

A fabulous century of specialised service

One-to-one relationships are in the DNA of this 100-year-old trade and logistics company.

In 1917, a young Frederick J. Clarke started a small customs agency, to become known as Clarke Wilkinson Customs and Shipping Agents.

Clarke had supervised the clearance of steel for the Trans-Australian Railway to Perth, a massive achievement for Australian logistics in that year.

In the 100 years since, the company has had several name changes to become Clarke Global Logistics.

"We are proud of our past and extremely excited about what is ahead of us," says managing director Jason Kline.

"We continue to grow and, while our roots are in customs, we have transformed into a fully integrated trade and logistics service for Australia and the world."

Kline has been with the company for 30 years, becoming managing director in 2010. He believes Clarke Global Logistics' personalised approach is in the firm's DNA, and although the firm rigorously keeps pace with technological advances there is still a strong emphasis on developing client relationships and offering creative solutions.

"We enjoy the challenges of shipping like F.J. Clarke did in 1917; we not only handle standard containerised imports and exports plus air freight of cargo, we thrive on complicated over-dimensional and over-weight freight, referred to as break bulk cargo, which cannot be transported in standard-size shipping containers," Kline says.

"It includes larger equipment used in the



Clarke Global Logistics can provide an end-to-end solution for clients shipping over-size freight.

construction, manufacturing, mining, and oil and gas sectors, as well as cars, boats and yachts."

By working hands-on with contractors such as specialised over-sized transport, crane-hire operators and surveyors, in addition to providing marine insurance services, Clarke Global Logistics is able to provide clients with an end-to-end solution, he says.

Customs clearance for imports and exports has always been at the core of Clarke Global Logistics' business. The tariff con-

sultancy service includes tariff concession applications and advice for existing clients, and offering new clients a free assessment of their prior imports.

Kline says "money can be lost these days simply by companies using a number of providers and not monitoring their imports".

Companies do not always have time to check whether their shipments are being cleared correctly because of the pace clearance requires.

"In particular, for smaller and sometimes

expensive imports, tariff concessions and free trade certificates can be overlooked.

"We always advise our new clients to take advantage of our resources in this area as our audits have provided some extremely successful results for our clients."

The company's track record and ability to embrace both technological change and diverse security requirements has led the Department of Immigration and Border Protection to grant it Australian Trusted Trader status.

"We're one of about a dozen service providers that have that within Australia. It is a big acknowledgement," Kline says.

Trusted traders get:

- A dedicated account manager in the Australian Border Force;
- Priority when requesting duty drawbacks, refunds, and advanced rulings on tariff, valuation and origin;
- Access to mutual recognition arrangements, among other benefits.

Importers within the program who use an approved service provider such as Clarke Global Logistics are assessed as a lower risk by Customs.

Border X-ray examinations are less likely, which results in a faster, hassle-free release of cargo as compliance has been demonstrated and a secure supply chain proven.

"We are one of the longest serving customs brokers in Australia, building long-standing and valued relationships with clients over many decades," Kline says.

"It is this unique brand of high quality personalised customer service and extensive knowledge of our clients' businesses and systems that enables us to achieve consistent results and creative solutions."




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