

Creating Solutions

Mainfreight
Vice President North - Thomas Valentine



Success Magazine: Thomas, what does success mean to you?

Thomas Valentine: To me, success is achieving a balance between work, family, friends, and faith.

SM: How long have you worked in the transportation industry?

TV: I have worked in this industry for twenty-four years.

SM: How many years have you been with Mainfreight, formerly Target Logistics Services?

TV: I have been with this company for two years now.

SM: What prompted the change in company name?

TV: Mainfreight acquired Target Logistic Services, Inc. in September of 2007 and in North America we integrated the full name change in July of 2008.

SM: What do you most enjoy about working in this field?

TV: I particularly like creating solutions to complicated logistics challenges.

SM: What sets Mainfreight apart in the industry?

TV: We value relationships ahead of dollars. Inevitably, when strong relationships are protected and form the foundation of your organization, the dollars always seem to follow.

SM: You are an extremely profitable company with thirty-eight facilities in the U.S. and affiliates in eighty nations worldwide. Why is this company so successful?

TV: We are a \$200 million company in the USA alone. In global revenue, we are at \$1.4 billion. Our success is driven by leadership within the organization and the empowerment and respect for our team members.

SM: When did the Latham branch open?

TV: We have been open in Latham for nineteen years

SM: How many people are currently employed in Latham?

TV: We have fifteen employees in Latham right now.

SM: How many people does the company employ total?

TV: Worldwide, Mainfreight employs 3,400 people.

SM: Mainfreight's motto is "Special people, special company." How do you ensure that you create a productive and winning team of employees?

TV: Leading by example is the key. People's work will be a reflection of the environment they work in and the leaders they work with.

SM: What services do you offer?

TV: We provide global supply chain and distribution services and solutions through a combination of air, ocean, and surface alternatives across multimodal channels.

SM: Do you ship both domestically and internationally?

TV: Absolutely.

SM: Why should someone trust Mainfreight to transport their goods?

TV: History tends to repeat itself and Mainfreight has a thirty-plus year track record of exceeding client demands by delivering consistency and stability in challenging environments and changing economic conditions. We are passionate about logistics and focused on quality. That makes for a winning combination.

SM: How has increasing technology improved your business?

TV: We now have one IT platform that allows clients to view and track the international movement of their goods. This worldwide vantage point brings a global

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picture to a local client. Our investment in global IT infrastructure is one of our core development strategies. It has positioned us today and will lead us into the future.

SM: In what ways has Mainfreight worked to lessen their impact on the environment?

TV: On a big picture basis, we track our carbon footprint and incentive reductions in all of our groups. We are using solar technologies where available and, on a local basis, it is common for Mainfreight offices to sponsor roadside clean up, recycling drives, and helping the local community with "green" initiatives.

SM: What is Mainfreight's philosophy?

TV: From a one hundred year old company's perspective, a long-term approach to decisions and operations is the best way to ensure viability in changing environments. Our profit will come from hard work—not talk. We are here to make a positive difference as well as a dollar. We are a team—we have no staff. Have respect—seek it and show it. Don't over promise—over deliver.

SM: What are your goals for the future of the company?

TV: We have three goals right now: professionally enrich the lives of our team members, become the global brand of choice in the industrialized world, and reach \$500 million in revenue in North America.



Special People
Special Company

Our logistics group is simply the best in the industry.

We will work on your behalf to exceed your expectations while meeting the needs of your clients. The understanding of your needs allows our specialists to execute solutions to complex logistics questions. Our team is highly trained and we promote an environment of continuous improvement. You will see value-added benefits through faster quoting, accurate billing and the on-time delivery performance of an industry leader.

<p>Air Export</p> <ul style="list-style-type: none"> • no size or weight restrictions • expedited service, next flight out options • multiple service capabilities—routing, airport choices, etc... 	<p>Imports</p> <ul style="list-style-type: none"> • In house licensed U.S. customs brokers • customized cargo and document control programs • pre-clearance of all shipments 	<p>Warehousing / 3PL Services</p> <ul style="list-style-type: none"> • Specialized logistics teams • Multi-client pick and pack facilities • Dangerous Goods handling • Web based customer help desk • Inventory visibility and web order processing • Customized enquiry and reporting capabilities
<p>Ocean Export</p> <ul style="list-style-type: none"> • immediate booking & sailing details • full container & LCL service • weekly outbound & inbound consolidations 	<p>Domestic Air/Truck (Inbound/Outbound) (Including Canada)</p> <ul style="list-style-type: none"> • no size or weight restrictions • experts in "crisis" shipments, options and solutions • inbound or outbound—weekend and holiday availability • Trade Show and Exposition management 	<p>Letters of Credit</p> <ul style="list-style-type: none"> • full service Letter of Credit banking—including negotiation, compliance, presentation and payment advice • customized in-house banking and documentation seminars

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518.783.6144 / 800.456.1886
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