



# ALEXANDER & BALDWIN

## Matson Honored With Seventh Consecutive Quest for Quality Award

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OAKLAND, Calif.--(BUSINESS WIRE)--Sep. 2, 2009-- Matson has been honored for the seventh consecutive year with *Logistics Management* magazine's annual Quest for Quality award in the Ocean Carrier category. The annual survey is regarded in the transportation and logistics industry as the most important measure of customer satisfaction and performance excellence. Transportation service providers are rated by customers on five key criteria: on-time performance, value, customer service, information technology and equipment operations. Matson will be presented with the award on September 23 at the Quest for Quality awards dinner in Chicago, which coincides with the Council of Supply Chain Management Professionals (CSCMP) Annual Conference.

Matson was ranked the number one carrier for on-time performance in the survey. The distinction has been further underscored by Drewry Shipping Consultants, which has consistently rated Matson as one of the world's most reliable carriers. In a recent report, Drewry for the first time showed the long-term on-time performance of the top carriers; over the last 10 quarters, Matson ranked number one with an on-time percentage of 91 percent.

"Matson is very proud to have been honored seven years in a row with this prestigious award," said Matt Cox, president. "It underscores our solid track record in consistently delivering modern, reliable ocean transportation services of superior quality and value. While Matson conducts its own customer satisfaction surveys regularly to maintain timely and customized feedback, the results of this survey reflect our overall standing in the national transportation industry. We are particularly gratified to receive high marks for on-time performance and customer service, which are key components of Matson's service offerings. The honor is also a very strong reflection of the across-the-board effort by all at Matson to sustain our reputation as a quality carrier and leader in Pacific shipping."

According to the publication, a near record number of over 6,400 readers participated in the 2009 survey. The high participation rate has made the Quest for Quality annual survey the premier benchmark study for logistics and transportation quality service over the past 26 years.

Matson provides ocean transportation services to Hawaii, Guam, China and Micronesia, as well as logistics services through its subsidiary, Matson Integrated Logistics. Matson is a wholly owned subsidiary of Alexander & Baldwin, Inc. of Honolulu (NYSE:ALEX).

Source: Matson

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