

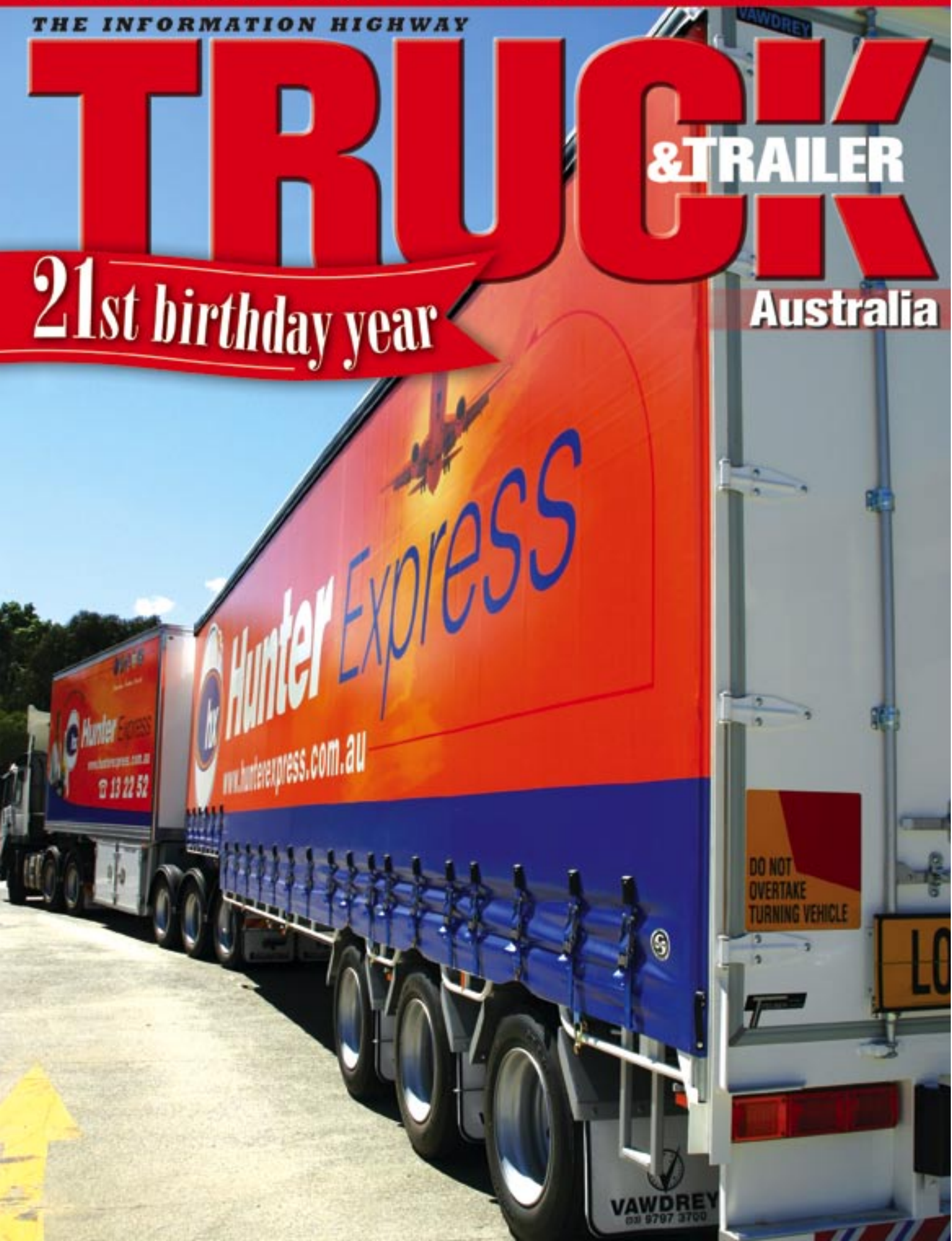
INCLUDING LIGHT COMMERCIAL VEHICLES

THE INFORMATION HIGHWAY

# TRUCK & TRAILER

*21st birthday year*

**Australia**







# HUNTER AIMS HIGH

OUR FIVE-YEAR GOAL IS \$75M PER ANNUM TURNOVER, WAS THE STATEMENT MADE BY MARK HUNTER IN 2000. JIM GIBSON CALLS IN FIVE YEARS ON

Three of Hunter's well-trained fleet drivers with their vehicles



Hunter's neat and tidy storage shed

It is daybreak on a cold July morning in the Sydney suburb of Enfield when we call in on Hunter Express.

The line-haul B-doubles from Melbourne and Brisbane are just arriving – tautliner buckles are flicked undone and curtains pulled back. Then with a minimum of fuss the forklifts unload the freight, placing it in the warehouse to be sorted ready for the local delivery fleet to dispatch, when the armada arrives at the depot around 8:30am.

Operations manager Zoran Delovski explains how the 2500 consignments that travel through the depot are coded and

tracked electronically on their journey from consignor to delivery point.

Supervisors and leading-hand dock staff compile the delivery runs in sequence as the freight comes off the interstate trucks, so when the local delivery trucks arrive it's an easy task to quickly load each one, minimising stationary time.

Dock staff works a two-shift system, with coverage from 5am until the last line-haul truck leaves that evening.

Delovski is a long-time freight logistics mover and shaker and says its trucks only make money when the wheels are turning. If the fleet is run efficiently, then the more ▶▶





Unloading an interstate A trailer's freight onto conveyors



Some of the van fleet loading for early deliveries



Early morning unloading of interstate freight

fuel they use and tyres they wear out – the better the service is to their customers – and of course the bonus is they make more money.

The local delivery trucks arrive filing through the depot, with forklifts busily picking the freight for each run – then in no time they're loaded and gone.

One of the most impressive parts of the Hunter operation is the efficient and no fuss way the dock staff go about their duties. Freight is unloaded, stacked, moved and reloaded without any sign of stress by them. There's no roaring of engines and wheel spinning of forklifts that we've seen at some transport operators' terminals.

It is pleasure to see people at work with a smile on their face.

When the morning activities are complete, checks are made on any freight that may still be sitting in the depot. The spic-and-span depot is swept in readiness for freight that will come in during the day for interstate and intrastate loading that evening.

As 60 per cent of the freight is smalls, colour-coded cages are used to hold freight in for the different the states, making it easy to do a quick visual check for quality control when loading line-haul trailers.



DELOVSKI IS A LONG-TIME FREIGHT LOGISTICS MOVER AND SHAKER AND SAYS ITS TRUCKS ONLY MAKE MONEY WHEN THE WHEELS ARE TURNING

A red advertisement for "ADVANCE TRANSPORT SYSTEMS". It features a graphic of the Australian flag with the text "king transport" and an arrow pointing to it. Below the flag, the company name "ADVANCE TRANSPORT SYSTEMS" is written in large, bold, white letters. A list of services is provided: "• Couriers", "• Taxi Trucks", and "• Express F". At the bottom, the text "Premium Partner Re" is written in a cursive font. Two men are shown at the bottom: a younger man in a light blue shirt and dark tie, and an older man in a dark vest and glasses.

king transport

**ADVANCE  
TRANSPORT  
SYSTEMS**

- Couriers
- Taxi Trucks
- Express F

*Premium Partner Re*

Hunter Express is a national carrier with company-owned as well as agents' depots around the country. Depots are preferably strategically placed near airports.

Hunter is involved in many aspects of the transport industry, offering its customers on-call daily hire taxi trucks, couriers, airfreight, storage and distribution – but its core business is express freight and its slogan states – 'anything, anywhere, anytime – delivered on time, every time'.

Company director Mark Hunter told us back in 2000 that this was the company's pledge to its customers – and what about the other statement Mark Hunter made back then, did they reach the \$75m target? He says, "No, but we got to \$50m in five years and our next goal is to double that \$50m in the next five years. Our pledge is the core of our business – we live by it. Key values are the soul of this operation."

Mark's father, John Hunter worked for Mayne Nickless back in the days when Maynes was an iconic transport business in this country. It is sadly no more, having been engulfed when it became a mere shadow of its former self.

Apart from his long-term success as a transport entrepreneur at Mayne Nicks in Australia, John Hunter set up a successful transport and courier operation for Maynes in the US and Canada. ▶▶

The men behind the name – company director Mark with father and company founder, gentleman John Hunter



# COMPANY PROFILE



Controllers at Hunter's operations nerve centre



Logistics manager Tim Arnott and one of Hunter's dock supervisors check a manifest

On returning to Australia he thought if he could do it for them, then he could do it for himself – it was time to go it alone.

In 1990 he and Mark set up shop in Melbourne where Hunter Express started. John is proud of their ethical start, saying, "We built our business without taking one customer from my previous long-time employer."

From those early days with only a couple of subcontractors working for them, the Hunter father and son team has built the business as the quiet achiever and in 15 years Hunter Express has 150 staff and 300 contractors under its banner.

Mark says, "We put 100 per cent of our profit back into developing the business."

During the financial years 2004-05, Hunter added 11 new local delivery, 12- and 14-pallet tautliner equipped trucks and has just ordered some B-double combination trailers.

Contractors presently handle its line-haul interstate and the company intends

14-pallet FN model Fuso







One of the operations controllers sends a pick-up to one of the local fleet



Operations manager Zoran Delovski

to continue this arrangement, but these days it prefers to purchase its own trailing equipment.

The 30-strong local truck fleet is all Japanese sourced product and predominately Fuso, ranging in size from Canter, up to the FN three-axle model. In the van fleet it uses European product, mainly Mercedes-Benz.

Operations manager Zoran Delovski says, "We have spec'd the fleet in conjunction with our drivers and now have a standard for each category."

Hunter has a flat management, not a tiered structure. It's a hands-on approach and when things get busy, especially on Friday nights, it's ties off and sleeves rolled up. John (now a septuagenarian) and Mark, as well as other sales and admin staff down in the depot help to unload, sort freight and reload line-haul trucks.

Delovski says, "The training of our staff is an important element in their development through the company. We pay for them to do many relevant courses including materials handling and the upgrading of licences." ■



Packages are weighed as they travel along the conveyor

"WE BUILT OUR BUSINESS WITHOUT TAKING ONE CUSTOMER FROM MY PREVIOUS LONG-TIME EMPLOYER"

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