

# BC SEAFOOD EXPO WORKSHOP JUNE 14, 2015

Presented by Sandy Moreland  
Vice President Sales & Service



**Flying Fresh Air Freight**  
Head Office  
Vancouver International Airport  
113/114-5200 Miller Rd  
Richmond BC V7B 1K5

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Offices in Toronto - Montreal - Ottawa - Halifax



# FLYING FRESH AIR FREIGHT



**Our head office is conveniently located at Vancouver International Airport (YVR)**

- We are a Canada Customs Bonded Company •
  - Air, Ocean and Trucking Services •
  - 24/7 Convenience •
- 5000 sq ft Cold Storage and Warehouse Facility •
  - Cross Docking, Pick Up and Delivery Service •
- Worldwide Alliance Partners - 235 offices in 97 countries •
  - Brokerage and Customs Clearance •



## **FFAF CARGO - Head Office**

Address: Unit #113/114-5200 Miller Rd. Richmond, BC V7B 1K5

Warehouse Address: Unit #119-5200 Miller Rd. Bay Doors #45, 46 & 47 at front - #27 & 28 at back

Toll Free: 1-866-233-1377 Phone: (604) 233-1377 Fax: (604) 223-1399

Bookings: [bookings@flyingfresh.ca](mailto:bookings@flyingfresh.ca)

### **Toronto**

Phone: (905) 673-5000

### **Montreal**

Phone: (514) 636-9501

### **Ottawa**

Phone: (613) 850-3003

### **Halifax**

Phone: (902) 800-8570



# FLYING FRESH AIR FREIGHT

## WHO ARE WE

- ▶ Founded by **Brendan Harnett** – CEO and Chairman of the Group
  - ▶ Established in 1989
  - ▶ A ‘ Made in BC’ Company
  - ▶ A small family run business
  - ▶ Recognized a niche business segment
  - ▶ Highlighted the importance of customer service and attention to detail and handling time sensitive perishable products
  - ▶ A leading independent logistics company in Canada
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# KEY POINTS

- ▶ Make it mandatory that you visit your partners and get to know them well
- ▶ Create a website and continuously update it – a widely accepted marketing tool
- ▶ Regulations – Know them well, do your home work and seek advice from a number of BC Government sectors
- ▶ Doing business with Asia, prepare yourself well
- ▶ Form trustworthy partners. You may remain business partners for life.
- ▶ Understand the culture, personality and mannerisms.
- ▶ Employ Asian speaking staff if doing business with Asia

# TRENDS, RELATIONSHIPS, ALLIANCES & PARTNERS

- ▶ Be ahead of the trends or at least know them
  - ▶ Diversify your markets
  - ▶ Flying Fresh is a member of IATA, International Air Transportation Association, which has added value to our company.
  - ▶ Joined a worldwide alliance called AOP, which effectively gave us access to over 250 offices in over 100 countries
  - ▶ We have strong partnerships with airlines, shipping, courier, trucking and cool storage companies worldwide
  - ▶ In other words, we made the right changes
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# OUR 26 YEAR GROWTH

- ▶ We have offices in Halifax, Toronto, Seattle with plans to open more in both Canada and the USA.
- ▶ We recently opened our new state of the art 5000 sq ft warehouse and cold storage at Vancouver International Airport
- ▶ We have totally diversified our portfolio by making ourselves a 'one stop shopping' concept, offering a comprehensive logistics service.
- ▶ We employ Cantonese, Mandarin, Russian, Spanish and French speaking staff
- ▶ Truly 24/7 operation

# PARTNERING WITH A LOGISTICS COMPANY:

- ▶ Choose the right partnership
  - ▶ Your Logistics partner will have the best rates
  - ▶ Become known for your customer service, reliability, consistency and high standards
  - ▶ Feedback is key – always ask for it
  - ▶ Be pro-active and continuously be in touch with your customers
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