



TOLL HOLDINGS LIMITED

today

AUTUMN 2005

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Paul Little
Managing Director

Industry projections see an above average increase forecast for Melbourne in line with the overall freight task doubling by the year 2020.

Dredging of Port Phillip Bay

Whilst the dredging of the main shipping channel into Port Phillip Bay will be as popular with the community as the Mitcham to Frankston Tollway, there is no doubt that Victoria generally, and our industry in particular, will be the beneficiary of this essential infrastructure project.

The Port of Melbourne is one of Victoria's major assets, handling nearly \$70 billion in trade per annum, contributing more than \$5.8 billion to the Victorian economy every year.

In the 2002 / 03 year, Melbourne handled more than 1.6m TEUs, representing 37 percent of the national volume, making it the busiest intermodal port in the country.

Industry projections see an above average increase forecast for Melbourne in line with the overall freight task doubling by the year 2020.

The Victorian Ports Strategic Study in 2000 estimated that, on current trade projections, between 3.8 million and 5.8 million containers would be handled at Melbourne by 2030, up from 1.6m in 2002 / 03 – 137-262 percent increase in volume.

Melbourne's channel deepening was thus rated as the nation's most valuable infrastructure project, with the potential to add \$14.8 billion to output by 2030.

Currently, the draft required by ships entering Port Phillip Bay is limited to approximately twelve metres, catering for container ships up to 4,000 TEUs.

Fourteen metres however, would allow us to cater for larger container ships of up to 6,000 TEUs – an increase of 50 percent capacity.

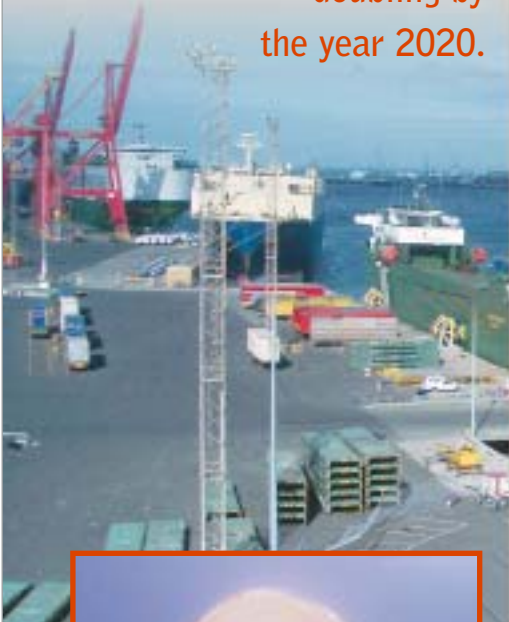
Thirty percent of all international container ships entering Port Phillip Bay are affected by draft limitations.

If the Port Phillip Bay shipping channel isn't deepened to cater for larger ships, these vessels will go to other deep-water ports, providing detrimental loss to the Port of Melbourne and Toll's activities in the region.

The impact includes the:

- Loss of economies of scale
- Loss of direct port calls
- Loss of employment
- Increased costs of cargo
- Reduced investment

The success of the Port of Melbourne and the Victorian logistics industry in general, is very much dependent on the urgent deepening of the major shipping channel in Port Phillip Bay.



Ray Lyons
Managing Director – JD Lyons

Continuing Acquisitive Growth

Toll Logistics acquired the share capital of JD Lyons & Co Ltd, a Wellington based transport and logistics company on 1 March 2005.

JD Lyons is a third generation, New Zealand Group specialising in the FMCG (fast moving consumer goods) and manufacturing industries with extensive warehousing and linehaul capability in Auckland, Wellington and Christchurch.

We have been investing substantially in New Zealand since 2002 and this acquisition complements our existing logistics businesses in New Zealand, providing a sound base for further growth.

Ray Lyons, Managing Director of JD Lyons, will continue to manage the business, taking advantage of Toll's existing infrastructure and financial presence in the market place to further expand the business.

We are delighted to welcome such a blue chip logistics business into the Toll Group.





Mark Rowsthorn
Executive Director

Toll Owens Joint Venture Signed and Sealed

On 10 December 2004 the Port of Tauranga and Toll Holdings signed an agreement for the formation of Toll Owens Ltd, the 50/50 Joint Venture (JV) company that will own and operate the businesses of The Owens Cargo Company and Toll Logistics (NZ) Ltd.

The new operation has created a vertically integrated service organisation to efficiently handle the marshalling and stowing of cargo, offering integrated marshalling and stevedoring services at 12 ports throughout New Zealand.

The JV is already delivering considerable benefits with the awarding of a long term, 1 million tonne pa, stevedoring, marshalling and coal management contract with Genesis Energy.

The coal will be transported by rail from Tauranga to Genesis' facilities at Huntly under a long-term contract with Toll Rail, proving the JV's ability to provide customers with a fully integrated service.

Toll Owens will provide cargo-handling services at NorthPort, Auckland, Tauranga, Gisborne, Napier, Nelson, Picton, Lyttelton, Port Chalmers, Timaru, and Bluff.

Chairman of Toll Owens is Don Telford, Director of Toll Logistics and Chief Executive is Mark Cairns who was previously Chief Executive of The Owens Cargo Company.

Toll is pleased to be associated with the Port of Tauranga in this venture and we look forward to a long and successful relationship together.



Don Telford
Chairman - Toll Owens



Mark Cairns
Chief Executive - Toll Owens

"The Genesis Energy Contract is one of the largest single port logistics contracts seen in several years and is a clear recognition of the value of long-term partnerships in the supply chain."



Far right: Alan Hill (right) – NSW State Manager presenting an award and gift recognising Gunther's long and dedicated service to Toll IPEC during the past 42 years with the company.



Gunther Kretchman Retires After 42 Years

After 42 years of dedicated service with Toll IPEC and building a lifetime of friendships, Gunther Kretchman celebrated his retirement on 24 December 2004 with people who will dearly miss his kind and professional manner.

Commencing with IPEC in 1962 when it was a family owned company, Gunther Kretchman worked continuously for the company as a superb Sub-Contractor.

Throughout the years, Gunther has seen many people come and go and has adapted to different management and company ownership.

Gunther is a quiet, studious person who has made many friends over

the years with both employees and customers alike.

Gunther was always a good worker and carried out his duties on a daily basis efficiently. Never, throughout Gunther's 42 years, was a complaint ever received for any issue. This must be a record in itself.

Gunther gained immense respect over the years from co-workers, management and his customers.

All personnel at Toll IPEC Moorebank wish him all the very best for the new and exciting phase of his life.

Best wishes for the future Gunther!



Transporting Live Fish

Clean, flash linehaul trucks are great, but 'fish trucks' prone to mud and / or dust, ice and snow, offer a very different challenge. This job involves getting off the beaten track and set runs.

Tasmanian quality Atlantic Salmon is known all over the world, with transport an important and necessary part of the production, taking the babies from the freshwater inland hatcheries to the coastal farms. When the 'smolt' is ready to go to sea, Toll Tasmania provides delivery through five permanently fitted trailers and two spare sets of tanks.

Vital oxygen and air are carried on the trailers in cylinders and delivered to the fish at optimum levels, through an automatic monitoring system, with a manual back up.

The number of fish in each of the six 3,000 litre tanks is calculated through biomass,

ie depending on their weight, but usually a couple of thousand or more.

Discharging the fish at the end of the day varies. They can be emptied into 700 litre tanks and flown out to their nets by helicopter. Sometimes the truck and trailer are driven on to a barge and sailed out to the nets. They can be let straight into the nets from a wharf. Drivers need to have training and conditions can be a bit tough at times. It also helps to be a bit of a care bear!

Fleet controllers can also feel a bit battered at the end of the six month season as they can sometimes end up with extra trucks with little notice due to snow, general livestock problems, or too much wind for the chopper to work.

Overall it's a job that keeps you on your toes and provides some great variety.



Wundowie Foundry Excels

Toll Express has provided essential transport services across Australia for Wundowie Foundry for over seven years. In a very competitive foundry market, cost effective, timely and reliable transport are critical factors in providing that edge.

Wundowie Foundry is one of the largest independent foundries in Australia, and prides itself on providing a high level of customer service to clients in the mining, agriculture, public authority and general engineering markets. The motto of the Company is 'Cast in Excellence', and this starts from the initial product design where state of the art modelling is used to 'get the product right'.

Managing Director, Bill Pearce paid tribute to the energy, skill and innovation of staff, that has seen turnover increase in recent years, especially in the ground engaging tool (GET) markets in Australia and

overseas. He said that a suite of products had been designed, tested, and produced, that were sold to major industry clients. He also mentioned that the Company placed a tremendous emphasis on the training and personal development of staff. To augment this, a training manager had been recently appointed.

Mr Pearce also mentioned the Company's safety performance had been outstanding, with claims experience over the past seven years at less than 10% of the industry average. The success in this area was due to management and staff working together to create a safe work environment, as safety and quality are foundation stones for the Company's continuous improvement philosophy.

Toll Express is a valued partner for Wundowie Foundry, helping to deliver its excellent products on time.

Toll IPEC at the NSW RTA Awards 2004

Toll IPEC had three nominees for awards at the 2004 NSW Road Transport Association (RTA) Awards night held at Sydney Convention & Exhibition Centre, Darling Harbour on Saturday 30 October 2004.

Alan Burgers – Toll IPEC Driver was nominated for NSW Driver of the year, recognising freight handling knowledge, safety, pride, presentation and a sound driving record.

Dennis Stewart – Toll IPEC's Sydney Freight Manager was nominated for the Nancy Pigeon award, recognising management and clerical workers in NSW for their practical leadership qualities, commitment, achievement, integrity and loyalty.

Narelle Alex – Toll IPEC's National OH&S Manager was nominated for the OH&S award as a result of her work in developing high standards of safety in the workplace.

While other nominees were voted as more worthy on this occasion, Toll IPEC is very proud of the high standard maintained by these and many others within our ranks.



Picture: Toll IPEC's nominees left to right: Dennis Stewart, Narelle Alex and Alan Burgers.

Kiran Pai Becomes a True Blue Aussie

On Australia Day 2005 Kiran Pai from Toll IPEC received his Australian Citizenship papers becoming a true blue Aussie!

Kiran was born in Mangalore, India in 1976, a coastal town in the southern part of India, approximately 350 kms from Bangalore.

In 1982 Kiran moved to Bangalore with his family completing his schooling to Year 12 in 1994. He then worked for 18 months as a computer teacher whilst studying for his Diploma in Travel and Tourism.

In July 1996, he moved to Melbourne to study for his two-year Diploma in IT at Holmesglen Institute of TAFE. He returned to India to pursue a career in IT and returned to Melbourne to complete a Bachelor in IT in February 2000 at Deakin University.

Kiran then commenced at Toll IPEC under a contractual basis in July 2001 and was offered a full-time IT position in 2003.

G'day mate and welcome to Australia!

Picture: Andrew Pappas (right) – State Manager, Toll IPEC Altona North presenting our newest Australian, Kiran Pai, with a Four'n'Twenty pie and can of VB.



New Dynamic Look

With the V8 Supercar Series going offshore to New Zealand and China, Toll is pleased to release the new livery for the 2005 season sporting the Toll Corporate colours.

This year we welcome to the Team Sophie McNutt, who's role involves organising Corporate hospitality for all Toll Racing sponsors, producing race reports, updating the website and looking after merchandise sales.

Sophie will be contacting all Divisions to assist with their promotional requirements.

Sophie can be contacted on +61 (0) 412 451 374 or e-mail: sophie.mcnutt@tolldracing.com.au

For this year's calendar visit www.v8supercar.com.au



Toll Green Snatche

Richard Green, the man many of us have seen on TV wearing the Toll cap, took out the Australian Masters title in December 2004, claiming the gold jacket and the \$225,000 winner's cheque.

It was Richard's first win after finishing second three times on the European tour and his first big title since claiming the Dubai, Desert Classic back in 1997. It also meant that he finished atop the Australasian PGA Tour Order of Merit giving him exemptions to some of the biggest tournaments this year(1).

Thirty-four year old Richard, started playing golf at 6, broke par at 15 and turned pro at 21. Richard lives in Williamstown, Victoria with wife Anita and three year old daughter Tara.

Toll is proud to be involved with supporting Richard Green in 2005. (1) Source: sportsaustralia.com

TOLL COMMUNITY

Toll Servicing Tsunami Relief

On Sunday, 26 December 2004, the greatest earthquake in 40 years occurred about 150 kilometres off the west coast of northern Sumatra Island in Indonesia. The earthquake generated a disastrous tsunami that caused destruction in 11 countries bordering the Indian Ocean.

The enormity of lives lost was hard to fathom, let alone the millions who could die without fresh water, food, clothes, shelter and medical attention.

It was an event that saw the true human spirit of 'giving selflessly' in motion – millions around the world gave generously of their money, time and relevant possessions. Aid agencies around the world were overwhelmed with the influx of donations and volunteers.

Toll Thailand, in conjunction with Shell, had quickly utilised their new bulk liquid tankers, to supply fresh water to people in need in the affected area of Phuket.

Toll employees were speedily arranging fund raising activities to assist wherever possible. Various Toll businesses were transporting our customers' donated products to aid agencies. (See opposite.)

All in all, the Toll Group pledged a contribution of \$350,000 made up of a combination of cash and services as follows:

\$150,000 – Transport and warehousing services to World Vision

\$100,000 – Cash donation to World Vision

\$100,000 – Staff fund raising and logistics services via other aid agencies

World Vision was best placed to accept Toll's 'in kind' capabilities of transport and



Picture: Toll's Managing Director Paul Little (left), presenting Tim Costello – CEO World Vision with Toll's generous cash donation of \$100,000.

logistics services – and we have already moved many consignments of donated goods from around Australia to World Vision's Melbourne warehouse for shipment to South East Asia. In addition, Toll is also arranging other activities including storage, consolidation and export services, as well as management support.

It's truly humbling to see the enormous generosity of people worldwide in this time of great need, including our valued and committed employees and customers.

Toll Thailand Delivering Fresh Water

Toll Thailand, in a united approach with Shell, Esso, Volvo Trucks, the Thai Red Cross Society and the Swedish Rescue Service Agency arranged the provision of fresh water to the tsunami disaster victims in the South of Thailand.

Two new 20,000 litre Volvo Heil aluminium tankers, built for Shell valued at AUD \$350,000, were used to deliver fresh water to people in the tsunami affected area of Khaolak Pang Nga, Thailand.

Shell generously delayed the delivery of the new tankers into their distribution system in an urgent effort to assist. In addition, Esso

donated 20,000 litres of diesel fuel to the cause.

Toll worked around the clock until fresh water supplies resumed by local authorities in late February.

Picture: Toll Thailand's two 20,000 litre tanker trucks ready to deliver fresh water.



s Masters Title



Background and left pictures courtesy of The Herald & Weekly Times.

Background Picture: Richard Green at the Masters.

Left: Thumbs up after Richard's Masters victory.

Right: Toll's Executive Director, Mark Rowsthorn congratulating Golfing Pro Richard Green on his recent victories.

Some other interesting information on Richard Green:

- Richard admires Larry Perkins (motor racing) due to his professionalism, passion and assertiveness.
- Outside of golf, Richard would like to compete in Bathurst 1000.
- Richard's father has had the greatest influence on Richard's golfing career.
- When not playing golf, Richard likes to spend time with his family and race his car.
- Richard would like to win one tournament every year for next five years and do whatever it takes to become financially secure.



TOLL COMMUNITY

Priority Library Book Sale

When the Victorian Public Libraries decided to have a giant second hand book sale in the State Library Forecourt on 10 February, to assist in the Tsunami relief effort, they came to Tony Chehade, Toll Priority Victorian Government Account Manager, for assistance.

Thousands of books donated from libraries around Melbourne and regional Victoria needed to be picked up, brought into Toll Priority's two depots in Port Melbourne, palletised, stored and finally delivered on the morning of the big day.

Toll Priority, who has provided a daily service to and from Victorian State Library locations through its DX Government network for the last 15 years, took up the challenge. Victorian Toll Priority management, operations staff, drivers and agents donated their time and resources to pick up over 1,000 boxes of books for the sale over the course of the week leading up to the sale.

The delivery was not easy due to no forklift facilities being available at the delivery point, but with the help of two drivers and their tailgate



Picture: Deb Traylor – Casey-Cardinia Library Corporation; Tony Chehade – Toll Priority, DX Mail State Government of Victoria Account Manager; Lorraine Seeger – Eastern Regional Libraries Community Liaison Manager & Victorian Public Libraries Tsunami Relief Effort / Event Co-ordinator; Margaret Hall – Eastern Regional Libraries and Amy – Casey-Cardinia Library Corporation.

trucks, trolley jacks and assistance from State Library volunteers, the delivery of 40 pallets was done on time.

Once the sale finished, the remaining books were then picked up and sent to a charity organisation in Dandenong.

The planning and implementation of this project was a tremendous achievement by all concerned and was very much appreciated by our customer.

Logistics Activities at the Gold Coast

What started out as a request to move a twelve pallet load to Brisbane in aid of the tsunami relief, ended up being a shipment of seven containers of 5,810 cartons packed with clothes, toiletries, medical supplies, linen and towels, loaded and shipped to the Methodist Church in Colombia – Sri Lanka.

As the momentum of people's generosity built, so did the task at hand, seeing four Toll business units, local businesses and the community on the Gold Coast all heed a helping hand.

Toll Express was the holding hub for the tsunami aid collection centres in January, controlling, organising and palletising the local pickups.

Toll SPD and Logistics came to the aid by supplying and transporting the containers from the depot to the wharf, whilst Toll IPEC utilised their express loaders to load the 40' containers in 30 minutes.

A local developer (Auscorp) got behind the cause donating \$15,000



Picture: Members of the local community assisting with the loading of goods into the containers, including bricklayers, Toll employees and surf lifesaving members as well as lots of other good hearted Gold Coast people.

to the Methodist Church, ensuring these containers reached their destination.

Special thanks to everyone involved.



Picture: At the Foodbank NSW warehouse (left to right) are Don Telford – Toll Group Director Logistics; Lawrence Baker – Driver; Joe Giraldi – Warehouse Manager; Eddie Desmond – Warehouse Supervisor; Warren Anderson – Toll Logistics Project Manager; Foodbank volunteers Aimes Eddie and Bill Maidment and Barry Page – General Manager Foodbank NSW.



Delivering Food Parcels to the Less Fortunate

Over the next twelve months Toll is supporting Foodbank Australia with \$100,000 worth of transport services, funded by the Toll Logistics Group.

Foodbank Australia is a not for profit, non-denominational organisation that collects donations of grocery and beverage products from many large and not so large manufacturers and retailers.

This food is then re-distributed to more than 1,500 State based accredited welfare agencies such as The Salvation Army, Mission Australia, St Vincent's, Smith Family and school Breakfast Clubs. With over 6.5 million kg of food per annum, every day more than 25,000 people eat or drink Foodbank distributed products.

Don Telford, Group Director Logistics, said that with a Foodbank in every mainland Australian State, the national charter dictates that all donations are essentially shared equally. New South Wales accounts for 62 percent of all donations and therefore has a large logistics exercise to undertake each year to ensure that it meets the national charter requirements.

"We are over the moon about the Toll support, it is invaluable to

Foodbank", stated Bronwyn Boekenstein, Foodbank's CEO. "While we received over six million kilograms of donated food last year, much of it came into Melbourne and Sydney. Since we have Foodbank operations in each of the mainland States, and we are committed to ensuring each state receives their share, we do a lot of freighting. In fact, we were anticipating a freight bill of up to a quarter of a million dollars this year and that's after the subsidies and discounts are factored in. Toll's very generous sponsorship will halve this, allowing a great deal more of Foodbank's resources to be spent on our primary purpose... getting food into the mouths of those who are hungry," Bronwyn concluded.

Foodbank Australia is operated by 25 paid employees and an 'army' of volunteer workers. If you would like to assist Foodbank Australia by volunteering some of your time or by donating cash to this worthy cause, please contact your State Foodbank directly for details.

Enquiries

Warren Anderson, Foodbank Account Manager – Toll Logistics Group
Telephone 02 8923 2315.

NQX and QRX Assisting Foodbank Townsville



Toll's NQX and QRX businesses have been actively assisting in the carriage of food and beverage products from manufacturers and retailers in Brisbane to Townsville's Foodbank.

When it comes to helping run a charity, Brad Webb is a bit of a scrooge.

It's not that he doesn't want to give – he just wants to make sure as much product as possible goes to those most in need.

Brad has been instrumental in the formation of Foodbank Townsville which last year delivered \$448,000 worth of food hampers to local charities.

"The cost of overheads amounted to about half a percent of the business because nearly everything is donated except for electricity and the phone... and we will be working on that," Brad said.

Brad received the Townsville City Council Citizen of the Year award in 2003 for his role, including developing Foodbank's Townsville warehouse in the Webb Industrial Estate.

"Foodbank has been a big success in just over two years of operation thanks to the generosity of businesses and individuals," Brad concluded.

Courtesy Townsville Bulletin.

Picture: Brad Webb (left) with John Phillips of NQX at Foodbank Townsville.

Toll IPEC has thrown its weight behind UnitingCare's third national Pancake Day, held on 8 February 2005. UnitingCare is Australia's largest charity that supports homeless teenagers, families in crisis and abused and neglected children.

A Truckload of Support for Pancake Day

Toll IPEC is donating its services during January to deliver approximately 1,800 Pancake Day host kits to participants throughout Australia.

National Pancake Day Co-ordinator, Mariska Meldrum, says this new distribution partnership is integral to the success of Pancake Day. "Toll IPEC will deliver free of charge around 1,800 Pancake Day host kits containing 40,000 bottles of Pancake Shake and 7,000 bottles of maple flavoured syrup, to participating groups all over Australia."

"Toll IPEC's extensive network means that, for the first time, the host kits will be delivered direct to the door of participants – no more need to pick the kits up from regional depots," said Mariska.

Toll IPEC joins Green's General Foods, the makers of Green's Pancake Shake, and AGL as major sponsors of Pancake Day.

Toll IPEC National Sales and Marketing Manager, David Cook, says Toll IPEC is delighted to support UnitingCare's Pancake Day in 2005.

"Many of our employees have families, so we are happy to lend a hand to organisations like UnitingCare that provide such important services to Australian children, young people and families," said David.

"We are committed to helping make Pancake Day a real success in achieving its goals of raising awareness and funds for children and young people disadvantaged by poverty, homelessness, disability, family breakdown, abuse or neglect."

Right: Celebrity Chef Gabriel Gate supporting Pancake Day.

Below: Warehousing Pancake Day host kits.

Below right: Left to right: Angela Goodwin – UnitingCare's Vic Co-ordinator, Mariska Meldrum – UnitingCare's National Co-ordinator and John Eccles – Toll IPEC Local's Operations Manager.



K-Mart Christmas Tree Charity for the Smith Family

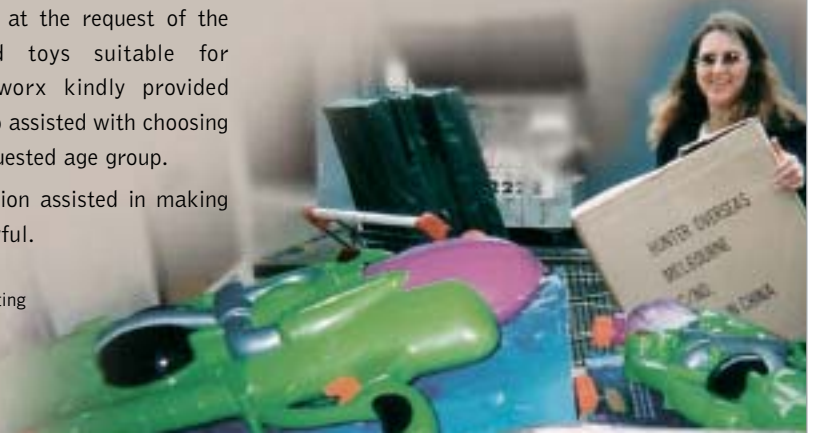


Toll IPEC's Casual Friday Appeal collected a cool \$1,045.54 in two and half months. The money was used to purchase toys for the K-Mart Christmas Tree charity where they were passed onto the Smith Family for distribution to disadvantaged families.

Toll IPEC contacted Toy Networkx in Reservoir, (Melbourne, Victoria) and at the request of the Smith Family, purchased toys suitable for 8-13 year olds. Toy Networkx kindly provided a generous discount and also assisted with choosing appropriate toys for the requested age group.

We hope that our contribution assisted in making a child's Christmas more joyful.

Picture: Wanda Allen – Toll IPEC lifting the toys out of the van at The Smith Family premises.



Right: Harry Tawa gets into the 'painting of the faces' spirit with the children.

Far right: Standing left to right: Harry Tawa, Debbie Morss, Lisa Dempsey and Kerry Taylor. Kneeling is Jodie Hampton.

Below right: Jodie Hampton presented a little girl with a huge soft toy and other goodies.



Special Children's Christmas Party

Toll Logistics (NZ) was a proud sponsor of last year's Special Children's Christmas Party which was held for the Waikato / Bay of Plenty Region on Saturday 4 December at Mystery Creek, New Zealand.

The following staff from the Mt Maunganui office volunteered to help on the day – Jodie Hampton, Kerry Taylor, Lisa Dempsey, Debbie Morss and Harry Tawa.

The aim of such a day is to provide over 1,000 special children with 'one of the best days of their lives'.

The children who are invited to the party come from four major groups: physically impaired, intellectually impaired, those suffering from a life threatening illness and children living in disadvantaged circumstances because of either environmental or economic reasons.

The children are sourced through various community, charity

and Government organisations who deal with these children on a daily basis.

On Saturday each of the 1,300 children who attended, received a soft toy and at least one other gift. Other gifts consisted of CD players, remote controlled cars, construction sets and educational computers.

The sheer enjoyment we all got from seeing these children and the excitement on their faces bought both a tear to the eye and heaps of smiles.



Love Travels Far and Wide

Julie McCracken and partner Yaw Owusu-Ansah, who fought a decade long battle for love, are giving back to Yaw's country of origin. Aided by friends, school children, businesses, including Toll International, and the community, a huge shipping container was packed full of goods for orphaned children in the West African country of Ghana.

The couple of almost 12 years saw a television program, on the eve of their trip to Ghana, of boys playing soccer with taped on boots, and the program altered their luggage arrangements just a little.

So the couple quickly e-mailed their friends and said, "We're going to Ghana, has anyone got any footy boots or sport shoes?"

The response was overwhelming, as the couple ended up taking 500 kg of unaccompanied air-freight with these boots.

In Ghana, the couple met the country's minister for welfare who, desperate for internal aid, offered to waive import duty next time.

Since then word of mouth had brought in even more goods, and a second container headed for Ghana, filled with computers, bicycles, school books, clothes and other items.

Children from Hansen Park Preschool in Kilsyth and Leongatha Primary School donated goods, wrote letters for the children in Ghana, and individually wrapped lucky dip items for children in the Fra Fra Ha orphanage.

Toll International in Tullamarine Victoria picked up the freight cost and other businesses supplied goods and services, including food for the workers.

This was one of the best days of the couple's lives.

Toll International is proud to have contributed to such a great cause.



Picture: Satisfied that the container was completely packed and full are left to right: Yaw Owusu-Ansah, Julie McCracken, Milka Trkulja – Toll International (responsible for most of the organisation from Toll) and Richard Raw – General Manager, Toll International.



Charity Golf Day

The inaugural Toll Charity Golf Classic was held on Monday 15 November 2004 at Northlakes Golf Club in Brisbane, raising \$14,279.55 for the Make-A-Wish Foundation Australia – granting cherished wishes of children with life-threatening illnesses.

A BIG THANK YOU goes to our many generous sponsors – thank you for making the event such a success.

- Armesto's Transport
- Beaurepaires
- Bridgestone Australia
- Brisbane Isuzu
- BW Information Technology Consulting
- CUB – Carlton & United Beverages
- Desmain
- Freightler Maxi-Cube Queensland
- Gloves Off Australia
- Gold Coast International Hotel
- Hotel Watermark
- Iceman Transport Refrigeration Repairs
- Isuzu General Motors Australia
- John Bell Transport Repairs
- Kenworth Trucks / Brown & Hurley Group
- King Fisher Bay Resort
- Knight Frank – Property Services
- Mack Trucks Australia
- Mitre 10
- National Australia Bank
- National Fleet Network
- Nike Australia
- North Shore Beach Houses & Villas
- Pickles Auctions
- PGA
- PW Betts
- Sargeant Truck Leasing
- Shell Company of Australia
- V8 Race Experience, Queensland Raceway
- Wilson HTM
- Workpac Industrial
- in2store
- NQX
- QRX
- Toll Fast
- Toll Group
- Toll Racing
- Toll IPEC
- Toll North
- Toll Ports
- Toll Priority
- Toll Resources
- Toll SPD

Toll suppliers, customers and divisions generously supported the event by sponsoring each of the 18 holes, drink carts and team packages that made the event an outstanding success.

The organising committee consisted of representatives from all Toll businesses with the assistance of Global Plus Event Management.

One hundred and forty-four players teed off after a shotgun start in the two-ball ambrose event, followed by drinks, dinner, prizes, the important charity auction and entertainment by comedian John Garfield who also promoted and ran the charity auction. Various organisations and individuals donated all prizes and auction items. The Director of Global Plus, Trevor Elborne said, "I have been involved in managing corporate golf days for Multinational Companies in America, Europe, Africa and Australia over the last 10 years and I have not experienced the professionalism and enthusiasm that the Toll management and staff showed towards making this event a success. Not only did they secure 144 guests in their first event, but they sold a record 18 Hole Sponsorships which in this day and age is very difficult to achieve. I felt very privileged to work with Toll on this event."

On receiving the cheque from Group Director Toll North, Terry Mallon and General Manager Toll Resources, Ken Noye, Make-A-Wish State Manager Melissa Hartman said, "The Make-A-Wish Foundation of Australia thanks Toll for their wonderful support and friendship in 2004. Proceeds from the inaugural Toll Charity Golf Classic will go directly to assist us grant the cherished wishes of Australian children with life threatening illnesses. In 2005 the Foundation celebrates 20 years of wish granting in Australia and to celebrate we aim to grant a record 600 wishes. Thank you Toll for believing in the power of a wish and helping us achieve this goal."

With this initial event being so successful the committee is already working on the 2005 Charity Golf Day.



Picture: Terry Mallon – Toll North's Divisional Director (left) together with Ken Noye – Toll Resources' General Manager presenting the cheque to Melissa Hartman – Make-A-Wish Foundation's State Manager.

How Alan Plays Santa

Alan Barry and staff at Toll Priority play one of the most important roles in the Sunday Mail Toy Appeal (Adelaide) – delivering the toys that will end up in the arms of children on Christmas Day.

It's a job the company has done proudly for eight years. "We like to do it as corporate citizens helping out the community," Alan Barry, Toll Priority State Manager, said. "It feels good to help out where we can.

"At least 15 couriers will do the deliveries around Adelaide – plus there'll be all the people who will load and organise the deliveries. We normally deliver to about 10 to 15 charities every year."

As a father of three youngsters – aged two, five and nine – Alan knows how much children enjoy unwrapping gifts on Christmas Day.

"Our house feels like a toy factory at Christmas. It wouldn't be Christmas without toys and kids," he said. Article and photo courtesy of Sunday Mail.



First and Second Step Programs

For over two years now the Toll Group has been directly and intentionally involved with drug reform programs in St Kilda, Victoria, mainly heroin but other illegal drugs as well. We are very proud of this involvement and in 2003 Paul Little's contribution was officially recognised at a ceremony in St Kilda Town Hall where he was awarded a certificate of appreciation.

Our involvement with drug reform is through the First Step Program. First Step is a not-for-profit organisation assisting people with dependency on heroin and other drugs. Toll provides some financial support as well as contributing the time and expertise of members of several different divisions.

The primary focus of the First Step Program is for people with heroin dependency. The aim is to provide treatment and advice for people to assist in withdrawal from heroin, and reduction in the use of other drugs. Treatments offered vary according to individual needs and include counselling, buprenorphine / methadone maintenance programs, rapid detoxification, naltrexone tablets and slow release naltrexone implants.

At all times the approach is non-judgmental and people who relapse are encouraged to return and try again.

Additional activities are available for clients and their friends and family:

- Creative arts expression group
- Meditation sessions
- Support groups
- Massage
- Psycho-social work

With the support of Toll and a committed staff of professionals and volunteers, the cost of treatment at The First Step is maintained at the lowest possible level. Counselling sessions with the psychologists are free and all the doctors' appointments are bulk-billed. Volunteers can be members of a client's family, tertiary student placement, persons fulfilling a community based work placement order, retired people wishing to help or simply caring individuals with a little spare time.

Toll's involvement with First Step lead to the development of the Second Step Program.

Second Step is a program designed to offer employment experience for people who have overcome drug addictions. First Step clients who have successfully completed a preparation for employment training program with the Disability Employment Action Centre (DEAC) are offered an opportunity to engage in training and employment, under special conditions, within the Toll Group for a period of twelve months (or 24

months part-time).

The team at First Step makes the initial selection 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 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 combination of programs.

More information about First Step and DEAC is available at the following websites:

- First Step www.firststepprogram.org
- DEAC www.deac.org.au

If you, or someone you know, is dealing with a drug or alcohol addiction you can contact:

- The Toll Chaplain on 0419 446 269 or 1800 675 619 (Victoria) for confidential advice and referral
- The EAP provider for your division

Or one of the following organisations:

- Family Drug Support 1300 368 186
- Kids Help Line 1800 551 800
- Lifeline 13 11 14

Convoy for Kids

Continuing to play an active role in the welfare of crippled children, Toll Thailand participated in the Annual Convoy for Kids in November 2004, raising money in support of such a worthy cause.

Toll sent three semi trailers and drivers to participate in the Convoy where the children were taken to a Marine Aquarium, buffet lunch at 'Bang Saen Beach' followed by a swim before heading back to Bangkok.

Picture: Crowd making their way to 'Bang Saen Beach' for a buffet lunch.



Catching a Lifeline

Just a few weeks before their biggest fundraising event of the year, Lifeline Canberra was thrown into a panic. The removal company sponsoring the transportation of 4,000 boxes of books for the Lifeline Spring Bookfair had pulled out.

As fortune would have it, Lifeline Marketing Manager Ric Bennett met Toll Transitions Business Development Manager PJ Gould at a cocktail party organised by Volunteering ACT. The event was an opportunity for volunteer organisations from Canberra to meet local businesses and talk about possible sponsorships and social marketing partnerships.

After discussing Ric's needs PJ contacted Dennis Ogden at in2store in Mitchell. Dennis spoke with Debbie Selfe Manager of the Mitchell depot and Shane Thompson from Toll IPEC. Together they worked out how Lifeline's immediate problem could be solved.

In2store volunteered staff members and hired help to go to the Lifeline warehouse where they loaded all the boxes onto around 70 pallets, and then fork lifted onto a Toll IPEC truck and delivered to Exhibition Park. This work was completed in a day whereas it would normally have taken two and a half days for Lifeline volunteers to load the trucks, one box at a time, using a chain gang and then unload them again at the venue.

Picture: Left to right: Matt Ball and John Atkinson – in2store, Ric Bennett – Lifeline, PJ Gould – Toll Transitions, Dennis Ogden and Tony Nichols – in2store.



Toll Logistics loaned Lifeline a pallet jack to move the boxes around to their appropriate tables at the venue and then picked everything up after the Bookfair finished.

To further help Lifeline through the next couple of bookfairs, Toll has given Lifeline the use of 70 pallets on which to pack their boxes of books. These will be picked up by Toll around once a fortnight and stored at their depot in Mitchell. The Lifeline Autumn Bookfair is in April next year, and again all the books will be delivered to Exhibition Park free of charge.

PJ was pleased to report that, "The event raised a staggering \$217,000 which will go directly to Lifeline's 24 hour counselling service 13 11 14 for ACT region. This is the largest, most profitable and trouble free event that Lifeline ACT has ever had, due to no small part from the generosity of the Toll staff who have provided their time and service."

Toll businesses in the ACT and Lifeline Canberra are pleased to form this partnership and look forward to working together.

Services offered through the acquisition of Western Stevedores

TOLL LOGISTICS

Toll Completes Purchase of Western Stevedores

Toll completed the acquisition of the stevedoring and cargo services operations of the Western Stevedores Group on 21 December 2004.

The acquisition provides a significant addition to the Group's stevedoring activities and presents Toll with another strong avenue for growth in Western Australia.

The new port operations will complement the Group's existing comprehensive nationwide stevedoring capabilities. The acquisition will enable Toll to further expand its services in order to provide customers with fully integrated solutions, and improve efficiencies across our customers supply chains, particularly in the Oil & Gas sector on the North West Shelf.

The acquisition involves stevedoring operations at Albany, Fremantle, Dampier and Geraldton as well as a 50 percent interest in WA Grain Stevedores.

The operations being acquired currently generate revenues of around \$12 million per annum and will be earnings positive. The current management of Western Stevedores will be joining Toll, further strengthening our port management expertise in Western Australia.

The complete range of services offered are summarised in the table opposite.

ITEM	SERVICE DESCRIPTION
LIVESTOCK	Stevedoring of livestock vessels in Fremantle.
BULK CARGOES	Grab discharge of bulk fertiliser and a range of other bulk products in Fremantle (Kwinana) and in the Regional Ports of Esperance, Albany and Geraldton.
BULKA BAGS	Loading and discharge of product in bulka bags on a regular basis at Fremantle and Dampier.
STEEL PRODUCT IMPORT	Non containerised cargo is handled on a regular basis for POST Scottish ship-owners and managers.
HEAVY LIFTS	Dual crane lift of heavy equipment, with specialised lifting gear for heavy equipment and machinery. Stevedoring of a range of lifts at Fremantle and Dampier.
COMMERCIAL FERRIES	Stevedoring of the loading of commercial ferries for export on a regular basis.
CONTAINERS	Handling of containers on a regular basis in association with the stevedoring of general and project cargo, and in stevedoring the North West Shipping Service to Dampier via the MV Kimberley.

Cover picture: 'Stag Production Platform at Sunrise'.

Toll Energy Logistics – the Group

Toll Energy Logistics started 2005 with an exciting move of the National Office to the Perth CBD, 1st floor, 256 St George's Terrace. This section of 'the Terrace', is locally known as 'the oil hub'. The move enables Toll Energy to better interface with our customers on a regular basis.



Top: Transport of Agincourt Production Platform.

Above: Darwin vessel loading.

Below: Triple road train of concrete weight coated pipe.

The Perth Supply Base, situated in Welshpool continues to give us the logistical advantage of being in close proximity to all major road and rail arteries. This, in conjunction with our existing supply bases strategically placed throughout Australia, puts Toll Energy at the forefront to support our customer needs. Major facility upgrades in Dampier and Melbourne have been completed, additional facilities in Darwin have been leased and an expansion is planned in Perth later this year to meet increased demand.

As ever, the company is completely and continually focused on our core business of providing an end-to-end tailored logistics solution to the oil and gas industry. We have the unique ability to be able to offer back-to-back charter party agreements for dedicated offshore supply barges / vessels; national transport and logistics network and infrastructure; and in-house container fleet of DNV-rated offshore containers complete with rigging.

Our service is based on providing quality, reliability and developing long-term relationships with our present and future customer base, enhanced by the relocation of the National Office into the Perth CBD.



p's Oil and Gas Specialists



Our customers are safe in the knowledge that we can back up our claims of delivering high quality by being one of the few companies who hold triple certification to ISO 9001:2000 – Quality ISO 14001 – Environmental Management and ISO 4801 – Occupational Health and Safety.

Toll Energy intends to consolidate its position as a leader in the provision of complete specialised logistic services. The company offers a diverse range of services including; supply base services and facilities support for offshore exploration, drilling and production operations; warehouse and open storage; the receiving and consolidation of materials; road transport intrastate and interstate services; planning and management of logistics support services for offshore projects; provision of management, labour, containers, cranes, stevedoring and trained personnel to provide a seamless interface between road and sea transport services.

This along with the provision and co-ordination of marine vessel operations; dangerous goods transport and storage; specialised bulk transport, storage and distribution, offshore warehouse management on Barrow Island and Varanus Islands; and quarantine management provide the customer with choice, expertise, variation, quality service and our ability 'TO GET THE JOB DONE'.

To find out how Toll Energy may help your business, please contact:

David Lofthouse

Business Development Manager

Tel: +61 8 9346 0400

e-mail: david_lofthouse@toll.com.au



Top: 140T Compressor Skid.

Middle: Darwin pipeyard.

Above: Offshore transport of Production Module.

Left: A recent Toll Energy project, transporting a 150T 'Slugcatcher' from Dampier to Varanus Island for Apache Energy.

Toll Transitions 2005 Staff Calendar

Bill Symes directing a workplace relocation in Williamstown. Michael Dickens meeting a removalist in Bligh Park. Jonathan Ryan talking with a Defence official. These are just some of the faces featuring in the Toll Transitions 2005 staff calendar.

Each year Toll Transitions produces a desk calendar, complete with customised layout and important dates. The aim of the calendar is to connect our people with providers, clients and each other. As Marketing Manager Kylie Lewis explains, "The calendar is a small way of living our core company value of people being our priority."

If you would like a copy of our calendar, please e-mail your request to kylie_lewis@tolltransitions.com.au or call 03 8696 6032.



Toll Transitions Taking Care of Defence

Looking after those at the frontline

We have all been moved by the images of Australian Defence Force members on the ground in Banda Aceh and other parts of tsunami ravaged Asia. It is with immense pride that Toll Transitions supports our incredible Defence members through the relocation of their personal goods and effects.

In addition to the 10,000 Defence removals managed this peak, Toll Transitions undertook many short notice moves for those members recalled from Christmas leave and deployed to Asia. This ensured that while members were leaving our shores, they had peace of mind that their loved ones and possessions were taken care of while they were away.

Defence moves online by 200 percent

Toll Transitions' launch of www.tolltransitions.com.au/defence (new website), allowing Defence members to organise their move online, has resulted in a staggering 200 percent increase in removal orders submitted via the web.

Jonathan Ryan, Toll Transitions' Defence Account Manager says "the online facility, coupled with a strong communication campaign delivered significant results for Defence members and Toll Transitions. The feedback from Defence members has been extremely positive, with many relishing the idea of never having to record their entire household inventory from scratch ever again – and for people who are likely to relocate every two years this is an enormous time saving and stress reducing innovation."

Toll Transitions has also conducted user testing with Defence members and spouses in order to improve the usability of the website. Their feedback has been used to further enhance the website, which will continue to evolve in the future.

Picture: Transitions Consultant Joanna Smart (right) and Defence spouse Diana Maldonado on location at Diana's removal uplift in West Brunswick, Victoria.



EY on the Move



Picture: Ray Northey (left), EY Property and Administration Manager in Perth and Toll Transitions Workplace Relocation Manager, Steve Atkins.

Ernst & Young (EY) live by the manta of 'quality in everything we do'. So it was little wonder that via a stringent tender process, Toll Transitions was appointed to undertake their office relocation in Perth. The move which involved relocating five floors of office and IT equipment, 420 staff and 23,000 client files was undertaken over seven nights and completed 16 hours ahead of schedule. EY staff were able to resume normal business activities first thing Monday morning.

Many months of planning and working closely with EY management and Paragon Project Management, ensured that the move was smooth and successful. Steve Atkins, Toll Transitions workplace project manager cultivated a strong relationship with each of the business unit key stakeholders in the months leading up to the move, as well as conducting several presentations to EY staff regarding the relocation and providing regular reporting to EY and other stakeholders.

Ray Northey, EY Property and Administration Manager in Perth commended Steve for his professionalism stating, "Steve oversaw the removalists clean up and beginning of the make good process within a seven day period and I found Steve to be a friendly and engaging person to deal with professionally."

Building management at Central Park, the new address for EY in Perth also recognised the importance of having professional relocation managers on the job. Building manager Tim Ward said, "The benefit of having a professional organisation such as Toll Transitions to handle the move is clear. From our side I believe that everything went as well as could reasonably be hoped, the benefits of preparation."

Following the positive outcome of the Perth relocation, Toll Transitions has gone on to successfully relocate EY's Sydney office, housing nearly 2,000 staff.

Smooth Sailing

Courtesy
of Transpec Digest

Ask any freight operator and they'll tell you up-front that transport is a tough game. But when you throw in the unpredictable waters of Bass Strait, it gets even tougher.

Toll Shipping, who deals with the challenges of that oceanic highway, does so with an impeccable record for on-time delivery.

So what does it take to consistently and economically move cargo ranging from paper, fruit, and vegetables, mining products, automotive and general freight between Burnie and Port Melbourne, and as such in a timely fashion?

Roger Powell, Equipment Manager, Maintenance and Control provides the answer.

"There are obviously many reasons why we have been able to sustain some fairly significant contracts in such a demanding transport environment. You have to have a diverse and committed team of people who are focused on working together. Then the team also needs to be supported with the best management systems and equipment so that they can constantly strive to improve on what they do."

The company infrastructure that Roger speaks of starts with the procurement and co-ordination of highly innovative land based equipment that consists of specialised European designed Ro-Ro tractors, electric powered insulated shipping containers, highly manoeuvrable lifters through to their fleet of trucks and trailers.

"In our search for the best productivity, we have selected mainly Barker built skel trailers running on BPW, a package that gives us the required reliability to meet our stringent deadlines.

"As well, the flexibility of the Barker curtainsided B-Doubles helped us win the paper linehaul contract because the trailers are also designed to carry containerised processed products back to the Terminal", said Roger.



Toll Shipping employs two sister Ro-Ro vessels for the Bass Strait crossing, namely the Victorian Reliance and the Tasmanian Achiever.

Both ships allow Toll to load and unload up to four standard 20' x 9' 6" high containers (grossing 90 tonnes) in one movement, using their roll-on, roll-off trailer system.

The efficiencies continue with value-added door-to-door services, Australia wide freight tracking systems, plus electronic information flow, including quick time traceable bookings.

According to Roger, who is in charge of the procurement and maintenance of all rolling stock, selecting only premium quality equipment is paramount to achieving their service regularity, which is subjected to heavy penalties for non-performance.

"Transport is a funny business when you're dealing with Bass Strait seven days a week as it can become fairly fickle.

"It can quickly turn into a very expensive operation if you don't have the right people, management programs and infrastructure in place.

"So far we have the runs on the board. However, we are well aware that we must continue to strive to achieve more of the same, if not better outcomes for our customers."

Toll Personnel – People Ensuring Our Success

At the beginning of October 2004, Toll launched a new internal business, both in Victoria and New South Wales – Toll Personnel.

This initiative has been driven by the senior directors of the company to provide Toll businesses and Toll employees with all the services of an outside recruitment company that focuses exclusively on Toll for Toll.

Toll Personnel offers Toll businesses the advantage of sharing trained resources, providing employees greater opportunity to stay with the Toll Group and enhance their careers.

Our aim is to ensure the continued success of the Toll Group through our people.

We commenced operations in October with only a small management team of Rob Sadler – General Manager, Brian Doughty – National Finance Manager, Luke Radford – State Manger NSW and Scott Farrow – State Manager Vic.

Since that time we have grown to a staff of 15 working in offices across both states, providing a 24 / 7 service and now have over 500 people working through 50 Toll businesses.

We would like to take this opportunity to thank all divisions for their support and positive feedback in our rollout and in particular the businesses that have backed us so far.

As we rollout nationally into QLD, SA and WA, we look forward to

working more closely with everyone. We foresee a bright future for our company as we support the human resource needs of the Toll Group.

We currently provide placement in the following areas:

- Temporary blue and white collar services.
- Permanent placement services (all levels).

Contracting services including IT and call centre (all levels).

To discuss your employment needs or introduce potential candidates, please do not hesitate to contact your local office:

NSW 02 9783 4666 VIC 03 8696 6030



Picture: At in2store Nike (Altona, Victoria), one of the first sites to be fully staffed by Toll Personnel are left to right: Meral Gunson, Scott Farrow – VIC State Manager Toll Personnel, Dianne Clissold, Lorraine Bridgett, Colin Yeo – Business Manager in2store, Diana Fournair, Kathy Delaney and Finbar Nolan.

Happy 'the rest of your life' Phil!

On Thursday 13 January, Toll AutoLogistics – Vehicles National Operations Manager Phil Hamilton was farewelled by employees and customers as he commenced his retirement.

General Manager of Toll AutoLogistics – Vehicles, Bob Lovf, said in his presentation that the Australian Automotive Industry would miss Phil, however he was sure that the fishing rod he presented to Phil as a parting gift from Toll AutoLogistics might go some way toward ensuring that Phil doesn't miss the Industry too much.

Phil commenced his career with Toll in Finemores in 1989 as Compound Manager for the Holden Business in Adelaide. Six months later in 1990 he was promoted to State Manager of the then Vehicle Distribution business.

In 1995 he was promoted to Finemores South Australian Manager. During this time he was instrumental in the start up of the Holden Inwards Goods contract. In 1999 Phil was promoted to General Manager Vehicle Distribution and transferred to Melbourne.

In 2000 when Toll acquired Finemores Phil's role changed to National Operations Manager for Toll AutoLogistics – Vehicles. A position he enjoyed until his retirement.

When asked what he would miss most - Phil said that it would be the people. He would miss his colleagues and the customers who had presented the challenges to his division to rise to meet. All of whom he had forged respectful and sincere relationships.

When asked what he wouldn't miss - he said, "Sharing a room with Toll AutoLogistics Risk Manager Ray Hocking at conferences, but we

won't take this any further."

Phil and partner Meredith plan to take a number of trips throughout Australia this year with the possibility of finally settling mid north coast of NSW next year so he can enjoy more time in the company of his grandchildren Helena, Campbell, Georgette, Angus and Jacqueline.

Best wishes to you and your family Phil.



Picture: Phil Hamilton (right) making his speech after Bob Lovf – General Manager – Toll AutoLogistics – Vehicles presented him with his magnificent fishing rod on behalf of the division.

TOLL NORTH



Since February 2003 NQX together with the Queensland and Northern Territory transport departments have been working together to design and produce the BAB Quad Unit, as part of Toll's continuous improvement.

BAB Quad Units for NQX

The BAB Quad unit is two 34 pallet high cube B-Doubles connected together with a converter dolly with an overall length of less than 53.5 metres - increasing the amount of cubic freight per combination, overall carrying capacity and stability on the road – compared to the traditional Type 2 (three trailers and two converter dollies) units.

Since January 2004, NQX has been operating these units from Mitchell, Queensland to both Darwin and Alice Springs on a regular basis under permit.

To date these units have travelled around a million kilometres without any on-road problems with the drivers who are involved with the units making comments such as:

"This configuration tracks well and is more forgiving if you need to

drop a wheel off the side of the road for an oncoming vehicle."

"These units travel so well that I arrive in better condition as I am less fatigued because the unit performs so well. I don't know if I could ever go back to driving a traditional Type 2 road train again after steering one of these units."

In addition to the above positive comments and benefits we have also found that the units are also:

- Providing fuel savings on the prime movers;
- Reducing the in-transit damage to the freight; and
- Reducing the overall transit time that these journeys would traditionally have taken.

Leading in technology and innovation is one of our key competitive advantages, which we continuously strive to maintain.

Lisa Hamer Wins the CILTA – Transport Administrator of the Year

QRX Townsville's Senior Branch Administrator Lisa Hamer was awarded the CILTA Transport Administrator of the Year Award for 2004.

Lisa commenced with QRX in 2002 as Branch Administrator of the Townsville branch, QRX's largest operational branch outside of Brisbane.

The Townsville operation itself is spread over four locations which has presented serious challenges in achieving seamless administrative back up.

Lisa was initially nominated for this award by the QRX North Queensland Regional Manager, Tim Dwyer. The following excerpt is taken from the nomination document:

"Lisa has been pivotal in reorganising and consolidating the various activities of the Townsville Branch to better support the entire northern branch and agency network - comprising six branches and seven agency operations. In the process she has relied heavily on her strong team of administrative assistants who, with Lisa, offer first-rate service to both internal and external customers.

"QRX carries the responsibility of servicing all major retailers in Northern Queensland and when road and rail links are cut by flood-waters,



Picture: Lisa Hamer together with the QRX General Manager Viv Botsford proudly display Lisa's 'CILTA Transport Administrator of the Year Award for 2004'.

or other disasters, QRX has a heavy responsibility to its customers and Northern Queensland communities generally. Lisa's influence and expectations in the area of communication have been invaluable in assisting with the provision of accurate and timely information, which is essential to the effective management of these events.

"In addition, Lisa has also been a driver of efficiency right through the business and has been instrumental in several cost reduction and efficiency programs.

"Lisa is always prepared to challenge the status quo and to accept new challenges and create innovative solutions."

Congratulations Lisa on your achievement.

TOLL NEW ZEALAND

Joint Campaign on Level Safety Crossing

A spate of level crossing incidents throughout the country in late 2004 has prompted Toll NZ and the New Zealand Railways Corporation (NZRC) to launch a joint campaign asking motorists to take more care and obey the road rules at rail crossings.

Although the 31 incidents of vehicles being driven into the path of oncoming trains that have occurred this year is down on past years – 47 occurred in 1996 – 11 people have still died in 2004.

While tragic for the victims families, these incidents are also traumatic for emergency personnel and the locomotive engineers who need up to 1,500 metres to stop their fully-laden trains and so can do nothing to prevent a collision.

The safety campaign saw print advertising (such as the one featured) appearing in major provincial newspapers – as provincial New Zealand is where the majority of incidents occur – before Christmas last year.

Since taking responsibility for the rail tracks on 1 September, 2004, NZRC has already commissioned new alarms at one crossing and over the next 12 months will install:

- New alarms at five more crossings
- New pedestrian alarms at two crossings
- New barriers at three crossings

Please take care crossing railway tracks.



Marae Protocol

Recently Group General Manager of Toll Tranz Link Greg Miller working with Te Kupenga Mahi members, invited a number of the Toll NZ senior executive team, formerly from overseas, to West Auckland's Hoani Waititi Marae so they could learn more about Marae protocol.

The team who attended were treated to a wonderful insight of the protocol and history around the Marae by Leading Maori Educationalist Dr Pita Sharples.

Each member of the Toll NZ team who attended received a special gift and certainly appreciated the effort that Greg and the Te Kupenga Mahi members put into the day.

Pictured at the Marae from left to right is Group General Manager Toll Rail Gary Taylor (seated), Henare Manu, Hami Rihari (both from Te Kupenga) greeting CEO Toll NZ David Jackson and watching on is Dr Pita Sharples.



Above: The TranzCoastal with the Kailoura mountains as a backdrop to the journey up the South Island's east coast.

Top right: Stewards Jonnie Bromley and Leanne Guest in the licensed café and bar.

Right: Train manager and raconteur Charlie Ogston.

Getaway with the TranzCoastal

The rail travellers peer out of the panoramic carriage windows at surfers on the beach north of Kaikoura, and chuckle as they hear of Charlie Ogston's first foray into the art of surfing.

Charlie is train manager for the TranzCoastal, the daily return journey between Christchurch, regarded as the major gateway to South Island attractions in New Zealand, and the port of Picton in the picturesque, fjord-like Marlborough Sounds, where it connects with sailings of The Interislander ferries.

The journey is a scenic feast, with the Kaikoura mountain ranges on one side and the rugged Pacific Ocean coastline on the other – travelling through some of New Zealand's finest horticultural and farmland areas, and seeing amazing wildlife such as dolphins, seals and penguins from the comfort of your carriage.

Along the way, you pass through the village of Kaikoura, where you can break your journey to take in the whale watching or dare to get closer and swim with the dolphins.

The TranzCoastal travels through 22 tunnels and crosses 175 bridges, one of them being New Zealand's only road-rail bridge. The TranzCoastal includes an open air viewing carriage where all your senses are awakened with the clean, fresh, sea air.

Travellers' appreciation of the attractions is enhanced by the informative and often-humorous commentaries, delivered in raconteur's style by Charlie.

"When I was in my 30s I went into the surf shop and told the guy I wanted to buy my first surf board," he banters, "...and he told me it was a sport for the physically-fit. Later that night as I lay in hospital with two broken ribs..." and Charlie's final words are lost amid the laughter.

The easy, non-intrusive commentary fits with the laid-back style of the 5 hour 20 minute journey. Tourists and local travellers alike, visibly stop reading or conversation to listen to geographical, historical and factual information about the wine industry's development in the South Island, the growth of local seal populations, and the Lake Grassmere salt lakes – all visible from the panoramic train windows.

The TranzCoastal departs daily from Christchurch and Picton. Passenger numbers range from 150 to 250 on each trip, sitting in spacious, comfortable seats with views through huge panoramic windows. Those travelling with family or friends are catered for with seats paired around tables so the journey is sociable as well as scenic.

Some of the available excursions include:

- Wine Tour Day Trip NZ \$ 89 return
- Whale Watch Day Trip NZ \$ 199 return
- Day Excursion (train only) NZ \$ 70 return

For more information, visit our Tranz Scenic website at:

www.tranzscenic.co.nz



Picture: Prime Minister Helen Clark is alongside Nare Khomatsu, on a recent visit to Dunedin's Hillside Workshops. Originally from Zimbabwe, Nare now works at our Hillside site.

Excellence Award for Hillside

Hillside Workshops in Dunedin a division of Toll NZ, recently won the Westpac Otago Chamber of Commerce Business Excellence Award in the Manufacturing / Primary Category.

The division was up against some heavyweight competition in the form of Oceania Gold and Fisher & Paykel.

Congratulations are well deserved to Hillside Site Manager, Kevin Kearney and his team. In early 2003, Hillside secured an opportunity to submit its proposal for the remanufacture of 12 former British Rail Mark II rail passenger carriages into SA and SD-class carriages for the Auckland Regional Council.

A combination of product quality, timely delivery and rapidly increasing Auckland rail patronage, has seen Hillside's project increase to 31 carriages, with a total value in excess of \$30 million dollars. During the course of this project, Hillside staffing has doubled from 110 in July 2003 to 220 in September 2004.



PM visits Tranz Metro

Tranz Metro Wellington hosted a visit from Prime Minister Helen Clark on 17 November 2004. The Prime Minister spent 50 minutes speaking to employees in the staffroom and to commuters on the Wellington railway station platform.

The Minister was also shown through the Capital Connection which is the train model Tranz Metro is looking to provide for Wairarapa commuters in the future. Tranz Metro National Passenger Manager Ross Hayward said that employees were very receptive to the Prime Minister's supportive message about rail.

Top: Tranz Metro National Passenger Manager Ross Hayward shows the Prime Minister one of the existing Wairarapa carriages.

Above: Prime Minister Helen Clark with Tranz Metro Passenger Operator Anil Prakash (left) and Brian Cronin of the Rail and Maritime Union.



On a Social Level

Toll NZ recently hosted a highly successful function in Wellington, where many of the key government officials and politicians the company had worked with during the year, were in attendance including, Deputy Prime Minister and Finance Minister Dr Michael Cullen and the Leader of the Opposition Dr Don Brash.

Above: Chairman of the Wellington Regional Council Ian Buchanan (left) is seen speaking with key Toll Execs from left to right: David Jackson – Toll NZ CEO, Austen Perrin – Toll NZ CFO and Paul Garaty – General Manager Toll Shipping.

Right: Dr Michael Cullen Deputy Prime Minister and Finance Minister (left) with Toll NZ CEO David Jackson.

Below: National Party Transport spokesperson Maurice Williamson speaking with Interislander Communications Manager Jess Batchelor (left) and Toll NZ General Manager Human Resources, Margaret Gracie.



TOLL CORPORATE

New Group Fleet and Equipment Maintenance System

During the last 10 years, Toll's fleet and equipment base has grown to over 27,500 with an annual expenditure of \$150 million on repairs and maintenance, being managed through multiple systems.

In line with Toll's strategy to rationalise the number of IT systems, it was decided to move to one system that integrates fleet management, equipment maintenance and workshop systems across the Toll Group.

After a number of extensive reviews, UNIBIS, one of our existing systems, was selected for its ability to support the one application strategy, while maintaining Toll's decentralised and centralised fleet and equipment management processes and functions.

Development began immediately, following Toll Board approval in December 2004 for UNIBIS enhancements. Completion of the required application changes is expected around end May 2005.

All Australian based business units will be involved from April in collating appropriate data for uploading into the new system for application testing between June and August. The system will then be deployed to all Australia based business units between September 2005 and June 2006.

The main features of the UNIBIS Equipment Maintenance system are:

- Group wide Asset Register
- Workshop System
- Systemisation of Inter-business charges
- Equipment and Full Cost Reporting
- Service and Task Planner
- Financial System Integration

The main benefits of the enhancements for Business Units are:

- Improved usability and information delivery through the use of the new 'Windows' style GUI screen interface
- Improved management control at business unit level
- Greatly reduced effort to administer inter-company payments between business units and workshops
- Reduction of effort to inquire on equipment ownership, location and service history
- Improved savings through enhanced Warranty control.

For further details, please contact:

Owen Connolly on 03 8710 0870 or Warren Anderson on 02 8923 2315.

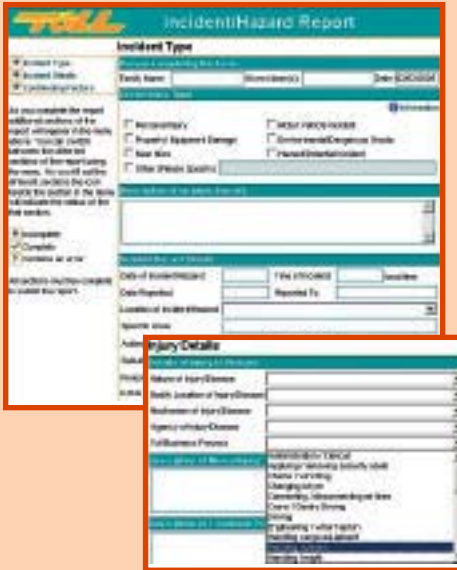


Toll RISC Goes Live

Some time ago, Toll recognised the need to standardise, simplify and automate the process in which incidents, hazards and claims are recorded, processed and managed across the Group.

After many months of sourcing and reviewing a variety of options we chose a web-based, off the shelf system developed by Strategic Business Consulting (SBC), which closely matched Toll's varied requirements including:

- National incident reporting and management
- Self Insurance claims management
- Web form access from sites for recording incidents and hazards
- Security levels that ensure data is only accessed by those with authorised login and password for their particular Toll Division and State
- Robust but simplified reporting from site to national level
- Improved analysis of data
- Ability to upload insurance claims data and link it to incidents
- Increased OHS / WorkCover compliance



Whilst SBC's system already comprised the above, there was still a lot of development required to make it more 'Toll' friendly. With a small project team in place, consisting of a variety of stakeholders across Toll, we worked to ensure each screen displayed meaningful terminology and accurate functionality. Fortunately SBC's system offered such broad customisation flexibility whilst still knowing we were complying with the various States' WorkCover requirements.

Before rolling out the system across the country we had one more item to change – the name. A competition was organised across the various stakeholders to find a more meaningful name. Approximately 50 entries later, and much debate, Sally Leayr of Toll Ports in Newcastle was the winner with 'Toll RISC' – which 'uses all the letters from the modules (Risk Management, Incident Management, Self-Insurance, Claims Management) and still comes up with Risk but spelled differently'. Sally's prize was a dinner for two at a restaurant of her choice. Sally chose a restaurant on Daydream Island where she holidayed with her fiancé Joe over the Christmas break.

Thank you to everyone who participated in the competition and especially to Sally for providing the system with a very 'Toll-ised' identity.

The rollout of Toll RISC training commenced in early November using the 'big bang' approach. It was challenging enough to locate and book external computer training facilities, let alone co-ordinate everyone on a particular day (especially during a busy time of year for all the Toll businesses).

With a lot of much appreciated flexibility and compromising from all those involved, we managed to successfully train nearly 300 Toll RISC users in Melbourne, Adelaide, Perth, Brisbane, Newcastle, Sydney and Wagga Wagga. Toll NZ has also recently been introduced to the system, as well as Toll Tasmania with its recent training sessions in February and March.

With the training fresh in everyone's minds, it was important to start using Toll RISC as soon as possible. As such 1 January seemed a good date to Go Live. The response so far has been positive and we are now focussing on finalising all the standard reports so the data being recorded can be easily extracted and analysed. On the basis that if we can measure events, we can better manage them, and the system will provide a better understanding of the cause and effects of the incidents occurring across the Group. This will ultimately help in investigating and then developing ways to prevent these incidents re-occurring.

Picture: Left to right:

Back row: Andrew Lacek, Melanie Wainwright, Glen Smith, Wayne Carriage and Andrew Hack.

Middle row: Ann Pamplin, Stewart Fing, Michelle Hunt and Craig Coates.

Front row: Greg Dougall.



ANZ Super Advantage Update

We welcome **Stephen Stewart, State Manager, Toll IPEC Local Chester Hill NSW to the Toll Policy Committee as an Employee Representative of the Toll Group's ANZ Super Advantage Fund.**

For those who have been members of the above fund since we changed to ANZ on 1 July 2002, you will recall that we held a Policy Committee Election Ballot and due to Rob O'Neil leaving the Company, Stephen was next in line from that Ballot. Other Employee Member Representatives are Mark Eisentrager, John Parker and Gus Zumot with Employer Representatives being Bernard McInerney, Neil Chatfield, Rod Walters and Cheryl Barbary.

Features of ANZ Super Advantage

ANZ Super Advantage provides you with the flexibility to meet your financial needs, investment objectives and your insurance requirements offering you a range of key benefits including:

- Up to 44 specifically selected investment funds, allowing you to maximise investment returns while managing risk by diversifying

your superannuation.

- Some of the world's leading investment managers, including ING and Optimix.
- Capacity to switch between investment funds at any time free of switching charges (transfer costs may apply).
- Insurance options that include Death Only or Death and Total and Permanent Disablement (TPD) cover with extremely competitive premiums due to the buying power of the size of the Toll Fund membership base.
- Ability to rollover and consolidate your superannuation from other funds (nil entry fee, 0.24% per annum Management charge).
- Ongoing education sessions to learn more about super and investing through ANZ's member education program.
- Support through online or dedicated telephone member servicing.
- Access our dedicated Financial Planners including a one hour free consultation.

If you have any questions you may e-mail Cheryl Barbary at cheryl_barbary@toll.com.au your Superannuation Manager, Toll Holdings Limited.

PC Usage Survey

Thank you to everyone who participated in the recent online survey on PC usage in Toll. The response was fantastic, and has provided us with some really valuable information.

Analyses of the survey results indicate that many PC users are utilising only a small part of the standard Toll software issue. This means that, in many cases, we are paying too much for software on our PCs.

We have been able to use the survey results to assist in evaluating the suitability of products, other than our current Microsoft offering for those PC users, who do not require the full functionality of the current standard software issue.

The results so far are very encouraging and indicate that there is an opportunity to realise significant savings in this area.

Again, thank you for your input to this important project and we will keep you informed of our progress.



Above: ITIL Foundation Course participants left to right – Front row: Colin Ryke, Rabia Balikel, Trish MacIntyre and Mary-Beth Hosking. Back row: Dominic Spagnuolo, Andrew Rossington, Brian McLaughlin, Ed Broome (Trainer), Phil Bruggeman, David Kernke, Alicia Hall, Nick Konstantopoulos and Graham Richardson.

Above: left to right – Arthur Paramboukis, Steve Toplak, Patrick Kashani, Bill Banister, Avio Scotti, Owen Connolly, Peter Tseglakof, Kate Engel, Samantha Manning, Ed Broome (Trainer) Deryck Cramer, Rudi Heitbaum and Llwyd Jones.

Toll IT Improving Services

Toll IT's vision is: "To be the most successful provider of highly available, reliable and efficient IT services to business for current and future needs."

A key component in continuously striving and living the vision is to provide outstanding customer service through the ITIL (IT Infrastructure Library) service management framework.

The framework delivers best practice IT Services, focussing on providing customer value through its common sense structure, for defining the various IT service elements, their roles and how they integrate together. The IT industry in Australia and the world are moving in this direction.

The key is in understanding where the responsibility for each activity lies, and communicating effectively between the different groups that operate within an IT department.

Driven from the business perspective, IT Service Management (ITSM) combines supporting functions of IT to deliver a single view response, satisfying the customers' needs and expectations of a single point through the Toll IT Service Desk.

Leading with confidence in this initiative, Toll IT senior staff undertook their first intensive ITIL Foundation course – in the principles of ITIL and how to implement it within Toll – in November and December 2004.

The course was a great success and congratulations go to all participants for their efforts and contributions.

Toll IT looks forward to seeing many more ITIL trained staff in 2005, as Toll continues to improve IT services to customers.

For further detail on IT Service Management and the adoption of the ITIL framework, contact: Gary Percival – Toll IT Change Manager – gary_percival@toll.com.au

Payroll Tax and Contractor

Payroll tax is often a cost not properly considered when engaging Contractors and staff. A business that has not adequately considered the payroll tax issues may soon find that up to 7 percent (or more after penalties and interest) of its bottom line profit is reduced.

Whether Contractors engaged by businesses are subject to payroll tax is a question of fact and while payments to a Contractor in one state of Australia may not be subject to payroll tax, the same situation in another state may have a different outcome. This is because, unlike income tax, payroll tax is a State based tax and each jurisdiction has varying rules.

Toll is clearly committed to ensuring that it meets all its ongoing State and Federal tax obligations. Equally, it is important to ensure that Toll businesses are not unnecessarily paying payroll tax on payments made to Contractors when there is no requirement to do so.

The issue of whether Contractor payments are subject to payroll tax is a complex matter and respective liabilities vary from state to state. If you have any concerns or queries regarding payroll tax, contact the Toll Tax Group. Below is a non-exhaustive list of some of the general issues that Toll businesses need to consider with respect to managing payroll tax and engaging Contractors.

Tips

The Owner-Driver Exemption – Victoria, New South Wales, the ACT and Tasmania provide an exemption from payroll tax for payments made to owner-drivers. However, in order to obtain

the exemption, it is imperative that Toll does not contribute (in any shape or form) to the provision of the vehicle. In relation to pushbike couriers, the State tax authorities consider that in most instances such persons are employees of the courier business. Therefore, the exemption cannot apply and all payments made to such persons are subject to payroll tax.

Written Agreements between Contractors and Toll should be reviewed in order to determine if a payroll tax exposure exists. If in doubt contact a member of the Toll Tax Group.

In the Northern Territory payments made to Contractors who have an Australian Business Number (ABN) are not subject to Workers' Compensation, however, the same position does not apply to payroll tax.

Generally, payments to Contractors who engage others to do the nature of the work under the contract with Toll will not be subject to payroll tax.

Payments to Contractors where the arrangement is predominantly for the hire of a vehicle and the labour is only incidental may be exempt from payroll tax.

Written Agreements / Contracts – Ensure that written agreements or contracts represent the circumstances under which the Contractors are engaged. If Contractors are allowed to engage others or employ workers or they are not required to provide services exclusively to Toll, ensure that the agreements represent such factual circumstances. The terms of a contract or agreement evidence the intentions between Toll and the Contractor.

If the Contractor has the power to delegate the

contract should expressly state that this is the case. An agreement cannot be relied upon for payroll tax purposes if it contradicts what actually occurs between Toll and the Contractor. Seek assistance from the Toll Tax Group during the drafting of Contractor contracts or agreements.

Potential Traps

Engaging a Contractor who has an entity structure (eg company, partnership or trust) does not of itself immediately eliminate a payroll tax risk.

The payroll tax laws throughout the various states of Australia provide an exemption for Contractors who operate their own business. To obtain such an exemption Contractors must truly run an independent business.

Contractors who operate through a partnership or trust or company does not necessarily mean that the Contractor is independent and payments made to them may potentially be subject to payroll tax. Payroll tax laws can deem that a company, trust or partnership is an 'employee'. Payments to an individual who provides their services through such entities and does not run an independent business would be captured for payroll tax purposes. A Bicycle Contractor could provide their services through a trust (or company) and request that payments for services be made to the trust (or company). However, if the Contractor is the only employee of the trust or company business and works exclusively for Toll, it is very likely that payments to the trust will be subject to payroll tax.

TOLL MALAYSIA

Toll Zari Wins Major BlueScope Steel Contract

Toll Zari our logistics operations in Malaysia, made big news when it was awarded a three-year contract with BlueScope Steel Malaysia in October 2004.

Operations begun in January this year and involve transporting cold roll coil (CRC) and other products from Port Klang to the BlueScope Steel's plant in Kapar (near Kuala Lumpur) and from the plant to BlueScope's customers.

We look forward to a great working relationship.

Pictured are the Toll and BlueScope teams – all names left to right:
 Front row: Catherine Teh – Toll, KC Goh – BlueScope Steel, Hui Ling – BlueScope Steel, Nachi Suppiah – BlueScope Steel and Lim Kar Yeow – BlueScope Steel.
 Back row: Stuart Hill – Toll, David John – BlueScope Steel, Ray Sandford – Toll and Goh Kah Im – BlueScope Steel.



s – Tips and Potential Traps

Having simply an ABN does not eliminate a payroll tax risk.

If a Contractor has an ABN it does not necessarily mean that payments made to them are exempt from payroll tax. For example, if a Contractor works for an extended period of time for Toll, does not employ others to do the work and does not run a truly independent business, payments made to the Contractor would most likely be subject for payroll tax. An ABN does not necessarily indicate that the Contractor is running an independent business. A Tax Invoice from the Contractor does not provide evidence that payments to them are not subject to payroll tax.

Other potential taxes / duties apply when payroll tax risk arises – eg Workers Compensation.

A payroll tax exposure may also mean that the payments made to the Contractors may be subject to Workers' Compensation payments. Just because the Contractor may have its own workers' compensation policy does not necessarily mean that Toll is exempt from a liability for workers' compensation.

A written contract stating that a contractor is not an employee may not, viewed in isolation, eliminate a payroll tax risk.

A written contract that states that the Contractor is not an employee does not necessarily mean that the payments made to them are exempt from payroll tax. Terms contained within written contracts can only be relied upon when they represent the intentions and factual circumstances between Toll and the Contractor.

A majority of the payroll tax laws contain 'artificial employee' provisions which will deem a company to be an employee. If a Contractor works exclusively for Toll and earns all their income from Toll and does not run an independent business, payments made to them will be captured for payroll tax regardless of the fact that the contract states that the Contractor is not an employee of Toll. The same would apply if a Contractor (natural person) were engaged. The courts have determined that parties labelling their relationship as one of principal and independent Contractor will have no effect where, in essence,

it is really an employment relationship.

Pay As You Go Withholding ("PAYGW" formerly Group Tax).

If Toll engages Contractors who are individuals, the mere fact that an individual has an ABN does not mean that they can never be an employee. Each contract must be examined in order to determine whether the person is engaged as an employee or as an independent Contractor. PAYGW can be a further cost in addition to payroll tax imposts.

The engaging of a Contractor through their company should not pose a PAYGW liability.

Factors SUPPORTING possible payroll tax exposure when engaging Contractors

- Sole Trader ('one person company' or husband and wife type partnership).
- Contractor working exclusively for Toll.
- Contractor's income comes solely from Toll.
- Contractor does not employ others.
- Contractor uses Toll Vehicle or Toll contributes to Contractor's vehicle.
- Contractor engaged for extended consecutive periods of time.



Picture: Bruno Galgano, Group Tax Manager (right) with his staff Vivian Scarpino, Corporate Tax Adviser and Peter Lewis, Senior Tax Adviser.

Factors MITIGATING possible payroll tax exposure when engaging Contractors

- Contractor employs others to do work.
- Contractor running independent business (advertises, employs, works for other principles).
- Owner-Drivers (VIC, NSW, SA, ACT, TAS).
- Contractor engaged in small periods of time (eg less than 90 days – relevant in certain states only).
- Agreement between Toll and Contractor is for 'hire' of vehicle and labour is only small portion of cartage fee.
- The Contractor has its own business premises.
- The amounts paid to Contractor in a financial year are small.
- Contractor performing services for parties other than Toll or offering to provide services.

TOLL THAILAND

'Family Day' for Toll Thailand Staff and Family

On 26 November 2004, Toll Thailand held a 'Family Day' for all staff (who are based at the Sriracha depot) and family, at Pattaya Park Beach and Resort.

The 'Family Day' was launched by the business's General Manager Eugene Cody and included sports, games, and other activities.

The event attended to by many staff and their families, was a huge success with many positive comments from staff, such as, "It's really a good opportunity that we can bring our families to join the event. It's so much fun and very impressive."





Stephanie Apostolopoulos
joins Toll as
Corporate Marketing
Communications Assistant



Darren Jones
joins Toll as
Corporate Head
Office Accountant

STAFF MILESTONES

CLUB 10

CLUB 10 – TOLL NETWORKS

Adrian Davis, Toll Express, Altona, VIC
 Alan Keller, Toll Priority, Coorparoo, QLD
 Alan Pickens, Toll Tasmania, Port Melbourne, VIC
 Allan Greene, Toll Priority, Coorparoo, QLD
 Allan Harvey, Toll Priority, Brisbane Airport, QLD
 Anthony Green, Toll Tasmania, Hobart, TAS
 Anthony Stewart, Toll Tasmania, Hobart, TAS
 Brent Cross, Toll Express, Altona, VIC
 Brian Weston, Toll Express, Altona, VIC
 Chevron Bengtson, Toll Priority, Coorparoo, QLD
 Christopher Hillyard, Toll Priority, Brisbane Airport, QLD
 Craig Williamson, Toll Long Distance, Yennora, NSW
 Darren McMurray, Toll Express, Altona, VIC
 Ernie Risetto, Toll SPD, Footscray, VIC
 Felice Barile, Toll Express, Kewdale, WA
 Garry Hayman, Toll Priority, Brisbane Airport, QLD
 Gary Catling, Toll SPD, Newcastle, NSW
 Gary Mitchell, Toll Priority, Coorparoo, QLD
 James McBride, Toll Priority, Brisbane Airport, QLD
 Jason Burgess, Toll Priority, Brisbane Airport, QLD
 John Fullwood, Toll Tasmania, Port Melbourne, VIC
 John Maxwell, Toll Express, Altona, VIC
 Karen Kennedy, Toll Express, Altona, VIC
 Keith Appleby, Toll Priority, Brisbane Airport, QLD
 Keith Magill, Toll SPD, Newcastle, NSW
 Keith Williams, Toll Priority, Coorparoo, QLD
 Kelvin Power, Toll SPD, Newcastle, NSW
 Kerry Basham, Toll Tasmania, Port Melbourne, VIC
 Kevin Chapman, Toll Priority, Coorparoo, QLD
 Leanne Ball, Toll Priority, Brisbane Airport, QLD
 Lidia Ostafe, Toll IPEC, Clayton South, VIC
 Louis Zacharopoulos, Toll Express, Altona, VIC
 Mark Fermor, Toll Priority, Brisbane Airport, QLD
 Mark Tattam, Toll Express, Smithfield, NSW
 Martin Chambers, Toll Express, Altona, VIC
 Matthias Landherr, Toll Express, Altona, VIC
 Merv Sara, Toll SPD, Welshpool, WA
 Michael Favret, Toll Priority, Brisbane Airport, QLD
 Michael Sandilands, Toll Tasmania, Port Melbourne, VIC
 Michelle Steinhardt, Toll Priority, Coorparoo, QLD
 Neville Anderson, Toll Priority, Brisbane Airport, QLD
 Nicholas Casacola, Toll Priority, Brisbane Airport, QLD
 Oscar Pacheco, Toll Priority, Brisbane Airport, QLD
 Prosper Adams, Toll IPEC, Altona North, VIC
 Raymond Gray, Toll Priority, Coorparoo, QLD
 Raymond Macgibbon, Toll Express, Altona, VIC
 Richard Field, Toll Priority, Coorparoo, QLD
 Robert Redshaw, Toll Priority, Brisbane Airport, QLD
 Robert Barley, Toll IPEC, Moorebank, NSW
 Rodney McGlone, Toll Tasmania, Burnie, TAS
 Ronald Allen, Toll Priority, Coorparoo, QLD
 Sonja Sutherland, Toll Tasmania, Acacia Ridge, QLD
 Stephen Spencer, Toll Priority, Brisbane Airport, QLD
 Suzette Parry, Toll IPEC, Altona, VIC
 Terry Jarernijak, Toll Express, Altona, VIC
 Vanessa Cooke, Toll SPD, Regency Park, SA

CLUB 10 – TOLL LOGISTICS

Anthony McKnight, Toll AutoLogistics - Vehicles, Laverton North, VIC
 Brian Bevis, Toll Contract Logistics, Preston, VIC
 Darren Courts, Toll AutoLogistics, Campbellfield, VIC
 Darren Topham, in2store, Port Melbourne, VIC
 Darryl Reichelt, Toll AutoLogistics - Vehicles, Gilgandra, NSW
 David Farr, Toll Contract Logistics, Homebush, NSW
 David Todd, Toll Stevedoring and Geelongport, Hastings, VIC
 Dennis Perry, Toll Contract Logistics, Dandenong, VIC
 Gregory Tudor, Toll AutoLogistics - Vehicles, Dry Creek, SA
 Jonathan Northorpe, in2store, Altona North, VIC
 Joseph Lanza, Toll AutoLogistics - Vehicles, Wagga Wagga, NSW
 Kenneth Haines, in2store, Greenacre, NSW
 Kenneth Ord, in2store, Rocklea, QLD
 Laurence Clifton, Toll AutoLogistics, Campbellfield, VIC
 Lionel Hutchison, Toll Contract Logistics, Fishermans Island, QLD
 Noel Wood, Toll Liquid Distribution, Enfield, NSW
 Peter Meehan, Toll Contract Logistics, Preston, VIC
 Rooney Jones, Toll AutoLogistics - Vehicles, Campbellfield, VIC

CLUB 10 – TOLL LOGISTICS Continued

Shane Graham, Toll AutoLogistics, Elizabeth, SA
 Stephen Keft, Toll AutoLogistics - Vehicles, Queanbeyan, ACT
 Steven Irons, Toll Stevedoring and Geelongport, Whyalla, SA

CLUB 10 – TOLL NORTH

Allan Evans, QRX, Tennyson, QLD
 Allan Waite, NQX, Eagle Farm, QLD
 Claude Souceller, QRX, Gladstone, QLD
 Graeme Wheeler, Toll Refrigerated, Broken Hill, NSW
 Gregory Cox, Toll Refrigerated, Tennyson, QLD
 Jeffrey Higgins, QRX, Cairns, QLD
 John Padgett, R&H Transport, Newcastle, NSW
 John Robinson, NQX, Townsville, QLD
 John Swales, NQX, Mackay, QLD
 Luisa Kuresa, QRX, Tennyson, QLD
 Mark Eisentrager, Toll North, Archerfield, QLD
 Mark Grice, QRX Contrans, Tennyson, QLD
 Matthew Brown, NQX, Villawood, NSW
 Michael Fagg, Toll Specialised, Tingalpa, QLD
 Patrice Lynch, QRX, Townsville, QLD
 Phillip Bright, QRX Contrans, Tennyson, QLD
 Raymond Jackson, QRX, Archerfield, QLD
 Raymond Nevell, NQX, Biloela, QLD
 Robert Peckett, NQX, Rockhampton, QLD
 Simon Norris, QRX, Cairns, QLD
 Stephen Winfield, NQX, Townsville, QLD
 Suzanne Martindale, QRX, Archerfield, QLD

CLUB 10 – TOLL NZ

Bob Hall, Toll Tranzlink, Wellington, NZ
 Brendan Sloane, Toll Rail, Picton, NZ
 Clifford Williams, Toll Tranzlink, Christchurch, NZ
 Dave Monaghan, The Interisland Line, Wellington, NZ
 David Wilson, Passenger Services, Wellington, NZ
 Dean Lamport, Toll Tranzlink, Christchurch, NZ
 Eddie Cain, Toll Rail, Greymouth, NZ
 Eric Kirk, The Interisland Line, Wellington, NZ
 Graeme Furrer, The Interisland Line, Wellington, NZ
 John Hayles, Toll Tranzlink, Christchurch, NZ
 John Oliver, The Interisland Line, Wellington, NZ
 Juleine Orłowski, Toll Tranzlink, Invercargill, NZ
 Mark Hopwood, Toll Tranzlink, Invercargill, NZ
 Paulette Carr, Passenger Services, Wellington, NZ
 Kinleith Manamana, The Interisland Line, Wellington, NZ
 Philip Tester, The Interisland Line, Wellington, NZ
 Reg Dunn, Toll Tanzlink, Christchurch, NZ
 Reg Hunter, Toll Tranzlink, Timaru, NZ
 Sammy Brown, Toll Tranzlink, Auckland, NZ
 Setelo Unu, Toll Tranzlink, Auckland, NZ
 Steven Reid, Toll Rail, Dunedin, NZ
 Sue Allen, Passenger Services, Wellington, NZ

CLUB 10

CLUB 15

CLUB 15 – TOLL NETWORKS

Aaron Casey, Toll International, Banyo, QLD
 Ann Murray, Toll Tasmania, Launceston, TAS
 Cheryl Archdall, Toll Priority, Coorparoo, QLD
 Craig Duthie, Toll Priority, Coorparoo, QLD
 Craig McDonald, Toll Tasmania, Port Melbourne, VIC
 Daryn McKenzie, Toll IPEC, Altona North, VIC
 Dawn Mallia, Toll IPEC, Richlands, QLD
 Dean Hart, Toll Long Distance, Wagga Wagga, NSW
 Eric Cockroft, Toll Priority, Coorparoo, QLD
 Eric Stuelcken, Toll Long Distance, Greenacre, NSW
 Evadne Boge, Toll Priority, Coorparoo, QLD
 Faye Clark, Toll Priority, Coorparoo, QLD
 Isaac Theologou, Toll Express, Altona, VIC
 James Koras, Toll IPEC, Altona, VIC
 Janet Foster, Toll Priority, Brisbane Airport, QLD
 Janice Dilosa, Toll IPEC, Moorebank, NSW
 Jeffrey Ayres, Toll Priority, Brisbane Airport, QLD
 John Malthus, QRX, Tennyson, QLD
 John Mudie, Toll IPEC, Forrestfield, WA
 John Murphy, Toll Priority, Coorparoo, QLD
 Kathryn Young, Toll Priority, Coorparoo, QLD

CLUB 15

CLUB 15 – TOLL NETWORKS Continued

Les Green, Toll Express, Kewdale, WA
 Lisa Payne, Toll Priority, Brisbane Airport, QLD
 Malcolm Stewart, Toll Priority, Brisbane Airport, QLD
 Mervyn Wheeler, QRX, Tennyson, QLD
 Paul Cassar, Toll Tasmania, Port Melbourne, VIC
 Peter Hodges, Toll Priority, Brisbane Airport, QLD
 Rick James, Toll IPEC, Forrestfield, WA
 Tim Siemering, Toll IPEC, Clayton South, VIC
 Trevor Gibson, Toll Priority, Brisbane Airport, QLD
 Valentine Gray, Toll Tasmania, Port Melbourne, VIC
 Vincent Damino, Toll IPEC, Altona, VIC
 Wayne Foley, Toll IPEC, Orange, NSW
 William Fell, Toll Tasmania, Port Melbourne, VIC

CLUB 15 – TOLL LOGISTICS

Albert Willmot, Toll Liquid Distribution, Hamilton, QLD
 Deborah Selve, in2store, Canberra, ACT
 Donna Meadows, in2store, Villawood, NSW
 Jeffery Schultz, Toll AutoLogistics – Vehicles, Laverton, VIC
 John Bentley, Toll Contract Logistics, Preston, VIC
 John Gorman, Toll AutoLogistics – Vehicles, Wagga Wagga, NSW
 John Maule, in2store, West Melbourne, VIC
 John Phillips, Toll AutoLogistics – Vehicles, Dandenong, VIC
 Karen Bresnan, Toll AutoLogistics – Vehicles, Laverton North, VIC
 Laraine Bronsvort, Toll AutoLogistics – Vehicles, Laverton North, VIC
 Mandy Thomas, Toll AutoLogistics, Laverton North, VIC
 Martin Eales, Toll AutoLogistics – Vehicles, Dry Creek, SA
 Michael Gately, Toll AutoLogistics – Vehicles, Wagga Wagga, NSW
 Michael Heta, Toll Contract Logistics, Yennora, NSW
 Michael Wilder, Toll AutoLogistics – Vehicles, Laverton, VIC
 Paul Dahlberg, Toll Contract Logistics, Dubbo, NSW
 Rosario Keshan, Contact Logistics, Mascot, NSW
 Russell Girot, Toll Liquid Distribution, Wagga Wagga, NSW
 Samantha Palmer, Toll AutoLogistics, Laverton North, VIC
 Steven Dietrich, Toll Shipping, Port Melbourne, VIC
 Tommee Shaw, Toll AutoLogistics – Vehicles, Laverton, VIC
 Tony Psaila, Toll Liquid Distribution, Altona, VIC
 Warwick Aston, in2store, Villawood, NSW
 Wayne Hunt, Toll AutoLogistics, Laverton, VIC

CLUB 15 – TOLL NORTH

Aaron Casey, Toll International, Banyo, QLD
 Darren Haycock, QRX, Townsville, QLD
 James Eddy, NQX, Eagle Farm, QLD
 Jason Hastie, QRX, Tennyson, QLD
 Jason Williams, QRX, Tennyson, QLD
 John Malthus, QRX, Tennyson, QLD
 Raymond Williams, Toll Energy, Sale, VIC
 Wayne White, NQX, Cairns, QLD

CLUB 20

CLUB 20 – TOLL NETWORKS

Ann-Maree Milnes, Toll Priority, Brisbane Airport, QLD
 Barbara Moore, Toll Priority, Brisbane Airport, QLD
 Barry Steenholdt, Toll Priority, Port Melbourne, VIC
 Dianne Williamson, Toll IPEC, Moorebank, NSW
 Frank Santarossa, Toll IPEC, Moorebank, NSW
 Ian Morgan, Toll IPEC, Moorebank, NSW
 Joanne Dickson, Toll Priority, Coorparoo, QLD
 John Simutis, Toll Tasmania, Port Melbourne, VIC
 Mark Barnett, Toll Long Distance, Chullora, NSW
 Maxwell French, Toll Tasmania, Port Melbourne, VIC
 Neil Nasmyth, Toll Priority, Brisbane Airport, QLD
 Raymond Said, Toll Priority, Port Melbourne, VIC
 Robert Carr, Toll SPD, Welshpool, WA
 Ronald Damir, Toll Priority, Coorparoo, QLD
 Tom Chan, Toll IPEC, Moorebank, NSW

CLUB 20 – TOLL LOGISTICS

Gavin Swayn, Toll Stevedoring and Geelongport, Hastings, VIC
 Ian Holmes, in2store, West Melbourne, VIC
 Peter Brown, Toll Contract Logistics, Dubbo, NSW

CLUB 20 – TOLL NORTH

Charles Reid, QRX, Tennyson, QLD
 Colin Duggan, Toll Resources, Richlands, QLD
 Donald Marson, NQX, Eagle Farm, QLD
 James Flynn, Toll Energy, Sale, VIC
 Kelly Curtis, Toll Refrigerated, Tennyson, QLD
 Stephen Beckett, R&H Transport, Newcastle, NSW

CLUB 20 – TOLL NZ

Alastair Dawes, Toll Tranzlink, Hastings, NZ
 Allan Shearer, Toll Rail, Invercargill, NZ
 Barry Downs, Toll Rail, Otiria (Northland), NZ
 Brian Guthrie, Toll Rail, Christchurch, NZ
 Daniel Kent, Toll Rail Invercargill, NZ
 Darin Campbell, Takapuna, NZ
 Geoff Witehira, Toll Rail, Palmerston North, NZ
 George Taylor, Passenger Services, Upper Hutt, NZ
 Gordon Trigg, Toll Rail, Middleton, NZ
 Grant Henare, Toll Rail, Te Rapa, NZ
 Gwenda Ranui, Toll Rail, Te Rapa, NZ
 John Gamble, Toll Rail, Tranz Rail Hillside, NZ
 Mavora Meek, Toll Tranzlink, Christchurch, NZ
 Mike Gillum, Toll Rail, Wellington, NZ
 Paul McLaughlan, Passenger Services, Addington, NZ
 Peter Carroll, Toll Tranzlink, Wellington, NZ
 Ross FAMILTON, Toll Rail, Oamaru, NZ

CLUB 20

CLUB 20 – TOLL NZ Continued

Scott Murray, Toll Rail, Takapuna, NZ
 Sifa Aualitia, Toll Tranzlink, Christchurch, NZ
 Steve Peacock, Toll Rail, Mt Maunganui, NZ

CLUB 25

CLUB 25 – TOLL NETWORKS

Graham Attenborough, Toll IPEC, Moorebank, NSW
 Maisie O'Farrell, Toll Priority, Brisbane Airport, QLD
 Michael Bailey, Toll Long Distance, Wagga Wagga, NSW
 Robbie Small, Toll SPD, Newcastle, NSW

CLUB 25 – TOLL LOGISTICS

Brian Coggan, Toll AutoLogistics – Vehicles, Wagga NSW
 Robert Smith, Toll Stevedoring and Geelongport, Hastings, VIC
 Steven Reynolds, Toll Contract Logistics, Arndell Park, NSW

CLUB 25 – TOLL NORTH

Martin Lee, NQX, Eagle Farm, QLD
 Paul Murray, NQX, Eagle Farm, QLD
 Richard Goldfinch, QRX, Tennyson, QLD

CLUB 30

CLUB 30 – TOLL NETWORKS

Bevan Adams, Toll Priority, Brisbane Airport, QLD
 Malcolm Nothling, Toll IPEC, Richlands, QLD

CLUB 30 – TOLL NZ

Brian Roberts, Toll Rail, Te Rapa, NZ
 Denis Ruka, Toll Rail, Tranz Rail Hillside, NZ
 Don Bates, Toll Rail, Dunedin, NZ
 Eric Bryant, Toll Rail, Middleton, NZ
 Gary Priest, Toll Tranzlink, New Plymouth, NZ
 Grant Chalk, Passenger Services, Palmerston North, NZ
 Haki Tawhai, Toll Rail, Westfield, NZ
 Hemana Bennett, The Interisland Line, NZ
 Ian Rutherford, Toll Rail, Timaru, NZ
 Iosefo Gabriel, Toll Rail, Wellington, NZ
 Ivan Woolley, Passenger Services, Wellington, NZ
 Jeff Barker, Toll Rail, Whangarei, NZ
 Jeffery Van Zoomeren, Toll Rail, Napier, NZ
 Kevin Harrison, Toll Rail, Hamilton, NZ
 Leo Rust, Toll Rail, Te Rapa, NZ
 Lewis Otto, Passenger Services, Wellington, NZ
 Lex McCaughan, Toll Rail, Tranz Rail Hillside, NZ
 Lou Roberts, Toll Rail, Te Rapa, NZ
 Michael King, Toll Rail, Napier, NZ
 Murray Darlington, Toll Rail, Palmerston North, NZ
 Paul Jensen, Passenger Services, Te Rapa, NZ
 Paul Johansen, Toll Rail, Palmerston North, NZ
 Peter Bredesen, Toll Rail, Napier, NZ
 Peter Kelk, Toll Rail, Te Rapa, NZ
 Peter Stringer, Toll Rail, Middleton, NZ
 Peter Taiaroa, Toll Rail, Wellington, NZ
 Robert Trompeter, Toll Rail, Tranz Rail Hillside, NZ
 Ross Caird, Toll Rail, Mt Maunganui, NZ
 Simon Stichbury, Toll Rail, Palmerston North, NZ
 Stephen Nisbett, Toll Rail, Westfield, NZ
 Steve Ford, Toll Rail, Te Rapa, NZ
 Theo Klok, Toll Rail, Wellington, NZ
 Tony Oldman, Toll Rail, Timaru, NZ
 Warren Cresswell, Toll Rail, Middleton, NZ
 Wayne Coley, Passenger Services, Masterton, NZ
 Wayne Kempton, Toll Rail, Napier, NZ
 Wayne McNiven, Toll Rail, Tranz Rail Hillside, NZ
 Wayne Osborne, Toll Rail, Henderson, NZ

CLUB 35

CLUB 35 – TOLL NETWORKS

John Maytom, Toll SPD, Newcastle, NSW

CLUB 35 – TOLL LOGISTICS

Danny Craine, Toll Stevedoring and Geelong Port, Hastings, VIC

CLUB 40

CLUB 40 – TOLL NZ

Alec Buzeika, Toll Rail, Westfield, NZ
 Alex McDowall, Toll Rail, Tranz Rail Hillside, NZ
 Dennis Sawers, Toll Rail, Wellington, NZ
 Eric Butterfield, Toll Rail, Middleton, NZ
 Ian Buchanan, Passenger Services, Upper Hutt, NZ
 Les Box, Toll Rail, Dunedin, NZ
 Lyn Harris, Toll Rail, Tranz Rail Hillside, NZ
 Nev Simpkins, Toll Rail, Mt Maunganui, NZ
 Norm Burnand, Toll Rail, Westfield, NZ
 Peter Roberts, Toll Rail, Whangarei, NZ
 Philip Hopkins, Toll Rail, Westfield, NZ
 Ray Lane, Passenger Services, Christchurch, NZ
 Siose Samuelu, The Interisland Line, Wellington, NZ
 Stephen Brittenden, Toll Corporate, Wellington, NZ
 Stuart Cardno, Toll Rail, Westfield, NZ
 Trevor Dawson, Toll Rail, Middleton, NZ



our key market sectors

- Automotive • Beverage
- Food and Retail • Industrial
- Ports • Relocation • Resources

Our Vision: To be the most successful provider of 'integrated total logistics solutions' to industry.

Service	Description	Business Unit	Telephone
Group Solutions	Group Business Development promotes Toll's broader operational capability and new supply chain technology capabilities through key areas such as Tender Response Management, Major Account Management, New Group Business Development and Toll Solutions (MTS)	Group Business Development	+61 7 3275 0430
Warehouse and Distribution	Lead Logistics Provider (LLP) services, warehousing, distribution and industry specific solutions for the Automotive, Beverage, Food & Retail, Industrial, Ports, Relocation and Resources sectors	Toll Logistics in2store	+61 2 8923 2333 +61 3 8369 0499
Warehouse and Local Distribution	Dangerous Goods warehousing Multi function warehousing (Queensland)	Toll Resources Toll Resources	+61 7 3260 2655 +61 7 3714 6400
Air	Domestic (Australia & New Zealand) • Interstate and Intrastate Door-to-Door Satchel and Parcel Services • Same Day and Overnight International • Freight forwarding / Customs & Door-to-Door Import / Export Services	Toll Priority Toll International Toll Global Express (small parcels)	+61 2 8337 4500 +61 2 9694 3000 +61 2 8337 4500
Rail	Rail Services	Pacific National – Aust QRX Transport – QLD Toll Rail – NZ	+61 2 8484 8000 +61 7 3275 7149 +64 9 270 5000
Road	Courier Services – Same Day Metropolitan Courier, Passport and Visa Advisory Services to the Travel Industry Parcel Express Palletised Less than Truck Load (LTL) Economy & Express Services Full Truck Load (FTL) Services Intermodal Services Container Services – Dry, Reefer (FTL) Specialised Transport & Other Services • Automotive Vehicle & Component • Bulk Handling Transport & Specialist Services to the Mining Industry throughout QLD & NSW • Fashion • Liquid • Mail (mail exchange & mail room management) • Refrigeration	Toll Fast Toll Priority – Travcour Toll IPEC NQX Freight System – QLD Toll Express Toll Linehaul Toll Regional – Regional NSW Toll Resources Toll Tasmania Toll West – WA Toll Regional Toll SPD Toll Tasmania NQX Freight System QRX Transport – QLD Toll SPD – Aust Toll Tranz Link – NZ NQX Freight System – NT Toll Regional Toll AutoLogistics Toll Resources – QLD Toll Resources – NSW NQX Freight System in2store Toll Liquid Distribution Toll Priority – DX Mail Edwards Transport Toll Refrigerated Toll Regional	+61 13 3278 +61 2 8337 4500 +61 3 8368 1425 +61 7 3373 7671 +61 2 8713 7000 +61 2 8713 7000 +61 2 6938 6938 +61 7 3275 7147 +61 3 9644 5200 +61 2 8713 7000 +61 2 6938 6938 +61 3 9296 2500 +61 3 9644 5200 +61 7 3373 7671 +61 7 3275 7149 +61 3 9296 2500 +64 9 270 5100 +61 8 8360 1300 +61 2 6938 6938 +61 3 9284 2770 +61 7 3275 7147 +61 2 4964 8293 +61 7 3373 7671 +61 3 8369 0499 +61 3 9284 2701 +61 2 8337 4500 +61 2 9644 5200 +61 7 3275 7149 +61 2 6938 6938
Sea	Bass Strait / Cook Strait Shipping Services Trans Tasman / PNG / International Freight Forwarding / Overseas Bulk Movements / Customs & Door-to-Door Import / Export Services Tasmanian Door-to-Door Services	Toll Shipping Toll International Toll Tasmania	+61 3 9299 8400 +61 2 9694 3000 +61 3 9644 5200
Port Management and Stevedoring	Port Management / Bulk and Containerised Commodity & Wharf Related Services Within Australia and New Zealand	Toll Ports – Aust Toll Ports – NZ	+61 2 4902 5303 +64 7 572 9598
Project Management	Project Management and Relocation of Employees, Home and Workplace Project Logistics – providing international logistics services – air, sea, specialised handling and charters to resource companies within Australia and overseas for both construction and ongoing supply line logistics	Toll Transitions Toll International	+61 2 6216 0560 +61 7 3267 0870
Fleet Management	Fleet Maintenance Services	Toll Fleet Management	+61 2 9335 1111
Asia	The total logistics solution: • Thailand and Malaysia • China	Toll Thailand Toll International	+66 2 6361 9816 +61 3 9933 4023

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