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Celebrating your key achievements in 2021



Last week our Group SLT virtually came together for our end of year livestream.

It was a wonderful opportunity for our SLT to reflect on and celebrate some of your key achievements, challenges and highlights from across the Group in 2021 and engage with some of you directly in the Q&A session. In addition, we heard from each of our SLT about some of their highlights and learnings from the year as well as what they look forward to in 2022.

If you missed the livestream, you can watch the recording below.



**Scan the QR code to watch
the recording**



Your Group Foundation is excited to announce your chosen supported charities



Following the recent charity voting initiative, the LINX Cargo Care Group Foundation Committee would like to thank you for having your say and contributing to the direction of your Foundation moving forward.

The voting results are in and the Foundation Committee is pleased to announce that the following charities have been selected as our partners for 2022 and 2023.



For New Zealand



For Australia

In addition, in recognition of the ongoing and overwhelming relevance of the cause, **R U OK? Day** will also become a partner across both New Zealand and Australia.

Over the coming weeks and into 2022, the Foundation Committee will be working hard to establish our relationships with the charities and begin mapping out key moments and initiatives that will provide our people with the opportunity to make meaningful contributions to these worthy causes.

The Committee would like to once again thank those who took the time to vote. We appreciate your support and look forward to achieving great things together in 2022.



Customer reflections and updates for 2021



We spoke to Executive General Manager, Customer & Business Development, Carlo Cutinelli and asked him to:

Reflect on challenges and wins for our business and for our customers in 2021.

This year both LINX CCG and all of our customers faced similar challenges as we did in 2020. As impacts of lockdowns and the continuation of the pandemic took hold for the best part of the year, we draw the year to a close with signs of hope and are well placed for 2022.

Our customers continued to be resilient, from significant challenges in the automotive sector to impacts suffered in the forestry industry. We supported our customers as they continued to pivot and adjust their businesses to cope with these challenges, and we did the same.

We worked closely with our customers to ensure that the nation's economy kept moving forward. Our customers values are aligned with our own, helping us to navigate this challenging year and set ourselves up for success in 2022.



We asked General Manager, C3 Commercial, Richard Haskett:

What is our biggest customer success story for C3 this year?

The award of the AVA Timber contract to C3 at Port of Tauranga and Lyttelton. C3 already had the marshalling in Tauranga however the additional stevedoring volume was over 1.5M JASm3. The team performed really well during the transition period considering the large volume uplift.

What have been our top three business development wins in 2021?

There have been many important wins in 2021. To name a few:

Fortuna Forest Products – long term agreement with one of New Zealand's largest log exporters. We are pleased to be part of their solution as they continue to successfully grow across six New Zealand sites.

Port of Tauranga – long term Master Services Agreement with the Port to include continued labour services for Cranes, Straddles and Onboard.

Red Stag Timber – a long term agreement with New Zealand's largest sawmill to pack their export timber at Port of Tauranga.



LINX CCG Sustainability Committee achievements for 2021 and looking towards 2022



LINX CCG Sustainability Committee Chair Rob Scarlett reflects on key sustainability achievements in 2021, what sustainability means to our Group and what he is looking forward to working on in 2022.

What were the key achievements in the sustainability area for the Group in 2021

Without doubt the formation of the Sustainability Committee has been a standout. The team has brought energy, drive and knowledge that has been crucial to our broader successes. For that, I thank them all.

Secondly, with the support of the Committee and the Group SLT, we have updated our Group Sustainability Policy which now includes a commitment to support the achievement of a Net Zero by 2050 goal. For a Group like ours with operations across two countries and a significant fleet of vehicles and machines, this is a significant commitment.

The third achievement I would point to is that many of us across the Group are now having regular conversations about the opportunities moving LINX CCG to a more sustainable business will bring. These conversations weren't happening 18 months ago.

What does sustainability mean to LINX CCG?

As our policy outlines, sustainability encompasses not just our environmental impacts, but also how we engage with our employees, customers and communities. This means that our sustainability agenda includes a broad range of activities from anti-bribery and corruption training to the uptake of zero emissions vehicles. Over the next few years you can expect to see Sustainability initiatives built into our operational and functional business unit plans, rather than sitting as a separate workstream.

What are you looking forward to working on in 2022?

This year has been a lot of work setting the foundations for long term success. In 2022 we are looking forward to engaging with our colleagues more to inform them of our strategy and initiatives and showcase the opportunities ahead. I am also looking forward to crystalising some of these opportunities and in particular working with our customers and other stakeholders on projects that will bring shared benefit.



ACT LIKE YOU OWN IT



BUSINESS IMPROVEMENT

Wins and challenges for Group IT this year

Top three Group IT achievements for 2021:

Desktop: Migration of our Citrix users to Windows 10 with minimal interruption and issues to the way we work.

C3 Australia: 'We are One', C3 Australia has been moved onto the core LINX CCG platforms, such as HR and Finance. All employees now have secured access to our systems and corporate information.

Cyber Security: This year we delivered a new training platform which hosts specialist cyber security training, allowing us to conduct phishing campaigns to create continual awareness amongst all system users. Group IT ran a Fire Drill exercise, which allowed us to demonstrate our ability to recover a system from a ransomware attack. Sensitivity labelling has been enabled which allows people to identify content that contains sensitive information (e.g. address information) and apply access control to those emails and documents.

IT Volumes (for the geeks amongst us)



- Total inbound mail: 3,269,306.
- Total outbound mail: 1,897,786.



- URL Scanning by Mimecast: 1,590,372.
- 14,256 threats detected over the year resulting in 1,728 incidents.



- In-tune-managed devices: 609.

Challenges and lessons learned

The Group IT response to the Autocare VA process, and especially the Autocare IT team was admirable. Our team rose to the challenge of a rapidly changing and uncertain environment, seamlessly continuing to deliver to business expectations.

Looking forward to 2022

Group IT has developed a great baseline for managing cyber security challenges within our environment and our industry. Remembering that technology can only go so far, our people are our last line of defence against cyber attacks.



How our people will be supporting our customers over the festive season



What makes you proud to be an integral part of our customers' supply chain over this critical delivery period?

"It has been a challenging year in the container supply chain industry, particularly for our customers. It is rewarding to be able to make that little bit of extra effort over the holiday season to alleviate some of the pressure in the supply chain. I am proud to be part of a team that wants to create solutions for our customers."

- LINX Enfield Shift Supervisor,
Stefan Radovich

What drives your team to continue to perform well during an important part of the year?

"It's a chance to support my workmates and allow them the time off with their family for a recharge. It is also an opportunity to support the business and our customers who have supported me throughout a challenging year"

- Autocare Services Processing
Operations Manager, NSW, Jason Belo





Why is it important that we keep operating over the festive season?

“Our customers keep working and so do we.”

Our services keep the New Zealand import and export supply chains functioning. With the supply chain disruptions caused by the COVID-19 pandemic, for this holiday period it is more important than ever to have our teams working through to clear some of the backlogs in the system. This is where we really stand up for our customers.

- C3 Logistics Supervisor, Brad Harper



Our pet co-workers are ready to celebrate the holidays!



Thank you to all who sent in photos of your pet co-workers getting into the holiday spirit! It was a very tough decision to pick a winner for the photo competition, however after much debate the comms team have chosen... drum roll...

Health and Workers Compensation Advisor, Kylie Houston's dog Shilo

Congratulations Kylie and Shilo, you have won a \$50 voucher to go towards celebrating the festive season or perhaps to fill Shilo's stocking.
Enjoy!





WE ARE ONE

Around LINX CCG



From left to right: Mel Craig, Leanne Hunter, Shauna Straney, Michael Kemp and Eliza Anning celebrating the festive season at the LINX CCG Warners Bay Office.

If you would like to contribute a photo of your site for consideration, please send to chainmail@linxcc.com.au or post your image on **Yammer**.



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