



HF **HIGHLAND**[®] **FORWARDING**

We Take Care of You™

Issue: 11

EDITORIAL

NOVEMBER 2012: FIFTH TIME AMONG U.S. FASTEST GROWING COMPANIES



Radek Maly
President

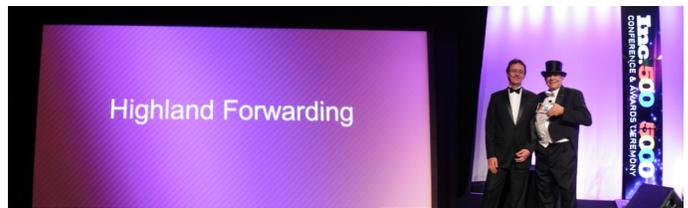
Highland Forwarding has received an award for one of the fastest growing companies in the USA—presented by the INC500 magazine. If this sounds like old news to you, it is because we have just received this award for the 5th time!

We have been growing steadily, adding employees and expanding our markets. Our big target areas besides Russia and India are now Brazil and Middle East. In the past year we have travelled to many countries around the world and met in person with over 500 of our forwarding agents there. These partnerships are crucial to assure smooth flow of goods. When problems arise (as they sometimes do) our personal relation-

ships around the world help to get them resolved quickly.

Our rapid growth means that we will have to move to a larger office in summer of 2013 (see article on next page). Our employees are the “secret” of our success and I want to thank each one of them for making Highland one of the largest independent forwarders in northeastern USA.

Our market has always been medium size exporters and importers. However, now even the very large companies such as GE are starting to notice Highland and are asking themselves the question - why is the forwarder that our corporate office chose not as good as Highland? Why can't we use somebody as responsive and knowledgeable? The customer testimonial from GE USA on next page says it all.” I wish



you were our forwarder for all of Europe! You are so thorough!”

The needs of many importers and exporters are not being met by their current logistics providers. Our growth is now only beginning. Worldwide trade will double in the next decade and we are looking forward to leading the way in helping companies worldwide in developing export and import opportunities.



America's Fastest Growing Private Companies

DID YOU KNOW?

That Highland can move your cargo by rail—in USA and also many other countries of the world? Rail can save 50% of the transport cost over long distances—especially if it is oversize or overweight. See below photos of some shipments moving over 5000 miles across Siberia in Russia.



300,000 LBS BOILER TO UKRAINE

Highland just moved a very large industrial boiler from Texas to Ukraine on a door/door basis. At 164” wide (417 cm) and 226” tall (575 cm), weighing 300,000 lbs (136,000 kgs) it was a true “GIANT”.



While the boiler could move standing upright in the USA, in Ukraine the bridges are too low to reach the destination. After extensive research and route surveys it was decided that the boiler will be turned on its side in Ukraine to make its height “only” 417 cm. A specially designed steel platform had to be built before vessel arrival to Mariupol at the end of September onto which the boiler was carefully placed with 2 floating cranes directly off the ship. Within 48 hours of vessel arrival the loaded truck left for the final trip 500 km inland.





WHAT OUR CUSTOMERS E-MAILED US IN 2012



Thank you so very much for your help and your promptness. I cannot even tell you how much easier it has been working with you vs. our other logistic companies.

Billie, importer, Londonderry, NH,USA

Highland is by far the best freight forwarder I have ever worked with in my career.

Chris, importer, VT, USA

This email is long overdue...

My company has been working with your team at Highland Forwarding for about three years now for our forwarding and/or customs needs. We have done many international shipping projects with pickups and deliveries all over the world. Some of these projects have had some unique challenges to say the least. Through all of these projects and challenges your team has excelled way beyond any reasonable expectation. I can say, without reservation, that Highland is the best forwarding company that I've dealt with. No one else comes close...

Dealing with [your employees] has been such a pleasure. When I'm working on a shipping project I

have every confidence that it is being handled properly and competently. I appreciate the "Can Do" attitude and willingness to do whatever is necessary for a successful shipment.

Jon, Logistics Manager
Manchester, NH,USA

Thanks so much! I wish you were our forwarder for all of Europe! You are so thorough!

Brittany
Export Specialist, General Electric USA

What do you think— is our service true to our motto: "We Take Care Of You" ?

SUMMER PICNIC

This year we have chosen a new spot for our summer company outing. It is located on the shores of Lake Winnepesaukee near Gilford, NH and the Gunstock ski resort. It was a rainy week but the sun came out exactly for the duration of our picnic. We enjoyed good food, swimming and some beach sports. **HF**



BUILDING UPDATE

We have started foundation work on our new office building. In October 2012 the first concrete was poured (see photo above) and witnessed by some of our excited staff. Just a few weeks later the basement walls are standing and our employees are already trying to pick their new offices. We expect to move in by July 2013. **HF**



HOW HEAVY IS HEAVY?

The road weight restrictions in USA are rather strict. Any load that is "divisible" will not qualify for an overweight permit. So when handling 2 pieces of machinery weighing over 50000 lbs each and 160" wide we of course had to use 2 trucks. However in some countries (such as Russia) the rules are different. With the right permits both pieces can travel on same truck—even when going 5 thousand miles (see photo). This can save the client tens of thousands of dollars. **HF**



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Established in 1998, Highland Forwarding has been providing exceptional international freight forwarding services over 14 years. As a specialist in arranging transportation to and from overseas via air or ocean while offering customer service of the highest caliber, Highland Forwarding has become a premier freight forwarder and the choice of experienced logistics professionals worldwide.

Come to find out why our motto is:
"We Take Care of You"