

# BC SHELLFISH AND SEAFOOD WORKSHOP LOGISTICS JUNE 19-21, 2014

Presented by Sandy Moreland  
Vice President Sales & Service



**FFAF CARGO**  
A DIVISION OF FLYING FRESH AIR FREIGHT

**Flying Fresh Air Freight**  
Head Office  
Vancouver International Airport  
113/114-5200 Miller Rd  
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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



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# 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, 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
- ▶ Try to form trustworthy alliances and 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 became a member of IATA. This added value to our company, as it is the world governing body for air transportation.
  - ▶ Joined AOP this gave us a worldwide alliance of 243 offices in 93 countries
  - ▶ We have and maintain strong partnerships with airlines
  - ▶ In other words, we made the necessary positive changes
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# OUR 25 YEAR GROWTH

- ▶ We recently opened offices in Halifax, Toronto, Montreal, Ottawa and soon to have offices in Alberta and the Prairies.
- ▶ 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 by offering all forms of transportation including air, ocean, trucking, delivery and pick up, customs clearance, airlines charters, documentation.
- ▶ We now employ Cantonese, Mandarin, Spanish and French speaking staff
- ▶ Truly 24/7 operation

# PARTNERING WITH A LOGISTICS COMPANY: ONE STOP SHOP CONCEPT.

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