



SUMMER NEWSLETTER 2008

Dear Customer

We're already racing through 2008 and so far this year, we've not had the chance to stop and look back over the many new and exciting things that have happened here at CourierForce over the year. So, there is much to fill our first Newsletter and this will evolve into a 6 monthly update on CourierForce, our services and the latest news. I hope you find it interesting!

Firstly I would like to thank all of our customers who have joined us in recent months and hope we have both matched and exceeded your expectations. A very big personal thank you is reserved for those of you who followed us through 2007 into 2008 and on to CourierForce. Your loyalty and commitment to me and my team ensured we are here today and able to safeguard those services that ensured in the past you returned to us time and again.

Thankfully, our job is made much easier to have a driver team who work tirelessly 24 hours a day through all conditions to make sure each and every booking you place is handled with the care and attention deserved. You will know many of our drivers personally and will have become familiar with them as they have with all of the quirks and unique aspects of the work we cover for many of our customers. That level of customer interaction is fundamental to our operation and our drivers are our most important asset.

Staff & New Appointments

Behind the scenes, *Liz Mitchell* has been invaluable to the operation and continues to set the standard here at the offices with her superb organisational skills. As Administration Supervisor, Liz will shortly move into account and financial management where she will assist customers with managing their accounts. If you have any specific requirements regarding your purchase orders and invoices, please speak directly to Liz who will be glad to help.

I am therefore pleased to confirm the appointment of *Alec Joynes* as Operations Manager. Many of you will know Alec as my Assistant Manager at Business Post Group from 2005-2007 and I am delighted to welcome him to CourierForce after a spell in international freight in Bristol. Alec will become an integral part of CourierForce moving forward and I am sure you will all join me in offering him our best wishes.

Finally, *Len Thompson* has recently been appointed as Transport Manager. Len is an industry professional with over 30 years experience in road haulage. Len is a CPC holder and will ensure compliance with regard to our VOSA obligations and will also run spot checks on our driver vehicles amongst other activities.

New Vehicle Profile – Ford Fiesta Sport

We have just introduced into our fleet the Ford Fiesta Sport van which is based in Exeter. The Fiesta Sport spearheads our newly launched "Rapid Response" service, and the van is great for files, documents, small parcels and tenders. It's a real head-turner and we hope you like it!



If you have any suggestions on any aspect of our services, we welcome any ideas that will assist our continual improvement. Always feel free to drop in and see us at our offices in Lee Mill, the kettle is always on!

Thank you for your ongoing support

Best regards

Ross Mackenzie

Managing Director

CourierForce Logistics Ltd

www.courier-force.com

South West Regional Office

1 North Road Lee Mill Ind Estate

Ivybridge Devon PL21 9PB

Tel: 01752 893400 Fax: 01752 893485