TASMANIA FOR 2011

The 2011 RWTA National Conference and Exhibition will be held at the Launceston Country Club from 11 to 13 August.

A short flight from the mainland, serviced by regular Jetstar and Virgin flights, Launceston is an easy and very economical destination.

Located just minutes away from the Launceston CBD and airport, the Launceston Country Club’s natural bushland setting is perfect to soak up the beauty of northern Tasmania. The Launceston Country Club offers the best in accommodation, dining and entertainment, all within the surrounds and vibrant atmosphere of a boutique casino. The Country Club offers first class conference and exhibition facilities and everything needed for relaxation and recreation to support the conference.

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With 5 restaurants, 4 bars, live entertainment and 4 – 5 star luxury accommodation, you can rest easily knowing you will be staying with the very best in northern Tasmania. The Country Club boasts a magnificent 18-hole championship golf course, trout fishing, horse riding, health club, tennis, squash and friendly wildlife, all right outside your door!

**Golf** - Tee off for a round or two on the championship 18-hole golf course. Need to brush up on your swing first? Then try the driving range – it’s ready and waiting. Open daily.

**Tennis and squash** - Ace the opposition on the night and day tennis and squash courts. Racquets and balls are provided – just bring your forehand!

**Health club** - Wind down in the relaxing health club, with indoor heated pool, spa, sauna and gym.

**Trout fishing** - The picturesque lake isn’t just for looks – it’s also stocked with rainbow and brown trout! Try your hand at fly fishing. Equipment and lessons are available to all guests.

**Natural Therapies** - A full range of natural therapies is available at the Country Club Tasmania Health Centre including; massage, reflexology, Reiki, energy balancing, hot stone therapy and much more.

**Horse riding** - Saddle up on one of the well-trained horses and explore the countryside. Trail rides leave in the morning and afternoon and follow paths through bushland on the stunning 145-hectare property.

**Meet the wildlife** - Set in beautiful bushland, walking tracks are the perfect place to get in touch with nature and meet some of the furry friends.

Be entertained! If partying the night away is more your style, then you’re in luck! The Launceston Country Club is the venue for a range of local, interstate and international performers.

This will be a great opportunity for RWTA members to bring their partners and family and arrange some pre or post Conference touring across the magnificent sights and experiences that Tasmania offers.

The 2011 Conference and Exhibition will open with welcome drinks on Thursday night 11 August. Conference sessions and the Exhibition will run on Friday and Saturday with the Gala Dinner being held on Saturday night.

We believe the new format will bring some significant benefits - less business downtime for time-sensitive delegates, more scope to attract local attendees for a Saturday night Gala Dinner and more flexibility for companies to send attendees for 1 day, if they are not able to attend the entire time.

The Conference theme and content will be announced soon.

Delegate and Partner registration fees, Exhibitor and sponsor packages will be released shortly.
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SEASON’S GREETINGS FROM YOUR EXECUTIVE OFFICER

“2010 has been a year of great achievement for the RWTA and I would like to take this opportunity to thank all members for their terrific support for the RWTA during the year. We can all look forward to extending the significant progress for our association and industry in 2011. I wish everyone and their families a happy and safe festive season and I look forward to sharing a most successful 2011 with you.”

David Costelloe
Executive Officer, RWTA

Metcash Joins RWTA

It is very exciting news that Metcash has joined the RWTA as a Full Member, Australia-wide, paving the way for their participation and contribution to the initiatives, processes and subcommittees currently in progress. This is a key step forward in attracting the major food retailers into the RWTA.

Metcash is Australia’s leading wholesale distribution and marketing company, specialising in grocery, fresh produce, liquor, hardware and other fast moving consumer goods. It has four divisions; IGA Distribution (IGA>D), Campbells Wholesale (CW), Australian Liquor Marketers (ALM) and Mitre 10. Metcash customers are independent retailers and the company’s objective is to champion and support them. This is achieved by providing the scale necessary to create competitive buying power together with marketing, distribution and financial expertise and support. The refrigerated warehouse and supply chain processes represent a significant part of this operation and, as a direct consequence of the home-grown Australian specific issues being addressed by the RWTA, has made the decision to join the Association a logical progression.

IGA currently runs five major refrigerated warehouses totalling in excess of half a million cubic metres of refrigerated storage facilities. The Business has been progressively updating and constructing new facilities in each state using the latest design and material to deliver the most cost effective and “whole of life” cost advantage to the operation. In addition to these facilities, IGA Fresh, a division of IGA>D, has embarked on a new construction and modernisation program having delivered a new facility in Cairns last September as a pilot scheme. CW has a national network of over 35 warehouses, runs extensive multi-temperature storage facilities and supply network and services over 100,000 small business customers.

Last month Metcash announced that it had secured a development agreement for approximately 90,000 square metre warehouse and office facility to be developed at Huntingwood in Western Sydney (refer attached aerial shot). The purpose-built distribution centre for Metcash is one of the largest industrial developments to be undertaken in Australia this year and the first pre-commitment at the 56 hectare estate which is bordered by the M4 Motorway, Great Western Highway and Brabham Drive in Huntingwood West in Sydney. The
facility will become Metcash’s primary NSW distribution centre for the storage, handling and wholesale distribution of Metcash’s grocery, liquor and general merchandise divisions. The distribution centre will include a 60,000 sqm dry warehouse, 20,000 square metre perishable and fresh warehouse as well as 6,000 square metres of office space.

Development of the facility will commence in January 2011 and will be built over three stages with delivery dates between October 2011 and May 2012. The development will enable Metcash to consolidate six existing facilities across Sydney. It is anticipated that 600 employees will be working at the new facility on completion, which has also been targeted for a Four Green Star rating from the Green Building Council of Australia.

The new distribution centre for Sydney has enabled Metcash to embark on an R&D initiative program in conjunction with Ernst & Young and technical consultants to identify technologies, materials and processes that could contribute to a “Smart Warehouse Project”. These initiatives will deliver improvements in power consumption, sustainability outcomes, carbon footprint, and ongoing operational cost. A significant number of these opportunities have been identified in the perishable and temperature controlled areas.

Metcash has recognised the value of the RWTA and its initiatives being addressed by the Energy Efficiency Sub-Committee and believe that, working together, opportunities and improved outcomes will be achieved. These proposals assist with some of our major objectives which are to reduce the cost of doing business and improve our sustainable performance.

Metcash therefore looks forward to working with the RWTA and exploring these opportunities.

For further information, please contact Metcash:

Glenn Fagan
GM Property
Metcash Trading Limited
Tel +61 2 9417 3370

Tim Allerton
City PR – Metcash
Tel +61 2 9267 4511
MORE INTERNATIONAL MEMBERS

The RWTA is obviously making impressions overseas as we increase our international membership.

It is terrific to welcome another new international member, Jawad Refrigerated Trucks, from Riyadh Saudia Arabia. Jawad has a fleet of over 100 mid-size trucks and trailers. Their Executive Manager, Abdullah Alsalloum, is keen to get involved in the refrigerated transport issues being tackled by the RWTA.

Jawad Refrigerated Trucks join our other international members - Barpro Storage from South Africa, INRO Technology Limited from New Zealand and Storage Technology Limited from New Zealand.

It is with pleasure that we welcome our recent new members in Australia: Metcash Trading Limited (see article this edition), Xtralis Pty Ltd, Thermal Installations Pty Ltd, GEA Refrigeration Components Australia, CMW Design and Construct (VIC) Pty Ltd, Adapt-A-Lift Hyster, Perth Energy, Eski Express, City Building Engineering Services (Aus) Pty Ltd and Rax-R-Us Pty Ltd.

Dexion Australia recently held its annual Franchise National Awards Conference.

The purpose of the Conference is to get the complete network of 19 Dexion Franchises throughout Australia together to discuss issues related to their businesses.

The culmination of the Conference is a National Awards Dinner, a well attended function, where an Award to the top 2 franchises in Australia is announced.

The Award winners were Dexion Newcastle and Dexion Seven Hills, both of which well-known NSW RWTA member Eugene Devine is a Director.

This is a great feat for Eugene and he would like to share his joy and success with his colleagues in the cold storage industry. Well done, Eugene!!

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► Kemlite FRP panels
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7 PRINCIPLES OF DESIGN

Warehouse and distribution centre (DC) design is a fascinating and absorbing topic, but alas, is often misunderstood. Regrettably, few people really understand the discipline of warehouse design and as a result, there are literally thousands of facilities that are underperforming.

To assist designers, I will outline the seven key principles that apply to warehouse and DC design. These have been compiled from a review of literature, discussions with industry specialists and materials handling companies, plus my own design experience over many years.

One warning before I begin. The principles won’t make you into a seasoned designer, but they will help you understand the salient aspects of the design task, and how to think about and plan your facility for optimal performance.

1. Determine the objective of the facility

In a recent web discussion with a number of warehouse professionals, I asked their opinion on what were the critical principles of effective warehouse design. This principle ranked at top of the list. The first step must involve defining the objectives and goals of the facility. What is it there for, what market does it service, is it part of a network, what types of goods will be stored, what is the anticipated life of the facility, will it be a greenfields site, or an existing facility? To press the point, it is useful to write the objectives down so that all associated parties remain cognisant of the expected outcome - especially if timing, budget or resource issues during the project life tempt stakeholders to compromise operational or design goals.

2. Define volumes and functional requirements

The famous British Physician Dr Thomas Fuller once said: “Get the facts, or the facts will get you. And when you get them, get them right, or they will get you wrong”. This is an important lesson that was also affirmed by my learned web colleagues, and certainly one that has guided my own work throughout my career. Quite simply, the facts needed are:

a) Quantities of products to be stored.

b) The throughput velocities, including incoming goods, customer orders, inter-facility transfers, dispatches and returns.

c) The nature of orders and specific picking requirements, e.g. is picking performed in containers, pallets, cartons, inners, or single units? Now if you are thinking that this is easy, think again. This is one of the hardest and most time-consuming components of a design project. Why? Rarely do enterprises have such data readily available. Designers must therefore ‘mine’ it from the enterprise as best they can. In cases where data is piecemeal or nonexistent, the designer must draw from his/her own experience to fix assumptions around volumetric estimates. This can be particularly challenging when heavy scrutiny is placed upon the designer to prove the concept, and is best performed with collaboration and agreement from the stakeholders involved.

d) What functions need to be provided for? It’s imperative that the designer understands all of the functions that are to be included on the site footprint, e.g. warehouse, offices, gantry cranes, loading docks, forklift charging areas, dangerous or hazardous goods, cool or cold rooms, clean rooms, manufacturing or packaging operations, staff facilities, etc. Equally important is that relative dependencies between functions are determined so that the designer can correctly frame functional proximities for best flow and operation by staff.

3. Match storage modes, IT systems and mechanized technologies with volumes

Once the data has been analysed, the designer is ready for equipment selection. Be it static racking equipment, mezzanines and the like, or mechanical equipment such as conveyors, carousels, stacker cranes etc., all equipment and systems must be applied according to their purpose, limitations and fit with the volumes handled. For instance, it is a waste if an automatic storage and retrieval system is installed, when a conventional racking system will suffice. Conversely, if the facts point to justification of a high-velocity automated system, it is foolish to ignore them for the sake of a more conventional system. A critical aspect of equipment selection is that the designer has expert knowledge of available equipment and technologies, and how to apply them. This is a complex area that deserves careful consideration and the novice designer is well advised to seek advice from materials handling equipment and software suppliers, builders, and industry specialists to ensure that their design is well founded, robust and practical.

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4. Flow

This aspect incited some interesting comments from my web conference colleagues. From their wise counsel and my own experience, I suggest that the skilful designers apply two immutable laws of flow.

a) One-way flow. The best warehouse operations are those that apply this principle. Whether straight, clockwise, counter clockwise, up or down, make sure it flows in a one-way direction. But here’s a tip. Be cautious when dealing with international customers, where cultural and religious beliefs point to specific requirements. An interesting challenge that I experienced on a recent project was the Hindu philosophy of Vaastu Shastra. The customer politely indicated that the warehouse flow should be clockwise, heavy goods should be stored in the south west, with lighter products in the north east. The front door and offices should face east with entry to the site from the north. Needless to say, this provided an intriguing set of constraints that I happily applied to the design of both site and building. The key point here is that despite restraints, the designer should always err to the one-way flow principle.

b) Flow vs. capacity. The second rule of flow is that free movement has priority over storage capacity. If you are pressed with a choice, the pundits agree that it’s better to hold flow sacrosanct, compared with building more stock or storage equipment. Why? Long after the warehouse construction has been completed, a team has to operate efficiently and safely in the warehouse year after year. If the design compromises on the size and quantity of aisles, for sake of more stock holding, beware: this can cause sub-optimal performance over the life of the facility.

5. Close to zero materials handling movements.

A simple rule that says it all: keep the product handling by people to a minimum. Ideally from 3-5 touches of the product, while goods are in the warehouse. Sadly, I have witnessed operations that handle goods up to 8 to 10 times. Normally there is severe design or building constraints applicable to such situations. But the outcome is evident in the maxim: ‘more touches, more cost’. Take note!

6. Evaluate your options

The developed concept design options must be evaluated to ensure that the objectives are achieved. The two common approaches to assessment are:

a) Quantitative analysis: return on investment, payback, cost per order to supply, cost per cubic metre to name just a few.

b) Qualitative analysis: reviewing the advantages and disadvantages of options considered.

Ideally the evaluation is best performed both individually and in a team workshop environment. It’s amazing what can be revealed when a team collectively focuses its attention at a project. Despite the meticulous job the designer may have performed, a workshop can often reveal a late insight, idea, or missed detail that can significantly impact upon the end design.

7. Consult widely

The design process is multifaceted, and normally involves executives, managers, and operators - not to mention equipment suppliers, builders, architects, and councils. As part of the development process all should be regularly consulted as to planning and legal requirements, operational needs, preferences, ideas and opinions. In my experience, no one party has all the background and knowledge to implement a DC project. The best implementations typically feature a cohesive and dedicated team charged with managing the project from early design phases through to completion.

Well, that concludes this short article on the Seven Principles of Warehouse and DC Design. I trust that you found them useful, and that your fascination of the design process has been sparked or invigorated.

However, there’s one more design tip that I would like to share. In applying the principles, please be mindful that the design of warehouses generally flows from the inside out, not from the outside in. In other words, materials handling system before building. This is most important to remember when dealing with architects and construction companies who are well qualified at ensuring the best construction and décor of a new building, but not necessarily at designing the best materials handling operations.

I wish you all the best in your pursuit of high-performance warehousing operations.

(This article was reproduced with permission from MHD Supply Chain Solutions Nov/Dec 2010 edition and the author Mal Walker. Mal is Manager- Consulting, with the Logistics Bureau, where he leads the Warehousing and Distribution Centre Design Practice. He works with local and international organisations and has over 30 years’ experience in warehousing and supply chain, 15 of which have been in consulting. He is a Life Member of the Logistics Association of Australia and Member of the Council of Supply Chain Management Professionals. He holds qualifications in engineering, logistics and business administration. You can contact Mal Walker at email mwalker@logisticsbureau.com or call 0412 271 503).
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“The range of staff available from Australian Jobnet to companies and businesses throughout Australia embraces the whole spectrum of the Cold Storage and Logistic Industries” Mr. Sean Le, Managing Director, said. “We have on our books numbers of candidates covering Storemen, Forklift Drivers, Pickers & Packers, Truck Drivers, General Labourers and many others”.

Australian Jobnet can offer you prompt, reliable & effective staff to meet your business needs for labour hire.

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Sean Le states “We strive to deliver a realistic plan and budget proposal for your needs with an experienced and professional team. Our commitment is to save you TIME and MONEY”.

One of their major clients is AB Oxford Cold Storage where Australian Jobnet is the principle provider of their labour force.

The team is led by Sean Le who has widespread experience in the labour market, both in the private and public sector over many years.

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— Kevin Kelly, Director, Kingspan Australia

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The commodities boom that has helped many of our exporters flourish has also driven a resurgence in the dollar, putting others under pressure. It’s a timely reminder that currency risk should be an essential part of your risk management plan, according to the Commonwealth Bank’s Richard Nightingale.

Over the last few years, Australia has been undergoing something of an export boom. Despite some jitters earlier in 2010, the continued strength of Chinese demand has lifted our terms of trade substantially. Export prices for iron ore and coal have surged over 2010, and other commodities haven’t been far behind.

Measured in US dollar terms, the Commonwealth Bank Metal Price Index is at its highest level since its origins in 1997. Less dramatically, but perhaps more importantly, the broader-based Commonwealth Bank Commodity Price Index has recovered to pre-GFC highs.

According to Commonwealth Bank economists, Australia’s terms of trade (calculated as the ratio of export prices to import prices) were almost 25% higher in the June quarter than a year earlier. Unsurprisingly, these higher prices are fuelling strong export growth. Our economics team now predict a trade surplus of around $17.8bn in 2010–11, compared to the $5.7bn trade deficit in the previous financial year.

Yet this success is not without its price. High commodity prices have also driven a resurgence in the value of the Australian dollar that threatens to trim company profits and put unwary exporters under pressure.

**Dollar parity?**

Just a few months ago in July, many economists were talking about the implications of a 12.7% slump in the value of the Australian dollar during just three weeks.

How quickly things change. Now those losses have been more than made up, with our dollar hovering near the parity mark with the greenback.

For exporters, this resurgence can have unfortunate consequences — especially those companies not fortunate enough to benefit from the commodity boom.

Take the hypothetical example of an Australian manufacturer who received an order for US$250,000 worth of equipment in early September, at a time when the Australian dollar was trading at just 90 US cents. At prevailing exchange rates, they would have expected the sale to be worth more than AUD$277,000.

Yet 30 days later, when the equipment was delivered, the Australian dollar had risen to 97 US cents, cutting the Australian dollar value of the sale by more than AUD$20,000. That’s a 7% drop, more than enough to significantly dent margins and put profitability at risk.

**What it means for you**

It isn’t only exporters of commodities or equipment who are exposed to currency fluctuations. If you source equipment or other business inputs like diesel offshore, then currency risk should be part of your risk management plan.

For example, imagine that you have arranged to import equipment worth US$500,000 early in the new calendar year and the Australian dollar falls by over 10%. Without hedging, that purchase could cost you anything over AU$550,000 or more, depending on the timing of your transaction.

A volatile dollar can make both income and expenditure hugely unpredictable. And because many businesses do have a large reliance on business inputs sourced from the global marketplace, the timing of transactions becomes crucial.

**Keeping volatility at bay**

Looking beyond individual companies, the greater risk is the unpredictability that this kind of volatility brings. Fortunately, currency risk can be managed; but, it must be managed actively.

**Active management is the key**

Without hedging, a poorly timed overseas purchase or sale can severely impact your bottom line. Yet a traditional forward foreign exchange contract may not be the answer. While it locks in a fixed rate, protecting you against unfavourable fluctuations, it also cancels the potential for upside risk.

The key is to quantify your currency risk in advance, then actively manage it, drawing on a portfolio of solutions for different situations. They might include:

- **Forward foreign exchange**, locking in an exchange rate for a specified date.
- **Currency options**, which give you the right, but not the obligation, to exchange at a specified rate on a specified date.
- **Flexible forwards**, which combine the security of forward foreign exchange with upside exposure.

Your objective is to balance risk and return, mitigating the worst of the risk while allowing your company to capitalise on any opportunities for gains from exchange rate volatility. At the same time, it’s important to avoid relying too heavily on timing transactions. Currency movements are hard to forecast with accuracy, and even professional currency traders can be caught unawares by rapidly changing markets.

If in doubt, seek expert advice. Because, when it comes to foreign exchange, the only thing we can say with certainty is that the future is unpredictable.

**Richard Nightingale** is an Area Manager with the Commonwealth Bank’s Corporate Financial Services division, a specialist division dedicated to the needs of business clients. To find out more, contact Richard on 0414 789 418 or nightir@cba.com.au. Commonwealth Bank of Australia ABN 48 123 123 124

**Important Information**

As this advice has been prepared without considering your objectives, financial situation or needs, you should, before acting on the advice, consider its appropriateness to your circumstances.
ARE YOU AWARE OF YOUR RACKING SAFETY OBLIGATIONS

All members should be aware that Australian Standard 4084-1993 requires some form of floor level upright protection for your racking installations.

Australian Standard 4084-1993 requires some form of protection to ensure resistance to even minor impacts.

The bottom portions of those frames which are exposed to possible impact or collision by forklift trucks or other moving equipment shall:

• Include collision protection devices
• In addition, the racking shall be maintained so that all upright section, whose visible damage exceeds 3mm inward deflection and 5mm sideways deflection over a 1000mm lengths shall be immediately unloaded and the damaged section replaced.

Protection devices shall comply with the following:

• Extend from the floor level 300mm above the floor
• Resist a static horizontal force of 10kN (a minor impact) acting at a level 250mm above the floor without exceeding permissible stresses and without permanent deformation.
• The force should be applied perpendicular to the aisle, parallel to the aisle and 45 deg to the aisle
• Withstand structural damage to the upright

TMH HOST NSW DIVISION BREAKFAST

The NSW RWTA Division held their final end of year breakfast on Tuesday 16 November 2010 which was hosted by Toyota Material Handling Australia at their national headquarters at Moorebank in south-western Sydney. TMHA Executive Vice-President Steve Takacs very kindly offered to host the final breakfast for the 2010 calendar year and incorporate a site tour, with some amazing speakers, lucky door prizes and corporate show bags for all attendees.

Guest presenters for the morning included Coral Taylor, ARC/WRC/Targa champion and joint driver with Neal Bates for almost 20 years and, to date, the most successful woman driver in Australian motor sport. Coral & Neal have dominated the Australian Rally Championships and Targa since 1993 with Toyota as their major sponsor. Attendees were fortunate enough to view some of the amazing car race footage and get an almost first-hand experience of what it is like to slide around the Australian bush at speeds of up to 220km per hour.

Mark Bedford and Jason Henshaw from Ice Cold Technologies

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introduced attendees to their product which is a specially manufactured lubricant designed to, not only, extend the life of refrigeration, air-conditioning & heating equipment but also aiming to reduce running costs. Numerous case studies were presented on projects already undertaken in NZ & Australia.

The final presenter for the morning was none other than Peter Stirling, Parramatta and Australian Rugby League legend, TV sports commentator and host of the Footy Show, radio and public motivational speaker. Peter definitely stepped up to the plate and provided some wonderful insights into his football career, the influence of Jack Gibson on his life & career, some funny stories about Wayne Pearce, Ray Price, Mick Cronin, Ray (Rabbit) Warren and Ron Casey. Peter wrapped up a fantastic morning’s meeting agenda.

Upon closure of the meeting, all RWTA members and their guests were invited to tour the TMHA headquarters, which included their new range of BT & Raymond Freezer & Cold Chain designed forklifts, along with the new Toyota Truck and custom car fleet, including the new Toyota Hybrid range. Attendees were also able to view the TMHA driver training facility, workshop and service technician training rooms and see the new forklift tyre changer, designed by the TMHA service team, which just won the 2010 NSW Workcover Safety Award.

The whole event was a major success and has proven to be the largest breakfast meeting and site tour ever undertaken by the RWTA in NSW with almost 100 guests present. Due to the overwhelming response and roll up to this event, TMHA has offered to host a similar event in 2011 and our sincere thanks go to their wonderful corporate generosity and continued support as a strong RWTA member.

At the 2010 RWTA Conference in Melbourne during August, I met Corey Rosenbusch Vice President of the GCCA.

During our warm up for the golf on the final day, I mentioned to him that I would be in Delhi, India for the Commonwealth Games during October. I was very interested in meeting up with someone from the Indian Cold Storage Industry. As it was one of our challenges from Corey to send an email to the GCCA, I promptly followed up with an email regarding my Indian visit.

He put me in contact with Atul Khanna. Atul is a Director of the GCCA in India.

We emailed in the lead up to my departure and he organised for me to call him on my arrival in Delhi.

My commentary schedule was not excessive, actually non existent in the first four days, so I organised to meet Atul at his home/office not far from the hotel.

Due to the fear that had been generated about our safety, I was given my own personal body guard for the trip to Atul’s.

We arrived at Atul’s house, not far from Kapil Devs, and had a beautiful vegetarian lunch before venturing to his office to hear about the Indian Cold Storage Industry. He and his staff were very busy preparing for their upcoming ICE Conference being held in Delhi. They did have the time to run through a powerpoint presentation on the current state of the Indian Cold Storage Industry. He mentioned about the huge potential that exists and the opportunity for overseas companies to help in the development.

It was a very good day and I encourage all RWTA members, interested in growing their business overseas, to become more familiar with the opportunities in India.

This article was supplied by Dean Pullar, Operations Manager, P.Pullar and Co (Cobram Vic) and diving commentator at the Delhi Commonwealth Games.

Contact details for Atul Khanna are:
Atul Khanna
Director, Global Cold Chain Alliance - India
10 Sunder Nagar, New Delhi -110003, India
Email: akhanna@gcca.org

Dean Pullar right with Atul Khanna
Ceebron was surprised and delighted to see its recently developed Smart-Trace™ system recognised at the 50th Anniversary Gala Event that the Supply Chain and Logistics Association of Australia (SCLAA) held at Luna Park, on Sydney Harbour foreshore late October.

Ceebron took out the Information Management Award for 2010, for its commitment to cold chain integrity during refrigerated distribution. This is as reflected in the development of its near real-time, cold chain monitoring solution, Smart-Trace, and the end-to-end information flow now made possible from this Australian innovation.

As most RWTA members will know, SCLAA is the largest association representing Australia’s supply chain and logistics professional practitioners. While Smart-Trace is strictly pitched at the refrigerated sector, Don Richardson, Ceebron’s CEO, reflects that this award recognition, also acknowledges the increasingly important role played by the refrigerated transport and warehousing sector, in domestic and global commerce.

The technical innovation was a market driven response to the ongoing needs of consignors and consignees for greater through chain performance transparency during distribution. This need was seen as providing the same product quality and safety over-sighting, evidencing, and guarantees, as the now well-accepted risk management protocols, practised in consignor and consignee audited premises (HACCP, etc.).

Further, such a solution was preferably to be in actionable real-time, to cope with the ever increasing global concerns for corporate governance, risk and compliance.

Many fresh, chilled, frozen food and temperature-sensitive pharmaceutical company executives are looking for tools to help them in this overall arena, and Smart-Trace is one such solution, specifically engineered for the cold chain sector, and its rigorous operating demands, in the challenging Australian climate.

Operational benefits flowing from this business intelligence solution are shared along the cold chain, and provide a quantitative base for continuous improvement activity, at supplier, transporter, warehouse, DC, and retailer ends of the chain. As traceability and food safety increasingly become mandated ‘conditions of trade’ for market access, both domestically and internationally, such information management systems will continue to evolve. The Smart-Trace benefits are, as they say, “triple bottom line” – ‘economic’, ‘environmental’, and ‘social’. i.e. reduced cost, reduced waste, improved food safety, etc.

The Smart-Trace online monitor, as a web-enabled solution, provides on-demand secure and easy information access for the validated parties along the chain, together with mobile phone alerts and escalations for those designated/receipted for taking any corrective actions. Furthermore, this performance data, down to product/pallet level, is stored for easy consignor QA Audit purposes.

cont’d over page
Specific benefits of the Smart-Trace system, as viewed along the domestic cold chain, are:

**Suppliers/Consignors:**
- assure quality of deliveries right up to the retailers’ docks
- rapidly evidence cold chain code compliance for consignee
- be proactive in managing temperature abuse situations
- automate quality assurance (HACCP) requirements and records
- less costly product recalls and insurance premiums
- continuously improve supply chain efficiency
- protect brand/reputation with retailers and consumers

**Logistics/Transport:**
- a tool for continuous improvement (see where and why problems)
- optimise asset utilisation – see all assets on one screen
- cross-docks made transparent
- delight customers with real-time product status
- differentiate ones business from competitors
- maximise trailer performance (identify asset problems - wear & tear)

**Retailers/Consignees:**
- know the status of goods before acceptance (real-time alerts)
- minimise product variability and shrink, due to temperature abuse
- better manage stock-outs and increase shelf-life (FIFO)
- view own product handling behaviours at receipt – dock time
- better collaborate with suppliers and logistics to improve cold chain
- protect brand/reputation with consumers – own label, suppliers

Don Richardson is keen to acknowledge the partnering support of one kind or another that Ceebron has enjoyed over this development, validation, and now commercialisation. Beyond its team of 7 very talented ICT engineers, it has had major inputs from Meat and Livestock Australia (MLA), Motorola Inc. CSIRO-Division of Food & Nutrition, Microsoft, GS1 and others, all helping make possible this recent Ceebron team win.

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**A TRIP TO THE ANTIPODES**

Captain Cook didn’t discover Australia. The aborigines did, some 40,000 years before, but when the seas rose in an earlier bout of climate change, they were completely cut off from the rest of humanity until the Europeans arrived.

Even then, the Dutch knew all about Australia long before the British did. From the early 1600’s Dutch ships hung a left at Cape Point and then, using the calculations of Hendrick Brouwer, sailed due east for 3000 miles on the maritime speedway of the roaring forties before turning north to their trading posts in Java. Predictably, some ships, like the Batavia, failed to make the final turn in time and ended up on the West Coast of Australia.

The first Australian convict settlers were not the British ones who arrived at Botany Bay in 1788, but two convicted Dutchmen who were cast away north of current day Perth in 1629.

**Dutch Ships**

Although later Dutch ships sailed round most of Australia, it was known as New Holland, the aborigines were not interested, as the Dutch were, in trade. As they already had, by this stage, an expensive provisioning post at Cape Town, the Dutch lost interest in Australia and concentrated on developing their trading factories in the East Indies.

Captain Cook’s “re-discovery” of the eastern coast in the mid 1700’s might have passed unnoticed had it not been for the American War of Independence. Defeat abruptly removed Britain’s favourite dumping ground for unwanted criminals and with steadily mounting numbers confined to rotting hulks in the Thames, something had to be done. The choice was between the mouth of the Orange River at Alexander Bay, also known as Das Voltas, and Botany Bay in Australia. Botany Bay was chosen because it had the support of Joseph Banks, who sailed in the reflected glory of Captain Cook. The advocate of
Alexander Bay, Cmdr Thompson, inconveniently died at just the wrong time and in 1787 the first consignment of convicts was dispatched. The choice was a horrible mistake, and it was only the supplies given to the ship Sirius by the good people of Cape Town in 1789 that prevented the new colony at Botany Bay from dying of starvation. Were it not for such accidents of history, Australia might be the home of boerewors and Walzing Matilda the unofficial South African anthem.

**Australia’s isolation**

It was Australia’s isolation and distance from European markets that encouraged the development of commercial refrigeration. Although not the first to transport chilled and frozen meat to European markets in the late 1880’s, the active involvement of commercially orientated ship owners quickly made it a profitable business. In turn, this led to the continuous development not only of refrigeration techniques but also of the Australian meat Industry.

Today distance is still important, as I discovered in Perth. Western Australia seems to consider itself a separate entity from the rest of Australia cut off as it is by the “Nullabor”. It has its own electricity grid, with power generated mainly from local gas. A measure of complacency here was rudely jolted by an exploding gas pipeline some three years ago, and electricity is, like in South Africa, becoming increasingly expensive. The demise of cheap oil has led to gas being used to fuel long distance trucks, although refrigeration is still diesel powered. Refrigerated product is transported from the east coast via rail in integrated containers leaving Melbourne on a Friday and arriving in Perth the following Monday morning. Companies such as Rand Transport collect the containers from the station, unpack them, and then distribute the product to retailers like Coles and Woolworths. As all pallets are 1200mm high, the containers are equipped with internal beams which prevent the top layer of pallets from damaging those beneath.

While the distances involved are more than double those between Cape Town and Johannesburg, one wonders how high the oil price will have to go before refrigerated goods are once again carried in volume on the South African railways.

While the bulk of Australia’s electricity is still coal-based, the growing power of the green lobby will probably result in limiting carbon emissions. While the threat of this is currently in political remission, the same does not hold for New Zealand where an emissions trading scheme has already been legislated in 2012 and is currently being amended. New Zealand also has its own Climate Change Minister, Nick Smith, and between 70 and 80 percent of its electricity is generated from renewable sources. The current plan is to phase out the North Island’s coal-fired stations and overcome the transmission cable problems between the two islands by installing tidal generators in the Cook Strait. New Zealand’s energy strategy is as green as the countryside, and its tourist industry is actively marketing New Zealand, with a little licence, as being “100 % pure”. Such
ecological fundamentalism has however come up against the powerful dairy industry where agricultural gas emissions are due to join the emissions trading scheme in January 2015, and the mind boggles at just how such emissions will be measured. I thought this was all a joke until, driving across North Island, I was almost hypnotised by the sheer number of grazing herds. The cold storage industry, while not as big as the Australian one, is certainly more energy and emissions conscious, with refrigeration systems being chosen on the basis of emissions over the system life and energy efficiency rather than just on capital cost. In speaking to Chris Boyle of Arneg in Auckland, New Zealand is making a determined effort to reduce climate change. Although it only has a total population the size of greater Cape Town, New Zealand’s progress so far makes South Africa’s efforts undetectable in comparison.

RWTA Conference

Arriving in Melbourne, where I was told “all the women wear black”, I attended the annual Refrigerated Warehousing and Transport Association (RWTA) Conference. Here I was introduced to the Australian passion for “footie”. This is Australian Rules football and seems far more popular than Rugby Union. The first “footie” clubs predate those of the Premier football league in the UK. Don’t ask me to explain how the game is played, but the ground is oval shaped with four poles at either end and larger than a rugby pitch. Indeed the oval shape may trace its origins to being a winter substitute for cricket. I split my sides laughing at the jokes of Sam “Lamb Chop” Kekovich. Sam, a very retired footie star, described to delegates at the conference how he had singlehandedly persuaded Australians to once again eat a “leggie” (leg of lamb) for lunch on Sundays, so saving the sheep farmers from ruin. Make no mistake, the Australians are proud to eat locally grown produce and it is clearly marked in the shops. Melbourne is also the centre of the Australian Cold Storage Industry and, with less than half of South Africa’s population, has more than double the m3 of cold storage space. This is due to the higher level of affluence in Australia but also illustrates the potential for South Africa should our emerging middle-class continue to expand. Most Australian cold store companies are proudly second generation family-owned operations, and many of them are involved in transport as well as cold storage. The largest cold store visited, Oxford Cold Storage, has a pallet storage capacity, on one site, of in excess of 100,000 pallets. Maximum store height in Australia is approximately 12 metres and is governed by the height at which a 1200mm high pallet can be placed. In New Zealand, seismic requirements have reduced the maximum store height to between 9 and 10 metres, depending on local conditions and at least one cold store was damaged in the Christchurch quake. Standard racking systems include drive in and double deep for slower moving stock and either selective racking or double deep live racking for case picking. The Australian pallet is based on American ones left in Australia after World War 2. These were later hired out by the Australian Government in what was called “the Commonwealth Hire Equipment Pool”. Bought later by the Brambles Group, this arrangement was expanded globally and is now known as GKN Chep. The standard pallets are 1165mms square 2 way entry pallets with a cut out to allow the pallets to sit securely on the rack beams. Rack frame widths are therefore commonly around 838mms outside to outside. Health and safety is prominent in Australian cold stores. In one, the practice of moving 2 x 1200mm high pallets one on top of the other into a store with a reach truck was considered unsafe and only allowed after weeks of discussion. Case picking is generally not allowed from the second pallet level for health and safety reasons, and in one store there were lots of safety bollards in the airlock to prevent pedestrians from being hit by forklift trucks. On the other hand, cold store pickers are not required to wear hard hats, a basic requirement in European stores. Fatigue is considered to be almost as big a danger as alcohol or drug abuse and there are strict rules as to how long a truck driver may drive without a break. Should a cold store allow a truck to leave with a fatigued driver the management of the cold store is held criminally responsible in the event of an accident. For this reason, senior personnel are required to take courses in fatigue management.

Case picking

Case picking and order consolidation normally takes place inside the cold rooms with the larger stores moving towards pick by voice for greater productivity. In the cold stores visited, I saw none with electric under floor heater mats. All had either air fans using hot air from the engine room or piped glycol heated in the condensers. Cold store lighting is definitely moving to LEDs in order to save on electricity. While currently more expensive than high pressure sodium lights, the prices of LEDs out of China are reducing. Already their lower energy usage and longer life make them very attractive in Australia. Variable speed drives are now commonplace on compressors and are beginning to be installed on evaporator and condenser fans. High speed vertical cold store doors are popular, especially insulated ones and solid night doors are, in some instances, being dispensed with. However, if ice forms on these doors it can cause problems when they roll up and one cold store was working on a solution using infra red lights.

There has also been considerable debate around insulated panels and cold store fires. Cold stores understandably do not want in-store sprinklers. In one store, the fire authority had insisted on a fire hydrant in the cold room. The pipe supplying the hydrant then burst with predictable results. To improve understanding around insulated panels and cold store fires, several companies have got together and drafted a code of practice for the use of EPS insulated panels. As the code
addresses fire strategies and risks, this group could contribute greatly to the similar ongoing debate in South Africa. Detection systems are also popular, with Vesda being the market leaders. Although Victoria’s 13 year drought has now officially ended, water shortages have encouraged some stores to catch rain water in tanks which is then used, after treatment, in the condensers or to clean trucks and yards. Given South Africa’s precarious water situation this is another innovation that could be considered here.

**Historical connections**

Besides our historical connections, there are many reasons why South African and Australian cold stores should share knowledge. The cold storage industries in both countries are expanding. Rising energy costs are a common problem. The greater transport distances in Australia and the solutions adopted there may give South Africa an inkling of what may be needed here tomorrow. While Australian labour costs are undoubtedly higher, so is their productivity, driven by warehouse management systems, trained employees and good PPE. Specifically, I think there is scope for both industries to co-operate in energy benchmarking initiatives. For all these reasons, I would be delighted to see more South African contact with Australian cold stores and my list of Australian contacts is available for this purpose.

(This article was written by James Cunningham, our new member from Barpro South Africa who attended and exhibited at the 2010 RWTA Conference. It provides valuable comparisons of the South African, Australian and New Zealand cold chains, as well as some interesting observations on history and the Australian way of life from the perspective of a visitor).

**CARRIER TRANSICOLD’S VECTOR ALL-ELECTRIC TECHNOLOGY - ADVERTORIAL**

Carrier Transicold’s Vector All-Electric Technology Helps Clear the Air for New England Produce Centre.

The air around the second largest produce market in the United States, the New England Produce Centre in Chelsea, Massachusetts, is about to get cleaner thanks to the installation of 79 Carrier Transicold Vector® 5100 all-electric trailer refrigeration units, which will replace diesel-powered units that the market is currently using.

As announced recently at a press conference at the produce centre, the project is supported in part through a $1.9 million grant to the Chelsea Collaborative from the American Reinvestment and Recovery Act’s (ARRA) National Clean Diesel Funding Assistance Program. Vector 5100 units, one of which was showcased at the event, provide emissions-free, quiet operation for on-site food storage compared to the conventional diesel-powered units that the market is currently using.

For the New England Produce Centre, the use of Vector 5100 units is expected to remove more than 300 tonnes of air pollutants annually, helping to improve the air in this densely populated suburb already crisscrossed with diesel corridors due to trucking, shipping and airport traffic. Chelsea,
located along the Mystic River across from Boston, has been identified as the third most environmentally overburdened city in Massachusetts, with some of the state's highest reported incidences of respiratory ailments, cardiovascular disease, strokes and cancers related to diesel engine exhaust pollution.

The Vector 5100 units are also expected to help eliminate the annual consumption of more than 1.8 million litres of diesel fuel, helping to save the produce market approximately $625,000 a year because the cost of operating trailer refrigeration units using the electric power grid, with its relatively stable pricing, is much more economical than using diesel fuel.

Requiring only a 3-phase electrical power supply, the Vector 5100 unit was recently introduced by Carrier Transicold to provide an environmentally responsive and energy-efficient solution for food distribution operations that use refrigerated trailers or containers for on-site cold storage. The greatest benefit is the ability to power the units with the electrical grid, rather than using a diesel engine that is normally required for conventional mobile trailer refrigeration units. As an all-electric refrigeration system, the Vector 5100 has fewer moving parts compared to conventional diesel engine powered mechanical units, resulting in benefits such as quieter operation and reduced maintenance and associated operational downtime, all of which contribute to minimizing the cost to the produce centre for keeping the air cleaner for years to come.

"We applaud the Chelsea Collaborative and the New England Produce Centre for taking advantage of ARRA stimulus funds to retrofit the all-electric Vector 5100 system for stationary trailer refrigeration," said John Mandyck, Carrier’s vice president for Sustainability & Environmental Strategies. “This is a perfect example of public-private cooperation to help our customers improve the environment in which they operate.” Anticipated completion of the electrical infrastructure to accommodate the Vector 5100 units was completed in mid-September with installation and delivery of Vector 5100 units by Carrier Transicold being completed now.

The Vector 5100 comes complete with Carrier's ADVANCE microprocessor controller featuring an inbuilt data recorder and integrated diagnostics. The optional IntelliSet function allows for custom profiles to be set up for various produce types for simplified and error free operation and self-adjusting operation based on climatic and environmental conditions. The ADVANCE microprocessor is capable of remote monitoring and full remote system operation via a variety of third-party remote monitoring providers using GSM or satellite systems.

The Vector 5100 system offers high-reliability, low maintenance, next-generation efficiency savings, and an energy management system that adjusts to changes in your electrical supply for continuous operation and product protection in brown out situations.

For further information contact:

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DETERIORATION OF COLD STORE CEILINGS

CASE STUDY

HSE, in England, has recently completed a fatal accident investigation following the failure of the ceiling of a frozen food store.

Two men fell to the floor of the store when insulation panels separated from the steelwork, which supported the ceiling. One of the men died from his injuries. (1)

Deterioration of cold store ceiling

The store was constructed in the 1970s. The insulation panels consisted of a sandwich of steel sheets bonded to polyurethane foam. These were bolted to a metal support...
DETERIORATION OF COLD STORE CEILINGS (Cont’d)

frame, with engineering grade plastic bolts. The manufacturer of the panels and bolts is unknown. The design is believed to have been common and there are likely to be many of these stores still in use.

Following the accident, the investigation revealed that the bolts had consistently failed at the point where the thread entered the metal nut which secured them into the supporting frame. Tests have identified fatigue and corrosion (due to oxidation and exposure to chlorine) as the main reasons for the deterioration of the bolts.

Some of the bolts which had failed dropped down slightly but remained within the panels; others were flush but had also failed. Therefore, there were no obvious signs of failure.

Action required:

HSE reminds duty holders that:

- Ceilings and roofs should be presumed to be fragile until it is proved that they are not.
- Environmental conditions may cause deterioration of ceilings, roof claddings or their supports, making them incapable of taking a person’s weight.
- Panels should not be used as a working platform unless it has been confirmed by a competent person that both the panels and their supports have been specifically designated for that purpose and are suitable.
- Guidance on loading capacities should always be sought from the manufacturer/supplier if possible.
- Where frequent access is required then independently supported walkways should be installed, or boards used to spread loading for other prolonged work activities. Again, guidance from manufacturers, suppliers and designers should be followed.

HSE asks duty holders, with structures containing insulation panels that are suspended in a similar manner, to:

- Ensure that access to these panels is prevented until their condition is established.
- Carefully examine the fixing / support systems from underneath for signs of deterioration;
- If repairs are required, seek the advice of designers.

COMMENT BY GABOR HILTON, OXFORD COLD STORAGE

This happened in England but there have been many instances of this in Australia as well. To my knowledge luckily nobody has been killed in Australia from an accident of this nature.

The article misses the main remedy, however it is still very useful.

Until about 15 years ago it was standard practice to support ceiling sandwich panels with plastic mushroom bolts. The idea was to limit the cold transmission through the ceiling supports.

Over the years, the plastic became brittle and the mushroom heads broke away from the threaded plastic supporting rods. At Oxford, we have replaced all the plastic mushroom bolts with galvanised steel bolts. The new type of mushroom bolts uses a mushroom shaped cap over the steel locking nut.

All new rooms at Oxford Cold Storage have been built using steel bolts. In addition, since 1978, all the freezers I designed had roof panels falling away from the apex. With this design even if the supports break the ceiling panels are caught by the portal frame upright supports. The ceiling apex will drop but the panels won’t cave in.
Looking to provide operators and fleets throughout Australia, particularly those transporting freight through Western and Northern Australia, with their strongest, most durable refrigerated van yet, Maxi-CUBE has launched its Classic C-Series van, the first to incorporate a full length chassis.

The Maxi-CUBE C-Series has been a timely release as operators look to take advantage of growing opportunities and upgrade their fleets with durable, high specification equipment.

A number of these operators provide refrigerated transport services that travel right across Australia, and the full length chassis makes the C-Series model ideal for almost all types of road conditions.

The C-Series inherits all the class leading thermal efficiency, quality construction and long term durability that the Maxi-CUBE Classic product range is renowned for.

More importantly, there isn’t any loss of interior height as a result of the added chassis, ensuring there is maximum payload volume available.

The C-Series can also be specified with the provision for road train couplings, ideal in the use of road trains.

With only a slight increase in tare weight, the C-Series retains 99% of payload capacity and operators can specify the C-Series in a range of different models to suit their application including; Reefer, High Cube Reefer, Freezer, Chiller and Dry Freight.

Further information on the Maxi-CUBE C-Series is available at www.maxicube.com.au.

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Colby Raised Storage Areas are affordable solutions that can double the usable floor area in your warehouse or distribution centre (DC) using standard pallet racking components. This would, of course, be subject to the obtaining of the usual development, building and fire approvals.

The raised flooring solutions provide a cost effective way of utilising overhead space, whilst not interrupting ground floor operations.

Colby Raised Storage Areas are designed to meet your specific requirements, creating a safe and secure space for use as bulk storage and order picking areas.

A wide range of Colby Raised Storage Areas have been developed to cost effectively provide more usable space. Low cost, medium-duty floors can be designed using standard pallet racking components. In heavy duty applications, structural columns are combined with Colby beam sections, which provide the necessary floor span and load carrying capability.

A Colby Raised Storage Area creates valuable extra space for your warehouse or DC, while meeting all structural design standards.

Benefits:
- Utilises free overhead space saving the need for relocation
- Safe and secure operation meeting the highest standards in design
- Easily integrated with stairs, handrails, conveyors, pallet gates, and other lifting and loading devices.
- Seamless integration for shelving and racking systems
- Fire protection and OH&S equipment are easily mounted in
- Can be delivered in a range of different decking options
- Virtually unlimited options to utilise that valuable overhead space
- Easily reconfigured, using fewer components and reducing installation time

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**RWTA DIVISIONS**

“The RWTA Ltd has a Division in each state of Australia. These State Divisions are run by an elected Committee, appointed by the members at their respective AGM, and each Division nominates a representative to the National Board of Directors.

All Divisions conduct regular business meetings, including breakfasts and luncheons, with guest speakers on a wide variety of topics and site visits, where possible.

The meetings are designed to provide a suitable forum for information exchange, update on issues and activities at the national level and enable participants the opportunity to network, an integral part of today’s business environment.

In addition to business meetings, each Division conducts an annual golf day and a variety of mid-year and end-of-year social functions for members, their partners and guests. These sporting and social functions are strongly supported in all states”.

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**INFORMATION, PUBLICATIONS ETC.**

The RWTA publishes and distributes a variety of industry relevant protocols, guidelines etc. For information on any of these publications, please contact your State Division Secretariat. For information on all RWTA publications and industry guidelines, please visit our website at www.rwta.com.au.