

10 November 2006

Dear Customer

Melbourne Freight Terminal Delays

Extended processing delays are currently being experienced at the Melbourne Freight Terminal due to increased volumes.

To deal with the backlog we have extended shifts. Where possible we are operating throughout the night to provide extended delivery times and, we have increased manpower levels.

We ask for your patience during this time as we do everything that we can to return service levels to normal.

We apologise for the inconvenience to you and your clients, and thank you for your continued understanding and support.

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

Robert Lugton

General Manager Freight Terminals