



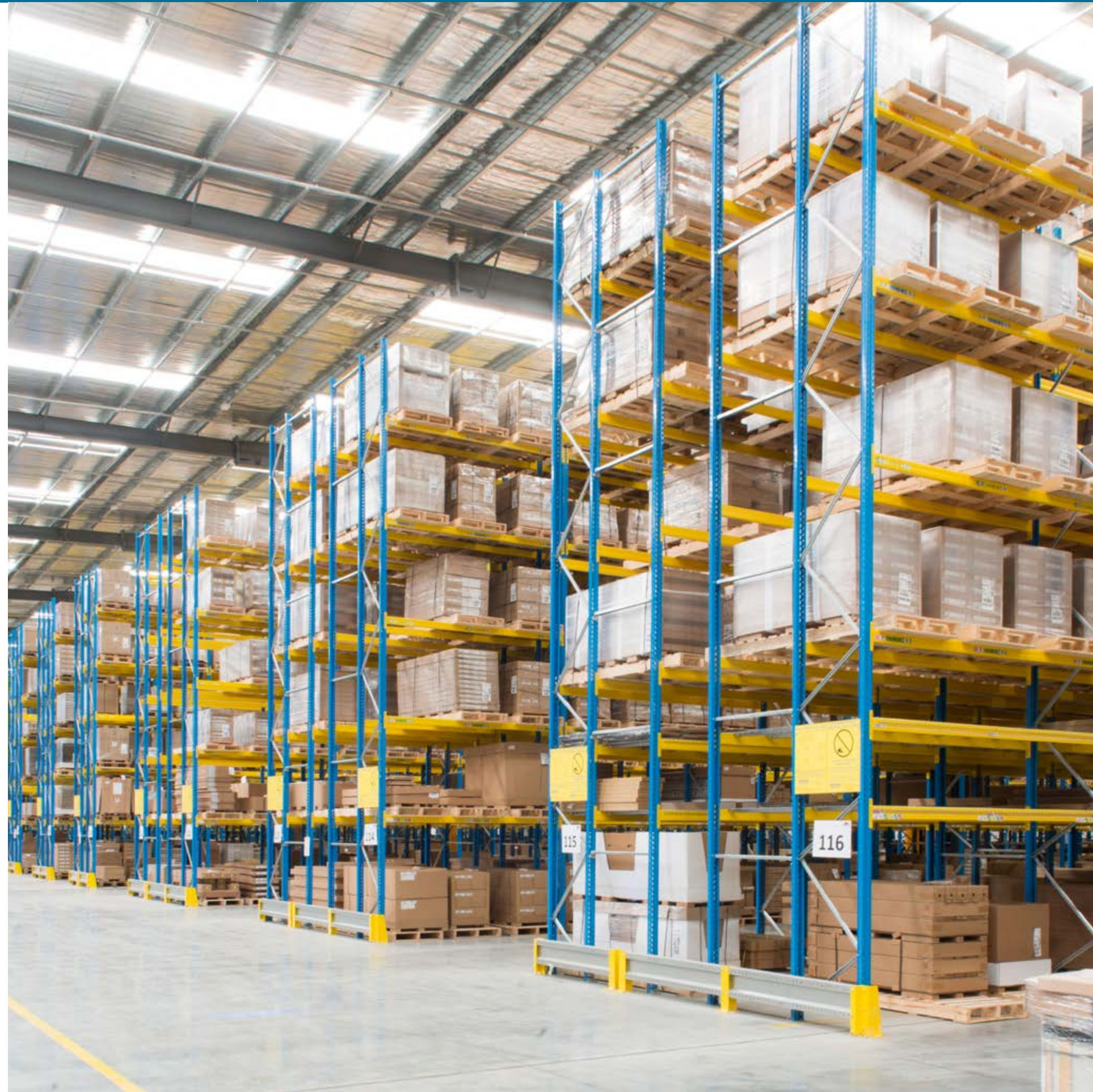
## CAPABILITY STATEMENT





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## Executive Summary

In the words of the director “If your happy, then I’m happy”

A business’s true performance comes from the values and integrity held by the owners and directors of the company. In this case there is only one.

Darryn Rigg has been in the storage industry for over 20 years, he is a highly motivated business operator with a friendly disposition and a deep compassion for his staff and customers. This produces a very tight, confident and professional team with good work ethics and real personalities, ensuring we maintain a customer driven mindset and focus, within the team and across the organisation.

Rackman Australia openly invites you to try our products and services and hopes to gain you as a lifelong client and ultimately provide you with a pleasurable business experience.

“No one business or person is perfect, and no one can say they don’t make mistakes, but at Rackman we learn and observe, we minimise our errors and strive to always become better. We have an open relationship with our clients based on good business ethics and integrity that creates a ‘win-win’ for all parties involved. It has to work like this or we shouldn’t be working together.....”



Darryn Rigg  
DIRECTOR





## Welcome to Rackman Australia

*'We appreciate your interest in our company, our people and the products and services we offer.'*

### Who we are

A national specialist supplier and importer of a variety of industrial and commercial storage systems.

### What we do

Consult, design, supply, install, inspect, relocate and service of quality storage systems

### Our past

Founded in 1996 and built off the back of large industrial labour projects, we know our job from the ground up and combine over 60 years of industry knowledge across all our dedicated staff, and range of services.

### Our staff

A dedicated group of racking experts in sales, project and business management, labour and accounting with a strong customer focus and desire to complete great results for our valued clients.

### Associations

We are teamed with some of the biggest industry leaders to ensure the highest standard, range and cost-effective products to our clients



## Company Overview

Rackman Australia is proudly Australian owned and operated with a network of strong local and overseas suppliers, we offer a total coverage of customer needs within the storage industry. We specialize in the supply of new and 2nd hand storage products, plus installation, relocation and trade in of all these storage products.

We have over 30 fulltime staff plus qualified contractors operating from our 3 sites in WA and SA of over 15000m2 including management, sales, manufacturing, OHS regulation, importing, fabrication, consulting, designing, HR, administration, accounts, warehousing, inspectors and labour roles.

We are continually designing and implementing new products into our range to suit customer demands.

### Our Mission Statement

To supply high quality products and services to our valued clients with integrity, cost effectiveness and deliver on time completion, every time, providing total satisfaction and a great buying experience.

### Our Vision

To be a leader in our industry, to build a network of valued clients around Australia that use us as their trusted partner and preferred supplier for all their storage requirements.

### Our Values

We are.....Genuine, Customer Driven, Loyal and Cost Effective.

*"At Rackman Australia it's simple... We Love Racking"*



## Contact Details



### Rackman West Australia\* Head Office, Sales and Showroom

**Address** 61-65 Furnace Rd, Welshpool,  
WA, 6106  
**Phone** 1300 722 626  
**Web** [www.rackmanaustralia.com.au](http://www.rackmanaustralia.com.au)

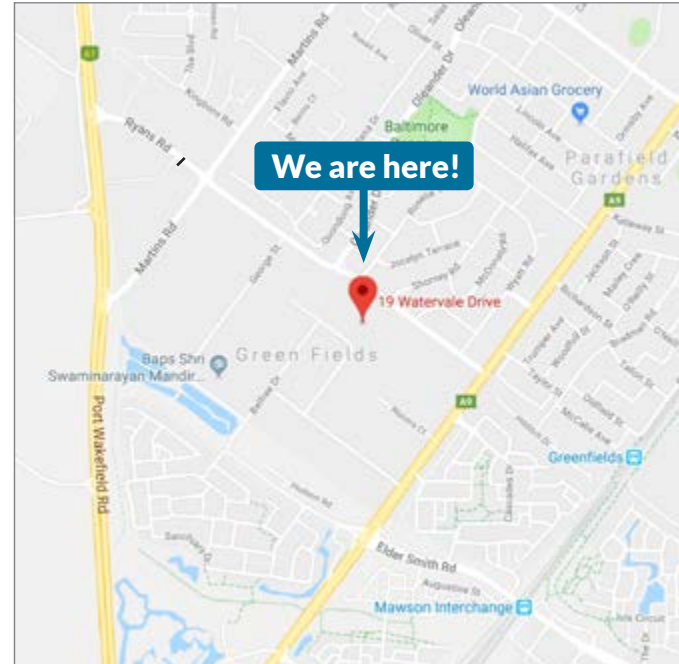
\*And all other states/territories except SA

### Emails

**General** [info@rackmanaustralia.com.au](mailto:info@rackmanaustralia.com.au)  
**Sales** [sales@rackmanaustralia.com.au](mailto:sales@rackmanaustralia.com.au)  
**Design** [design@rackmanaustralia.com.au](mailto:design@rackmanaustralia.com.au)  
**Account** [accounts@rackmanaustralia.com.au](mailto:accounts@rackmanaustralia.com.au)  
**Safety** [training@rackmanaustralia.com.au](mailto:training@rackmanaustralia.com.au)  
**Project Manager** [bryce@rackmanaustralia.com.au](mailto:bryce@rackmanaustralia.com.au)  
**Director** [darryn@rackmanaustralia.com.au](mailto:darryn@rackmanaustralia.com.au)

### Offsite Storage, Manufacture and Processing Yard

**Address** 4 Carney Rd, Welshpool, WA 6106  
\*Entry by Appointment Only



### Rackman South Australia Sales Office and Showroom

**Address** 19 Watervale Drive, Green  
Fields, SA 5107  
**Phone** (08) 81202499  
**Email** [sa@rackmanaustralia.com.au](mailto:sa@rackmanaustralia.com.au)



*“Outdoor Storage  
Systems are fully  
designed and  
engineered for external  
wind load and seismic  
conditions across all  
locations in Australia”*





*The racking looks great. The two lads that installed the racking were excellent. They had a great attitude for safety and were very easy to deal with.*

*Justin Nichols*

*Operation and Maintenance Supervisor,  
Alinta Energy – Wagerup Power Station*



## Consult and Design

Always improving and always listening, our qualified staff are trained to gather accurate data for the design and consult process. We pride ourselves on our ability to understand your products and requirements from the site visit to the inhouse implementing and development of your design.

Our in-house designers are experienced in AutoCAD and are able to produce 2D and 3D drawings to your requirements to clearly show the solution being quoted.

All new STOW storage systems are run through a high-tech design calculator which enables slight modifications and enhancements, approving designs and providing accurate estimation of all products required for the best financial outcome for the client. This quick and accurate system enables Rackman to design and quote on a 5000m2 warehouse in a matter of hours, not weeks as commonly seen from competitors in the industry.

All Rackman Australia's products comply to International Codes of Practise and all relevant Australian Codes and Standards as recommended but not limited to by the following bodies;

- FEM 10.2.02 – FEM code for design of static pallet racking and shelving (European Racking Design Code)
- AS4084-1993 and 2012 – Australian Standard for steel storage racking
- FEM 10.2.09 – FEM code for Design of Cantilever Racking
- AS4100 1998 – Hot Rolled Steel Structures
- AS4600 2005 – Cold-Form Steel Structures
- FEM 10.2.07 The design of drive-in and drive through storage racking code
- AS 2143-1978 Industrial and Commercial Steel Shelving
- AS/NZS 1170.0:2002 Structural design actions - General principles
- AS/NZS 1170.1:2002 Structural design actions - Permanent, imposed and other actions
- AS 1657-1992 Fixed platforms, walkways, stairways and ladders – Design, construction and installation.

**“Rackman Australia was very thorough and patient with the design process that took over 6 months to finalise. The constructions drawings were to the highest detail and small changes have never been a problem...”**

**Andrew Curtis**  
Victorian Continuous Improvement Manager/  
Projects – Capral Pty Ltd



## Our Products

Rackman Australia's Australian wide network allows us to source, trade and sell a large range of 2nd hand products across a variety of brands, including Dexion, Colby, APC, Dexion copy, Global, SSI, Brownbuilt, Acerack and many more. Add this to our connection with the world industry leaders STOW incorporating new selective, double deep and drive-in racking systems as well as shuttle and automatic systems, makes Rackman Australia a serious competitor in the market on price and service across our range of products.

Rackman Australia is also a seller of the CROWS system – Container Roll Out Warehouse System, Tyrespan, Firespan and several other specialist products which is always growing and being designed to assist our valued clients.

### Products supplied, but not limited to are;

- Selective or Standard Pallet Racking
- Double Deep Racking
- Drive-in Racking
- Shuttle Systems
- Cantilever Systems – Light, Medium and Heavy Duty
- Car Cantilever Systems
- Raised Storage Areas – Mezzanine Floors
- Longspan Shelving – timber, mesh and gal insert options
- Steel Shelving – RUT
- A-Frame and Vertical Racking
- CROWS system
- Tyrespan
- Mesh Decks
- Firespan
- Plastic Bins and Parts Trays
- Cable Racking
- Racking Protection Products
- Accessories and spare parts
- Stillage and Wire Cages
- Workbenches
- Steel Cabinets
- Rivet and Cool room Shelving
- Gondola Retail Shelving
- Mobile Shelving Systems
- Concrete Footings
- Core Drilling and bolt capping
- Office Furniture Fitouts
- Custom Fabrication





## Installation and Project Management

Rackman Australia employs a team of project managers and in house trained leading hands and installers to ensure the successful implementation of all projects. Our project management and installation teams are qualified industry specialists with specialised skills, training and tools required to deliver projects on time and on budget.

### Key Responsibilities Include;

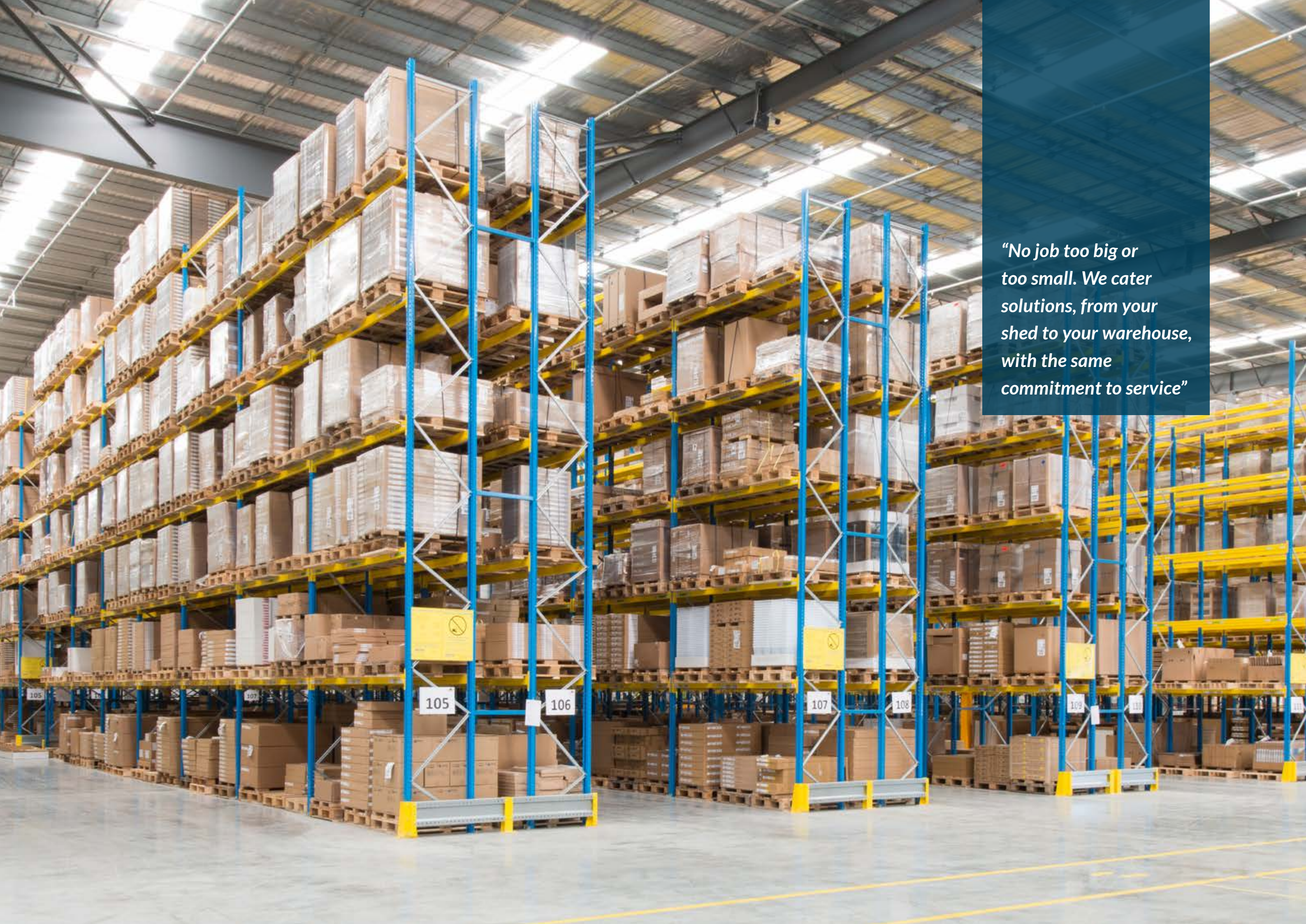
- To provide a direct line of contact between our clients and our site manager at each individual site.
- To manage and monitor all technical and commercial aspects of the project from the date of order until completion.
- To organise and manage project time lines and tasks and to offer advice on all matters relating to the implementation schedule.
- To manage WHS procedures and safe work practices across the projects, recognising and resolving potential threats to ensure successful completion.

### Site Management;

- Onsite communication and supervision are the key to a successful project.
- Rackman Australia's onsite managers are tasked with managing WHS issues daily and work in accordance with an Integrated Management System for employees and contractors covering all aspects of the operation.
- Regular reporting and site updates create a working communication network between Rackman Australia's project management team and the clients project team.
- The site manager will also liaise directly with installation crews and other trades people that may share the workplace, including builders and developers, to ensure safe and efficient outcomes for all parties involved.







*“No job too big or too small. We cater solutions, from your shed to your warehouse, with the same commitment to service”*

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## Management Systems

Rackman Australia boasts one of the most comprehensive Integrated Management Systems (IMS) in our industry which took over 2000-man hours to create. The IMS is always improving and developing new ways to assist our business to grow, adapt and conform to industry requirements.

The system incorporates all aspects of our business including Management, Staff Development, OHS requirements inhouse and onsite, HR and quality requirements.

This combined with the power of NetSuite for our sales, stock and accounting requirements and Employsure as the contract company responsible for underwriting of employee contracts, conditions and workplace safety enables Rackman Australia to not only conform to industry requirements, but also to act quickly and professionally for customers across a range of industrial and commercial markets.

The majority of Rackman Australia's workforce is in-house, but if contractors are used, they must undergo an accreditation process where they are evaluated and made to adhere to Rackman Australia's comprehensive system.

The real key lies in our ability to have the right people in the right place when required to enable a job to get done safely and efficiently for all parties involved.

## Safety Systems

Rackman Australia's Quality Health Safety Environment System Management Plan (QHSESMP) includes OHS forms, procedures and policies for onsite installations and manufacturing including, but are not limited to;

- Safe Method Work Statements (SWMS)
- Job Safety Analysis (JSA)
- Safe Operating Procedures (SOPS)
- Checklists and Site Safety Forms
- Toolbox Forms
- Induction and Training Assessments
- Policies and Procedures
- Guideline and Auditing Procedures

## Environmental Management

Rackman Australia is committed to honouring its environmental obligations. This commitment includes the management of waste materials that are created during the manufacturing, packing and installation process.

The project manager ensures the correct disposal of materials through the following strategies;

- Avoidance**      Reduce the generation of waste
- Separation**     Materials for use or reprocessing
- Treatment**     Reduce the volume and toxicity of remaining waste
- Minimisation**   Recycling, source separation and efficient collection of waste





## Insurance

All relevant insurances shall be undertaken by Rackman Australia and be made available upon request.

Insurance held by Rackman Australia, include but are not limited to;

Public Liability Insurance \$20 Million  
 Public Indemnity Insurance \$1 Million  
 Workers Compensation Insurance in each relevant state and territory  
 Transit Insurance covering Australian and Sea Transportation.

## Warranty

All Rackman Australia's new racking products are subject to a 'lifetime' warranty against defective materials or workmanship. This guarantee does not cover damage caused by wilful damage or negligent use of the equipment.

All operators should be familiar with the design, safe operation and load rating of the said equipment.

## Freight

Rackman Australia has several national freight suppliers allowing us to supply the best possible freight solutions for our national clients. Freight out of WA and SA is the most cost-effective freight in Australia, with cost being as low as 30% of freight traveling from East to West.

We are regularly able to supply to capital cities in Australia at rates that make our product more cost effective from either of our SA or WA warehouses.

Local deliveries are completed mainly with our own fleet of trucks and plant trailers, assisting us to be on time and not relying on other contractors for deliveries and transport safety.

## Our Staff - Investing in our future

Rackman is a people focused organisation.

We focus on our clients' needs by developing our people to deliver the solutions they require.

To this end, in 2018 we started a program that provided young people with an opportunity to gain full time employment, whom without experience, would find it difficult to get a job, to even get a start.

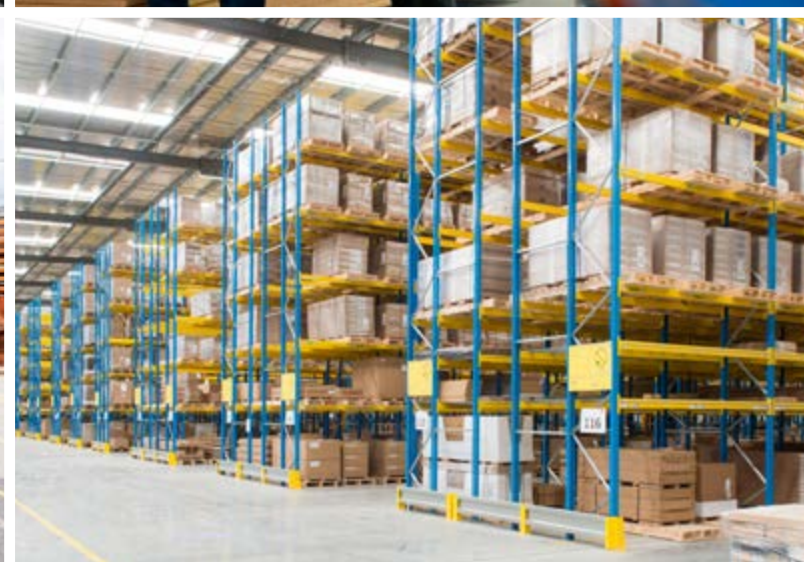
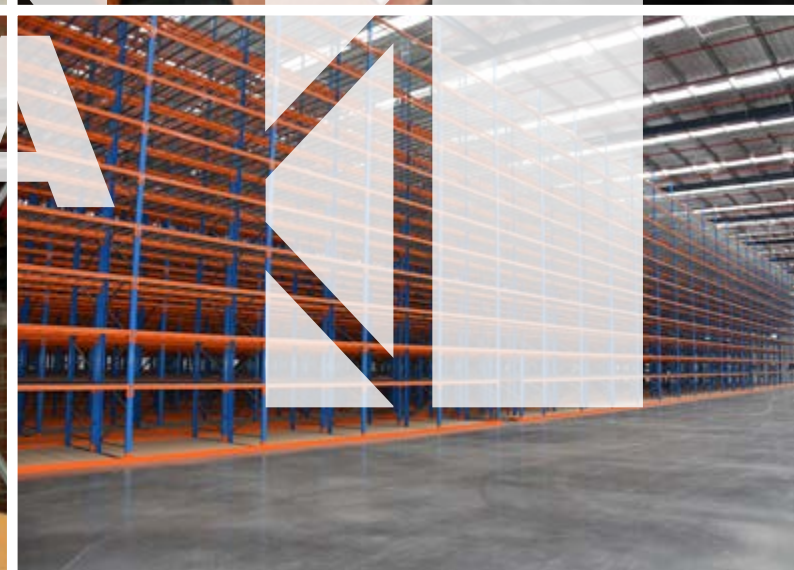
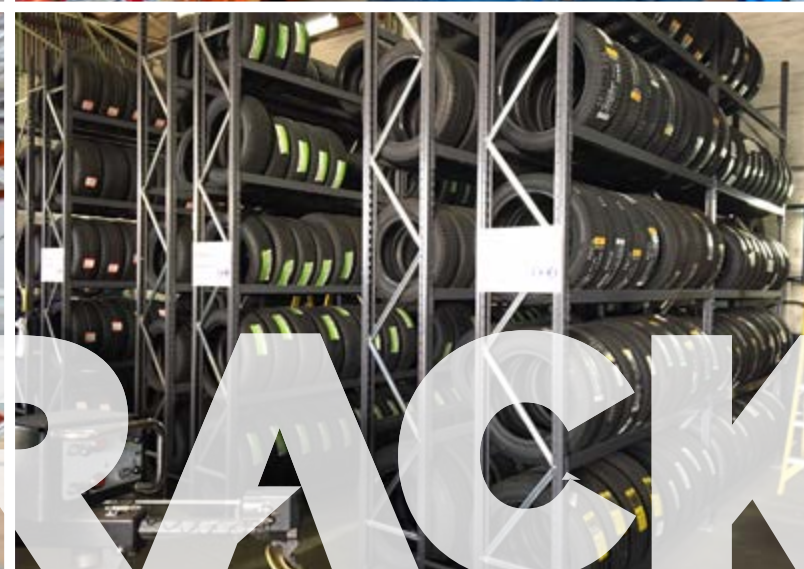
Exposing them to a "team before self" ethos and learning new trade skills, sees them developing confidence that will set them up for long term roles here at Rackman and for their future, wherever it may lead them. We provide a program of feedback from their mentors that helps keep them on track and developing which is unique, as not all workplaces take the time to do this.

Loyalty is a two way street and we are building that from the day every employee starts, this undertaking sits at the core of Rackman, of who we are and how we do things.

*"Loyalty is a two way street and we are building that from the day every employee starts, this undertaking sits at the core of Rackman, of who we are and how we do things."*











Head Office | 61-65 Furnace Rd, Welshpool, WA, 6106  
ph | 1300 722 626 e | [info@rackmanaustralia.com.au](mailto:info@rackmanaustralia.com.au)

[WWW.RACKMANAUSTRALIA.COM.AU](http://WWW.RACKMANAUSTRALIA.COM.AU)