



Hawaii Freight & Logistics Services for the 21st Century



The Supply Chain Partner You Can Depend On!

www.dhx.com



The Dependable Difference

DHX - Dependable Hawaiian Express Inc. has grown to become the leading asset-based ocean and air freight company currently serving Hawaii. We believe that this growth is attributable to our constant commitment to service. A professional staff dedicated to providing the kind of service that our customers demand, and the strength provided by our position in the industry, help make us your best choice for service.

Management's philosophy has always been to provide a premium quality service, at competitive rates. Accordingly, we have responded and will continue to respond to our customer's needs, and have increased the value of our service through quality enhancement and solution oriented action.

We believe DHX - Dependable Hawaiian Express offers the world's finest freight forwarding program available to and from Hawaii. Throughout this brochure we discuss our philosophies and those related qualities which help to differentiate us in the market place. Our goal is simple—to make shipping and logistics easy for our customers, while solving any challenges.



The company currently ships to Hawaii from the ports of Los Angeles, Oakland, Portland and Seattle while servicing full containerload and less than containerload shipments from any point in the United States.

Included here are highlights of the major services we offer and a synopsis of each shipping and destination location.

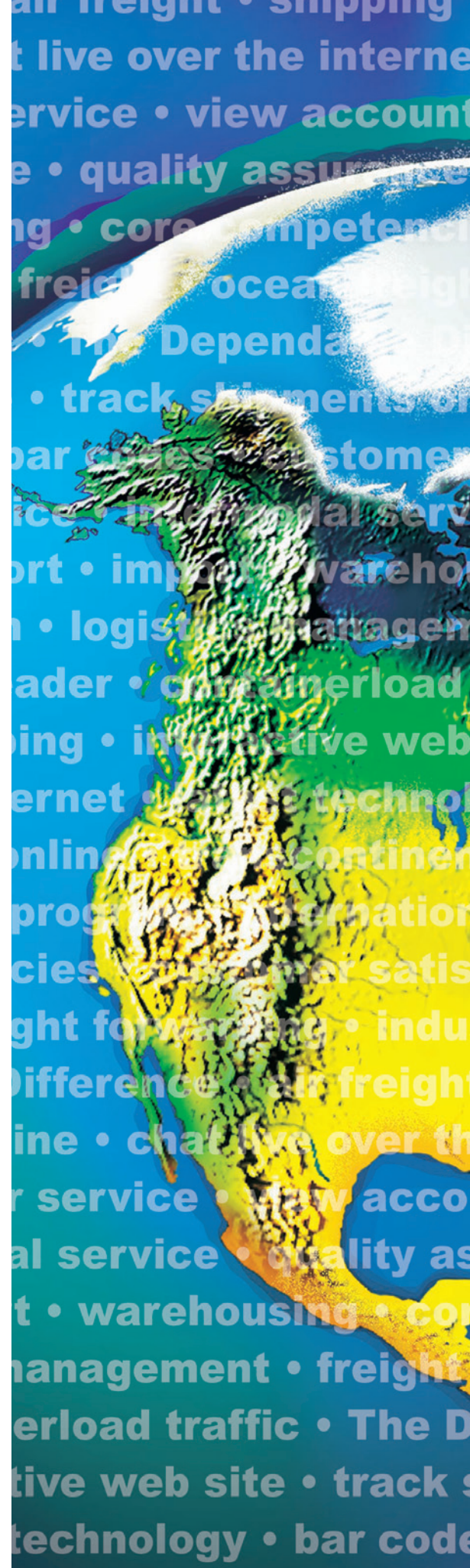
The Supply Chain Partner You Can Depend On!

Our Employee Philosophy

Our Employee Philosophy is to be the best transportation service, striving to provide EXCELLENT service to customers. This means:

- We must be recognized as a corporation with an especially high sense of responsibility and integrity in dealing with our employees, customers, vendors and public constituents.
- We strive to provide immediate, accurate, and thorough responses to customer and fellow employee requests.
- Knowing that the customers determine whether or not our service meets their needs, we must realize that nothing less than a total Company and individual commitment to EXCELLENT quality service can fulfill our obligation to deliver excellence to the customer.
- The Company will strive, at all times, to ensure the most efficient and effective service is made available to the customer through a program of continuing employee training and providing each employee with all the technology and knowledge necessary to accomplish our mission of EXCELLENT service.
- We will serve as an information center and educator to our customers and our vendors, thereby increasing mutual awareness and understanding in order to provide the customer with EXCELLENT service.
- Our Managers will continuously empower and instill in our fellow employees a sense of self-respect and professional pride.
- The Company considers each employee part of its extended family and a valuable asset. Accordingly, the Company will provide gainsharing as profits permit and will encourage employees to learn through training provided and Personal Mastery. Each employee will be expected to reflect loyalty to the Company and their co-workers in communications within and outside the Company.
- Our management people and processes must be of the highest caliber and appropriate to the times.
- We must be highly competitive in significant market segments in order to attract exceptionally strong market shares and keep a product position of EXCELLENT quality services.
- The Company must be an outstanding financial performer. We must produce dependable, consistent financial returns which rank high in absolute terms as well as relative to our peer competitors.
- Unity and strength are being gained by the Company through the combined visions being shared by its team members.

This Employee Philosophy was voted on and adopted by all employees.





DHX - Dependable Hawaiian Express Service Philosophy

Our Company Philosophy is to be *“the best transportation service, striving to provide excellent service to our customers”*. Over the years this has grown to mean being attentive to our customers, flexible in meeting their needs, and understanding and taking care of their business. The improvements and service expansions that have taken place since our formation in 1980 have all been focused on meeting customer needs and challenges in the marketplace.

Originally, the “hub” of our service and the foundation of DHX - Dependable Hawaiian Express was ocean freight; it is still our primary business. Because of the experience we’ve gained over the years, we’re in a position to understand your needs and work with you to meet them. The results speak for themselves - shipments which arrive at their destination on-time, intact, every time.

Our employees have worked hard to establish procedures and a work ethic which enables us to be part of your shipping



and distribution solution - not a part of your problem. Our goal is to keep you a satisfied and loyal customer. We accomplish this by offering more services than others, and by performing these services at a level which is unparalleled.

Ocean Freight

Current features of our Hawaii related ocean service include:

- Three levels of ocean service are offered:
 - Economy Service (using our affiliated entity DGX's Container Freight Stations (CFS)).
 - Standard Service (using our overland trucking network).
 - Expedited Service (using "team" overland trucking or airfreight into Los Angeles).
- Service throughout the 48 contiguous United States and Canada for LCL (less-than-containerload) as well as containerload traffic.
- A minimum of two sailings per week out of Los Angeles and Oakland and weekly sailings out of Portland and Seattle to Hawaii.
- Weekly eastbound moves from Hawaii to any west coast port served by the ocean carriers.
- Direct container service from each port to all Hawaiian Islands.
- An exclusive arrangement of transcontinental and intermodal carriers and delivery operations allowing us to provide a tailored, timely service anywhere within the United States and Canada.
- Weekly sailings out of Hawaii to Guam.
- Company owned and operated trucking operations in California, Honolulu, Maui, Kailua-Kona and Guam.
- A Customer Service Department which provides service unparalleled anywhere within the industry.
- Electronic Data Interchange ("EDI") capability as well as automatic emailing of dock receipts, arrival notices and invoices as requested.
- Consolidations either by sailing weekly, every other week, or in accordance with your instructions.
- Project Management through our Logistics Division.
- Specialized handling arrangements for oversized cargo.
- An outstanding network of break bulk delivery agents serving the outer islands of Hawaii.
- Intra-island shipping services among the Hawaiian Islands.
- Crating.
- Flatrack banding/handling.
- Hazardous materials expertise.
- Bi-weekly sailings from Hawaii to American Samoa, Tonga and other South Pacific Islands.





Airfreight

Using our service, you currently have a choice of service for your domestic shipments—Second Day or Deferred (for a more economical service). We can also fulfill your requirements with respect to oversize, heavy weight, or hazardous material shipments (some restrictions apply). Shipments from 10 pounds to 10,000 pounds or more can easily move door to door. Delivery services including job site deliveries, after hours, weekends, trade shows and conventions are structured to meet your needs.

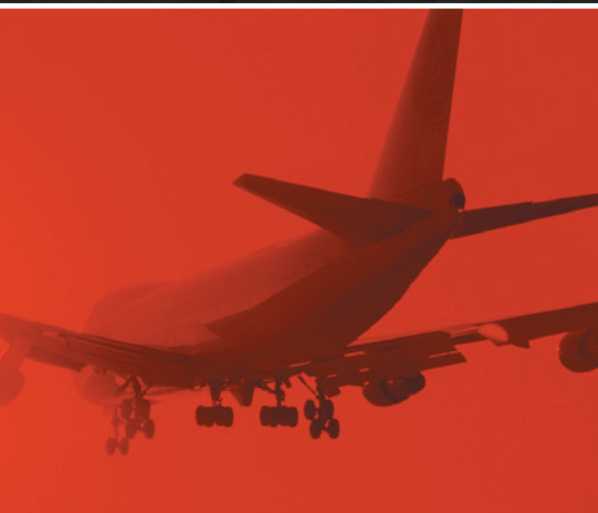
Security of all air cargo is also a top priority. We are fully compliant with all U.S. Government Homeland Security Administration requirements, the Transportation Security Administration (TSA) cargo security programs and the FAA. We ensure that the integrity of your shipment is maintained throughout the move, taking all necessary steps to deliver your orders complete and timely.

You can ship to and from anywhere in North America to and from the Hawaiian Islands, and more – from any origin to any destination in the 50 United States, as well as globally. As an IATA Member since 2000, our Air Export and Import products offer convenient routing and the most competitive rates worldwide.

For more information contact DGX (Dependable Global Express) at our toll free number: 1-800-700-3858.

Shipping airfreight through DGX is as easy as a phone call.

Give us a try – you'll be glad you did!



Refrigerated Ocean Service

Although DHX - Dependable Hawaiian Express has been providing refrigerated ocean service for years, in 1997 we started offering full container load refrigerated service to the Hawaii shipping community. Since we already had the expertise, our goal was simple - we wanted the freight to arrive on island, on-time, intact, every time.



Customers are thrilled we've started offering our quality container load service to the shipping public. So, if you're taking your refrigerated freight to another freight company, try us.

The Supply Chain Partner You Can Depend On!



Logistics Management

As part of our commitment to service, we have established a separate Logistics Division. Our Logistics Division is structured to meet the variety of needs particular to construction or other projects requiring specialized handling. We have found that each project, whether it is in a start-up or operational phase, has it's own particular needs. We have formed our Logistics Division with the flexibility that allows us to adjust our services to the job at hand. Our experienced staff can provide a wide range of services, from simple consolidations to maintaining an exactly timed intercontinental shipping schedule.

Ocean and airfreight services offered by our Logistics Division include the following:

- Warehousing in Los Angeles, Hayward, Seattle, Honolulu, Maui, Kailua-Kona and Guam.
- Weekly project reports, or as required, of:
 - a. Freight on hand (the "On Dock" report).
 - b. Freight in transit to destination (the "Sail" report).
 - c. Other reports as you may require.
- Coordination and carriage of heavy or oversized equipment between shipping and destination points.
- Consolidation based on a specified, predetermined timeline.
- Consolidation by project area or phase.
- Assistance in setting up an on-island container movement system.
- Emergency expediting.
- Coordinating of airfreight shipments.
- Manifest of freight within the container prior to arrival on island.
- Partial load movements.
- Intermodal container movements of both full and partial loads.
- Timely follow up to tracing requests, billing requests, and other customer requests.





Transcontinental Service

DHX - Dependable Hawaiian Express has been in the forefront of establishing trucking services which are easy to use, of premium quality and rate competitive



from all mainland points. With one phone call to us, you can start your shipment moving towards its ultimate destination. Our network of regional agents, coupled with our high volume, enables you to receive a combination of the best overland discounts and quality

transportation services available in the industry.

Intermodal Service

Over the years, we have established quality partnerships with a wide range of source location and rail carriers. Because of these relationships and our volumes, we have been able to provide a high level of quality service at a relatively low rate level. From anywhere within the continental United States or Canada, we can arrange service to or from Hawaii. Our goal is simple: Worry free, cost effective service based on a single telephone call to DHX - Dependable Hawaiian Express.

Interactive Website

You can track your shipments, print your freight bills, verify your account

balances, print a statement and/or

chat live with a Customer Satisfaction

Agent through our website at

www.dhx.com. Specific account

information requires a password,

which can be obtained by writing us

through the website or calling us.

We also provide sailing schedules,

current events and a variety of other

information. So get online today and

navigate our website. Our goal is to provide you with as much information as you

need, as quickly as you may need it. It's just one more way we're attempting to be

part of your solution.



Quality Assurance Program

Our offices/operations in Los Angeles, Hayward, Seattle, Hawaii and Guam are ISO 9001: 2008 Certified. The scope of this certification is "Freight transportation via ocean or air worldwide." We are currently working to have our International offices certified.

Other Services

Other services we currently offer and perform include the following:

International Services

A separate brochure is available discussing our International Services. Please ask your sales person for a copy, or call your local DHX - Dependable Hawaiian Express office or International Division, DGX, for further information at (310) 669-8888

Briefly, our services include:

Export

- Transloading/loading containers for foreign ports.
- Container drayage.
- Document coordination.
- LCL and FCL service as an N.V.O.C.C. through our affiliate DGX.

Import

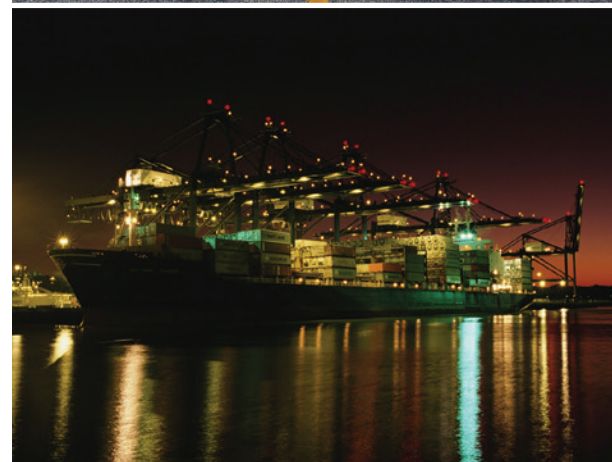
- Direct service from Asia and China into Hawaii, and the U.S. mainland through our affiliate DGX.
- Breakbulk/devan agent for shippers, consignees.
- CFS for ocean carriers.
- Container drayage.
- Document coordination.

Warehousing

- Available in Los Angeles and Hayward through our sister company, Dependable Distribution Centers ("DDC"). Call (323) 526-2200 for further information.
- Available through our delivery agents (including our own DGX operations) on each of the islands.

California Transportation Services

- Dependable Highway Express ("DHE") provides intrastate California less-than-truck load and truckload services. For further information, call (323) 526-2222.





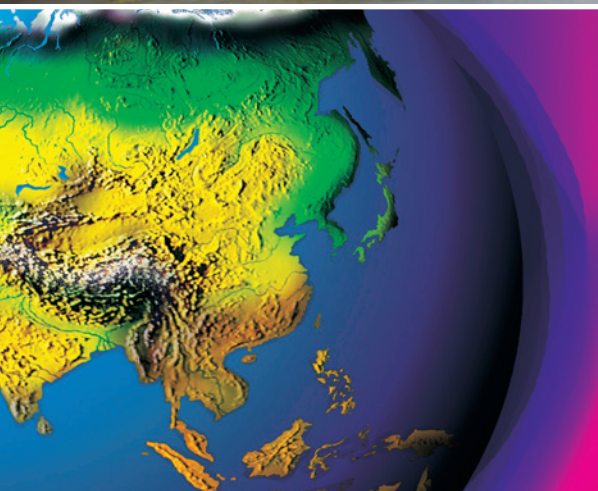
The Dependable Mission Statement

The Company's Mission is to continue to earn a reputation of integrity, service and diversity that is unmatched in our industry, i.e. *"The Dependable Difference"*.

In order to achieve these lofty objectives, we must hire and retain only the most qualified and dedicated individuals who share the Company's common vision.

Our status as a diversified, premier transportation provider is dependent upon our ability to provide only the highest level of customer service, maintain a necessary profit margin and to recognize opportunities and react to changing market conditions well ahead of our competition.

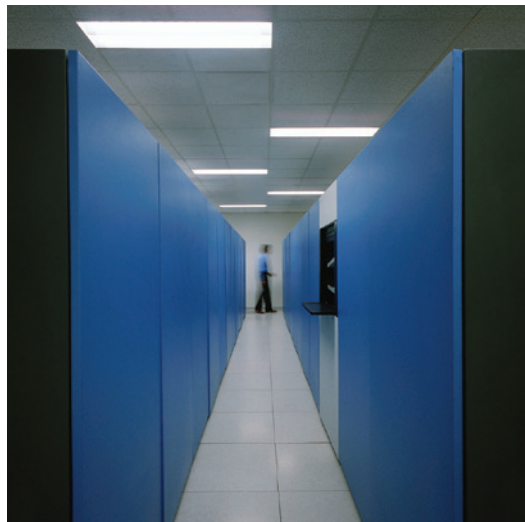
This Mission Statement was written by the company chairman Ron Massman.





The Supply Chain Partner You Can Depend On!

www.dhx.com



The Supply Chain Partner You Can Depend On!

www.dhx.com