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TOLL HOLDINGS LIMITED

today

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Paul Little
Managing Director

Powering Ahead

We are pleased to report Toll's twelfth consecutive record result to June 2005.

Record profit of \$215.8 million with one off significant items lifting the result further to \$216.5 million, a 28% increase on the previous year, reflecting the sustained long term strength of the company's business model.

The company's drive to continually deliver innovative integrated solutions designed to improve efficiency of customers' supply chains remains our major point of differentiation in a highly competitive market place.

Our continued focus on further lifting return on capital, expanding revenue yields and growing service capacity and capability are key objectives.

Group revenues, excluding the company's equity share of Pacific National, grew 16% to \$3.8 billion, with the contribution of Toll New Zealand increasing 49% to \$626m, reflecting the first full year inclusion of this business.

Excluding Toll NZ, revenue grew strongly to \$3.2 billion, reflecting excellent underlying growth in excess of 8% for the year. This result reinforces the ability of the company to deliver high quality solutions to customers who see effective supply chain management as an essential requirement in operating their businesses and increasing their competitiveness.

Results generally reflect continued improvement across all divisions, with particularly pleasing outcomes from Toll IPEC, Toll Priority and the Networks Division overall. These operations are showing the benefits of enhanced capacity and efficiency driven by investment in new infrastructure and technology.

Toll New Zealand reported its first full year EBIT contribution of \$59.6 million compared to \$41.6 million for the 9 months to 30 June 2004. Progress with integration of this acquisition is in line with expectations and key results to date have met or exceeded plan.

Pacific National's equity accounted after tax contribution of \$51.5 million was 23% ahead of last year. Whilst grain operations, particularly in Victoria, have been depressed, consistent with prior periods solid

growth has occurred in both the Coal and Intermodal sectors.

Operating cashflows improved 52% to \$318 million for the year, with net debt to book equity gearing reducing to 24%. During the year capital expenditure totalled \$234 million and was focussed on delivering increased capacity throughout the company, as well as supporting important new business.

Our balance sheet has enabled us to aggressively seek new opportunities and to support our ongoing growth strategy. At balance date, we remain excellently positioned both from an operational and financial viewpoint, to continue executing major value adding propositions.

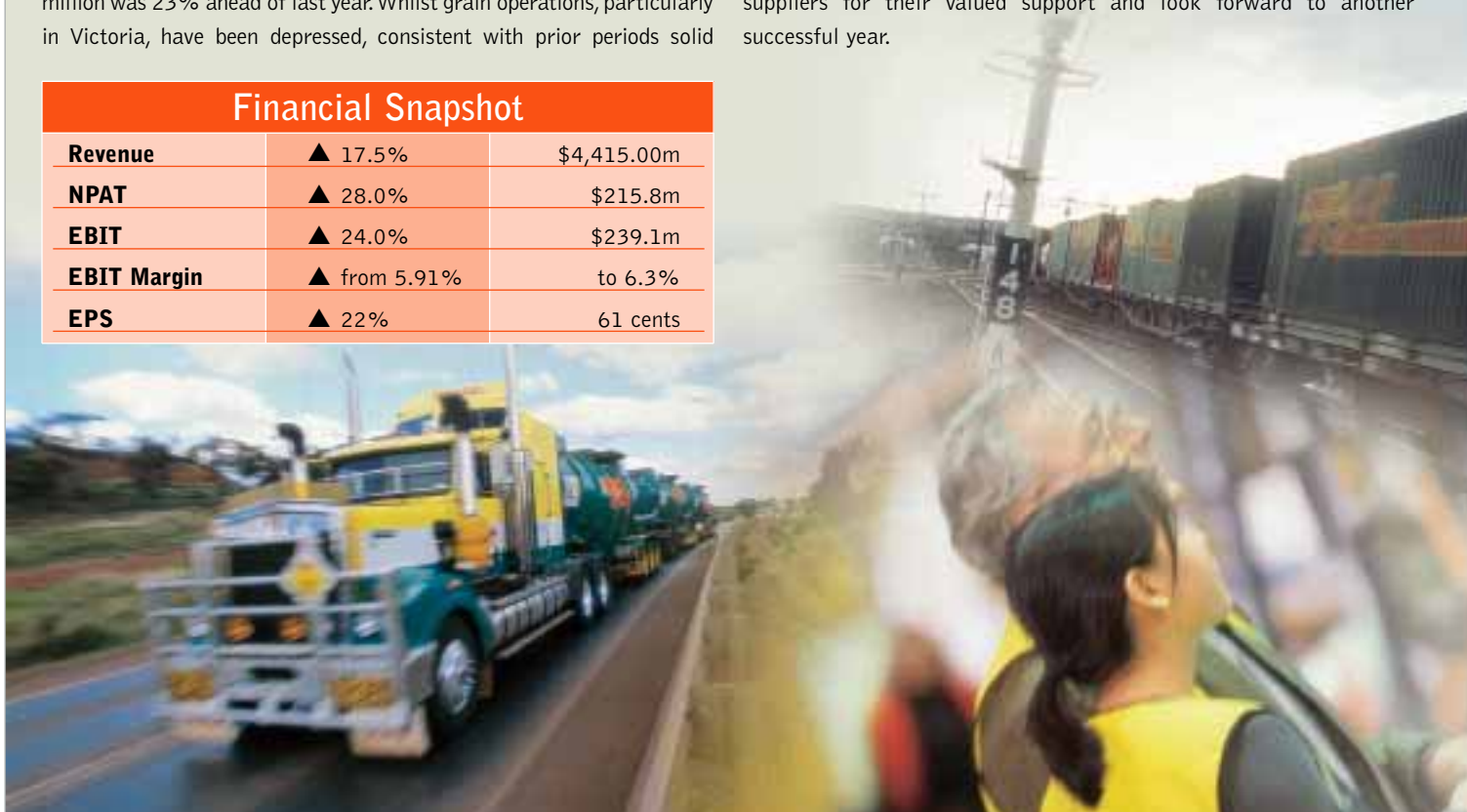
The company has increased its fully franked final ordinary share dividend to 15.5 cents per share bringing the full year dividend to 26.5 cents per share. This is a record for the company and an increase of 29% over the previous year. Earnings per share (fully diluted) grew to 61 cents, another solid increase of 22%.

The outlook for the company is very strong, with a number of exciting new growth opportunities both organically and by acquisition under consideration by the company. For the year ahead, the company expects to post another record result. Revenues and earnings to date for 2006 are ahead of budget and well ahead of the previous corresponding period.

We take this opportunity to thank our employees, customers and suppliers for their valued support and look forward to another successful year.

Financial Snapshot

Revenue	▲ 17.5%	\$4,415.00m
NPAT	▲ 28.0%	\$215.8m
EBIT	▲ 24.0%	\$239.1m
EBIT Margin	▲ from 5.91%	to 6.3%
EPS	▲ 22%	61 cents





Mark Rowsthorn
Executive Director

Partnering Macquarie Goodman in \$120m Deal

Toll has partnered with Macquarie Goodman to acquire, develop and jointly manage in excess of \$120m of our properties.

This strategic partnership will enable us to access direct development funding and simultaneously, provide access to strategic new properties in both Australia and New Zealand.

Importantly, the structure will assist in meeting our dual objectives of:

- Generating superior return on capital for our shareholders; and
- Taking advantage of competitive property yields to pursue a growing number of opportunities with our major customers.

The first stage of the deal is the sale of five properties for \$64m of which \$37m was completed at 30 June 2005.

Three of the properties are located in Victoria at Dandenong

(\$28.3m), Altona (\$15.6m) and Campbellfield (\$4.1m), with one at Wingfield in South Australia (\$8.7m) and Archerfield in Queensland (\$7.25m).

The portfolio contains 64,394m² of gross lettable area and 19.28 hectares of vacant land, which can be used for development.

Discussions are also well advanced on a number of proposed new facilities which when combined with properties already sold, will in the short term, result in over \$120m under the ventures management.

TOLL VIETNAM

Good Morning Vietnam

Toll and BlueScope Commencing Operations

Although full factory commissioning for finished products will occur in September / October this year, the first inbound of raw material CRC arrived on the 19 August 2005.

Some 123 coils weighing 2,220 tonnes arrived for use in making the first BlueScope orders. The cargo originated from Port Kembla Australia, which will be a regular occurrence. The ship is one of four chartered by BlueScope servicing Malaysia, Thailand, Indonesia and now Vietnam.

Like most implementations there are always some minor hiccups (lots of rain) but at the end of the day all product was delivered to the BlueScope factory site safely.

It was a combined effort from BlueScope, Toll and partners Vietranstimex.

There was a mixture of old and new equipment but all was cleared before starting operations, working effectively.

The future operation is looking brighter as Toll will be introducing Robo rack technology and reviewing purpose built trailers. We are looking forward to the next ship to further improve the safety and operational efficiency.

Toll will be opening a CRC feeder warehouse and an import / export warehouse in October as well as three regional distribution centres in November.

Toll will also be running break bulk coastal shipping and barging to replenish RDCs.

BlueScope has big plans for Vietnam and the Toll / BlueScope partnership can only be strengthened.



Cover Picture: The first CRC shipment arriving in Vietnam on 19 August with 123 Coils weighing 2,220 tonnes.

Group shot: Left to right: Bui Ngoc Dung – Sales Manager Vietranstimex; Brian Wills – Toll Business Manager Vietnam, David John – Regional Manager Operations and Le Duong D – Logistics Manager BlueScope Vietnam.

Driver Shot: Tran Dai Nghia one of Toll's young drivers with five years experience.

Adelaide Winetech Exhibition

An inter Toll Group initiative by South Australian State Managers to market the Company's logistics services to the wine industry, saw Toll take part in this year's Winetech Expo 2005, a bi-annual wine industry trade show, held at the Royal Adelaide Showgrounds on 20-22 July.

The South Australian wine industry, as well as having a long history, is one of the largest exports in the State, making the Winetech Expo a suitable stage for wine makers and suppliers to acquaint themselves.

The initial group of State Managers consisted of Des Amos (Toll SPD), Kelvin Mason (Toll International), Graeme Farrar (Toll International Bulk Division), Dale Tacono and Greg Scrimshaw (Contract Logistics) and Alan Barry (Toll Priority), but later expanded to other Toll business units.



Although all these business units provide transport and logistics services to the wine industry, Toll has only a minor market share of this exciting industry.

The team produced a marketing brochure illustrating Toll's fully integrated transport and logistics services to the wine industry covering all facets of the supply chain from the wineries to bulk and bottled distribution, including export.

A suitably prominent display stand was used at the Expo where representatives from various business units promoted Toll's services to wineries and suppliers across the whole industry.

Follow up marketing and future events are planned continuing to market our services to the wine industry and further build our customer base in this market.

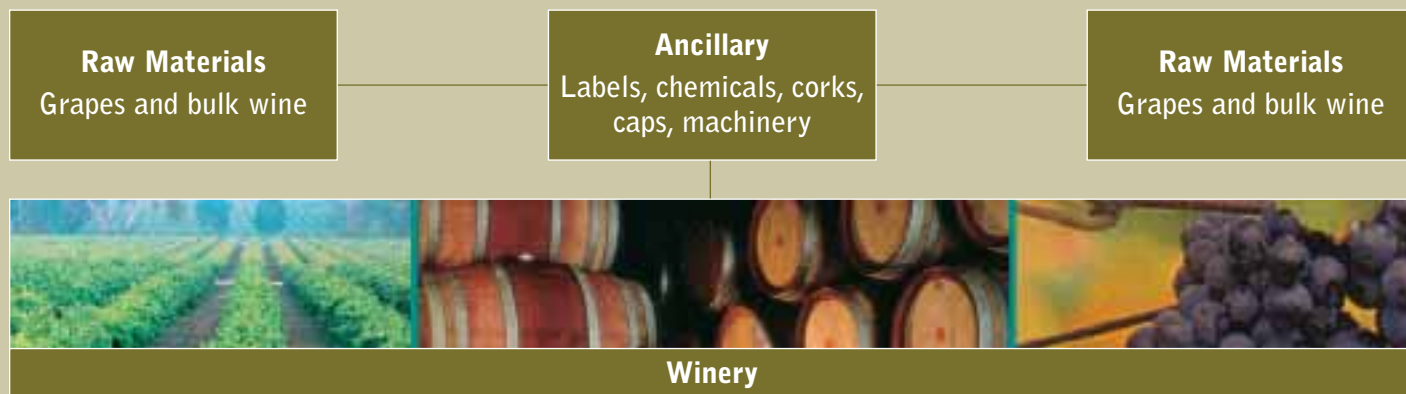
Services offered covering domestic and international markets include:

- Priority services for cellar sales to wine show samples;
- Distribution services from cartons to containers and bulk isotank and the unique flexitanks for bulk wine transport.

Call us for a total logistics solution
Natasha Entwistle +61 8 8348 4800

Picture: Freda Switala – Toll International's SA State Manager chatting to Tristan Badger – Owner / Director of Tuckaway Engineering, who was also one of many exhibitors at the Expo. Tuckaway Engineering supply 'staples' for grape vines to the wine industry within Australia and overseas.

Inbound Supply Chain Solutions



Supporting Logistics Management Capability

As a major company in the Logistics industry, Toll promotes and supports the development of logistics management capability in Australia.



Ellie Jane Baker, a Procurement Analyst with Beringer Blass Wine Estates, was the winner of the Toll Holdings Prize, presented on 25 May 2005 at the RMIT University Prize Giving Ceremony.

The Prize is awarded to the student with the highest mark in Distribution Management.

Also featuring on the night was Toll's own Colin Yeo, Business Manager – in2store, who received the CILTA Bill Harris OAM Award as the most outstanding graduating student in the Master of Business (Logistics Management).

**Congratulations
Ellie and Colin on your
outstanding achievements!**



Proudly displaying their respective awards are:

Above: Colin Yeo.

Left: Ellie Jane Baker.

Toll Super Choice News

The introduction of Choice of Superannuation Fund legislation from 1 July 2005 impacted many of our employees. All our eligible employees have now received their Choice of Superannuation form, allowing them to take control of what will be, for many of them, their largest source of retirement savings.

During the exhaustive process of determining which employees were eligible for Choice, default funds were selected. If you are an eligible employee for Choice of Superannuation as at 30 June 2005 and do not return your Choice form by 30 September 2005 to your payroll department, your contributions from 1 October 2005, will be directed to the applicable default fund shown on your Choice form.

Please note that in many instances the default fund noted on your Choice form may already be the current fund your contributions are paid into.

For all new employees who are eligible for Choice of Superannuation, from 1 July 2005 onwards, you will receive a Choice form within 28 days of commencement with Toll.

Cheryl Barbary

Toll Group Superannuation Manager

cheryl_barbary@toll.com.au

ANZ Super Advantage

ANZ Super Advantage is designed to respond to the specific Superannuation needs of large Australian employers and their employees. By combining ANZ's financial planning capabilities and extensive education programs, along with ING's investment management, administration capabilities and trustee services, ANZ Super Advantage offers a competitive Superannuation solution.

To find out more information go to **www.anz.com/wealth/super**

The above information in relation to ANZ Super Advantage is by way of information only and is not a recommendation by Toll. As indicated in the Standard Choice Forms to all eligible employees, Toll strongly recommends that employees seek independent advice prior to selecting your preferred Superannuation fund provider.

Toll Intranet:

Toll Group ANZ Super Advantage Fund

For specific details on the Toll Group ANZ Super Advantage management fees, insurance cover and anz@work – employee benefits scheme, refer to the Toll Intranet:

Human Resources / Superannuation / ANZ Super Advantage

Careers Forum – Toll Leading the Industry, Under

With the transport and logistics industry experiencing unprecedented shortages of staff and particularly drivers, both in Australia and globally, a major effort to overcome these shortages is necessary.

Factors with a current and future impact on the number of drivers and other staff necessary to sustain ongoing capacity include:

- Increased demand leading to exceptional growth in road freight volumes – which are expected to double by 2017¹.
- Increasing average age of current work force – currently 49 with 10 per cent of road freight transport workers expected to resign in the next 10 years².
- Difficulty of entry into work force for young people (eg school leavers) – no set career path.
- Chain of Responsibility and Compliance and Enforcement legislation, ensuring all operators work within legal driving limitations.

To ensure Toll has the ongoing capacity to meet our customers' expanding requirements, Toll has been involved at a state and national level in the development of programs to increase the number of new entrants into the industry and create long-term career paths – establishing a long-term plan.

August 2003

In August 2003 Brian Bertwistle, Executive Director of Toll North, suggested that the Chartered Institute of Logistics and Transport (Queensland Chapter) should combine their resources with Queensland Industry bodies and transportation providers of all modes to:

- Encourage young people into the transport and logistics industry;
- Introduce a program to highlight the potential career paths and opportunities of the transport and logistics industry to high school students; and
- Raise the image of the transport and logistics industry as a vital component of the economy.

September 2003

A letter was sent to members of the Queensland transport and logistics industry including associations, operators and Government departments to:

- Detail the lack of career paths and opportunities for school leavers within this industry; and
- Propose a transport and logistics careers function to bring together key stakeholders covering all modes (road, rail, sea and air) to develop an industry solution to the issue.

November 2003

Initiated by Toll, the first meeting of what became the 'Transport and Logistics Careers Forum' was held under the umbrella of the Chartered Institute of Logistics and Transport. Active members of this forum now include:

- **Transport Providers and Suppliers** – Toll, Queensland Rail, K&S Corporation.
- **Government** – Queensland Transport, Port of Brisbane Corporation, Department of Education, Southern Qld Institute of TAFE, TALC, State Development and Innovation, Department of Employment and Training.
- **Associations** – Airfreight Council of Queensland, Queensland Trucking Association, Sea Freight Council of QLD, Logistics Association of the Australia – Queensland Section, Australian Furniture Removals Association of Australia, ITAB.



Underwriting Future Capacity

Through a series of meetings that followed, two major problems were identified:

1. There was no defined career path for school students to follow into this industry; and
2. The industry faces a poor image problem.

January 2004

The Careers Forum selected marketing company Engine Creative to raise the image of the industry, targeting students, teachers and parents as well as the general public.

September 2004

Brian Bertwistle made contact with the Transport and Logistics Centre (TALC) to initiate collaboration and support. Established originally under the NSW Ministry of Transport, TALC has expanded its focus nationally and is supported by the NSW and Federal Governments as well as related agencies, transport and logistics companies, industry associations, unions and professional bodies.

With very similar goals, the Careers Forum in Queensland will continue to work closely with TALC – acknowledging the importance of having its overall strategic direction aligned nationally.

Toll sees the Careers Forum as a critical program for underwriting future capacity. Toll has been actively involved in driving this initiative having committed resources, time and money to the project.

'Adopt a High School' Program

Toll in Queensland is continuing to move forward with promoting career paths and now supports a program aimed at encouraging school leavers into the transport and logistics industry. Toogoolawah State High School has launched its school-based Transport and Logistics subject in what it believes is an Australian first³.

Operating in partnership with South Queensland Institute of TAFE (SQIT), Toogoolawah State High School is providing the opportunity for school students to obtain a Certificate II in Road Transport. The subject is offered to Year 11 and Year 12 students as part of their normal curriculum and covers many basic aspects of road transport and warehousing logistics.

Toll and other local transport industry groups support this program through the provision of on-job training for students, that complements the learning and training they receive in this subject.

Toll has since initiated the same 'Adopt a High School' process with Nyanda High School in Brisbane and has presented to over 200 students regarding the benefits of completing the Certificate II in Road Transport. Toll will be working closely with this school to have the Certificate II included in the school's curriculum.

Ongoing Training and Development within Toll

- National Training Program including industry developed training – modules aimed at all levels of employee (iTAB):
 - Levels 1-8 cover a wide range of skills operational, administrative, customer service and management.
 - Two years ago NQX put 110 people through Level 3 – Road Transport.
- TruckSafe Training Modules. TruckSafe is the National Road Freight Industry Accreditation program now in partnership with



PACIA (Plastics and Chemicals Industries Association Incorporated):

- Flexible Road Transport Module focussed on Safety and Maintenance on which we are audited.

Summary

Very significant emphasis is being placed upon training and recruitment by Toll nationally, to underwrite our capacity in the mid to long term, as well as to ensure that we continue to attract and retain the higher quality staff at all levels.

References

- 1 Freight Logistics in Australia, 'An Agenda for Action'. May 2002.
- 2 The Australian Financial Review; 1 February 2005 (p61); 'No one's in the driver's seat; Annabel Hepworth'.
- 3 The Brisbane Valley Sun; 17 February 2005 (p15); 'School based trucking course revs up'; Jenni Munro.

Far left: Toogoolawah State High School Students at the launch of their School's Certificate II.

Above: Paul Little – Managing Director, Toll Holdings Limited (right) presenting Brian Bertwistle – Executive Director, Toll North, with a Recognition Award for his involvement in establishing the Careers Forum at a Chartered Institute of Logistics and Transport Australia (Queensland Section) industry luncheon.

ALC and EOC National Careers & Employment Expo 2005

Toll was the proud platinum sponsor of the Australian Logistics Council (ALC) stand at this year's National Careers & Employment Expo, attracting over 130,000 people – from the unemployed to employed and secondary to tertiary students – across Australia.

For the past five years Employer of Choice Consulting successfully held the Careers & Employment Expos, providing attendees the opportunity to investigate career options and seek advice on employment.

The ALC stand provided an insight into the logistics industry whilst simultaneously increasing the awareness of Toll as Australia's leading provider of integrated transport and logistics services, and an Employer of Choice.

Toll's strong presence at the Expos in Brisbane (13-14 May), Melbourne (3-4 June), Sydney (17-18 June) and Hobart (2-3 July), were reinforced by the attendance of Toll Personnel representatives. Toll Personnel offers people looking for careers with Toll an excellent entry-point, as it is a recruitment business run by Toll, for Toll.

In addition, the Expos provided a great platform for networking amongst exhibitors representing our industry from both the corporate and educational sectors.

Thank you to all Toll staff who ensured our positive representation at the Expos. Thank you to the ALC for promoting and increasing the awareness of the logistics industry as a whole. The Expos proved to be a great success for everyone involved.



Picture: Representing Toll on the first day of the Melbourne Careers & Employment Expo are Stephanie Apostolopoulos – Corporate Marketing Communications Assistant, Toll Group and Terry Heggen – Senior Recruitment Consultant, Toll Personnel.

About the ALC

The Australian Logistics Council (ALC) is a partnership between Australian Governments and senior leaders in the logistics field including logistics users, suppliers, peak bodies and academics. ALC exists to lead the development of logistics in Australia and to create competitive advantage for Australian companies and the Australian economy.

Mr Paul Little, Managing Director of Toll is a member of the ALC Executive Committee.

For further details or enquiries

Toll Personnel +61 3 8696 6030 www.toll.com.au/careers

Employer of Choice Consulting +61 3 9696 5588 www.eoc.com.au

Australian Logistics Council +61 2 9266 9922 www.ozlogistics.org

Pat Kearns Retires from



Pat Kearns, General Manager of Toll IPEC for almost seven years, retired from Toll IPEC at the end of June 2005. Pat has spent almost 40 years in the transport industry and while retiring from Toll IPEC, will continue to work with Toll on a number of important projects.

Having worked in security during his early career, Pat moved to Express Freight in the late 1970's and has made a marvellous contribution to the industry over the ensuing years.

Following a long and distinguished career with Mayne Nickless, Pat moved to K&S for a short period and then to Toll where he has contributed significantly over the past eight years.

Pat was a key player in Toll's acquisition of IPEC in October 1998. Pat, along with other senior Toll management believed passionately that IPEC, once an icon of the Australian express freight industry, could again become the market leader.

After Toll acquired IPEC, Pat lead the task of turning around what was then a business in a very poor state. Without delay he began to bring to bear his vast experience and knowledge to give Toll IPEC a new lease of life.

Pat set about rebuilding the spirit of Toll IPEC and engendering new hope for all who relied on the business for their livelihood. Customers regained confidence in Toll IPEC's service and clear plans were developed to grow Toll IPEC into the great business it is today.

In the early days there were plenty of challenges. IPEC's IT systems were out dated and poorly supported, the IPEC fleet was worn out, depots were old and inadequate and the business was incurring significant losses.

By August 2000, a new purpose built depot was constructed in Brisbane. This was the first of many new facilities to be built during Pat's time as GM. During 2002-03 new depots were opened in Sydney, Melbourne, Adelaide and Perth creating a completely new capital city network.

Commissioning a new 'state of the art' depot at Moorebank in August 2002, presented a unique set of circumstances. The ambitious introduction of a range of new technologies meant that many process changes had to merge at a single point in time. Pat's leadership and steady hand guided the business through these volatile and often challenging times.

Moorebank in many ways was a turning point for Toll IPEC. It developed a stronger sense of identity within the business. Through the adversity of change, Pat managed to build an esprit de corps that has helped Toll IPEC continue from one success to another.

During his final tour of duty at Toll IPEC, Pat received many accolades from staff and a wide network of industry acquaintances across Australia. Local staff at Toll IPEC's Altona depot arranged a convoy of Toll IPEC trucks in honour of Pat's last day with the business. It was a

Toll IPEC



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magnificent sight to see the convoy of shiny yellow trucks lining Toll Drive in Altona as Pat arrived for his final day as GM of Toll IPEC.

With Pat's departure from Toll IPEC, the role of General Manager has passed to Rodney Johnston. Rod is a long serving manager of Toll IPEC with a vast knowledge of the industry and its key drivers of success. Rod looks forward to building on the firm foundation, which Pat has established.

In recent years Rod has managed both Toll IPEC's NSW and Victorian operations with great success and his passion for and knowledge of the business is second to none. Rod will bring a new style of leadership to Toll IPEC, but he shares many of the core values that Pat used in guiding Toll IPEC to this point.

On behalf of all at Toll, we thank Pat Kearns for his leadership, passion and commitment in bringing Toll IPEC its current, impressive level of success.



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All pics are left to right unless otherwise stated and most people are from Toll IPEC unless otherwise stated.

Photo 1: John Collins – National Commercial Manager, Geoff Jackson – National Customer Service Manager, Julie Feehan – National Manager Strategic Accounts, Rodney Johnston – New General Manager, Pat Kearns – Retiring General Manager, Rod Grimshaw – National Security Manager, James Irving – National Financial Controller, David Cook – National Sales & Marketing Manager, Russell Burke – National Linehaul and Equipment Manager.

Photo 2: John Ludeke – Group Director Toll Networks with Pat Kearns.

Photo 3: Kerry Lyons – National Financial Accountant, Lisa Williams – Accounts Payable, Trish Tosti – Accounts Payable Supervisor, Rosina Tomassi – Payroll Officer, Prosper Adams – Accounts Payable, Jason Schouteten – National Office Accountant, Tracey Collins – Executive Assistant, Angus Hopgood – Project Accountant and Darren Blizzard – IT Applications Developer.

Photo 4: Rodney Johnston with wife Rosemary.

Photo 5: Pat Kearns with his long time Executive Assistant Cynthia Santos.

Photo 6: Loui Kotsopoulos – State Finance and Admin Manager, Pat Kearns – Retiring General Manager, Julie Feehan – National Manager Strategic Accounts, Darren Patrick – Freight Manager and Mark Wing Young – Priority Manager.

Photo 7: Top row: Paul Little – Managing Director Toll Group, Bernard McInerney – Company Secretary Toll Group, Neil Chatfield – Chief Financial Officer Toll Group, John Moule – Chairman Toll Board, Mark Rowsthorn – Executive Director Toll Group.

Bottom row: Ray Horsburgh – Non Executive Director Toll Board, Pat Kearns – Retiring General Manager, Peter Rowsthorn – former Chairman Toll Board.



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Photo 8: Peter Rowsthorn – former Chairman Toll Board, Pat Kearns – Retiring General Manager, Ian Watt and Ivan Backman (close friends of Pat).

Photo 9: Pat and Lesley Kearns with their gorgeous daughters: Sharon, Michelle, Susan, Lesley, Pat, Lorraine (granddaughter) and Deborah.

Photo 10: Pat and Lesley Kearns looking extremely happy and overwhelmed at the warm reception.



9

Newcastle Retirements

Toll SPD, Carrington recently farewelled two of our trailer drivers.

Dick Fennell retired on 8 July 2005 after 8 years service as a Trailer Driver and formerly as a Forklift Driver at the now defunct Zinifex plant in Newcastle.

John Maytom retired on 29 July 2005 after a mammoth 35 years service as a Trailer Driver. John is planning and looking forward to travelling around Australia, firstly along the Great Ocean Road and then to Western Australia, in his new caravan. He is also looking forward to the birth of his first grandchild.

A small farewell function was held at Kotara Bowling Club, attended by their work friends.

Looking smug at their farewell, John Maytom (left) with Dick Fennell.

All the best in your retirement.



Newcastle News

The Toll Board

On Thursday 28 July the Toll Board of Directors had their Board Meeting in Newcastle, marking the first of many interstate visits ahead.

The Board then paid a visit to our Carrington depot.

We all worked to have it looking spic-and-span for the day.

Life Could be a Dream!

Nine of the office staff shared a \$585.00 powerball win recently. Small fish but a big one may follow.

Preparing for Fatherhood

Jeff Jenkinson, our Container Controller is preparing to become a first time dad. The baby is due in November.

Recognised For Outstanding Efforts



Recognised for their outstanding efforts by the Department of Education at its 2005 South Western Sydney Regional Training Awards on 19 July were Toll IPEC's Tony Ticina and Arthur Yeo.

The Department of Education conducts this annual award ceremony in recognition of the outstanding efforts of those who have recently graduated from a traineeship or apprenticeship.

Traditionally these awards have a major focus towards the accomplishments of our younger generation and thus it was an inspiration to witness, two of our more mature long-term employees gain the recognition they deserve.

The rigorous process involved a formal submission on behalf of nominees who were then required to complete a number of tasks, which included:

- Employer, peer and self-assessments.
- One to one interview with the State Training Centre.
- An interview with a three-member selection panel made up of representatives from the New Apprenticeship Centre and the Department of Education.

The selection panel made special note of Tony and Arthur's commitment to mentor and coach new recruits within our industry, and the satisfaction they enjoy when passing on their knowledge and experience to our younger staff.

After a combined service of over 44 years to the transport industry, of which 33 belong to Toll IPEC, we congratulate Tony and Arthur on their diligent efforts and look forward to many more years of loyal service.

From the team at Toll IPEC.

Above: Tony Ticina proudly accepted his award from the Department of Education's award presenter.

Below: A proud Arthur Yeo (centre) with Toll IPEC's Michael Riley right after accepting the awards from the presenter (left).



Australia's Victory Over the US

Australia celebrated its 14-7 win against the United States in the Women's Lacrosse World Cup final on Saturday 2 July 2005.

And why is this important for Toll Today? Sue Mollison from Toll Express Altona is the proud mum of an elated Sarah Mollison – member of the Australian team.

Holding an impressive resume, 18 year old Sarah Mollison started playing Lacrosse at the tender age of six at the Footscray Lacrosse Club, quickly progressing to playing for Victorian State teams since the age of 11, and today, Sarah has already played twice for Australia in the under 19's in America.

In addition, Sarah has been awarded a sports scholarship commencing in September 2005 in America.

Congratulations Sarah and Australia.

Picture: Casey Magor gets a lift from team mate Sarah Mollison as Australia celebrates its 14-7 win over the United States in the Women's Lacrosse World Cup final on Saturday 2 July 2005.

Courtesy: Sun photo by Christopher T. Assaf – The Baltimore Sun.



TOLL LOGISTICS

Safe Concordia Arrives in Bass Strait

The Accommodation Support Vessel (ASV) Safe Concordia arrived in Bass Strait from Singapore in mid September and will be on station for at least three months.

This impressive specialist vessel has been chartered by Toll Energy on behalf of Origin Energy to assist with the fast-tracking and final commissioning of the Yolla Platform, a key component of the Bass Gas Project.

The Yolla Platform is an unmanned offshore production facility which will transport gas and condensate by pipeline to the Origin Energy Gas Plant at Lang Lang.

The vessel is sure to attract considerable attention from the key operators within Australia's oil and gas industry. This is the first occasion that a vessel of this type has been contracted in Australian waters.

Key attributes of this unique and impressive vessel are detailed below:

- Vessel is owned by Keppel Offshore and Marine Ltd and Sweden's JCE Group (Consafe Offshore).
- The vessel is self-propelled and is designed to be semi submersible.
- The vessel is able to remain in position without the need for anchors through use of direct positioning (DP2).
- Capable of accommodating and supporting 380 workers complete with recreational facilities.
- High crane capacity and extensive fire fighting capabilities.
- Crew of approximately 40 persons.
- Length 100m.
- Width 35m.
- Height 20m.
- Weight 17,000 tonnes.

Toll Energy is excited to be the prime contractor or agent for this type of specialised marine project capability and is looking forward to the successful fulfilment of its Origin Energy requirements and future project opportunities likely to develop in the future.



Toll Transitions Retains Australia's Largest Removals Contract

In June Toll Transitions renewed Australia's largest removals management contract with the Department of Defence.

The contract is valid for up to five years and worth \$AUD100m per year. Each year approximately 22,000 Defence personnel relocate domestically and 1,000 internationally. The contract covers a similar scope to the services currently provided (ie all domestic and international outbound removals and storage management), however additional services may be added over the term of the contract, such as inbound international removals.

Toll's Managing Director Paul Little said "we are proud to support Defence personnel on the move and we look forward to continuing our long association."

Toll Transitions General Manager Helen Newell attributed a strong commercial focus, the development of world-class technology, service innovation and a deep appreciation of issues surrounding relocation to the successful bid.



Picture: Signing the Defence contract for removal and storage services on 14 June with Toll Transitions, Parliamentary Secretary to the Minister for Defence, Teresa Gambaro (third from left), with (left to right) Toll Transitions General Manager Helen Newell, Toll's Company Secretary Bernard McInerney, and Department of Defence Head of National Operations Division Lindsay Kranz.

Ms Newell commented, "our intimate knowledge of Defence and their people, coupled with our purpose built management systems ensures Defence receives the best value for money removals management service available."

Toll Bends Over Backwards for Safety and Innovation

With the requirement by Government regulators to achieve National performance based standards (PBS), Toll lead the way in gaining approval for the AutoLogistics' Intermodal Maxibox Vehicle distribution system.

The Queensland Transport Department along with other States encourage innovative vehicle concepts that improve the productivity of road transport and safety.

The Toll Maxibox provides this innovation to our customers in the automotive industry by offering an enclosed Intermodal distribution service from plant to dealer that is world class.

Initial approval to operate the Maxiboxes was based on theoretical calculations on many items, one of which was vehicle rollover forces. On Tuesday 9 August 2005, Toll provided a Maxibox to the Australian

Automotive Research Centre in Anglesea Victoria, at the request of the Queensland Transport Department to conduct a tilt test. This test was designed to measure the actual performance of a fully loaded Maxibox against the computer modelling of theoretical calculations previously submitted.

These tests also assist the Government and Automotive Industry by providing access to detailed information on the dynamic performance of new heavy vehicle combinations. Additionally, they contribute to National PBS standards and policies development, with an emphasis on utilisation of existing infrastructure to provide the greatest advantage to the community.

The Queensland Transport Department along with other States encourage innovative vehicle concepts that improve the productivity of road transport and safety.



Toll's innovative Maxibox vehicle supply chain solution developed by Toll AutoLogistics is leading the way in door-to-door intermodal vehicle distribution. The results of the tests show the reliability and stability of the Maxibox combination used to distribute these vehicles from the manufacturing plant to the customer.

Picture: Tilt test conducted at the Australian Automotive Research Centre in Anglesea Victoria. Please note that no vehicles inside the Maxibox were damaged during the tilt trials.

New Facility Strengthening Ties with Coles Myer

A new fully automated garment-processing facility in the Toll Business Park at Altona Victoria, has seen Coles Myer sign a three-year contract, as the base client, for Toll's in2store business now acting as a Distribution Centre within the CML General Merchandise and Apparel network for Myer, Kmart and Target.

The 15,000m² site, designed and built to operate as a consolidated transport and processing hub in the specialist 'Garments on Hanger' (GOH) market, will operate as a cross-dock and processing centre specifically fulfilling retail customers' logistics needs both in Victoria and nationally.

Using state of the art systems from Europe and the United States the facility is reducing double handling and duplication in the GOH supply chain and has been specifically designed to receive internationally sourced product.

Additionally, Toll secured a contract to manage all of Kmart's seasonal confectionery, nationally. Toll will receive and manage the demands of the Kmart business for pick, pack and shipment of seasonal products direct to store.

Securing these contracts is further evidence of Toll's capability meeting the ever changing and complex needs of the retail sector, continuing to focus on driving efficiency through their supply chains.

Above right: Each bag is placed on a trolley that has a unique license plate barcode. The system uses this barcode to sort to the correct location.

Right: The garment sortation system sorts hanging garments to store order prior to despatch.



Toll Fleet Management – Workshop Network

Toll Fleet Management (TFM) recently moved to the Logistics Division under General Manager Gary Hutchinson, making it appropriate to highlight its capabilities and locations to all Toll businesses.

TFM is more than just a group of workshops, it offers 24 hour breakdown services, including emergencies and refuelling / washing facilities. TFM is NHVAS / Trucksafe compliant.

Other available services depending on location include accident repairs, welding/boilermaker facilities, vehicle painting, OEM replacement parts, tyre management, brake and suspension testing (truckalyser assessments).

In addition, TFM provides vehicle registration / permit management, as well as written quotes for any work, upon request.

TFM workshops are located across most states and have access to an extensive network of accredited repairers if and when required.

If any business unit is interested in utilising the services of TFM please contact one of the Managers in the adjacent table, who will direct you to the appropriate Workshop Manager.

Managers

Rod Byers Regional NSW	02 6938 6993
Brett Godbee Sydney	02 9796 9993
Scott Walshe Melbourne	03 9284 2953
Andrew Seelinger Adelaide/Perth	08 8260 8682

NSW

- Greenacre
- Chullora
- Wagga Wagga
- Albury
- Adelong
- Gilgandra
- Yennora
- Cowra

VIC

- Laverton
- Adelaide

SA

QLD

- Brisbane

ACT

- Queanbeyan

WA

- Perth



Inset: Prompt servicing ensures a quick turn around with reduced down time.

Above: Laverton North workshop – also provides ample parking and refuelling services.

From the desk of Rob Sadler

General Manager, Toll Personnel

It has only been 12 months since we commenced Toll Personnel, initially in Sydney and Melbourne, recently in Brisbane and Adelaide and shortly in Perth.



It is pleasing to report that this controlled progress as we have developed our capability to service your recruitment needs, has been better than anticipated and we now:

- Manage in excess of 1,100 people; and
- Service over 120 Toll sites all supported by a Recruitment Team of 37 members who have been employed bringing in excess of 140 years of recruitment industry experience to Toll Personnel.

Unlike our competitors, and there are many, Toll Personnel focusses solely on the Transport and Logistics Industry and hence we are much better placed to generate critical mass within this industry, specifically with Candidate pools and our Consultants' experience enabling us to deliver superior service to our customer base.

The support our customer base has been enormous and much appreciated, and we look forward to expanding our business with a focus on quality service, whilst eliminating potential future subrogation claims and retaining associated margins within Toll.

Ramping up in QLD

Toll Personnel ramps up in QLD with the transition of Toll Express agency casuals.

Toll Personnel Brisbane opened for business at the end of June 2005 and is experiencing rapid growth. Brisbane's first customer was Toll Express. Toll Personnel Qld State Manager Peter Southam, who had only recently commenced with Toll after more than 15 years in the recruitment industry, commented on how welcoming and supportive the various Toll Businesses have been towards Toll Personnel, "The transition of agency casuals onto Toll Personnel books has been a smooth and trouble free process thanks to the help and support of the Toll Express Management team."

The casuals are excited to be the first with Toll Personnel Brisbane and wear their uniform with pride.

Today there are over 20 sites in Brisbane using Toll Personnel's labour hire and permanent placement services.

Picture: Graeme Morgan (left) – Toll Express, Branch Manager thanking Peter Southam – Toll Personnel, QLD State Manager on a job well done.



Toll Personnel Permanent Recruiter of Choice

In early 2005 NQX – Sydney had two important management positions to fill. Matt Brown – Branch Manager, NQX writes:

I appointed Emma Reid Toll Personnel NSW Recruitment Manager to assist us in this project. Emma was patient and thorough in taking down our requirements for the positions and proceeded to source candidates.

During this process the level of urgency to fill these positions had subsided due to a structural and strategic review within NQX. This delay left the candidates in limbo, as they were not experiencing any developments. Emma kept the applicants interested and well informed, for the duration of this process, which took a few months.

Again, to test Emma, we decided to change the goal posts, by redesigning one of the positions to Branch Manager. This was to replace me as I was transferring back to QLD with NQX. But again Emma came through, screening the applicants well enough that they were of such a high quality she was able to reposition one of the applicants into this role.

In summary, Emma and Toll Personnel are the most flexible, consistent, and professional employment agency I have dealt with. And, for all of you who know Emma...she puts the fun back into employment. I encourage all other managers to definitely try this new service, as you will be pleasantly surprised.



Picture: Placed by Toll Personnel are Jason Paag (left), NQX PM Terminal Manager with Bruce Rowen – NQX Branch Manager.

Staff Profile Renee Nicholson

What do you do at Toll?

I'm a Recruitment Consultant in the Melbourne office.

What has been a highlight at Toll Personnel?

Being part of a new business from the ground up and getting to know different Toll businesses, as well as placing so many new people into the Toll Group.

What do you hope to be doing in 12 months?

I would love to be on the road full time as an account manager and organising even better service to the Group.



Workforce Planning Global Recruitment Trends

Australia is experiencing its lowest unemployment rates for a generation. A shortage of talent and an ageing workforce have meant a strategic approach to recruitment and retention of high performing teams through Workforce Planning has become a key part of an organisation's resource management.

What is workforce planning?

Workforce planning can be defined as 'having the right people with the right skills doing the right jobs at the right time'.

Why is workforce planning important?

There are many reasons that are both simply obvious and others that are strategically important, including:

- Identifying recruitment and staff development requirements to meet future business needs.
- Providing managers with a framework for making informed staffing decisions.
- Providing clear understanding of current workforce and therefore a clear understanding of future requirements.
- Ensuring long term vision isn't clouded by short term focus.

Global Recruitment Trends have shown that there is a major change occurring in how organisations address the recruitment and retention issues that they face.

As the premier provider of Transport and Logistics in Australia, Toll faces these issues on a large scale. Some of these Global Recruitment Trends are:

- Focus is moving away from cost containment initiatives to

value creation.

- Differentiation of quality talent, top performing candidates.
- Shift towards internal and direct recruitment to reduce costs and aid retention.
- Proactive, pre-requisition, pre-need hiring (Talent Pools).

The creation of Toll Personnel goes a long way to addressing some of these issues and has given the Toll Group a massive advantage over its competitors.

As part of the Group we are building an intimate understanding of the issues faced by each business, its managers and the workforce. Through the growth of our database and direct management of the flexible workforce we will own the very expensive human capital talent pool. By developing relationships at all levels we will be proactive in the recruitment and retention strategies of the businesses we service and keep them at the forefront of the skills market.

As a Toll business just for Toll we are able to keep our focus 100% on doing what is best for Toll and not be distracted by other loyalties or customers. We don't share our talent, knowledge or staff with Toll competitors and therefore give the business a greater edge in the ever growing and competitive Transport and Logistics industry.

Toll Personnel is focussed on one thing only and that is assisting the Toll Group in achieving Workforce Planning excellence by 'having the right people with the right skills doing the right jobs at the right time'.

Ensuring the continuing success of the Toll Group through our people www.toll.com.au/careers

Candidate Steve Seckold

One of our first candidates
Steve Seckold becomes
Permanent at Woolworths
Yennora.



Toll Personnel employed Steve in October 2004 and was one of the first drivers placed at the Contract Logistics sites in NSW.

Steve has approximately 18 years driving experience in all size vehicles ranging from Heavy Rigid up to B-Double.

In May this year, Steve was offered the chance to become a permanent employee at Woolworths Yennora where he worked as a casual for Toll Personnel.

Steve is a great asset to the Toll Group and Toll Personnel looks forward to supplying our clients with many more quality candidates.

Permanent Placements by Toll Personnel

Since commencing business, Toll Personnel has placed many permanent staff in Toll businesses.

- Bruce Rowan** – Branch Manager, NQX, NSW
- David Read** – Warehouse Supervisor, in2store Optus, NSW
- Fiona Huntingdon** – Fleet Supervisor, Priority Erskinville, NSW
- Gavin Hill** – Sales Executive, DX Mail, NSW
- Lynette Cronin** – After Sales Trainer, DX Mail, NSW
- Nikki Davies** – Personal Assistant, Contract Logistics, NSW
- Tom Stefulj** – Operations Manager, in2store Optus, NSW
- Charmaine Innes** – Admin Officer, Toll AutoLogistics, QLD
- Justin Ryan** – Business Development Manager, SPD, QLD
- Rebecca Sutherland** – Personal Assistant, NQX, QLD
- Reynold Lin** – Business Analyst, NQX, QLD
- Teresa McCrystal** – Pallet Systems Manager, NQX, QLD
- Paul Treloar** – Finance Manager, Toll Tasmania/Edwards Transport, VIC
- Stuart Morrison** – Southern Regional Manager, NQX, VIC



Optalert Saving Lives

Drowsiness is a pandemic. It is recognised as a major factor causing many of the deaths and serious injuries of professional drivers.

Drivers from Toll Liquid Distribution are voluntarily taking part in the testing of Optalert – a revolutionary ‘drowsiness detection technology’ saving drivers’ lives – amongst other select groups around the world including Harvard University, US Army, Monash University Accident Research Centre, Siemens in Europe and Denso in Japan, who all recognise the importance of this development.

Optalert continuously monitors the physiological state of a driver and detects drowsiness well before it reaches a dangerous level. An auditory alarm allows the driver to take appropriate action before falling asleep at the wheel and crashing.

The Optalert driver wears a pair of ‘glasses’ (with or without prescription lenses) fitted with tiny infrared sensors that monitor all eye and eyelid movements. As the driver becomes drowsy, those movements become slower. When the monitors detect this slowdown, the information is transmitted to an in-dash or under seat processing unit to broadcast an audible alert.

Dr Murray Johns, a world expert on sleep medicine and drowsiness and founder of Melbourne based company Sleep Diagnostics, developed Optalert, after identifying the need for such technology whilst treating many thousands of patients, including professional

drivers, in his 35 years of practice and research of sleep medicine.

Dr Johns said, “My vision was to develop a tool for drivers to manage their own drowsiness and stay alive. Without the support of Toll and their fantastic group of willing volunteers, and a dedicated management team who care about their people, it would be very difficult to validate this breakthrough with Optalert.

“We think David Love and Rupert Hussey of Toll Liquids Distribution captured this spirit when they said: ‘if it can save the life of one of our drivers it must be supported’.

“We offer our sincere thanks to all involved in these trials,” concluded Dr Johns.

The development of Optalert is timely, with recognition of the high rate of fatalities and serious injuries caused by drowsy driving and recent government regulations requiring companies to manage the risks and ‘fatigue’ related problems.

The Federal Government has recognised the potential of this innovation, by awarding Sleep Diagnostics a \$1.5 million AusIndustry R&D grant for the development of Optalert.

Picture: Left to right are: Drivers at Toll Liquid Distribution: Anthony Watson, Bradley Ibrahim, Ian Corlass, Leigh Shepherd, Rupert Hussey – National Business Development Manager, Toll Liquid Distribution, Dr Murray Johns – Sleep Diagnostics, David Love – Branch Manager, Toll Liquid Distribution and Garry Blenkiron – Driver.



10,000 Safety Observations Milestone

Toll Ports Stevedoring Business Units reach a 10,000 Safety Observations Milestone – the ‘best thing since sliced bread’ as far as safety is concerned.

Back in May 1996, BHP Stevedoring, Port Kembla led in the waterfront industry sector with the introduction and use of the discipline of safety observation auditing.

Back then the first audit effort picked up 47 observations. A week later, when the department had started the pile of work to fix up the items identified, a second audit on the job was done, this time they picked up 56 observations.

Managers, when shown these revolutionary observations initially reacted in disbelief, horror and hysterics all at once. Needless to say things have improved greatly since those days, and have continued to improve with renewed vigour since the divestment of this stevedoring business into the Toll Ports Division in May 2002.

This month, the Toll Ports Stevedoring Safety Audit database, which is used to track safety observation auditing, ticked over 10,000 audits – a massive effort which is now achieving significant results.

Today the safety observation process is embedded as a vital part of the business and is considered to be the normal way things happen. As all business units in Toll Ports are embracing the principals they are finding real value for their sectors in safety observation auditing.

The current KPI's used to track safety observation auditing are the:

- Actual number of audits; and
- Audit participation rate.

At Port Kembla for instance, audits are running at around 150-200 per month with an impressive participation rate that exceeds 90%.

Much is written on how to go about this process, but the only way to really learn is to actually carry out the auditing task. Striving for

safety excellence is a major tool in getting outstanding safety results, easily the most effective safety activity known.

A significant variation on a theme is now being pioneered at the Toll Ports BlueScope Steel operations in Port Kembla, where the practice has evolved into a system likened to ‘continually taking your own safety temperature’. Here they use a range of safety observation checklists, some general, some very focused, depending upon their type and risk profiles.

The effectiveness of auditing can be limited to the background knowledge and skill of the auditor, but now a tailored checklist assists the auditor to observe for known risks and risk behaviours. More importantly, the checklist has become a coaching tool to reinforce correct and safe working procedures.

Audit checklists are continually updated, often as a response to safety conversations on the job, and also from incidents and near miss reports. These are very much live documents and the reference library is growing all the time.



Life Can't Wait

The Australian Red Cross Blood Service (ARCBS) has launched Life Can't Wait – an inspirational art exhibition featuring 12 portraits of people urgently waiting for an organ donation to save their lives. Each portrait focusses on what each participant ‘will do’ after they receive a transplant.

Toll Transitions Workplace is providing the logistics management for the exhibition which is now travelling around Australia and will be displayed in each state and territory.

The message will be spread across Australia that life can't wait for 1,800 Australians waiting for transplants. The ARCBS is encouraging people who want to be an organ donor to tell someone who cares

(ie spouse, parents, siblings, grandparents) and to register their intent to donate by calling the Australian Organ Donor Register on 1800 777 203.

Picture: Left to right: Matthew Harrington – Toll Transitions, Erika Gorecki – ACT Donor, Harold Hird – Chairman of the ACT Organ Donation Foundation, Jon Stanhope – Chief Minister of ACT Legislative Assembly and Holly Northam – Manager ACT Organ Donation Service.

QRX Cairns First to Roll Out TMS

The 3rd August 2005 marked a significant milestone within Toll North with its rail division, QRX, completing the full roll out of the Pacific National Train Management System (TMS) in Cairns.

Whilst TMS has been in operation with QRX since February, the full suite of functionality was not utilised until August.

The project began for QRX in August 2004 with the requirement to replace Queensland Rail's train management system and convert a number of manual paper-based planning sheets, with a single planning and management system. The system had to be flexible enough to cater for QRX's complex freight forwarding and terminal management businesses whilst providing the regulatory disciplines required by Queensland Transport and other rail authorities.

QRX Operational staff and the Pacific National Intermodal IT team led by Alex Kennedy jointly developed system requirements and software modifications.

Joint QRX and Pacific National implementation and training teams then developed and presented training modules and commenced the initial rollout in February 2005. As Col Graham, QRX State Rail Manager commented, "For such a significant and fundamental change to the way we do business, the rollout of TMS went very smoothly."

Since February, QRX has had time to develop their understanding and confidence with the system prior to utilising all of its Radio Frequency benefits. At the same time, the Pacific National IT team continued to drive improvements into the system that has enhanced its functionality and robustness.

Three sites now run the latest VX7 Work Order Screens linked to TMS to provide real time loading, yard inventory and yard management

information. This has resulted in a significant drop in two way communication and improved QRX machine lifting efficiency. Details of the loading or



Above: A VX7 Work Order Screen mounted in a QRX Forklift.



Left: BJ Hillary (right), PN IT, instructs Andrew Summers of QRX Cairns on how to use TMS.

unloading rail wagons is now updated in real time as the machine operator unloads the freight and completes the work order. It's a long way from paper based planning sheets and manual load lists that have been used by QRX for the past 20 years.

The introduction of TMS is one of the most significant and beneficial changes QRX has made. Its success is largely due to the co-ordinated efforts of Pacific National IT and QRX Operational staff who have developed, enhanced and implemented the system in very short time frames.

**All enquiries can be directed to:
Clay McDonald QRX 07 3892 8130**

QRX Develops Terminal Operator Capability

The 31st March 2005 marked a significant milestone within QRX with the first group of trainee Terminal Operators being awarded their Level 1 Shunting and Marshalling accreditation.

Nine QRX employees completed an intensive two week training course conducted by Pacific National Queensland followed by four months of on-the-job training at the QRX terminal in Moolabin, Brisbane.

The Terminal Operators are responsible for the arrival, shunting, marshalling, wagon inspection and departure of Pacific National Queensland trains within QRX terminals. In total, 40 employees from

Cairns, Townsville, Bowen, Mackay and Brisbane will receive terminal operator training.

Presentation of Level 1 Certificates to the Brisbane based Terminal Operators was made by Viv Botsford, Group General Manager QRX Transport at a ceremony at Moolabin.

**All enquiries can be directed to:
Clay McDonald QRX 07 3892 8130**



Above: Viv Botsford (left) General Manager QRX, awards Greg Hewitt – QRX Terminal Operator with the Student of Merit Award.

Left: All names are left to right. Back Row: Drew Sargeant, Ken Leafe, Greg Condon, Fiona King, Dave Owen (Pacific National Queensland Instructor), Greg Hewitt, Tony Daglish, Mick Cutmore, Steve Etchells, Dave Senior, Greg Pryor (Pacific National Queensland), Marcus McAuliffe (Pacific National Queensland) and Viv Botsford.

Front row: David Yates, Anthony Bronik and Greg Jamieson.



Rugby Taking Care of Business

“Rugby plays a big part of doing business in Queensland, particularly due to some of the staff’s interest in the game at Toll North. Both Greg Gilbride (General Manager – Toll International) and Sean Mowen’s (Qld Sales Manager) sons both play ‘Senior A Grade Rugby in the Brisbane Premier Competition’ and recently both players won selection in various representative teams.

Mark Gilbride who plays premier grade for local rugby club ‘South’s’ was selected in the inaugural ‘Premier South Representative Team’ versus Premier North Representative Team for the Caxton Cup whilst Ben Mowen who plays for ‘East’s’ recently won selection as Captain of the Australian U21 Rugby Team for the U21 World Cup in Argentina.

Both players did extremely well with Mark scoring a key try in his team’s success whilst Ben’s team won all their pool games including beating the top seed New Zealand to make it to the World Cup Final before losing by only four points to the eventual winner South Africa.

A number of key clients such as Boral, Coca-Cola, Campbell’s Cleantec, Cheetham Salt, Canterbury, Exafast, Mayne Consumer Products, Golden Circle, Schweppes, Sandvik and Mt ISA Mines all share Toll North’s enthusiasm for rugby.

Congratulations Sean and Greg on your sons’ successes.

Must run in the Family

Sean Mowen’s daughter Justine heard on 25 July 2005 that she was added to the ‘Senior Women’s Australian Volleyball Team’, playing in China on a 10 day tour. Justine left for the tour on 28 July 2005.

Congratulations again Sean.



Above: Running with the ball is Ben Mowen.

Left: Mark Gilbride making an entrance onto the field.

NEW ZEALAND – TOLL NZ

Celebration at the Naki

The Taranaki Toll Rail team and partners celebrated an awesome effort during the Milk Season at a special dinner in May. Both the Rail Operator and Locomotive Engineer teams experienced severe staff shortages during the season but as they do in the ‘Naki’, teamed up and saw the season through to the end with little disruption to the operation. The celebration was also an acknowledgement to partners of Toll Rail staff.

The dinner was organised by Dave Palamountain, Sharee Walker and Rod McGhie and guests included Toll Rail Group General Manager Gary and Amanda Taylor, Toll Rail Central Area Manager Ivan Johnston and Toll Rail Palmerston North Line Haul Manager Dave and Marilyn Palamountain.

The evening was also the chance to say farewell to Wayne Garlick after 31 years and Brendon Wilton 4 years and to welcome the new staff to the team.

However, the highlight of the evening was to farewell Kevin Wilton and Kelvin Bright who are retiring after 42 and 45 years respectively. Genuine railwaymen, gentlemen and leaders in their team who will be greatly missed by us all.

Above right: Kelvin Bright.

Right: Kevin Wilton.





Picture: The Tranzlink fleet.

High Praise from Sony

A 'high level of commitment' shown by the Toll Tranzlink team handling Sony New Zealand bulk freight consignments to the South Island during the past 12 months has drawn high praise from the manufacturer.

In a recent letter to the Division, Sony New Zealand Supply Chain Manager David Nicoll says a highly-responsive and flexible supply chain is vital to competing with the short product life-cycles of high-tech and consumer electronics.

"It has taken a high level of commitment from the team involved within Toll Tranzlink and the success has mainly been attributed to the structure of the network, technology systems and of course by the people who manage, handle and transport Sony product to our customers," says David.

"Sony New Zealand's philosophy has been to pick transport and logistics partners that are forward-thinking and are evolving their service and product to meet the demands of the market. The ability to act swiftly, identify processes and have complete visibility of the consignment is a must.

"With this objective in mind, Toll Tranzlink has supported Sony New

Zealand to become a top supplier and distributor to many New Zealand consumer electronic retailers."

David says his company has observed an 'unmistakable decline' in the amount of damaged goods, incomplete consignments and misdirected deliveries to its South Island customer base. "Because our customers demand timely and predictable service and continue to hold less inventory, these characteristics and expectations become increasingly important. In addition, on-time delivery performance, helpful and available customer service personnel and first-rate consignment track-and-trace systems have been critical components of Toll Tranzlink's basic offering.

"Sony New Zealand takes great pride in the partnerships we have developed and are pleased to be part of an emerging and winning solution. A supply chain cannot perform optimally without the cooperation and success of parties outside the walls of its own company, and a relationship that continues to be executed co-operatively will result in stronger performance for both organisations."

David says Toll Tranzlink's performance provided the confidence for his company to recently expand the partnership into the Auckland Metro region.

Amazing Milestone Achieved

Colleagues, workmates and Toll NZ management alike joined to pay tribute to Toll Rail Wellington Locomotive Engineer Fred Hamer for recording 50 years' railway service.

After just turning 16, Fred started on 1 June 1955 with steam trains in Dunedin. He recalls it was nothing back then for those on the steam trains to have to move up to six tonnes of coal a day. It was indeed hard work.

He moved to Wellington in 1963 supposedly for three years, but never left and now lives in Khandallah. Mainly a locomotive engineer with a stint as a supervisor and an instructor, Fred missed the train driving so much he always ended back on the tracks.

Fred's extensive experience has seen him drive everything from steam trains to the silverfern railcar, freight trains and Tranz Metro units.

The extremely well liked, valued staff member and great guy all round



says he has loved every minute of his 50 year working life – shifts and all – and is not looking at retiring yet. He loves his career too much and is in great health.

Toll Rail Wellington Linehaul Operations Manager Debbie Quigg, who organised an offsite function marking the occasion said that a special gift was presented in recognition of what is 'quite a milestone for both Fred and the company'.

Fred's achievement also featured in a segment on TV3's 'Campbell Live'. In addition, the Prime Minister Helen Clark sent Fred a letter congratulating him on his long service and achievements.

Congratulations Fred on an amazing milestone.

Left: Fred receives a presentation from Toll Rail Group General Manager Gary Taylor.

Above: John Sergeant also a long serving staff member from Toll Rail, Wellington shares a few stories about working with Fred.





Exercise 'Joint Effect' Confirms Emergency Preparedness

A recently-staged crisis management exercise in Auckland confirmed that the New Zealand rail industry is well prepared to respond to emergencies and has detailed plans, procedures and competent personnel in place.

Phillip O'Connell, Toll Rail National Manager HSQE said that successful integration of the rail industry, emergency services and Government agencies has been a highlight of the exercise.

Successful integration of the rail industry, emergency services and Government agencies has been a highlight of the exercise.

Newmarket tunnel. A second locomotive long distance passenger train on the opposite line inside the tunnel then struck the derailed train," said Phillip.

"Once alerted to 'the incident' at around 0830 on Sunday 12 June,

'Joint Effect' involved personnel from Ontrack, Toll NZ, Connex, Emergency Services, Land Transport New Zealand and the Transport Accident Investigation Commission. The exercise was based on the scenario of a Commuter Service derailling after striking an obstruction placed on the track in the

Ontrack's Train Control Centre in Wellington initiated a standard operating procedure requiring participants to make an emergency response.

"Designed to test readiness of the rail industry and Government agencies to react and manage a major rail-based event, exercise 'Joint Effect' required all participants to work closely together at the scene in addition to activating crisis groups and the interaction of these between the rail participants, emergency services and Government agencies located at Auckland and Wellington.

"Planning for the exercise commenced in January – where a lot of effort was required to co-ordinate the exercise with so many 'players'. I would like to thank all exercise participants, especially Toll NZ employees who were involved in planning, participating and umpiring.

"Running an exercise of this scale required significant funding. The support and willingness of Toll Rail Group General Manager, Gary Taylor and Toll NZ Chief Executive, David Jackson – both recognising the importance of emergency preparedness – ensured the exercise was a success."

This is the second crisis management exercise for Toll NZ in the past twelve months. Both exercises have provided well defined outcomes enabling improvement to be made to our management systems, personnel readiness and business continuity plans.

Toll Rail's next preparedness exercise is a 'slow time' evacuation of a passenger train in the 8km long Otira tunnel which will test response up to Regional level including interaction with Ontrack, Police and Mines Rescue personnel.

For further details please contact:

Phillip O'Connell

National Manager HSQE Toll Rail

Tel +64 9 488 6877 Mobile +64 21 300 518

E-mail poconnell@tollnz.co.nz

Inset: Centre front: with back to cameraman – Phillip O'Connell – white shirt running the briefing Bill Guest – Safety Manager Connex Auckland; Barry Adams – E Team – US software supplier; Dean Bratley – Toll Rail Planning; Stuart Lawson – Toll Umpire – Locomotive Engineer; Terry Aldous – Connex Umpire; Ross Henry – NZ Police and Richard Swears – St John Ambulance.

All other pictures show various stages of operation.





Tranz Scenic @ TRENZ

From 13-16 June Tranz Scenic took part in Tourism Rendezvous New Zealand (TRENZ) – New Zealand's most significant annual international tourism roadshow – attended by a range of tourism operators and international buyers from around the globe.

Held in Christchurch, TRENZ offered Tranz Scenic the opportunity to thank all partners for their continued support through last year, and update the market on Tranz Scenic services and products.

Tranz Scenic International Sales Manager Rob Naughton says that during TRENZ, 15 minute appointments take place between New Zealand tourism operators such as Tranz Scenic, and international buyers. "Running two appointment streams over the four days ensured we were able to complete as many appointments as possible," said Rob.

"The last 12 months have been immensely important for Tranz Scenic. In that time we have experienced significant growth in passenger numbers across all our services and the TranzAlpine had a record-breaking year. TRENZ is a great opportunity to ensure our wholesalers, and the tourism industry as a whole, are aware of the positive year we've had and the new initiatives introduced.

"Interior carriage refurbishment is currently taking place on all our services and a lot of excitement has been created by the new Overlander timetable, in particular, the daily 45 minute stop at National Park in the central North Island. This is seen as another value added experience and we are very pleased with the feedback from TRENZ," Rob concluded.

For bookings and more information about Tranz Scenic services and day trips, visit www.tranzscenic.co.nz

Conducting appointments are:

Above: Left to right: Rob Naughton, Tranz Scenic International Sales Manager
Hamish Haslop, Tranz Scenic Sales Manager UK / Europe and Ray Lane, Tranz Scenic Sales Manager Australia.

Below: Rob Naughton, Tranz Scenic International Sales Manager.



Auto Express Takes More

More vehicles are set to travel by train throughout New Zealand as a result of a decision by Toll NZ to upgrade and extend the fleet of specialist vehicle-carrying wagons operated by its Auto Express business unit.

Auto Express, part of Toll Tranzlink, has been a great success in recent years, specialising in the linehaul of vehicles in specially-designed, fully-enclosed rail wagons. These 25-metre-long wagons have moveable hydraulic floors and are double-decked, enabling Auto Express to cater for a mixture of large and small vehicles, ensuring efficient loading.

The success with the new car market, rental and lease returns and the movement of wholesale and retail vehicles, has persuaded Toll NZ to upgrade more GT rail wagons to make them capable of transporting ten vehicles each, including three four-wheel-drives or light commercials.

One of the upgrade features is increasing the height of the wagons, giving extra headroom for higher vehicles.

"We are taking the opportunity to make an investment that will significantly expand rail's share of this market segment," says Toll General Manager of Corporate Development Joe Garbellini.

"This upgrade will see an increase in vehicle volumes travelling on the Main Trunk line between Auckland and Christchurch. It will also create more standardisation in wagon types, meaning that it will be quicker for staff to load and unload the vehicles.

"We will be able to unload three wagons together, meaning 30 vehicles

NEW ZEALAND – TOLL LOGISTICS



Vehicles Off Road

being delivered at once to the customer. This is a big advantage over road alternatives."

Auto Express national manager Hamish Turner says that Auto Express offers several other significant advantages compared to road transport.

"Our covered wagons provide protection not possible on road transporters. They protect the vehicles from stone chips, from grease and grime and possible vandalism.

"The wagons are sealed when they depart and the vehicles are not unloaded again until they reach destination. If an interisland trip is involved, the vehicle travels in the original wagon across on the ferry, preserving the security of load.

Key routes for Auto Express are Auckland-Wellington-Christchurch, both ways. An overnight service is offered between Auckland and Wellington and between Wellington and Christchurch, and a two-day transit between Auckland and Christchurch.

However, Auto Express also has the ability to offer a nationwide service, using relationships with road carriers to gather vehicles from spurs away from the main Auto Express depots in the three main centres.

Hamish Turner – National Manager, Auto Express says that many new cars arrive into the country via Auckland and are held in large holding pens by manufacturers until dealers require another vehicle.

"We move a number of new vehicles from Auckland southbound each day. We also cater to dealers and wholesalers moving vehicles

between showrooms, which represents a sizeable market.

From Christchurch to Wellington northbound, Auto Express moves a large number of rental cars and campervans for companies such as Maui and Britz, being repositioned back to the North Island.

Another market niche is moving the vehicles of people on job relocations, or families moving between cities.

Right: Hamish Turner – National Manager, Auto Express.

Below: Loading the specialist vehicle carrying wagon at Auto Express.



Toll Park 1 Auckland Commences Operations

The team at Toll Logistics (NZ) successfully commenced picking Griffins foods customer orders at the new 14,000m², purpose built, multi-user Toll Park in Otahuhu Auckland, at 1pm Monday 11 July 2005. A full 20 hours ahead of schedule. The old adage 'love it when a plan comes together' springs to mind.

The first truck pulled away from Griffins Papakura site Friday 8 July shortly after midday. Seventy hours and 170 truckloads later, 6,000 pallets of Griffins stock had been received, receipted and put-away in racked locations in the new facility. Floor swept, bins emptied, forklifts staged and placed on charge.

Griffins' management team was 'over the moon' with the result. As Griffins Foods Logistics Manager Tom Rosentreter put it, "Our customers will be rapt to get their orders a day earlier than expected."

The very broad smile on the face of Griffins' GM Brent Wollaston and his comment that 'everything appeared very well planned', said it all.

A lot of the credit for the success of the new Toll Park project goes to Toll logistics Warren Boyes – GM Operations and Wendy McGregor –

Site Manager, as they left nothing to chance and it showed in the final result. It was like clockwork.

The teamwork at the shop floor was definitely the highlight of the project. Stores people and drivers alike enthusiastically got stuck into the task at hand – abounded with good-humoured banter - the best indication of the team culture that Wendy had fostered at the old site.

Building statistics

• Building length	176m
• Building width	80m
• Height to apex	13.7m
• Internal volume	160,453m ³
• Warehouse floor area	14,000m ²
• Structural steel used	468,000kg
• Roof and wall cladding used (including canopy)	22,200m ²
• Concrete used (building and yards)	4035m ³



First 20kL Rigid Trucks for Shell Thailand

Since April 2005, Toll Thailand has injected 14 of its 20kL trucks into the Shell fleet located at the Samuthsongkram depot, increasing service capacity per trip by 25% for white oil and 12.5% for black oil, thereby reducing the number of service trips as well as fuel consumption.

Toll Thailand was the first company in Thailand to undertake this initiative.

Below: Contract Manager, Khun Chalermpon.

Below right: The line-up of the 14 20KL trucks.



'Hanuman' Semi Trailers

Toll Logistics Thailand recently rebranded several eleven year old Heil 8,500 gallon semi-trailers with a distinctive livery featuring 'Hanuman', the magical monkey warrior in Rama's simian army.

Hanuman, who is probably the best known monkey character in Ramakien, the Thai version of the Indian epic Ramayana, has become a hero especially for Thai children who recognise him instantly in the 'Khon', the masked classical dance-drama of Thailand.

Toll continues to work closely with Heil as we continue our expansion into South East Asia, where Heil has provided tankers to Toll in Thailand and Malaysia and for ExxonMobil, Shell, Conoco-Phillips and Petronas.

TOLL COMMUNITY

Recycling Corks No Longer a Viable Proposition

For nearly six years, Toll SPD, Carrington has been assisting World Vision with the transport of corks from Newcastle to Melbourne for recycling.

Leigh Ries, Interstate Supervisor at Toll SPD Carrington has looked after the movements on behalf of East Lake Macquarie World Vision Club.

We wish the Club all the best with their future endeavours.



Saving Lives in the Summer

The Toll Group is very proud to continue its relationship with the Sorrento Surf Life Saving Club (SSLSC) as both organisations share the key core values of professionalism, commitment, enthusiasm, safety, teamwork and service to the community.

Increasing numbers of visitors continue to make the Sorrento Surf Beach their seaside destination of choice amongst Victoria's world-class surf beaches. Consequently the Club's role in making the beach a safer place is more critical than ever.

Toll is very excited by the popularity and success of the SSLSC's Annual Bay Swim, held each January. As well as providing yet another event for Victoria's keen water sports participants to compete in, the unique environment of the Sorrento front beach provides a wonderful venue for this Swim. This professionally run event raises much needed funds for the Club and we would encourage other Melbourne businesses to participate and get behind the Swim.

Many Toll employees around Australia avail themselves of our coastline, as a source of fun and relaxation for themselves and their families, be it on weekends, during school holidays or at Christmas time. We are grateful to Australia's surf lifesaving movement for their professional approach to creating a safe environment and playground for all of us.

We wish everyone associated with the Sorrento Surf Lifesaving Club our congratulations on their achievements during the year and best wishes for the future and the Bay Swim in 2006.



Above: Rod Walters – Toll Group GM HR thanking the organisers following his completion of the 2005 Bay Swim.

Above right: Spectators at the foreshore.

Below: Spectators on the Sorrento pier.

Sorrento Bay Swim 2006

Monday 2nd January 2006

9.15am start (on the foreshore).

Registration

Registration on day from 7.30am till 8.30am at the Sorrento foreshore. Online entries via website www.sorrentoslsc.com

Entries

Entries also available from November at Marc Clavin Pharmacy Sorrento, Hotel Sorrento and Buckleys Pancake Parlour Sorrento.

Distance and Entrants

A challenging distance with no tide assistance of approximately 1,800 metres from Sorrento Sailing Couta Boat Club jetty to the Baths Restaurant jetty.

Juniors 500m

320 entrants in 2005 – expect around 450-500 entrants in 2006.

T-Shirt

Quality T-Shirt to all entries. Size guaranteed to early bird entries before 23 December 2005.

All proceeds go to Sorrento SLSC for much needed safety equipment and junior development.

Contact

For more information contact **Jim Sheedy on 0418 592 125**





Local Super Hero Rescues

Yes, you read it right. A 12 foot bear, and under any other circumstances that would scare even the most courageous driver. Yet the Newcastle team got up close and personal with the SIDS and Kids bear for a very special cause 'Red Nose Day'.

Newcastle, Singleton and Taree Toll Priority drivers, volunteered their time to deliver free of charge, over 1,200 point of sale cartons during the month leading up to 'Red Nose

STAFF MILESTONES

CLUB

10

CLUB

10

CLUB 10 – TOLL CORPORATE

Roger Wills, Toll Corporate, South Melbourne, VIC

CLUB 10 – GROUP BUSINESS DEVELOPMENT

Paul Weller, Toll Solutions, South Melbourne, VIC

CLUB 10 – TOLL NETWORKS

Anthony Lovell, Toll Regional, Adelong, NSW
 Ariel Evangelista, Toll Priority DX Mail, Alexandria, NSW
 Brian Mitchell, Toll IPEC, Forrestfield, WA
 Bruce Hunter, Toll IPEC, Richlands, QLD
 Carl Weick, Toll IPEC, Altona North, VIC
 Christin O'Brien, Toll Priority, Erskineville, NSW
 Christopher Caruana, Toll Priority, Port Melbourne, VIC
 Clarence Antao, Toll Priority, Bankstown, NSW
 Daniel Raisin, Toll IPEC, Moorebank, NSW
 David Turner, Toll SPD, Welshpool, WA
 Denis Gin, Toll Priority DX Mail, Alexandria, NSW
 Duane Shersby, Toll SPD, Welshpool, WA
 Geoffrey Cosgriff, Toll IPEC, Clayton South, VIC
 George Ibrahim, Toll Priority, Port Melbourne, VIC
 Gerard Borg, Toll IPEC, Moorebank, NSW
 Glenn Arthur, Toll Priority DX Mail, Alexandria, NSW
 Hong Tran, Toll Priority, Bankstown, NSW
 Jay Sharma, Toll Priority DX Mail, Alexandria, NSW
 Jeffrey Ryan, Toll Regional, Tumut, NSW
 John Carstens, Toll IPEC, Altona North, VIC
 John Tzelepis, Toll SPD, Footscray, VIC
 Judith Geha, Toll Express, Smithfield, NSW
 Keresipi Vagana, Toll Priority, Bankstown, NSW
 Kevin Fairhead, Toll SPD, Welshpool, WA
 Kevin Rose, Toll Priority, Erskineville, NSW
 Lillian Hrmich, Toll Priority, Erskineville, NSW
 Lorraine Hensely, Toll Priority, Erskineville, NSW
 Margaret Kelly, Toll Priority, Coorparoo, QLD
 Maurie Tattle, Toll Priority, Alexandria, NSW
 Melissa Cassar, Toll Express, Altona North, VIC
 Michael Gore, Toll SPD, Welshpool, WA
 Michael Hulsdunk, Toll IPEC, Forrestfield, WA
 Michael Purcell, Toll SPD, Newcastle, NSW
 Patrice Manicolo, Toll SPD, Footscray, VIC
 Peter Ffrench, Toll Priority, Erskineville, NSW
 Peter Howard, Toll IPEC, Altona North, VIC
 Phil Hardy, Toll Express, Smithfield, NSW
 Raymond Lee, Toll Priority DX Mail, Alexandria, NSW
 Richard Brown, Toll IPEC, Forrestfield, WA
 Richard Zammit, Toll Priority, Bankstown, NSW
 Rizalina Briggs, Toll Priority, Port Melbourne, VIC
 Roberto Viloria, Toll Priority DX Mail, Alexandria, NSW
 Ronald Manthey, Toll SPD, Acacia Ridge, QLD
 Shaun Adams, Toll IPEC, Richlands, QLD
 Steven Wilkes, Toll IPEC, Altona North, VIC
 Stuart Signal, Toll Priority DX Mail, Alexandria, NSW
 Tony Amitua, Toll Priority, Bankstown, NSW
 Victor Bopping, Toll Regional, Tumut, NSW
 Wayne Andrew, Toll Priority, Port Melbourne, VIC
 Wayne Newton, Toll Priority, Erskineville, NSW

CLUB 10 – TOLL LOGISTICS

Andrew Burlikowski, Toll AutoLogistics, Hamilton, QLD
 Angelo Scullino, Toll AutoLogistics, Greenacre, NSW
 Anthony Mickan, Toll Contract Logistics, Wingfield, SA
 Brian Knight, Toll Contract Logistics, Kensington, VIC
 Colin Rosengrave, Toll AutoLogistics, Campbellfield, VIC
 Edward Droscher, Toll AutoLogistics, Greenacre, NSW
 Emilio Benvenuto, Toll Liquid Distribution, Altona, VIC
 Gary Parker, Toll Contract Logistics, Moorebank, NSW
 Graeme Horton, Toll Contract Logistics, Laverton North, VIC
 James Cartledge, in2store, Knoxfield, VIC
 John Cowan, Toll Contract Logistics, Greenacre, NSW
 Julie Ireland, in2store, Rocklea, QLD
 Malcolm Adamson, Toll Contract Logistics, Arndell Park, NSW
 Matthew Ball, in2store, Mitchell, ACT
 Michael Lavender, in2store, Villawood, NSW
 Michelle Williams, in2store, Knoxfield, VIC
 Murray Young, Toll Contract Logistics, St Mary's, NSW
 Neil Downs, Toll Contract Logistics, Archerfield, QLD
 Philip Burkinshaw, Toll Liquid Distribution, Rocklea, QLD
 Robert Whettters, Toll Contract Logistics, Homebush, NSW
 Ronald Finn, Toll Contract Logistics, Canningvale, WA

CLUB 10 – TOLL LOGISTICS Continued

Stanley Rickard, Toll Contract Logistics, Homebush, NSW
 Steven Williams, Toll Contract Logistics, Homebush, NSW
 Troy Tyler, Toll Contract Logistics, Kensington, VIC
 Walter Van-Bruchem, Toll Contract Logistics, Canningvale, WA
 Wayne Ogden, Toll Contract Logistics, Homebush, NSW

CLUB 10 – TOLL NORTH

Alan O'Kane, NQX, Eagle Farm, QLD
 Allan Park, NQX, Eagle Farm, QLD
 Andrew Hogarth, NQX, Townsville, QLD
 Andrew Mulcahy, NQX, Eagle Farm, QLD
 Bernard Nunn, NQX, Villawood, NSW
 Christopher Grace, Toll North Equipment, Newcastle, NSW
 David Rodda, NQX, Cairns, QLD
 Donald Toms, NQX, Cairns, QLD
 Gary Berry, QRX, Gladstone, QLD
 Graham James, NQX, Gold Coast, QLD
 Gregory Hawkins, QRX, Gladstone, QLD
 Ian McCormick, Toll North, Archerfield, QLD
 Jackson Fearon, NQX, Darwin, NT
 John Leggett, Toll Energy, Dampier, WA
 John Mitchell, Toll Refrigerated, Lidcombe, NSW
 Lianne Forrest, Toll International, Eagle Farm, QLD
 Leslie Turner, NQX, Townsville, QLD
 Mark Oakes, QRX, Cairns, QLD
 Matthew Gelder, NQX, Altona North, VIC
 Michael Gelder, NQX, Altona North, VIC
 Phillip Hales, NQX, Newcastle, NSW
 Ross Campbell, NQX, Eagle Farm, QLD
 Ruben Franz, Toll International, Banyo, QLD
 Russell Farrow, QRX, Townsville, QLD
 Steven Tolhurst, QRX, Cairns, QLD

CLUB 10 – TOLL NZ

Ali Wasti, Interislander, Wellington, NZ
 Allan Routley, Toll Tranzlink, Hastings, NZ
 Allana Ranui, Toll Rail, Morrinsville, NZ
 Amanda Harborne, Toll Tranzlink, Southdown, NZ
 Andrea Baxter, Interislander, Picton, NZ
 Bill Tod, Toll Rail, Hillside, NZ
 Brendon Gillian, Toll Rail, Dunedin, NZ
 Claire Burgess, Toll Tranzlink, Christchurch, NZ
 Costa Christie, Interislander, Wellington, NZ
 Craig Finau, Toll Rail, Kawerau, NZ
 Dave Radovanovich, Interislander, Wellington, NZ
 Ed Constable, Toll Rail, Hillside, NZ
 Gary Howie, Toll Tranzlink, Blenheim, NZ
 Gavin Cousins, Toll Tranzlink, Nelson, NZ
 Gerald Stammers, Interislander, Picton, NZ
 Glenn Mulholland, Toll Rail, Palmerston North, NZ
 Gordon Wood, Interislander, Wellington, NZ
 Graham Bremner, Toll Rail, Palmerston North, NZ
 James Harvey, Interislander, Wellington, NZ
 Jenny Griffin, Rail Passenger Services, Wellington, NZ
 June McIvor, Toll Tranzlink, Hamilton, NZ
 Kathy Hauraki, Toll Rail, Kawerau, NZ
 Keith Allen, Interislander, Wellington, NZ
 Mack Hiku, Toll Tranzlink, Auckland, NZ
 Pauline Summerville, Interislander, Picton, NZ
 Richard McGarry, Interislander, Wellington, NZ
 Robbie Doyle, Toll Tranzlink, Christchurch, NZ
 Robert Manning, Rail Passenger Services, Addington, NZ
 Sepasitiano Lemisio, Toll Tranzlink, Auckland, NZ
 Simon Topping, Toll Tranzlink, Christchurch, NZ
 Tawhai Pahuru, Toll Tranzlink, Gisborne, NZ
 Terry Boylan, Toll Rail, Hillside, NZ
 Tim Peebles, Toll Rail, Mt Maunganui, NZ
 Tua Clarke, Toll Rail, Kawerau, NZ
 Wayne Taylor, Toll Tranzlink, Blenheim, NZ
 Wayne Watson, Toll Tranzlink, Nelson, NZ
 Whareraina Harawira, Toll Rail, Palmerston North, NZ

CLUB

15

CLUB 15 – TOLL NETWORKS

Alan Rescori, Toll SPD, Newcastle, NSW
 Amanda Bolton-Wood, Toll Priority, Erskineville, NSW

Staff from 12ft Bear

Day' on the 24 June 2005.

SIDS and Kids, Hunter Region were so grateful to Toll Priority that they introduced 'Super Hubert', a local Super Hero, to the Sales and Account Manager, Sabrina Wild just in case we ever needed him. As you can see the drivers handled the bear themselves and managed to win him over. But it's always nice to know we have a super hero on our side.

Thank you and well done to all who were involved in this special cause.

Far Left: Toll Priority Drivers (left to right): Fred Gosson and Steve Smith.

Left: Toll Priority Drivers (left to right): Wayne Welch, Larry Scott, Robbie Spillane, David Wearne, Ben Giggins, Adrian Hanson, Steve Smith, Fred Gosson, Ross Hadley, Kevin Draine. Hugging the 12ft bear is Sabrina Wild, Sales & Account Manager.

Right: 'Super Hubert' with Sabrina Wild – Sales & Account Manager.



STAFF MILESTONES

CLUB 15

CLUB 15 – TOLL NETWORKS Continued

Barry Howes, Toll IPEC, Forresterfield, WA
Bruce Myers, Toll Priority, Port Melbourne, VIC
Bryan Hain, Toll Express, Richlands, QLD
Cheryl Cheshire, Toll Priority, Erskineville, NSW
David Maurice, Toll Priority, Bankstown, NSW
Graeme Jessup, Toll Regional, Albury, NSW
Harold Smith, Toll SPD, Newcastle, NSW
Joy Dickson, Toll Priority, Erskineville, NSW
Karen Alcorn, Toll Feet Management, Wagga Wagga, NSW
Karin Domin, Toll Priority DX Mail, Alexandria, NSW
Ken Blackney, Toll Regional, Queanbeyan, NSW
Krstel Mijoski, Toll Priority, Erskineville, NSW
Leigh Gray, Toll Fleet Management, Albury, NSW
Leonard Bradley, Toll SPD, Newcastle, NSW
Mark Slomp, Toll IPEC, Forresterfield, WA
Mark Watherston, Toll SPD, Regency Park, SA
Maryann Jularic, Toll Priority, Erskineville, NSW
Michael Summers, Toll Priority, Erskineville, NSW
Owen Fitzpatrick, Toll SPD, Acacia Ridge, QLD
Paula Borges, Toll Priority, Erskineville, NSW
Susan Ashman, Toll IPEC, Altona North, VIC
Terry Marsden, Toll IPEC, Altona North, VIC
Tony O'Neill, Toll SPD, Pt Kembla, NSW

CLUB 15 – TOLL LOGISTICS

Andre Lewis, Toll Contract Logistics, Footscray, VIC
Andrew Peterson, Toll AutoLogistics, Wagga Wagga, NSW
Anthony Willmott, Toll AutoLogistics, Eagle Farm, QLD
David McCurley, Toll AutoLogistics, Laverton, VIC
Eugene Cody, Toll Asia, Thailand
Glenn Ruitenbach, Toll Contract Logistics, Arndell Park, NSW
Mieczlaw Klek, Toll Contract Logistics, Kensington, VIC
Neil Measday, Toll Logistics, Wagga Wagga, NSW
Peter Cronin, in2store, West Melbourne, VIC
Richard Cox, Toll Ports, Crib Point, VIC
Robert Langshaw, Toll AutoLogistics, Wagga Wagga, NSW
Simon Harkness, Toll Contract Logistics, Dandenong, VIC

CLUB 15 – TOLL NORTH

Allan Hutchinson, R&H Transport, Newcastle, NSW
Coleman McNamara, NQX, Eagle Farm, QLD
Daniel Waite, QRX, Tennyson, QLD
Denis Foley, R&H Transport, Newcastle, NSW
Errol Nelson, QRX, Townsville, QLD
Geoffrey Curtis, NQX, Alice Springs, NT
Jamie McCrae, QRX, Tennyson, QLD
Julio San-Jose, QRX, Tennyson, QLD
Kevin Peacock, QRX, Rockhampton, QLD
Phillip Roggero, Toll Resources, Townsville, QLD

CLUB 20

CLUB 20 – TOLL NETWORKS

Angela Capaldo, Toll Priority, Erskineville, NSW
David Jones, Toll Priority, Bankstown, NSW
Donald Garner, Toll Regional, Albury, NSW
Gregory Allen, Toll IPEC, Moorebank, NSW
James Bassett, Toll Priority DX Mail, Alexandria, NSW
John Mamatsi, Toll Priority, Bankstown, NSW
Kevin Cossens, Toll SPD, Welshpool, WA
Leslie Morton, Toll Fleet Management, Kewdale, WA
Marco Fortini, Toll IPEC, Sydney, NSW
Robert Gale, Toll Regional, Albury, NSW
Royce Alexander, Toll IPEC, Moorebank, NSW
Stuart Baxter, Toll Regional, Cowra, NSW
Wendy Porter, Toll IPEC, Moorebank, NSW
Zlate Mijoski, Toll Priority, Bankstown, NSW

CLUB 20 – TOLL LOGISTICS

Kim Fletcher, Toll Contract Logistics, Fisherman's Island, QLD
Raymond Carriage, Toll Liquid Distribution, Greenacre, NSW
Sam Scafid, Toll Ports, North Shore, VIC

CLUB 20 – TOLL NORTH

Cecil Boxsell, NQX, Eagle Farm, QLD
Christopher Brady, NQX, Eagle Farm, QLD
Lawrence Cowin, NQX, Dry Creek, SA
Lenard Mangan, NQX, Archerfield, QLD

CLUB 20

CLUB 20 – TOLL NORTH Continued

Mark Taylor, NQX, Eagle Farm, QLD
Martin Fornusek, NQX, Dry Creek, SA
Patrick Graham, NQX, Townsville, QLD
Thomas Fitzgerald, QRX, Mt Isa, QLD
Trevor Uppington, NQX, Eagle Farm, QLD
William Opetai, NQX, Villawood, NSW

CLUB 20 – TOLL NZ

Adam Ford, Toll Rail, Wellington, NZ
Charles Brown, Toll Tranzlink, Southdown, NZ
Charlie Pou, Toll Rail, Westfield, NZ
Darrell Donoghue, Toll Rail, Palmerston North, NZ
David Creagh, Toll Rail, Stratford, NZ
Derek Barrett, Toll Rail, Palmerston North, NZ
John Keenan, Toll Rail, Palmerston North, NZ
Chris O'Reilly, Toll Rail, Wellington, NZ
Lynette Harris, Toll Tranzlink, Hastings, NZ
Mike McKeon, Toll Rail, Wellington, NZ
Richard Cross, Toll Rail, Westfield, NZ
Warren Reeves, Toll Rail, Wellington, NZ

CLUB 25

CLUB 25 – TOLL NETWORKS

Eric Houbert, Toll Priority DX Mail, Alexandria, NSW
Geoff Pembroke, Toll IPEC, Lismore, NSW
Mike Kent, Toll SPD, Regency Park, SA
Pamela Karaolis, Toll Priority, Erskineville, NSW
Robert Sheargold, Toll Priority, Bankstown, NSW
Steve McNamara, Toll Tasmania / Edwards, Hobart, TAS

CLUB 25 – TOLL LOGISTICS

Paul Read, Toll Contract Logistics, Kewdale, WA

CLUB 25 – TOLL NORTH

Gary Beros, QRX, Archerfield, QLD
Wayne Batley, QRX, Tennyson, QLD

CLUB 30

CLUB 30 – GROUP BUSINESS DEVELOPMENT

Hugh Cushing, Group Business Development, Archerfield, QLD
Ron Jumelet, Group Business Development, Archerfield, QLD

CLUB 30 – TOLL NETWORKS

John Williams, Toll Priority State Mail, Regents Park, NSW
Michael Rizk, Toll Priority, Bankstown, NSW

CLUB 30 – TOLL NORTH

Barry Drape, NQX, Villawood, NSW
Donald Schfer, QRX, Mackay, QLD
Douglas Richardson, NQX, Wollongong, NSW
Gayle Field, Toll North Equipment, Rockhampton, QLD
Gregory Vincent, QRX, Tennyson, QLD
Kenneth Leafe, QRX, Tennyson, QLD

CLUB 30 – TOLL NZ

Dave Herriot, Interislander, Wellington, NZ
Frank Pamata, Toll Rail, Palmerston North, NZ
Nigel Patel, Toll Tranzlink, Wellington, NZ
Steven Kappatos, Rail Passenger Services, Wellington, NZ

CLUB 35

CLUB 35 – TOLL NETWORKS

Robert Jackson, Toll Regional, Adelong, NSW
Wayne Thompson, Toll IPEC, Moorebank, NSW

CLUB 35 – TOLL LOGISTICS

Jeannette Firth, Toll Logistics, Mascot, NSW

CLUB 40

CLUB 40 – TOLL NZ

Murray Edgeler, Toll Rail, Dunedin, NZ



Our Vision:

To be the most successful provider of 'integrated total logistics solutions' to the Asian Region.

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 0400 +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 Inter-modal 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 3275 0400 +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 3275 0400 +61 7 3275 0400 +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 3275 0400 +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 China Door-to-Door Services	Toll Shipping Toll International Toll Tasmania Toll China	+61 3 9299 8400 +61 2 9694 3000 +61 3 9644 5200 +61 3 9933 4025
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
Personnel Placements	Temporary and permanent placements of personnel into all levels of blue and white collar positions and contracting services including IT and call centres (all levels)	Toll Personnel – Aust Toll NZ Recruitment Centre – NZ	+61 2 9783 4666 +64 9 270 5264
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	Toll Thailand	+66 2 6361 9816

Editor

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