



## Engineered for Reliability

Holland builds reliability into its systems and processes.

- Employees trained and reviewed on proper handling, loading and blocking & bracing techniques
- Drivers and freight specialists meet daily on proper handling of specific shipment requirements
- Portable decks and logistics bars avoid double stacking of shipments on trailers
- Airbags keep shipments from shifting while in transit
- Almost 3,500 direct lanes keep handling to a minimum
- CargoQuilt® insulated covers reduce the likelihood of product freezing while in transit
- All Holland drivers compliant with DOT hazmat training

For more information or to schedule a pick-up go to [hollandregional.com](http://hollandregional.com) or call your local Holland service center.



Winner of a Quest for Quality award for 24 consecutive years



Committed to environmental sustainability



Holland is ISO 9001:2000 and C-TPAT certified as well as certified compliant with Homeland Security and DOT regulations.

## Quality Handling Reliable and claim-free performance



A YRC Worldwide Company

750 East 40th Street  
Holland, MI 49423

1-866-465-5263  
[hollandregional.com](http://hollandregional.com)



## 99.8% Damage-free Delivery

Regional expertise to keep you at peak performance

Products damaged in transit can drain precious time from your personal schedule and potentially harm relationships with your customers. Think about it. In addition to the time it takes you to file the claim and process a replacement order, a damaged shipment also may interrupt your operations and cause missed sales.

With Holland, you can feel confident that your shipments will arrive intact and on time. That means:

- Greater customer satisfaction
- Fewer production delays
- Less rework
- Less costly clerical involvement to reconcile damages
- Fewer adverse engagements between your customer and its clients.

And because Holland receives so few claims, when one is filed, you can count on a speedy resolution.

To experience 99.8% damage-free delivery for yourself, contact your local Holland service center or visit us online at [hollandregional.com](http://hollandregional.com).

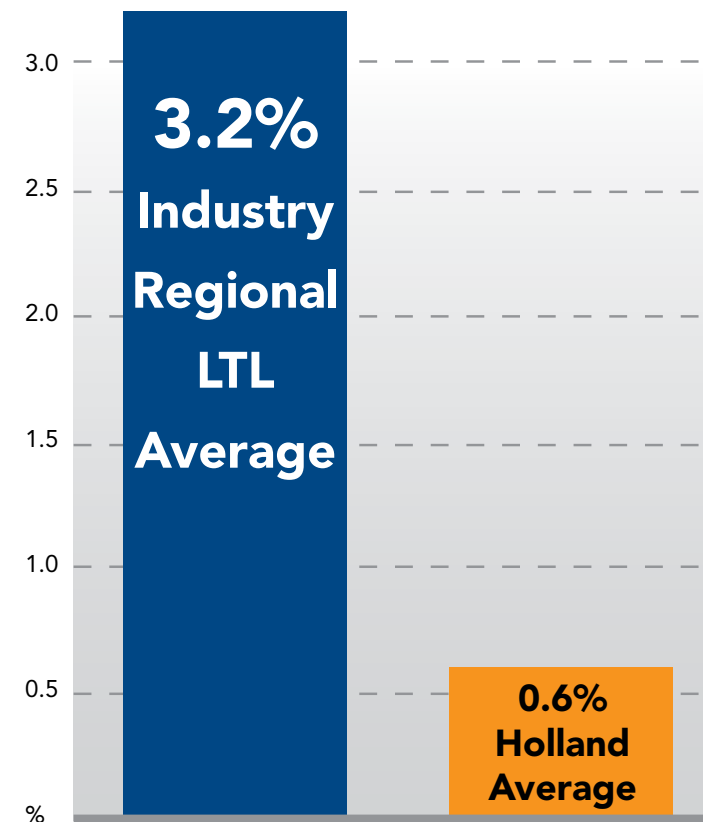


## Quality Handling

Regional expertise you can count on



> The Holland claim ratio is typically less than 20% of the industry average.



A low claim ratio can mean big savings when you consider:

- If you ship 2,500 bags of caustic chemicals with an average provider, 80 bags will spill\*.
- If you ship 25,000 gallons of paint with an average provider, 800 gallons will spill\*.
- If you ship 260 gaylords containing dry materials with an average provider, 8 gaylords will leak\*.
- If you ship 55 drums containing hazardous materials with an average provider, one drum will leak\*.

Graph Source and \* Based on averages derived from the: September 2009 18th Annual Masters of Supply Chain study issue from *Logistics Management magazine* [http://www.logisticsmgmt.com/article/339505-18th\\_Annual\\_Masters\\_of\\_Logistics\\_Study\\_On\\_Equal\\_Ground.php](http://www.logisticsmgmt.com/article/339505-18th_Annual_Masters_of_Logistics_Study_On_Equal_Ground.php)