

TOLL Today

TOLL HOLDINGS LIMITED

*Pictured from left to right:
Andy Williams and
Dale Munting representing
Toll IPEC, with Peter Toogood,
President of the Australasian
Golf Museum examining
some items from the
collection on its delivery.
(Photo courtesy of
the Mercury
in Tasmania).*

Winning the Longest Drive

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SPRING 1999



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Please Distribute to: _____ _____ _____

Geared for the New Millennium

I am extremely pleased to announce that Toll has achieved another record result during the 1999 financial year.

Since becoming a public company in 1993 our vision of providing our customers with the best possible levels of service, has seen our market share and financial performance achieve a sixth consecutive record result:

		UP	DOWN
Sales	\$ 1.3 Billion	52%	
Profit	\$ 30.1 Million	104%	
Earnings Per Share	51.41 cents	92%	
Ordinary Dividends Per Share	22 cents	57%	
Gearing			21.7%
Return on equity	23.9%		

In addition to these excellent financials, the Group also won new and or extended major contracts. Some of these include BHP, Coca-Cola Amatil, CUB, Lion Nathan, MIM and Woolworths. Our relationships with our customers have strengthened, reflecting the success of our long-term partnering philosophy.

Toll has maintained an inward focus during the year, intent on consolidating and capturing the benefits of our recent acquisitions while strategically positioning us for future growth.

The acquisition of IPEC presented a unique opportunity to further expand Toll's range of services. IPEC's results since October 1998 have more than justified the acquisition, with the business achieving a modest profit late in the financial year.

The outlook for IPEC is very promising, as this business extends its services to Toll's existing customers and moves into the overnight satchels market.

Economic conditions remained fairly stable throughout the year, with most

domestic growth coming from the retail and service sectors. The automotive sector was also solid, but resources remained depressed.

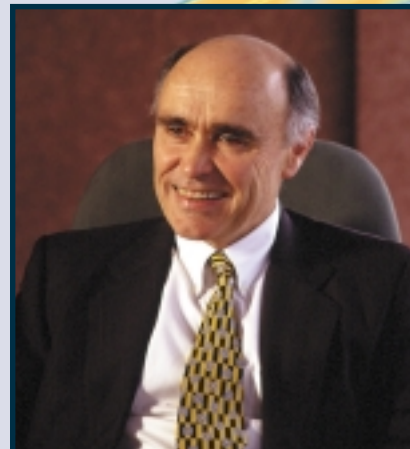
We expect this pattern to persist during the current financial year, with a continuation of a highly competitive environment. Economic growth is expected to remain at around current levels, although consumption spending may be affected by the introduction of the GST.

Indicative of the Group's selective investment program to support growth, is the development of strategically located new facilities at Smithfield and Villawood in Sydney, and Altona in Melbourne, all of which enhance our ability to provide fully integrated services for customers. We have also invested in new transport equipment with selective upgrading of our fleet and technology to support new contracts.

“ The Future will be one of opportunities.. ”

The future will be one of opportunities in every area of the business. The Group is pursuing strategic growth opportunities, especially those related to rail and port privatisation and purpose-built property projects.

Further opportunities exist to develop Toll's port operations in Geelong and Hastings as an alternative to the Port of Melbourne, and move ahead with our multi-million dollar facility at Eastern



Paul Little, Managing Director

Basin, following the settlement of satisfactory industrial arrangements during the year.

Technology is fundamental in positioning the Group in the future. Our commitment to technology will continue to enhance the quality and range of our services and see us make more use of the internet to provide business-to-business services and business-to-consumer services such as home delivery.

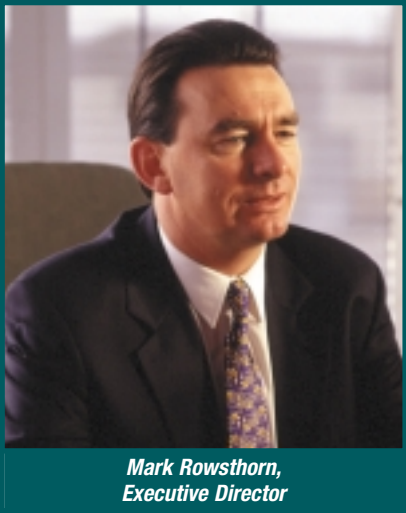
The Group's Y2K project remains on track, and we are working with our customers and suppliers in readiness for the year 2000.

We remain optimistic in terms of earnings and growth in returns, although at this stage we are cautious about the impact of the GST.

Our strategic direction and investment in technology development will support the next generation of seamless logistic solutions on offer to our customers and maintain the momentum of our business.

With our employees' efforts and dedication, and the support of our customers we will maintain the strategic direction that has led to such outstanding growth and results. Together we are geared for the New Millennium.

GST is Coming... Who's Prepared?



Mark Rowsthorn,
Executive Director

GST legislation received Royal Assent on 8 July 1999. This means that GST will apply to all goods and services supplied in Australia after 1 July 2000 and applies now to contracts that span that date.

The ramifications are enormous. The price of most goods currently sold is likely to change (some up, others down). This, in turn, affects consumer and business buying decisions. Your take home pay will increase. Exports are likely to become more attractive, a key

objective of the legislation. But services will be taxed, in most cases, for the first time.

Here's how it works. Firstly, any sales tax (and other indirect taxes affected) included in the price of an item is removed. Secondly, cost reductions for certain uses of diesel are calculated. Then, GST is added at a rate of 10%. As our customers pay the new price, we remit the GST element of the price to the Tax Office each month. For businesses, any GST paid on inputs (costs) can be claimed as a credit to offset the amounts remitted.

GST will change the cost of many, but not all, of our services to customers. What does this mean for Toll and what are we doing about it?

All Business Units throughout Toll are currently addressing these questions. A GST Steering Committee has been formed and consists of both financial and operational representatives from

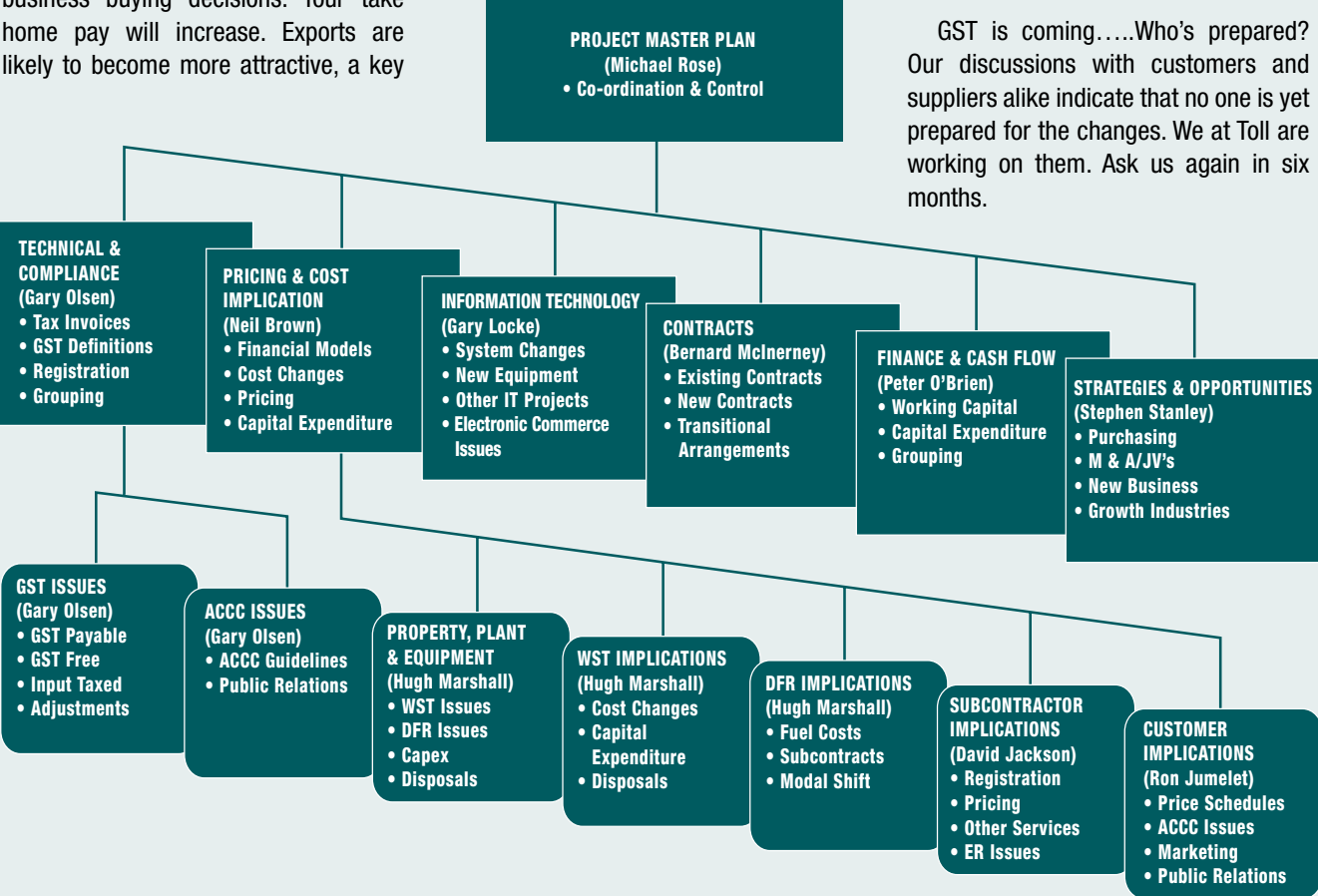
across the Group. Michael Rose, who joined Toll in June 1999, has been appointed as the GST Project Director.

In addition, five Divisional Coordinators have been appointed to manage the day-to-day issues in each Division. They are: Russell Harris (Long Distance); Jim Benstead (Toll North); Warren Anderson (Logistics); Janine Muir (Specialised) and Rebecca Leeson (Corporate).

At last count, we had identified by name more than 100 people across the Group who will be involved in this project. Given the massive size of the task at hand, a number of sub-projects have been developed. The sub-projects and their leaders are set out in the diagram below.

If you have any specific questions or would like to know how GST will affect a specific issue relevant to your business, please contact your Divisional Coordinator in the first instance.

GST is coming....Who's prepared? Our discussions with customers and suppliers alike indicate that no one is yet prepared for the changes. We at Toll are working on them. Ask us again in six months.



How You Can Have Your Say National Business All in One SuperYOUR POLICY COMMITTEE.....

As indicated in the Winter edition of Toll Today, we are increasing the number of Superannuation Policy Committee Members for National Business All in One Super.

What is a Policy Committee?

A Policy Committee is simply a committee, comprising equal numbers of member and employer representatives, that provides an avenue for communication between the Trustee of National Business All in One Super (the "Fund") and the members of the Toll Group Fund, within the Fund.



Why do we need a Policy Committee?

Because specific legislation requires the Trustee to take all reasonable steps to ensure that funds with more than 49 members have a Policy Committee.

What are the functions and duties of a Policy Committee?

The role of the Policy Committee is **advisory only**. The main functions of a Policy Committee are:

1. To enable members to make inquiries about the investment strategy and performance of the Fund and to communicate their opinions.
2. To enable members to make inquiries about the administration of the Fund and to communicate their views.
3. To communicate the needs of the members for information about the Fund.
4. To assist the Trustee, where appropriate, in dealing with complaints



Recent superannuation meeting discussing Investment Choices, from left to right Bernard McInerney, Company Secretary, Toll Corporate, Tricia Curry, Customer Relations Officer, National Financial Management, Cheryl Barbary, Superannuation Manager, Toll Corporate, Peter Venn, Superannuation Account Manager, National Financial Management.

and inquiries about the operation or management of the Fund.

5. To deal with any issues relating to the Fund that a member or employer has raised with the Policy Committee.

The Policy Committee can make **recommendations** to the Trustee. However, the ultimate responsibility of making decisions rests with the Trustee.

What are the liabilities and penalties that can be imposed on Policy Committee Members?

As stated before, the role of the Policy Committee is advisory only. A Policy Committee has no decision-making authority to change any conditions of the Fund. However, the Policy Committee can assist the Trustee in the decision-making process.

Accordingly, as the ultimate responsibility for making these decisions rests with the Trustee, no penalties or other liabilities apply to Policy Committee Members acting in good faith

in accordance with the terms of reference of the Policy Committee.

Members of Policy Committees should take care to ensure that information provided to the Trustee is accurate. Of course, Toll Corporate and National Australia Financial Management Limited ACN 000176116 (National Financial Management) staff are always willing to assist and support with any queries you may have about specific or general issues.

Where to from here...

Shortly, notices will be displayed on staff noticeboards calling for nominations for all four Member representative positions on your Policy Committee. Nomination and Declaration forms will then be provided to interested members upon request.

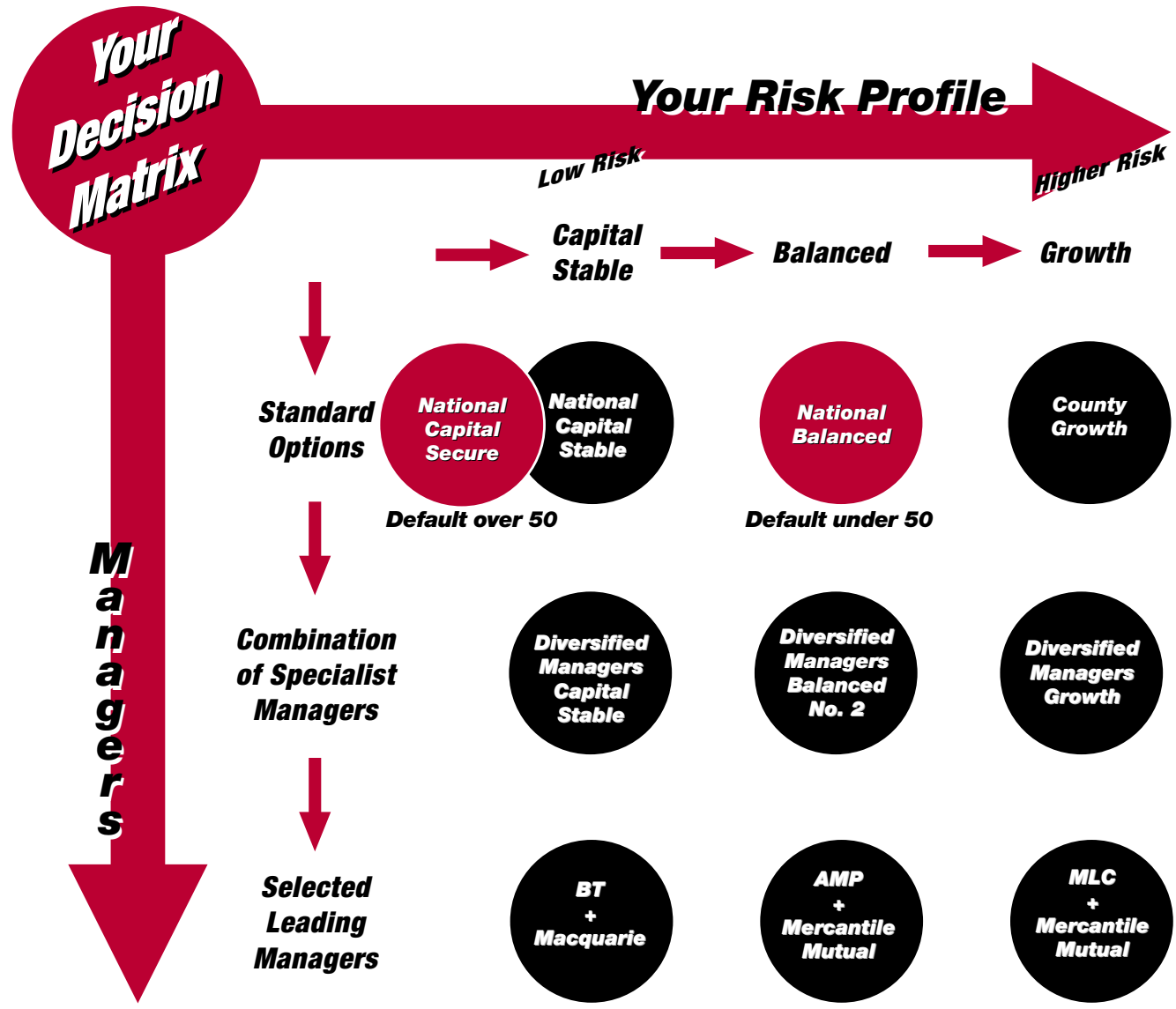
If you wish to register your interest immediately or would like any further information, please feel free to contact Cheryl Barbary or Tricia Curry, as detailed below.

If you would like any further inform

Cheryl Barbary at Toll Corporate on (03) 9694 2800 or e-mail cheryl_barbary@toll.com.au or Tricia Curry at Natio

Your Investment Choices

National Business All in One Super



In addition to the above choices, you can have even greater control over your own investments by setting the actual mix across the various financial market sectors, such as Australian and International Equities, Property and Fixed Interest. For further information on these choices and the relevant fees, please call either Cheryl Barbary or Tricia Curry.

Where you can find out how your choices are performing

Newspapers

- The Australian
- The Australian Financial Review (Weekend Edition)
- The Age
- The Sydney Morning Herald
- The Canberra Times
- The West Australian
- The Brisbane Courier-Mail

Telephone

Unit Price Enquiry Line: 13 22 48

Website

National Website at www.national.com.au/nfm

For more information on your Super, please contact: National Financial Management on (03) 9245 2385 or freecall 1800 035 526 or e-mail Tricia_Curry@nag.national.com.au

Cirque du Soleil Train (Circus of The Sun Train)

Toll Rail and Toll SPD jointly ran an additional rail service from Adelaide to Perth (6AP4) to transport the circus - Cirque du Soleil to perform its last show in Australia.

Cirque du Soleil had previously toured Canada before heading to Australia where it toured Sydney, Melbourne, Brisbane, Adelaide and of course its last leg being Perth.

The circus arrived in Adelaide from Brisbane for setting up on 13 July 1999 (thirty-three 40' rail containers, thirty-three 40' road loads, two B-Doubles and double and single road trains).

It takes a dedicated team of roadies eight to nine days to set up Cirque du Soleil, from flat parklands to a city of its own. They are a fully self-contained road show travelling the world.

They even have their own school building so the children of the people from Cirque du Soleil can travel with their parents and not miss out on their education. The big top tent offers total comfort with its air conditioning and heating systems.

The last show in Adelaide finished at 10.30 pm on Wednesday 25 August 1999. 'Tear-down' commenced as soon as the show finished. 'Tear-down' was to be completed by noon Saturday 28 August 1999. However, due to a hard working team of roadies and the Toll SPD and Rail crew, the Cirque was totally off site by 10.00 pm on Friday night 27 August 1999 - a total of 47.5 hours.

The 47.5 hours is the fastest time taken to date to pack up and leave the site. The people of Cirque du Soleil were extremely pleased, of course, as it gave them a three-day weekend.

Seventy-two containers were transported leaving Adelaide on Friday night, 27 August 1999 and arrived in Perth by 6 am on Monday 30 August 1999.

The containers were stored by Toll Rail at the Kewdale Rail Terminal and strategically delivered by Toll SPD.

These deliveries took place between Monday 30 August 1999 through until Saturday 4 September 1999.

This task is merely one example of Toll's modal flexibility and ability to develop integrated total logistics solutions.

A special thank you goes to: Jack Hylton Toll SPD Adelaide; Mark Watherston Toll SPD Adelaide; Bob Rayner Toll SPD Adelaide; Dave Elliot Toll SPD Adelaide; Peter Mackinnon Toll SPD Adelaide; Ken Brown Toll Rail Adelaide; Steve Rowlands Toll Rail Adelaide; Peter Palmer Toll Rail Adelaide; and all personnel who helped to bring this special event together.



Gilles Héту, Assistant Logistics Director, Gina Fong, Transportation Co-ordinator, Marc-Andre Leclerc, Logistics Director, Cirque du Soleil.

SNOWY EXPO

The Twelfth Annual Snowy Expo was held on 8 and 9 June 1999.

The Snowy Expo is an annual event held in Jindabyne at the beginning of each snow season.

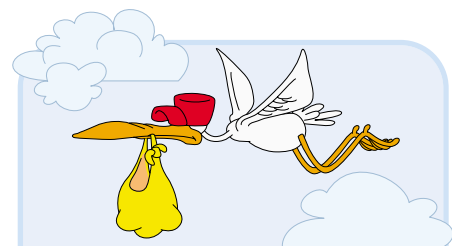
It is a networking opportunity for all businesses within the region. This year, Toll IPEC, Toll Express and Toll Logistics joined forces to operate a site at the Expo to increase the Toll Group profile in the Snowy Mountains region.

The Expo was a huge success with many contacts and potential new customers sourced.

A great time was had by all, despite below freezing temperatures.



Top row from left to right: James Hannaford, Toll Express, Ross Sanson, Toll Logistics, Pat Drage, Toll IPEC.
Bottom row from left to right: Amanda Haigh, Toll IPEC, Annette Jackson, Toll Logistics and Anne Holmberg, Toll IPEC.



TRIPLE TROUBLE at 9.00 am on the 9th of the 9th '99

Congratulations!

to Kole Stojcevski of Toll SPD, Enfield NSW and wife Jackie for the birth of their three baby BOYS Dylan, Jayden and Brendan. The triplets were born on 9/9/99 at 9 am, AMAZING! Weighing in at just a tiny 4 pounds each the boys are extremely healthy and are looking forward to bothering mum and dad for a long time to come.

Well done.

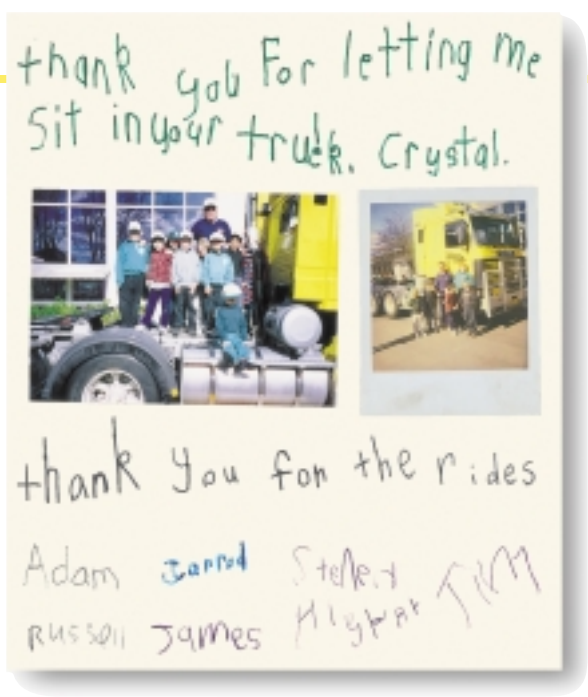
Turner Public School Canberra

On Tuesday 8 June 1999, the Turner Public School in Canberra approached Toll IPEC to display a truck for the "Special Needs" children at the school.

Steve McNally, two-way operator at Toll IPEC Canberra, drove the truck to the school and gave the children instructions on how the truck works, the mechanics of it and the type of work it performs. This was followed by a brief ride in the truck for the special children.

The day was a big hit with the kids who posted a 'thank you' card to our office (see right).

Larger photo on the card:
Steve McNally with some of the special children.



TOLL IPEC PRIORITY DELIVERS!

Staff from sales, operations, customer service and administration in each of the states, attended workshops to "get to know" the new service and ensure a smooth launch.

Operations personnel have been nominated to supervise the handling process at each depot. The PRIORITY linehaul network will be managed and developed by the newly appointed national operations and linehaul manager – Mr Emin Demir.

Our PRIORITY Operations in each state are managed by:

Oscar Pacheco	Queensland
Gary Greenland	New South Wales
James Ananias	Victoria
Bruno Morgante	South Australia
John Mudie	Western Australia
John Husband	Tasmania

Supporting our existing fleet, 27 dedicated "PRIORITY" vehicles are being utilised to provide the early morning delivery service. They have been decked out in TOLL IPEC colours and the new PRIORITY logo, ensuring customers have no doubt as to who is delivering their satchels.

Now,... if it's "REALLY" urgent, send it – Toll IPEC PRIORITY.

On Monday 2 August 1999, Toll IPEC introduced its new PRIORITY service to the Australian time critical transport market.

Toll's extensive national network aims to improve and expand the overall package offered through TOLL IPEC.

The time critical market, in which PRIORITY operates, exceeds \$1.3 billion. It is experiencing considerable change, providing a unique opportunity for Toll to offer customers a complete range of services.

The initial services include:

- a 3 kilo satchel
- a 3 kilo label
- a PRIORITY con note

all providing delivery for the majority of freight to capital cities and major regional centres by 10.00am the next business day.

New satchels and con notes were designed to differentiate from the existing road service paperwork with the satchel carrying IPEC's yellow and black livery.

The general manager of operations for Toll IPEC, Rob Sadler, John Collins, national country manager and Russell Burke, country services manager, have been the key drivers in launching the new service.

Rob commented: "This is an exciting time for not only Toll IPEC but also for the Group. Our first major customer is the



Carpentaria

INTERNATIONAL

Providing Support Through a Range

This small but specialised division of Toll North comprises an interesting group of people who are actively engaged in the project logistics for several resource companies within Australia and overseas. Every day is one of interest, challenges, frustrations, communications with overseas countries, and the movement of cargoes "door-to-door" on a world wide basis – all leading to a fair degree of satisfaction for the team and value adding to Toll's range of Services.

What in fact is Project Logistics?

For Carpentaria International it covers both the construction of the mines as well as its on-going operations with the day-to-day activities of the team covering:

- receiving client orders/details from overseas by email, fax or phone
- purchasing goods for mines in remote locations (our aim is to please and we have bought bread mixes and bread making machines for the wives living on site, education books, ice cream machines, fly-ash, pumps, motors and various equipment and components - even crane parts from Belgium)
- expediting of orders with suppliers and providing the overseas mines with expediting reports by email, as well as status reports on all outstanding orders
- collecting goods ex suppliers and transporting to the export depots
- completing export documentation and export entries through Customs
- shipping of the goods, by both air and sea (we have weekly despatches to Vietnam, Singapore, Indonesia, China, South America, Tanzania, PNG and the Solomon Islands while we also ship between various overseas countries as well as to most parts of the world)
- Customs clearance and delivery to customers.

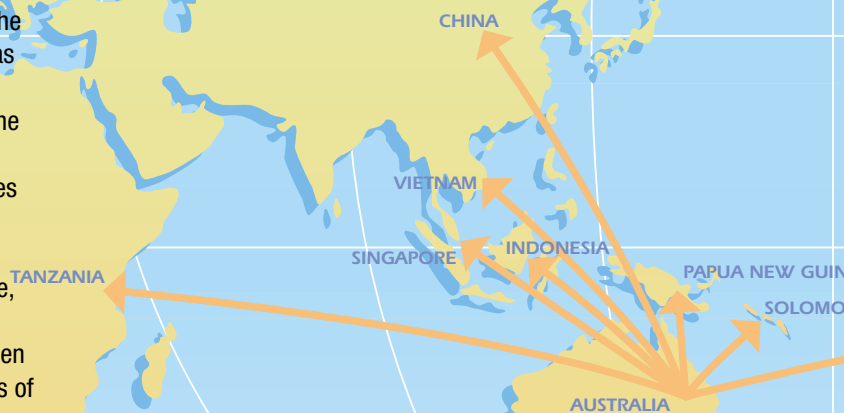
A Snapshot of Services and Some Memorable Moments

Project Airfreight

Carpentaria handle any size airfreight from a shoebox to a 747 charter. In construction and resource operations urgent goods are needed from time to time and thus airfreight is the selected option. On the 747 scale, last year we handled a 747 charter ex Sydney to Chile for a Placer Dome Inc mine where standby SAG Mill gear segments were needed and these came from Kidston. The photo entitled Project Airfreight shows lighting towers being loaded in a 727 charter we arranged during the construction of the Gold Ridge Mine in the Solomon Islands. They needed to do earth-works around the clock following unseasonal rain. Shown here is one of C I Staff assisting in the loading and securing operation.

Project Shipping

This is about tailoring the ship and the logistics to suit the



Project Airfreight



Project

Port to the Resource Industry The Role of Project Logistic Services



task. For one mining client the project sites/ports varied from deep to shallow water and thus we selected vessels suited to the task. The photo entitled Project Shipping 1 features a landing craft loaded with equipment for a shallow port arrival while the the photo entitled Project Shipping 2 shows loading for a deep water port. To protect the cargo, we covered most mechanical equipment on the Landing craft.

Memorable - What Could be Memorable in Moving Freight?

Getting the job completed and delivered on time and having a satisfied client is the objective and sadly there has not been time for some good photo shoots. However the memories are there and the track records established. This is particularly so in the large packing, transport and shipping jobs comprising 2,500-8,200 Revenue Tonnes or so:-

The Blue Job - We sorted, packed and shipped 10,000 items comprising a stacker reclaimer (3,100 R/T) from Saint Marys Sydney and everything, and I mean everything, was painted blue including people. One of the painters used to come to work with blue paint still on his teeth.

Columbia or Bust - Everyone on the team packed (Helen still has the scar to show from being a "dogman" – oops – "dogperson") till late one Sunday night in the rain to meet the ship – even though the client's suppliers were late in deliveries (7,200 R/T). One of our team who went to Columbia for the discharge said on leaving "I didn't think I would ever be glad to eat airline food!"

The Mechano Sets - Coal wash plants to Indonesia (11,000 R/T) that involved interesting field work, packing and overseas discharges to barges and delivery to the remote river ports. One of the team while in Indonesia commented "I would kill for a toasted ham, cheese and tomato sandwich."

Whilst a team was travelling with one of the shipments, the DC9 lost an engine. Additionally, the local village where another team was staying got burnt down and the team man said, "Another fine mess you've got me into Mr Mack!"

Sugar, Curry and Noodles - Two charter shipments ex India to Vietnam (5,100 R/T) where we handled deliveries "to-door" with team members traversing India and Vietnam suffering the ache of Bombay Belly to the hotel doctor in Ho Chi Minh City.

Down South America Way - An interesting job where we shipped 3,000 R/T of transformers and electrical equipment including the fabrication by us of travelling houses for the transformers to live in.

Hands Up - Two of the team were recently held up at gunpoint and robbed of their vehicle and possessions while overseas visiting a mining operation.

We all have stories to tell.



Shipping 1



Project Shipping 2

Our Longest Milk Run Service



Carpentaria

INTERNATIONAL

While Carpentaria ships to many parts of the world, our regular service to a mine in East Kalimantan involves moving freight from around the world to Singapore and then shipping by Tug and Barge into Indonesia and travelling 680kms up the Barito River to the mine port. The river dries up from time to time and we may sit high and dry or use long-boats to ferry the most urgent consignments to the mine.

Crazy Clark's

On 1 September this year QRX secured a distribution trial, through the excellent work of Account Manager Mark Benbow, for three of the Crazy Clark's Country Queensland stores - Atherton, Mackay and Rockhampton. This involved 90 pallets of freight each week.

The trial according to feedback from Crazy Clark's senior management is deemed to be extremely successful. So successful in fact that already we have been given additional work via Clark's Atherton store with the promise of more opportunities in the future.

To put this type of opportunity into perspective annual revenue with just the trial stores is worth \$320,000 and the total account is worth approximately \$2.0 million.

Crazy Clark's is a discount variety goods retailer that carries everything from novelties, giftware, hardware, greeting cards and wrap, travel goods, confectionery and food, jewellery and watches, household, kitchenware, gardenware, electrical accessories, clothing and underwear, and manchester.

At present Crazy Clark's is operating 53 discount variety stores - seven in Cairns and Townsville, three in the wide-bay region and 38 in South-East Queensland between the Sunshine Coast, Brisbane, Gold Coast and the Darling Downs. To service these stores they operate from a 12,000 square metre complex

at Geebung, Brisbane.

Crazy Clark's was established 15 years ago by Robert Clark. Robert Clark's brother Peter joined the company six years ago to help manage this extremely successful business.

To ensure our business relationship continues to develop and prosper, a plan involving a number of initiatives such as quarterly meetings, with key performance indicators and incident reporting procedures, have been put together so as to ensure that freight issues are dealt with openly and honestly.

We at QRX are confident that we are on track in developing a long-term mutually beneficial business relationship with our customer Crazy Clark's.



Winning the Longest Drive

Toll IPEC was proud to be selected recently as the preferred carrier for an important shipment for the Australasian Golf Museum at Bothwell in Tasmania.

The Museum bought a private and almost priceless collection of golfing memorabilia in Queensland and chose Toll IPEC to transport it to Hobart for cataloguing, prior to display at the Bothwell Museum, which is situated close to the Bothwell Golf Club acknowledged as Australia's oldest.

According to Dale Munting, Business Development Manager in Tasmania for Toll IPEC: "The service we provided was absolutely seamless and a team effort from pick-up to delivery. The collection was transported in record time via sealed module and arrived in mint condition."

Items in the collection included priceless golf clubs, irreplaceable photographs, books and porcelain. They will join tributes at the Museum, to former Tasmanian Amateur golfers, Peter Toogood and Lindy Goggin, as an integral part of the best collection of golf memorabilia outside of the famous St Andrews.

Even the remnants of the golf ball that Peter Toogood used at age eight to become the youngest player in the world to strike a hole-in-one in 1938 will be on display.

Other displays at the Museum include items from some of the world's greatest players, such as Gary Player, Peter Thomson, Jack Nicklaus and Greg Norman, who all played golf in Tasmania.

Raising Our Standards

Edwards' strategy and commitment to be a leader in cold chain infrastructure has moved one step closer with the completion of upgrades to its temperature controlled cross-dock and storage facility in Burnie Tasmania.

The completion of upgrades to this facility enables Edwards to raise the standards of compliance to the cold chain code of

practice and offer its customers extra care in maintaining product integrity for larger volumes.

As with our state-of-the-art temperature controlled cross-dock and storage facility at Webb Dock, this has created an opportunity for the Tasmanian operation of Edwards to provide its major customers, such as F.J. Walkers, Dairy Farmers, Pillsbury Australia, Nestle Dairy Products and Lactos with an enhanced handling service.



Peter O'Toole, Operations Supervisor, Burnie, Tasmania.

This handling service involves repalletising customer orders prior to delivery in a temperature controlled environment. Customers have identified the benefit of this service in that it enables greater product loading capacity when moving their product across the Bass Strait.

Edwards Trans-Bass Manager, Dean Hart, said that customers who have visited the facility have been impressed and that it gives his team an advantage in offering services to new customers.

--STOP PRESS--

Toll Auto Gains Design Accreditation

Toll Logistics - Automotive Division, Campbellfield, recommended for upgrade of certification from ISO9002 to AS/NZS ISO9001: 1994.

Following the successful QAS surveillance audit on Friday 24 September 1999, the Packaging business unit was recommended for the certification to be allowed to continue and upgraded from ISO9002 to ISO9001.

Packaging is now recognised for the '4.4 Design Control' element of the ISO quality system. A great amount of work from several areas has gone into this result.

Congratulations to all staff within Packaging, particularly those who have assisted with the process workshops to further develop the procedures.

Our thanks must also go to the Toll Logistics' Quality & Risk team whose continued guidance has proved to be invaluable.

--STOP PRESS--

Auto Team Getting Stronger

A recent initiative of Packaging Logistics at Campbellfield has seen an enthusiastic group of production staff participate in half-hour stretching and exercise sessions each week.

Rebecca McConnell who is a tri-athlete and personal trainer conducts the training that aims to improve the staff's general fitness levels and prevent injuries that can be caused by constant repetitive movements.

Many a team member has discovered back, arm and leg muscles unused for several years!!

The sessions are a follow up to the manual handling techniques training conducted during July, which covered the recently released Victorian Manual Handling Code of Practice, July 1999.

The code places emphasis on carrying out and documenting hazard identification and risk assessment; a major ongoing focus of the site's Occupational Health & Safety representatives.



Rebecca McConnell is far left in the red top and black bike shorts instructing the crew to stretch those inner thighs.

Navigating Troubled Waters (EBDC Update)

The Eastern Basin Distribution Centre (EBDC) commenced operations on 15 September 1998. It is a joint venture between Toll Logistics and R&H Transport. The EBDC took over the two berths and partly developed land from the Newcastle Port Corporation (NPC). The partners and the NPC will spend approximately \$10M developing warehousing, improving berth infrastructure and equipping the facility to handle a range of break bulk and containerised cargoes. The business involves a 15-year contract plus a five-year option with the NPC to develop a Multi-Purpose Cargo Facility at the Eastern Basin site.

The development is a key part of Toll's vision to develop the port into a vital freight hub for the Eastern seaboard in the 21st Century. It will offer customers a cost effective alternative to the ports of Sydney and Brisbane and provide a gateway for the Hunter's importers and exporters.

If Newcastle is to compete on world markets then we must have a seamless link between sea, road and rail transport.

By attempting to integrate the waterfront operations with land transport we are straddling the traditional areas of both the TWU and the MUA. Irrespective of union or award coverage it is critical that we have labour arrangements that are fair and reasonable for all employees, provide flexibility, reliability and underpin the business strategy of providing this seamless link.

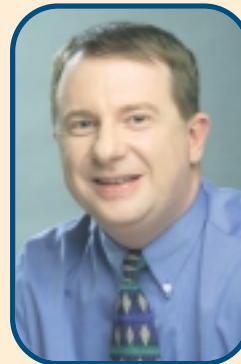
Toll is pleased to announce that an interim demarcation agreement was negotiated with the MUA in May 1999 and this agreement is now finalised. Toll and the MUA agreed to a compromise solution whereby the stevedoring labour would be responsible for ship loading and unloading and EBDC employees would be responsible for all other functions such as receiving, delivering, sorting, cargo unitisation, packing and transportation. All parties are abiding by the agreement and it is working well.

Since resolving the EBDC issues with the MUA in mid-May a total of 25 ships have successfully been worked at the site. In the end we got a "fair go" from the MUA and now we can all get on with

making the EBDC the vital freight hub that Newcastle and the Hunter sorely needs in a time when jobs are being lost across a number of industries.

The Environmental Impact Statement for the development is currently awaiting approval from the Newcastle City Council and when a few minor issues are resolved by the end of September 1999 it will be full steam ahead for Eastern Basin. Whilst the first 12 months of the EBDC have been difficult it was necessary for Toll to develop workplace arrangements which will provide the facility with a competitive advantage. The arrangements now in place go a long way to making the vision for Eastern

Basin a reality and Toll Ports remains committed to developing and managing port operations as part of a supply.



Steven Ford,
Manager Port
Logistics.

Welcome to our New Appointments



Mauro Madrigale joins Toll
Corporate as National Workers
Compensation Manager.



Roger Chong joins Toll Corporate
as Assistant Company Secretary.

Toll Logistics Secures Holden Contracts



Melbourne - The Automotive Division of Toll Logistics has been selected to provide contract packing and carton brokerage services to Holden Service Parts Operations (HSPO) and commenced operations in September.

The decision to award the four year contract to Toll was an acknowledgement of the Automotive Division's proven operational capabilities in packaging design, contract packing and the supply of packaging materials to the automotive industry. In addition to this, Toll was able to show a consistent track record in providing innovation in heavy-duty packaging design and packaging practices.

General Manager Wayne Hunt stated that the addition of HSPO's volumes to existing contract packing and carton brokerage contracts has enabled the expansion of Process Lines, as well as the introduction of further automation; and improved purchasing leverage with our suppliers. These benefits will continue to flow back across all clients utilising Toll's packaging services, as part of our cost-down commitment. For more information on Toll's Packaging Services, please contact:

Toll Logistics - Automotive Division

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New South Wales

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Telephone (02) 9790 0235 Facsimile (02) 9790 5645

South Australia

30 Bedford Street, Port Adelaide SA 5015
Telephone (08) 8240 2288 Facsimile (08) 8241 1426



Photos:
top left
Wendy Ilsley,
bottom right
Chen Choun
"Frankie",
are busy
working on
the contract.

RACE TEAM UPDATE



The Toll Racing Team recently travelled across Bass Strait to Tasmania to contest the 10th Round of the V8 Supercar Series. Saturday's practice and qualifying was held under blue sunny skies with an unusually large crowd. In the end the split between 1st and 36th was only 1.7 seconds again proving how tough and competitive the V8 Class is.

Sunday morning, the skies opened up and it rained non-stop from sun up to

sun down. The three races were action packed and full of various accidents. The spray and mist coming off the cams in front were extremely bad and resulted in poor visibility. When we were travelling down the back straight at 250km per hour, we had to look out the driver's side window to follow the white line along the edge of the bitumen to stay on track. At the same time we were looking for the braking markers so we could start applying the brakes.

This kind of driving in these sorts of conditions really gets your full attention. At the end of the day the Toll Racing Falcon came away from the last race in 16th position with no damage. It is ready for more test and development days at our local test track, Calder Park.

A special thank you is in order to all at Brambles Shipping for their expert assistance while we were in Tasmania.

Drive Safely!

Anthony Tratt, Team Driver.

Toll Tasmania Clients Enjoy Shell V8 Media Day

On Sunday 8 August 1999 round 9 of the Shell V8 Supercar series was held at Symmons Plains which is situated approximately 25kms south of Launceston in Tasmania.

As a prelude, on Friday 6 August the Shell V8 Supercars held a media day where some of the country's top drivers gave some prominent Tasmanian business people and sports persons the opportunity to experience the speed and power of a V8 Supercar. Excited participants told of the adrenaline rush they experienced, as the various cars they were in, exceeded speeds of 230kms per hour down the back straight.

Anthony Tratt in the Toll Falcon obligingly gave his time to give Melissa Carlton, a Tasmanian Gold Medal winner at the last Para Olympics and Graeme Little, the manager of J Boag & Son, an unforgettable experience. As they emerged breathless from the vehicle they both commented on the tremendous G-forces

experienced whilst travelling at such high speeds.

Other prominent Tasmanians who participated in the day included Ricky Ponting, Graeme Wright, Colin Miller and David Foster.

On Sunday Toll Tasmania hosted a table in the corporate marquee where clients from Cadbury, Boral Timber, Gibsons, Orica and P&O shared in the excitement of the day. Despite torrential rain a crowd in excess of 10,000 turned out to cheer on their favourite team.



STAFF MILESTONES – STAFF MIL**CLUB 10****TOLL CORPORATE – CLUB 10**

Rabia Balikel, Information Technology, Mt Waverley, Vic.

TOLL LONG DISTANCE – CLUB 10

Allan Larsen, Toll SPD, Adelaide, SA.
 Allan Rann, Toll SPD, Brisbane, Qld.
 Arthur Lucas-Hill, Toll Express, Perth, WA.
 Barry Lindsey, Toll SPD, Footscray, Vic.
 Clementine Sicolo, Toll Express, Adelaide, SA.
 Dave Elliott, Toll SPD, Adelaide, SA.
 David Radusin, Toll SPD, Perth, WA.
 Des Amos, Toll SPD, Adelaide, SA.
 Gavin Dissel, Toll Express, Adelaide, SA.
 Gerry Sieders, Toll SPD, Brisbane, Qld.
 Guy Priest, Toll SPD, Perth, WA.
 James Moore, Toll Express, Perth, WA.
 Jan Allender, Toll Express, Perth, WA.
 Jason Adams, Toll SPD, Brisbane, Qld.
 John Lafferla, Toll SPD, Footscray, Vic.
 Kathy Dickinson, Toll Express, Perth, WA.
 Kevin Welch, Toll Express, Perth, WA.
 Lyn Abbott, Toll SPD, Adelaide, SA.
 Marie Jackson, Toll Express, Perth, WA.
 Michelle McKenna, Toll SPD, Adelaide, SA.
 Peter Brammy, Toll SPD, Adelaide, SA.
 Peter Murray, Toll SPD, Perth, WA.
 Peter Webb, Toll Express, Perth, WA.
 Shane Deacon, Toll SPD, Adelaide, SA.
 Tony Didio, Toll Express, Perth, WA.
 Wayne Dyer, Toll SPD, Adelaide, SA.
 Wayne Warwick, Toll Express, Perth, WA.

TOLL SPECIALISED – CLUB 10

Garry Oliver, Toll Tasmania, Burnie, Tas.

TOLL NORTH – CLUB 10

Edward Bateman, NQX, Hamilton, Qld.
 Manuel Harris, NQX, Hamilton, Qld.
 Michael Hensley, NQX, Hamilton, Qld.
 Peter O'Donoghue, NQX, Toowoomba, Qld.
 James Sterchx, QRX, Moolabin, Qld.
 James Mitchell, QRX, Moolabin, Qld.
 Jone Vunibola, QRX, Moolabin, Qld.
 Willie Togiano, QRX, Moolabin, Qld.
 Julian Stanton, QRX, Moolabin, Qld.
 Shane Ferguson, NQX, Brisbane, Qld.
 Rodney Ricks, QRX, Rockhampton, Qld.
 Danny Hughes, QRX, Moolabin, Qld.
 Wayne Carr, Toll North Customer Service, Brisbane, Qld.
 John Wilson, NQX, Sydney, NSW.
 Geoffrey Ansell, NQX, Mackay, Qld.
 Martin Ivins, QRX, Moolabin, Qld.
 Roger Hughes, NQX, Hamilton, Qld.
 Llinda Jones, NQX, Toowoomba, Qld.
 Colin Bowman, QRX, Townsville, Qld.

CLUB 10 (continued)

Paul Gladman, NQX, Brisbane, Qld.
 Jeffrey Phillips, QRX, Moolabin, Qld.
 Peter Clark, QRX, Moolabin, Qld.
 Joachim Preiss, Toll North, Brisbane, Qld.
 James Eddy, NQX, Brisbane, Qld.
 Trevor Dickinson, QRX, Moolabin, Qld.
 Wayne White, NQX, Cairns, Qld.
 Ralph Frankcombe, NQX, Darwin, NT.

CLUB 15**TOLL LONG DISTANCE – CLUB 15**

Gaetano Di-Sisto, Toll Express, Adelaide, SA.
 John Hylton, Toll SPD, Adelaide, SA.
 Michael Kent, Toll SPD, Adelaide, SA.

TOLL NORTH – CLUB 15

Graeme Brown, NQX, Townsville, Qld.
 David Duncan, NQX, Brisbane, Qld.
 Drape Lee, NQX, Melbourne, Vic.
 David Klopper, QRX, Moolabin, Qld.
 Ian Buckingham, NQX, Brisbane, Qld.
 Darryl Ferry, NQX, Brisbane, Qld.
 Glen Coates, QRX, Mackay, Qld.
 John Ahearn, NQX, Rockhampton, Qld.
 John Allsop, NQX, Sydney, NSW.

This is an official apology to Toll Express W.A. who have inadvertently been overlooked for Service Awards in the past two issues of Toll Today.

If there are any people who are entitled to Service Awards please take this matter up with your immediate manager who will ensure you receive your Award.

ESTONES - STAFF MILESTONES

CLUB 20

TOLL LONG DISTANCE - CLUB 20

Don Freiberg, Toll SPD, Brisbane, Qld.
Glenda Burton, Toll SPD, Footscray, Vic.
Paul Cochrane, Toll IPEC, Footscray, Vic.
Reg Williams, Toll SPD, Adelaide, SA.



Rodney Johnston, National Operations Manager presenting Certificate of Service to Paul Cochrane.

TOLL NORTH - CLUB 20

Richard Goldfinch, QRX, Moolabin, Qld

CLUB 25

TOLL LONG DISTANCE - CLUB 25

Irene Roberts, Toll Express, Perth, WA.

CLUB 30

TOLL LONG DISTANCE - CLUB 30

Francis (Dick) Watson, Toll Express, Perth, WA.
Peter Milnes, Toll Express, Adelaide, SA.

CLUB 35

TOLL LONG DISTANCE - CLUB 35

Gordon Johns, Toll SPD, Adelaide, SA.
Peter Broadbent, Toll SPD, Brisbane, Qld.

For the Longest Time

Kevin Sands Retires after 41 years with Toll

Kevin joined H H Chadwick in 1958 as a driver and retired on 9 July 1999. He had been with Toll and its predecessors for over 41 years.

Kevin used to drive daily to Sydney and back, of course in those days the highway was the highway from hell with the notorious climb up and down from the Hawkesbury Bridge with the only relief being the famous mad mile straight. The day would start at 3:00 am and Kevin would do some 30 drops and pick ups returning to Newcastle by about 11:00 pm. The drivers would do three trips one week and two the next. In those days Kevin would ride his pushbike to and from work.

After 12 years driving flat tops, Kevin was promoted to semi-trailers and started driving from Newcastle to Sydney, Melbourne and Brisbane. He would leave on each Sunday night,

For the Longest Time (continued)

return on Thursday and reload on Friday ready to do it all again in the following week.

In the late 60's Toll and Chadwick merged to form Toll Chadwick Transport.

Kevin transferred with the Chadwick staff and as a consequence became part of a larger work force, many of whom still work for Toll in Newcastle today.

Back then the Toll boys were called the "Green Ants" and the Chadwick boys the "Red Devils".

When the two companies merged, Eric White (who still works for Toll) formed a cricket team. Kevin was the star batsman playing a big part in the team's success. Playing in the city and suburban competition the team played for four years, culminating in winning the final in their fourth and final year.

On a social side the boys remember that Kevin was always a family man and never took up the offer to join them at the Lass O'Gowrie pub for a drink. Before Kevin met his wife Betty he used to teach dancing at the Empire Palais - dressing up and loving every bit of holding and teaching the young ladies. Apparently Kevin was quite often seen dancing around the yard "warming up" for the night's performance.

Kevin has been union delegate, co-delegate and general question answerer. He took his responsibilities as a delegate seriously and worked hard to ensure his boys always got a fair deal. Consequently, he gained respect from both the management and his fellow drivers.

Over 41 years, Kevin has worked in excess of 100,000 hours, done too many miles to count, seen enormous changes in trucks, took a lot of things to heart but has never carried a grudge and he has been relatively accident free. Kevin has worked for Toll in Newcastle for most his working life and has seen Toll grow from its merger with H H Chadwick to the Toll we know today. He is a walking and talking history of Toll in Newcastle.

On behalf of Toll and everybody who has worked with Kevin we congratulate him on his long career with Toll and hope he and his wife Betty have a long and healthy retirement.



Celebrating Kevin Sands' retirement from left to right: Kevin Sands (41 years service), Eric White (44 years service), Jake Mayton (30 years service) Don Cromarty (35 years service) and Larry Schultz (35 years service).

DIVISION

BUSINESSES

SERVICES

Toll Logistics



Toll Automotive
Toll Industrial
Toll Ports
Toll Beverage and Country
Toll Resources and Government
Toll Food and Retail

- Specialised warehousing including overflow and cross-docking
- Inventory management
- National and contract distribution
- Port operation management
- Dynamic vehicle routing
- Sequence in line supply
- Packaging design and manufacture
- Recycling
- Project facility management

Toll Long Distance



Toll Express
Toll SPD
Toll Rail
Toll IPEC
Toll Linehaul

- Full load and less-than full load national distribution
- Multimodal
- Rail linehaul operations
- Time sensitive road-express service for lightweight freight consignments
- Overnight satchels

Toll North



NQX
QRX
W & M Meat Transport
Carpentaria International
Kimtrans (50%)
R & H Transport (50%)
Freshmark
Malley's Transport (50%)

- Specialist regional Queensland and Northern Territory carrier
- Multimodal
- Refrigerated freight services
- International freight forwarding
- National service capability
- Bulk and wharf services
- Fresh produce specialist carrier

Toll Specialised



Toll Tasmania
Refrigerated Roadways
Edwards
NZ Forwarding

- Cold chain management
- Coastal shipping
- Temperature controlled distribution warehousing
- Cross-docking
- National and international distribution

THE TOLL GROUP DIVISIONAL OFFICES

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OUR VISION

*To be the most successful provider of integrated
"Total Logistics Solutions" to Australian Industry.*