



**fast  
efficient  
reliable**

**Solutions**



**warehousing transportation inventory management**

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## Table of Contents

<b>COMPANY HISTORY:</b> .....	<b>1</b>
<b>CAPABILITY STATEMENT:</b> .....	<b>2</b>
<b>SUPPLY CHAIN SOLUTIONS OVERVIEW:</b> .....	<b>4</b>
<b>KEY COMPETITIVE ADVANTAGES:</b> .....	<b>5</b>
Established Management Procedures: .....	5
IT Systems to Support Operations: .....	5
Experienced in providing Multi-Packing / Labelling Services:.....	7
Occupational Health and Safety Programs: .....	7
Experienced in the Importation of Products: .....	7
Customer Service Capabilities:.....	8
Key Performance Indicators - Reporting: .....	8
<b>NEW BUSINESS ENQUIRIES:</b> .....	<b>8</b>
<b>SOME OF OUR CLIENTS:</b> .....	<b>9</b>



## Company History:

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The Hoepner family business commenced trading in Queensland in 1926, operating as a general freight service between Ipswich and Brisbane. It continues to operate as a third generation family owned business. We are proud of our heritage and the values of honesty, fairness and hard-work handed down through the generations. These values form the basis of our service capabilities.

Although our current Ipswich address is still on the company's original site the company has grown significantly over the past 80 years. Today, Hoepners Supply Chain Solutions has company owned branches with transport capabilities in Brisbane and Sydney, while our Melbourne and Adelaide facilities have both transport and storage capabilities. Hoepners maintains strategic alliances with other transport operators in Western Australia, Tasmania and the Northern Territory.

Our clients include global companies, publicly listed Australian national entities, and privately run businesses.

In pursuing our strategic direction and long term growth objectives, Hoepners has expanded to incorporate Hoepners Supply Chain Solutions; and will continue to develop pro-active, flexible new alternatives that will continually enhance our competitive advantage.





## Capability Statement:

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The Hoepners Supply Chain Solutions mission is clear; to be a leading logistics service provider to the Australian market by offering integrated services driven by forward thinking and advanced technology.

Every year, Hoepners Supply Chain Solutions invests significant funds back into technology and infrastructure to develop services in anticipation of customers' future needs. In addition, to these new developments, we have facilities to provide supply chain solutions and a flat management structure that differentiate us from our competitors. Being privately owned allows us the flexibility to react quickly to meet customers' demands as decisions are not subject to layers of management or board approval.

The Hoepners Supply Chain Solutions strategic framework, our asset base, expertise, technology, and proven reliability differentiate us from our competitors and are integral to our continued growth and success. The company serves industry sectors such as retail, manufacturing, wine and spirits, and FMCG throughout Australia. We deliver incomparable security, efficiency and visibility across the logistics lifecycle.

Hoepners Supply Chain Solutions is founded on a heritage of trust. With over 80 years' experience of providing reliable performance and solving complex logistics challenges we have earned a reputation as a dependable name in logistics.

At Hoepners everything we do is guided by our core values. Our dedicated employees uphold the company's standards of trust, integrity, respect, quality, innovation and safety. These core values govern our actions every day and reflect what is truly important to us as an organisation. The benefits that flow from these values are:

- Superior customer service;
- Increased customer satisfaction;
- Improved supply chain processes;
- Increased productivity;
- Higher return on investment.



## Supply Chain Solution Overview:

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Hoepners Supply Chain Solutions offers a comprehensive range of secure logistics and general transport services that can be tailored to our business partners' needs.

### **HSCS provides a 'One Stop Shop' approach to all you supply chain needs!**

These services include:

- Global product pick up & Freight Forwarding
- Customs Clearance
- Bonded / Free Warehousing Facilities;
- Supply Chain Management through 3 PL and 4 PL service provision;
- Pick and Pack;
- Reworking of Product;
- Inventory Management;
- Container Unloading;
- Container wharf pick-up;
- General Interstate and Local Transport;
- Track and Trace Facility through our Secure Web Portal; and
- KPI Reporting / Account Management.

Hoepners Supply Chain Solutions provide a single source of co-ordination, management and invoicing to our client.



Hoepners Supply Chain Solutions' competitive advantage begins with logistics excellence. Working with our business partners, we supply a fully integrated logistics service which includes 'freight forwarding, custom's clearance, order receipt; warehousing; pick and pack; inventory management; and comprehensive transport solutions to deliver our business partners' product to the final customer in the most effective and efficient manner possible.



## Supply Chain Solutions Overview:

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The Hoepners Difference:

A results-orientated solution for your logistical needs which is:

Fast, Efficient and Reliable:

- Advanced Warehouse Management System
- Dynamic Reporting Capabilities
- Full web visibility / Track & Trace
- Integrated warehouse & transport systems

Hoepners Supply Chain Solutions provides services to a diverse group of clients, offering long-term solutions with the adaptability to accommodate the evolving supply chain challenges that companies face today.

**Let the capabilities of Hoepners Supply Chain Solutions provide you with logistics excellence.**



## Key Competitive Advantages:

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### **Established Management Procedures:**

Hoepners already has an extensive set of operating procedures for both, the management of warehousing and for nationwide freight management, as used for various clients. Hoepners has the knowledge and experience gained in operating warehouses, developing warehouse management systems, transport interfaces and producing quality KPI reports to successfully manage your warehousing and distribution needs.

### **Management Structure**

#### **IT Systems to Support Operations:**

Hoepners has always believed in the adoption of relevant IT systems to enhance various aspects of our operations. We believe in making considerable investments in information technology. To this end in 2011 we undertook a major development project with the introduction of a new WMS & TMS system upgrade with unique features incorporated to enhance our operation. We have successfully interfaced with all our clients' host systems for data transfer.

We also maintain a robust communication network both locally and across our various branches and partners throughout Australia. Our entire distribution and transport chain is linked together by a warehouse management system that provides customers with real time visibility of their product inventory via our web enabled browser.

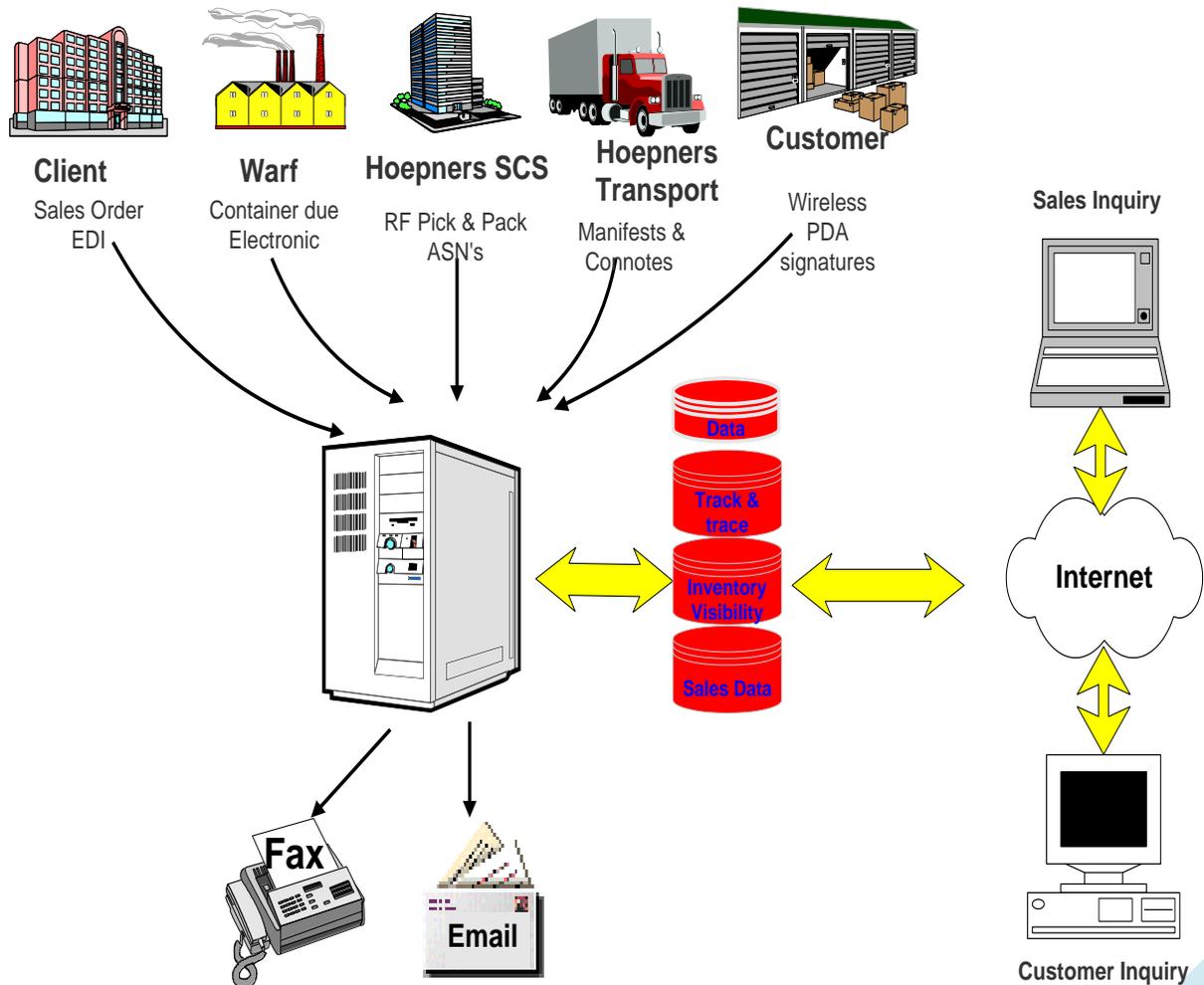
We have a "Track and Trace" tool which forms part of our "Freight Management System". This tool is web-based and allows customers visibility as to the status of orders being processed and the ability to identify the exact stage of the order fulfilment cycle. This system is already being accessed by trade accounts and regional distributors to whom we deliver goods.



Our single, unified IT platform provides national visibility of business-critical data to our partners. Our warehouses are installed with our warehouse management system, which is integrated with our transport system, thereby enabling rapid order processing and real-time inventory tracking. The WMS system facilitates efficient allocation, picking and shipment of inventory according to our business partners' specific requirements.

Through our web portal, our business partners can also track and trace orders, inquire upon inventory levels, and monitor agreed KPI's.

### The 'Hoepners Supply Chain Monitor'





**Experienced in providing Multi-Packing / Labelling Services:**

One of Hoepners core activities is “multi-packing” services. This includes product bundling, shrink wrapping and labelling. This service is already provided to many of our clients. We also have operational capabilities in single unit picks and the compilation of these into consolidated orders.

**Occupational Health and Safety Programs:**

Hoepners considers the safety of all its employees to be of paramount importance. Through the leadership of our Safety, Health & Environment Committee, and in close coordination with leading industry bodies, we have a full calendar of safety training and awareness activities, including driver fatigue management.

While greatest focus is given to forklift driving-related safety, but our safety program also covers, but is not limited to, fire prevention, first aid, ergonomics, protective clothing and fully maintained warehouse equipment.

**Experienced in the Importation and Export of Products:**

Our Melbourne warehouse has vast experience in Customs requirements for the storage, movement and transportation of bonded goods. The facility is also licensed to provide services for non-bonded product. We also have strategic relationships with Customs / Freight Forwarding agents and container cartage companies, providing wharf pick up services as an additional service for our clients.

The facility is also experienced in processing orders for export markets.



### **Customer Service Capabilities:**

Hoepners is proud of the business partnerships it maintains with all our clients. As a company we are committed to building a close working relationship with our clients and achieving mutually agreed goals. We always aim to add value in these relationships so our clients can benefit from cost saving initiatives and improving services in logistical operations.

We have a dedicated team managing the needs of our clients and ensuring our capabilities are up to standard which meet those needs.

### **Key Performance Indicators - Reporting:**

Part of our Customer Service commitment is the regular measurement of all agreed KPI's. These will be presented in regular business review meetings with your company's team and used in identifying opportunities for improvement.

We have developed an extensive range of KPI's that measure our performance and that of our suppliers.

### **New Business Enquiries:**

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Some of our Clients:

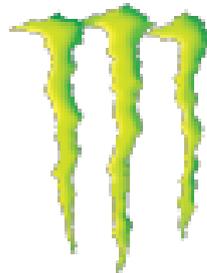
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