

McKeil Marine wins 2017 International Bulk Journal Customer Care Award

An innovative approach to cost savings with custom, end-to-end cargo logistics earns McKeil global recognition for customer care

BURLINGTON - November 23, 2017 - Marine service provider, McKeil Marine won the International Bulk Journal's 2017 Customer Care Award during the Maritime Bulk Industry gala awards ceremony in Amsterdam, Netherlands on November 13. Judges were looking for a company operating in the dry bulk sector that demonstrated how excellent customer care can achieve increased turnover, profitability or customer retention.

"Customer service, safety and continuous improvement are integral parts of our company culture," explains Steve Fletcher, President and CEO, McKeil Marine. "By taking the time to understand our customers' challenges, we create solutions that set us apart from our competitors. Recognition for this among our peers means a lot to us."

McKeil's diverse fleet allows the company to offer customized, end-to-end supply chain logistics, with niche vessels that can transport smaller cargo loads in a cost-effective way. This means customers can often hold less inventory, streamline their operations and reduce costly storage fees. McKeil was able to take home this year's award by demonstrating how customer care has enabled mutual success for both McKeil and its customers.

"Like Federal White, McKeil understands good customer service," says McKeil customer Tony Lopes, Vice President of finance and administration, Federal White Cement. "I appreciate that I can collaborate with them to ensure we are using the ideal fleet asset for maximum efficiencies in cargo handling, in addition to the co-operation that we enjoy to resolve any issue that may present itself."

McKeil was one of five companies from around the world shortlisted for the IBJ Customer Care Award; the list also included Dan Shipping and Chartering (United Kingdom), Inter Balt (Poland), Pacific Basin Shipping (Hong Kong) and Eurodocks (France).

About McKeil Marine

McKeil has a 60-year history in Canada's maritime industry, providing transportation and project services for a wide range of customers and industry sectors. Industry analysts consider the business to be an exemplary Canadian success story that has remained true to the vision of its founder, Evans McKeil: Continuously demonstrating a commitment to its people, its customers and the communities in which it operates. For more information, go to www.mckeil.com.

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Gilles Kindelberger, CEO, Senalia, award sponsor; Steve Fletcher, President and CEO, McKeil Marine; Ray Girvan, Publisher, International Bulk Journal