

Australian HARDBOARDS

22nd June 2001

To Whom It May Concern:

The purpose of this correspondence is to provide a documented reference pertaining to Total Transport & Logistics and their demonstrated freight service performance with Australian Hardboards Ltd.

Australian Hardboards is the sole producer of thin hardboard in Australia, producing annually in excess of 13,000,000 m² which is distributed throughout Australia and to overseas markets.

Australian Hardboards had been associated with Total Transport & Logistics for approximately three years through our previous transport supplier as a sub-contractor. During this time Total Transport & Logistics performed admirably.

It has been 6 months since Total Transport & Logistics were awarded the contract to be our sole freight supplier. During this time POD enquiries from customers to our call centre have ceased and customers are happy with the timeliness and the condition of their deliveries. Transit Lead Times have been improved due to Totals' commitment to use their freight network smarter. The most important thing that I have noticed as a Logistics Manager is that when you get one of those impossible requests from a customer, all options and costs are laid out for me to make a decision on the request. I'm never told, "That's impossible".

Total Transport & Logistics' management is totally committed to driving down our freight costs while still performing and meeting all of our stringent KPI's. Their company approach is one of flexibility, customer focus and cost effectiveness and to this end, their deeds support their approach.

In summary, I have no reservations in recommending Total Transport & Logistics to any company that wishes to improve their freight service and receive value for money in doing so. I would be happy to expand on any of the above points and can be contacted on the phone numbers listed below.

Sincerely,


Drew Elsley
Logistics & Customer Service Leader
Australian Hardboards Limited
Ph (07) 38171106
Mobile 0419 476 933

Australian Hardboards Limited • ABN 40 088 183 420
Head Office: Borunda Street Bundamba Queensland 4304 • Postal Address: PO Box 139 Ipswich Queensland 4305
Phone 07 3817 1111 • Fax 07 3816 1907 • Sales orders phone 1300 366 681 • Sales orders fax 1800 666 081