

Interview

CHRIS LEBON, Managing Director - United Carriers



Even in these challenging times Sal Milici, Head of Border & Biosecurity, Freight & Trade Alliance (FTA) found some time to sit down (virtually) with one of our new members UNITED CARRIERS and chat to their Managing Director Chris Lebon

1. Sal Milici – Chris to start off with can you tell us a little about yourself and your background?

I've always been geared to build a business but throughout the journey I've encountered many setbacks. Ultimately key events made me resilient and even more determined to succeed.

Freight forwarding happened to be the industry I started in when first getting out of school, starting as a "Doc runner" for a multinational.

2. Sal Milici - Can you give us an overview of the United Carriers business and its activities?

We are a select group of industry professionals with a wealth of experience in international freight forwarding, transport, warehousing and customs

brokerage. Together we help clients manage their global supply chains from end to end with the core intention of adding value and delivering success.

Our clients range from small, medium to large enterprises within a magnitude of industries, enabling us to cross trade best practices and solutions we have implemented in the past.

For example, solutions like consolidation programs, pre-labelling at origin for warehouse by-passing and supply chain management by exceptions to name a few.

3. Sal Milici – So how does UNITED CARRIERS demonstrate their difference to other freight forwarders?

Internally we call it our team's rhythm. As a team, we work together to identify and share what's important to each individual client and then tailor our management of their supply chain to their needs and focus on execution. To create the rhythm, it takes high level cohesion with all members in each respective role.

4. Sal Milici - As we are all aware, the global shipping landscape has had its challenges in 2020 and 2021 due to the COVID-19 pandemic – how is the United Carriers team approaching these challenges?

With each member in our team having years of experience, our collective expertise has helped effectively navigate through disruption. We have identified two areas we focus on (1) Responsiveness, we do this through managing our clients supply chains by establishing rules and defined exceptions. When things don't go to plan, we communicate swiftly and collaborate on decision making. (2) Identifying Root causes, whilst realigning our clients' traditional ways of thinking about their supply chain, with pragmatic techniques to combat relevant challenges specific to their supply chain.

Whilst we cannot avoid the disruption, we have been able to provide clients with relevant market intelligence and insights, so they are in a better position to make appropriate decisions in the best interests of their business.

5. Sal Milici - Looking forward to over the next 2 years what do you see as the key areas of focus and opportunities for United Carriers?.

We put this out to our team and we all agreed that our unique culture has provided opportunities and built our business to where we are today, so our intention is to maintain and develop our culture and continue working with partners and clients that share our values and approach in empowering people to achieve success, however that may look.



United Carriers team in their new boardroom

