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Matson Intermodal Ranked Number One IMC in Logistics Magazine's Annual Quest for Quality Survey

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SAN FRANCISCO--(BUSINESS WIRE)--Aug. 28, 2001--Matson Intermodal System, Inc. (Matson Intermodal) was ranked as the number one intermodal marketing company (IMC) in Logistics magazine's 18th annual Quest for Quality readers' survey. According to the publication, more than 3,000 readers responded to this year's questionnaire, which asked for their input on five key areas vital to logistics excellence: on-time performance, value, information technology, customer service, and equipment and operations. Twelve separate questionnaires for different transportation or service categories were mailed to magazine readers, all of whom buy transportation or third-party services. Matson Intermodal received the highest performance scores for an IMC in all five service areas, with a distinctively high rating for on-time performance and value. To qualify for the Quest for Quality award, companies must exceed the weighted average score in their respective category. Matson Intermodal not only exceeded the IMC average weighted score of 32.62 with its score of 36.21, but also was the only Quest for Quality IMC to receive a score higher than 33.5. Matson Intermodal is a subsidiary of Matson Navigation Company, Inc. (Matson). Matson is a subsidiary of Alexander & Baldwin, Inc. of Honolulu (Nasdaq:ALEX).

"The Quest for Quality survey is recognized as one of the most comprehensive customer satisfaction surveys in the industry," said Ron Forest, president, Matson Intermodal. "We are proud that Matson Intermodal has received such a distinguished ranking in the IMC category and that the recognition comes directly from our most important audience, our customers. It also reflects our commitment to providing high quality service across-the-board, in all key performance areas. The high rating we received in the areas of on-time performance and value underscores our objective of providing time sensitive intermodal transportation service throughout North America in the most cost effective way possible."

Established in 1987, Matson Intermodal is an intermodal marketing company that arranges transportation services for shippers and carriers, often in conjunction with ocean transportation. Through volume purchases of rail and motor carrier transportation services, innovative solutions that balance international and domestic equipment needs, and convenient services such as shipment tracing and single-vendor invoicing, Matson Intermodal is able to reduce transportation costs for customers. Headquartered in Oakbrook Terrace, Illinois, Matson Intermodal has offices in more than 25 cities throughout North America.

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