tai.

LOSCAM AND SUNING ACKNOWLEDGE THE VALUE OF PALLETISED DELIVERY FOR THE RETAIL INDUSTRY. THE COOPERATION BETWEEN THE MAJOR CHINESE RETAILER AND PALLET POOLING SERVICE PROVIDER WILL DRIVE UTILISATION OF PALLET POOLING AND PALLETISED DELIVERY ACROSS THE RETAIL SECTOR.

Recognition from Shanghai Municipal Commission of Commerce

As part of the Shanghai Standardised Logistics Testing Enterprises, the arrangement between Loscam and Suning has also been recognised by Shanghai Municipal Commission of Commerce. Ms Liu Min, Deputy Director of the Commission, visited Suning's warehouse in Shanghai to learn more about palletised delivery standardisation and the work being undertaken by Suning and Loscam.

Ms Liu said she had high expectations for the Suning and Loscam pallet project. She believes the project can set important industry standards across the Yangtze River Delta regions and the rest of China, and contribute to the promotion of an efficient national logistics infrastructure.



Group photo (left to right): Huang Qiang, Manager of Purchasing Management Department, Suning Logistics Jiangsu; Ansen Gao, Deputy General Manager, Loscam China; Tai Chingnam, Executive Vice President of Greater China; Zhang Haifeng, Director of the Director's Office, Storage and Operation Center; Sirin Limpaitoon, Loscam President; Patrick Chan, Deputy General Manager, Loscam China; Leo Hu, Senior Key Account Manager, Loscam China



Loscam Presents at the 13th China ECR

AROUND 500 GUESTS FROM RETAIL, MANUFACTURING, IT AND TECHNOLOGY AND THE LOGISTICS SECTORS MET IN RONG CHENG IN JUNE TO SHARE IDEAS AND NEWS DURING THE CONFERENCE CO-ORGANISED BY THE GS1 CHINA AND CHINA ECR COMMITTEE.

This year's conference was called 'Omni-Channel Strategy and Company Reform' and explored how businesses can get ready to transform and upgrade in the constantly evolving internet era.

Tai Chingnam, Director of China ECR Committee and Loscam Executive Vice President of Greater China, and Scott Chi, Head of Solution Department of Loscam China, were guest speakers.

Tai gave a presentation and information on 'Active Facilitation for the Logistics

Standardisation Special Action Project and Acceleration for Pallet Pooling Development'. The discussion allowed guests to ask questions and understand the significant opportunities that come under the umbrella of logistic standardisation and palletised delivery. Tai emphasised the value and contribution brought by pallet pooling and through the hire and dehire model, such as the enhancement of retail logistics.

Scott gave a presentation to the delegates on Loscam's innovative FMCG retail ready crates and the new opportunities they offer.

He demonstrated to the audience how Loscam's FMCG retail ready products are playing a key role in shaping the future of retail ready packaging trends.

During the event, Loscam set up a large booth and brought its presentation to life with lively visual displays that showcased Loscam's pallet range and the retail ready crates. The display and the product innovations attracted a steady stream of visitors keen to find out more and to exchange ideas from pallet pooling to logistics and retail trends.



Tai Chingnam, Director of China ECR Committee and Loscam Executive Vice President of Greater China, presented during the Conference.



Group photo of Loscam China representatives from Chengdu, Guangzhou, Chongqing and Shanghai offices



Visitors attending presentation during the Conference



Introducing Loscam products to visitors

News Briefs:



Loscam Showcases at Inaugural CeMAT Australia Fair

One of the largest logistics, warehousing and material handling exhibitions in the world arrived in Sydney in May. CeMAT is held biannually in Germany and also takes places in Russia, Asia, India and South America. But during three days in Sydney, the exhibition featured national and international industry exhibitors and product demonstrations and launches.



Loscam Australia was Pallet Sponsor for the CeMAT with 500 pallets were provided to build a Lounge area.

A cross-section of Loscam's products were on display including beverage trays and the crystal units, a retail-ready solution for replenishing products on-shelf availability.

"At CeMAT Australia we demonstrated why we are a leader in innovation and transforming how products can be moved through the supply chain," said Michael Donahoo, Loscam Vice President for Customer Solutions.

Daniel Bunnett, Loscam Executive Vice President for Australia and New Zealand, said events such as CeMAT Australia are critical to the ongoing development of the Australian logistics industry.

"Loscam is proud to be supporting this inaugural event and showcasing our latest supply chain solutions alongside the world's leading intra-logistics companies," he said.

Loscam Philippines Joins SCMAP's Annual Conference

Around 400 representatives from the manufacturing and retail sectors met at the Edsa Shangri-La in Manila in September, to attend an event organised by the Supply Chain Management Association of the Philippines.



The 2015 Annual Logistics Conference and Exhibition had a theme of 'Go World Class – Paving the Road to Tomorrow's Supply Chain'. Supply chain and logistics experts from government and the private sector offered their insight and expertise. Loscam was one of the exhibitors and showcased its wooden ECR pallet and plastic pallet.

Loscam Malaysia Holds a Pallet Pooling Workshop in Sabah



Loscam Malaysia team photo

After the opening of the new Sabah depot in June, Loscam Malaysia held its first workshop to help customers in the region learn the full benefits, challenges and the best practices of pallet pooling. Loscam introduced various pooling models and highlighted some success stories from West Malaysia and overseas markets.

A leading FMCG logistics service provider in Malaysia, and a long-term customer of Loscam, described how the company has benefited from Loscam's pooling services. Workshop demonstrations included Loscam's ECR wooden pallets and pallet cages.

Loscam's Debut Show in Myanmar

Loscam has showcased its pooling solutions for the first time in Myanmar, appearing at the Propak Myanmar 2015 exhibition. The event was held in Yangon Myanmar and it was Loscam's debut in the newly-opened but fast-developing and diverse market.

Myanmar is the newest territory in Loscam's development strategy for the region and is among seven South East Asian countries that Loscam aims to provide with pallet pooling solutions and products. Visitors to the exhibition were particularly interested in Loscam's diversified pooling solutions and its capability in providing cross-border palletisation in the region.

China-ASEAN Expo Thai Exhibition



(from left to right, front): Dr. Raymond Yu, Executive Vice President of China Merchants Group and Chairman of Loscam; Sirin Limpaitoon, Loscam President; (back) Patrick Chan, Deputy General Manager of Loscam China.

Marking the 40th anniversary of China-Thailand relations added a special touch to the opening ceremony of the China-ASEAN Expo Thai Exhibition in April. China Merchants Group was a strategic partner of the Expo and exhibited at the event. Loscam Thailand displayed its pooling solutions, including wooden and plastic pallets and retail ready packaging. The booth attracted visits from Thai government officials, Dr. Bhokin Bhalakula, the Chairman of the Thai-Chinese Culture and Economy Association, and H.E. Phinij Jarusombat, Former Thai Deputy Prime Minister and the President of Thai-Chinese Cultural & Relationship Council.

The Expo was seen as an innovative step for ASEAN member nations who are part of the Silk Road Economic Belt and the 21st Century Maritime Silk Road initiative.

Pooling Solutions on Display at Intelligent Warehouse Thailand 2015

Modern warehouse management was in the spotlight at the Intelligent Warehouse Exhibition 2015 in Thailand in August. The event was the first of its kind to be organised by leading intra-logistics players in the country and demonstrated the power of smart technology, hardware and software in state-of-the-art warehouse management.

A live demonstration of how an intelligent warehouse operates was a highlight of Loscam's exhibit and this included samples of ECR wooden pallets, plastic pallets, crates, pallet cages and intermediate bulk containers. Somsak Nattakrannuwat, Sales & CRM Director of Loscam Thailand presented during a pallet-pooling seminar for conference delegates.