

CAPABILITY STATEMENT

Our Dedication is Your Success.

Our Mission



To **care** for our customers and colleagues;

To **grow** our successful business;

To **lead** in project management and product installation in our industry.

We are dedicated **towards** personal and business excellence.

Our Vision



Our purpose is to grow as a **premier** project management company with superior installation services:

to be recognised and respected as the **leader** in our industry;

to be admired for our expansion and the **competitive** edge that drives our returns to stakeholders;

to responsibly fulfill our obligations for **safe** practices and outstanding customer service; and

to give you an experience which will make Aus-Rack Installations your first choice for project management and installation services, wherever and whenever the need exists.

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CAPABILITY STATEMENT

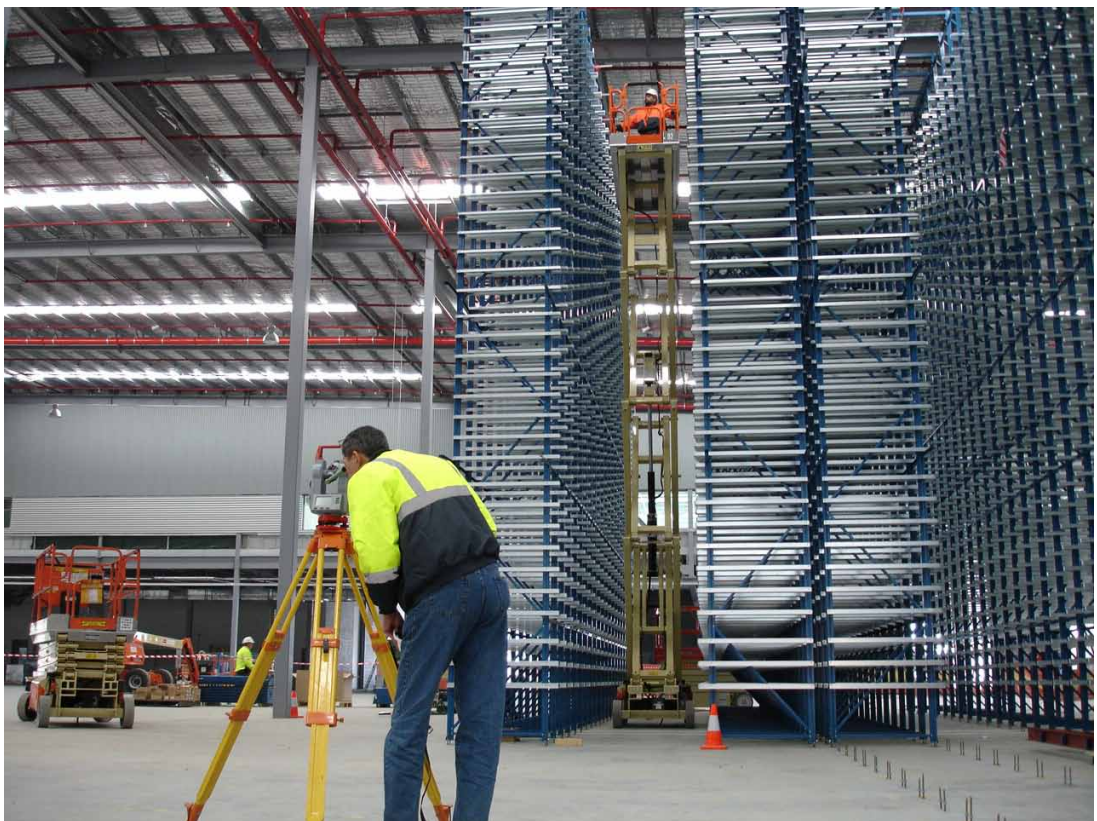
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Overview

The history of Aus-Rack Installations and its predecessors extends back over 20 years. We have been involved with many major installation projects around Australia, involving major national customer companies.

We have competently managed many large and small projects undertaken simultaneously, with overall staff numbers approximating 100.

We are dedicated from the first nut to the last bolt, in providing you with successful outcomes.



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Project Management Reliability

Aus-Rack Installations is an effective project management company, producing regular and reliable “before time” results on its projects.

The range of product installation projects that Aus-Rack Installations has undertaken is a credit to its capabilities. These include: Pallet Racking Systems, Cold Room Pallet Racking, Drive-In Rack Systems, Raised Storage Areas (Mezzanines), all types of Mobile Shelving, Library Shelving and many custom-made Storage Systems and Products. Labour services include installation, relocation and servicing of mobile and static shelving systems.

Aus-Rack Installations supports only those industry manufacturers who supply quality products.

Aus-Rack Installations has been entrusted to perform some of the largest rack construction projects in the country. With an experienced work force and range of custom-built and certified lifting and materials handling equipment (as depicted below), Aus-Rack Installations’ capabilities are only ever limited by your imagination.



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Employment

Your liability is protected by our promised Award employment conditions. We promote approved staff classification levels, to afford real career paths. We are union compliant and all staff entitlements, such as superannuation, leave, long service leave, etc. are up-to-date and are paid when due.

We provide dedicated HR and project administration support to facilitate consistent growth in employee effectiveness and advancement through-the-ranks if so desired.

We maintain a core group of permanent installation staff based in Sydney and Brisbane, with some 150 years of combined installation experience/knowledge.

All staff are required to hold appropriate State Induction Certificates prior to site entry. Our staff at 2IC level and above maintain appropriate driving and mobile plant licences and all Leading Hands maintain first-aid qualifications. Additionally, many of our Leading Hands have Cert IV Frontline Management qualifications.



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Training

To ensure delivery of trained staff to your site, our dedicated Training Development Officer provides staff training which is unequalled in our industry. We have a structured product-oriented 3-tier training program for all installation staff, which includes regular new product training.

Our Key Performance Indicators (KPIs) ensure measured accountability at all staffing levels. Regular staff appraisal processes assist ongoing staff development.

Depicted below is an example of our Training Register Interface.

The screenshot displays the 'Training Register' interface. At the top, there is a search bar for 'Find Employee Record' and an 'Add Employee' button. Below this, the 'Employee Details' section includes a text input for the employee name, a dropdown for '319', and a checked checkbox for 'Employment Status Current'. The interface is divided into several tabs: 'General Details', 'External Training', 'Internal Training', 'ITM-03 Product Knowledge', and 'Site Safety Audit's'. The 'General Details' tab is active, showing fields for 'First Name', 'Last Name', 'LBO ID' (with a dropdown for 'JHS' and a checked 'LBO User' checkbox), 'Based In' (dropdown for 'Sydney'), 'Business Area' (dropdown for 'Administration'), 'Position' (dropdown for 'Leading Hand L1'), 'Phone', and 'Notes'. A section titled 'Authorised to:' contains three checked checkboxes: 'Conduct Safety Audit', 'Present training', and 'Approve SWMS'. To the right, the 'Training Summary' section (highlighted in green) includes a 'Print Training & Qualifications' button and a list of training items: 'ITM-01 New Units or Original Units' (checked), 'ITM-02 Incident Awareness and Prevention' (checked), and 'ITM-03 Product Knowledge' (with a score field). Below this, the 'Safety Performance' section (highlighted in yellow) features a 'Compare Performance' button, 'Number of audits: 0', 'Average score: #Num', and 'Total score: 0'. A note at the bottom states: 'Note: Lower score indicates better safety performance'.

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Safety Guaranteed

Safety in practice, safety in product and safety in plant means safety for people; yours and ours.

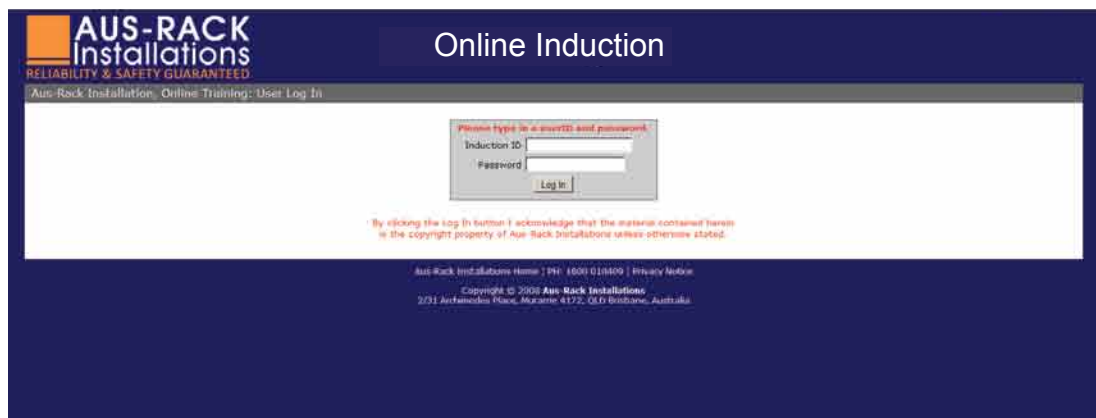
Our fully accredited WH&S Coordinator ensures all aspects of WH&S requirements are observed. All installers undergo regular WH&S training to ensure they, their workmates and the customer are at minimal risk at all times. The well used term "Safety First" really means Safety First at Aus-Rack Installations.

Our home-grown online WH&S general induction program has been endorsed by major customers who recognise our quality method of enhancing on-site safety for all. All staff are registered online inductees.

Depicted right is an example of our online induction certificate.



Depicted below is our live online induction home page.



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Training and Hazard Register

Complementing our general safety induction, we ensure consistent development of task-specific and/or project-specific Safe Work Method Statements and Material Safety Data Sheets. These are used, as applicable, to train and brief all project staff engaged in particular installation processes.

The screenshot displays the AUS-RACK software interface, which is divided into several functional areas:

- Training & Hazard Register:** Located at the top left, it features a navigation menu with options: PRINT: Work Method Statments, Training Register, Hazard Register, and Safety Audit Register.
- Print SWMS:** A panel on the top right for entering job details for a SWMS header. Fields include Principal Contractor (ABC), Client (BIG TRUCKS), Job Name (SELECTIVE RACK INSTALLATION), Job Number (19876), Contractors Supervisor, WMS Approved / Signed By (Mick Blackwell), and Select State (NSW).
- Safety Inspection / Audit record:** A central panel for recording inspections. It includes fields for Audit ID (4), Job Number (144604-3), Inspection Date (10/08/2007), and Inspection Time (7:30 AM). It also lists audit notes such as "1 Trojan casual not colby inducted" and "Electrical Leads Piggybacked, Generator on site but no fuel."
- Tasks / Work Methods:** A panel on the bottom right for defining tasks. It shows a task named "Loading / Unloading Trucks" with associated process steps, hazard assessments, and required licenses (e.g., Forklift, Scissorlift).
- Hazard & Control Details:** A panel on the bottom left for managing hazards. It includes a description of the hazard ("Potential to come in contact with truck"), risk assessment (Initial Raw Risk of 1.5, Residual Risk of 1), and control measures.

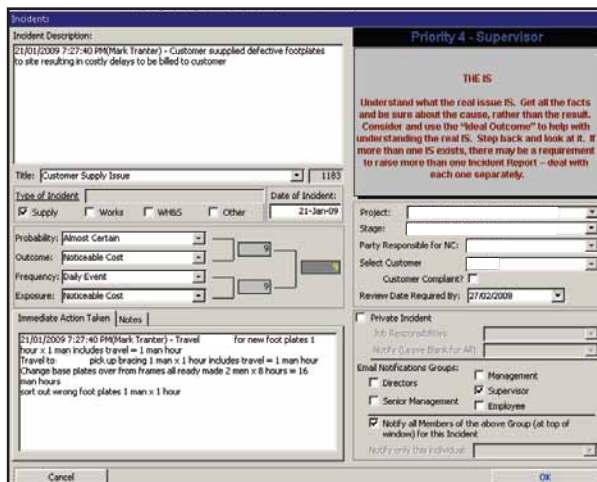
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Incident Reporting

Your business activities can be protected through our efficient incident reporting system from which flows appropriate recurrence prevention action.

Depicted below are examples of our Incident Reporting Interface. Customer Supply Issues are reported directly to customers, to assist with preventing costly incident recurrence.



Incidents

Incident Description: [21/01/2009 7:27:40 PM] (Mark Tranter) - Customer supplied defective footplates to site resulting in costly delays to be billed to customer

Priority 4 - Supervisor

THE IS
Understand what the real issue IS. Get all the facts and be sure about the cause, rather than the result. Consider and use the "Ideal Outcome" to help with understanding the real IS. Step back and look at it. If more than one IS exists, there may be a requirement to raise more than one Incident Report - deal with each one separately.

Title: Customer Supply Issue | 1183

Type of Incident: Supply Works WH&S Other

Date of Incident: 21-Jan-09

Probability: Almost Certain

Outcome: Noticeable Cost

Frequency: Daily Event

Exposure: Noticeable Cost

Immediate Action Taken: [Notes] | Notes

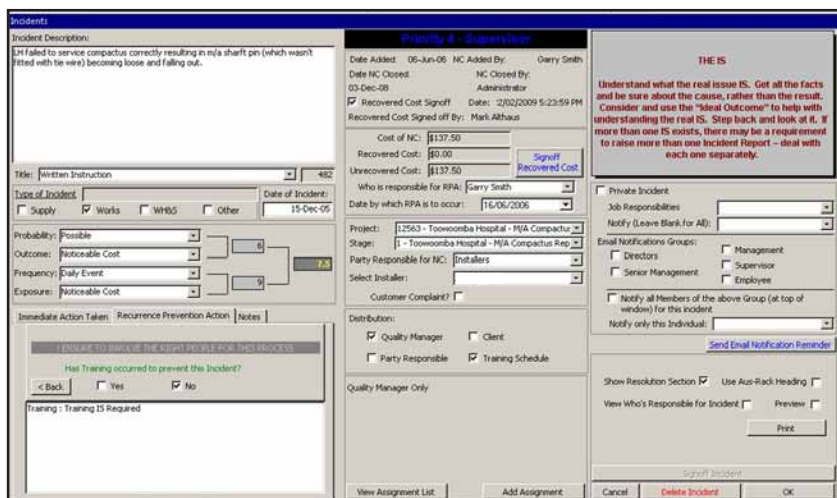
[21/01/2009 7:27:40 PM] (Mark Tranter) - Travel for new foot plates 1 hour x 1 man includes travel = 1 man hour
Travel to pick up bracing 1 man x 1 hour includes travel = 1 man hour
Change base plates over from frames all ready made 2 men x 8 hours = 16 man hours
sort out wiring foot plates 1 man x 1 hour

Project: []
Stage: []
Party Responsible for NC: []
Select Customer: []
Customer Complaint? []
Review Date Required By: 27/02/2009

Private Incident
Job Responsibilities: []
Notify (Leave Blank for All): []

Email Notifications Groups:
 Directors Supervisor
 Senior Management Employee
 Notify all Members of the above Group (at top of window) for this Incident.
Notify only this individual: []

Cancel OK



Incidents

Incident Description: LH failed to service compactus correctly resulting in m/s shaft pin (which wasn't fitted with tie wire) becoming loose and falling out.

Priority 4 - Supervisor

THE IS
Understand what the real issue IS. Get all the facts and be sure about the cause, rather than the result. Consider and use the "Ideal Outcome" to help with understanding the real IS. Step back and look at it. If more than one IS exists, there may be a requirement to raise more than one Incident Report - deal with each one separately.

Title: Written Instruction | 482

Type of Incident: Supply Works WH&S Other

Date of Incident: 15-Dec-05

Probability: Possible

Outcome: Noticeable Cost

Frequency: Daily Event

Exposure: Noticeable Cost

Immediate Action Taken: Recurrence Prevention Action | Notes

Has Training occurred to prevent this Incident?
Yes No

Training: Training IS Required

Date Added: 06-Jun-06 NC Added By: Garry Smith
Date NC Opened: 03-Dec-06 NC Closed By: Administrator
 Recovered Cost Signoff Date: 27/02/2009 5:23:59 PM
Recovered Cost Signed off By: Mark Althaus

Cost of NC: \$137.50
Recovered Cost: \$0.00
Unrecovered Cost: \$137.50
Who is responsible for RPA: Garry Smith
Date by which RPA is to occur: 16/02/2006

Project: [2563 - Toowoomba Hospital - MJA Compactus Rep]
Stage: [1 - Toowoomba Hospital - MJA Compactus Rep]
Party Responsible for NC: Installers
Select Installer: []
Customer Complaint? []

Distribution:
 Quality Manager Client
 Party Responsible Training Schedule

Quality Manager Only

Show Resolution Section Use Aus-Rack Heading
View Who's Responsible for Incident Preview
Print

Signoff Incident

New Assignment List Add Assignment Cancel Delete Incident OK

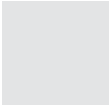


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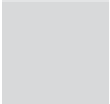
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Insurance



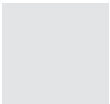
To protect you, the public, product, employees, property and ourselves, Aus-Rack Installations maintains a broad range of insurance cover:



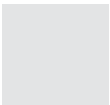
Public Liability	- \$20,000,000
Product Liability	- \$20,000,000
Contract Works	- \$500,000
WorkCover	- Queensland
	- New South Wales
	- Interstate cross-border coverage



Licensing and Standards



Aus-Rack Installations maintains Queensland Building Services Authority Licence #1174367 in the category of Non-Structural Metal Fabrication and Installation.



All installation works are Australian Standards compliant. Our Quality Management system is compliant with AS/NZS 9001. All installations are completed within the finished tolerances prescribed by Tables 3 & 4 of Section 7 of AS4084-1993 "Steel Storage Racking".




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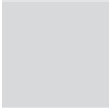

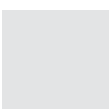


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Services



We offer you our expertise in Installation, Repair, Relocation, Reconfiguration and Servicing of:

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- 
- 
- 
- 
- Pallet Racking
 - Cantilever Racking
 - Pallet Racking Protection and Bollards
 - Pallet Racking Pick Modules
 - Satellite Pallet Racking
 - Push Back Pallet Racking
 - Steel Shelving and Small Parts Binning
 - Warehouse Safety Fences
 - Long Span Shelving
 - Rack-Style Mezzanine Raised Storage Areas
 - Gravity Wheel and Roller Conveyor Systems
 - Powered Line-shaft & Belt Conveyor Systems
 - Pallet Roller and Chain Conveyor Systems
 - Work Benches and Packing Stations
 - Cool Room Storage Systems of All Sizes
 - Carton Live and Pallet Live Storage
 - Mobile Shelving of all types, Self Based, Hand Operated, Mechanically Assisted & Electronically Operated
 - Office Filing Cabinets, Plan Cabinets and Document Storage
 - Library Shelving Systems
 - Lockers and Clothing Storage
 - Load and Safety Signage
 - Pallet Racking Inspections and Auditing
 - Custom Made Storage Systems and Products



Contact Details

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