



SFT2 OFF-AIRPORT FREIGHT TERMINAL

CUSTOMER QUESTIONS AND ANSWERS

2 MAY 2007

SFT2 OFF-AIRPORT FREIGHT TERMINAL QUESTIONS AND ANSWERS

QANTAS FREIGHT CUSTOMERS

1. What is happening?

Qantas Freight has announced the introduction of an additional freight terminal (*SFT2*) in Sydney, located off the airport.

2. Why is Qantas Freight opening an additional terminal?

- Allows Qantas Freight to focus on future growth and sustainable operations.
- Creates additional capacity to address current facility constraints.
- Allows Qantas Freight to reduce freight availability waiting times to all our customers.
- Provides additional service offerings to existing and potential future customers.
- Positions Qantas Freight to secure existing customer work by consistently meeting performance standards and contractual obligations.
- Alleviates truck queue times and potential volume overload in the current terminal.

3. Where will the new terminal be located?

The new site is located at 1-3 Burrows Road, Unit 3 Alexandria, NSW, and will be a fully licensed Customs and AQIS facility

4. Who will operate the off-airport terminal (*SFT2*)?

- Qantas Freight will lease the facility and manage its day to day operations.
- Labour for the facility will be supplied by a Ground Handling Agent and Trucking service provider that best meets our operational requirements.

5. How will the process work?

- Qantas Freight will identify import general ULDs to a nominated bypass lane in *SFT1*.
- The ULDs will be transported to *SFT2* on roller bed trucks for breakdown.
- Customers can check the status and location of their freight via the online Qantas Freight tracking facility (Import Freight Check).
- Customers will have the option of:
 - pick up from *SFT2* or
 - direct delivery (to be developed).

6. What's the process for me to collect my documents and freight?

How to collect your documents:

- All documents will continue to be collected from *SFT1*.

How to collect your freight from *SFT2*:

- Customers can check the status and location of their freight via the online Qantas Freight tracking facility (Import Freight Check).
- In most cases, customers will be notified and allocated specific collection times.
- Customers will have the choice of collecting their freight from *SFT2* or requesting Qantas Freight to deliver directly to their facility. This is still in the development stage and further details will be advised.

7. When will *SFT2* operations commence?

- *SFT2* Freight Operations are planned to commence from June 2007.
- *SFT2* will operate seven days a week.

8. What happens at SFT1?

The introduction of a SFT2 will improve freight availability and reduce truck waiting times. Processes at SFT1 will continue as they are today.

9. What service will be offered?

SFT2 will initially handle general loose import ULDs.

The following products will continue to be handled at SFT1*.

- Express
- Mail
- Perishables
- Livestock
- Valuables
- Human Remains
- Personal Effects
- By-pass units
- Cargo with 'Hold' status

*The above is subject to regulatory, business and operating requirements.

10. What are the benefits for customers?

We anticipate that the introduction of SFT2 will improve import performance from both terminals, e.g. improved freight availability and reduced truck waiting times

11. Will export freight be handled in the new facility?

This could be an option in the future, subject to regulatory approvals.

12. What service fees and charges apply?

Qantas Freight Terminal Service fees will continue to apply as they do today. Refer to Qantas Freight 'Australian Terminal Service Fees'

<http://www.qantas.com.au/freight/pdf/australianTerminalServiceFees.pdf>

13. Has this been approved by Customs and AQIS?

Qantas has had extensive discussions with the key regulatory stakeholders. SFT2 will be a fully equipped customs bonded and AQIS approved facility.

14. Which customers will be serviced by SFT2?

SFT2 will primarily focus on servicing major de-consolidators.

Qantas will outturn all cargo as though it arrived at SFT1 using the existing establishment identifier 8553P. Underbond movement requests will continue to be made as they are today.

15. Will this be implemented nationally?

This facility is designed for Sydney.

16. Will you be processing at Master Air Waybill (MAWB) level? Will it be possible to process at House Air Waybill (HAWB) level?

All processes will be at MAWB level. Request for HAWB option will be considered.

For more information please contact Customer Service 1300 368 747.