

01 March 2010

### **Introduction of Shrink Wrapping at SFT1**

I am pleased to announce that Qantas Freight has commenced a trial of delivering loose import shipments on shrink wrapped pallets at our main Sydney Freight Terminal.

This initiative is being introduced as a result of listening to what you, our customers, tell us we can do to improve our service.

Shrink wrapping has resulted in a significant improvement in delivery times at other terminals where it has been introduced including our second Sydney Freight Terminal (SFT2). We are confident that the initiative will deliver similar efficiency gains at our main Sydney Terminal and will introduce the initiative permanently if response to the trial is positive.

For all shipments delivered on shrink wrapped pallets, Qantas Freight will do a piece count and display this information along with air waybill details by way of a fluorescent yellow sticker on each pallet.

Please ensure that this information is communicated to your drivers and staff.

If you would like any further information please do not hesitate to contact me directly.

Thank you for your continued support.

Yours sincerely

**Frank Ridolfo**  
**Manager Sydney Freight Terminals**