

A U T U M N

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# TOLL TODAY

T O L L H O L D I N G S L I M I T E D

The 2002  
**Ford Gold Supplier  
Excellence Award**  
and the 2002  
**FCAI Supplier of  
the Year Award**  
goes to ...  
**Toll AutoLogistics**

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**Forging Ahead**

**Fast – Priority –  
Fashion – Parceline**

**'Watch Out'** Toll Central is here

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**Brand New Terminal** for NOX

**R&H** Transport Services Orica

**EZY-Loaders** Improving  
New Zealand Productivity

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**What do YOU Value?**

Mobile Business System  
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A Prospective Customer for **Toll Fast**

Canberra **Bushfires**

Feature Article on  
**Woolworths** in Next Issue



Paul Little  
Managing Director

## Forging Ahead

On 27 February 2003 Toll Holdings announced a record after tax earnings for the six months to 31 December 2002 of \$56.3 million, that's a 44% increase in after tax profit, which is evidence of the effectiveness of the company's strategic direction.

The result was based on a 24% improvement in EBIT (pre Pacific National contribution) and a 21% increase in revenues, which included over 7% lift from new contracts and organic growth.

The improvement across all divisions arising from both acquisition and new business growth was a very pleasing outcome for us and demonstrates the continuing benefits of strong cost management, investments in fleet upgrades, technology, new properties and the integration benefits from past acquisitions.

Pacific National contributed \$12.9 million to the after tax result and is showing the benefits of structural changes in the operations and successful integration efforts made to date as well as solid volume growth.

The company also announced a record fully franked interim dividend of 6.5 cents per share, an increase of 44% over the previous period.

We are satisfied with the integration processes to date, importantly the new businesses establish an outstanding platform from which earnings and cashflows will grow.

### Operations

The major industry sectors in which the company operates continued to perform satisfactorily, in economic conditions which remained robust and competitive.

The food, beverage and retail sectors continued to show strong trading with solid volumes achieved through the peak period of November and December. The flow of new business within these sectors remains sound and is expected to be a source of continuing growth for the company.

The ports and resources sector performed well. In addition to benefiting from the acquisition of the BHP stevedoring, other growth within the sector remained strong, through new work in Western

Australia and a growing presence in Queensland.

In the automotive sector a satisfactory result was achieved for the six months as new models from all major manufacturers experienced good demand. In addition, we are beginning to see the benefits of integration efforts of the expanded business. Our investment in technology will continue to positively impact our service proposition and returns in the automotive sector.

The relocation sector performed in line with expectations, with the development of the corporate and workplace relocation service offering, being well received by our customer base.

### Acquisitions

During the last six months the company made important acquisitions, the integration processes for which are well underway.

The DX Express business, acquired in June 2002, has performed well and is now profitable, the acquisition of the Mayne Express courier business in November will provide extra scale and synergy benefits to these operations. Both have now been branded Toll Fast.

Other Mayne Express operations, which have been restructured to form the Toll Priority business unit, were acquired on 11 November. Whilst the business

broke even on \$45 million of revenue in the period to end December, integration of the new business is proceeding in line with plan.

The Mayne Express business acquisition is responding well to management changes and integration synergies. The company is well within expectations to deliver positive earnings in 2004.

With effect from 1 November, the company acquired the Bass Strait shipping operations of Brambles. These operations have transitioned smoothly to Toll ownership and are performing very well.

### International

Operations in New Zealand have performed well during the six months and are providing the company with further growth opportunities.

In Thailand, Toll's presence continues to grow with new contracts and an expansion of fleet for existing customers. Business development opportunities remain

strong and we plan to leverage off our present infrastructure.

As previously identified, the company continues to review strategies in response to the increasing trend of globalisation in the logistics sector and the need for Toll to develop global relationships across its customer base.

### Outlook

Current trading remains strong and there is little evidence of a deterioration of economic conditions, or any significant new cost pressures. Although drought conditions persist across Australia, the impact on performance is limited and we are placed to benefit when the drought finally breaks.

Results since 31 December, are in line with plan and the company expects that full year 2003 earnings will be

strong and that its full year plan will be met. The platform established through organic and acquisition based growth over the past year or so, positions the company to maintain strong earnings and cashflow momentum.

In summary, the company is in excellent shape, is poised to maintain earnings momentum and is positioned to continue its dual strategy of growth and yield improvement.

# Fast ■■ Priority ■■■■ Fashion ■■ Parceline

**D**uring the six months to December 2002, Toll has made important acquisitions, which have further added to our capabilities across the supply chain. These acquisitions are well into their integration stages and are in line with budget plans.

Although Toll Shipping was one of the main acquisitions within this period, and is performing extremely well to date, this report focuses on the restructuring and integration of the DX and Mayne businesses.

The formation of Toll Fast, Toll Priority, Toll Fashion and Toll Parceline has been a result of the restructuring and integration of the DX Express and Mayne Express businesses.

Toll Fast unites the Mayne Courier business and the DX Fast businesses, including brands such as Minuteman, Data Express and Grace Couriers. Toll Fast is now the largest and consequently, the most responsive courier company in Australia. Brendan Boyd leads the business as General Manager.

The remainder of the Mayne Express operations has been restructured to form Toll Priority, Toll Fashion and Toll Parceline. Maurie Tattle leads Toll Priority as General Manager and Rob Sadler leads the two businesses Toll Fashion and Toll Parceline as General Manager. All businesses are in the Long Distance Division and report directly to John Ludeke – Divisional Director.

These businesses are proceeding in line with plan and are responding well to management changes and integration synergies. Below are further details on each of the businesses from their respective General Managers.

I take this opportunity to thank management and staff for their co-operation in the excellent progress with the integration and restructuring to-date and thank our customers for their continual support throughout the process.



Mark Rowsthorn  
Executive Director

## Toll Fast – 'Take it as done'

**O**n behalf of the Toll Group, I am extremely thrilled to be part of this new exciting and dynamic business, which offers enormous opportunities for not only Toll Fast but also the entire Group. In the coming weeks you will start to recognise the Toll Fast brand on our vehicles, our stationery and our couriers' uniforms. There is a new national phone number for bookings and enquiries, 13 32 78, or more easily remembered as 13 FAST, and the web site can be accessed at [www.tollfast.com.au](http://www.tollfast.com.au).

The new brand concept is that of a post-it note. A post-it note is a familiar item that reflects the nature of the Fast Courier Service.... picture if you will the post-it note being slapped onto a parcel with the notation 'Get this to Joe...Fast!' scribbled on it. The brand essence is captured through the tag line, 'Take it as done'. The brand values are those of leadership, reliability, efficiency, security and customer intimacy.

At Toll Fast, our goal is to pick up what you want, and deliver it to where you want, on time, every time. What's more, we have the resources and technology to achieve it.

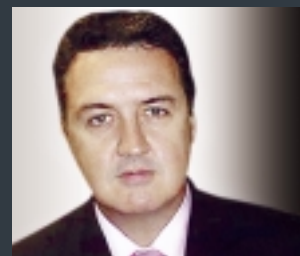
Our technology platform is second to none allowing your

booking to be made promptly via the Internet, telephone, facsimile or direct customer system interface. Your jobs are despatched to our fleet of over 1,300 vehicles, a fleet that ranges from a pushbike to a 12 tonne Tautliner.

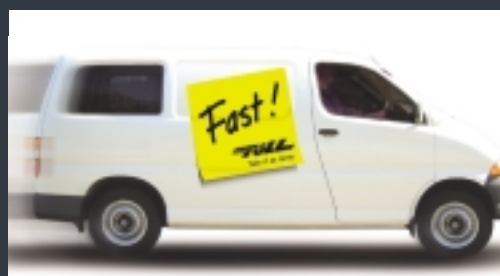
Utilising industry leading optimisation software linked to data equipped vehicles, Toll Fast matches the requirements of your job to the vehicle best located in our fleet, to ensure we meet our goal of delivery on time, every time. You can then monitor the progress of your job at any time via the Internet, tracking the time of booking, allocation to a courier and pick up and delivery. For Priority 1 bookings, you can even elect to receive an immediate proof of delivery to a nominated e-mail address. Our systems will allow you to monitor and track costs and refuse bookings without the correct authorisation.

'Take it as Done' is what the Toll Fast service is all about.

Brendan Boyd – General Manager, Toll Fast.



Brendan Boyd



## Toll Priority

**W**ith the most extensive network in the country, and the only mail exchange network available outside of Australia Post, Toll Priority offers a full suite of mail, express satchel and parcel products to a wide range of industries, within Australia and internationally.

Our Priority service utilises a fleet of light aircraft and both domestic airlines to perform unique airfreight services across the country. Linked to an extensive road freight network, we are able to deliver in all capital cities and major regional areas by 10.30am the next business day. Add to this service proposition the benefit of tracking consignments via the Toll Priority *system itrack*. All consignments are scanned into the system enabling customers to check on the status of their consignment and obtain hard copy proof of delivery direct from the Internet.

Continued on page 4



Maurie Tattle



Within the Toll Priority Group are two businesses that are unique to their particular market segments – Travcour and DX Mail. Travcour provides courier, passport and visa advisory services to the travel industry, while DX Mail is an established mail exchange system providing a secure and reliable mail alternative for Australian Businesses.

Toll Global Express utilises the strong global network of DHL, as well as a wide range of international airlines to provide worldwide coverage for the delivery of documents and cartons. Web based tracking and proof of delivery gives the Global Express product a strong presence in the international market.

Toll Priority provides the Group with the ability to provide our clients with a complete transport and logistics service solution. I am proud to have been given the opportunity to lead this dynamic team.

Maurie Tattle – General Manager, Toll Priority.



### Toll Fashion

On behalf of Toll I am elated to be offered the opportunity to manage both Toll Fashion and Toll Parceline.

Toll Fashion is a national network dedicated to delivering hanging and cartonised freight for the Fashion and Retail industry. All vehicles and depots are fitted with the necessary infrastructure to handle this unique mix of freight and ensure it arrives at its destination in the same pristine condition as when it was despatched.

The transport network has depots in 7 capital cities – Sydney, Melbourne, Brisbane, Adelaide, Perth,

Canberra and Darwin, which is supported by a contracted country network of approximately 65 depots.

The fashion / retail services of Toll Fashion focus on the textile, clothing and footwear (TCF) industry, for both manufacturers and retailers.

This focus has enabled Toll Fashion to provide the TCF industry an end-to-end supply chain solution that is totally integrated. This specific fashion service has been provided to the industry for over twenty-five years.

Rob Sadler – General Manager, Toll Fashion.

### Toll Parceline

Toll Parceline provides a cost-effective and reliable transport solution for overnight parcel deliveries, operating in both NSW and Victoria. With more than 50 years experience in the parcel industry, Toll Parceline is one of the most respected names in the local overnight market.

Based on the provision of services to the B2B and Retail industry the division offers distribution services to major blue chip customers and distributes in the two states up to 150,000 parcels weekly.

Toll Parceline has a network that features a depot in Melbourne and Sydney, and an extensive country network in each state for regional deliveries.

Rob Sadler – General Manager, Toll Parceline.



## 'Watch Out' Toll Central is Here

### The New Information Platform

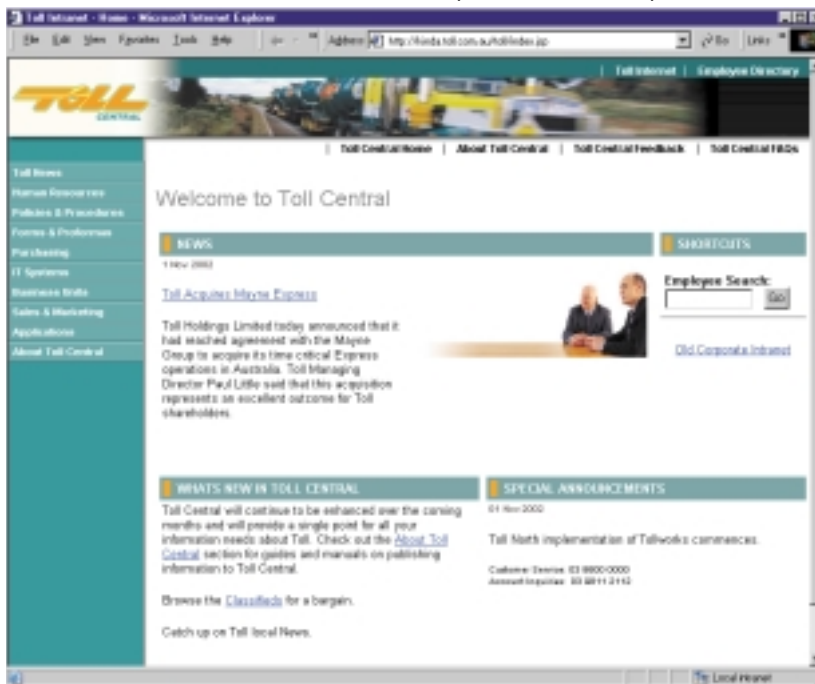
During March, Toll Central will be released, replacing the existing intranet platform. Toll Central will evolve over time to provide the central source for up-to-date information, news and applications available within the Toll Group.

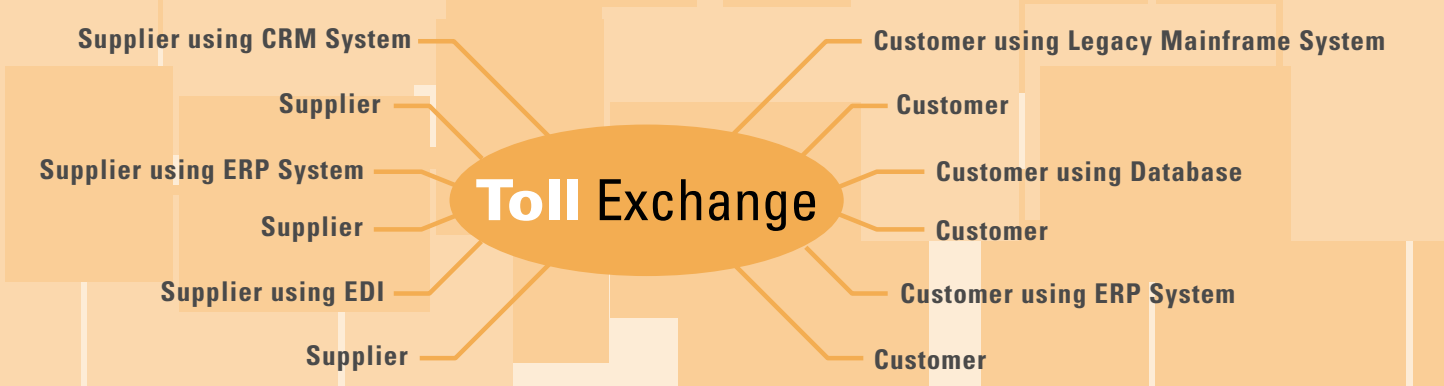
Toll Central provides some unique features and allows users and departments to generate information, web pages and documents, and publish them to Toll Central.

The goals for Toll Central are to:

- Provide a central source for news, information and data – regardless of which division
- Enable new applications such as HR, leave forms and other central services
- Provide information content such as corporate standards, policies and procedures
- Provide a platform that allows users at any level to create and contribute content and documents to an intranet or internet site (through approved workflows)
- Enable Customer Self-Service applications such as Track and Trace, Quotes, Account Enquiry, Pick-Up Bookings amongst others
- Allow business units to create their own information areas and manage this themselves

Upon release in March, everyone will be notified of how to access Toll Central and details of how to become involved will be available on the site. In the meantime, if you would like further information please send an email to 'Toll Central'.





## Toll Exchange

Toll IT has released a platform to enable communications and Business-to-Business (B2B) services called Toll Exchange. A number of customers have already been connected to Toll Exchange, which is providing significant benefits to both the customer and the Toll business units.

Detailed below are the full capabilities and features of Toll Exchange.

Toll Exchange will continue to evolve over time and offer services based on the demands of our customers and identified opportunities within Toll. If you require any further information, please email your request to [tollexchange@toll.com.au](mailto:tollexchange@toll.com.au)

### Streamlining Electronic Trading With Toll

Toll Exchange is a feature rich, standards based platform that links key customers, partners and suppliers. Through Toll Exchange, Toll provides the platform to enable Business to Business (B2B) services to Toll customers and trading partners. Toll Exchange gives a standard and consistent approach to electronic trading with Toll.

### Powerful and Rapid Connections

Toll Exchange provides powerful and rapid connections between Toll, Trading Partners and Customers. The Toll Exchange platform allows integration of existing ERP and EDI systems, legacy applications, databases and Web sites with those of customers and partners. The full integration capabilities of Toll Exchange guarantee secure, bi-directional messaging between disparate applications and systems in use throughout business communities.

Toll Exchange gives you standard and consistent electronic trading with Toll.

### Electronic Trading

Time and efficiency gains are critical in today's business world. Toll Exchange provides the ability for Toll to build applications and services where Toll systems interact directly with customers and trading partners - providing efficiency gains and decreased transaction times.

Existing customers and partners are using Toll Exchange to provide shipping and 'visibility' transactions, decreasing the time taken to complete the transactions and freeing up people to perform more business critical functions.

### How Toll Exchange Can Change The Way You Work

Entire processes can be executed and monitored without once having to pick up the phone or send a fax. For example, an interaction between Toll and a customer could be envisaged as follows. The customer builds a quote in their production system (such as SAP). SAP then communicates directly with Toll to confirm rates. Upon confirmation, the customer approves the quote which then moves this to an order. The order is communicated to Toll's system which generates a pickup request. Toll dispatches a truck to pickup the customer freight. The customer later queries the order status on their own system which requests status from Toll. The customer's system updates the detail on their order and alerts their delivery point if required. Toll's mobile technology provides delivery status and details back to Toll which can later be checked via Track and Trace or Proof of Delivery systems. Inefficient communication channels can be totally eliminated by building interactions between Toll Exchange and other systems.

### Key Technical Features

- XML interfaces to a wide variety of ERP and EDI systems (such as SAP, and Peoplesoft) legacy applications and databases.
- Guaranteed delivery and execution of documents and messages across corporate firewalls.
- Fully integrated security (authentication, authorisation and data privacy).
- LDAP (directory) support for access to user, group and ACL information.
- Change management facilities which insulate applications from changes to message and document formats.
- Comprehensive graphical data mapping and transformation capabilities.
- Support for current and future XML DTDs and standards (e.g. OAG, BizTalk, FpML).
- Graphical flow control language for easy integration with business systems.
- Support for the broadest range of B2B standards, including OBI and RosettaNet.
- Automatic error notification.
- Industry-leading support for dynamic XML messaging.
- The ability to map and integrate existing HTML Web sites.

# OH&S Accreditation for Toll Specialised Services

Toll Specialised Services incorporating W&M Meat Transport, Toll North's newest business unit, achieved 3rd Party External Accreditation against AS-4801 on 19 November 2002. This accreditation is for an internationally recognised Workplace Health and Safety Management System.

In 2001 W&M had:

- WorkCover Claims in excess of \$177, 000
- 20 lost time injuries
- LTIFR of 78
- Duration rate of 20

The problem was a lack of safety culture, limited management focus on safety, lack of processes and procedures, limited personal accountability, lack of training and skill development and poor understanding of legal compliance.

They had to gain management commitment and involvement, held a Safety Awareness Workshop in December 2001, restructured and refocused the safety committee, employed the services of a safety consultant, ergonomist and medical experts, conducted both Internal and external Safety Audits against the Australian Standard 4801, developed and implemented the Safety Action Plan and allocated training and resources. The aim was to move from being one of the worst safety performers to being the best business unit in Toll North then the Toll Group.



## The Result by the End of June 2002 Reflected their Efforts:

	June 2001	June 2002	Result
Work Cover Claims	\$177,000	\$40,398	▼ 78%
Lost Time Injuries	20	13	▼ 35%
LTIFR	78	47	▼ 40%
Duration Rate	20	14	▼ 30%

In July 2002 their aim was to be 3rd Party Certified by December 2002 – Compliance.

They had raised awareness – communication, motivation and involvement through consultation. There was accountability through roles and responsibilities. They had an effective safety management system, with documentation, controls and incident management. Ongoing training programs for competence were in place. They were ready.

The audit was performed by Sci-Qual a JAS-ANZ recognised auditing company. It began with a preliminary day on 20 October and the auditor advised they were in a good position to proceed with the audit. The full audit was performed across the two sites being Toll Specialised Services Warehouse and Distribution Centre at Orchard Street, Richlands and W&M Meat Transport at Wondall Road, Tingalpa on 18 and 19 November 2002. Accreditation was granted that afternoon.

Congratulations to the management and staff of both sites as a huge effort to turn around their performance has resulted in a safer working environment for all their employees, subcontractors, visitors and customers.

The Toll Group is committed to protecting the health and safety of its employees, suppliers, customers and others who may be affected by its activities.

Our objective is to provide all personnel at our sites with an environment that is free of risk to their health and safety. Health and Safety at work shall be both an individual and shared responsibility.

This accomplishment is in line with the Group's overall objective of every business being certified with AS 4801 as outlined in the Group's Health and Safety policies and procedures.



## Brand New Terminal for NOX

**A** Business Case Paper commenced, following discussions with the BM Webb Development Group at the end of 2000, for the justification and long-term commercial viability of relocating the NOX Townsville LCL business into a modern multi-purpose transport facility. Two years later on 2 December 2002 the new NOX terminal officially opened for operation.

It was after mapping the Townsville NOX pick-up and delivery areas that a position located in the Townsville Garbutt or Bohle suburbs was to be the agreed preferred location.

NOX management decided to model and design the Townsville facility based on the already very successful new terminal transitions – Toll Express and the NOX Holt Street Terminal in Brisbane.

In November 2001, a Business Case Justification was agreed on by Senior Management to build a 6,000 m<sup>2</sup> facility plus 500 m<sup>2</sup> of administration and office amenities at the BM Webb owned site located at Bohle, Townsville. The Toll Board approved this project in early 2002. The Toll North Workshop also received approval to construct a new facility adjacent to the

new NOX Terminal.

### Construction

Commenced in March 2002 in conjunction with the property developer Brad Webb (BM Webb Group).

### Completion

The new terminal was up and running on 2 December 2002.

### Operation

Terminal Breeze-Way Operation allows fast and efficient vehicle turn around times.

### Toll North Work

The new state of the art workshop and refuelling facility located adjacent to the new NOX Terminal.



## R&H Transport Services Orica Contract

**R**&H Transport was successful in winning the bid for Orica's emulsion and hot ammonium nitrate (ANSOL) business for the southern operations area in NSW which was recently tendered.

The scope of work involves:

- Transport of ANSOL from Incitec Newcastle to the Orica facility located at Liddell in the Hunter Valley; and,
- Transport of Emulsion from Liddell to Adelaide, Broken Hill, Cobar, Melbourne, Newcastle and Marulan.

Both products are classified 'dangerous goods' and required the construction of a new stainless steel B-Double for the ANSOL and an aluminium B-Double and single tanker for the emulsion. All tankers incorporate the latest safety features available to ensure that Orica's safety standards are not just satisfied but exceeded.

Following discussions with various manufacturers and taking into account several factors including delivery and previous experience, Marshall Lethlean was chosen to construct the new equipment. The emulsion tankers came into service early November 2002 and have received immediate acceptance by our customer.

It is anticipated that in the course of 12 months the units will average around 280,000 km.





Darren Wood  
Business Manager  
Toll Regional – Orange.



## Regional Efficiencies Gained in Innovative Trailer for Toll Regional – Orange

Posed with a logistics problem of Woolworths freight to the Central West of NSW and Nestlé Purina PetCare's need to have mezzanine floors in drop deck tautliners, Toll Regional – Orange and Maxitrans have recently designed a solution that meets both customers requirements. In what is believed to be an Australian first in this type of application, the first of 12 – 48 ft drop deck forklift rated mezzanine floored tautliners was put into the Toll Long Distance business in Orange, solving a balanced loading issue for the business.

In September 2002, Nestlé Purina PetCare awarded Toll Orange a major contract for the transport of palletised petfood to Nestlé's Arndell Park DC from Blayney NSW. Toll's solution was based on an operator friendly forklift rated, electric mezzanine floor, that lowers to effectively convert the trailer into a standard grocery trailer internally. The driver converts the trailer from mezzanine drop deck

to grocery tautliner in a matter of minutes utilising an electric lift mechanism within the framework of the trailer, all operated by remote control, so the driver can be in the best position to monitor the floors movement.

The first driver to operate the unit in the business has been very happy with the trailer's flexibility, ease of use and the quick conversion times possible in converting the trailer to suit each customers needs. Implementation of the new trailers into Woolworths to date has been extremely encouraging and it is envisaged the technology will have far reaching effects into the future.

The Toll Orange Business Manager, Darren Wood, said that the key to success in regional businesses is the need to maximise utilisation of resources and assets, reduce empty kilometres and meet cost and service level expectations of customers through technology. This new trailer achieves all those objectives.



Left: Bob Hughes – National Manager, Toll Transitions Workplace, hands John Ryan – Managing Director, Balfran Removals, a crystal plaque in appreciation of their efforts in servicing customers during the Canberra bushfire crisis.



## Adversity Sees True Heroes Shine

Following the fires in Canberra on Saturday 18 January 2003, the Australian Federal Police (AFP) contacted Matt Harrington, Toll Transitions Workplace Project Manager Canberra on Sunday morning requesting urgent assistance to relocate their armoury at Weston.

The AFP Operations Centre at Weston had received fire damage to some buildings and the armoury (located at the pistol range) had been on fire on Saturday and had

been extinguished by helicopter water drops. The armoury contains over one million rounds of ammunition and required urgent relocation to a secure store.

Matt contacted John Ryan, Managing Director of Balfran Removals, at his home and requested urgent assistance. Some of John's own staff had lost their homes and John had in fact lost one of his three trucks that had been located at one of the burnt homes. Nevertheless John

immediately responded with staff and a truck and even attended the site himself. The ammunition was heavy and proved hard work to move by hand. The crew worked all day to ensure the ammunition and surrounding area was safe.

This is a truly remarkable effort by Toll Transitions and Balfran Removals in a time of great adversity, and a great demonstration of commitment to client, company and community.



## Toll Logistics Food & Beverages Division Wins 5 Year Contract with The Warehouse

Toll Logistics Food & Beverages Division, with the support of Toll SPD, has recently won a 5-year contract to provide national warehousing and distribution services to The Warehouse Group Australia. The Warehouse operates stores in New South Wales, Queensland and Victoria, under the banners of The Warehouse, Clints Crazy Bargains and Silly Solly's.

The Warehouse Group is a New Zealand owned Retail Company, which acquired the Clints and Solly's discount store chain in 2000. Since then they have introduced the larger format 'The Warehouse' stores to the Australian market, along with a move towards a wider range of general merchandise goods – positioning them somewhere between the traditional discount outlets and stores such as K-Mart and Big W.

Toll Logistics' success is partly attributed to the fact that it was able to offer The Warehouse an integrated logistics solution. In the Account Management role, Toll Food & Beverages will co-ordinate the services of all Toll businesses for the Warehouse Group – providing the customer with a single point of contact for all their transport needs. As part of this, Toll Food & Beverages will provide The Warehouse with a single invoice, along with a dedicated Account Management team.

Toll North already does a

substantial amount of business with The Warehouse in Queensland – servicing a number of country stores via both rail and road.

As part of a strategic supply chain review conducted recently, The Warehouse sought proposals from a number of companies, including Toll, in July 2002. In addition to outsourcing their logistics functions, The Warehouse will be opening a new 50,000 square metre distribution centre in the Brisbane suburb of Fisherman Islands. This facility will supply product to all stores nationally, with Toll providing linehaul, cross-docking and distribution to The Warehouse's 120 stores.

Toll underwent an exhaustive tender process with The Warehouse, lasting six months. Upon notification of success on 10 January, Toll was set a tight implementation timeframe which involved getting the operation up and running in less than a month.

Operations commenced in Melbourne on 3 February, and in Sydney on 10 February. Prior to this, Toll provided linehaul services to support the closure of the Sydney DC. The Warehouse is also opening new stores in South Australia, the first of these received stock in early February.

In the time between the closure of The Warehouse Group's Sydney DC and the opening of the new DC in Brisbane in the middle of this year,

Toll and The Warehouse are working together to service NSW stores from The Warehouse's existing DC's in Melbourne and Brisbane. A cross-dock facility has been set up in Regents Park, in Sydney, to receive stock of linehaul vehicles, and load distribution trucks with deliveries for stores.

When the contract gets into full swing, Toll will be transporting over 1,000 pallets per day from Brisbane to stores, utilising a fleet of B-doubles and distribution vans.

Toll was able to offer The Warehouse a relatively painless transition – as part of the proposal, Toll Food & Beverages offered to acquire all 22 vehicles owned by The Warehouse, as well as taking on as many staff as possible. As an example of working together, The Warehouse Group and Toll Food & Beverages staff are working side-by-side in the three States to ensure that the transition is as smooth as possible for the stores – in fact the goal is to have the stores unaware that a change has even taken place.

The Toll Food & Beverages team involved in the project include: Des Breust, National Account Manager; Roger Duckett, National Manager; Rob Mercer, Business Manager; and Business Development Managers John Enright and Paul Colquhoun. Lee Metselaar from Toll SPD in Brisbane assisted in the development of the linehaul solution.

*Left to right:  
Roger Duckett (centre)  
– National Transport Manager,  
Toll Food & Beverages;  
and Stuart Jones –  
National Transport Manager,  
The Warehouse Group  
shake in the presence of  
John Enright (left) –  
Business Development  
Manager, Toll Food &  
Beverages at Toll's Sydney  
cross-dock facility for  
The Warehouse Group.*



## Toll Assists Tenix Return a War Relic to its Former Glory

Late last year Toll transported an old M113 damaged by a mine during the Vietnam War to Bandiana (just south of Albury) in Victoria where its Defence Integrated Distribution System (DIDS) partner Tenix will restore the vehicle for the Australian War Memorial.

Toll Vehicle Logistics, part of Toll Autologistics, employed a purpose built Heavy Commercial Carrier to undertake the task. The Carrier, which was designed to carry manufacturers prime movers and built up finished truck product, also has the flexibility required to securely carry over dimensional 'vehicles' such as military and agricultural equipment.

Toll driver Des Attwood was

given an informative tour of the War Memorial in Canberra prior to loading the M113 and departing for Bandiana. After the six-hour trip, Des was met by a media throng eager to photograph the unique unit.

In restoring the old M113, Tenix will retain as many original features as possible and replicate fittings destroyed during active service or removed following decommissioning.

The Army presented the vehicle to the Memorial in 1972 after it suffered mine damage in South Vietnam in March 1971. It is one of only two hulls retaining the Vietnam War build standard.

Tenix Project Manager, Don McDonough, said that the general

condition of the vehicle was good, but most external fittings had been removed and those remaining were generally in a poor state.

"The vehicle will be refurbished to a static display standard while retaining as much of the original paintwork and period fittings as possible," he said.

TenixToll Defence Logistics, established by Tenix Defence and Toll Holdings, is negotiating for the DIDS contract to manage Defence warehousing, maintenance and logistics. Tenix Defence provides facilities management for the Albury-Wodonga Military Area, centred on Bandiana, and is undertaking a major upgrade of the Army's M113 fleet.



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1 Left to right: Joe Frendo, Duncan Maile, Ray Murray, Lance Smith and Karl Liebhart.

2 Ray Murray – this typifies Ray's friendly character.

## 'Ray Murray' The End of an Era

Toll AutoLogistics sadly and unexpectedly lost a fine team member on Saturday 18 January 2003 with the passing of Ray Murray.

Ray was an original team member when Toll's Automotive Division was initiated in Sydney in 1995.

Manager Perry Kritselas said "Ray always had a smile on his face and

was a friend to all." He went on to say that he was a total professional and that his five-year old truck is 'like the day it was bought' and that Ray would interrogate anyone wanting to borrow it, and would inspect the vehicle closely before and after its return!

We send our sympathy and

prayers to Ray's wife, Lorraine their two children Natalie and Mark; and his special little granddaughter Ella, who was born late last year. He made a point of showing her progress to his colleagues with new photos each week.

'Charger' we'll miss you.

Value and care for people

Initiate and encourage innovation

Communicate and collaborate

Strive for continual improvement

Speak the truth

Operate with integrity

## What do YOU Value?

This was just the question Toll Transitions' employees were asked at their national conference in September 2002. While the Toll Transitions team came together to discuss a range of issues about the business, one of the agenda items was the core values of Toll Transitions – that is, what the business stands for and what matters to clients, suppliers and our employees.

The consultation process firstly asked employees to consider their own personal values. Values can be subtle, and even though they guide behaviour, individuals don't always spend time recognising their key motivators.

Understanding that values form the foundation for everything that happens in your workplace, employees were then asked to consider organisational values and what they believed a strong people-focussed, service business like Transitions, should have.

### Employees Revealed a Set of Six Core Values:

- Value and care for people
- Initiate and encourage innovation
- Communicate and collaborate
- Strive for continual improvement

- Speak the truth
- Operate with integrity

The final part of the process involved designing a symbol to represent the company's values. Allison Taylor (Account Manager, Melbourne) put her artistic skills to good use to win the nationwide competition. Her winning entry shares the strength and beauty of a Chinese character while visually expressing growth, progress and care.

But as Transitions' General Manager Helen Newell says "Recognising values is one thing, living by them is another. We understand that in the heat of the moment, it is sometimes easy to lose sight of what's important – our desk pads, office signs and intranet all now wear our values symbol as a guiding light to live our values. Our induction program and ongoing staff development review also now include discussions around our values and why they're important not only for our business, but for employee, client, transferee and supplier satisfaction."

The six Transitions' values and symbol, representing the important drivers of the business.

## 'Specialised Services' or Just Another Specialised Home Delivery?

There's no other store like David Jones' when it comes to quality furniture, bedding and home appliances. Just ask the PM and the staff of Kirribilli House when Toll Specialised Services Home Delivery Team of Harry Thompson (left) and Steve Lambert (right) delivered their new purchase earlier this month.

Toll Specialised Services in Silverwater, New South Wales, manages the David Jones contracts for all warehousing of 'Big Ticket' items and Home Deliveries while processing David Jones' import program and order allocation processes to all stores on a national basis.

The David Jones business has been a long-standing account of Toll through the acquisitions of Finemores, where the business has been for some ten years, and Kwikasair / TNT for fifteen years. Paul Court and Anne McMullen

have successfully managed the respective operations with their teams and continue to provide stability within the business.

A transport fleet of 16 vehicles is maintained to cover the shuttle requirements to 17 stores on a daily basis and affect over 200 home deliveries a day from the ACT to the Hexam Bridge at Newcastle, an area of some 5,000 square kilometres. Additional drivers and equipment are sourced when volumes dictate the need during peak sale periods to meet the demands of Australia's number one department store retailer.

The Retail Warehousing operation provides a receipt, quality check, re-work, batch break up and national dispatch for imported and locally supplied apparel and merchandise. The team currently integrity scan items to ensure they have been ticketed correctly by the suppliers, if

not, Toll source the price tickets from the David Jones in-house staff and ticket themselves. A combination of cross docking and use of EDI technologies ensures speedy turnaround times while keeping staffing levels and costs to a minimum.

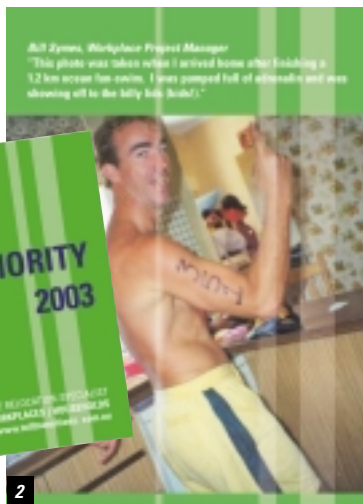
Toll Specialised Logistics strategic intent is to continue to develop and maintain a collaborative relationship with David Jones for the long term with a view to Toll Specialised Logistics ultimately becoming David Jones' Lead Logistics Provider.

Recognising the name and profile that David Jones has, and the client base to which it appeals, Toll is committed to providing the service and profile of the operation to the level that makes the delivery experience the leader in the industry, particularly if this recent VIP Home Delivery is any indication.



Left is Harry Thompson and right is Steve Lambert making the delivery to Kirribilli House.

- 1 Margaret Kelly –  
Communication Manager  
“This photo represents  
the culmination of two  
personal goals – to have  
an adventure in the  
Kimberley and Northern  
Territory, and to be a biker!”
- 2 Bill Symes, Workplace  
Project Manager “This  
photo was taken when I  
arrived home after finishing  
a 1.2 km ocean fun-swim.  
I was pumped full of  
adrenalin and was showing  
off to the billy lids (kids!).”



# People are Our Priority Calendar

Each year Toll Transitions organises desk calendars for staff and clients. When thinking about the 2003 calendar, Marketing Manager Kylie Lewis decided it would be a great idea to create a truly unique calendar for Transitions’.

Inspired by a core value of the business of valuing and caring for people, the calendar features treasured photos of Transitions’ staff in a myriad of locations and activities – from bungy jumping in New Zealand, snow boarding in the Snowy Mountains, competing in an ocean swim or cruising the Queensland islands with the kids, the calendar is a monthly reminder that it is people who make the Transitions’ business.

If you would like a copy of the calendar, please call  
**Kylie on 03 8696 6023**



Julie Turner – IT Business Analyst with Driver Christian Hargraves checking the device.

## Mobile Business System Technology Update

The use of mobile business solutions is a growing trend in the Transportation industry. This technology is currently being used by some of the largest organisations in the world including GE Capital Fleet Services, the world’s largest fleet management company with more than one million fleet vehicles.

Toll AutoLogistics has a number of projects underway to ensure we remain at the forefront of this technology within the industry.

In the last edition of Toll Today, we talked about establishing a mobile business solution to provide electronic proof of delivery with trials to start for Toyota vehicle distribution through PrixCar.

A number of events have occurred since then to cement plans for the first implementation for AutoLogistics in April:

- MinorPlanet has been selected as the vendor. MinorPlanet has partnered with global organisations, such as GE Capital Fleet Services to deliver tangible savings on total fleet lifetime costs.
- Meetings have been conducted with Vehicle Logistics’ branch managers to discuss deployment of our solution within each branch’s unique operating environment.
- Initial testing completed with a driver at Laverton. This was extremely positive with him believing the equipment will make his job more efficient. In particular he admired the ability to:

- See the model description of each vehicle to make planning and loading easier.  
Record free form comments on damage surveys eg. car dirty, night delivery.
- We will be installing the solution as a pilot into two trucks at the Laverton compound to facilitate further field-testing and driver education.
- An information bulletin describing the solution and its impact will be distributed to all drivers for comment.
- A second information bulletin answering questions arising from the first bulletin will be distributed to the drivers.
- A presentation at each branch will be conducted prior to the rollout of this solution in each depot. The drivers will have the opportunity to see a demonstration, ask questions, provide feedback and better understand how it will impact their day-to-day job.
- The installation of the solution across the fleet will be scheduled to align with existing service breaks to reduce downtime.

Once this technology has been successfully trialled within the PrixCar/Toyota connection, it will be implemented into all facets of Toll AutoLogistics’ vehicle distribution operations, including an electronic interface with our OEM gate releases.

Stay tuned for another update in the next edition of Toll Today.



## Toll Transitions Workplace gets CSIRO moving

Relocating information technology services units for one of the world's largest and most diverse scientific research institutions requires careful planning and skillful execution. In January 2003, Matt Harrington, Project Manager for Toll Transitions Workplace delivered a successful relocation consolidating three CSIRO IT units into one location.

However the move did not start smoothly. When the Commonwealth Scientific and Industrial Research Organisation made the decision to move these operations, they made the common mistake of trying to manage the move themselves.

Matt finds this a familiar scenario saying "When an organisation decides to move they normally start out by setting up an internal committee to plan the move. But because it's not something the business does often, they frequently overlook many important aspects in the move plan, or don't have one at all, and they underestimate how much work it requires to relocate without dramatically effecting day-to-day operations."

This is where the benefits of hiring a project manager who is focused solely on the move, delivers real benefits. Once on the job, Matt created a thorough move plan that addressed every detail from organising refurbishment of the new office, arranging the installation of voice, data and LAN support system, disposing of old furniture, leasing temporary and buying new furniture, relocating world class

technology equipment, setting up new cleaning contracts, organising security and car park passes, organising decorative artwork and even hiring an office manager for the new location. Thanks to Matt's planning and attention to detail, critical information back-ups were in place and the heart of Australia's research community didn't skip a beat.

Ms Lesley Hanzlik, Executive Manager Information Systems, Information Services Division, CSIRO was responsible for ensuring that the three IT business units were operational from 8.30am Monday morning. As Lesley says "We didn't realise we'd need to coordinate around 30 contractors to organise our move and be up and running in our new space. There is no way we could have achieved such a successful relocation without the commitment to provide a total service and the can-do attitude demonstrated by Toll Transitions."

Bob Hughes, Toll Transitions Workplace National Manager notes that "Our clients come to the realisation that moving their business is not just about moving furniture – it's about minimising disruptions and maintaining productivity – two major concerns that could effect the Company's bottom line if the move does not go well. It comes down to taking total responsibility for the move and really caring about the outcome for our clients. We enable our clients to stay focussed on their core business, while we do what we're best at."



## The Defence Families of Australia

The Defence Families of Australia (DFA) (formerly National Consultative Group of Service Families) was formed in 1986 to represent the views of Australian Defence Force (ADF) families. The aim is to improve the quality of life for ADF families by providing a recognised forum for views and influencing policy at a national level.

Toll Transitions supports the important work of the DFA and has enjoyed a close relationship with its representatives at a local, regional and national level. In particular, Judy Swann (National Convenor) and Tess Martin (Representative for the Hunter Valley and Sydney) are thanked for their dedication and hard

work to improve the services for their families.

As an indication of its support for the DFA, Toll Transitions presented a laptop to the Communications Officer, Ms Peta Renwick, on 9 December 2002 and then hosted a lunch for Ms Martin with representatives of the Department of Defence, Defence Housing Authority and Toll Transitions.

Helen Newell (General Manager Toll Transitions) presented the laptop to Ms Renwick and both organisations are looking forward to further improvements in the relocation process for Defence families in 2003.



From left to right:  
Judy Swann – National Convenor DFA; Peta Renwick – Communications Officer DFA; Helen Newell – General Manager Toll Transitions; and Greg Harbor – Toll Transitions' Group Development Manager pictured with the presented laptop donated by Transitions.

Pictured left to right:  
Sasha Vasiljkovic – Toll Fast –  
National Manager, Accounts;  
Mark Robinson – Toll  
Industrial – Contracts Manager,  
Paperlinx; Guy Krall – Toll Fast  
– Taxi Truck Manager.



## A Prospective Customer for **Toll Fast**

**T**oll Fast, the new brand incorporating the recent acquisitions of both the DX Fast businesses and Mayne Local Courier business, has unearthed new opportunities for all within the Toll Group.

Toll Fast has recently commenced supplying vehicles on both a permanent and ad-hoc basis to assist Toll Industrial – Paperlinx. “We’re here to complement your current fleet, offering trained and professional drivers – ensuring that Toll is the supplier of choice throughout the delivery cycle and also helping you manage your outside hire requirements – INHOUSE”, said Sasha Vasiljkovic – Toll Fast – National Manager, Accounts.

Toll Fast operates in excess of 1,300 vehicles Australia Wide, ranging from push bikes through to 12 tonne taxi trucks and semi trailers.

To see how we can assist you please call Sasha Vasiljkovic, National Manager, Accounts on 0412 170 580.

## Canberra **Bushfires**

**A**fter burning out of control through the ranges and national parks southwest of the ACT for nearly a week, bushfires were driven into Canberra and surrounding townships by strong westerly winds on the afternoon of Saturday 18 January 2003.

The speed and power of the winds over a 35 kilometre front meant that exhausted fire fighting resources and desperate residents would have no chance of avoiding a disaster, the like of which has never been seen before in an Australian city.

Radio and television updates on Saturday night were reporting 30 – 40 houses lost, which left most Canberrans in a state of shock. The final tally of four lives lost and 534 houses destroyed in the southern and western suburbs of Duffy, Holder, Chapman and Kambah, is still difficult to comprehend. While everybody in the bush capital knew that bushfires could threaten under the right conditions, nobody ever suspected it would actually happen, at least not on this scale.

While no Toll employees or facilities were directly affected, nearly everybody in Canberra knows somebody who lost everything. This created a very tense and nervous community, especially when the alert went out again the following Tuesday for people living in the northern suburbs.

The fires had turned away from Canberra but continued burning northwards along the ACT border – with gale force westerly winds again predicted, a repeat attack into the north-western suburbs of Belconnen was forecast. Many employees were forced to take the afternoon off and sit on the roofs of their homes with garden hoses in hand. However, Mother Nature intervened to push the fires further north and away from any direct threat to Canberra.

The true extent of what Canberra experienced only became obvious a week after the fires. The winds that drove the firestorm were strong enough to knock over fully-grown gum trees as though they were matchsticks, and peeled the roof off a water reservoir.

Spot fires had started three suburbs into the urban area, sparked by burning branches being carried over distances of some kilometres. Fireballs had jumped rows of houses and landed indiscriminately some blocks away, destroying homes in minutes. Cars packed and parked in driveways, ready to go if things got too tough, were now shells, still sitting where they had been parked. The water treatment and sewerage plants had been damaged, and water, gas and electricity infrastructure had been badly affected, especially into the western suburbs.

The response of Canberrans to this tragedy was the same as we have come to expect elsewhere in Australia. Requests at different times for bedding, clothing, foodstuffs, ice, toiletries, generators and other items for the evacuation centres resulted in overwhelming contributions, so much so that some donations had to be turned away. The Salvation Army, St Vincent de Paul and the Smith Family struggled to cope with the volume of local and interstate contributions that poured into Canberra.

Although Canberra was shrouded in thick smoke for over a week, creating major visibility problems, Toll’s transport services operated virtually full time. Additionally, Toll IPEC and Toll Express assisted with carting livestock feed and foodstuffs into Canberra for the relevant emergency service and recovery teams. Toll Group facilities, services and support were made available to local charities and individual small businesses that required assistance. DX arranged with Logistics, Transitions and Toll Regional for the purchase of 500 tickets to the Canberra Raiders Rugby League Club’s fund raising function, and then donated most of them back to the recovery centre for distribution to emergency services personnel and affected residents.

While this has been a very sobering time for the people of Canberra, Toll has once again shown true generosity of spirit and community support in time of crisis. It will take many years to re-build the damaged homes and infrastructure destroyed on 18 January, but Toll will continue to play our part in this recovery process in the nation’s capital.



## 'Food for Sport' Raising the Health Toll

**T**oll Logistics – Food & Beverages Division along with other well-known Australian brands such as Uncle Tobys, Berri, Bellis Fruit Bars and the Sports Dieticians of Australia, are supporting the Australian Paralympic Committee's timely and topical initiative to educate youngsters on the importance of healthy eating and exercise.

'Food for Sport' launched in February is designed to not only raise much-needed funds for Australia's aspiring Paralympians, but to also illustrate the importance of a balanced diet and active lifestyle. The initiative is based on the provision of a 'snack pack' for

primary school students on the day of their sports carnival in return for a small donation.

Toll's role is in the timely delivery of the snack packs to each of the participating schools and other supporters supplying product for the snack packs.

With as many as one in five teenagers overweight or obese, the Summit identified a dire need for schools to be more proactive in educating kids on the importance of diet and exercise.

What better role models could be offered to our youth than some of this country's most successful athletes?

These athletes display all of the

attributes essential for success in any area of life – courage, determination, skill, initiative and plain hard work and, obviously, as elite athletes, they are more than aware of the benefits and necessity of healthy eating and exercise.

Since the launch over 50 NSW plus a few interstate Schools have registered. The goal is to register 300 schools by end of July 2003. As school sport carnivals vary from school to school, it is anticipated that the majority of registrations will occur from April through to August 2003.

Toll is proud to be working with the Australian Paralympic Committee and its many supporters for a healthy future.

*The photo was taken at the official launch of the 'Food for Sport' Program at Newington Public School on Wednesday 26 February 2003. It was officially launched by The Hon John Watkins, Minister of Education. Left to right: Bec Couche – Senior Writer, Disney Adventures; Gabrielle Hegarty – Disney Adventures; Debbie Lowe – Principal of Newington Public; The Hon Watkins – Minister of Education NSW; Matt Ball – Toll; Amy Winters – Paralympian; Barbara Perry – Local Government Member; Kathleen Wright – Berri; Sara Carden – Paralympic Committee; Lathy Usic – Uncle Tobys; Sharon Palmer – Paralympic Committee; John Marshall – Paralympian; and some of the kids of Newington Public School.*



## A Record Fundraising Year for Toll Express Smithfield

**W**hat a great fundraising year 2002 was for Toll Express Smithfield with over \$14,000 raised from raffles, BBQs and a car / motorbike rally, that assisted the Royal Institute for Deaf and Blind Children and a fellow employee.

Contributions came from Brita Water, Carter Products, Coca-Cola, DFS, Easiyo, FYNA Foods Network Imports, Pfizer, Toll Logistics – Minchinbury and our own employees.

A special thanks to all the employees who participated in the car rally that travelled to St Albans.

As a result of our ongoing commitment to the Royal Institute for Deaf and Blind Children we were presented with a Life Membership of the Institute. During the last two years we have raised and contributed over \$30,000.

*Back Row: Steve Henderson (Hettich); Wes Jordan (Hettich); Greg Vine (Driver and organiser of the event); Geoff Banks (Driver); Pat Carlson (Driver). Front / middle row from left to right: Ray Ostrowski with wife Andrea and daughter Tina; Terry Plasken (Hettich); Amanda (Kwiksnax); Sue Robinson; The Oliver Family: David, Tanya (Customer Service), Terri and Amy; Dianne Crosby (Customer Service); Don Kidner (Workshop Manager Smithfield) Liz Morrow (Customer Service) Joyce and Harold Blayden (Driver). Front row kneeling far right: Tony Gee (Driver and photographer).*

## Second Step Program

**T**he Second Step Program is a brave and exciting Toll concept designed to offer employment experience for people who have overcome chemical addictions. Dignity and integrity are protected and no judgment made. The program was developed in conjunction with the First Step and DEAC organisations and allows successful candidates the opportunity to engage in training and employment, under special conditions, within the Toll Group for a period of twelve months.

The First Step Program provides the resources for the initial detoxification and the appropriate clinical and environmental follow up. This service provides a unique combination of loving and genuine care for its candidates. They continue to support the candidates through the physical and emotional process and offer back up for both the client and their primary care giver. The team at First Step makes the initial selection

*Continued on page 22*

## Second Step Program continued

of potential candidates for the Second Step Program.

DEAC then steps in to provide the next stage to full re-integration with well thought out training programs designed to meet specific needs. This program offers education in a wide variety of skills suitable for a return to the work force. They also provide counselling for the issues that face those who have been removed from the work force for an extended period as a result of their addiction.

Positions within the Toll Group are chosen to meet the skills and interests of the Second Step candidates and are financed by Toll Corporate. During the twelve month employment period Second Step candidates are offered appropriate training as well as an on site mentor in conjunction with the continued support of the First Step Program and DEAC and the Toll

Chaplaincy Program.

Toll employees have embraced the concept and have extended the same non-judgmental approach to the candidates as is fostered at First Step. Genuine commitment is shown by all those concerned, with and without knowledge of the struggles faced by those dealing with addictions. The candidates who have already begun employment through the Second Step Program have proved to be enthusiastic members of the Toll Community whose contribution to the work place is recognised by their colleagues and supervisors. They are the most valuable ambassadors for the program, showing how well the concept has become reality.

Toll is proud to be able to offer and participate in this marvellous program.

## Welcome to our **New Corporate Appointments**



**Fred Grima**  
joins Toll as  
Property  
Manager.



**David Rottura**  
joins Toll as  
Property  
Assistant.



**Angela Hall**  
joins Toll as  
Trainee.



**Vivian Scarpino**  
joins Toll as  
Corporate Tax  
Adviser.



**Sally Haley**  
joins Toll as  
Toll Assistant  
Accountant.



**Richard Wilson**  
joins Toll as  
Group Manager,  
Business Risk.



*Photo of the cheque presentation left to right: Peter Nardella – The Cancer Council; Andy Rogers – Safety Beach Country Club; Anthony Tratt – Toll Racing Driver; and Bob Stewart – Southern Peninsula Rescue Squad.*



## Toll Racing Pro The Cancer Council

**T**oll Racing's Inaugural Pro Am was held on Friday 10 January 2003 at Safety Beach Country Club to raise money for The Cancer Council Victoria.

One hundred and eighty-five players made their way slowly but surely to the start for an 8.00 am tee-off. The players included 68 golf professionals, Toll Racing suppliers, customers and sponsors who were happy to swing and hit a few balls for a good cause.

There were teams of four consisting of three amateurs and one professional – just to be fair on everyone!

The Winning Team at the end of the day was NEC:

**Sam Shiroki** – President NEC  
**Charles Ando** – Vice President NEC  
**Danny Leddin** – GM Southern Region, Corporate Business Division, Optus  
**Tim Elliott** – Professional Golfer

The team was awarded the Perpetual Trophy made up of parts off a racing car engine.

Congratulations team – well played.

The very important Auction took place at the end of the event, which saw some memorabilia being sold to the highest bidders to raise funds for The Cancer Council.

A grand total of over \$28,000 was raised and donated to The Cancer Council of Victoria. A great effort for a great cause!

A big thanks goes to Anthony Tratt, Driver Toll Racing for his unstoppable dedication and determination to make the event the huge success that it was.

Thank you to everyone for their attendance and generosity in raising money for an excellent cause.

Thank you to the staff of the Safety Beach Country Club for their excellent hospitality.

And lastly, thank you to both Wesley Green and Andy Rogers for their assistance in the Golf Shop.

Due to the success of this event it is anticipated that the Toll Racing Pro Am 2004 will take place around early January 2004.

## CLUB 10

### TOLL CORPORATE – CLUB 10

Peter O'Brien, Finance, Melbourne, VIC.

### TOLL LONG DISTANCE – CLUB 10

Allan Hobbs, Toll Express, Smithfield, NSW.  
Anne Townsend, Toll Tasmania, Hobart, TAS.  
Antonius Oortinuis, Toll Express, Port Lincoln, SA.  
Bruce Evans, Toll Tasmania, Burnie, TAS.  
Chris Secchi, Toll Priority, Port Melbourne, VIC.  
Curt Powell, Toll Express, Regency Park, SA.  
Gary Catling, Toll SPD, Carrington, NSW.  
Gary Sims, Toll SPD, Whyalla, SA.  
Geoff Willis, Toll SPD, Carrington, NSW.  
James O'Connell, Toll Fleet Management, Wagga Wagga, NSW.  
Jeff Pengelly, Toll SPD, Welshpool, WA.  
Mark Turmine, Toll Tasmania, Launceston, TAS.  
Paul Cavanagh, Toll SPD, Regency Park, SA.  
Paul Henry, Toll Tasmania, Webb Dock, VIC.  
Peter Walker, Toll Tasmania, Hobart, TAS.  
Phillip Annetts, Toll Fleet Management, Chullora, NSW.  
Ricky Jacques, Toll Tasmania, Burnie, TAS.  
Stephen Mallett, Toll Express, Regency Park, SA.  
Susanne Kimpton, Toll West, Kununurra, WA.  
Trevor Sheperd, Toll Express, Regency Park, SA.  
Wayne Paterson, Toll Express, Regency Park, SA.

### TOLL LOGISTICS – CLUB 10

Anthony Osbourne, Vehicle Logistics, Laverton North, VIC.  
Christopher Iredale, Food & Beverages, Moorebank, NSW.  
Erol Malkocer, AutoLogistics, Laverton North, VIC.  
Frank D'Silva, Food & Beverages, Port Adelaide, SA.  
Freda Grant, Food & Beverages, Port Adelaide, SA.  
Gary Welch, Food & Beverages, Minchinbury, NSW.  
Graeme Edwards, Vehicle Logistics, Wagga Wagga, NSW.  
Graham Glendenning, Vehicle Logistics, Dry Creek, SA.  
Gregory Anlezark, Food & Beverages, Northmead, NSW.  
Gregory Krywiel, Toll Refrigerated, Homebush, NSW.  
Judith Grimm, Vehicle Logistics, Dry Creek, SA.  
Kevin Kelly, Vehicle Logistics, Queanbeyan, ACT.  
Lee Appleby, Vehicle Logistics, Laverton North, VIC.  
Mark Bartimote, Vehicle Logistics, Wagga Wagga, NSW.  
Martin Hogan, Vehicle Logistics, Laverton North, VIC.  
Michael Rowe, AutoLogistics, Kewdale, WA.  
Michael Williams, Vehicle Logistics, Wagga Wagga, NSW.  
Peter Gordon, Food & Beverages, Canningvale, QLD.  
Peter Grainger, Toll Liquid Distribution, Wagga Wagga, NSW.  
Peter Hines, Vehicle Logistics, Dry Creek, SA.  
Peter House, Food & Beverages, Kewdale, WA.  
Peter McGrath, AutoLogistics, Laverton North, VIC.  
Peter Pohlmann, Vehicle Logistics, Hamilton, QLD.  
Phillip Sorensen, Vehicle Logistics, Gilgandra, NSW.  
Wendy Nicholson, Vehicle Logistics, Kewdale, WA.

### TOLL NORTH – CLUB 10

Alan Brazil, W&M Meat Transport, Tingalpa, QLD.  
Dorothy Leafe, Toll North, Archerfield, QLD.  
Gavin Swan, NQX, Toowoomba, QLD.  
Geoffrey Johnson, QRX, Tennyson, QLD.  
Kevin Albury, W&M Meat Transport, Tingalpa, QLD.  
Linda Clifford, NQX, Villawood, NSW.  
Neil Wenham, NQX, Bundaberg, QLD.  
Peter Moes, NQX, Altona North, VIC.  
Raymond Johnston, NQX, Villawood, NSW.  
Russell Reilly, NQX, Eagle Farm, QLD.  
Steven Pudwell, QRX, Tennyson, QLD.  
Timothy Heck, NQX, Kewdale, WA.  
Vincent Mergard, NQX, Cairns, QLD.  
William Ashby, NQX, Eagle Farm, QLD.

## CLUB 15

### TOLL LONG DISTANCE – CLUB 15

Alexander Mesa, Toll Fleet Management, Chullora, NSW.  
Anthony Sheehan, Toll Tasmania, Burnie, TAS.  
Arthur Lucas-Hill, Toll Express, Kewdale, WA.  
Craig Bush, Toll SPD, Carrington, NSW.  
Derek Hutchins, Toll Express, Regency Park, WA.

## CLUB 15 Continued

### TOLL LONG DISTANCE – CLUB 15

Gerry Sieders, Toll SPD, Acacia Ridge, QLD.  
Graham Hope, Toll Tasmania, Webb Dock, VIC.  
John Padman, Toll Tasmania, Launceston, TAS.  
Justin Hayes, Toll Tasmania, Launceston, TAS.  
Leigh Ries, Toll SPD, Carrington, NSW.  
Richard Chick, Toll Tasmania, Webb Dock, VIC.  
Rodney Crisp, Toll Tasmania, Burnie, TAS.  
Sheila Coleman, Toll Tasmania, Hobart, TAS.  
Stuart Moore, Toll Tasmania, Launceston, TAS.  
Thomas Bowman, Toll Regional, Albury, NSW.  
Wayne Warwick, Toll Express, Kewdale, WA.

### TOLL LOGISTICS – CLUB 15

Gavin Savage, Vehicle Logistics, Eagle Farm, QLD.  
Geoff Poole, Vehicle Logistics, Hamilton, QLD.  
Geoff Rayner, Toll Ports & Resources, Geelong, VIC.  
Geoffrey Bunyard, Logistics HO, Laverton North, VIC.  
Gregory Scrimshaw, Food & Beverages, Port Adelaide, SA.  
John McCoy, Food & Beverages, Ingleburn, NSW.  
Michael McGeady, Food & Beverages, Heathwood, QLD.  
Paul Plackett, Vehicle Logistics, Wagga Wagga, NSW.  
Peter Estay, Food & Beverages, Kewdale, WA.  
Peter Lange, Toll Liquid Distribution, Laverton North, VIC.  
Robert Carruthers, Toll Ports & Resources, Geelong, VIC.  
Ross Gibb, Toll Ports & Resources, Geelong, VIC.  
Sofia Goudge, AutoTrans Express, Kewdale, WA.

### TOLL NORTH – CLUB 15

Cam Alvos, NQX, Eagle Farm, QLD.  
Richard Dargusch, Toll North, Archerfield, QLD.  
Brad Griffiths - NQX, Bundaberg, QLD.  
Gavin King, W&M Meat Transport, Tingalpa, QLD.  
Peter Ropata, NQX Townsville, QLD.  
Ken Taylor, QRX, Townsville, QLD.  
Timothy Taylor, Toll North Equipment, Tennyson, QLD.

## CLUB 20

### TOLL INFORMATION TECHNOLOGY – CLUB 20

Colin Moynihan, Toll IT, Wagga Wagga, NSW.

### TOLL LONG DISTANCE – CLUB 20

Phil Watts, Toll Regional, Queanbeyan, NSW.  
Raymond Witzerman, Toll Tasmania, Hobart, TAS.  
Robert Burdon, Toll Tasmania, Hobart, TAS.  
Shona Downes, Toll Express, Revesby, NSW.

### TOLL LOGISTICS – CLUB 20

Darryl Connelly, Toll Ports & Resources, Geelong, VIC.  
Philip Marsland, Toll Ports & Resources, Geelong, VIC.

### TOLL NORTH – CLUB 20

Christopher Nottingham, NQX, Villawood, NSW.  
Robert Smith, NQX, Eagle Farm, QLD.

## CLUB 30

### TOLL LONG DISTANCE – CLUB 30

Robert Kennedy, Toll Express, Regency Park, SA.  
Sam Gullotto, Toll Tasmania, Revesby, NSW.

### TOLL LOGISTICS – CLUB 30

Colin Fraser, Food & Beverages, Canningvale, QLD.  
Lawrence Foley, Food & Beverages, Heathwood, QLD.  
Zachary Poole, Food & Beverages, Knoxfield, VIC.

## CLUB 20

### TOLL LONG DISTANCE – CLUB 35

Peter Milnes, Toll Express, Regency Park, SA.

## CLUB 40

### TOLL LONG DISTANCE – CLUB 40

John Haselhurst, Toll SPD, Welshpool, WA.

### TOLL NORTH – CLUB 40

Brian Bertwistle, Toll North, Archerfield, QLD.  
Col Seed, Toll North H/O, Archerfield, QLD.  
John Reese, Toll North, Archerfield, QLD.



Our vision – to be the most successful provider of integrated 'Total Logistics Solutions'

## The Toll Group Divisional Offices

Division	Address	Telephone	Facsimile
Corporate Office	Level 8, 380 St Kilda Road, Melbourne, 3004	03 9694 2888	03 9694 2880
Toll Logistics	Level 1, 32 Walker Street, North Sydney, 2060	02 8923 2333	02 8904 0219
Toll Long Distance	Level 1, 32 Walker Street, North Sydney, 2060	02 8923 2333	02 8904 0219
Toll North	146 Kerry Road, Archerfield, 4108	07 3275 0400	07 3275 0444
Toll Group Business Development	146 Kerry Road, Archerfield, 4108	07 3275 0400	07 3275 0444

### Division

### Businesses

### Services

#### Toll Logistics



AutoLogistics  
 Defence  
 Food & Beverages  
 Industrial  
 Ports & Resources  
 Toll Liquid Distribution  
 Toll Specialised Warehousing  
 Toll Transitions

- Specialised warehousing including overflow and cross-docking
- Inventory management
- National and contract distribution
- Port operation management
- Dynamic vehicle routing
- Sequence in line supply
- Packaging design and manufacture
- Project facility management
- Relocation services to the Corporate, Government and Domestic sectors
- Virtual logistics

#### Toll Long Distance



Toll Express  
 Toll Fashion  
 Toll Fast  
 Toll Fleet Management  
 Toll International  
 Toll IPEC  
 Toll Linehaul  
 Toll Parceline  
 Toll Priority  
 Toll Refrigerated / FRL  
 Toll Regional  
 Toll Shipping  
 Toll SPD  
 Toll Tasmania / Edwards

- Full load and less-than full load national distribution
- Multimodal
- Time sensitive road-express service for lightweight freight consignments
- Overnight satchels
- Cold chain management
- Coastal shipping
- Temperature controlled distribution warehousing
- Cross-docking
- National and international distribution
- Bass Strait Cargo shipping operations
- Mail room management
- Express carrier messenger services

#### Toll North



NQX  
 QRX  
 Specialised Services  
 W & M Meat Transport  
 Carpentaria International  
 Kimtrans (50%)  
 R & H Transport (50.01%)  
 Freshmark  
 Malleys

- Bass Strait Cargo shipping operations
- Mail room management
- Express courier messenger services
- Specialist regional Queensland and Northern Territory carrier
- Multimodal
- Refrigerated freight services
- International freight forwarding
- National service capability
- Bulk and wharf services
- Fresh produce specialist carrier

#### Toll Technologies / Business Development



Venture Fund Investments  
 AWX (20% equity)  
 Toll Solutions Group

- Strategic investment in e-commerce businesses
- Group Business Development
- Development of new services and capability

Editor: Evelyn Papadopoulos – Corporate Marketing Communications Manager  
 Toll Holdings Limited, Level 8, 380 St Kilda Road, Melbourne 3004.  
 Telephone 03 9694 2826 Facsimile 03 9694 2880  
 www.toll.com.au e-mail tolltoday@toll.com.au

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 AUTOMOTIVE  
 BEVERAGE  
 DEFENCE  
 FOOD & RETAIL  
 INDUSTRIAL  
 PORTS  
 RELOCATION  
 RESOURCES  
 SERVICES