

ANYWHERE  
ANYTIME  
ON TIME  
EVERY TIME.®



**FREIGHTWORLD**





Since FREIGHTWORLD was founded in the spring of 1994, service, quality, and transportation excellence has been the company's principle philosophy. Through innovation and determination, Freightworld has managed to flourish amidst the economic uncertainty at that time. Freightworld is 100% Canadian, privately owned, and remains debt free. We have grown to become a recognized world class leader in the transportation industry. Our business means that we are also in the service industry. We are proud of our 98.9% on time performance record combined with a low claims ratio of 0.05%, worldwide.

Clearly, our success is directly attributable to our valued and distinguished clientele base for the part they played in making Freightworld what it is today. Their genuine support and loyalty over the years has given us the ability and confidence to launch and build a campaign that has resulted in a solid infrastructure.

In today's increasingly competitive environment, business leaders from around the world turn to Freightworld for customized transportation solutions to help speed products to the right place at the right time at the right cost. This approach reduces valuable working capital and inventory. Moreover, we exceed the day-to-day expectations of our clients by executing the right business strategy to acquire the desired result to provide our clients with a tangible return on their valuable investment. Our unparalleled freight management specialists have the expertise to solve any service emergency or operational crisis to ensure unsurpassed service.

Freightworld provides a dedicated and comprehensive, full service, multi-modal transportation solution to accommodate all of your important less than truckload and truckload requirements. This means that you can ship through Freightworld utilizing all available transportation modes - air, ground, rail and ocean - on either a regular or expedited basis, worldwide.

Freightworld provides turnkey distribution access to any global market. The power of Freightworld is in its perspective! We look at the entire logistical supply chain from a systems management viewpoint. We optimize the supply and distribution process as a whole, instead of treating it as a collection of individual functions.

We accept full responsibility and take great pride when sourcing reliable and sophisticated transportation partners to represent our mutual worldwide business interests. Freightworld is the driving force in supporting many important decisions. When a client forms a strategic alliance with Freightworld, they truly benefit from the cutting edge of improved service while raising their bottom line.

In closing, Freightworld's services are delivered by a competent team of highly motivated individuals who embrace change and take responsibility for leadership in productivity and innovation. Our reputation has been established by employing the highest standard of ethics and credibility. This underscores our firm commitment to service, quality, and transportation excellence in a worldwide market.

Sincerely,



**FREIGHTWORLD**

Guy J. Chartrand, President & CEO





**Guy J. Chartrand**  
*President & CEO*



**Marlene M. Chartrand**  
*Partner*



**Charlene L. Ouellette**  
*Vice President Sales & Marketing*

## CUSTOMER SERVICE

In today's marketplace, offering nothing less than the highest quality services is a prerequisite for survival. A transportation company is as good as the performance given on their last shipment.

Freightworld is committed to continually introducing new customer service concepts and ideas that are unique and tailor made for your business. We pride ourselves on ensuring that all facets of customer service are addressed. We realize the importance of getting back to our clients in a prompt and timely manner. Our customer service support staff are highly trained and have the right people skills to deal with any situation that may arise.

Our people are bright, productive, courteous and friendly. We constantly strive for excellence. We are proactive in attaining the right business solution to ensure the desired result. We believe in a sense of urgency and in keeping lines of communication wide open.

Why spend valuable time arranging transportation when one telephone call to Freightworld does it all. When deadlines are critical...don't take chances, depend on Freightworld to help you win the race against time, every time. We make it our business to know how to deliver the results that our valued clients need, whether it's a shipment delivering...around the corner...or... around the world.

Arranging worry free, cost effective transportation doesn't get any easier than calling Freightworld. All you have to do is tell us where you want it to go, when you want it to be there along with any special conditions you may have, and leave the rest up to our team of experienced transportation professionals.

To ensure accurate results and peace of mind, we monitor the progress of your shipment from the time of assignment until final delivery with our shipment tracking system, and we'll provide you with an arrival notification bulletin upon final delivery if requested

At Freightworld, we work for you. We value your business and want to earn the right to keep it. Our standard customer satisfaction policy is 100% guaranteed. This is administered and reinforced by our company's principle philosophy and practice. Our customer service objective is to consistently place our valued client's business at the forefront. We treat every client as though they were our only client.

Your feedback is very important to us, it helps us to improve. If you have any comments or suggestions on how we can better serve you, please let us know.

# CORPORATE HEAD OFFICE

The corporate head office located in Toronto, Ontario, Canada was designed to produce an ambiance that enhances working efficiency and comfort.

The office decor promotes a spirit of enthusiasm and pride amongst the management group and staff. Our team players enjoy coming to work each day and their positive attitude and energy reflects in their day-to-day work activities when interacting with our clientele.

Freightworld also has all of the latest technology and equipment to keep up with the business of our fast-paced industry.



## ENTREPRENEURIAL AWARDS AND CREDENTIALS

**Our success will serve as an inspiration for Ontario's entrepreneurs to continue in the pursuit of their goals and dreams.**

- Freightworld was an honoured recipient of Ontario's "Top 100 Entrepreneurs" prestigious awards in 1995 and again in 1996. The Ontario Business Journal and the Ontario Business Report recognized Freightworld as a leading and rapidly growing transportation company.
- Article Publication by Guy J. Chartrand President & CEO | Ontario Business Journal Special Report, October 1996.
- Article Publication by IMSM Quest ISO Certification on Freightworld, Spring 2003 Edition. Great In Freight – Thanks To ISO!
- BBB Accredited Business with an A+ Rating | Accredited since 2009.
- Awarded the Best Canadian Multimodal Transportation Company 2019 by Canada Business Awards | CV Magazine.
- Guy J. Chartrand President & CEO, Recognized as a Professional of the Year for 2019 and 2020 by Strathmore's Who's Who Worldwide Publication.
- The Marquis Who's Who awarded Guy J. Chartrand Who's Who in the World for 2019 - 2020

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# COMMUNICATION & SHIPMENT TRACKING

We take pride in our consistent, worldwide, on-time service performance. Freightworld utilizes the latest technology, such as GPS tracking, radio frequency, email, cellular telephones and more.

These communication technologies enable us to monitor and track performance for continuous improvement and results. We are capable of tracking shipments quickly and accurately from the point of origin through to final destination.

We maintain tight delivery schedules and can accurately track your important shipment with pinpoint precision to its exact location while in transit.

Simply telephone or email Freightworld to trace your shipment with one of our Quality Representatives! 416.497.8766  
[sales@freightworld.on.ca](mailto:sales@freightworld.on.ca)

On request, we will send you an Arrival Notification Bulletin by email.



# GROUND FREIGHT TRANSPORTATION

## Regular & Expedited Services

FREIGHTWORLD provides an over the road service across Canada and between Canada and the USA through its elite network of transportation alliances. We provide less than truckload and truckload services consisting of regular and expedited.

Our transport network consists of late model air ride, dry van and temperature-controlled equipment, complete with GPS tracking. Our network also offers a range of specialized equipment from flatbeds to stepdecks to double drop trailers.

We provide a full service concept in each of the fields. We source the best transportation available to match your specific transportation requirements. We offer a customized service, dedicated to quality and excellence, by using either single driver or dedicated driver teams, depending on the demand. When critical deadlines are of paramount importance, our clients depend on Freightworld's expedited services!

## Direct Drives Emergency Freight Ambulance

FREIGHTWORLD provides an exclusive-use, direct drive transportation service throughout North America with: sprinter cargo vans, straight trucks equipped with power tailgates and pump trucks, dry vans, reefers, flatbeds and all other specialized equipment.

We provide a same day service within a 500-mile radius of any Canadian/USA border crossing. Freightworld even supplies dedicated driver team services for direct drives in excess of 500 miles. Each driver is equipped with a cellular telephone and GPS for communication purposes. When delivery times are critical, our clients know they can rely on Freightworld.

Services provided by  
**FREIGHTWORLD TRANSPORT EXPRESS**

## Service Spectrum Multiple Levels of Services

- Regular
- Same Day
- Next Day
- Expedited
- Dedicated Driver Teams
- Dedicated Exclusive Use
- Direct Drives
- After Hours Direct Drives
- After Hours Pick Ups & Deliveries
- LTL & FTL Appointments
- Job Sites
- Residential Deliveries
- Port to Port | Door to Door

## Rolling Stock Regular & Specialized Equipment

- Sprinter Cargo Vans
- Straight Trucks
- Dry Vans
- Temperature Controlled Vans
- RGN
- B-Trains
- Flatbeds
- Stepdecks
- Tandems, Tri-Axle, Quad-Axle
- Rolltites | Conestogas
- Drayage | Chassis





# AIR FREIGHT TRANSPORTATION

## Regular & Express Services

FREIGHTWORLD provides air freight transportation services, worldwide. We offer an array of regular and express air freight services, including same day, next day a.m./p.m., to second day a.m./p.m. or deferred services.

We employ a network of distribution agents in every country on every continent around the world. Our modernized air fleet network is comprised of the most advanced and service conscious airline carriers in the industry.

When clients need a guaranteed same day or next day service, they rely on Freightworld's commitment to meet their demanding emergency freight requirements. We offer exclusive airport-to-airport and door-to-door services on both domestic and international shipments.

Services provided by  
**FREIGHTWORLD AIR TRANSPORT EXPRESS**



# OCEAN FREIGHT TRANSPORTATION

FREIGHTWORLD provides a containerized ocean freight service to or from any offshore location. The operations of our ocean freight distribution alliances are strategically located at major key centres and ports around the world to promote the highest quality of transportation and service excellence. We offer both port-to-port and door-to-door services.

Services provided by  
**FREIGHTWORLD SEA LANDER EXPRESS**

# RAIL FREIGHT TRANSPORTATION

FREIGHTWORLD provides a less than carload and carload rail service to or from points across North America, through its rail alliances. We offer point-to-point inter-modal using Trailer On Flat Car (TOFC), and containerized transportation services. Rail transportation is a transport mode that is typically the least expensive, when compared to conventional road transport.

Services provided by  
**FREIGHTWORLD RAIL HANDLERS OF AMERICA**



# NATIONAL PRODUCT DISTRIBUTIONS

FREIGHTWORLD is an experienced and qualified freight specialist with a proven track record in performing all types of full service, integrated and logistical distributions to locations within North America and offshore. We analyze and plan your freight movements from origin to destination for maximum efficiency and cost control. We provide both standard and temperature controlled equipment. Freightworld will identify and recommend opportunities for shipment consolidation and/or de-consolidation, where required. We also provide a sortation function as it relates to how the freight should be staged for easy access and convenient scheduling and loading. This helps to alleviate freight congestion at your facility.

We establish flow-through facilities by gathering products from multiple locations, uniting them at a central facility and consolidate by destination for final distribution. This reduces both warehousing and inventory costs, while promoting faster cycle times. We determine the optimum transportation mode to speed your products to market. We help you create and sustain a competitive advantage through superior operations management and support. Freightworld assists your company during the entire distribution process from start to finish.

Freightworld accomplishes this by utilizing operating tools that enhance the planning process. Management tools such as network planners, site selection, routing and scheduling, setting delivery appointments and fleet sizing analysis. We provide administrative functions such as bills of lading preparation, product labeling, proof of deliveries and customized invoicing for easy freight payment reconciliation.

Our transportation methods also include provisions for direct dedicated routings, stop off routings, palletization, de-palletization, and many other options to optimize your full distribution needs, where required. We can meet all of your inbound or outbound, domestic or international freight distribution requirements.

The Freightworld system allows you the flexibility to ship from your facility with a timetable best suited to your business. It offers seamless point-to-point services for products moving from several origins to a common destination, or for products moving from one site to a number of destinations. We join forces with your team and work hand in hand to coordinate the transportation booking process to ensure the most feasible and fastest turn around time. Our primary objective is to ensure that each national distribution function meets your high standards and expectations.



# TRANSPORTATION METHODS

## Better Service With Reduced Handling

FREIGHTWORLD provides direct, nonstop, point-to-point less than truckload and truckload services within Canada and between Canada/USA across our 50 state transportation network. These shipments do not get handled more than once, thus representing a direct load and go operation with no cross docking or duplicate handling.

In other words, the freight stays with the original truck until it reaches its final destination. This significantly reduces the possibility of damage or loss to your valuable shipment. We handle domestic traffic in a similar fashion, wherever possible.

This handling procedure has assisted us to yield an impressive 0.05% global claims ratio. We are proud that we have accomplished a 98.9% on-time delivery record, worldwide. The Freightworld system allows our clients to receive direct service with no break-bulk disruptions or freight transfer in between.

# COMMODITY SPECTRUM

## Market Diversity

FREIGHTWORLD services a wide variety of different industries. Our multi-modal logistical and transportation solutions mean that we can address all of your requirements. Freightworld specializes in all modes of transportation - air, ground, rail and ocean - worldwide.

Some of the industry product lines that we handle on a day-to-day basis include: construction, aggregate, automotive, electronics, food and beverages, hazardous materials, high value products, machinery, paper products, retail, display units, world class arenas, lighting, windows and many more.

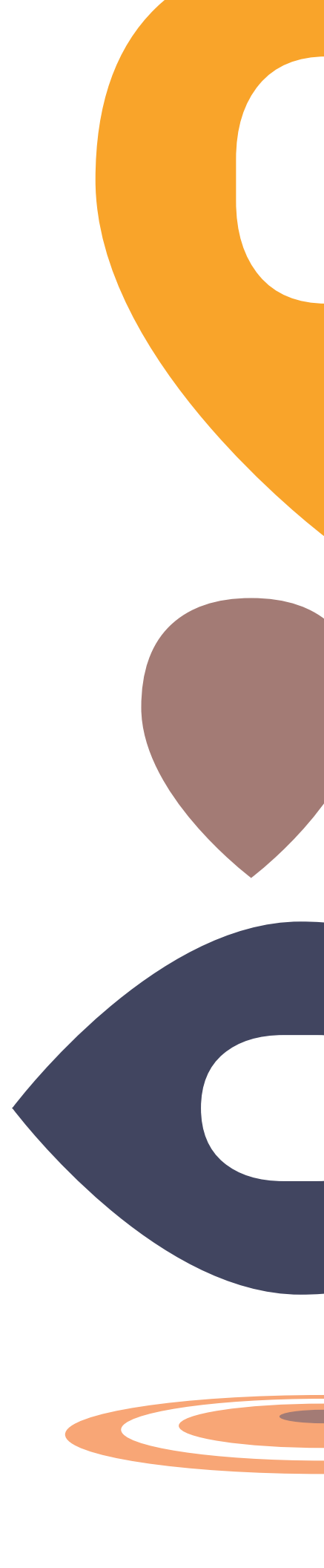
Freightworld offers optimum transportation and distribution services, regardless of product diversity.

# QUALITY NETWORK ALLIANCES

## Transportation Resources

FREIGHTWORLD maintains an extensive transportation fleet through its worldwide network of resources. We understand and respect your need to make informed decisions when selecting transportation partners. Our selective transportation alliances have a proven track record for service reliability and dependability.

We maintain worldwide contractual service arrangements with an abundance of transportation agencies. Each of our transportation partners must meet our entire service agreement criteria. This is from a standpoint of licensing, safety compliance, current late model power and air ride logistic equipment, gps tracking, complete with up-to-date cargo and liability insurance.





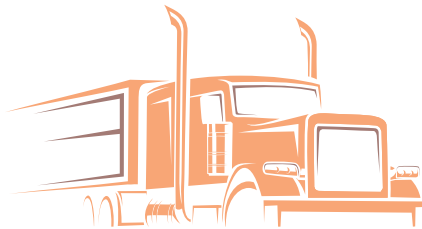
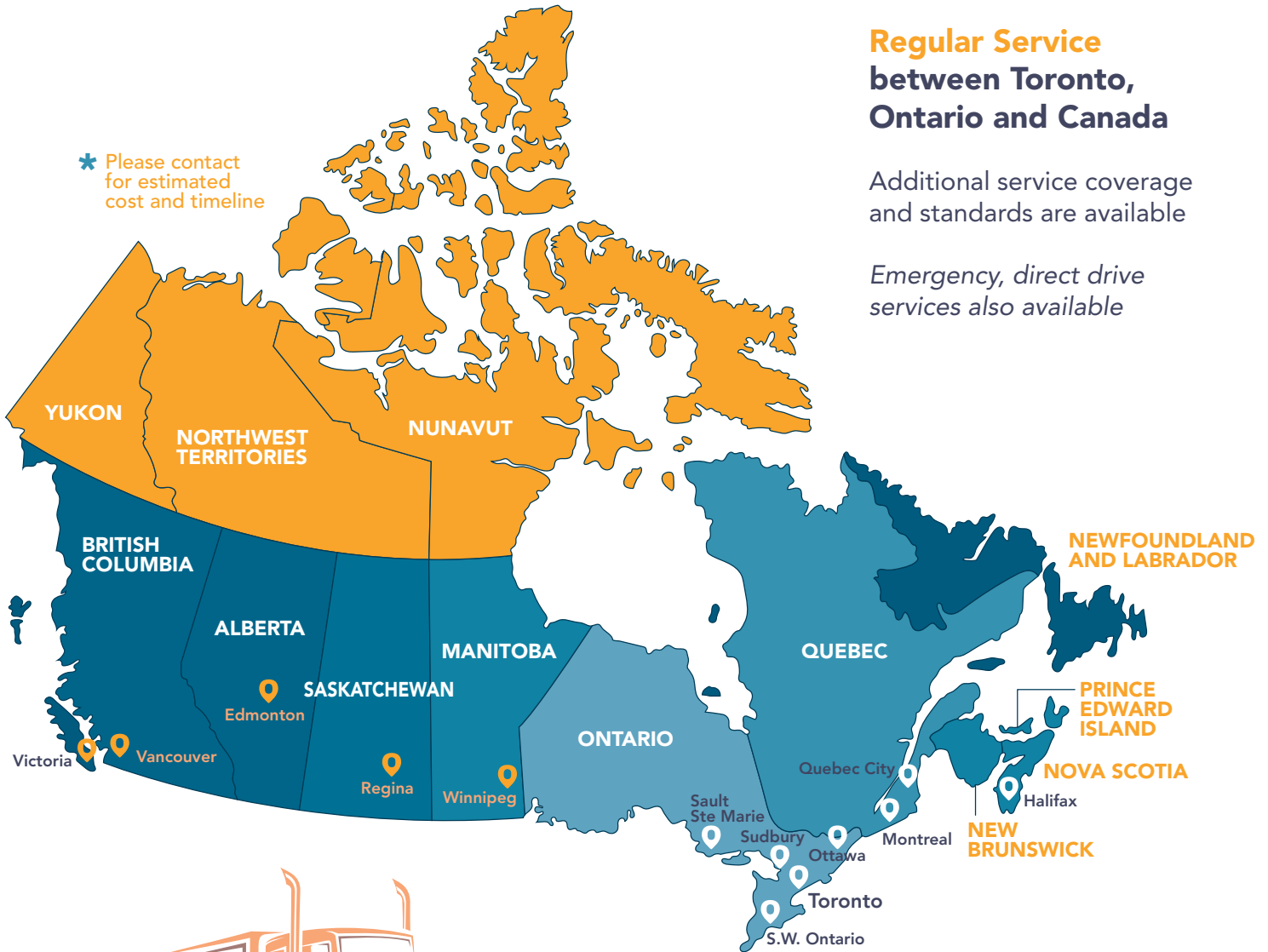
# CANADIAN SERVICE STANDARDS

## Regular Service between Toronto, Ontario and Canada

Additional service coverage and standards are available

Emergency, direct drive services also available

\* Please contact for estimated cost and timeline



### REGULAR SERVICE

LTL*	1	1-2	3-4	4	4-5	6	BUSINESS DAYS
TL**	1	1	3	4	4	4-5	BUSINESS DAYS



Same day, next day and second day air freight available between all major points in Canada.

Excluding day of pickup  
\*LTL = Less than truckload  
\*\*TL = Truckload



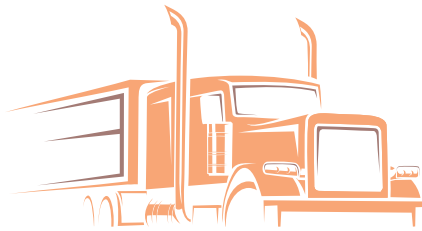
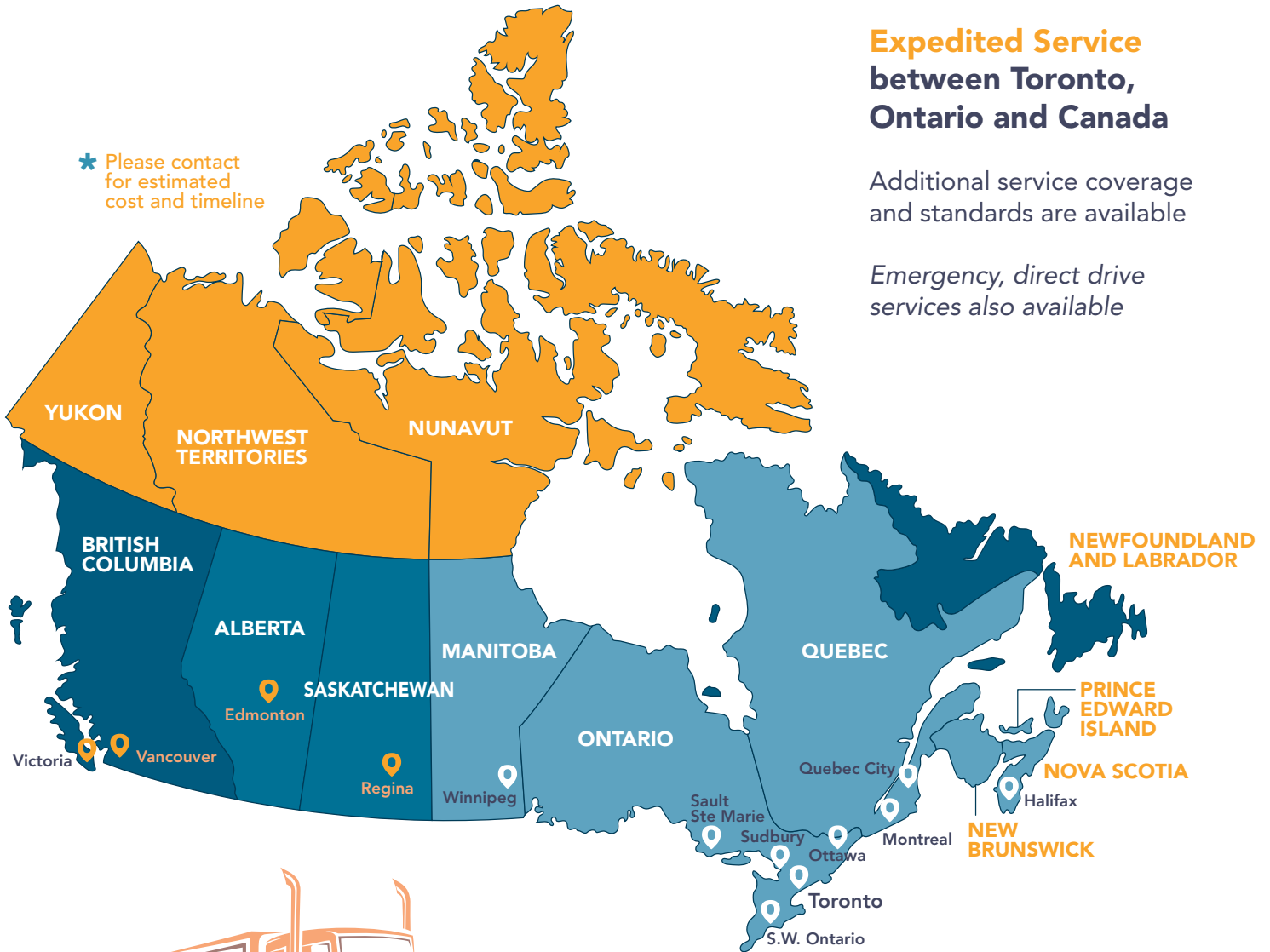
# CANADIAN SERVICE STANDARDS

## Expedited Service between Toronto, Ontario and Canada

Additional service coverage and standards are available

*Emergency, direct drive services also available*

\* Please contact for estimated cost and timeline



### EXPEDITED SERVICE

**TL\*\***
1-2
3
3-4
**BUSINESS DAYS**

Excluding day of pickup  
 \*\*TL = Truckload



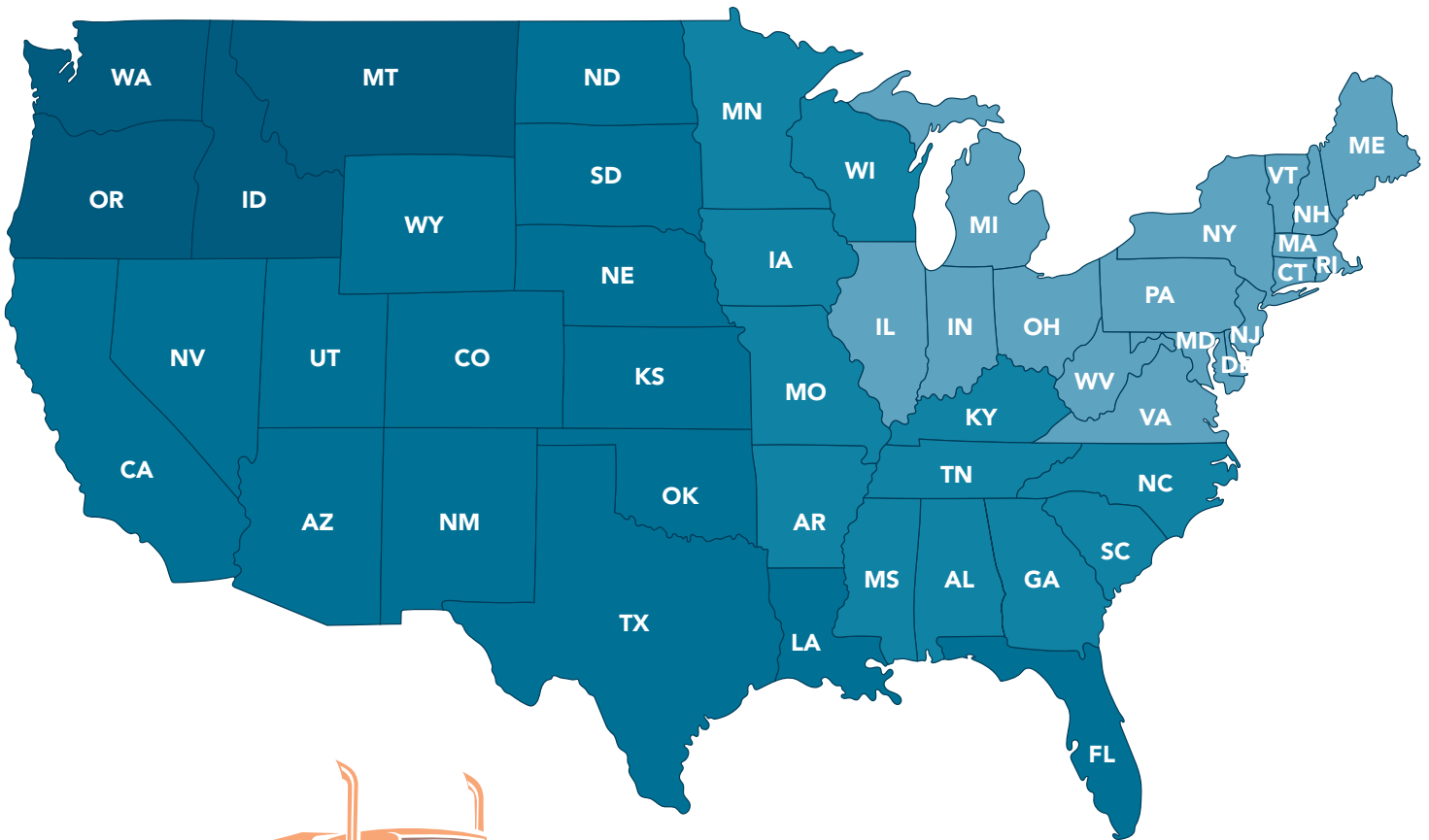
Same day, next day and second day air freight available between all major points in Canada.



# UNITED STATES SERVICE STANDARDS

## Regular Trans-Border Service between Toronto, Canada and Continental U.S.A.

Emergency, direct drive services also available



- LTL\*** 1-2 2-3 3-4 4-5 BUSINESS DAYS
- TL\*\*** 1 2 3 4 BUSINESS DAYS



Next day and second day air freight available to all major points between Canada and U.S.A.

Excluding day of pickup  
 \*LTL = Less than truckload  
 \*\*TL = Truckload

# CORPORATE MISSION STATEMENT

Our corporate policy and commitment is to provide each of our distinguished clients with an unsurpassed service dedicated to quality and economics, in a worldwide market.

We will employ the necessary resources to solve any service requirement within and beyond the realm of common reach.

Our services will lend credence to our existence and will be supported by using the highest standard of ethics and credibility.

This will be delivered by a competent team of highly motivated individuals who embrace change and take responsibility for leadership in quality assurance, productivity, innovation and excellence.



Corporate Head Office

# FREIGHTWORLD LOGISTICS INC.

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## *Corporation Subsidiary Companies*

**FREIGHTWORLD AIR FREIGHT EXPRESS**

**FREIGHTWORLD TRANSPORT EXPRESS**

**FREIGHTWORLD RAIL HANDLERS OF AMERICA**

**FREIGHTWORLD SEA LANDER EXPRESS**

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