

03 July 2009

Enforcement of Fees and Procedures

From 01 August 2009, Qantas Freight will strictly enforce standardised procedures and terminal fees relating to the handling of loose shipments.

This may affect local arrangements made by some agents to break down units - particularly shipments of frozen fish and fresh flowers - for individual consignees while at the terminal.

The new arrangement will help to discharge safety and security concerns relating to the practise of breaking down units at the terminal and improve the transparency of our fee structure for all.

The following procedures will be strictly enforced from 01 August 2009:

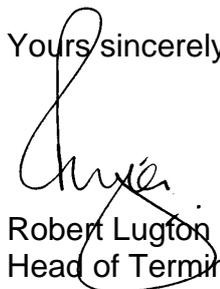
- Shipper loaded units will be delivered whole onto roller bed trucks
- Demurrage charges will be applied to containers not cleaned and returned to the terminal within the applicable timeframe
- Where containers have multiple lines, Qantas Freight will break these down for delivery and apply the appropriate fees for service
- Due to OHS and security requirements, no facilities will be available for the breakdown of shipments by importers or agents at Qantas Freight terminals
- Any exception to normal delivery timeframes will need to be agreed to in writing by the Terminal Manager in each port
- Terminal fees will be applied to all loose shipments.

We understand that the nature of perishable imports - particularly frozen fish and flower shipments - requires them to be processed quickly and will make every effort to assist with prompt presentation within these guidelines.

If you have any questions or would like to discuss the new arrangement further please contact your local terminal manager.

Thank you for your understanding and cooperation.

Yours sincerely,

A handwritten signature in black ink, appearing to read "Robert Lugton".

Robert Lugton
Head of Terminals