



Building & Industrial Fasteners

141 Nicholson Street
PO Box 103 East Brunswick
Victoria Australia 3057

1 August, 2002

Ajax Fasteners -
A Division of Ajax Cooke Pty Ltd (in Victoria)
ABN 32 006 328 696

To Whom It May Concern:

Ajax Building & Industrial Fasteners is one of the largest manufacturers and distributors of metal fastening solutions in Australia. Ajax services the trade and retail hardware markets throughout Australia covering capital city, major regional and outerlying rural destinations, this is a market base which are either a minimal or nil stockholding market sector and, as such, time critical delivery service is of paramount importance.

Total Transport & Logistics have been Ajax's primary national freight provider for the past five years, the services provided by Total Transport & Logistics cover a wide spectrum of outbound logistics services including, depot to depot bulk haulage and depot to customer direct via break bulk. Throughout my time in dealing with Total Transport & Logistics I am consistently impressed with their attention to detail, adherence to agreed lead times, overall conscientiousness and above industry standard levels of customer service.

Additionally, as Ajax's market base and requirements have changed over recent years Total Transport & Logistics have displayed a level of flexibility and progressive thinking that I would consider to be "above and beyond the call of duty". On the rare occasions that there have been issues Total Transport & Logistics have not only been timely to recognise the problem, they have also been speedy to provide the appropriate solution.

In summary, I highly recommend Total Transport & Logistics to any organisation that is seeking an outbound logistics provider that is "big enough to cope and small enough to care". Should further clarification be required on any of the above points it would be my pleasure to do so - I can be contacted on any of the below listed numbers.

Sincerely,

Mark Addley
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