



# Speed, Safe, Solutions.

Prologis Racking **FAQs**

## Frequently Asked Questions

### Q: What options are available / what do you offer?

**A:** We offer a high quality product assortment through trusted partners, including:

- New & Used:
  - Standard pallet rack
  - Selective rack
  - High-density rack
  - Shelving
  - Picking stations
  - Multi-level designs
  - Conveyor systems
  - Gravity flow systems
- Safety Products
- Turnkey service
  - Design
  - Seismic Requirements
  - Permitting
  - Delivery/Installation
- Rack repair
- Operational efficiency audits

### Q: How do I find the right solution?

**A:** Together we'll first discuss what you need. Whether you are in need of new racking, replacements, redesigned layouts or removals, our trusted partners can help.

- If your space is still vacant then a pre-designed layout can offer a useful starting point.
- If you need to do a redesign, or replace damaged racking, then we can look at all the options with our partner.
- We also help with rack removal when moving out, including removing and filling in your anchor holes.

Whatever your need, we will work with you and our racking partner to provide the right solution for you.

## Q: What does the order process look like and how long will it take?

**A:** After finalizing your design our racking partner will send you a proposal.

- The order and installation process on average takes 10 – 12 weeks (depending on the size and complexity of your design).
- We'll monitor and stay in touch throughout the whole process, to make sure installation happens within the expected timeframes and that your needs are met.

## Q: Which partners do you work with?

**A:** We continually look for partners who can ensure a best-in-class offering. Through this type of partnership we can offer broad solutions for your specific needs. Our current racking partners are:

- STOW
- Whittan (UK only)

## Q: How do you select partners?

**A:** For partner selection we look at the following criteria: ability to provide competitive pricing, speed to solution, service, convenience and reliability. We want you to have access to racking partners who offer a wide variety of products, have the ability to work in multiple markets across Europe, with a high degree of industry-expertise. All of our partners must follow straightforward, systematic processes to evaluate your needs, then tailor solutions that best meets those needs.

If you want to drive-down energy costs, improve safety and efficiency and create a more pleasant working environment for your employees, contact :

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