



# THREE PILLARS OF MAINFREIGHT

## CULTURE

- ✧ Under-promise, over deliver
- ✧ Keep reinventing with time and growth
- ✧ Education is optional, learning is compulsory
- ✧ Let the individuals decide
- ✧ Keep it simple
- ✧ Tear down the walls of bureaucracy, hierarchy and superiority
- ✧ Avoid mediocrity - maintain standards and beat them
- ✧ Look after our assets
- ✧ Immaculate image and presentation
- ✧ Promote from within
- ✧ Integrity - how it affects other people
- ✧ No job descriptions

## FAMILY

- ✧ Eat together - use mealtimes as a discussion time
- ✧ Listen to each other
- ✧ Share the profits and the successes
- ✧ Openly discuss problems and openly solve them
- ✧ Don't beat up your brothers and sisters
- ✧ Have respect - seek it from others and show it by actions

## PHILOSOPHY

- ✧ One hundred year company
- ✧ Profit comes from hard work, not talk
- ✧ We are driven by margin, not revenue
- ✧ Train successors, so that you may advance
- ✧ An enduring company is built by many good people, not a few
- ✧ We are here to make a positive difference, as well as a dollar
- ✧ We "care" for our customers, environment and community
- ✧ Total quality management base
- ✧ Ready, Fire, Aim

CULTURE, FAMILY, PHILOSOPHY, THE MAINFREIGHT WAY