



Toll Priority
Global Express Division
DX 1, Mascot NSW
Building 1, Airgate Estate
283 Coward Street Mascot
NSW 2020 Sydney- Australia
PO Box 560
Alexandria, NSW 1435 Australia

18th September 2015

Karen Varian
Rack Armour (Australia) Pty Ltd
T: (02) 9722 0502
M: 0447 003 517
info@rackarmour.com.au

Re Pallet Racking Protection, Specific, and Rack Armour (Australia) Pty Ltd.

Dear Karen,

Toll Priority is Australia's largest express distribution business, with a strong brand developed in next day delivery via both Road and Air transit lanes delivering over 550,000 freight items and 100,000 mail items in excess of 350,000 customers nationally each business day.

The customer base is diverse however dominated by businesses that require time sensitive delivery performance including the legal, financial, medical, communications and government sectors. Toll Priority's service offering includes mail, digital mail, document imaging, workflow management, domestic and international consignment distribution, and technical services.

In 2013 Toll Global Express, Toll Priority was introduced to the Rack Armour products post a review to material handlings specifically equating equipment damage to forklift operator skills and behaviour. Data obtained highlighted high activity time critical freight distribution centres were sustaining high rate toward pallet racking impact of an acceptable level. As part of an immediate review the Rack Armour product was identified and subsequently installed into a number of facilities to review performance. Based on the review business proceeded to install the Rack Armour product within a number of large freight palletised storage warehousing distribution centres where forklift operators frequently lodged and retrieved various pallet dimensions at height of up to 10 metres.

Observations were identified of operator impact post the install of the Rack Armour protection devises to review of the physical racking provided an acceptable workable solution in mitigating risk to personnel, freight and equipment as apposed without the devises.

Toll is committed to ongoing personnel safety and ongoing training, the Rack Armour product has assisted in providing a safer working environment additionally a reduction in repairs and disruption to business post the installation of the Rack Armour product has been realised.

Toll is continuing to review the Rack Armour product toward mandatory application to current and new racking installations.

Yours Sincerely,

Cameron Cooper
Business Manager - Property & Assets
Toll Priority
Global Express Division