

04 June 2010

### **Qantas Freight Service Improvements**

On 15 June building work will commence at our Sydney terminal to combine the import and export document counters within the area of the current import counter.

The work will be undertaken in four stages with an expected total duration of around 12 weeks.

Once in operation, the combined counter will deliver significant customer service benefits with more available clerks to cover peaks in demand and the introduction of a priority queuing system.

The single counter will also improve pedestrian traffic flow and the separation between pedestrians and machinery further reducing any risk of injury to your drivers and terminal visitors.

Please be assured that the project plan has been developed to enable us to maintain current service levels and minimise any interruption to our normal operations during construction. However as with any significant construction project there may be periods of minor inconvenience and reduced facilities and ask for your understanding in regard to this.

The export freight counter will not be affected during construction.

If you have any questions or concerns about the works please contact Doug Hanshaw either by email ([dha66@qantas.com.au](mailto:dha66@qantas.com.au)) or telephone 9691 6745.

Yours sincerely,

A handwritten signature in black ink, appearing to read "Frank Ridolfo".

Frank Ridolfo  
Manager Sydney Freight Terminals