

RACKMAN

A U S T R A L I A

CAPABILITY DOCUMENT 2024

WE LOVE RACKING

www.rackmanaustralia.com.au

LET'S GET YOUR STORAGE SORTED.



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EXECUTIVE SUMMARY

In the words of the director, “If you are happy, then I’m happy”. A business’ true performance comes from the values and integrity held by the owners and directors of the company – in this case, there is only one.

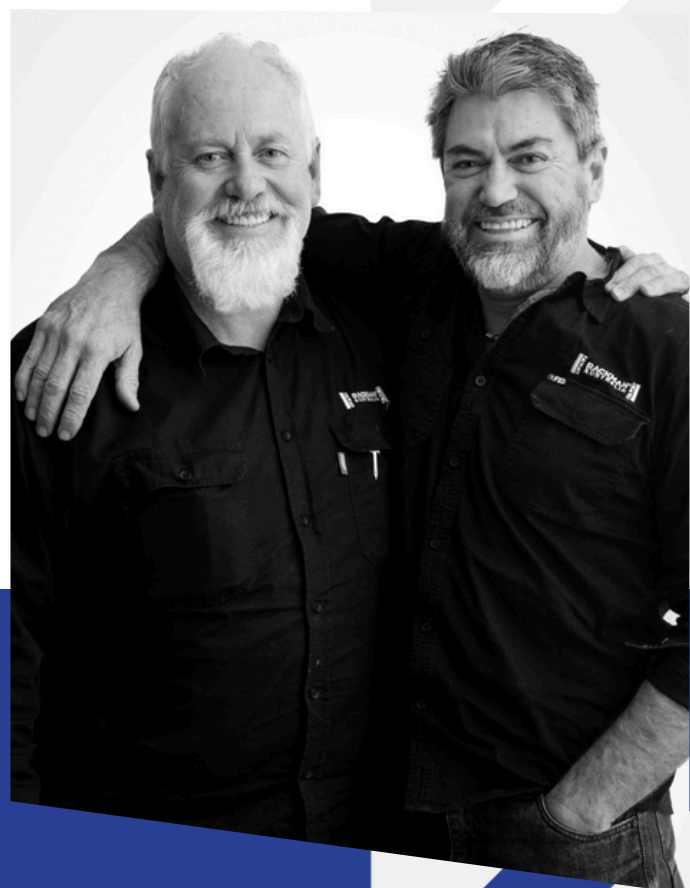
Darryn Rigg has been in the storage industry for over 27 years, being a highly motivated business operator with a friendly disposition and a deep compassion for his staff and customers. This results in a very tight, confident, and professional team that encourages good work ethics and genuine personalities, ensuring we maintain a customer-driven mindset and focus within the team and across the organisation. Rackman Australia openly invites you to try our wide range of products and services and hopes to gain you as a lifelong client by ultimately providing you with a great buying experience.

“No one business or person is perfect, and no one can say they don’t make mistakes, but at Rackman Australia 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 (AKA Rigga)
Director



ABOUT US

WHO WE ARE

Industrial storage system solutions experts helping businesses improve their internal storage efficiencies Australia-wide.

WHAT WE DO

Design, install, audit and supply industrial storage systems to businesses using the latest design technologies to maximise budget and space.

OUR PAST

Founded in 1996 and built on the back of large industrial labour projects, we know our job like the back of our hands and combine over 200 years of industry knowledge across all our dedicated staff and range of services.

OUR STAFF

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

ASSOCIATIONS

We are partners with some of the biggest industry leaders around the world to ensure the highest standards, the largest range and the most cost-effective products are available to our clients.

Overseas suppliers, offering total coverage of our customer's needs within the storage industry. We specialise in the supply of storage products, including installation, relocation, and trade-ins. Having over 40 full-time staff plus qualified contractors operating from our three sites in Western Australia and South Australia, our operation areas cover over 15000m² include management, sales, manufacturing, occupational health and safety (OHS) regulation, importing, fabrication, consulting, designing, human resources, administration, accounts, warehousing, inspectors and labour roles.

Rackman Australia also has labour teams in Melbourne and Brisbane to complement our national approach to looking after our highly valued corporate customers. We are continually designing and introducing new products into our range to suit customer demands and meet any specific needs our clients may have.

**WE LOVE RACKING
A PASSION
FOR GETTING
THINGS SORTED.**



OUR WHY...



OUR MISSION STATEMENT

To supply high-quality industrial storage systems to our valued clients in order to help them improve their internal processes and efficiency.



WHY CHOOSE US?

- 100% guaranteed project timely completion as per quoted scope
- 3X Faster scoping, design plans and storage system designs
- Exclusive product ranges of racking products.



OUR VALUES

- Deal in fairness & integrity
- Everyone can be a leader
- Respect one another



“

“Outdoor Storage Systems are completely designed and engineered to accommodate for external wind load and seismic conditions across all locations in Australia.”

”

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- @reallygreatsite

CONSULT AND DESIGN

Always improving and always listening, our qualified staff are trained to gather accurate data for the design and consultation process. We pride ourselves on our ability to understand your products and requirements from the initial site visit to your design's in-house development and implementation.

Our in-house designers are experienced in AutoCAD and can produce 2D and 3D drawings to your requirements to clearly show the solution being quoted. Our Storage Systems are run through a high-tech design calculator which enables slight modifications and enhancements, approving designs and providing an accurate estimation of all products required for the best financial outcome for the client. This quick and accurate system enables Rackman Australia to design and quote on a 5000m² warehouse in a matter of hours - not weeks as commonly seen from competitors in the industry. We also offer a live online design process and provide options as we discuss the project in detail.

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

INTERNATIONAL CODES OF PRACTICE & AUSTRALIAN CODES AND STANDARDS

- **FEM 10.2.02** – The design of static pallet racking
- **AS 4084.1:2023** – Steel Storage Racking Part 1: Design
- **AS 4084.2:2023** – Steel Storage Racking Part 2: Operation and maintenance
- **FEM 10.2.09** – The design of 'Cantilever' Racking
- **AS/NZS 4600:2018** – Cold-form steel structures
- **FEM 10.2.07** – The design of 'Drive In' Pallet Racking
- **AS 2143-1978** – Industrial and Commercial Steel Shelving
- **AS/NZS 1170.0:2002** – Structural design actions Part 0: General principles
- **AS/NZS 1170.1:2002** – Structural design actions Part 1: Permanent, imposed and other actions
- **AS 1657:2013** – Fixed platforms, walkways, stairways and ladders – Design, construction and installation
- **AS 5216:2021** – Design of post-installed and cast-in fastenings in concrete





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

JUSTIN NICHOLS

Operation and Maintenance Supervisor
Alinta Energy - Wagerup Power Station

OUR PRODUCTS

Rackman Australia's Australian-wide network allows us to source, trade and sell a large range of standard and highly specialised storage products and systems.

Safetylock is our high-quality Malaysian imported racking system available in a wide range of heights, widths, and weight loadings to suit. We are the exclusive supplier of this product Australia-wide. Products include selective racking, drive-in, longspan and custom products.

Safetylock is one of the world's industry leaders incorporating new selective, double deep and drive-in racking systems as well as shuttle and automatic systems; which makes Rackman Australia a serious competitor in the market on price and service across our range of products. Rackman is the proud distributor of this brand in WA, SA and can supply and install Australia-wide.

Rackman Australia is also a seller of its own unique products suitable for specialised industries. These products include Tyrespan, Firespan, Vertical Racking, Car Cantilever, Rigrack, Rail systems and a range of accessories/specialised products that is always growing and being designed to assist our valued clients.

HOME PRODUCTS SUPPLIED

- Selective or Standard Pallet Racking
- Double-Deep Pallet Racking
- Drive-in Pallet Racking
- Shuttle Systems
- Cantilever Systems – Extra-Light, Light, Medium and Heavy Duty
- Car Cantilever Systems
- Raised Storage Areas – Mezzanine Floors
- Longspan Shelving – Timber, Mesh and Galvanised 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
- Custom Fabrication





WHAT WE DO?

DESIGN



Start with
a concept

SUPPLY



Source the
best
products

INSTALL



Plan and
build

MANAGE



AUDIT,
REVIEW
& OHS

INSTALLATION AND MANAGEMENT

Rackman Australia employs a team of project managers, 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 timelines and tasks plus offering advice on all matters relating to the implementation schedule.
- To manage Work Health and Safety (WHS) procedures and safe work practices across all projects, recognising and resolving potential issues to ensure successful completion.

"There's no job too big or too small. We cater solutions ranging from your shed to your warehouse, with the same level of commitment to service."

SITE MANAGEMENT RESPONSIBILITIES INCLUDE

- On-site communication and supervision which are the keys to a successful project.
- Our on-site 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 creating a working communication network between Rackman Australia's and the client's project teams.
- The site manager liaising directly with installation crews and other trades workers that may share the workplace - including builders and developers, to ensure safe and efficient outcomes for all parties involved.



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 evolving 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, in-house and on-site, human resources and quality assurance requirements.

This combined with the power of NetSuite for our sales, stock and accounting requirements with Employsure as the contract company responsible for underwriting our employee contracts, workplace conditions and 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 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 on-site 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

ENVIRONMENT SYSTEMS

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 the client collection of waste.



“

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

ANDREW CURTIS

Victorian Continuous
Improvement Manager/Projects - Capral Pty Ltd

INSURANCE

All relevant insurances shall be undertaken by Rackman Australia and be made available upon request. Insurance held by Rackman Australia includes but is not limited to:

- **PUBLIC LIABILITY INSURANCE** - Up to 20 Million
- **PUBLIC INDEMNITY INSURANCE** - Up to 1 Million - Covering the Design of Racking and Racking Audits
- **WORKERS COMPENSATION** – applicable to each Relevant State and Territory
- **TRANSIT INSURANCE** - Covering Australia 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 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 costs being as low as 40% of freight travelling 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 rely on other contractors for deliveries and transport safety.





“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 Australia, of who we are and how we do things.”

OUR TEAM

Rackman Australia is a people-focused organisation. We focus on our client's needs by developing our people to deliver the solutions they require. We provide a program of feedback from their mentors that helps to keep them on track and developing further which is unique, as not all workplaces take the time to do this.

Exposing these young people to a “team before self” ethos and learning new trade skills, seeing them developing confidence that will set them up for long-term roles here at Rackman Australia and for their future - wherever it may lead them.

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 Australia, of who we are and how we do things.

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