



# WELCOME ONBOARD



**AHG**  
REFRIGERATED LOGISTICS

**SCOTT'S**  
REFRIGERATED FREIGHTWAYS

**J.A.T.**  
REFRIGERATED ROAD SERVICES

**Harris**  
REFRIGERATED LOGISTICS

**Rand**  
REFRIGERATED LOGISTICS



## WELCOME

With over 60 years' combined experience, AHG Refrigerated Logistics (AHG RL) are leaders in refrigerated logistics, providing temperature controlled road & rail transport and warehousing services to clients across Australia.

Formed as a result of bringing together Scott's, Rand, Harris and JAT, we are Australia's only truly national temperature controlled supply chain network.



Our customer focused culture is based on the belief that customer service is the cornerstone of our operations. We continually strive to do better. Recognising things don't always go to plan, the scale of our fleet and facilities allows us to recover on those rare occasions, to deliver the goods you have entrusted to us.



## OUR EXPERTISE



### REFRIGERATED TRANSPORT

We proudly operate an extensive interstate road network that comprises in excess of 500 prime movers and 1000 trailers, as well as a dedicated pickup and delivery fleet to offer solutions for all refrigerated freight requirements. Our drive for continuous improvement means our network is constantly evolving in response to customer's demands and market conditions.

With strategically located temperature controlled cross docks and warehousing throughout Australia, our depots are located centrally in each state's capital city - as well as having facilities in many regional centres around Australia. This network supports our line haul activity through compliance, management, and fleet maintenance perspectives.



### COLD STORAGE

AHG RL has extensive experience in providing refrigerated cold storage for all types of food products requiring frozen, chilled and temperature controlled storage. Our world-class temperature controlled warehousing facilities are located in Sydney, Melbourne, Brisbane, Adelaide, and Perth. These HACCP accredited facilities give customers confidence that their goods will not be compromised, and cold chain compliance is maintained.

As a leading service provider of refrigerated logistics, we provide the transport and distribution process from start to finish with either long or short-term storage options available.



### MULTI-MODAL DISTRIBUTION

AHG RL offers both road and rail services to provide transport between interstate capitals and distribution to regional areas. We have established close, working relationships with national food companies and food service providers Australia wide.

Our PUD fleet handles chilled, frozen and ambient products servicing all major retailer DC's, many foodservice distributors, and manufacturers. Always aiming to improve, we constantly review our fleet and network of distribution centres to evolve to, and meet customer demands.



### B2B/3PL

We can provide temperature integrity from pick up to delivery anywhere within our national network as we have facilities in every mainland capital city, excluding Darwin. From the point of manufacture or processing to the distribution centre, we can provide national coverage, evidenced by the fact that our customers include almost all major food processors and marketers within Australia, servicing all major retail chains and food service channels.



### SOLUTIONS

We understand that not all client requirements are the same. Our success is predicated on working collaboratively with our customers to understand their business requirements and then create solutions to best meet their needs.

Through this process we gain an in depth understanding of how our supply chain best supports our customer's strategy, and in doing so ensure their goals are achieved. This is an ongoing process that's allows AHG RL to continually provide and match services and capabilities to the opportunities that arise.



### INTERNATIONAL

All of our facilities are export accredited and we can arrange international freight forwarding on behalf of customers, including import and export clearances.

## CUSTOMER SUPPORT & COMMUNICATIONS



The AHG RL website has all contact information for any query. If you have an enquiry or you would like some additional information about AHG RL, please visit our website [ahgri.com.au](http://ahgri.com.au) and/or get in touch with us via [rlqueries@ahgri.com.au](mailto:rlqueries@ahgri.com.au) or call **02 8738 1100**.

Our Customer page is designed to house all information needed by any customer of AHG RL.

The page includes updates and information regarding:

- AHG RL schedules and updates
- Customer portals
- CapCargo access
- Order for transport templates (OFT)
- Fuel levy surcharges
- Pacific National Rail updates



### CAP CARGO

Introduced in April 2018, CAPcargo is the transport management system used by AHG RL and provides a consistent experience across each of our brands. The CAPcargo portal allows our customers to:

- Submit transport orders.
- Obtain consignment notes.
- Obtain pallet labels.
- View proof of delivery notices.
- Retrieve invoices.

To request access to the CAPcargo portal please email [rlqueries@ahg.com.au](mailto:rlqueries@ahg.com.au)



### ACCELLOS WAREHOUSING SYSTEM

Accellos is our single warehouse management system that provides you with full visibility of your valuable inventory.

Management of QA status, stock to rotation and other information is available to you online. Electronic interfaces can be provided subject to your ERP system requirements, cost and your agreement to all of our terms and conditions.



## CORPORATE RESPONSIBILITY

For a number of years we have focused on providing significant support to not-for-profit organisation, Foodbank where we are a National Partner, dedicated to doing our part to reduce the significant social issue of food insecurity across Australia.

Our national temperature controlled supply chain network is put to good use in supporting Foodbank through the donation of transport and temperature controlled warehousing. And in this way, we are able to give back, support and assist the wider Australian community in the most effective and efficient manner.





## SAFETY, QUALITY & COMPLIANCE



### WORK, HEALTH & SAFETY

AHG RL is committed to protecting the health, safety, and welfare of all our employee's, contractors and visitors to our depots. Our safety management system, safety management plans and safety policies are designed to continually promote and improve a safe work culture and environment. Our OH+S committees, incident management and return to work strategies are designed to promote continuous improvement in our safety standards.



### SAFETY & COMPLIANCE

Chain of Responsibility (COR) compliance drives all operational activities at AHG RL. Customers can be assured that when engaging with us, that they are doing so with an organisation that promotes safety for all road users and supports this vital legislative requirement.

Inherent in this is the principle that all incidents, events, and injuries are preventable. Our safety systems and procedures focus on the identification and elimination of hazards, in addition to the removal of unsafe behaviour and an ongoing training program.

All staff are inducted into our road safety policy at the commencement of their employment and it remains the primary platform for all ongoing training to ensure a thorough understanding that road safety for all road users is our main concern.

Our compliance and safety team is highly experienced in all aspects of national compliance, and with coordinators and driver trainers in every State we ensure AGH RL is continually complying with COR legislation.



### ACCREDITATIONS

Our commitment to Quality Standards and Accreditation provides customers with the peace of mind and assurance that the integrity of their product is always foremost in how we operate. Our multiple accreditations include food safety standards for the transport and storage of frozen, refrigerated and non-refrigerated food items and encompass:

- HACCP & Food Authority
- Woolworths Quality Assurance, Costa, Subway
- Export & Import Quarantine approved premises  
(QAP2.2, 2.5. 2.52, Export Meat, Export Dairy, Export Fish, Export Egg, Export Plant, Halal, Yum)



### ENVIRONMENT

AHG RL promotes safe environmental practices by implementing initiatives to reduce carbon emissions and minimise our carbon footprint.

All of our vehicles are of European standard, with all prime movers fitted with drive cam and telematics to assist drivers with efficiency and vehicle optimisation.

Our real time GPS monitoring system provides key information to our fleet including G force, speed, acceleration, and braking so as to enable drivers to make the best driving decisions and ensure minimal impact on the environment.



## KEY CONTACTS

TRANSPORT BOOKING	EMAIL	PHONE NUMBER
Rand	bookings.rand@ahgri.com.au	02 8738 1154
Scott's	bookings.scotts@ahgri.com.au	02 8738 1111
JAT	bookings.jat@ahgri.com.au	02 8738 1150
ACCOUNTS RECEIVABLES	EMAIL	PHONE NUMBER
Rand	ar.rand@ahgri.com.au	02 8738 1163
Scott's	ar.scotts@ahgri.com.au	02 8738 1130
JAT	ar.jat@ahgri.com.au	02 8738 1186
INVOICING	EMAIL	
All Entities	rlinvoice@ahgri.com.au	
ACCOUNTS PAYABLES	EMAIL	
All Entities	apri@ahgri.com.au	
POD REQUESTS	EMAIL	
All Entities	rlpods@ahgri.com.au	
PALLET CONTROL	EMAIL	PHONE NUMBER
All Entities	palletcontrol@ahgri.com.au	03 9368 7568
CUSTOMER SUPPORT (Sales & General Enquiries)	EMAIL	PHONE NUMBER
All Entities	rlqueries@ahgri.com.au	1800 874 885

