

Toll Holdings Limited – Vision and Core Values Statement

Vision

"To be the most successful provider of 'integrated logistics solutions' to the Asian region providing customers with global reach."

Core Values / Key Strategic Competitive Advantages

Toll's **core values** form our capabilities and strengths as well as our **key strategic competitive advantages** which sustain us as the Asian region's leading logistics provider. These are brand, people, safety, relationships, innovation, choice, integration and infrastructure.

- **Brand** - Our brand stands for a total service - for integrity, honesty, reliability, innovation, trust and for 'coming through' for customers. Toll is *'the total logistics solution...'*
- **People** - Our people are highly motivated, customer focused and proud of Toll's status as the region's leading logistics provider. From our stable and experienced senior management team to our operations people to our warehouse staff, our people are a critical ingredient to our success.
- **Safety** - Toll places the highest emphasis on Occupational Health & Safety (OHS) in conducting its daily business. The company is committed to the risk management process and shall, so far as is reasonably practicable provide a hazard free workplace.
- **Relationships** - Our customers and suppliers are our partners, and we value the long-term relationships we've developed with existing customers and suppliers and continue to build lasting relationships with all new customers and suppliers.
- **Innovation** - New technologies are the foundation of innovation in the freight and logistics industry. Investment in technology and our partnerships with IT providers have opened the way to true integrated solutions.
- **Choice** - Our access to a comprehensive network of road, air, sea and rail means customers receive the modal solutions best tailored to their needs.
- **Integration** - Our ability to draw on the resources of all the divisions of the Toll Group means we can structure integrated solutions that maximise efficiencies across all elements of the supply chain.
- **Infrastructure** - We have in excess of three million square metres of warehouse space in Australia, New Zealand and Asia, fulfilling our long term customer contracts, in addition to generating numerous other value-add supply chain opportunities for Toll.
- **Environment** – We are committed to ensuring the logistics task is achieved in the most sustainable way possible. In addition to many internal environmental initiatives aimed at reducing greenhouse gas emissions, we also provide our customers with the best options for them to choose, to have their goods moved by the most environmentally friendly means that still has them delivered when they need them.
- **Community** – Toll takes its role in the community seriously. As well as continuing and expanding our highly successful First and Second Step programs for heroin addiction and those in the prison system, our operations across the Asian region are actively supporting many worthy initiatives such as the Boys' Brigade Sharity Gift Box Project (in Asia), Foodbank Australia and Convoy for Kids.