

# TOLL Today

TOLL HOLDINGS LIMITED



**CCS Contract**  
Complements Initiatives  
with Newly Acquired  
Leonard & Dingley  
Operation

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One Client at a Time,  
**Transitions Wins**  
Another New Client!

**Toll Shipping and Simplot –**  
A Total Team Effort

**Toll Online,**  
Streamlining Customers  
Online Interaction

**If you Risk it, Control it!**

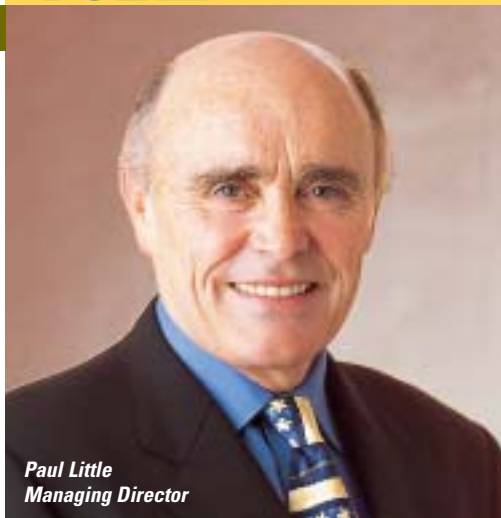
**Zero Road Fatalities**  
Award  
Leading the Industry in  
**Thailand**

**Employee**  
Induction Training Video

**New Containers Bringing  
Freight onto Rail**

**DX Mail**  
Bringing joy to many at Christmas

**Toll Helps**  
the Kids of Canberra get into  
the Christmas Spirit



Paul Little  
Managing Director

\* Excludes funding cost of original acquisition which is included in the base operations.

## Toll Delivers Another Record Result

The Company announced its 2004 interim financial year results on Tuesday 24 February 2004. A 51% increase in after tax earnings to a record \$85.2 million for the six months to 31 December 2003.

The result was excellent, in a period when much had been done to position the company for continuing strong earnings and cash flow growth into the future.

All business metrics are on target, with growing return on capital and strong cash flow generation. These, together with the strength of our balance sheet provide ample scope to aggressively pursue value-creating opportunities, both in terms of current operations and potential acquisitions.

Growth across industry sectors remains strong, with the level of new contracts, customer outsourcing and the pipeline for new business collectively presenting outstanding opportunities for the company.

\$A	Base Ops	TRH	PNL	TOTAL
<b>Revenue</b>	1,581.8	129.1	272.4	1,983.3
<b>EBIT</b>	88.1	16.9	33.6	138.6
<b>Net Interest</b>	7.6	4.3	10.0	21.9
<b>Tax</b>	22.9	–	6.3	29.2
<b>Minority Interests</b>	0.4	1.9	–	2.3
<b>NPAT</b>	57.2	10.7*	17.3*	85.2

### Contracts

Over the last few months a number of exciting new contracts have been signed including DIDS, BOC Gases, Origin Energy, Coles Myer and the Queensland Government. Details follow:

#### ■ DIDS

The defence logistics contract known as 'DIDS' was signed in December with the Federal Government in conjunction with our joint venture partners Tenix. This 10-year, \$900 million plus contract will implement the transition phase during the next twelve months.

#### ■ BOC Gases

The company has also won a major outsourcing contract with BOC Gases, which will involve bulk gas distribution across eastern Australia and the acquisition of a fleet of over 40 vehicles, with a planned fleet upgrade expected in the next two to three years.

#### ■ Origin Energy

During February 2004, the company signed a contract with Origin Energy to provide transportation of condensate from its newly constructed gas plant at Lang Lang Victoria, to the Geelong oil refinery.

#### ■ Coles Myer Ltd

Also in mid February, Coles Myer Ltd announced Toll as the successful supplier for the major component of its interstate general merchandise linehaul requirements.

This 5-year contract reflects Toll's strength in delivering tailored technology and operational supply chain solutions.

#### ■ Queensland Government

In September 2003, the company signed a long-term contract with the Queensland Government to supply relocation services, expected to involve over 3,500 relocations per year.

Further information on some of these contracts, is available in this issue of Toll Today.

The success in winning new contracts is a clear reflection of all customers focussing on improving supply chain efficiencies and successfully responding to dynamics in the markets in

which they operate. Toll has positioned itself to provide an unparalleled service offering to meet those customers' needs.

### Acquisitions

Since 31 December, the company has acquired the New Zealand based stevedoring business of Leonard & Dingley including a 50% share of Auckland Stevedoring. On 25 February 2004, the Australian Transport Network (ATN), which runs Tasrail, was bought by Pacific National, our joint venture with Patrick Corporation.

### Asia

Operations in Thailand continue to perform well, with a number of growth opportunities being explored with customers. The acquisition of Zari Haulage in Malaysia in late 2003, whilst small, has enabled the company to further develop its strategy and customer relationships particularly in the Oil, Gas and Automotive sectors.

Toll International, which provides our customer base with freight forwarding and project logistics capabilities throughout Asia, has continued to gather momentum, particularly as domestic customers seek to manage their supply chains from the point of manufacture.

The company will continue to pursue opportunities to support customers in the Asian region, in areas where Toll has a competitive advantage.

### Outlook

During the last six months with the Tranz Rail acquisition, the strategic shareholding in Owens and additional port related investments, Toll has firmly established a unique platform for growth in New Zealand, with a number of attractive opportunities being pursued.

Since 31 December, trading has remained solid, and generally in line with expectations. Economic conditions continue to be stable and appear to have absorbed well the rises in interest rates, which have occurred over the past few months.

Based on current performance the company expects to post another record result for the 2004 financial year.

# Purchase of Leonard & Dingley

On 5 January 2004 the company successfully acquired the privately owned, New Zealand based, stevedoring business of Leonard & Dingley including a 50% share of Auckland Stevedoring. This business further expands Toll's port activities, in particular providing general stevedoring presence in the port of Auckland.

Leonard & Dingley Ltd operates from modern purpose-built premises centered in the heart of the Auckland waterfront precinct.

The business will continue to trade under the name of Leonard & Dingley Ltd and Mr Ray Welson, one of the former owners will manage the business. In addition, Toll has appointed directors to the Auckland Stevedores Co Ltd Board.

I take this opportunity to welcome Ray Welson, his team and our new customers and suppliers to the Toll Group.

Some of our customers, services offered and historical information follows:



Mark Rowsthorn  
Executive Director



Above left:  
Discharging empty  
40' containers.

Above:  
Pictured is Chekiang,  
the first CCS vessel  
into Auckland for Toll,  
being loaded.

Major Customers	Other Services
<ul style="list-style-type: none"> <li>■ Kiwi Car Carriers</li> <li>■ Toyofuji</li> <li>■ Armacup</li> <li>■ Sofrana</li> <li>■ Neptune</li> <li>■ Chief Container Services (CCS) (newly acquired)</li> </ul>	<ul style="list-style-type: none"> <li>■ Allied Personnel Services Ltd An experienced team of multi skilled operators available for hire.</li> <li>■ Cruise Line Services Ltd Providing the handling of passengers' luggage and ship's provisions to cruise ships.</li> </ul>

## Historical Facts

Leonard & Dingley was founded in New Zealand in 1908 when Captain Thomas Dingley joined John L Leonard in partnership to handle sugar for the Chelsea Sugar Works.

George Sydney Poole joined Leonard & Dingley before the company was incorporated in 1916 and began the long association between the Poole family and the Stevedoring industry in New Zealand, which remains unbroken until earlier last year. Sydney 1915 – 1958; Kelvin 1934 – 1983; Stephen 1959 – 2003.

In December 1994, the company was the first stevedoring company in the southern hemisphere to receive ISO 9001 accreditation.



# A Double Whammy for Toll Logistics (NZ) Ltd

In addition to retaining the Chief Container Services (CCS) contract in Tauranga, Lyttelton and Napier, Toll Logistics (NZ) Ltd also secured, for the first time, the CCS / BankLine contract in Auckland.

This will complement the new business development initiatives we have for our Leonard & Dingley operation.

Photo Caption – Cover:  
The cover picture depicts the Kokopo Chief at the Port of Napier after it was loaded. The main load being containers with the bulk being for Heinz Watties sending canned goods to Australia, predominantly to Melbourne.

Left:  
After being loaded at the Port of Tauranga, the Changsha vessel makes its way to Sydney.



## BOC Outsources Bulk Gas Transport to Toll

**B**OC has signed a commercial agreement with Toll Liquid Distribution to provide transport of its bulk gases in eastern Australia. The operational transition will take place on a phased basis from February through to April 2004.

The contract follows two months of due diligence and negotiations with employees and unions.

as safety is our number one consideration."

### Key Facts on BOC

BOC provides gases and related products, services and technical solutions through two lines of business in the South Pacific. Process Gas Solutions manufactures bulk gases such as oxygen, nitrogen, argon, hydrogen and carbon dioxide at its production facilities throughout Australia. These are sold to over 1,300 customers in the food, metals, minerals, petrochemical, oil refining and other process industries.

The BOC Group is a worldwide industrial gases vacuum technologies and distribution services' company. BOC serves customers in more than 50 countries and employs nearly 43,000 people.

David Hind, Managing Director, BOC Ltd said: "While it was an extremely difficult decision to make, it had become inevitable. We have a relatively small bulk fleet to meet customer needs across a large geography.

"Not only does Toll move more product than any other company in Australia, they also have an excellent safety record, a vital consideration for BOC,

**Photo 1**  
Left is David Hind – Managing Director BOC Ltd with Gary Hutchinson – Toll's General Manager Liquid Distribution.

**Photo 2**  
The bid team at the signing ceremony left to right: Francis O'Neill – BOC General Counsel; Rexine Jones – BOC PGS Finance Manager; Don Hansen – BOC Project Manager; Rod Lewis – BOC General Manager Supply Management; David Hind – BOC Managing Director; Gary Hutchinson – Toll Liquid Distribution General Manager; Andy Collins – BOC PGS Distribution General Manager; Denis Church – Toll Liquid Distribution Strategic Projects Manager; and Michael Anderson BOC Corporate Counsel.



*Courtesy of Owner // Driver Newspaper. November Issue, Page 3.*

**K**eeping your head while trying to get the job done safely and on time with car drivers seeming to do everything they can to stop you is a normal situation for a truck driver going about their task.

Owner // Driver came upon one such knight of the road in a sticky situation at a servo at Robina on the Gold Coast, recently. Mark Roberts works as a fuel delivery driver for Toll and was trying to extricate his 19 metre B-Double tanker from the crowded forecourt of the Woolworths fuel outlet at the Robina service station.

To get to the underground tanks, Mark has to take up two of the bowser lanes causing a queue to form out onto the road. The delivery is finished and Mark is trying to get his truck out of the way and let the cars into the bowsers and reduce the risk of an accident out on a busy road.

The truck needs to back up to get the prime mover clear of the canopy so that it can swing round and drive out of the exit. This is impossible with cars driving in all around the stranded tanker.

Being a one-man operated servo means there is no-one to try and stop the mindless motorists constantly filling around and behind the tanker.

This is the situation as Owner // Driver found it.

It's hard enough to back a 19 metre B-Double in a tight area and Mark is manfully trying to get out of the way.

## Against the Odds

Owner // Driver finds a driver in a typical situation, trying to get the job done and being hampered by unthinking motorists.

A word to the motorists next to the truck would move them out of the way, but by the time he could get back to the cab others from further back in the queue would come around and fill in the gaps.

A true professional, he sticks to his task and finally inches back the 20 metres or so to get clear of the bowser, all this time with a smile on his face and no inappropriate language.

With queues out onto the road the width of the servo apron still had to be crossed, this was achieved one car's width at a time.

The delivery had been a rushed one as the price had been dropped at the bowser and word had got around to the extent that the servo was doing roaring trade.

The traffic office for Toll fuel deliveries knows that the servo is a difficult outlet and is awkward for drivers at busy times but the call came in to bring a delivery forward to avoid the bowsers running dry.

Owner // Driver witnessed the whole scenario and the thing that was almost impossible was the unruffled way that this professional driver went about his job.

In a situation that would have had most people spitting chips, with the errant stupidity of car-driver after car-driver he calmly and methodically got the problem sorted without a word of complaint. Good on ya mate!

# One Client at a Time, Transitions Wins Another New Client!

As the year that was 2003 drew to a close, Toll Transitions added yet another winning tender to a list that we are sure will keep growing through the New Year.

On 23 December, following a successful tender process, Toll Transitions was appointed as Morgan Stanley Dean Witter Australia's sole vendor for relocation and tenancy management. This outcome is the culmination of some three months work on the part of Transitions' Sydney team.

Commenting on this latest success, Fiona Dalton, National Manager – Relocations, said, "Amanda

Beazley has been instrumental in writing the original submission and the response to the RFP, organising the appointments with Morgan Stanley and enlisting the support of our IT team, namely Nigel Maloney and Bridgette Dodds who have been invaluable in guiding us with IT solutions specific to Morgan Stanley's needs."

The Sydney and Melbourne offices of Morgan Stanley Dean Witter form part of their Asia Pacific group, offering Toll Transitions an important stepping stone into this lucrative international market.

## ACI Awards Toll Five-Year Contract

In October 2003 Toll Logistics was awarded a five-year contract to provide warehousing and distribution services for ACI.

This contract was an extension of previous agreements but was to facility manage an ACI purpose built facility at Laverton North of approximately 55,000 sq metres with a capacity of 100,000 pallet equivalents.

ACI manufacture glass bottles and the largest single customer is undoubtedly CUB.

Deliveries to CUB are completed on Roll-on Roll-off trailers that allow the driver to load and unload onto platforms via chains inserted in the floor of the specialised trailer. Toll delivers to the brewery 24 hours per day and part of our responsibility is to monitor lines at the brewery to ensure lines do not run out of bottles.

Part of the tendering process required a commitment to increase warehouse capacity by stacking glass bottles to a height previously unachieved – 7.3 metres. To achieve these stack heights Toll has utilised double grab forklifts with a wider 'hold' platform. To assist operators, and to ensure safety and vision requirements were met, Toll installed 'second eye' cameras to the mast of some of the equipment, which provides operators with a far better view of the lift and placement itself. This has allowed a smooth transition to stacking approximately 85% of all stock to the required height.

Risk analysis was completed on all product and stock deemed unsatisfactory to go to the required heights,



form part of the discussions with the customer, to see if a layer of bottles can be taken from some pallets to reduce height and strengthen stacks.

To improve load and unload times, Toll included Wingliner trailers into the operation, which are used for stock transfers and customer deliveries. These trailers not only reduce handling times but also increase load stability.

Staff operate through the customers' operational system and automatic KPI's are supplied direct to the customer concerning warehouse accuracy and the delivery service supplied.

Warehouse stock accuracy has been at 100% for the past 28 months and delivery in full on time to CUB has run at 100% for the past 13 months.

This performance is magnified when it covers the transition period from the Doherty's Road, Altona site to the new warehouse. This required transfer and handling of approximately 60,000 equivalent units from multiple warehouses into the one site whilst operating 24 hours per day into the CUB without running out a line.

Staff involved worked tirelessly during the transition and continue to provide service to ACI at levels that they can be proud of.

*Photo 1  
Forklift driver with our new 4 tonne twin pallet handler forklift stacking CUB stubbies three high, at a height of 7.3 metres. We are successfully stacking approximately 85% of all products three and six high, which is a great achievement by our forklift Drivers.*

*Photo 2  
Making life easy for our truck drivers with our new Wingliners. This eliminates all tie-down procedure, which also improves turn around times at all sites.*



Photo 1

The unique Toll designed hydraulic loading dock allows the loading of refrigerated containers two at a time. Both are placed on single specially designed stretched B-Double trailers.

Photo 2

Left to right: Team players, Toll Shipping's Tasmanian Logistics Manager, Jason Carpenter with Simplot's Despatch Coordinator, Peter Stokes, Production Manager, David West and Regional Operations Manager, Phil O'Keeffe.

## Toll Shipping and Simplot – A Total Team Effort

Simplot's Regional Operations Manager, Tasmania, Phil O'Keeffe, calls a spade a spade. When he says the Toll / Simplot partnership has led to "one of the slickest logistics operations for frozen foods anywhere in the world", you know for sure that both parties are 'getting it right'.

Simplot produces a range of potato products including french fries, chips, hash browns, gems and roast potatoes at their Ulverstone and Scottsdale plants and frozen vegetables at their Devonport operation.

Not only does Toll have the responsibility for shipping all production to the mainland, but also the task of coordinating deliveries via road and rail to customers and warehouses throughout Australia.

The task is made more complex because of the necessity to maintain products at the -18° C 'cold chain' standard throughout the process and to ensure continuous twenty-four hour, seven day pick-up from plants and delivery to Toll's Burnie terminal throughout the year.

It is a finely tuned joint operation. So much so, that Simplot is deliberately not geared to store more than three hours production stock in the plant at any one time.

As part of this requirement Toll has the complex and demanding responsibility of ensuring a continuity of supply of refrigerated containers at all times.

The efficiency of the operation and the close relationship between the two companies did not happen overnight. In fact, it started some eight years ago when it was jointly resolved to 'take costs out of the system to the fullest extent possible'.

At the time Simplot Ulverstone held about three days production in inventory in an old inefficient warehouse and it was recognised that something completely different had to be done to reduce stock levels and labour costs.

Since that time, Simplot has introduced a series of innovations, including advanced carton freezing technology, conveyor systems, palletisation and slip-sheeting (which was quite ground breaking at the time).

Simplot is rated a 'Class A' company with very predictable and reliable technology and methodology.

Toll responded with the development of a unique hydraulic loading dock / B-Double trailer system which allows the loading of refrigerated containers two at a time on the same trailer.

This system works so well that operational hitches are extremely unusual. Phil maintains, "When problems are as rare as they are, we must be doing it right."

Simplot recognises Toll as one of its best and most reliable suppliers, which is about as good as it gets.

The innovations introduced on both sides have meant the relationship has cemented from one of customer / supplier to the strong strategic alliance that exists today.

Planning is key to the process. Regular reviews are conducted in which clear KPI's are established and closely monitored on an ongoing basis. This attention to detail inevitably results in a win / win for both Simplot and Toll.

**"..one of the slickest frozen foods logistics operations anywhere in the world!"**

From a factory perspective, Phil says he could not be happier with Toll's responsiveness, problem solving ability and approach to technical innovation. He also rates Toll's communications at all levels highly, with logistics management ability another strong plus.

Toll's advanced ships, terminals and stevedoring equipment are further key parts to an overall excellent service.

Phil believes that opportunities for improvement to the system lie more in fine-tuning in such aspects as technology aided pallet control and the removal of duplication in procedures and administration. He maintains that these initiatives should be driven by Simplot with Toll's close collaboration. Additional gains may be available in shortening the supply chain to customers.

Ultimately, he maintains, the smooth ongoing operation of the system and the delivery of products in peak condition, relies on the skills, dedication and commitment of the people involved throughout both businesses, at all levels.

# Trinity, Go-Whoa Winner Again!

In front of a crowd of more than 120,000 people, Toll Transitions' Trinity Stewart, Client Service Manager competed in Australia's biggest horsepower driving event the Yokohama Go-Whoa, held annually in Canberra.

Go-Whoa is not just about speed and having a powerful fast car, drivers need to stop fast too – go to whoa! Competitors speed down the burnout track for approximately 100 meters before slamming on the brakes. Their front wheels need to stop on a very thin white line only inches apart.

This year is the sixth time Trinity's taken first place in the Go-Whoa female class, coming overall fifth out of 400 competitors.

"The competition this year was probably the toughest that I've experienced in many years" says Trinity "and it's great to see so many other females giving it a go."

This is Trinity's ninth year competing in her 1973 TC Ford

Cortina with a 302 Windsor V8. It's done her proud, but Trinity has growing reservations about their future on the tracks.

"This year's win didn't come without its problems," she explains, "with the alternator deciding to stop working half way through the line at scrutineering. With only two days until qualifying I had to react quickly, but with the help of some good friends and a brand new 80amp alternator I was ready to go. The car would be far more competitive in other motor sport events but due to budgetary restraints, this will probably be the last time that I enter the Summernats in this vehicle."

Trinity believes that both consistency and her excellent driving skills have helped her win time and again. With the right kind of sponsorship, Trinity and her 1973 TC Ford Cortina would be able to keep competing and bringing home the trophies.

**Congratulation Trinity and we salute your loyal Cortina.**



Trinity Stewart with her trusty 1973 TC Ford Cortina.

## Bringing Victorian Communities Together – Literally!

The Department for Victorian Communities (DVC) was created in December 2002 as an amalgamation of 15 diverse work units. This has given the department the opportunity to work in new ways and effect the Government's objective of strengthening communities through a more integrated approach to planning, funding and delivering services at the local level.

From July to December 2003, approximately 500 of the city based DVC staff progressively relocated to one location at 1 Spring Street, Melbourne, from eight separate locations within the Melbourne Central Business District. Toll Transitions was contracted by Geyer to project manage the relocation of DVC.

Steve Atkins, Toll Transitions' Relocation Project Manager, described the project: "The relocation project was carried out in four stages over a period of four months. We usually carry out removals over the weekend, which ensures that staff can be in their new office and ready for work on the following Monday morning. Effecting minimum disruption to the business is a priority for Toll Transitions."

Following each stage a client debrief was conducted to ensure that all expectations were met and that all objectives had been addressed.

According to Steve, "Our Communication Plan was integral to this project."

"We organised a Relocation Committee, which is

standard for larger workplace relocations projects, and conducted regular meetings with all key stakeholders to maintain project progress."

On behalf of DVC, Toll Transitions also managed the tender process inclusive of tender documentation development, recommendation and selection of suitable removalists from Toll Transitions' preferred panel of providers.

"Tender process management is one of the most valuable services we offer our clients," says Steve, "It's one of those aspects of the relocation project that requires excellent industry knowledge. We know our removals providers and we work in close partnership with them so they understand the high level of service we expect for our clients. Using our established tender process and value for money purchasing principles, we can get the best price for quality removals services."

The ability to draw on previous experience of similar type projects, its knowledge of the selected removals providers and commitment to the project in terms of communication and project management skills ensured an excellent outcome for DVC.

Gail Nicholson, Director, Corporate Administration, Department of Victorian Communities wrote to Toll Transitions saying: "Thanks for all your assistance in ensuring our relocations went smoothly."



Steve Atkins – Relocation Project Manager, Toll Transitions and Gail Nicholson – Director Corporate Administration – Department of Victorian Communities



1 Spring Street, Melbourne.



## Official Signing of DIDS Contract

The official signing of the contract at Victoria Barracks. Left to right: Dallas Mills; Robert Salteri; Paul Little and Major General Peter Haddad.

Thirty people representing management from the Department of Defence and TenixToll Defence Logistics Pty Ltd (TTDL) attended the official signing of the Defence Integrated Distribution System (DIDS) contract on 18 December 2003, in the War Cabinet Room of the Victoria Barracks in Melbourne.

Major General Peter Haddad, Commander Joint Logistics representing Defence; Robert Salteri Director TTDL and CEO Tenix Defence; and Paul Little Director TTDL and Managing Director Toll Holdings Ltd, representing TTDL, signed the contract. Dallas Mills, Executive General Manager TTDL, witnessed the signing.

Planning is well advanced on the transition of service delivery from Defence management to TTDL. The transition will take place over twelve months starting on 1 March 2004.



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## Warehouse Relocation – Transitions Fashion

Last year the Just Jeans Group made the decision to consolidate its operations of four sites to a new facility in Westgate Drive, Altona. The new facility has a larger floor and stock space, which will allow for the co-location of business units. The four sites relocating consist of a fabric store, two small warehouses and the main warehouse and office. Bringing all these facilities together will facilitate greater business efficiencies for the Just Jeans Group.

When Mike Smith, National Sales & Marketing Manager, Toll IPEC, heard of the planned move he was quick to talk to colleagues at Toll Transitions. Mike went on to arrange an introduction meeting with his client at the Just Jeans Group and Tim Brookshaw, Business Development Manager, Toll Transitions.

"Through this introduction meeting, Tim explains, "We were able to identify Just Jeans' warehouse relocation requirements and use that to deliver a tailored project management solution."

Tim and Mike have developed a successful professional relationship through their attendance at Toll Buddy Group functions.

"These functions are a great resource for developing further opportunities," Says Tim. "This job is a prime example of keeping the business within Toll. Mike knew Just Jeans was moving and he knew Toll Transitions Workplace had the capability to manage the move."

Bill Symes, Relocation Project Manager, Toll Transitions, took responsibility for managing the move, including the total management and coordination of providers. This relocation project incorporated a team from Toll Fashion.

Bill explains: "We had Just Jeans' staff driving the forklifts and Kent Removals dealing with all the flat stock. Toll Fashion was responsible for relocating all the hanging stock."

"It's a good fit for what we already do for some of the Just Jeans labels," says Geoff Unwin, Operations

Manager, Toll Fashion, "Transporting hanging stock is our specialty and Just Jeans is a major client for us."

According to Bill: "Critical to the success of this project was the minimisation of downtime and a co-ordinated relocation which maintained the integrity of individual stock collections. Just Jeans carries stock for different labels, so it was important not to have them mixed up. This process demands extensive planning to identify and implement a co-ordinated labelling and a layout plan."

As with all well laid plans client challenges were presented on a regular basis.

"Getting feedback from the client as quickly as possible made the job run a lot smoother than it could have," explains Geoff. "Having Bill on the job meant we had excellent communication and we had a great team from Fashion, whose experience meant they were able to think on their feet and deal with issues as they arose."

"I make regular visits to the sites and stay in constant communication with the client and the providers, to make sure everything's going according to schedule," says Bill. "If there are issues, I can sort them out along the way. It's much better than leaving problems to develop and having to deal with a major challenge. Having the experienced team from Fashion working on this job was a bonus, their flexibility and practical knowledge allowed them to get on with the job, whatever the challenges."

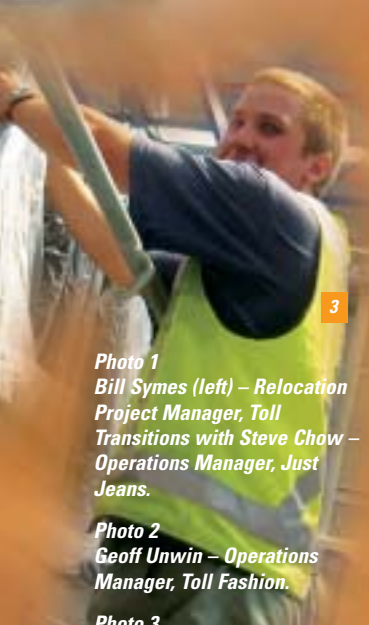
On day two of the relocation project, Steve Chow, Operations Manager, Just Jeans told us: "We're on Schedule, in fact, if anything we're a little early, which I prefer because its going to be better to have a bit more time at the other end."

The relocation project continued to progress in excellent time and Just Jeans was able to complete a full 'trial pick' production a day ahead of schedule.

**A successful relocation and a great team effort!**



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Photo 1  
Bill Symes (left) – Relocation Project Manager, Toll Transitions with Steve Chow – Operations Manager, Just Jeans.

Photo 2  
Geoff Unwin – Operations Manager, Toll Fashion.

Photo 3  
Paul Pheloung – Trainee, Toll Fashion, amongst others, was involved in this project.

# Toll Online, Streamlining Customers Online Interaction

The rapid growth of Toll and the diversity of our business units have presented many challenges to the Toll IT group. Twelve months ago, Toll reviewed the online services that are provided to our customers, and discovered following various acquisitions there were duplicated services across different business units.

Alex Watson, Project Lead for Toll Online explains, "Our challenge was to consolidate our existing online services and provide a platform for new online services, while still allowing the flexibility to support the individual needs of each business unit."

Toll Online was launched in June 2003 with consignment tracking and POD retrieval. Since then, Toll Online has expanded to include Online Pickups, Rate Enquiries and Transit Times, with many more services due for release in the coming months. It provides our customers with consolidated services and a single interface across 15+ Toll Business units including, NOX, ORX, Toll Express, Toll SPD, Toll Tasmania, Toll IPEC, Toll Priority, Toll AutoLogistics, Toll Shipping, Toll Fashion, Toll Parceline, Toll West, and Toll Refrigerated.

"The design of Toll Online allows us to rapidly provide services for new business units. When Toll Shipping contacted us to provide consignment tracking for their customers, we were able to meet their request within two weeks. My favourite story is when Toll West requested online pickup bookings for their customers – from the first e-mail to deployment took less than one hour," explains Alex.

Toll Online utilises other Toll IT initiatives such as Toll Exchange, allowing it to collect and send real-time information to Toll Business Units. This allows Toll customers to get the information they need, when they need it, thereby reducing the need to call our call centres and allows them to focus on more pro-active customer service.

The release of online 'Pick-ups' was a new initiative for Toll. Since its release in October there has been over 1000 bookings placed online. Toll IPEC Customers extensively used the service during the Christmas period with many of the users now making it their 'normal'

method of booking pick-ups. Usage continues to grow rapidly with many new users booking pick-ups online each week.

Phil Bruggeman, IT Manager Toll IPEC says, "The 'One Toll' experience for our customers is delivered efficiently with Toll Online. Toll IPEC services major customers with other Toll Business Units and Toll Online provides an intuitive and user friendly track and trace interface, which is consistent for all customers. With tracking, web pick-ups and soon to be released transit time and price inquiry tools, Toll IPEC can offer customers a suite of web products that are flexible, easily accessible and meet market expectations."

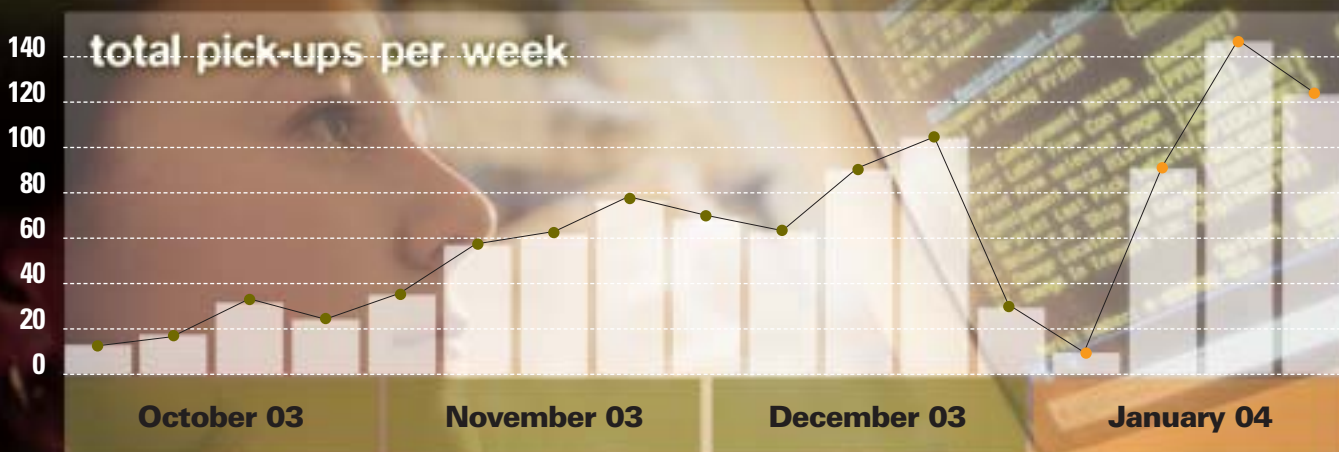
Not only does Toll Online provide an interface to our customers, its Business-to-Business services allow interaction and integration into a range of other Toll initiatives. Toll Connect, our well-known connote creation application, is being enhanced to utilise Toll Online, allowing it to provide customers with tracking, PODs, and shortly the ability to book pick-ups. Meanwhile, Toll Transitions is utilising Toll Online to obtain tracking information for a major Defence Force project.

Toll Online now services 7500 external users. With new services including Accounts Receivable and Connote Entry coming soon, this figure will grow. It is demonstrating the power of 'One Toll' to all Toll customers.

For further information on Toll Online e-mail – [TollOnline@toll.com.au](mailto:TollOnline@toll.com.au)



Images as taken from the website



# If you Risk it, Contro

Many of you would be aware of the Cross Divisional Review (CDR) program, which was established some three to four years ago to review effectiveness of business operations and compliance with policies. Reflecting the growth in the Toll Group, the review program has expanded in the last 12 months with the formation of the Business Assurance and Internal Audit (BA&IA) function.

## Why we exist?

Taking risks are necessary to achieving the Group's business strategy, with risks also existing in our everyday business operations, functions and processes. If these risks are not effectively managed, there is a high probability of failure, or at least not fully achieving what was expected. The Group must therefore ensure that adequate control practices or mitigating strategies exist to assist the business in managing its operations, thereby achieving its objectives.

The share market expects major listed companies such as Toll to have a CDR or Internal Audit program, particularly in view of internal control failures in companies such as One.Tel and Enron, not to mention the recent Parmalat disaster. The term 'corporate governance' is high profile at present, with an independent CDR program being one feature of good corporate governance.

While CDRs are important, the strength of the corporate culture, accountability and "tone from the top" is also critical to good risk management and internal controls.

As our Managing Director Paul Little states, "The cross divisional review program, is one way of providing assurance and feedback to senior management and the Board, on the health of operations and how key business risks are being managed. As the Group continues to grow, there is an increasing importance placed on the CDR program."

## So what is the BA&IA mission?

We aim to assist the Group in achieving its business objectives by independently reviewing business operations and functions (via the Cross Divisional Review program) with focus on:

- Effectiveness and efficiency of business activities, processes, and controls;
- Effectiveness of selected risk management practices; and
- Extent of compliance with Group policies and procedures.

The aim is to minimise 'unwanted surprises' for management.

## Meet the team!

The BA&IA function is co-ordinated by Richard Wilson – Group Manager and Concetta Palozzi – Assistant

Manager. Our review teams bring together the business expertise and industry knowledge of some 30 Toll employees who have been selected from across the Group, having been nominated by their respective General Manager and Group Directors. Toll's Chief Financial Officer, Neil Chatfield said, "CDR team members are a highly valued group of people. Being nominated by your Group Director and General Manager is recognition of your value and also demonstrates support given to the CDR program by Groups and business units." Each team member has committed to be involved in at least three reviews annually, which delivers consistency and ongoing value to the Group.

Teams comprise people with both Finance and Operational skills, which we have found produces the best outcome for the business. To ensure adequate independence, employees do not review their own business unit.

Overall there is a win-win result – team members benefit from increased exposure to other businesses in the Group, which helps in their personal development and future career prospects. Toll benefits from sharing of ideas and broadening the business experience of key employees.

The following staff members have been critical to the success of the CDR program during the last 12 months, and will continue to have a unique opportunity to enhance their knowledge of an ever-expanding Toll:

### Toll SPD

- Sophie Flynn
- Guy Badman
- Mike Kent
- Colin Thew
- Kerry Quirk
- Dean Oliver

### Toll Express

- Lynne Dickson
- Craig Nielsen
- Horst Bemmerl
- Ross Longmire
- Ron Winkler
- Bruce Hunt

### Toll IPEC

- Mika Suominen
- Chris Scott
- Peter Willis
- Kerryn Lyons

### Networks/Logistics

- Rachel Smith
- Irena Wasko
- Mark Weller
- Melanie Wainwright
- Warren Anderson

### Toll AutoLogistics

- Michelle Betson
- Perry Kritselas

### Toll North

- Roger Canavan
- Richard Dargusch

As the Group grows, we would expect more staff members to be given an opportunity to be part of this important program. Tranz Rail will be a major addition to the CDR program in future months.

# it!

## EXPRESS



### Who are our 'customers'?

While the BA&IA activity ultimately reports to the Board Audit and Financial Risk Committee, we are a service to all levels of management including the Group Managing Director, Executive Officer Operations, Group Directors, and General Managers. External organisations such as the capital markets, regulatory authorities, and external auditors are also interested in the reviews we conduct.

During the past year, we have conducted some 35 reviews, across many of the Toll businesses including more recent acquisitions such as Toll Shipping, Toll Fast and Toll Priority.

Maurie Tattle, General Manager Toll Priority commented that, "After the acquisition of Mayne, we asked BA&IA to assist us during the integration by conducting a review of revenue capture processes. This independent review identified areas that required improvement, which were then presented for discussion at our national management conference."

As Shane O'Neill, Financial Controller, Networks stated – "I rely upon the CDR program to provide an independent assessment of business units, ensuring key risks are managed, and there is adequate compliance with company policies and procedures."

### What do we review?

While we customise our review scope to each business, we generally focus on key financial and operational business processes and functions, including:

- Revenue capture
- Procurement
- Transport operations
- Fuel expenditure
- Inventory control / warehouse management
- Accounts payable / accounts receivable
- Weekly reporting
- Selected OH&S practices

As the Group structure and risks change, we are constantly seeking to ensure our plan and resources are committed to the areas of greatest importance and risk.

We also perform special reviews as requested by management, and are involved in reviewing any fraud. In practical terms, we seek answers to questions such as:

- How does the business ensure all parcels moved for customers are actually billed?
- Is revenue captured completely and rated correctly?
- How does the business ensure that only authorised fuel purchases are made?
- Are our permanent sub contractor drivers adequately licensed, insured and vehicles adequately maintained?

To improve efficiency, we co-ordinate our review program with other 'risk' and 'review' functions in Toll including Group Risk Management, Balance Sheet Reviews, External Audit, and Toll North's Internal Compliance program.

The outcome of each review is a set of action plans agreed with management to improve business activities, processes and controls.

### How we can assist you?

While we conduct an annual plan of business reviews, we also assist in improving business unit controls by providing advice as requested on risk and internal control practices. If any of the following events are happening in your business, do you have your risks and controls covered? Risk and control gaps often appear without notice:

- IT system changes, new systems
- Re-engineering business processes
- New acquisitions / integrations
- Poor financial performance

*Irena Wasko – Divisional Accountant, Logistics;  
Colin Thew – Equipment Manager, SPD NSW and Mika Suominen – Commercial Manager, Toll IPEC.  
Our team on a recent review of Toll Express.*

### Contact Us

Please call us if you would like independent advice and feedback on risk and control processes in your business.

**Richard Wilson**  
Group Manager  
Business Assurance and Internal Audit  
Level 8, 380 St Kilda Road  
Melbourne VIC 3004  
Phone: 03 9694 2878

**Concetta Palozzi**  
Assistant Manager  
Business Assurance and Internal Audit  
Level 1, 32 Walker Street  
North Sydney NSW 2060  
Phone: 02 8923 2331



### /Corporate

#### Toll Food & Beverage

- John Cowan
- Steve Innes
- Paul Colquhoun

#### Toll Shipping/ Ports

- Daryl Samut
- Greg Ward
- Mark Hancock

#### Toll Tasmania

- Steve Borg
- Michael Pratt

#### Toll Priority

- Steve McGuirk



## Superannuation ANZ Super Advantage News

As stated in the Summer edition of Toll Today, ANZ in keeping with its promise to inform all members of the ANZ Super Advantage fund, will be continuing with its member education program and visiting most capital cities and major sites.

Our aim is to focus on key areas of our offering to members concentrating on insurance, new investment suite, investment performance, demonstrating internet access capabilities, ANZ@work banking package and introducing a comprehensive Financial Planning support program.

We again look forward to seeing as many members as possible. In the meantime, we encourage you to take time to have a look through all the new material that has been sent to members and come to the education sessions prepared with all your questions.

You will have received your 31 December 2003 half yearly statement by now. We encourage you to have a look at your statement which provides a snapshot of your account details and utilise the services of the Customer Service Centre on 13 38 63 if you need to clarify or change any details.

If you have any further questions please e-mail Cheryl Barbary, Toll Group Superannuation Manager on:

[cheryl\\_barbary@toll.com.au](mailto:cheryl_barbary@toll.com.au)

### "Court Order Funds Environmental Works"

On 5 February 2004 at Heidelberg Magistrates' Court, Toll Transport Pty Ltd (ACN 006 604 191 ("Toll") pleaded guilty to one charge of water pollution on 12 February 2002. The charge was brought by the Environment Protection Authority in relation to a spill of several hundred litres of diesel from a BP petrol station at the corner of Austin St and Heidelberg Rd, Fairfield.

The spill occurred during unloading operations when the delivery hose from the tanker truck to the fill point of the underground storage tank disconnected from the fill point.

Notwithstanding early efforts by Toll, an unknown quantity of the diesel flowed from the service station and into the stormwater drainage system, eventually making its way to the Yarra River.

Toll acknowledges that it failed to ensure that its driver was adequately trained and was properly following procedures.

The Heidelberg Magistrates' Court ordered Toll to pay \$10,000 to the City of Yarra to be used to fund an environmental resource centre to be located at Alphington Primary School.

The Court also ordered publication of this notice."

Website: [www.toll.com.au](http://www.toll.com.au)



## 'Talking Tax'

### Software Expenditure – Are you aware of the tax implications?

With the introduction of the Uniform Capital Allowance system on 1 July 2001, the taxation treatment of software expenditure incurred in respect of the implementation of an IT system has changed. For software expenditure incurred before this date the tax treatment is different. This article focuses on the post 1 July 2001 treatment.

The tax treatment for software expenditure is broken into three classes:

- Expenditure on capital account of \$1,000 or more is depreciated for tax purposes on a 40% straight line basis over 2.5 years. Examples include acquiring an off the shelf software package, and most expense components of developing / designing an in-house system.
- Expenditure on capital account less than \$1,000 can be allocated to a Low Value Pool (LVP) and depreciated. As Toll's software projects are expected to cost more than \$1,000 the LVP has limited application for software costs and so is not discussed here.
- Expenditure on revenue account is immediately deductible. Typical examples include, annual software license fees, and employees' costs (see below) in developing / designing an in-house system.

### So what exactly is software development?

It is not defined in the Tax Act and no judicial guidance is available. However, the ATO in Taxation Ruling TR2001/6 stated it is "generally described as computer programs consisting of encoded instructions designed to cause a computer to perform a particular task or to produce a particular result."

### Software development costs

Typically, an IT system implementation project will involve a number of phases, not all of which will involve software development. Further, depending on the phase of the project, the tax treatment may also differ. Examples of the typical phases are set out below:

- **Design, configuration and prototype phases.** These

## Welcome to our



Concetta Palozzi joins Toll as Assistant Manager Business Assurance and Internal Audit.

# with the Toll Group Tax Team

phases relate to determining how the software is to be used and may relate to initial scoping such as business process re-engineering and mapping. On the basis that at this stage there is no acquisition or development of software at this initial stage, costs incurred would generally be on revenue account and deductible immediately because they are incurred earlier than the actual build / implementation and do not entail the creation of software.

- **Off the shelf software purchase, in-house building software development and testing phases.** These costs are depreciable on a 40% straight line basis over 2.5 years. In some instances, the costs of testing may be immediately deductible where there is no modification to the source code of software or the creation of new functionality.
- **Implementation phase.** Once the software system is built and tested, the system is implemented in the relevant business unit for operation. These costs are generally depreciable on a 40% straight line basis over 2.5 years. These costs may include training, change management, business process re-engineering, human resource costs and data conversion costs.

## Treatment of in-house employee costs in developing software

Employees' remuneration (salaries, wages, bonuses, superannuation and fringe benefits tax) and oncosts (payroll tax, Workcover, travel expenses and office overheads) are immediately deductible on revenue account in all cases where they are permanent employees and they were not recruited specifically to perform software development with no ongoing tenure once the development is complete.

External contractors and consultants' costs are on capital account and, for tax purposes, must be capitalised and depreciated on a 40% straight line basis over 2.5 years.

## Software development pools

Software development costs that are capital in nature can be allocated to software development pools (treats all costs for a financial year on a 'one in all in' basis). Regardless of whether costs are allocated to a pool or not, they are depreciable on a 40% straight line basis over 2.5 years.

The only difference between pooled and non-pooled costs is when depreciation can commence. For pooled costs, depreciation commences at the start of the next financial year, regardless of whether the software is installed and ready for use by then. For non-pooled costs, tax depreciation commences when the software is installed and ready for use.

Therefore, there may be timing advantages in electing to pool software expenditure, ie in bringing forward the timing of the tax depreciation deduction before the software is operational or installed ready for use.

## Annual software license fees paid to third parties

Are immediately deductible as they are incurred on revenue account.

## Withholding tax – payment of license fees offshore for access to source code

Payments of license fees to a licensor for the right to use software (whether immediately deductible or not) will ordinarily constitute the payment of a royalty for tax purposes. Accordingly, if the payee is a non-resident (eg a US or European software developer), and Toll is paying for the right to access source code, then the payments are likely to be subject to Royalty Withholding Tax\* (RWT) which means Toll would be required to deduct and remit RWT to the ATO (\* generally 10% of the gross payment for dealings with most OECD countries).

## Toll Central – Tax Site (Under the Finance home page)

We continue to populate our evolving Toll Taxation intranet site with useful and practical tax material and developments, including the Toll Tax Policy & Procedures Manual and training material. The tax policy manual also includes (at page 42) a more elaborate analysis of the taxation treatment of software expenditure, including hardware costs.

We recommend the taxation site be regularly visited by all Toll personnel involved in managing each business units' tax compliance activities.

The site link is:

<http://intranet/HomeLink/Finance/Taxation/index.jsp>

## New Corporate Appointments



Teree Bradley joins Toll as Assistant Property Manager Toll Property.



## Zero Road Fatalities Award

Toll Thailand was presented with the 'Zero Road Fatalities 2003' award by Shell on Monday 2 February 2004 at the Four Wings Hotel, Bangkok.

The Chairman for Shell Khun Tiraphot Vajrabhava presented the award to Khun Eugene Cody Toll Thailand's General Manager.

**Photo 1**  
Left to right: Khun Sompornchai Sopatham – Transport Safety Manager, Shell; Khun Sittichai Supaamornkul – Distribution Manager, Shell; Khun Anan Supo – Transport Manager, Shell;

Khun Jumlong Kaewjjaranai – Toll Shell Fleet Manager; and Khun Eugene Cody – General Manager, Toll Transport.

**Photo 2**  
Accepting the award is Khun Eugene Cody – General Manager, Toll Thailand (left) from Khun Tiraphot Vajrabhaya – Chairman, Shell.

**Photo 3**  
From left to right: Khun Jumlong Kaewjjaranai – Toll Shell Fleet Manager; Khun Pimolthip Junsophon Sri Shell's Samutsongkram Terminal Manager; and Khun Eugene Cody – General Manager, Toll Thailand.

## Leading the Industry in Thailand

Toll Thailand is the first company to introduce '40 KL tri-axle road tankers' to the oil transport industry. These fleets, serving Shell Thailand, first hit the road in September 2003. The tankers built by HEIL Thailand are equipped with state-of-the-art technologies, such as Civacon sealed parcel system, GPS, EBS, Hendrickson Airbag suspension and the latest disc brake assemblies. This will further enhance our Health, Safety and Environmental policies that we rigorously pursue for all road users of Thailand.

In 1999, Toll Thailand also made a debut with our '37 KL tri-axle road tankers'.



## Driver of the Year Award

Khun Apidej Boua-roey won Conoco's Driver of the Year Award for 2003. The Conoco Awards were presented by Conoco's Deputy Managing Director, Mr Kong Rungsawang.

Khun Apidej Boua-roey was selected to be Conoco's Driver of the Year as he had passed all the tests demanded by the committee, such as Safety Performance, Service Minded Skills, and Competency Test. Apidej was extremely proud to win the award and had this to say, "I realise that safety is a priority in my job, therefore focussing on safety every day ensures no harm onto others."

Left to right: Khun Manote Plalapleewan – Contract Manager, Toll; Khun Maitree Sangsoi – Fleet Manager, Toll; Khun Pradit Kulakijhumjonkul – Distribution Manager, Conoco; Khun Kong Rungsawang – Deputy Managing Director, Conoco; Khun Apidej Boua-roey – Toll Driver; Khun Eugene Cody – General Manager – Toll Thailand; Khun Nuttapon Boonsaweang – Safety Manager, Toll; and Khun Sorawarn Worathammanon – Fleet Operation Manager, Conoco.





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## Fisher & Paykel Awards 3 + 2 Year Agreement to Toll SPD

Fisher & Paykel, New Zealand's major manufacturer of white goods, recently awarded Toll SPD Queensland a three-year agreement, with a further two-year option, for the interstate transport of goods from its Cleveland, Brisbane manufacturing facility. This comprises approximately 2500 container movements per annum.

Fisher & Paykel is renowned for the development of innovative products such as the DishDrawer® concept for dishwashers, SmartDrive® washing machines, ActiveSmart™ refrigerators, Titan AeroTech ovens and SmartLoad™ clothes dryers.

Since Fisher & Paykel set up manufacturing operations in Cleveland in 1989, FCL Transport provided all of the required interstate transport services.

Fisher & Paykel issued a tender document to the market in October 2003, through T&DC Consultants in Sydney, and Toll SPD was invited to respond. Understanding the business and its requirements was a key factor in determining Toll's response to the tender as was the ability to offer an innovative solution, enabling us to compete on a solution rather than on a price basis. Fisher & Paykel's manufacturing centre comprises two separate operations on the one site, one for refrigeration and the other for laundry, which manufactures products for the Australian and overseas markets.

At each operation, Fisher & Paykel has utilised almost all of the available space for production, which is increasing at a rate in excess of 10% pa, so when the product comes off the production line, it is immediately loaded into a container, there are no staging areas. A key requirement outlined in the tender document was the requirement to always have empty containers at the docks for loading and with stoppage costs running at \$300 per minute, it was easy to understand the importance of keeping the line moving.

Our solution included positioning a purpose-built, rubber tyred gantry on site to position containers on and off the loading docks. This, coupled with on-site

personnel, will ensure the line stays moving.

Toll was awarded the contract on 20th January and a start date of 1st May was agreed to, to allow enough time for the specialised equipment to be built. However, due to unforeseen circumstances, Toll was required to commence on 1 February, only 10 days' notice!

Following assurances from Lee Metselaar, State Manager Qld, that Toll would be able to start on 2 February, some three months earlier than anticipated, Fisher & Paykel advised FCL that it would move to Toll on that date, and some serious implementation meetings took place between Fisher & Paykel and Toll SPD.

To be ready for the start up, Toll had to hire 16 trailers, 4 vans and 3 prime movers at very short notice.

As part of the deal, Toll was able to employ an FCL driver who had been working at Fisher & Paykel for the last three years and who was highly respected by the Fisher & Paykel personnel. We welcome back into the family Eddie Thomson, who previously worked for Brambles.

Toll SPD would like to thank the various Tranz Rail personnel who provided valuable insights, support and assistance throughout the tender process.

In closing, we must acknowledge the efforts of all of the Fisher & Paykel personnel, including but not limited to Nick Capener, National Logistics Manager, Geoff Butler, Production Scheduler, John Brodrick, Inventory Manager and Mike Church, General Manager, Marketing and Sales. Without the absolute integrity and positive attitudes of all of the Fisher & Paykel personnel throughout the whole tender process and right through to start up, we wouldn't be where we are today. Fisher & Paykel and Toll are looking forward to developing a long-term relationship based on excellent service, the right total package and some fun thrown in for good measure.

**Thank you.**

*Photo 1  
Positioning containers on the dock at Fisher & Paykel's Cleveland manufacturing facility in readiness for the 2 February start.*

*Photo 2  
Fisher & Paykel Showroom in Murarrie, Brisbane, Queensland.*

*Photo 3  
Product stored in Fisher & Paykel's warehouse for Queensland distribution.*

*Photo 4  
Dean Thomson (right) – Warehouse Manager, Murarrie, Fisher & Paykel; and Dennis Kumsing – Road Operations Manager, Toll SPD after the announcement.*

# Toll Express – Running the Tanami

(Courtesy of the Mining Chronicle)

In September 2002, Toll Express was successful in gaining the contract with Newmont Mining Corporation to service the remote mine sites and offices throughout Western Australia, South Australia, Northern Territory and Queensland.

Newmont recognises the provision of these services as a critical business input, along with securing a reliable cost effective quality service that is an essential requirement for the Newmont sites. The sheer isolation of these sites offers a challenge to the Toll Express team – not only in operations, but in the daunting task to drive to these mine sites on a road that shows equal disdain for men and machinery.

In particular the Tanami road or track, as some more rightly call it, which cuts through a giant kingdom of spinifex desert, a blood red slash of track through green, stretching from Alice Springs to the Kimberley.

Every Tuesday and Friday afternoon Toll Express rolls out of Alice Springs with two Kenworths hooked to triples loaded to the hilt with Newmont and Contractors freight supplies and perishable goods for the gold mines out in the Tanami Desert, along with vital supplies for Rabbit Flat Roadhouse, Tanami Downs and Supple Jack Stations.

Following the acquisition of Carter & Wyatt who were the pioneers to the Tanami some twelve (12) years ago, Toll Express has introduced as part of the service, full refrigerated road units to ensure all perishable and frozen goods reach the remote sites in line with the Cold Chain requirements, which is essential, and now also provides all subcontractors and suppliers a genuine Australia wide service direct to sites.

The trucks pull out, rolling heavily, the low grunt specifications heaving the hundred tonne plus loads through the back streets of industrial Alice Springs and out through the hills.

Just North of the hills, shafts of gold spear the grey landscape as the trucks spring Westward, headlights seeking the Tanami under heavy clouds. The first 160 kilometres is a thin strip of bitumen, punctuated by slightly broadened 'passing opportunities'. Then like a

scalped cut, the bitumen ends.

The road trains then hit the corrugations, shuddering, trailers swinging as the drivers try to dodge the clunking drop off at the end of bitumen. Soon the trucks roll to a stop and the drivers, Kevin and Graham reduce all the tyre pressures on the triple combination down to 50 psi. Tyre pressures are critical in ensuring damage to equipment and freight is kept to a minimum.

Into the night you pass Yuendumu heading out to the Tanami where the 550 km of road is patched together, turning the red soil into a scarlet dust, which sits on top of the heavily corrugated road.

After twelve long hours you reach the Tanami with the necessities for Newmont and all the contractors.

Toll Express can now offer all the contractors on the Tanami Desert mine sites a complete Australia-wide freight service from all their suppliers.

All freight and supplies can be picked up in all capital cities and sent direct to Alice Springs for consolidation onto the twice-weekly Tanami services, delivering anything from newspapers to a large piece of machinery, which is now unique to Toll Express.

## Michael Baks' Exceptionally 'High Standards' do not go Unnoticed

In recognising and promoting outstanding support given to Johnson & Johnson's (J&J) Customer Service Department by their internal departments and/or individuals, J&J on a quarterly basis, present a 'Customer Service Appreciation Award'.

For the first time in history, this was attributed to an outsider for providing exceptional customer service. The award was presented to Toll Priority's NSW Call Centre Team Leader, Michael Baks.

The J&J Customer Service team nominates and votes a winner at the end of each quarter. One of the J&J team members requested they nominate outside of their Company as they felt Michael's efforts were far too great to go unrecognised. In the spirit of promoting and encouraging collaboration, J&J fully supported the initiative.

All Customer Service staff, including Fiona Asimakopoulos – Customer Service Manager, attended a special morning tea where Loris Webster, Customer Service Team Leader and Lyn Slade (CSR) who nominated Michael, presented the award. Other department heads present were BK Singh – Warehouse & Distribution Manager and Daryl Harkness – Sales & Marketing Director.

Ross Ahrens, Toll Priority's Business Development

Manager told Michael Baks that he was taking him to J&J to help sort out some customer service issues. Michael was really nervous. First visit to a customer. How would he be received? He wanted to look his best!

Needless to say, he was flabbergasted. He received a wonderful reception. He acknowledged many words of praise. Furthermore, the esteem that the Customer Service crew at Erskineville had attained in their communications with J&J, has assured a lasting and committed partnership. Other members of Toll Priority team were also mentioned. Specific reference was made to Maureen Brown, Maxine Prince and Gavin Prendergast, all Customer Service Team Leaders.

**Congratulations team.**

Left to right: Top row: Ross Ahrens – Toll Priority; Omar Ramos, Michael Baks, Christina Kotowski and Stuart Nugent. Bottom row: Lyn Slade, Loris Webster and Fiona Asimakopoulos.



# 'Class of 2003'



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Photo 1  
Front Row: Brian Pikus;

Pene Ae; Karen Woodward; Noel Andrews; Aaron Smith; Dale Liddell; Ron Manthey; Sherry Holmes; Sandra Butler; Trevor Brooker; Gerry Baier; Joeanne McLennan; Lyn Forshaw; and Deanna Rankin.

Back Row: Deane Gibbons; Bob Smith; Warwick Clare; Jim Quick; Dennis Kumsing; Noel McKay; Rob Sperling; Kerry Quirk; Graham Lowe; Paul McClintock; Gerry Seiders; and Shawn Craven.

Photo 2  
Stacey and Brendan Borg.

Photo 3  
Paul Ebsworth, Lee Metselaar and Kerry Quirk.

Photo 4  
Noel McKay, Lee Metselaar and Deb McKay.

Photo 5  
Dianne Nicholls, Jodie Golebiowski, Brian Pikus and Jim Quick.

Photo 6  
Dancing the night away.

Photo 7  
Joeanne McLennan and Brian Pikus.

Photo 8  
Dennis Kumsing.

Photo 9  
Noel Andrews, Bob Smith and Dale Liddell.



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On Saturday 20 December 2003, Toll SPD Brisbane celebrated the end of another successful year at the annual Staff Christmas Party. This event was held at the Gabba, 'home of the Brisbane Lions', in the Legends Function room, which overlooks the well-known grounds.

All enjoyed the evening, which included a stand up comedian, great food, and a selection of prizes were given out throughout the night, which were generously donated to the company.

The highlight of the night was the graduation ceremony for all staff that successfully completed Certificate III in Transport & Distribution, Road Transport. This certificate is a nationally recognised qualification, which covered, just to name a few of the following modules:

- Follow Occupational Health & Safety Procedures
  - Work Effectively with Others
- Computer Skills    ■ Mass Management
- Lead A Work Team    ■ Fatigue Management
- Bulk Dangerous Goods Handling
- Fire Safety Training

Modules making up Certificate III were specifically chosen and adjusted to reflect each persons' position and duties to suit different areas within the business, ie administration, operations and drivers.

Congratulations to the Class of 2003 for all their effort & dedication over the past two years to achieve this qualification. A special thanks also goes to the General Manager, Paul Ebsworth and his wife Chris who took the time to fly up from Melbourne for the night to attend this special function.

## Employee Induction Training Video

Toll SPD Brisbane recently completed the production of an employee induction training video. The main purpose of the video is to provide an effective visual training tool for the induction of new employees, as well as being used as a safety awareness refresher for current staff.

While the video will be used in conjunction with other induction material for permanent and long term personnel, as it runs for 12 minutes, it will be particularly useful for the induction of short term temporary personnel.

The intent of key Toll policies are covered in the video as well as safety information relating to:

- Emergency Evacuation Procedure
- Housekeeping standards    ■ Office Safety
- Major Hazards & Risks    ■ Working from Heights
- Dangerous Goods

Although this video was produced in Brisbane, it has been made specifically for national application and

will be rolled-out at all sites in the near future. We wish to thank all staff that participated in the development and filming of this training video, your efforts and dedication are appreciated.

Toll SPD is committed to continually improving safety standards in the workplace, recognising that safety training is an important factor in keeping everyone's eye focussed on safety.



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Photo 1  
Example of Safety frame being used for washing and maintaining the tops of bulk containers.

Photo 2  
Example of how equipment is tagged, when out of use.



Above  
Bob Braunberger

Above right:  
Rebecca McGrath – General Manager Marketing, BP Australia;  
Peter Sweatman – Managing Director, Roaduser Systems;  
Lance Fisher (Award Winner) – Workshop Manager, John L. Pierce;  
Andre Arm – Senior Technician, Scania; Craig Day – Workshop Manager, Days Transport Service;  
Bob Braunberger – Equipment Manager, Toll North, Townsville;  
Bob Angus – General Manager, Boral Transport.



## Finalist Workshop Excellence

Bob Braunberger, Equipment Manager Toll North Equipment (TNE) Townsville, was one of three finalists in the recent Craig Roseneder 'Workshop Excellence Award' at the ATA (Australian Trucking Association) / ARTSA (Australian Road Transport Suppliers Association) Technical & Maintenance Conference in Melbourne. The prestigious award was presented by Rebecca McGrath, General Manager Marketing, BP Australia.

Bob provides service, maintenance and technical advisory support to Toll branches in North Queensland. In the quest to underpin Group equipment reliability

and to ensure compliance with the highest standards of Maintenance, Trucksafe and NHVAS accreditations TNE pursues a 'Zero' Accident and 'Zero' breakdown target (as a result of Maintenance Practice).

With a focus on Continuous Improvement and Service Excellence, Bob ensures Toll customers are 'delighted' with the level of service and overall value for money they receive when visiting his North Queensland service facilities.

**Congratulations Bob and thanks to the Townsville team for your continued support.**

The official party for the Tangiwai commemorative event, seated in front is Her Excellency, Dame Silvia Cartwright (left) and Prime Minister Helen Clark (right).

Left to right: Tranz Rail staff included in this picture are at the back wearing their stand out florescent colours are Locomotive Engineers: Wally Warbutton, Wayne Minehira, Ray Brown and Brian Roberts.

Seated to the immediate right rear of the Prime Minister is William Peet – Projects, Track Co.

## 50th Anniversary of Tangiwai Rail Disaster

Nature shared in the grief along with more than 1000 people, including a number of Tranz Rail staff who gathered just prior to Christmas to show their respects for the 151 people who died in New Zealand's worst rail disaster on Christmas Eve 1953 at Tangiwai in the Central North Island.

Train 626 travelling along the main trunk line plunged into a river after a lahar from Mt Ruapehu took out the bridge at Tangiwai. There were 285 people on board including a number of off duty rail staff. Both the driver and fireman of the steam engine lost their lives.

Mist and rain dominated the anniversary event as distinguished guests including Her Excellency Dame Silvia Cartwright and Prime Minister Helen Clark spoke of their memories of the disaster. Both also acknowledged those who had organised the event, which involved several Tranz Rail staff, especially

locomotive engineers Wally Warbutton and Trevor Bremner.

The ceremony began with a steam locomotive coming out of the mist and parking on the bridge, a wreath was then thrown into the river below, the train sounded its horn and this was followed by a moving Maori Powhiri by local iwi as they welcomed distinguished guests onto the site.

The key speakers paid tribute to the heroes of the day, including train guard William Inglis who climbed aboard a carriage teetering on the edge of the collapsed bridge, all but one of the occupants was brought to safety before the carriage plunged into the swollen river. Also acknowledged was the remarkable achievement of railway staff at the time. Within six days of the disaster they managed to build a temporary bridge and have traffic once again running along the main trunkline.



## New Containers Bringing Freight onto Rail

*GSM containers travelling alongside State Highway One in the Waikato region by the Waikato river.*

**T**ranz Rail's fleet of custom designed GSM containers built to maximise loading space and allow easy loading is bringing considerable business off road onto rail.

The 7.5m hi-cube containers were designed in-house by Tranz Rail staff as part of the ongoing drive to build a bigger share of the long haul domestic freight market. The last batch of the 200 containers ordered so far arrived in the country just before Christmas. Most are already in use on key routes around the country, most prominently between Auckland and Wellington, using the flagship sprint train services that deliver a consistently reliable overnight service.

The containers are part of Tranz Rail's emphasis on providing innovative inter-modal transport solutions. The container is a hi-cube unit with a 14-pallet footprint (a standard New Zealand pallet is 1m x 1.2m) and a side opening metal door. They allow for 30% more shipping space than a standard container. Furthermore, the side-opening design makes for fast and efficient loading, while giving the high level of security needed for the target freight forwarder market. When necessary the containers are easily transferred between road and rail.

The ease of loading, high capacity and heavier weight allowances permitted on rail make them a very attractive option for customers.

General Manager Domestic Sales, Aaron Temperton says the containers were developed specifically to suit the domestic freight forwarder market following careful research.

"The first version of these containers was developed for the dairy industry, and quickly proved very successful at bringing export product off road onto rail.

"Following that success we took a close look to see how they might work in the domestic market, particularly on the key Auckland to Wellington corridor where we wanted to grow our share of the market.

"This is a key freight route in New Zealand, but an area we have not a big presence in to date.

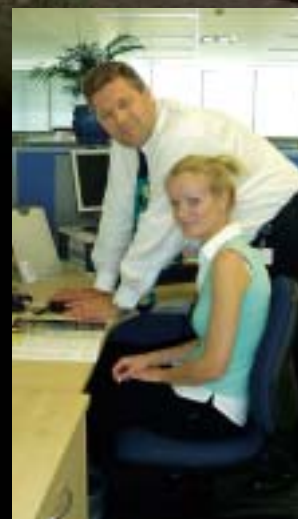
"Last year we introduced over night sprint trains between Auckland, Palmerston North and Wellington giving us the faster service our customers wanted. And the new GSM containers were developed as the equipment needed to service the freight forwarder market.

The development of the GSM container follows on the success of an earlier version designed specifically for the dairy industry primarily for transporting export milk powder. The TSM container had the same dimensions, but with curtain sides that suited that particular market.

However, steel doors were designed for the GSM to provide the high level of security needed for domestic freight, particularly with much of the product going direct to the retail sector.

GSM containers are now in regular use on the Auckland – Wellington corridor, and also on other intra-island routes in both the North and South Islands.

With plans for further sprint services in New Zealand already well underway, Aaron is confident demand will see more of these containers built.



*Aaron Temperton – General Manager Domestic Sales, Tranz Rail pictured with Julia Muir – Office Assistant, Tranz Rail.*

## Lord of the Rings Fever Hits Passenger Rail

**W**hen Lord of the Rings fever hit New Zealand's capital city Wellington in early December with the world premiere of the third film in the much acclaimed movie trilogy, Tranz Rail's Wellington commuter rail service entered into the spirit of things.

The world premier was of 'The Return of the King' held on 1 December, with a day of festivities and an exciting parade through the centre of the city. Hundreds of thousands of fans lined the streets to see their favourite stars from the movie and director Peter Jackson, parade from Parliament buildings to the Embassy theatre, where the premiere was screened.

Altogether Tranz Metro carried 59,000 passengers on the day of the premier, 20,000 more than usual.

In preparation for the big day one of Tranz Metro's passenger cars was given a facelift with new livery featuring scenes from the movie and issued a special one-day discounted souvenir ticket featuring characters from the movie for fans wishing to head into town for the festivities.

Tranz Metro also issued a special souvenir day ticket also featuring characters from the movie available for several weeks from when the movie began public screening just before Christmas.





*Back row left to right: Eric Chang, Michael Thrush, Brian Chandler, Paul Mac Dowall, Jose Pagola (Itasa last year's winner), Colin Gallagher – MD Tasman Industries, Gordon McMahon – GM Tasman Industries, Melissa Morris and David Andersen. Front row left to right: Jenny Lu, Vicki Evans, Troy Chandler, Karen Bayley and Nicole Leach.*

## Award Won by Tranz Link International

It is 1.00 am on a Friday morning, and Brian Chandler who heads Tranz Link International is on the phone trying to resolve a freight problem for a client. With dedication to clients like this, it is not hard to see why Tasman Industries in New Zealand selected Brian and his team for their Supplier of the Year Award 2003.

Tranz Link International provides the transport logistics for the inbound raw products for Tasman and then also exports their products to 36 countries. These products include a newly developed biodegradable book covering NatureCover made from corn starch, which is aimed at the worldwide children's book cover and library markets. The product is a world first.

Tasman Managing Director Colin Gallagher had nothing but praise for the way Tranz Link International handled the work they do for Tasman. "It is a critical part of the business, there are high expectations for service, 82% of our business is export dominated and it is critical that we deliver on time to our own customers."

Brian for his part says the reason for the success and continual growth of Tranz Link International lies with the team he has built up around him. My team is hand picked and one key attribute they must possess is the willingness

to go the extra mile for customers.

"Four and half years ago when I started this side of the business of Tranz Link there were just two of us, now there is a staff of 19 that covers 7 nationalities and 9 different languages. We are truly international in every sense of the word and I have ensured that each new staff member as they come on board, has an additional skill to offer.

If one of our customers has a problem, it does not matter what the time of day it occurs, we will get it sorted and since we deal with international freight across all time zones that often means some very early morning calls. Brian said he was delighted to receive the Supplier of the Year Award out of all of Tasman's suppliers, but it was not about any one individual effort, but the work put in by his entire team.

Large International companies have previously won this Award, last year's winner being Itasa of Spain.



*Back Row – left to right: Lyn Harris – Refurbishment Business Unit Manager, Shelley Reynolds – Business Systems Planner, Romek Lemow – Casting Business Unit Manager and Colin Stevens – Fabrication Business Unit Manager.*

*Front Row – left to right: Kevin Kearney – Business Manager and Chris Patchett – Risk Planner.*

## Hillside Successfully Widening Business Base

Tranz Rail's Dunedin Hillside Engineering Group in the South Island, is winning new business and industry accolades for its work, following a successful drive to broaden its customer-base.

After more than 125 years specialising in rail rolling stock, the workshops now carry out work for non-rail customers across a wide range of industries including road transport, marine, mining, smelting, forestry and irrigation.

Hillside Group Business Manager Kevin Kearney says while maintaining its rail work, the workshop's external non-rail business has grown by 50% per annum in the past two years.

Major projects currently being undertaken at Hillside include an urgent \$13 million contract to rebuild 15 ex British Rail carriages for commuter traffic on behalf of the Auckland Regional Council and a multi-million dollar contract to develop 33 new coal hopper wagons on behalf of electricity generator Genesis Energy.

In 2002 the Group won the New Zealand Casting of the Year Award 2002.

Other highlights for the Group have included providing turbine casings for the Electricity Corporation of New Zealand's hydro dams, and conducting research and development of high-temperature materials.

Established in 1875, Hillside is one of Dunedin's best-known landmarks and includes eight hectares of yard

space and nearly three hectares of covered floor space.

Mr Kearney says Hillside has a 'strong apprenticeship model', with 12 apprentices currently being employed across the site and this is expected to grow to 15 within the next three months.

Hillside's casting unit, a Lloyds-accredited foundry, boasts a five-tonne arc furnace, a two-tonne hot heel induction furnace and a 500kg high-frequency induction furnace. It also has heat treatment and spectrometer capability.

Alongside its ongoing rail workload the casting unit is now developing street ware furniture, smelter industry components, mining industry components, stainless steel valve bodies and heat-resistant castings, he says.

Hillside's fabrication unit manufactures new rail assets such as hopper and flat-deck wagons, and industrial components in steel, stainless steel, aluminium and composites.

Kevin says the unit recently won a big internationally contested contract to manufacture flat-deck wagons. Other recent projects have included the manufacture of Designline electric bus chassis and chassis components. Hillside's refurbishment unit remains largely focused on rail work, with its services including refurbishment and repair of rail wagons, rebuilding bogie and wheel sets, refurbishment and upgrade programs for locomotives and rail passenger cars, and the manufacture of inventory.

# If It's Urgent... Christian Jones Dominates in the Philippines 30 November 2003

Australian Formula 3 driver, Christian Jones, has dominated the final round of the Asian Formula 3 Championship at the Batangas Racing Circuit in the Philippines. Jones, in his Toll IPEC Dallara F301 was quick from the outset, qualifying on pole position by two tenths of a second and then going on to win both races.

Christian's appearance in the final round was sponsored by Mark Goddard who competes in the Asian F3 series with his own team, Team Goddard.

From the outset, Christian Jones Motorsport's first foray into international racing was destined to end in success.

"The trip started out great. As luck would have it, my mechanic, Joshua Evans, and I were upgraded to Business Class so we were well rested upon our arrival."

Despite arriving into the Philippines at the unwelcoming hour of 2:20am, the team was met at the airport by the race organisers who transported the team to their hotel.

"After a short sleep we got up, had breakfast and had photos with the organisers of the event for the papers. After the photo shoot Jeff, Joshua, Stephane and I were taken around town by a friend of mine, Jem Jacinto. After a little shopping we all headed back to the hotel and then headed out to the track."

Wednesday morning the team got down to the business of racing, with Christian and the team going to the track and familiarising themselves with the Batangas Circuit and doing some preparations on Christian's Toll IPEC Dallara F301.

Practice started on Thursday, Christian completed two short sessions to dial-in gear ratios and familiarise himself with the layout.

"Again we practiced on Friday but because the track was

dirty from overnight rain we chose to sit out the first of the three half-hour practice sessions so we could spend time setting the car up on the new set-up patch available to us. We ended the day 2nd fastest in both sessions to incumbent 2003 Asian F3 champion, Pepon Marave and his TOM's Dallara F301."

"On Saturday we qualified on Pole after a tough battle with Pepon who ended up off the track. I came in and headed up to the media room for a press conference."

"Sunday was race day and I knew that it would be a tough race against the local drivers, and it was damn hot as it had been since we had arrived in the Philippines. The conditions were easily the hottest that I had ever driven in. Fortunately, I have stepped up my training and the heat did not bother me."

"I got a great start in Race 1 and led the race away and only had to take a defensive line for the first couple of corners before I pulled away to win the race easily. Once I had finished on the podium I headed up to the media room for a press conference."

"Race 2 again started on time as the races are shown on live TV here. This time I had to work a lot harder as Mark Goddard got the jump on me at the start and held me up for a few laps. Trailing Mark for several laps, I waited patiently to make my move when going in to Turn 1 he out-braked himself and I passed him and pulled away for another easy win."

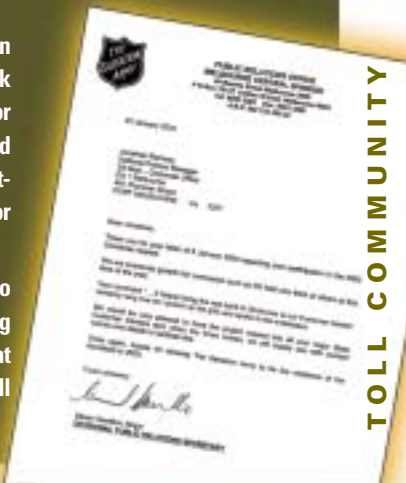
A rejuvenated Christian Jones is now looking forward to 2004, where he hopes his late-season form, having finished 2nd in the final round of Australian F3 at Wakefield Park and now his win in the Philippines, will continue.



Above left: The Christian Jones Motorsport team after claiming pole position.

Above right: Christian on the top step of the podium in the Philippines. Well done Christian!

(Courtesy: [www.formula3.com.au](http://www.formula3.com.au))



# DX Mail Bringing joy to many at Christmas

DX Mail co-ordinated a Christmas Tree appeal in association with the Salvation Army, which resulted in thousands of items being collected for families this Christmas. The appeal was covered on Melbourne radio, and by e-mail broadcast to the customer base across Victoria. DX Mail is a business unit of Toll Priority, which provides a national document exchange service to the legal, financial, and professional industries.

Geoff Sutton, Exchange Manager, looks after the main Victorian customer centre at Queen Street in Melbourne.

Early in December Geoff decorated a Christmas tree in the exchange and encouraged members and staff to contribute to the appeal by donating gifts and food items. Toll Priority staff, and DX Mail members, donated gifts that began to sprawl across the floor of the exchange!

When Major Stuart Hamilton from the Salvation Army came to collect the gifts he said it was fantastic to receive gifts appropriate for all family members – including the parents. In 2004, DX Mail intends to extend the appeal to all of the main exchanges across Australia.



Above left: Gifts overflowing from under the Christmas Tree.

Above: Geoff Sutton – DX Mail Exchange Manager, Victorian Customer Centre (left) greets a surprised Major Stuart Hamilton from the Salvation Army.

## Oxfam Trailwalker 26 – 28 March 2004

**Y**es it's on again! Billed as one of the toughest team challenges in the world, Oxfam Trailwalker is an endurance event in which teams of four 'attempt' to complete a 100 km trail within 48 hours. In addition, the team must also raise at least \$1,000 to support Oxfam's Community Aid Abroad program.

This year Toll has two teams entered into the event:

Left to right:

Simon Fletcher, Esmé Young,  
Helena Polas and Paul Beretta.

### The Toll Trekkers Team members:

Simon Fletcher – IT Support, Toll Parceline; Paul Beretta, WA State Accountant – Toll Priority; Esmé Young – Assistant Accountant, Toll Priority; and Helena Polas – National Office Accountant – SA & NT, Toll Priority.

First timers at such an event, the Toll Trekkers are pictured above looking extremely fresh, healthy and enthusiastic. Quite the understated team, they claim to have average fitness levels and clearly well below average sanity! However, they are fully committed to completing the course and can truly appreciate the training and logistical effort required to finish. This finish sits atop of 'Mt Donna Buang', in Victoria's Yarra Valley, and requires a 4+km long, 1km ascent (a gradient of 1-in-4 or 25%) after over 90kms of non-stop hiking day AND night to get there!

### The Toll Trailers Team members:

Marcella Lim – Assistant Accountant, Toll Priority; Lisa Karleusa – National Finance Manager, Toll Priority; Mark

Weller – Group Financial Accountant, Toll Corporate; and Shaun Mooney – National Financial Controller, Toll Express (new member replacing Ross McKean).

The Toll Trailers completed their first Trailwalker last year. We reported on this team's experience in the 2003 winter edition of Toll Today.

Last year's event was won by the "Queen's Gurkha Signals Regiment" who finished in a mind-boggling 11 hours and 27 minutes! Simon Fletcher, team member and spokesperson for the Toll Trekkers said, "Whilst we are aiming to finish somewhere between 30 and 35 hours, we'll be overjoyed to finish, knowing that many teams didn't last year."

"Each of us has committed a considerable amount of preparation time leading up to the event to get us to the finish together and in one piece."

**Wow, you really have to hand it to the courageous teams. Good luck guys and gals.**

**If you would like to contribute to a much-needed cause, Oxfam has provided a secure web page where you can make a donation online.**

**All donations over \$2 are tax-deductible and an official receipt / tax-receipt will be e-mailed in return.**

**Toll Trekkers:** <http://www.caa.org.au/trailwalker/registration/donatenow.php3?WebID=224&EventState=VIC>

**Toll Trailers:** <http://www.caa.org.au/trailwalker/registration/donatenow.php3?WebID=133&EventState=VIC>

## Toll Helps the Kids of Canberra get into the Christmas Spirit

Toll Specialised Logistics has been a major sponsor of the 10 Capital Special Children's Christmas Party in Canberra for the past six years, with Toll divisions in Queensland, New South Wales and Victoria also offering increasing support to this very worthwhile cause.

This year, it was truly a Group effort, starting with Toll International arranging the collection of containers of toys from the Sydney wharf and transporting them down to Canberra. Toll Regional and CJ Deans provided transport services to and from Canberra to carry donated chairs and screens for the function, with Toll IPEC and Toll Express supplying on site vehicles during the day for the children's entertainment, and also assisting with the after function clean-up.

Specialised Logistics co-ordinated the services and arranged storage of some 35 pallets of toys in the weeks leading up the big day. We also supplied manpower and equipment to help with the set-up, plus a courier van and driver to assist with all of the last minute collections of donated food and drink, and distribution of excess toys to local charities afterwards.

This annual event provides food, drink, presents from

Santa and endless entertainment for nearly 1500 children from the Canberra region who may otherwise not get to fully celebrate and enjoy Christmas. A large number of the children are affected by physical disability, with many others coming from disadvantaged backgrounds. The looks on the children's faces as they entered Santa's toy room to receive their presents made us realise how fortunate we were to have been able to assist.

The function convenor, Donna Bowen, expressed the gratitude of the organisers, the children and their families for the generous assistance of Toll. "A function of this size can only happen with the ongoing support of local business, and yet again, the efforts of Toll have simply been outstanding. Nothing has been too much trouble, and all of the people we have dealt with at Toll have been absolutely fantastic."

While business donations were down a little this year, understandably so following the huge business support given to the community in the aftermath of the January 2003 bushfires, Toll's willingness to increase support this year was invaluable in helping to make the event even bigger and better than in past years.



Top:  
Keith Baily – CJ Dean –  
Adelong, delivering chairs and  
screens to the function centre.

Above:  
Toll Regional transporting  
pallets from Logistics store  
to the function.

## CLUB 10

### TOLL CORPORATE – CLUB 10

Rod Walters, Human Resources, Melbourne, VIC.

### TOLL NETWORKS – CLUB 10

Andrew Davidson, Toll Fleet Management, Laverton North, VIC.

Arthur Georgopoulos, Toll IPEC, Moorebank, NSW.

Brian Duce, Toll Express, Richlands, QLD.

Cheryl Plowman, Toll IPEC, Moorebank, NSW.

Gayle Graham, Toll IPEC, Richlands, QLD.

Gregory Simpson, Toll IPEC, Moorebank, NSW.

James Twidale, Toll Fleet Management, Coopers Plains, QLD.

Jeffrey Hoggan, Toll IPEC, Townsville, QLD.

John Holloway, Toll SPD, Enfield, NSW.

Linda Mysliwy, Toll Express, Richlands, QLD.

Martin Haley, Toll SPD, Enfield, NSW.

Noel Powell, Toll IPEC, Townsville, QLD.

Paul Camilleri, Toll SPD, Enfield, NSW.

Richard Cringle, Toll IPEC, Fyshwick, ACT.

Ricky Ross, Toll IPEC, Townsville, QLD.

Ron Henderson, Toll SPD, Enfield, NSW.

Veronica Vassallo, Toll IPEC, Moorebank, NSW.

### TOLL LOGISTICS – CLUB 10

Alan Baker, Toll AutoLogistics – Vehicles, Wagga Wagga, NSW.

Alison Brain, Toll AutoLogistics, Laverton North, VIC.

Allan Porter, Toll Specialised Logistics, West Melbourne, VIC.

Andre Slade, Toll AutoLogistics, Kewdale, WA.

Clint Cridland, Toll AutoLogistics – Vehicles, Greenacre, NSW.

Don Telford, Toll Logistics Head Office, North Sydney, NSW.

Duncan McIntyre, Toll AutoLogistics, Laverton North, VIC.

Hayden Donoghue, Toll Food & Beverage, Greenacre, NSW.

Jason Poli, Toll AutoLogistics, Campbellfield, VIC.

John Egliens, Toll Food & Beverage, St Marys, NSW.

John Spiteri, Toll Food & Beverage, Knoxfield, VIC.

John Young, Toll Specialised Logistics, West Melbourne, VIC.

Kerry Philips, Toll Liquid Distribution, Mascot, NSW.

Kevin Davis, Toll Liquid Distribution, Orange, NSW.

Kevin Rodda, Toll AutoLogistics, Laverton North, VIC.

Mark Chapman, Toll AutoLogistics – Vehicles, Laverton North, VIC.

Michael McCracken, Toll Industrial, South Kensington, VIC.

Michael Moran, Toll Industrial, Pilkington, NSW.

Peter Paton, Toll Liquid Distribution, Orange, NSW.

Robert Smith, Toll AutoLogistics – Vehicles, Wagga Wagga, NSW.

Ronald Piggott, Toll AutoLogistics – Vehicles, Hamilton, QLD.

Ross Summersell, Toll AutoLogistics – Vehicles, Hamilton, QLD.

Shaun Carr, Toll SPD, Kewdale, WA.

Steven Dean, Toll Food & Beverage, Booval, QLD.

### TOLL NORTH – CLUB 10

Andrew Francis, QRX, Tennyson, QLD.

Andrew Lyne, NQX, Archerfield, QLD.

Austen Driver, QRX, Tennyson, QLD.

Henry Drake, NQX, Eagle Farm, QLD.

Ian Lemon, QRX, Tennyson, QLD.

Julie Heydt, NQX, Eagle Farm, QLD.

Kevin Smith, QRX, Tennyson, QLD.

Lynette Boroughs, W&M Meat Transport, Tingalpa, QLD.

Michael Andrew, NQX, Newcastle, NSW.

Peter Bloomer, NQX, Eagle Farm, QLD.

Peter Parkes, NQX, Townsville, QLD.

Richard Page, W&M Meat Transport, Tingalpa, QLD.

Robert Guidotti, QRX, Tennyson, QLD.

Robert Lewin, NQX, Eagle Farm, QLD.

Selwyn Tambo, QRX, Tennyson, QLD.

Sonja Benkovic, NQX, Villawood, NSW.

Stephen Cochrane, W&M Meat, Tingalpa, QLD.

Wayne Burton, QRX, Tennyson, QLD.

Wayne Dux, Toll Specialised Distribution, Rocklea, QLD.

## CLUB 15

### TOLL NETWORKS – CLUB 15

Daniel Graham, Toll Express, Wollongong, NSW.

Dennis Hewitt, Toll IPEC, Dry Creek, SA.

Dominic Capretta, Toll SPD, Footscray, VIC.

Guy Priest, Toll SPD, Kewdale, WA.

John Rowe, Toll IPEC, Altona North, VIC.

Leon Rowan, Toll Industrial, South Kensington, VIC.

Michele McKenna, Toll SPD, Regency Park, SA.

Natalie Gafa, Toll IPEC, Gold Coast, QLD.

Penny Churchuis, Toll IPEC, Moorebank, NSW.

Peter Talevski, Toll Industrial, South Kensington, VIC.

Ray Barwick, Toll SPD, Kewdale, WA.

Samantha Turner, Toll IPEC, Gold Coast, QLD.

Shane Monaco, Toll IPEC, Altona North, VIC.

Tony Witschge, Toll IPEC, Forrestfield, WA.

Warrick Clare, Toll SPD, Acacia Ridge, QLD.

## CLUB 15 Continued

### TOLL LOGISTICS – CLUB 15

Austen Perrin, Tranz Rail, Auckland, NZ.

Bradley Jordan, Toll Food & Beverage, Knoxfield, VIC.

David Bowley, Toll Food & Beverage, Wingfield, SA.

Hamilton Robinson, Toll Food & Beverage, Arndell Park, NSW.

Hureye Engineer, Toll Specialised Logistics, West Melbourne, VIC.

James McKenzie, Toll AutoLogistics, Laverton North, VIC.

Peter Catton, Toll Food & Beverage, Arndell Park, NSW.

Robert Collins, Toll AutoLogistics, Wagga Wagga, NSW.

Warrick Oakley, Toll AutoLogistics, Laverton North, VIC.

### TOLL NORTH – CLUB 15

Barry Roberts, QRX, Tennyson, QLD.

Garry Offord, QRX, Tennyson, QLD.

Gary Hayes, NQX, Villawood, NSW.

Jim Burgess, QRX, Tennyson, QLD.

John Gadsdon, Toll North IT Dept, Archerfield, QLD.

John Jenkins, NQX, Toowoomba, QLD.

Kevin Lyons, NQX, Eagle Farm, QLD.

Leigh Reynolds, NQX, Eagle Farm, QLD.

Lynda Taylor, QRX Tennyson, QLD.

Michael McConnell, QRX, Tennyson, QLD.

Robert Gricks, NQX, Townsville, QLD.

Russell Baxter, Business Development, Archerfield, QLD.

Sam Weerasinghe, NQX, Eagle Farm, QLD.

Shane Ferguson, NQX, Eagle Farm, QLD.

Stephen Kenny, Toll North, Archerfield, QLD.

Steven White, QRX, Tennyson, QLD.

## CLUB 20

### TOLL CORPORATE – CLUB 20

Martin Dunne, Toll IT, Melbourne, VIC.

### TOLL NETWORKS – CLUB 20

Douglas Baker, Toll Fleet Management, Wagga Wagga, NSW.

Glenn Swift, Altona North, VIC.

Joseph Kosecki, Toll IPEC, Richlands, QLD.

Michael Hocking, Toll Fleet Management, Wagga Wagga, NSW.

Peter Scherf, Toll IPEC, Alton North, VIC.

Vernon Mogensen, Toll IPEC, Townsville, QLD.

### TOLL LOGISTICS – CLUB 20

Ian Robinson, Toll Food & Beverage, Newcastle, NSW.

Peter Duffin, Toll Ports, Geelong, VIC.

Ronald Cowhan, Toll AutoLogistics, Wagga Wagga, NSW.

Wayne Harmer, Toll AutoLogistics, Wagga Wagga, NSW.

### TOLL NORTH – CLUB 20

David Watson, QRX, Rockhampton, QLD.

Gary O'Mahoney, QRX, Tennyson, QLD.

Robert Cooney, QRX, Tennyson, QLD.

## CLUB 25

### TOLL NETWORKS – CLUB 25

Garry Stephens, Toll IPEC, Moorebank, NSW.

Rodney Johnston, Toll IPEC, Altona North, VIC.

### TOLL NORTH – CLUB 25

Edward Jacobson, NQX, Eagle Farm, QLD.

Gary Olsen, Toll North, Archerfield, QLD.

## CLUB 30

### TOLL NETWORKS – CLUB 30

Greg Café, Toll IPEC, Moorebank, NSW.

### TOLL NORTH – CLUB 30

Dennis Hargreaves, QRX, Rockhampton, QLD.

## CLUB 35

### TOLL NETWORKS – CLUB 35

Robert Smith, Toll SPD, Acacia Ridge, QLD.

### TOLL LOGISTICS – CLUB 35

Trevor Pengilly, Toll Ports, Whyalla, SA.

## CLUB 40

### TOLL NETWORKS – CLUB 40

Noel Andrews, Toll SPD, Acacia Ridge, QLD.



## our key market sectors

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

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

Service	Description	Business Unit	Telephone
<b>Group Solutions</b>	Group Business Development promotes Toll's broader operational capability and new supply chain technology capabilities through key areas such as Tender Response Management, Major Account Management, New Group Business Development and Toll Solutions (MTS).	Group Business Development Toll Solutions (MTS)	07 3275 0430 03 9697 2318
<b>Logistics – Warehouse and Distribution</b>	Lead Logistics Provider (LLP) services, warehousing, distribution and industry specific solutions for the Automotive, Beverages, Food & Retail, Industrial, Ports, Relocation, Resources sectors.	Toll Logistics	02 8923 2333
<b>Stevedoring</b>	Port Management / Bulk and Containerised Commodity, Wharf Related Services Albany, Melbourne, Newcastle, Port Kembla, Geelong, Hastings, Portland, WesternPort and Whyalla in Australia. Tauranga, Napier and Lyttelton in New Zealand.	Toll Ports (Australia and New Zealand)	02 4902 5303 03 9299 8467
<b>Air</b>	Interstate and Intrastate Door-to-Door Satchel and Parcel Services. International Freight Forwarding & Door-to-Door Import and Export Services.	Toll IPEC Toll Priority Carpentaria International (Projects) Toll International Toll Global Express	03 8368 1200 02 8337 4500 07 3257 1255 03 9687 2900 02 8337 4500
<b>Rail</b>	Rail Services and Intermodal services.	QRX Pacific National Toll SPD	07 3892 8130 02 9893 2500 03 9296 2500
<b>Road</b>	Bulk Handling Transport & Specialist Services to the Mining Industry throughout QLD and NSW and dangerous goods logistics.	Toll Resources NQX Freight System	07 3275 7147 07 3373 7671
	Container Services – Dry Reefer (FTL).	Toll Regional	02 6938 6938
	Courier Services – same day metropolitan.	Toll Fast	03 9676 1261
	Courier, Passport and Visa Advisory Services to the Travel Industry.	Toll Priority – Travcours	02 8337 4500
	Fashion Industry Services (hanging and cartonised freight).	Toll Specialised Logistics	03 8369 0414
	Full Truck Load (FTL) Services.	Toll Regional Toll Tasmania NQX Freight System	02 6938 6938 03 9644 5200 07 3373 7671
	Multimodal transportation of full container loads (FCL) between all capital cities and large regional locations.	Toll SPD	03 9296 2500
	Less than Truck Load (LTL) Economy and Express Services.	NQX Freight System (QLD) Toll Express Toll Linehaul Toll Regional (Regional NSW) Toll Resources Toll Tasmania Toll West (WA)	07 3373 7671 02 9773 1183 02 8787 2394 02 6938 6938 07 3275 7147 03 9644 5200 02 9773 1183
	Liquid Distribution.	Toll Liquid Distribution	03 9284 2701
	Mail Exchange and Mail Room Management Services.	Toll Priority – DX Mail	02 8337 4500
	Overnight Satchel Services.	Toll IPEC Toll Priority	03 8368 1200 02 8337 4500
	Parcel Express.	Toll IPEC	03 8368 1200
	Refrigerated Road Services.	Edwards Transport QRX Toll Refrigerated Toll Regional Toll Specialised Services	03 9644 5200 07 3892 8130 02 9773 1183 02 6938 6938 07 3275 7147
	Automotive Vehicle and Component Transport.	Toll AutoLogistics	03 9284 2770
<b>Sea</b>	Bass Strait / Cargo Shipping & Door-to-Door Import and Export Services.	Toll International Toll Shipping Toll Tasmania	03 9687 2900 03 9299 8400 03 9644 5200
<b>Project Management</b>	Project Management and Relocation of Employees, Home and Workplace.	Toll Transitions	02 6202 5560
<b>Fleet Management</b>	Fleet Maintenance Services.	Toll Fleet Management	02 6938 6952

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