

S P R I N G

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# **TOLL** Today

TOLL HOLDINGS LIMITED

## **Railway Signals: 'All Aboard with Freight Australia'**

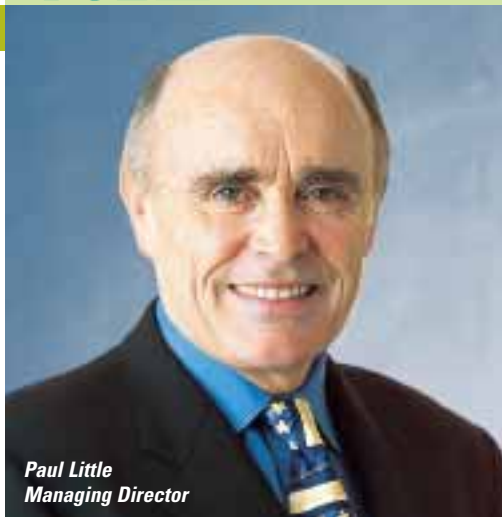
Cover article on page 6

**DIDS Rolls Out  
TenixToll Takes Over Defence  
Logistics in Four States**

**Toll Online goes from  
Strength to Strength**

**Toll Transitions  
Raises the Bar Yet Again**

**Firefighters Face Nightmare Drill**



Paul Little  
Managing Director

# Continuing Record Performance

Toll announced its full year results as another continuing performance, on 26 August 2004, with a record after tax profit of \$168.6 million, an increase of 59% over the previous year.

	% Change	30 June 2004
Revenue	27.3 %	\$3,272.00*
NPAT	59.0 %	\$168.60
EBIT	51.0 %	\$193.40*
EBIT Margin	18.0 %	5.9 %

\* Excludes Pacific National

The result was an excellent outcome, and demonstrates the continuing momentum evident throughout the Company.

All major areas of the Company improved over the year. With the benefit of recent solid organic growth and acquisitions, the Company is positioned to continue delivering superior results for shareholders.

Revenue from operating activities of \$3.27 billion excluding Pacific National was 27.3% higher than last year.

Revenue growth was generated by a combination of continued strong organic growth, the full year impact of prior acquisitions and the inclusion of Toll NZ operations (formerly Tranz Rail) from October 2003.

Organic growth from new business contributed revenues of \$197m. This represents a 7.7% increase on total 2003 revenues.

Led by strong results from Toll IPEC and Toll Priority, and the inclusion of Toll NZ, EBIT for the Group (excluding equity share of Pacific National) increased 51% to \$193.4 million.

Overall Group margins continue to benefit from significant investment in new depot and warehouse facilities, technology development and integration benefits from past acquisitions.

Strong operating cashflows supported the Group's acquisitions and capital expenditure program, and reduced net debt to equity gearing to 30%. The Company has completed the year in excellent financial and operational shape, with substantial capacity to aggressively follow our committed growth strategy.

Initial progress with the Toll NZ acquisition has been satisfactory and generally in line with expectations. Toll NZ contributed an EBIT of \$41.6m in the period since acquisition in October 2003.

Pacific National contributed after tax earnings of \$41.8m, an increase of 47.8% over last year. The increased results were due to higher coal and intermodal volumes together with ongoing reductions in its cost base.

The company has declared a fully franked final ordinary share dividend of 12 cents per share

## Sector Participation

The major industry sectors for the Company continued

to perform well, as economic conditions in both Australia and New Zealand remained solid.

## Food, Beverage and Retail Sector

The food, beverage and retail sector, contributing 45% of Group revenue, remained very strong. We were successful in winning numerous contracts.

The rollout of retail supply chain projects has provided the Company with increased growth opportunities.

Major retailers are looking to partner logistics providers who can demonstrate broad ranging operational and technological expertise, to achieve long term cost reduction and greater supply chain efficiency.

Customers are strongly supporting our Managed Transport Services model, Toll MTS.

## Automotive Sector

The Automotive sector remained very strong throughout the year, with high volumes challenging the Company and the industry as a whole.

We are continuing to invest heavily in new fleet and technology aimed at meeting customer growing needs.

## Industrial Sector

The industrial and manufacturing sector remained extremely competitive, with overall volumes stable.

## Port and Resource Sector

The port and resource sector grew strongly as export demand increased.

Port operations in New Zealand were further strengthened through the acquisition of Leonard and Dingley in Auckland.

## Relocation Sector

The relocation sector slowed during the year, with defence relocations being softer than historical levels. However, a number of new contracts have been secured and are expected to aid growth in this sector.

## Outlook

The Company is positioned for excellent ongoing cashflow and earnings growth delivering superior long-term shareholder value, and expects to post another record performance in the 2005 financial year. Since 30 June 2004, trading conditions have remained solid, with results ahead of plan and well ahead of the previous period.

# DIDS Rolls Out

## TenixToll Takes Over Defence Logistics in Four States

TenixToll Defence Logistics Pty Ltd, our joint venture with Tenix Defence, started delivering defence logistics services at eight southern Australia sites under the Defence Integrated Distribution System (DIDS) contract in early July 2004.

The Australian Defence Force has handed over its logistics operations to TenixToll at Southern Region sites in Victoria, Tasmania, South Australia and Western Australia, after a six-month transition period.

Under the DIDS contract, TenixToll will provide the full range of defence logistics, including warehousing, material maintenance and distribution services. We will employ 212 staff at the eight sites, including 130 in Victoria, 41 in Western Australia, 34 in South Australia and 7 in Tasmania.

The Southern Region headquarters is at Puckapunyal in central Victoria.

The other southern sites are featured on the map.

To ensure outsourcing work provides real benefits to the local community, we will, where possible, source repair parts and administrative supplies from local suppliers.

We will encourage all employees to become members of the Defence Force Reserves, through a range of incentives, including paid leave for military training.

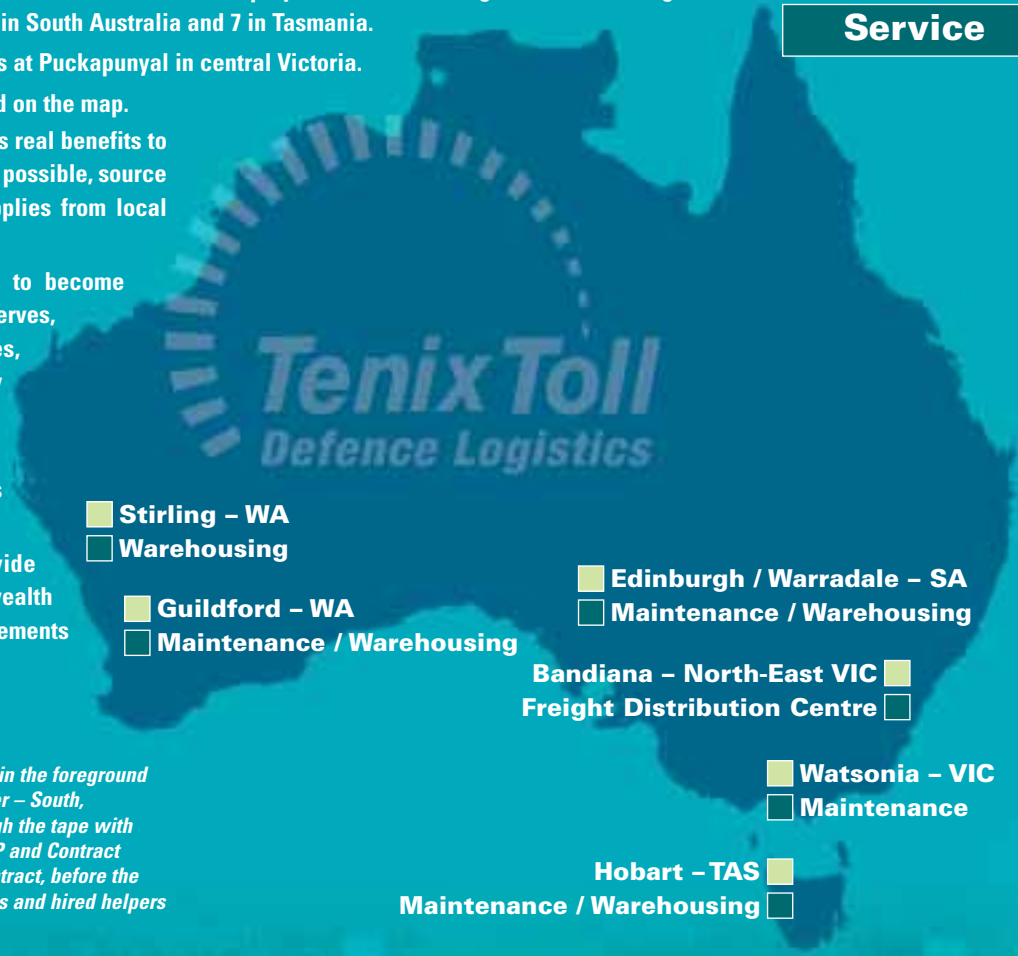
TenixToll Defence Logistics will employ 1,200 staff in 22 sites across Australia by December 10, 2004.

Additionally, TenixToll will provide significant savings to the Commonwealth while respecting the unique requirements of ADF business.



Mark Rowsthorn  
Executive Director

- Location
- Service



*Pictured below at the Opening Ceremony in the foreground are Jim Burrows (left) – Regional Manager – South, TenixToll Defence Logistics cutting through the tape with Gary Dowling – Site Manager for JLU(V)-P and Contract Manager at Puckapunyal for this new contract, before the 118 TenixToll Defence Logistics employees and hired helpers ready for the project at hand.*





# Toll Online Strength to

**T**oll Online delivers powerful web based services to Toll Customers, providing fast access to information and services within Toll. Importantly, Toll Online is not tied to any specific Toll Business Unit, but provides online services across all of Toll.

Since it was featured in Toll Today six months ago, Toll Online has achieved exceptional growth. Alex Watson, Project Lead for Toll Online comments, "We are very pleased with the growth of Toll Online.



**“In January we had 7,500 registered users using Toll Online, and by July this had grown to over 13,000...”**

"In January we had 7,500 registered users using Toll Online, and by July this had grown to over 13,000. Over the same period, online pickups have grown from 100 per week to over 1,200 per week (see graph).

## Features of Toll Online

Track and Trace

Proof of Delivery Images

Pickup Bookings

Rate Inquiry

Invoice Retrieval / Download

**\* Customers should check with their Toll representative to see which features are applicable / available to them**

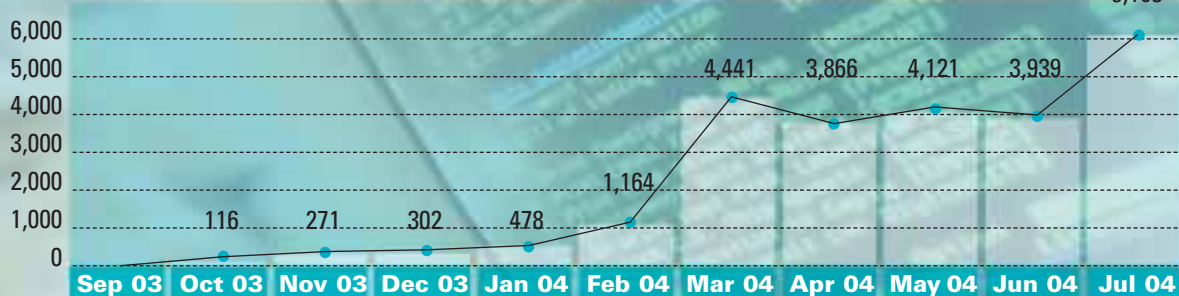
"During the past six months, we've seen a significant shift in the awareness of Toll Online. As Toll Business Units become aware of the capabilities of Toll Online, they are promoting these additional services to their customers."

Toll Priority is one Business Unit that was quick to realise the benefits of standardising on Toll Online.

Andrew Walker, IT Systems Manager – Electronic Trading for Toll Priority says, "The smooth migration from our old Website to Toll Online in February 2004 has allowed us to consolidate our Web presence and leverage off the 'One Toll' philosophy of Toll Online. Toll Online allows Toll Priority customers to share a single login for multiple Toll Business Units and benefit from the use of a single interface for common services.

"Toll Online has simplified the web experience for our customers and will allow Toll Priority to take advantage of future developments aimed at

monthly pickups for toll online



# goes from Strength

# Superannuation ANZ Super Advantage

increasing web based transactions and extending the availability of services to our customers."

The capabilities of Toll Online are equally important in winning new Toll customers.

Damain Bishop, Group Business Development Manager says, "The interest from the medium to large clients that I deal with in Toll Online is enormous. Every Tender asks about our IT service capabilities in areas like 'Track and Trace' and 'Proof of Delivery'. The 'One Stop Shop' approach with invoicing and customer service is paramount to this offer."

Gerard Gibney, Group Business Development Manager agrees, "Customers know that we can transport or store their product, but now they are wanting fast and accurate information so they can stay on top of their service delivery promises. Toll Online is critical in providing this capability to our larger customers with multi-modal requirements."

Alex Watson continues, "The Toll Online team is constantly working to improve and enhance the services and Business Units supported by Toll Online. Coming soon is online creation and printing of consignment labels, which will provide yet another service to our customers."

Brochures are now available from your local Business Unit to assist customers in understanding the capabilities of Toll Online.

For more information, visit the Toll Online website at – [www.toll.com.au/online](http://www.toll.com.au/online) or email the Toll Online team at – [TollOnline@toll.com.au](mailto:TollOnline@toll.com.au)

*Top – Screen Grab:  
Image taken from the Website.*

*Centre Left – Brochure Cover:  
Toll Online Brochures are now available.*

*Below Left – Graph: Monthly Pickups  
for Toll Online.*

*Below: From left to right:  
Willy Legiman – Toll Online Integration  
Manager, Corey Kniese –  
Internet Application Developer  
and Alex Watson – Toll Online Project Lead.*

**A**t the Policy Committee Meeting held recently, after Mike Smith's resignation, we welcomed a new Employee Representative, Gus Zumot from Toll Express Altona Victoria. Gus was next in line after the election that was held last year.

Other Employee Member Representatives are Mark Eisentrager – Toll North; John Parker – Toll Tasmania and Rob O'Neil – Toll Logistics.

Employer Representatives are Neil Chatfield – Chief Financial Officer, Bernard McInerney – Company Secretary, Rod Walters – General Manager Human Resources; and Cheryl Barbary – Toll Group Superannuation Manager.

Your annual Superannuation statement is due now. We encourage you to have a look at your statement which provides a detailed transaction history of your account for 2003 / 2004, and utilise the services of the Customer Service Centre on 13 38 63 if you need to clarify or change any details.

For your information, we would like to draw your attention to the ANZ@work banking package on page 22 of this edition of Toll Today.

If you have any questions please email:

**Cheryl Barbary, Toll Group  
Superannuation Manager on  
[cheryl\\_barbary@toll.com.au](mailto:cheryl_barbary@toll.com.au)**





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## Railway Signals: 'All Aboard with Fr

**Pacific National (PNL), the joint venture between Toll and Patrick, entered into agreement with Rail America to purchase Victorian based Freight Australia on 30 March 2004.**

**“The transaction was subject to necessary regulatory approvals...”**

*Cover picture:  
At the media conference on 16 August 2004 when the Victorian Government announced its consent to the transfer of the leased tracks from Freight Australia to Toll Holdings. Left to right: The Hon John Brumby – Treasurer of Victoria; Mr Stephen O'Donnell – CEO Pacific National; Mr Paul Little – MD Toll Holdings; The Hon Steve Bracks – Premier of Victoria; and The Hon Peter Batchelor Minister for Transport of Victoria.*

*Photo 1  
Bulk and Interstate Haulage.*

*Photo 2  
The Hon Steve Bracks – Premier of Victoria (left) announcing the Victorian Government's consent to transferring the leased tracks from Freight Australia to Toll Holdings, with Mr Paul Little – MD Toll (middle) and The Hon John Brumby – Treasurer of Victoria.*

*Photo 3  
Grain Haulage.*

*Photo 4  
General Freight.*

*Photo 5  
Intermodal Service.*

The transaction was subject to necessary regulatory approvals, including Victorian Government and the ACCC.

Originally, Freight Australia was purchased from the Victorian Government in May

1999 for a total investment of \$190m. Of the \$190m, approximately \$90m was attributed to the value of the 45-year network lease, and \$100m for the balance of the business.

In July 2004 the ACCC, following a rigorous review of the proposed transaction, which consulted widely with all industry stakeholders, finally cleared the acquisition of Freight Australia to Pacific National.

The Victorian Government announced its consent to the acquisition on 16 August 2004 at a Media Conference in Melbourne. The consent was required under Freight Australia's 45-year lease of the Victorian Freight Network.

All necessary regulatory approvals have now been obtained. Completion of the transaction is expected to take place in early September 2004.

Pacific National has agreed with the Government to a joint Network Master Planning process that will improve the framework for planning and delivering projects to upgrade the Victorian passenger and freight networks. There will be an immediate focus on a number of 'priority projects', including in particular, the Regional Fast Rail Project.

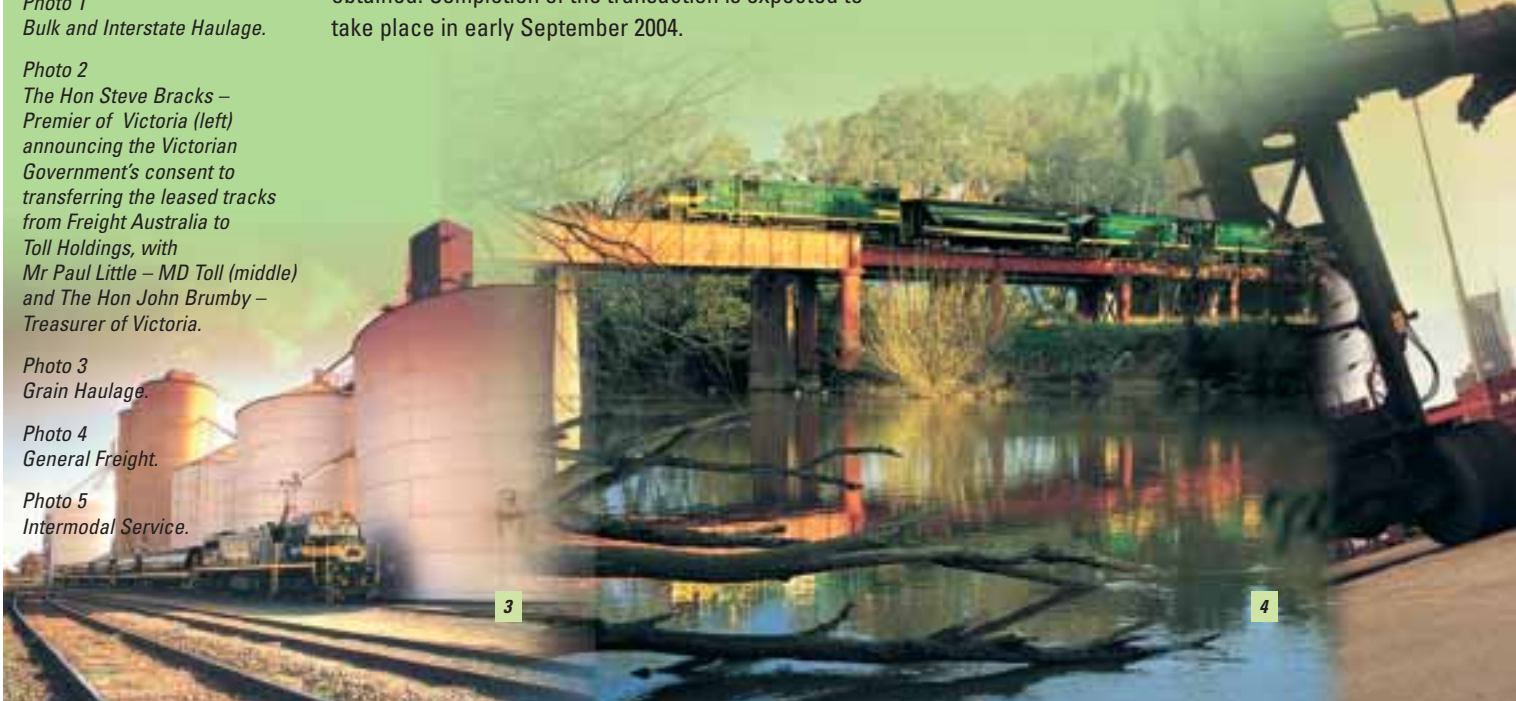
### Acquisition Fit

The acquisition of the Victorian Rail freight operation has an obvious strategic fit with Pacific National's existing activities, delivering significant synergies within rural and bulk operations in regional areas of New South Wales and Victoria, plus intermodal operations.

Pacific National continues to be totally committed to its vision of building an efficient, seamless, environmentally friendly and safe rail capability, throughout Australia.

We look forward to working with the Victorian Government and further investing in the State.

**FREIGHT AUSTRALIA** 



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# TOLL IPEC

## Toll IPEC – Local

### If It's Urgent

Toll IPEC has now successfully completed the integration of Toll Parceline, previously acquired from Mayne Express, into its local pick up and delivery network.

The old Parceline business has undergone a major make-over in order to integrate it with Toll IPEC and is to be re-badged as Toll IPEC – Local.

Toll IPEC – Local adds an important dimension to Toll IPEC's operation by increasing not only the size of our local capability, but also the flexibility of our national overnight services.

**“Toll IPEC – Local adds an important dimension to Toll IPEC's operation ...”**

Toll IPEC – Local operates in both Melbourne and Sydney with depots separately located at Clayton and Chesterhill, respectively.

This business integration will enable customers with interstate, intrastate and local distribution requirements to engage the services of a single supplier with one contact point, one tracking point and one invoice.

Our existing Toll IPEC – Local customers now have available to them those key services which are well established within the Toll IPEC business such as online freight track and trace, automatic POD retrieval, E-Trade connectivity via Toll Connect and Toll Lite, and a simplified invoice covering all services whether local, interstate or intrastate.

Toll IPEC – Local now rounds out our customer service offering and provides both efficiencies for our customers, and also flexibility and economies of scale for the broader Toll IPEC operation.

As we approach peak volume periods during the run up to Christmas, we will be able to accommodate increased local distribution needs with access to more than 100 additional pickup and delivery vehicles in Melbourne and Sydney.



## eight Australia'

### Snapshot of Freight Australia

- Freight Australia employs approximately 700 employees and 200 contractors.
- Operates 106 locomotives and 2,770 freight wagons.
- Generates an annual revenue of approximately \$200m, providing services through its four divisions.
- AWB is its largest customer, sending \$60m per annum on rail freight.
- Major activities include:
  - Grain haulage which generates 80% of revenue;
  - The movement of bulk freight for the timber and mining industries; and
  - The movement of containers from regional areas.





# Toll Global Express Spreads its Wings



**T**oll Global Express, the international arm of Toll Priority, has expanded its network to over 220 countries around the globe. As a Board member of the Global Distribution Alliance (GDA) Toll Global Express will be a key driver in the areas of service compliance and in the development of new services and initiatives.

This new development means our customers will have access to operations in over 220 countries, with a network spanning 12,000 offices, 66,000 employees and in excess of 33,000 vehicles. All members utilise common operating platforms, service quality programs and performance measurement, allowing us to provide our customers with seamless solutions for their global express requirements.

The use of common operating platforms also results in our ability to provide online shipment tracking and a range of delivery performance reports, ensuring we offer premium value added services to all customers.

## Toll Global Services

Global Express Document Service	Urgent Documents
Global Express Parcel Service	Urgent Parcels
Global Mail	Economical International Bulk Remailing Service
Global Heavyweight Express	Urgent Heavyweight Shipments

Contact Toll Global on **13 15 31** Australia-wide

## Toll Priority now Operates Services in New Zealand

### Pick Up Contacts

For Trans Tasman services from Australia, customers can contact Toll Global Express on **13 15 31** or Customers in New Zealand call **0800 23 15 31**

### Toll Priority New Zealand

#### Auckland

339 Neilson Street  
Onehunga, Auckland  
Dene W Green –  
New Zealand Manager  
+64 9 270 5169

#### Christchurch

6 Balfour Terrace  
Christchurch  
Steve McIvor  
+64 3 962 7972

#### Wellington

6 Aotea Quay  
Wellington  
Martin Byrne  
+64 4 498 3284

#### Dunedin

2 Buller Steet  
Dunedin  
Karen W Kelland  
+69 27 242 4518

**T**he same unique value proposition that supports our customers in Australia is now available for customers in New Zealand.

Toll Priority has branches in key locations in Auckland, Wellington, Christchurch and Dunedin while a strategic relationship with Lindsay distributors in Christchurch ensures New Zealand-wide express coverage.

Toll Priority processes and scanning have been introduced and delivery data is integrated with the Toll NZ central server, giving our customers the same level of customer service and tracking visibility currently available in Australia.

New Zealand Manager for Toll Priority, Dene Green, says the main benefit of having our own operation in New Zealand is that our New Zealand based customers will have a new level of express service right across New Zealand, as well as a next day service to all Australian capital cities. In addition, our Australian customers will see an increased level of service for their Toll Global Express consignments, with the major centres of Auckland, Christchurch and Wellington being delivered before 11.00 am the next day, and consignments to the rest of the country delivered in the early afternoon.

In summary, this exciting new venture will provide our customers with:

- A new service offering for our New Zealand customers;
- Improved Trans Tasman service levels for our Australian Customers;

- Next Day deliveries to major business centres;
- Online shipment tracking;
- Express clearance procedure;
- Faster delivery times; and
- Improved customer services.



# Tribute to a Retired Truckie



**C**esar Bardallo has been with Toll Express (Smithfield) for 18 years, he has been a great motivator to us all and encouraged us to work harder with charities and colleagues who have needed help over the years.



*Photo 1  
All of Cesar's fellow workers on his retirement gathering.*

Cesar was always working tirelessly outside of Toll fundraising to help the needy overseas and the Uruguayan (his birthplace) community.

*Photo 2  
Cesar Bardallo.*

It has been a great pleasure to work alongside him and will be missed by all.

**Congratulations Cesar and on behalf of everyone at Toll, we wish you a great retirement.**

# Pamela James Retires after 26 Years

**P**amela James has been with Toll for 26 years, starting with Brambles Transport in 1978 and consequently became part of the Toll Express (Smithfield) Administrative team as Pricing Supervisor through the Brambles acquisition.

Pamela has played trainer and mother to many younger staff members over the years and will be missed by all.

**Congratulations on your retirement and best wishes from all.**



*Pamela James with Jamie Primmer – Toll Express NSW State Manager*

# The Bayside Bombers

**T**he Bayside Bombers is an amalgamation of two of the founding Women's League teams (Queensland), the Alex Hills Bombers and the Redlands Sharks.

These two teams used to play each other socially until the AFLQ officialised things and two more teams joined, Surfers and Burleigh, with more teams joining each year to what we have now.

The team plays each week from March to August, its full contact, full team AFL with only one rule changed (no kicking off the ground) in order to develop ball-handling skills.

The Bayside Bombers only had 8 players continue from last year, so have recruited a massive 20 players in 2004.

It has meant a lot of 'back to basics' training but the team has grown strong and now has a realistic shot at the finals.

For the latest scores and ladder information you can visit [www.aflq.com.au](http://www.aflq.com.au) and click on the Women's League Link.

The Semi Finals were held Sunday 1 August 2004 at Yeronga, producing the following results:

<b>Bayside Bombers</b>	0.1	1.1	1.2	2.2	(14)
<b>Redcliffe Tigers</b>	1.1	1.1	2.1	3.4	(22)

The team now has 10 months off before training begins next year.

player profiles

Player	Current Position	Toll Business Unit
Chelsea Middenway	Bayside Bombers Coach. First year as coach, played for more than 9 years.	QRX – Manifest / Data Entry Clerk – Railfast, Refrigeration and Contrains – 1 Year.
Sharon Partridge	Back Flank. First year playing.	QRX Moolabin – 1.5 years as Administration Supervisor: payroll, invoices and order supplies.
Annette Taylor	Centre Half Back. Played for a number of years.	Toll Specialised Services (TeeCee) Dangerous Goods Driver.
Rachel Archer	Full Back. First year playing.	Toll Priority – 1.5 years as Sales Administrator – Assistant to Queensland Sales Manager and Sales Department.



**R. & M. Beechey Carriers Pty Ltd**  
 A.B.N. 11 441 807 614  
 P.O. Box 867, Parkour, North 1880  
 Ph: 02 9892 4212 Fax: 02 9892 4266  
 Email: info@beecheys.com.au

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20<sup>th</sup> July, 2004

Attention: Mr Greg Oiler  
 Manager,  
 Tolls Regional Transport  
 PO Box 28  
 COYNEA, NSW, 2794

Dear Greg,

R&M Beechey Carriers would like to take this opportunity to sincerely thank your driver Mr Eddy Tea with the assistance that he gave our driver Dave James during a road rage incident that occurred on Tuesday 20<sup>th</sup> July, 2004.

Eddy did not hesitate to stop and assist Dave when he was being attacked by the couple. One had a must smaller who had already attacked the truck and then proceeded to attack Dave and the other was not hesitating to kick Dave and also head butt him.

Eddy managed to remove the women out of the picture. At this stage the was told to get back into his car and drive away. Eddy managed to restrain him until the police arrived.

Eddy then stayed with the truck until we were able to get another driver to the scene. At this Eddy Dave went to the hospital and supplied all his details to my father who is one of the owners of the company.

After speaking with Dave it is very apparent that Dave may have been killed if Eddy had not intervened. He is extremely grateful that Eddy aided him and as an L.

Being an owner of a Transport Company myself it is an often that good is said about truck drivers and I would like to take this opportunity to express our gratitude and thank that Eddy took the time to help.

I have no way of thanking Eddy personally and I would like that this letter be forwarded to him.

Please note I will also be forwarding a letter of appreciation to Tolls Head Office.

Thank you again,

Matthew Beechey  
 Director  
 R&M Beechey Carriers



**Weight 41,680 kg**

**Length 8.1 m**

**Width 4.2 m**

**Height 3.7 m**

## DIDS and NQX

As part of the Defence Integrated Distribution System (DIDS) contract signed on 18 December 2003, NQX has been involved in moving a variety of military equipment over the past five months.

Marcus Light from NQX Brisbane has organised the majority of these moves in conjunction with the Defence personnel both from Amberley and Meeandah. One of these moves included four Komatsu D155A-1 dozers, transported one per day at the beginning of June.

Three units were stock transfers and one required transporting for refurbishment.

These pieces of machinery require two fifty tonne cranes to load. Each unit travelled on a 'Swing Wing Float' accompanied by one pilot car.

They are used for clearing and air-strip construction in scrub land, also used for clearing mine fields.

These vehicles are self-propelled with an operating speed of less than 14 km per hour. Designed specifically for earth moving.

The sheer weight and dimensions of these units illustrates the versatility of NQX Freight System.



## Mount Isa Transport Facility

Following on from the last edition of Toll Today, the first sod of earth has been turned at the site of Toll's future \$3 million transport and logistics facility at Northridge Industrial Estate, Mount Isa.

Toll announced the purchase of the 5.9 ha slice of prime land at the estate from Mount Isa City Council in April.

Council has been working to develop the area, located south of the airport, since 1997.

Plans to build a 2500m<sup>2</sup> facility to accommodate road and rail services in the region with undercover loading, warehouse and office space, is running to schedule.

The development will combine NQX road transport division in Star Gully and QRX rail division in Flower Street.

Local firm Watkins Group had started surveying and earthworks on the site on Monday. Compactors leveled the ground and foundations were laid.

NQX Mount Isa Area Manager Martin Rowe said a larger, integrated transport and logistics facility was needed partly due to increased mining activity in the district.

"It not only represents Toll's long-standing commitment to the region, but it reflects the growing sentiment of confidence in Mount Isa," he said.

"To us it is a representative footprint of the company's national network of logistic and transport services."

When complete, about 40 staff, including those from QRX and NQX, will be working from the site.

Article and photograph: Courtesy of Carpentaria Newspapers.

“...it reflects the growing sentiment of confidence in Mount Isa...”

# Roachie's Retirement



**During the Month of July 2004, long time Employee of NQX Freight System Brisbane John Roach (Roachie to his mates) retired after 28 years as a Linehaul Driver.**

John started with NQX when the depot was located at Coopers Plains and was involved with two moves that now have the NQX depot located at Holt Street Eagle Farm. John has seen the transformation and advancement of technology and equipment that now is common place in the Transport Industry.

John now believes he will have more valuable time on his hands to pick up the golf clubs whenever he likes, anticipating three games a week at this stage. And when he isn't hitting the little white ball around he will be relaxing, not having to worry what day of the week

he settles down to drink a 'Coldie', or two.

There was a story going around whereby Roachie was on a trip once, and at a roadhouse where a number of drivers were congregated, a young bloke amongst the drivers on his way for a shower, was cursing and swearing because he had forgot to pack any underwear, so amongst all Roachie stated, "Young mate don't be alarmed," and proceeded to drop his strides, remove his own underwear and hand them to the red faced young driver. That was Roachie to a tee.

John was, and is one of the 'colourful characters' that the Transport Industry and NQX has had within road transport, and he will be missed by all and sundry.

**See ya Roachie.**

*Photo 1  
John Roach proudly displaying his NQX Plaque for 'Dedicated Years Of Service' flanked by (left to right) Ian Buckingham (current service 20 years) TWU Delegate, and PUD Operations Manager John Sheehan (current service 15 years).*

*Photo 2  
John Roach centre with Paul Murray (left) - NQX Linehaul Driver (current service 25 years) and John Farnham (two years retired former NQX Linehaul Driver who had served 28 years).*

# Toll International Goes National

**The 1st of July 2004, saw the creation of the new 'Toll International Pty Ltd', which evolved from the existing business of Toll International and the incorporation of Carpentaria International and the business of Tranz Link International, formerly part of Tranz Rail Holdings.**

The combined businesses, now offer locations in Sydney (Head Office), Melbourne, Adelaide and Perth, with Brisbane and Townsville both having two separate locations. Each is strategically placed on or close to the national airports, from where customs under bond warehouses are operated. The National staff count is in excess of 100 members.

The five main services the business delivers, are:

- International Freight Forwarding (air and sea) / Customs
- Project Logistics
- Seacargo for the Papua New Guinea Trade
- China Sea Freight Import, associated to the Fabric / Garment Industry
- Bulk Products

The Bulk Products, is the provision of FlexiTank, IsoTank and IBC services and equipment, to and from most international origins.

Richard Raw, General Manager Toll International, is extremely enthusiastic with the now extended office coverage, service capabilities, internationally recognised global partner agent network, coupled with

the strong alliances with major shipping companies and airlines.

The new Toll International, is most eager to offer its services to fellow Toll business units and their customers alike. This now provides a unique opportunity to have the Toll customers' total logistics solutions met globally.

Also aligned to the Australian business, is Toll International in New Zealand, with locations in Auckland and Christchurch.

Brian Chandler, General Manager Toll International New Zealand, has a staff of 21. Richard Raw has been working closely with Brian and his New Zealand team to take advantage of Toll's strengths on both sides of the Tasman. This approach has already yielded some exciting prospects, which would dramatically increase the Toll International presence in the Trans Tasman market.

Brian and Richard are also keen to use Toll International New Zealand's emerging dominance, in the Asian trade lane, to the advantage of the Australian operations.

*Staff of Toll International at their Botany, NSW location.*



TOLL



The pictures feature a tank used for the transportation of wine from Marlborough with (from left to right) Allan Dickens – Nelson Owner-Driver; Lyall Burrows – Toll Tranz Link Wine Services Specialist and Wayne Taylor – Road Despatcher.

## Toll Tranz Link NZ has Bumper Wine Season

Toll Tranz Link in New Zealand expects that by the end of this year's wine season, they will have moved 40 million litres of product, a big jump from the 12.6 million litres they were moving back in 1998.

Toll Tranz Link Wine Services Specialist Lyall Burrows is confident this growth curve will continue, and believes they will be transporting more than 65 million litres within the next three years.

Lyall says the wine is moved in stainless steel tanks ranging in capacity from 9,100 to 20,000 litres.

"In Blenheim in the South Island, we have a specialised washing facility and all tanks are washed to a particularly high wine standard. The tanks are then put onto trucks and taken to the wineries.

"The product is pumped directly into the tanks which are then placed on rail and are sent up to Auckland. On average 50 tanks per week are moved."

Lyall says the majority of the product goes to Auckland, as the wineries find it cheaper to bottle and export from there. He estimates that about 55% of the product is destined for the local market with the remainder being shipped overseas.

"The domestic market is basically saturated. In a few years time, we could end up with about 30% destined for the domestic market and 70% being exported."

While Toll Tranz Link Blenheim is moving a full range of wine varieties – including Chardonnay, Riesling, Pinot Noir and Merlot – Lyall estimates that about 70% of the volume is purely Sauvignon Blanc.

Prior to the wine and grape juice being produced, the local team is also involved with the Marlborough grape harvest in late March and April each year.

"We have five tipping-bin trucks which hold about 28 tonnes. Harvesters collect the grapes from the vineyards and put them into gondolas, which tip into our trucks. We then move these to the wineries. About 8,000 tonnes of grapes were handled this April," Lyall concluded.

## Toll Tranz Link Wins Suzuki

National distribution for Suzuki motor vehicles and motorcycles has been awarded to the new Toll Tranz Link logistics brand and its specialist Auto Express rail business unit.

**"...the majority of this distribution now moves off road and onto rail."**

What is particularly significant about this contract, is that the majority of this distribution now moves off road and onto rail.

Under the agreement, Toll Tranz Link has established a centralised storage facility in Wellington, dedicated to Suzuki, which will radically simplify distribution patterns for both cars and motorcycles.

In the past, Suzuki contracted Toll Tranz Link for motorcycle distribution only. All motor vehicles were imported through CentrePort Wellington and were

transported by road and stored at Suzuki's Wanganui location, awaiting road distribution.

Now, however, an arrangement has been put in place whereby they will handle not just the linehaul moves but also the custom's clearance, warehousing, storage, and logistics requirements for both motor vehicles and motorcycles throughout the country.

The arrangement involves moving about 1,300 motor vehicles each year, as well as the motorcycles, for which Suzuki is the No 1 brand in New Zealand.

Winning the contract involved making some innovative changes in order to meet Suzuki's stringent requirements, says Toll Tranz Link's Business Development Manager Wilson Pollock, who spearheaded the Group's response to Suzuki's tender.

"Not only did we have to establish a dedicated facility in Wellington, upgrade our security levels and install new software to electronically manage the warehousing and stock control, but we introduced

# Gary Taylor – the New Group General Manager of Toll Rail

**Sydney-sider Gary Taylor was appointed Group General Manager Toll Rail, the linehaul and bulk freight specialist within the new Toll NZ structure, at the end of May 2004.**

Taking up the position, signified a change of transport mode for Gary – but nonetheless brought him back to the ‘freight interface’ he knows intimately.

Freight forwarding and the aviation industry have given Gary his main exposure to transportation.

Initially, Gary gained hands-on knowledge of the airline product as a flight steward with Qantas. The decision that it was time for he and wife, Amanda, to raise a family made him curtail his flying career and look for a ground position with Qantas freight.

The airline however was soon looking to retrench and in 1983 Gary took voluntary severance and moved into freight forwarding with Panalpina.

Thus began a career which led him and three partners launching the freight forwarding company Pace Express, which went on to become the largest in Australia.

In 12 months, the Sydney-based operation achieved turnover of \$A150 million and had spread throughout the country with agencies elsewhere, including close links with New Zealand forwarders.

Pace Express was very strong in the Tasman trade, giving Gary an insight into New Zealand freight operations, and also had a robust specialist perishables division.

Eventually, Pace Express was bought out by the large American company, AEI. Gary had a three-year contract with AEI as part of the sale agreement, after which he rejoined Qantas.

This time he was well up the corporate ladder as

Regional Freight Manager for Australia, also looking after the New Zealand, South African, New Guinea and Japanese markets.

After three years in that role he moved to the Ansett Australia group as Cargo Sales Manager but was caught in the 2001 crash of the company.

Subsequently he re-entered the aviation industry as Sydney Airport Manager for Virgin Blue, also looking after operations at four other airports, a position he has held until his move to New Zealand.

Now, after a total of 15 years in the freight forwarding business and extensive air cargo experience, he is ready to switch his sights to rail.

While Gary appreciates he has a steep learning curve ahead, he is looking forward to this new challenge: “It is a big role. But I remain ambitious and realise that you never stop learning, and I will learn quickly with Toll Rail.”



**“...he is ready to switch his sights to rail.”**

## i NZ Distribution Contract

specific Toll Tranz Link Business units – Toll Tranz Link International, Auto Express and Toll Tranz Link Distribution – to deliver the Supply Chain solution Suzuki was seeking.”

Bill Grice CEO of Suzuki New Zealand confirmed they had received many expressions of interest from companies wanting to handle Suzuki’s transport and logistics business but Toll Tranz Link had impressed them with their professionalism and ability to meet all of Suzuki logistical needs.

“Although we have only been together as a team for a few weeks, we are very pleased with Toll Tranz Link’s ability to provide a first rate service which is also appreciated by our Suzuki dealer network and their Suzuki customers.”

Auto Express, the Toll Tranz Link business unit specialising in vehicle distribution, will be handling all the vehicle transportation with covered rail wagons offering protection from the elements and greater security, supported by regional delivery services.

Where vehicles are shipped across Cook Strait, they will do so on these fully-enclosed wagons. This means that they stay on the wagon for the entirety of their linehaul journey, and are not unloaded and reloaded, which often occurs with a road transport option.

*Bill Grice – Suzuki New Zealand’s Chief Executive is pictured far right with Toll Tranz Link’s (left to right) Chris Robertson – National Manager; Wilson Pollock – Business Development Manager and Ian Robertson – Wellington Branch Manager.*





*Above*  
The Aratere catering crew – who looked after passengers. At the back, Wade Meredith, then seated from left to right: Jemma Smaling, Marina Johnson, Emily Bridge and Neale Moody.

*Below*  
The engineering crew who fixed the mechanical fault, from left to right: Len Tarleton – Chief Engineer, Paul Sammut and John Champion. Not photographed but instrumental to the resolution of the problem were Dave Chalmers and Colin Marsden.

## Crew Excels Under Pressure

Onboard crew and ferry terminal staff were put to the test on 22 July when one of The Interislander ferries, Aratere, experienced a mechanical problem which saw the vessel operating on reduced power on its journey from Picton to Wellington in New Zealand.

An usual crossing on The Interislander takes three hours. The total crossing time on this occasion however, was approximately eight hours, during which engineers worked on the mechanical problem. The vessel was required to remain in Cook Strait, in rough sea conditions, while the repair job was undertaken.

All staff onboard did an exceptional job. While the engineers and electricians worked to resolve the mechanical problem, deck crew ensured that safety equipment was prepared and were in a state of readiness to respond to any situation that may arise. The Master and Deck Officers took decisive action in holding the vessel away from the harbour, whilst cabin crew attended to our customers.

At the terminals, staff worked to keep delayed passengers informed and comfortable. The cold and wet weather didn't get the team down, but instead drove them to maintain high energy levels and remain positive while dealing with customers.

The efforts of the crew were reflected in both feedback from the passengers, and the positive reports that were captured in the media.

**“The staff were all extremely helpful, kind and very pleasant. We were provided with free meals and drinks.”**

Some passenger comments included:

“The engine room crew deserves a special mention. The services supervisor showed great comfort to the passengers and kept spirits high.”

“We were very well looked after – thanks.”

“Thank you to all the staff for their reassurance, particularly Amber – a smiling Angel.”

“The service was excellent.”

“Crew did a great job. Captain mixed with passengers – great.”

“The staff were all extremely helpful, kind and very pleasant. We were provided with free meals and drinks.”

“Well done engineers – thank you.”

“Wonderful judgement by the skipper and his crew.”

Considering the circumstances we couldn't have asked for a more positive response. The comments received really reflect what a fantastic effort was invested by everyone involved. It also highlights the differentiated level of service that makes The Interislander Line a success!

**Congratulations!**



## Keeping Purbeck's Head in Order

Replacing a cylinder head between Rsailings was a major exercise for the engineers on board Purbeck in early June. In just 18 hours, and working well beyond the call of duty, the team removed the faulty head, cleaned and prepared the engine, fitted the new cylinder head and all of the components and had the vessel ready for the timetabled sailing.

“As a tangible thank you, I took them out to lunch,” said Bryan Anderson, Technical Manager. “They did a superb job.”

The team with the installed components: Photo shows Engineers (left to right): Barry Drummond, Ian Bircher and Grant Abdee.



## Team Focus

# Wellington Terminal Vehicle Check-in Location: Wellington Interislander Terminal



*Left to right: Brendon Wilson – Terminal Manager; John Tibbotts – Car Marshal; Chris Hanna – CV Clerk and Linda Thomas – Check-in Clerk.*

**“Customer care and courtesy go hand in hand at the Interislander Terminal in both Wellington and Picton. That is our objective and that is what we all focus on,”** says Brendon Wilson, Terminal Manager who heads a team of over 50.

The success of the operation was self-evident observing the team in action last month. It is obvious that past work experience has ideally equipped team members for their present responsibilities. Most have worked in service industries and / or have been customers so they appreciate that ‘good enough – isn’t’.

“The vehicle check-in and car marshal staff are pretty much the first faces our customers see,” explains Brendon. “They are, if you like, the directors of first impressions. Having greeted the passengers, they direct the traffic while maintaining liaison with the Mate on board the ship. It is his / her job to oversee the loading and on board parking.”

The skills of the team, their strong bond and interaction, and their dedication as a unit can be seen, in particular, during times of disruption. When

the pressure goes on and demands are high, this is when the team really thrives. All of them admit that disruptions present a challenge, and disgruntled customers aren’t always fun to deal with – but this is the time when the true value of exceptional customer service comes into play. Each member of the team understands their responsibilities, and can rely on each other to deliver at all times. For instance, during a disruption, Linda’s time may be dedicated to arranging charter flights and alternate sailing options, which she can do confidently, with the knowledge that the rest of her team is maintaining control at the vehicle check-in booth.

From an outside perspective, it is easy to presume that it must be quiet down in the check-in booth – but you would be mistaken. With Linda’s bubbly personality, Chris’s dry wit, and John’s inquisitive character, it appears that there is never a dull moment.

**“When the pressure goes on and demands are high, this is when the team really thrives.”**

## Toll Delivering Safety Outcomes in Malaysia

**D**rivers Hasrul (also Operations Manager), Sundram and Ridza successfully completed their Heavy Vehicle Defensive Driving Program held on 27 and 28 July.

The Program, instigated by Toll Group Asia Manager Ray Sandford, aims to upgrade drivers’ skills and raise safety awareness to reduce accidents.

**Congratulations gentlemen.**

### Snapshot of Zari Haulage

Toll acquired a controlling equity in a Malaysian bulk tanker operation, Zari Haulage, in August 2003. The business is managed by Toll Thailand and presents an excellent opportunity to develop new contracts with the major oil and automotive multi-nationals and present further growth initiatives within the immediate region.

Our Singapore operation provides Project Logistics services to resource companies operating in the South East Asian region and neighbouring countries.

Construction and on-going supply line logistics are provided to mines in remote areas where the logistics chain is completed through the use of company vessels suited to rivers, shallow port and general shipping operations.

The operation acts as both a consolidation point and a hub for receipt of shipments from worldwide supply points. Air, sea, specialised handling, transport and charters are all provided through a one-stop-shop.

The company employs 40 people and has a fleet of 13 fuel tankers, 3 LPG tankers and 10 car carriers.



*Ray Sandford – Toll Group Asia Manager congratulating the Drivers on their successful completion of the Program. Left to right: Hasrul, Sundram, Ray Sandford, and Ridza.*

## LARA FIRE BRIGADE

Station Address:  
6-10 Forest Road South,  
Lara Lake  
Postal Address:  
Lara Fire Brigade  
P.O. Box 15, Lara 3212  
Phone: 5282 1942  
Fax: 5282 3816

July 23, 2004

Mr D Love  
Victorian Liquids Business Manager  
490 Blackshaws Road  
Altona North  
Vic 3205

Dear David

**Re: Training Exercise - Lara, June 20, 2004**

The Lara Fire Brigade would like to thank you and Toll Liquids for providing a tanker and personnel to assist with the Group training Exercise that was held at Lara on June 20, 2004.

Provision of a tanker enabled a realistic scenario for training. Having experts at the level of National Business Manager and National Dangerous Goods Manager attend ensured that Firefighters received the best possible training.

We hope that we do not need to put this training to use in a real life situation, however it is essential that CFA Volunteers are fully prepared to react swiftly and confidently in an emergency and the assistance that you have provided is beneficial in achieving this.

The donation to the Brigade of heavy duty rubber mats for use in our 4WD Crew Cab was a very pleasant surprise, and we thank you most sincerely for that kind donation.

Yours sincerely  
LARA FIRE BRIGADE

Gary Bascomb

Secretary



From left to right:  
David Love – Business Manager TLD presenting Captain Fred Grove of the Lara CFA a set of rubber floor mats for the Lara CFA command car.

## Lara Fire Brigade – Training Exercise

Peter Howard – Group Dangerous Goods Manager, Toll Priority, Rupert Hussey – National Business Development Manager, Toll Liquid Distribution and David Love – Victorian Liquids Business Manager represented Toll at Lara Fire Brigade's Training Exercise on 20 June 2004.

Toll provided a tanker and personnel to assist with the Training Exercise which will now be further developed according to the outcome and feedback following the exercise.

Toll will be involved again, once the amended program is ready.

See below article for the day's events.



On training day at Lara.  
Article and picture courtesy of the Geelong Advertiser.

## Firefighters Face Nightmare Drill

**It was every firefighters' worst nightmare. A leaking petrol tanker, a chemical spill and an exploded gas cylinder – all within 100 metres of each other.**

Fortunately, the scene was all part of a training day with the simulated situations just three of the possibilities fire crews could face on the job.

Lara's Australian Wool Handlers in Victoria was the place for the panic as the red trucks and their crews from Lara Grovedale, Belmont, Geelong City, Geelong West and Corio arrived unsure of what to expect.

At one end of the property, a chemical spill was slowly getting out of control, around the corner a car had smashed into a petrol tanker causing it to leak, and further down the road a gas cylinder had caught on fire.

The crews split into groups and put their theory to the test.

Firefighter Brian Stevens, who coordinated the day, said making the scenes as

realistic as possible was important to make crews aware of the pressure they would face in the real world.

"Today's all about learning so they have a better understanding when they do come across major situations," he said.

While the chemical spill and gas explosion were swiftly attended to, controlling the leaking petrol tanker proved a bit more of a problem.

After unsuccessful attempts to get the situation under control, the firefighters were rounded up by Mr Stevens for a half-time huddle to regroup and reassess.

They did manage to drag the dummy sitting in the driver seat of the car, but the rescue mission drill was called off shortly after.

But Mr Stevens said that was what the day was all about.

"We were a bit disappointed but in real life that's how they chose to handle the situation," he said.

"The other two exercises went to plan and now we'll go back to our stations and go through what we should have done and develop various scenarios so from a learning perspective it has been a very positive outcome."

## Condolences

Our condolences go to Rod Walanyk whose father passed away, and Rob Whethers whose mother passed away recently.

Both drivers are from the Toll Logistics Food & Beverages Division at Homebush.

Our thoughts are with you and your families.

# Farewell Robert Hill

Best Wishes to Robert Hill on his retirement from Toll Logistics Food & Beverages Division.

Robert, known as 'Bob' to his work mates, has worked in the transport industry for some 40 plus years and has seen many contracts come and go and has moved along with them.

Robert has spent much of this time working for Toll, and previously TNT's Refrigerated Roadways business at the Woolworths contract in Homebush.

Robert is the quiet achiever, always getting the job done with minimum fuss and will be remembered by many people whose lives he has come into contact with over the years.

**Congratulations Robert and Best Wishes for the future.**



Left: Robert Hill cutting his farewell cake.

Above: Robert (centre) with his work mates Bill Brain (left) and Rob Whethers (right).



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# Maiden Voyage

M0001 and MB002 – Toll AutoLogistics' first Maxiboxes had their 'maiden voyage' on Tuesday 22 June 2004. This first service was from Melbourne to Brisbane and more Maxi's have been introduced to services on a daily basis since.

The custom designed intermodal containers which were designed to the Automotive Industry's Global Vehicle Handling and Transportation Standards are now being transported to Brisbane and Adelaide four days per week, with 10 boxes going to Brisbane and 5 to Adelaide, equating to 60 vehicles and 30 vehicles respectively.

Toll AutoLogistics needed a realistic solution to capacity issues in vehicle transportation to meet our customers' peak sales periods now and in the future,

and one that could further utilise the multi-modal services provided by the Toll Group. In particular, the services of Pacific National (Toll's rail joint venture with Patrick), whilst still providing cost effective vehicle logistics services to the Automotive Industry.

Importantly, we needed a state of the art design to accommodate the Australian automotive manufacturers' current all-wheel drive vehicles and possible design variations in the future.

The Maxibox has succeeded on all counts; whilst lessening the effect of heavy vehicles on our roadways, and providing less manual effort in loading and unloading for our employees.

**“Toll AutoLogistics needed a realistic solution to capacity issues...”**

Photo 1  
Maxibox being loaded at Dynon Road Melbourne.

Photo 2  
Maxibox being unloaded in Brisbane.

Photo 3  
Maxibox arriving by road for unloading onto rail.

Photo 4  
AutoBoxes and Maxi's on train.



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**Photo 1**  
Toyota's new Australian headquarters in Port Melbourne.

**Photo 2**  
Bill Symes – Toll Transitions Relocation Project Manager and Donna Sargent – Corporate Facilities Manager, Toyota.

## Oh What a Relocation!

Anyone who's driven across the Westgate past Port Melbourne in Victoria lately can't have missed the impressive signage across Toyota's new Australian headquarters. And thanks to Toll Transitions, Toyota's relocation to their new premises was a resounding success.

Toll Transitions was engaged to relocate disparate Toyota divisions, previously scattered across Port Melbourne and Altona, into the new Port Melbourne site. Communication and scheduling were key to the success of the relocation.

While Toyota was relocating people from 12 different sites, building and fit-out work was still being carried out at Toyota HQ, Bertie Street, Port Melbourne. The complexity of the project was compounded by the relocation of some 300 staff and their effects in the opposite direction, from Port Melbourne to Altona.

"It was a challenging schedule to manage," admits Toll Transitions Relocation Project Manager, Bill Symes, "I'm proud to say it was a seamless relocation and Toyota successfully continued to operate throughout."

"This has been the least troublesome relocation I've been involved in," says Donna Sargent, Toyota Corporate Facilities Manager. "I base the success of a relocation on the Relocation Project Manager. When you have a good Relocation Project Manager, the roll out and delivery of the project is great."

"We found, like with a lot of relocations, people were reluctant to leave," says Bill. "Some of the old Toyota buildings were in pretty bad shape and while we were moving them to a fantastic new facility, some people didn't want to go. They built an attachment to their workplace that's difficult to overcome."

"My major challenge," says Donna, "was getting people's heads around the change. Relocation is the vehicle. The challenge is about selling Toyota back to Toyota's people. Bill's at the front edge of the relocation and he's been selling the project with us. The teamwork has been excellent."

Back row left to right:  
Gavin Quinlan,  
Matthew Harrington,  
Shane Thompson,  
Bob Hughes,  
Adem Karafili,  
Neil Judd and Jonathan Ryan.  
Front row left to right:  
Adele Francis, Katie Eaton-Jones,  
Father Christmas (David Tonkin),  
Trinity Stewart and PJ Gould.

## Christmas in July

Toll Transitions' Canberra office recently relocated to the professional suites at Brindabella Business Park located at the Canberra International Airport.

To celebrate the move, Canberra staff and co-host Canberra International Airport, organised a 'Christmas in July' office warming and invited potential and existing clients.

The 120 guests marvelled at the foyer bursting with Christmas decorations, kindly donated from the local shopping centre. Throughout the evening partygoers enjoyed mulled wine, turkey and cranberry sauce nibbles,

fruit mince tarts and numerous prizes, including a weekend away. Even Santa took time out to pass around party bags filled with goodies for every guest.

The evening was extremely beneficial for forging relationships with existing clients, and invaluable for new and potential clients to see where Toll Transitions is located and the relocation services on offer.

And the function paid off the next morning. A Christmas partygoer committed to a relationship to use Toll Transitions' relocation services nationally effective immediately. Many other leads were gathered and relationships strengthened. The evening can only be described as a business development success.





# Toll Transitions Raises the Bar Yet Again

**In early August Toll Transitions launched a technology platform revolutionising the way relocations are managed.**

The Transitions Management System (TMS) is a custom built, state-of-the-art IT program specifically designed to meet the needs of Toll Transitions' clients. Built on Microsoft's .NET platform, TMS comprises four integrated applications:

- Transitions Information System (TIS) which gives Transitions' clients and staff access to web-based, real-time reports and financial information;
- Customised websites for individual clients such as the Australian Department of Defence and Queensland Government;
- TMS Navigator providing Transitions' staff with an intuitive, user-friendly, information rich, removals management environment; and
- An updated supplier quoting website, allowing Toll Transitions' contracted suppliers, to access and bid for removal tenders online with greater ease.

The true innovation of the system is the unique 'workflow' engine, underpinning all processes performed by TMS. 'Workflows', the term used to describe the processes for managing a removal for each client company, can be customised for individual client needs and transferee entitlements. The degree of flexibility provided by TMS is groundbreaking, not only within the relocation industry in Australia, but also internationally.

Toll Transitions' Strategic Systems Manager Nigel Maloney explains, "When we were looking to update our technical capability, we did a global search to see if there was an off the shelf system that could do what we needed. Because of the sophisticated nature of our business, nothing fitted the bill. We've now produced a system that is world leading."

General Manager Helen Newell is delighted to see the many months of planning and focus come to life to firmly secure Toll Transitions' place as Australia's most innovative and cutting edge relocation

management company. Because as Helen explains, it's not just about being the biggest, it's about being the best.

"An IT system is an enabler of a service philosophy, and our company values are really at the heart of this system. We are continually striving to improve our service delivery by communicating and collaborating with our staff, clients and transferees. Our objective in building TMS was to provide our clients with greater procedural flexibility and access to real time information; to give our clients' transferees better touch points and greater speed of processing and approval routing to reduce stress in transit; and finally to relieve our own staff of repetitive, manual tasks so they can spend more time directly supporting transferees.

**“At the end of the day, we're really in the business of supporting our clients by caring for their people on the move...”**

"At the end of the day, we're really in the business of supporting our clients by caring for their people on the move. TMS allows us to do this with greater efficiency and focus, which ultimately translates into better service outcomes for everyone," Helen concluded.





Photo 1  
Helen (front centre) with her first wish grantee Michael (front left) and his family.



Photo 2  
Michael's wish was for a lap-top computer, however, Helen knew that he was an avid fan of Tracey and Matt from Fox FM radio station, therefore arranged for Michael to have his wish granted at the Fox FM studio.



Photo 3  
Helen in costume at her show.

## Helen Barker – Doing Her Bit for Community

**H**elen Barker's day doesn't finish when she leaves the Toll AutoLogistics – Vehicles office as Customer Liaison Officer. She has been a volunteer for the Starlight Children's Foundation for four years and a Wish Granter for almost one of those years.

Helen is just going through the process of granting her third wish to a 14 year old boy with Liver Trauma, whose wish is to go to Movie World.

The cost of granting a wish for a child is \$4,000. In addition, liaison between the Starlight Children's Foundation, the family and the child must take place to determine the child's wish, and all the necessary paperwork completed. The fun part of granting the wish is embellishing it a little to make it that extra bit special.

Helen is currently organising a Starlight Charity Night in September at a restaurant in South Morang, hoping to raise an entire wish (\$4,000). The night will have raffles, finger food, entertainment by the Jaanz

Singing School students and the attendance of Captain Starlight.

At the moment, Helen is working on raffle donations and tickets will be \$10 a head.

In addition to wish making, Helen is also a part of the Redesdale Revellers Cabaret Show. This Cabaret show is put on by the local community of Redesdale (a small town in between Heathcote and Kyneton, Victoria to raise money for local charities such as the CFA, Community Hall and others. They also take the show to Bendigo to a home for the elderly and disabled to raise much needed funds.

The show runs for six weeks at one show per week, with the local men and women cooking a scrumptious three-course dinner each night.

"I have been singing for 18 months with Jaanz Singing School. I am proud to be able to use my talents for events such as these," Helen said.

**Well done Helen.**

## Brekky is Wheel Deal

**F**riday is not looked forward to merely as the end of the week by the staff at Toll Express Smithfield, NSW.

Instead, Fridays are looked forward to as a fun day that starts at 5.30 am with a barbecue breakfast to raise money for the Royal Institute for Deaf and Blind Children at North Rocks.

The fundraising breakfasts were started by Uruguayan-born truckie Cesar Bardallo and former truckie now Toll Express Fleet Controller Joe Panebianco. They approached General Manager Neil Pollington and State Manager Jamie Primmer asking if the company would donate the products for the breakfasts.

"We went to the head people at Toll Express and supported us from day one. All the food is donated, so every cent raised is a donation," Cesar Bardallo said.

"We raise money for people who need it. We have helped out the Institute, hospitals and recently a fellow truckie who was diagnosed with multiple sclerosis."

Joe Panebianco, now known as the head barbecue chef, said: "We get a real buzz out of the breakfasts, knowing that we can help the children."

The men also enlisted the help of Customer Service Manager Liz Morrow.

"We raise around \$200 every week; we charge \$3 for a steak and egg, sausage and egg, or bacon and egg toasted sandwich – or you can have two for \$5," Liz Morrow said.

"Around 60 of the office staff and truckies turn up each week for the Friday breakfasts. It's great. The ladies really enjoy it – getting our breakfast cooked for us.

"Our truck drivers are wonderful. They are always doing things to help people, putting their hands in their pockets to help if any employee is sick. We have 35 interstate and 60 local truck drivers coming in and out of Smithfield each week and they all support the breakfast. Also, whatever we do the company supports us," Liz concluded.

Since April 2001 the group has raised a resounding \$28,075 for deaf and blind children.



Truckies do Breakfast: Joe Panebianco (left) and Cesar Bardallo of Toll Express Smithfield do breakfast each Friday to help deaf and blind children. Photograph and article courtesy of Fairfield Advance.

# Toll Priority Survives Hunter Golf Day



**Toll Ports General Manager Steven Ford, hosted a Toll Group Golf Day for Newcastle clients on 7 July 2004, at The Vintage Golf Club in Rothbury, Hunter Valley.**

Forty guests graced the Greg Norman designed course on a very windy cold day, and somehow managed to complete the 18 holes in tact.

As an added bonus, Steven Ford offered all ten teams a 'survival ball' which had to be played the whole 18 holes and not be lost. Those who lost the ball were to donate \$40 to a charity and those who returned the ball would be given a \$500 cheque from Toll Ports to donate to their charity.

Two teams out of the ten managed to hold onto

their ball, those two teams happened to be from Toll Priority, Newcastle and their chosen charity was SIDS & KIDS, Hunter Region.

Team 1 – received 2nd place overall for the day and \$500 to be donated to the SIDS & KIDS Hunter Region.

Team 2 – won \$500 to be donated to the SIDS & KIDS Hunter Region.

*Pictured at the presentation are left to right: Allyson Corbett – Marketing & Events – SIDS & KIDS, Hunter Region; Annie Rochow – Administration Assistant – SIDS & KIDS, Hunter Region; Peter Teasey – Branch Manager, Toll Priority – Newcastle; and Sabrina Wild – Sales & Account Manager, Toll Priority – Newcastle.*

Team 1	Team 2
Peter Teasey – Toll Priority Fred Duncan – Mayne Health Victor Peate – Powerdown Bradley Wilson – AOK Health	Sabrina Wild – Toll Priority Mark Holbrow – AOK Health Gary Stead – Bearing Dynamics Michael Rae – Bearing Dynamics

# Another Shiny Cold Head in the Name of Charity

**Toll Linehaul Driver (Adelaide) Eric Reid volunteered to have his head shaved if he could raise anything between \$1,000 and \$1,500, in the name of charity.**

Eric received pledges to the sum of \$1,100 from Toll and Holden staff in Adelaide. His locks came off on 30 July 2004 at 2.30 pm EST – which was sad for Eric, but a thrill for Canteen, the nominated charity, helping kids with Cancer.

Eric quickly received a Toll beanie to keep his head warm.

Thank you to all who contributed a donation, and thank you to Eric for rising to the occasion.

*Photo 1 – Administration Assistant Greg Barlow and Eric Reid during the big shave.*

*Photo 2 – The first after shot with 'Hairdresser' Nicola Mason completing the task.*

*Photo 3 – Before the locks were cut.*



# Welcome to our New Corporate Appointments



**John Birchley**  
joins Toll as Claims Assistant, Risk.



**Joseph Chung-Voon**  
joins Toll as the Victorian Self Insurance Manager, Risk.



**Brian Yves**  
joins Toll as Claims Assistant, Risk.



**Alan Gardner**  
joins Toll as Case Manager, Risk.



**Vaska Ristevska**  
joins Toll as Technical / Case Manager, Risk.



**Darren Robinson**  
joins Toll as the Risk Financial Administrator.



**Damian Wright**  
joins Toll as Property Accountant.



**Sophie Flynn**  
joins Toll as Assistant Manager, Assurance & Internal Audit.

# anz@work You're so Lucky!

The employee banking package with great savings and rewards

**A**s a result of the Toll Group's valued relationship with ANZ, we are able to provide you with access to unique benefits on a range of banking products and services.

anz@work can offer you savings on:

## Mortgage Lending

### Standard Variable Rate Home Loan and ANZ Variable Residential Investment Rate Loan

Interest Rate Discounts pa

- \$ 50,000 < \$125,000 **0.25%**
- \$125,000 < \$250,000 **0.50%**
- \$250,000 + **0.65%**

**\$200 discount** on Standard Loan Approval fee applies or a **\$300 discount** when loan is submitted online via [anz.com/anzatwork](http://anz.com/anzatwork) (minimum loan amount is \$50,000).

### ANZ Home Equity Loan and ANZ Equity Manager

Interest Rate Discounts pa

- \$ 50,000 < \$250,000 **0.50%**
- \$250,000 + **0.60%**

**\$200 discount** on Standard Loan Approval fee applies or a **\$300 discount** when loan is submitted online via [anz.com/anzatwork](http://anz.com/anzatwork) (minimum loan amount is \$50,000).

For ANZ Money Saver Home Loan & Money Saver Resident Loan a **\$300 discount** on Loan Approval Fee applies (minimum loan amount is \$50,000).

## Personal Finance

- 0.25% pa interest rate discount on Variable Rate Personal Loan.
- Discount interest rate and Loan Approval fee on ANZ Car Loans.

## Everyday Banking & Savings

- Monthly account service fee waived on Access Advantage Account (save \$60 pa).

## Cards

- Special introductory interest rate.
- Bonus Sphere Reward points.

## Margin Lending & Stockbroking

- 0.35% up to 0.65% pa interest rate discount on Margin Lending.
- Brokerage for first trade rebated.

## Home Insurance

- Discounted premiums (save up to \$80 pa) and bonus Sphere Reward points.

To assist you in taking advantage of anz@work Mortgage Lending Discounts, dedicated ANZ Personal Mortgage Managers from each state have been selected to assist with your mortgage requirements.

These Personal Mortgage Managers are Mortgage Professionals who may be able to assist you in:

- purchasing a home or an investment property;
- financing renovations;
- refinancing your loan from another financial institution with an ANZ solution;
- utilising equity in property towards wealth creation;
- structuring complex mortgage deals;
- exploring different ways to structure your home and or investment loan; and
- bridging finance.

To cash in on your luck, whether you are a new or existing ANZ customer, please contact a dedicated ANZ Personal Mortgage Manager in your state:

### Melbourne

**Mark Davis**

Ph 0411 235 687

e-mail [davism4@anz.com](mailto:davism4@anz.com)

**Rad Damjanovic**

Ph 0413 253 840

e-mail [damjanor@anz.com](mailto:damjanor@anz.com)

### Sydney

**Michael Dennis**

Ph 0403 019 895

e-mail [dennism2@anz.com](mailto:dennism2@anz.com)

**Garry Noel**

Ph 0423 029 168

e-mail [noelg1@anz.com](mailto:noelg1@anz.com)

### Brisbane

**Tammy Ritchie**

Ph 0421 059 738

e-mail [ritchiet@anz.com](mailto:ritchiet@anz.com)

**Matt Lynn**

Ph 0421 610 533

e-mail [lynnm1@anz.com](mailto:lynnm1@anz.com)

### Perth

**Bernard McIllduff**

Ph 0412 035 002

e-mail [mcillduffb@anz.com](mailto:mcillduffb@anz.com)

### Adelaide

**Rob Phillips**

Ph 0422 005 218

e-mail [phillir1@anz.com](mailto:phillir1@anz.com)

When speaking with your ANZ Personal Mortgage Manager, please do not forget to ask about the other discounts that you are entitled to under the anz@work program.

Also, please be aware that in addition to speaking to your ANZ Personal Mortgage Manager, to take advantage of non lending discounts, you can also:

- call 1300 134 603;
- visit any ANZ branch; or
- log onto [www.anz.com/anzatwork](http://www.anz.com/anzatwork).

**New**

Please note that enhancements are currently being made to the anz@work package – an exciting range of new products (including Term Deposits, ANZ V2 Plus and ANZ Health Insurance) will be added to the package in the coming months.

## CLUB 10

### TOLL CORPORATE – CLUB 10

Andreas Karre, Toll IT, Archerfield, QLD.

### TOLL NETWORKS – CLUB 10

Adam Ikin, Toll IPEC / Parceline, Chester Hill, NSW.  
Christopher Combe, Toll Parceline, Chester Hill, NSW.  
Frederick Freeman, Toll IPEC, Moorebank, NSW.  
Gerard Williams, Toll IPEC, Richlands, QLD.  
Liam Black, Toll IPEC / Parceline, Maroochydore, QLD.  
Mark Spencer, Toll SPD, Welshpool, WA.  
Nicholas Blake, Toll IPEC, Richlands, QLD.  
Phillip Garlick, Toll SPD, Chullora, NSW.  
Robert Williamson, Toll Parceline, Clayton South, VIC.  
Ron Doquile, Toll SPD, West Melbourne, VIC.  
Shaun Bailey, Toll Parceline, Chester Hill, NSW.  
Tammy D'Addona, Toll IPEC, Richlands, QLD.  
Thelma Petrovski, Toll Express, Altona, VIC.

### TOLL LOGISTICS – CLUB 10

Aldo Simonato, Toll Food & Beverages, Arndell Park, NSW.  
Angus Powell, Toll Industrial, Scoresby, VIC.  
Arthur Bugeja, Toll AutoLogistics – Vehicles, Laverton North, VIC.  
Brian Kelly, Toll Food & Beverages, Booval, QLD.  
Cornelius Bos, Toll AutoLogistics – Vehicles, Gilgandra, NSW.  
Garry Forrester, Toll AutoLogistics – Vehicles, Dubbo, NSW.  
Gary Brookes, Toll AutoLogistics, Laverton North, VIC.  
George Douglas, Toll Food & Beverages, Welshpool, WA.  
Guy Martin, in2store, Villawood, NSW.  
Jeffrey Mould, Toll Food & Beverages, Laverton North, VIC.  
Jim Pavlopoulos, Toll AutoLogistics, Campbellfield, VIC.  
John Joyner, Toll Food & Beverages, Homebush, NSW.  
John Rossi, Toll AutoLogistics, Edinburgh, SA.  
Keith Norman, Toll Food & Beverages, Homebush, NSW.  
Kim Page, Toll AutoLogistics, Laverton North, VIC.  
Kym Green, Toll Food & Beverages, Port Adelaide, SA.  
Mark Watson, Toll Food & Beverages, Grafton, NSW.  
Mohammed Khan, Toll AutoLogistics, Greenacre, NSW.  
Phillip Moon, Toll Food & Beverages, Arndell Park, NSW.  
Raymond Waters, Toll Industrial, Dandenong, VIC.  
Robert Rodgers-Falk, Toll Food & Beverages, Minchinbury, NSW.  
Rodney Dyer, Toll AutoLogistics – Vehicles, Wagga Wagga, NSW.  
Ross Campbell, Toll Ports, Kooragang Island, NSW.  
Stephen Baily, Toll AutoLogistics – Vehicles, Hamilton, QLD.  
Stephen Barwick, Toll AutoLogistics – Vehicles, Gilgandra, NSW.  
Tua Moala, Toll Food & Beverages, St Marys, NSW.  
Victor MacKenzie, Toll Liquid Distribution, Laverton North, VIC.  
Warwick Avard, Toll Liquid Distribution, Coopers Plains, QLD.

### TOLL NORTH – CLUB 10

Arthur Bryan, QRX, Tennyson, QLD.  
Christopher Mogg, NQX, Mackay, QLD.  
Christopher Taylor, QRX, Townsville, QLD.  
Frederick Den Boer, QRX, Tennyson, QLD.  
Geeta Parmar, QRX, Tennyson, QLD.  
Jaqueline Crofts, Toll Energy, Forrestfield, WA.  
Jennifer Whye, NQX, Eagle Farm, QLD.  
Joanne Forrester, NQX, Villawood, NSW.  
John Gray, NQX, Eagle Farm, QLD.  
John Smak, QRX, Laverton North, VIC.  
Kevin Timms, NQX, Maryborough, QLD.  
Latchmi Narayan, QRX, Lidcombe, NSW.  
Marilyn Boyce, Toll North IT, Archerfield, QLD.  
Michael Vincent, NQX, Rockhampton, QLD.  
Paul Connellan, QRX, Tennyson, QLD.  
Raymond Arkell, QRX, Tennyson, QLD.  
Rodney Mann, NQX, Cairns, QLD.  
Stephen Wood, QRX, Tennyson, QLD.  
Steven Etchells, QRX, Tennyson, QLD.

## CLUB 15

### TOLL CORPORATE – CLUB 15

Chris Rankin, Toll IT, Redcliffe, WA.  
Grant David, Toll IT, Doveton, VIC.  
Rabia Balikel, Toll IT, Doveton, VIC.

### TOLL NETWORKS – CLUB 15

Brian Merrett, Toll Express, Altona, VIC.  
Cindy Porter, Toll Express, Altona, VIC.  
David Radusin, Toll SPD, Welshpool, WA.  
Jim Bradford, Toll IPEC, Forrestfield, WA.  
Lee White, Toll IPEC / Parceline, Moorebank, NSW.  
Liza Dunstan, Toll Parceline, Clayton South, VIC.  
Neil Walsh, Toll SPD, Kempsey, NSW.  
Noel Burrows, Toll SPD, Acacia Ridge, QLD.  
Peter Brammy, Toll SPD, Regency Park, SA.  
Philip Hamlyn, Toll IPEC / Parceline, Rockhampton, QLD.  
Richard Purtell, Toll IPEC, Hobart, TAS.  
Rodney Walker, Toll IPEC / Parceline, Altona North, VIC.  
Sue Rockliff, Toll Parceline, Clayton South, VIC.  
Tanya Reid, Toll IPEC / Parceline, Dry Creek, WA.

## CLUB 15 Continued

### TOLL LOGISTICS – CLUB 15

Allan Bray, Toll Food & Beverages, Arndell Park, NSW.  
Andrew D'Elton, Toll Food & Beverages, Laverton North, VIC.  
Dale Cuckson, Toll Industrial, Dandenong, VIC.  
Dario Aramburu, Toll Food & Beverages, St Marys, NSW.  
Dennis Ogden, in2store, Mitchell, ACT.  
Dwayne Beard, in2store, Villawood, NSW.  
Edward Taylor, Toll Industrial, Dandenong, VIC.  
Frederick Tonkies, Toll Industrial, Clyde, NSW.  
Geoffrey Field, Toll Liquid Distribution, Coopers Plains, QLD.  
Grace Banks, Toll AutoLogistics, Laverton North, VIC.  
Jimmy Ionnidis, Toll Food & Beverages, Knoxfield, VIC.  
John Giles, Toll Food & Beverages, Richlands, QLD.  
Kevin McLuckie, Toll AutoLogistics – Vehicles, Hamilton, QLD.  
Leigh Dudman, Toll Food & Beverages, Laverton North, VIC.  
Murray Bone, Toll Food & Beverages, St Marys, NSW.  
Neil Southwell, Toll Food & Beverages, St Marys, NSW.  
Peter Bowyer, Toll AutoLogistics, Port Melbourne, VIC.  
Robert Brennan, in2store, Rocklea, QLD.  
Roderick Purton, Toll Ports, Crib Point, VIC.  
Steven Pettit, Toll AutoLogistics, Altona North, VIC.  
Warwick O'Grady, Toll Food & Beverages, St Marys, NSW.

### TOLL NORTH – CLUB 15

Christopher Bell, NQX, Eagle Farm, QLD.  
David Price, QRX, Lidcombe, NSW.  
Geoffrey Ansell, NQX, Mackay, QLD.  
James Mitchell, QRX, Tennyson, QLD.  
Jeffrey Cole, QRX, Altona North, VIC.  
Jeffrey O'Donnell, Toll Specialised Services, Richlands, QLD.  
Joachim Preiss, Toll North, Archerfield, QLD.  
Julian Stanton, QRX, Tennyson, QLD.  
Linda Jones, NQX, Toowoomba, QLD.  
Manuel Harris, NQX, Eagle Farm, QLD.  
Martin Ivins, QRX, Tennyson, QLD.  
Michael Hensley, NQX, Eagle Farm, QLD.  
Michael Withers, QRX, Townsville, QLD.  
Peter O'Donohue, NQX, Toowoomba, QLD.  
Rodney Ricks, QRX, Rockhampton, QLD.

## CLUB 20

### TOLL CORPORATE – CLUB 20

Steve Butters, Toll IT, Doveton, VIC.

### TOLL NETWORKS – CLUB 20

Euan Scott-Bell, Toll SPD, Chullora, NSW.  
Peter Parks, Toll SPD, Chullora, NSW.  
Stephen Rowe, Toll SPD, Chullora, NSW.

### TOLL LOGISTICS – CLUB 20

Wayne Kinsman, Toll Food & Beverages, Port Adelaide, SA.  
Keith Bennett, Toll Food & Beverages, Dubbo, NSW.

### TOLL NORTH – CLUB 20

Daryl Ferry, NQX, Eagle Farm, QLD.  
David Duncan, NQX, Archerfield, QLD.  
David Klopper, QRX, Tennyson, QLD.  
Glen Coates, QRX, Mackay, QLD.  
Ian Buckingham, NQX, Eagle Farm, QLD.  
John Ahearn, NQX, Rockhampton, QLD.  
Lee Drape, NQX, Altona North, VIC.

## CLUB 25

### TOLL LOGISTICS – CLUB 25

Raymond Acton, Toll Food & Beverages, Minchinbury, NSW.  
Heidi Bernhardt, in2store, Villawood, NSW.  
John Falk, Toll Ports, Geelong, VIC.

## CLUB 30

### TOLL NETWORKS – CLUB 30

Peter Pliatsikas, Toll IPEC, Moorebank, NSW.

### TOLL NORTH – CLUB 30

Melvin Gunter, Toll North Equipment, Tingalpa, QLD.  
Peter Pliatsikas, Toll IPEC, Moorebank, NSW.

## CLUB 35

### TOLL LOGISTICS – CLUB 35

Maureen Fennelly, Toll Industrial, Ingleburn, NSW.

## CLUB 40

### TOLL LOGISTICS – CLUB 40

Robert Conder, Toll Ports, Geelong, VIC.



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
<b>Group Solutions</b>	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
<b>Warehouse and Distribution</b>	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
<b>Warehouse and Local Distribution</b>	Dangerous Goods warehousing Multi function warehousing (Queensland)	Toll Specialised Distribution	+61 7 3275 7147
<b>Air</b>	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
<b>Rail</b>	Rail Services	Pacific National – Australia QRX Transport – Queensland Toll Rail – New Zealand	+61 2 8484 8000 +61 7 3275 7149 +64 9 270 5000
<b>Road</b>	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 – Queensland Toll SPD – Australia Toll Tranz Link – New Zealand NQX Freight System – NT  Toll Regional  Toll AutoLogistics Toll Resources NQX Freight System in2store Toll Liquid Distribution Toll Priority – DX Mail Edwards Transport Toll Refrigerated Toll Regional Toll Specialised Services	+61 3 9676 1261 +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 9773 1183  +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 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 +61 7 3275 7147
<b>Sea</b>	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
<b>Port Management and Stevedoring</b>	Port Management / Bulk and Containerised Commodity & Wharf Related Services Within Australia and New Zealand	Toll Ports – Australia Toll Ports – New Zealand	+61 2 4902 5303 +64 7 572 9598
<b>Project Management</b>	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 on-going supply line logistics	Toll Transitions Toll International	+61 2 6216 0560 +61 7 3267 0870
<b>Fleet Management</b>	Fleet Maintenance Services	Toll Fleet Management	+61 2 9335 1111
<b>Asia</b>	The total logistics solution: • Thailand and Malaysia • China	Toll Thailand Toll International	+66 2 6361 9816 +61 3 9933 4023

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