

18<sup>th</sup> October, 2006

Dear Valued Customer,

Menzies Aviation Cargo in Sydney and Melbourne has recently made contact with the freight forwarding industry through surveys and customer presentations which have identified areas of our service that we need to improve.

This feedback has been received and discussed in detail and I am pleased to announce some further initiatives that will enhance Menzies Aviation's service to the industry.

From 1<sup>st</sup> November 2006, the Dangerous Goods Inspection Fee (and if applicable, the Dangerous Goods Rejection Fee) as well as the Valuable Cargo Handling Fee will be automatically billed to your account rather by cash or cheque transaction over the counter.

Dedicated forecourt teams have been implemented with a nominated supervisor to control the flow of trucks and organise the forklift drivers. This initiative has seen truck waiting times reduce to levels compliant with our airline's Service Level Agreements which is in line with the industry standard.

Menzies Aviation Cargo in Sydney has adjusted the front counter opening times to the following hours but will still maintain the 24/7 agent access to the document boxes.

Monday, Tuesday, Wednesday & Thursday:  
0600 – 2100

Friday:  
0600 – 2200

Saturday & Sunday:  
0600 – 1800

We will continue to listen to your concerns in order to provide a service in line with your expectations.

Yours sincerely,  
Stuart Key  
General Manager  
Menzies Aviation  
Sydney

Menzies Aviation plc  
Aviation House  
923 Southern Perimeter Road  
London Heathrow Airport  
Hounslow, Middlesex TW6 3AE  
United Kingdom

Tel: +44 (0)20 8750 6000  
Fax: +44 (0)20 8750 6001

[www.menziesaviation.com](http://www.menziesaviation.com)

Registered in England No. 2961404  
Registered Office: Aviation House, 923 Southern Perimeter Road  
London Heathrow Airport, Hounslow, Middlesex TW6 3AE

