

S U M M E R

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# TOLL Today

T O L L H O L D I N G S L I M I T E D

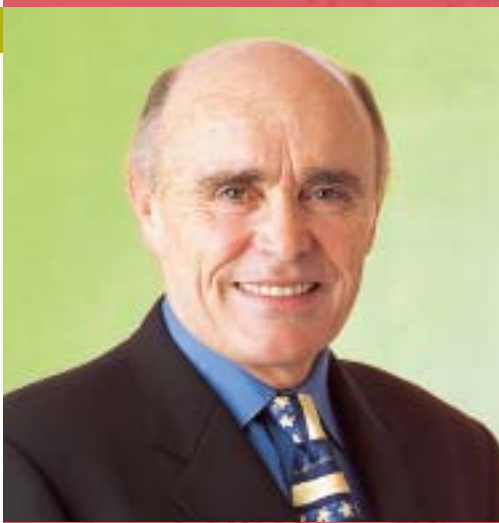
**Tranz Rail**  
Comes on Board  
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**Tracks are for Trains**  
Nationwide Rail Safety  
Education Program  
Toll (Thailand) Limited  
**Winner of the 2002/2003  
Business of the Year Award**

**OTA Professional Driver  
Award 2003 Winner**  
Don Michell – the Good Samaritan  
of W&M Meat Transport

**Toll Transition Wins**  
the Second Largest Removals  
Contract in Australia  
**Toll AutoLogistics Gives**  
Generously to Jeffrey

**TRANZ RAIL**



Paul Little  
Managing Director



## Tranz Rail

Toll is currently in the final stages of acquiring New Zealand's exclusive rail operator Tranz Rail. We have now assumed management control with 84.2% ownership.

Whilst our initial aim is to reach 90% acceptance and then move quickly to gain total control, we are moving ahead with our new management team and implementing a total review of operations and establish a strategic plan to improve the overall business.

Mark Rowsthorn our Executive Director of Operations has taken on the role of Chairman of Tranz Rail. David Jackson our former General Manager Toll SPD has been appointed as the new CEO and Austen Perrin Toll Networks' former Financial Controller has been appointed as Tranz Rail's Financial Controller. In addition, both have accepted executive Board positions.

Whilst falling short of our initial 90% acceptance level has been frustrating, David Jackson and his team are fully focused on the turnaround of Tranz Rail and significant progress has already been achieved.

Operational excellence and a total customer focus will provide the backbone of our plan to revitalise rail for all New Zealanders.

## Celebrating 10 Years as a Listed Company

On behalf of Toll, I am very pleased to advise on 8 October this year, the Company reached a milestone of 10 years since listing on the Australian Stock Exchange.

The share price on 8 October 1993 was \$2.10 and currently is approximately \$8.50 (or equivalent to \$34 before share split). Effectively then, our share price has grown by approximately 1619%.

Our relatively brief history since listing is characterised by dynamic growth, predominantly through a series of strategic acquisitions, leading to increased size and diversity of our operations. During the last ten years the Company has achieved many milestones including:

- A market capitalisation of \$2.7 billion
- Operations in five countries
- A total of 20,570 shareholders
- Consecutive record profit – EPS average compound growth rate of 34% over the last five years
- Inclusion in the Morgan Stanley Capital International (MSCI) Index

- Currently ranked as 62nd on the Australian Top 100 listed companies

A true appreciation of the transformation of our business is depicted by some significant statistics in the table below. In addition, further details of the strategic activities undertaken to create the Toll of Today can be viewed on our website [www.toll.com.au](http://www.toll.com.au) under Milestones.

	IPO 1993	2003
Share price (\$)	2.10	8.48*
Annual Revenue (\$Am)	118	3,900+
Market Capitalisation (\$Am)	63	2,730+
Employees	350	17,000+
Sites	28	400+
Customers	40	40,000+

\* Normalised for share split.

# Pacific National

It's been 22 months since the formation of Pacific National, our rail joint venture with Patrick Corporation.

We are pleased to report that the acquisition did not bring any surprises and integration has progressed extremely well. The management team is well settled and achieving significant progress across all aspects of the business, with a growing emphasis on increasing returns on capital.

Although we did not allow for the magnitude of the 2002 drought, our view is that we are pretty much through that now. We won't however, see the impact of additional volumes of grain coming through the pipeline, until mid way through the next calendar year.

The other pleasing aspect of Pacific National, has been the continuing improvement and focus on safety. Its lost time injury frequency rate decreased by 40 per cent in the last 12 months.

We are starting to see real progress with the integration of the Australian Rail Track Corporation and Rail Infrastructure Corporation – the two track managers that own the infrastructure on which we run Pacific National trains. Both the NSW State and Federal Governments are anticipating this rationalisation to occur before the end of the calendar year.

We will then see a release of the \$870 million the Federal Government has pledged, for track improvements needed to increase the efficiency of rail systems, providing further benefits to Toll and its customers.

This funding is crucial to the future of the Australian transport industry, as rail will be the major beneficiary of the doubling of the freight task over the next 15 years.



Mark Rowsthorn  
Executive Director

**We take this opportunity to wish our customers, employees, suppliers and shareholders a happy and safe Christmas and a prosperous New Year.**

**Paul Little and Mark Rowsthorn.**

## Superannuation

### ANZ Super Advantage NEWS

A review of the investment funds available in ANZ Super Advantage (ASA) recently took place and as a result, the Trustee has approved changes to ASA's investment menu. All Toll members of this fund would have received from ASA a new Investment Information Booklet and Investment Menu changes to their home addresses. We encourage everyone to take time to read these documents.

ASA now offers you a menu of 44 investment funds, including 16 ING funds, 14 external manager funds, and 14 multi-manager funds. These changes were effective from 1 October 2003.

A whole range of new material is also being published which you will receive in the near future. This will include Toll specific Insurance Booklets, Insurance Variation Forms and a range of other material.

We look forward to 2004, where we will continue the education program, keeping you informed about your Superannuation Fund – ANZ Super Advantage.

Vicky Koratsis, ANZ Superannuation Account Manager and Cheryl Barbary, Toll Group Superannuation Manager would like to take this opportunity to send Christmas Greetings and Best Wishes for 2004.

We look forward to speaking to you or seeing you in the New Year.

If you have any further questions on Super you may email:

**Cheryl Barbary**  
**Toll Group Superannuation Manager**  
**cheryl\_barbary@toll.com.au**





*Photo 1*  
Tranz Rail CEO David Jackson has worked hard at getting to know as many staff as possible since taking over the New Zealand operation in mid October. He is seen here talking to Kirrilee Wellington from the Customer Service Centre.

*Photo 2*  
Austen Perrin the new Chief Financial Controller for Tranz Rail.

## Message from the CEO Tranz Rail

Since arriving in New Zealand in October to take up the position of CEO, Tranz Rail I have visited as many locations as possible to review first hand the business operation and meet with staff.

What I have found to date has been most encouraging. I have discovered a passion and a sense of urgency that there is a job to be done and that the business can improve.

There is a lot of energy amongst the team who know that for the business to move forward new customers have to be gained and I am confident we have a very sound foundation to build from.

All aspects of the business are under review and some efficiencies have already been introduced to give improved returns.

We have put together a stage one executive and senior management structure, which gives clarity to key executive reporting and will form the base for further restructuring as we progress the business forward.

Tranz Rail consists of a number of business units, including rail, trucking, ships (the ferries that operate between the North and South Island) and rail commuter services. Under the stage one structure, I will oversee all operations other than shipping, which will report directly through Toll Logistics in Australia.

We are busy finalising the arrangements with the

Government for the formation of TrackCo which includes a much needed capital investment program. While this is occurring it is imperative that we keep our business safe, maintain and improve our customer service levels and to increase our sales.

I appreciate the 'kiwi' hospitality shown to myself and new Chief Financial Controller Austen Perrin and the willingness to openly discuss business issues. Tranz Rail is a complex business containing many challenges, however with the right people and systems in place I am sure we can all be part of another astute Toll acquisition.



*Above: Pupils at Ngaruawahia Primary School Perform a traditional Maori Haka at the launch of the Railsafe program.*

*Below: 'RailSafe Rangī' the character Tranz Rail developed to brand the 'Tracks are for Trains' program. He is on stickers, posters and temporary tattoos that are handed out to children who take part in the program.*



## 'Tracks are for Trains'

Tranz Rail is targeting children aged 8 to 11 years in a nationwide rail safety education program.

The program, 'Tracks are for Trains' has been developed to help children understand why rail tracks and trains are so dangerous and the importance of keeping off the track, and shows them safe behaviour at railway stations and level crossings.

The program is being sent free of charge to 1562 primary and intermediate schools throughout New Zealand, which are in close proximity to the rail network.

Tranz Rail is committed to improving public safety around the rail network and helping teach children safe behaviour near railway tracks. However, it is only with the support of local communities and by working in partnership with other organisations such as the police, that we can hope to achieve this.

The program was launched in Ngaruawahia last month. Last year one of the pupils at the school, Jayden Tepu aged nine, was killed when a train struck him on the Ngaruawahia Rail Bridge.

The tragedy had a major impact on the school and the community. Since then Tranz Rail has continued to work closely with various community groups and the police in Ngaruawahia to promote safe behaviour.

We are hopeful that other schools

and communities around the country will support the program and work with us to keep our children safe.

Tranz Rail first began RailSafe initiatives in 1994. The first version of its 'Tracks are for Trains' program was developed in 1998.

Its key safety messages remain unchanged in the new program:

- **Trains are quiet**
- **Trains are heavy**
- **Trains take a long time to stop**
- **Tracks are for trains only**

The program includes a resource booklet with a comprehensive lesson plan for teachers, posters, a video, and stickers and other rewards for the children. A key component of the program is the school visits by Tranz Rail staff, including locomotive engineers and

shunters.

Public safety is a prime consideration for Tranz Rail. Level crossing accidents have shown a steady decline in recent years from a high of 76 in 1996 to a low of 47 in the 2002/2003 year.

Trespassers in the rail corridor are a major problem and one Tranz Rail takes very seriously. Over the past five years there have been 43 people killed after being hit by trains. So far this year alone there have been 13 fatalities involving trespassers on the rail network.

In 2002 Tranz Rail recorded 79 incidents involving children and young people. Of these, 37 incidents involved children trespassing in the rail corridor. Four children were injured, three seriously, and one child was killed.



# Network Control Manager – Paul Rolton

## Freight and Passenger Rail Operation

Running a seamless freight and passenger rail operation throughout New Zealand by keeping the trains on track is the responsibility of our four Network Control Managers and their teams.

One of our Network Control Managers, Paul Rolton is responsible for the Whangarei to Bluff operation.

As you may appreciate, running a seamless freight and passenger rail operation is achieved through the effective management of Train Controllers and effective communication and co-ordination with the other Network Control Managers, together ensuring the trains are running on time along the network.

Paul manages 31 Train Controllers and supports the other three Network Control Managers. On the occasion tracking does not go according to plan and the job also calls for quick recovery operations covering breakdowns, derailments or any other accidents that may interrupt the busy rail schedule.

This means that at times Paul may report directly to senior management or in other situations to the Land Transport Safety Authority – and, when necessary, to the Transport Accident Investigation Commission.

“Basically we have to be ready to respond to any situation,” says Paul. “Train controllers work an eight-hour shift with no break, so when they require support we need to be available.”

Like so many of the critical Tranz Rail jobs, it is a 24-hours a day, seven days a week commitment, and like many holding key positions on the ground, Paul has plenty of experience. He has been with Tranz Rail for 28 years, 17 of which were spent as a Train Controller. He has been in his current role for a year.

Paul has seen significant technological developments automating many processes and tasks, producing a cost effective service. “Customers these days expect a premium service at the best cost,” says Paul.

Looking at train control, five years ago the decision was made to centralise this function to Wellington. Previously there had been seven centres. “Having all the operators in one room has given us greater ability to manage our services,” says Paul.

“The way we run our services has also changed considerably in recent years. Our focus on the customer is paramount, therefore we have greater contact with the customer; greater emphasis on time management, a very strong working relationship with field staff and a high focus on safety.”

Paul says there are many challenges in running what is a busy rail system over predominantly a single main line. “But it is very rewarding. I’ve come from a rail background. I enjoy my job today as much as I did 28 years ago.”



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Photo 1  
Paul Rolton – Train Control Manager Tranz Rail has total control at his fingertips.

Photo 2  
Auckland Tranz Metro passenger train.

# Napier Terminal Manager – Bronwyn Young

Heading a team of 24 staff, Tranz Rail’s Napier Terminal Manager of two years, Bronwyn Young is charged with the responsibility of ensuring efficient and effective rail operations from Gisborne to Dannevirke.

“Our services run to fixed schedules and our key focus each day is making sure that happens,” she says.

“Since taking on this role I have spent an enormous amount of time in the yards learning as much as possible of the operations’ side of our business,” Bronwyn continued.

Over the past two years Bronwyn has overseen significant changes in the way rail operates - moving to a container transfer operation and working to tight schedules for all arriving and departing trains.

Working closely with staff and implementing new work processes has led to a safer and more efficient work environment with staff now lifting containers on and off fixed rakes of wagons, rather than making and breaking up trains with lots of shunting moves. Timekeeping out of Napier has since significantly improved in response.

Bronwyn has been with Tranz Rail for twelve years, the last eight of them in Napier, where she was Port Services Manager for six years before taking on her present role. Therefore Bronwyn had already solidified important relationships with key customers – Ravensdown and the Port of Napier, which account for 80% of the tonnage through the rail yard.

Her customer services background plays an important role in growing the business in the Hawkes Bay and east coast region.

Over the past 12 months her team has met the challenge of increased tonnage coming through the port, thanks to port calls from the P&O Nedlloyd super ships, and seen services on the Napier Gisborne line increase from one to three a week.

Bronwyn has just finished a stint filling in as Terminal Manager in Picton, where she has adapted to the special demands of liaising with Inter-Island Line Ferries operations.



Bronwyn Young spending time in the yards learning all she can about operations.

# Auto Express



Photo 1

Left to right are our Auto Express staff: Sam Paulo – Leading Freight Operator; Damian Hedges – Service Specialist and Chris Robertson – National Manager.

Photo 2

Using specialised equipment to transport vehicles has increased business.

Auto Express, Tranz Rail's specialised freight operation for moving motor vehicles by rail, has seen a surge in new business over the past year. There has been a 30% increase in the number of vehicles – ranging from imported vehicles and campervans to luxury Ferraris and vintage cars – being moved around the country by rail over the past year, a direct result of a renewed focus by Tranz Rail on this niche operation.

Auto Express manager Chris Robertson says that by offering fixed schedules and using specialised equipment to transport vehicles, they have experienced a significant increase in business as customer confidence in the reliability of the service has grown.

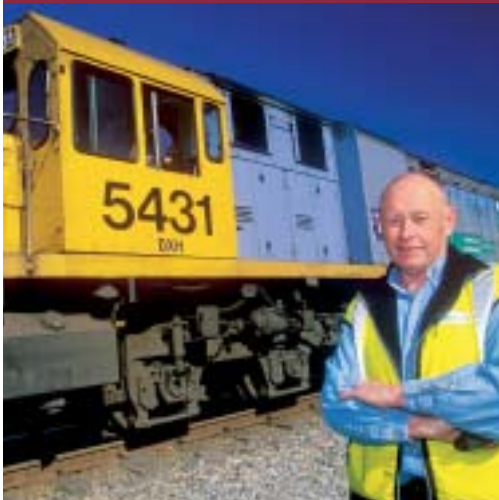
"We move on fixed schedules on trains and ferries and

very rarely miss these connections. And our specialised wagons offer a high degree of protection for vehicles, protecting them from stone chips, grease and grime and possible vandalism."

"Another point of competitive advantage is reduced handling of vehicles compared with our competitors – once loaded into a wagon the vehicles travel inter-island and are not touched until they reach their destination."

Imported and new vehicle wholesalers and distributors are significant customers, moving cars from Auckland to dealers around the country.

And over the summer months with large numbers of tourists arriving in Auckland and leaving New Zealand from Christchurch, Auto Express moves large numbers



Malcolm Campbell – Terminal Supervisor, Westport, states that making sure everything comes together is like "Conducting an orchestra."

In his words: "It's like conducting an orchestra; I ensure they are all playing in tune and the right music, that is, ensure they all know what is required, where trains are going to and coming from. I put it in the right order in terms of the trains, planning and crewing so that it runs smoothly. When there is a problem, we fix it, it's not always straightforward but with good co-operation we seem to be able to overcome most things. Overall it is one big team, from the Dump guys at Lyttelton to the Loadout guys on the West Coast, and all in-between, drivers, train control and rosters, plus our partners at ALSTOM and Transfield, a great bunch of guys."

According to Malcolm – who is nearly in the elite Staff Milestone – Club 40, the biggest change he has seen over the years at Westport is that the 'trains are getting bigger' bigger wagons, bigger engines, these being the DX type locomotives, "Bigger engines bring more efficiency, more coal, less costs."

Tranz Rail transports around 6,500 tonnes of coal a day on its seven-days-a-week operation from one side of the Island to the other, on the popular Tranz

## Malcolm Campbell

Having spent the past 26 years with Tranz Rail transporting coal from Westport to Lyttelton, Malcolm Campbell knows just about all there is to know of that part of the business.

Getting him to discuss what he does is another thing...but that's Westport for you.

Though a seemingly 'out of the way' destination, Westport is the home base of one of Tranz Rail's largest customers – Solid Energy, which is the State owned entity that owns and exports the coal.

Malcolm sets up weekly, in accordance with Solid Energy's requirements, the program for the movement of the coal from the West Coast mines to Lyttelton Port for shipment throughout the world. This program going to those in Tranz Rail who are responsible for crewing, locos and the like, making sure that it all comes together day to day.

Scenic rail route with runs from Greymouth on the West Coast to Christchurch on the East, which in itself has its challenges.

Due to the mountainous terrain, the operation requires plenty of locomotive grunt – requiring two of the DX type locomotives to pull a train consisting of 24 of the 72 tonne wagons.

"Then there is the Otira Tunnel through to Arthur's Pass, which is around 8 kms long with a 1.33 grade. Here a further three locomotives are attached in order to pull the load up through the steep tunnel. Because the tunnel is so long and the load so great, there are also issues of ventilation and of locomotives overheating. So we need to take considerable care.

"And of course another inevitable transformation over the years has been that of technology – gone are the days of a real paper trail. We now use computers, which is considerably more efficient and means that we effectively cover everything," Malcolm concluded.

of campervans and rental cars back to the North Island from Christchurch, and from the Wellington ferry terminal back to Auckland.

However Chris says Auto Express is also enjoying significant growth with retail customers.

"We have a lot of people wanting to move their cars for holidays. During the ski season we move cars to the South Island – our customers find it cheaper than renting a car at the other end and they can load the cars with their gear, so don't need to take it on the plane. And we move significant numbers of people moving between cities on job relocations."

Auto Express also caters for customers with specialised needs such as those wanting to move high value luxury cars by rail. Last summer Auto Express moved 28 vintage cars from Christchurch to Auckland for the English Alvis Car Club.

Vehicles are transported in specially designed fully enclosed rail wagons with hydraulic floors which allows them to carry a mix of large and small vehicles. Auto



Express offers an overnight service between Auckland and Wellington and Wellington and Christchurch and a two-day transit between Auckland and Christchurch.

For those living away from the main centres Auto Express uses road carriers to bring vehicles to their depots in the three main centres.

"We are now operating like an airline – running trains to fixed schedules with a fixed number of wagons, regardless of the load factor. The resultant improvement in performance and reliability has seen customer confidence in our service rise.

**Auto Express 0800 454 464 (within NZ)  
or +64 9 270 5261 (callers outside NZ)  
or [autoexpress@tranzrail.co.nz](mailto:autoexpress@tranzrail.co.nz)**

## BHP Steel and OneSteel re-sign Pacific National in Freight Deal Worth More than \$400 Million

On 23 October 2003, BHP Steel and OneSteel announced that they have re-signed with Pacific National for another four years.

Worth more than \$400 million, this is one of Australia's largest rail freight contracts.

Since 1999 Pacific National has moved up to 3 million tonnes of steel a year from BHP Steel's and OneSteel's manufacturing sites to other BHP Steel and OneSteel facilities, local customers and to port for export.

BHP Steel Vice-President Transport and Logistics, Ingilby Dickson said "We look forward to working with Pacific National to continue to meet the needs of BHP Steel's customers for timely and cost-effective delivery of our steel products.

"The new contract will allow BHP Steel to shift the transport of some steel products from road to rail, delivering environmental and safety benefits, as well as facilitating further innovation in transport infrastructure and technology," Mr Dickson said.

OneSteel Market Mills Executive General Manager, Geoff Plummer said "This agreement locks in the benefits of the existing arrangements and continues to provide OneSteel with flexible and cost effective logistics services to meet the needs of the business and our customers."

Pacific National CEO, Stephen O'Donnell, welcomed BHP Steel and OneSteel's decision and says it shows great confidence in Pacific National.

"Rail is a highly competitive industry in itself plus we compete with road and sea. Therefore, it is important

at all times that we provide a safe, efficient and reliable service for our customers," Mr O'Donnell said.

"Pacific National has both the experience and commitment to meet the rail freight needs of Australia's important steel industry," he said.

### Key Facts

High levels of service reliability are attracting more freight to rail from road.

Service reliability is nearing 100% on most corridors, with well over 92% of all steel delivered on time. For example, service reliability into Brisbane from Whyalla has contributed to a 42% increase in rail volume in the last 12 months. The increase in volume has enabled OneSteel to meet growing customer needs in Queensland's buoyant construction market.

These high levels of reliability also meant that Pacific National was able to support OneSteel's recent success in entering the Victorian railway construction market, bringing steel to Melbourne from Whyalla for the construction of the Victorian Fast Track project. Deliveries of long rail (27.5m) for this project, which began in January 2003, are likely to continue into early 2004 and total approximately 27,000 tonnes.

Since 1999 over 1.9 million tonnes have been moved from BHP Steel's WesternPort site.

2002/2003 was a record year for volumes leaving WesternPort at 349,000 tonnes, up 22% from 2001/2002 levels.



Stephen O'Donnell  
Chief Executive Officer  
Pacific National

**pacificnational**

**onesteel**





Left to right: Our dedicated Delivery Drivers: Jason Kelly, Rio Mitchell, Wayne Samuels, Dan Clark and Rob Cherrington.

## Toll Logistics (CL) Ltd – Supplying Third Party Distribution Services to Lion Nathan Liquor Metro

Toll Logistics has been supplying warehousing and distribution services to Lion Nathan in New Zealand for a number of years, and more recently, a new customised solution from our Auckland Metro Distribution Operation, which commenced in July 2003.

This customised solution provides Auckland CBD customers with a premium delivery service, similar to that of the same day courier market, by offering the ability to order goods during three order / delivery windows a day, be it pack beer, kegs, wine, soft drinks, RTD's or spirits.

All beer orders are picked on site by one of the Metro team and staged in a cross-dock area for delivery. Typically, most orders include wines or spirits which are brought in from Toll's off-site warehouse and are then cross-docked with the beer orders, before being loaded and delivered on the same day that they have been ordered.

The operation is made up of five Delivery Vehicle Drivers, four Off-Siders, two Hoist Drivers / Pickers, a Warehouse Supervisor and an Operations Manager. The delivery fleet is made up of two 6 tonne – 8 pallet trucks and three 4 tonne - 5 pallet vehicles. These vehicles typically deliver anything up to 70 pallets of Lion product per day, over the three delivery windows. Order quantities vary from one case to 12 pallets, which mean an average day's deliveries will number between 80 and 100. This does not include the reverse logistics service for those customers who stock keg beer or find themselves carrying higher than necessary stock levels.

Given the service level and delivery windows, the operational capacity of the Metro Operation is often operating outside its expected limits in order to achieve the customer service levels we promise. This is often accentuated by the numerous environmental hazards, which include poor-delivery access, Auckland traffic, weather and parking wardens, presenting more challenges than would normally be expected. Our success here is attributed to the exceptional teamwork and leadership displayed by Toll's Metro Operations team.

Since beginning, the operation has endured some peak periods, such as the time of the America's Cup, which have seen extended services offered to select customers. Over this period, Toll was able to offer a 7-day service as well as other service customisations such as chilled kegs in order to satisfy customers' demands.

Other events such as St Patrick's Day and the Rugby World Cup also create some interesting challenges, which, through a pro-active approach, allow the operation to often exceed the service levels expected.

The operation is continually growing due to not only the growth in Lion's product range, but also in Lion's ability of attracting and maintaining customers through their premium customer service.

Through increased integration and planning, this growth will present few challenges to the Auckland Metro Operation allowing the relationship between Toll, Lion and its customers to move forward with confidence.



Front row: Left to right – Nikongsak, Bunjerd, Wanlop, Bunjerd, Parinya and Supachai. Middle row: Kata, Itthipol, Satra, Wanchai, Santi, Anusom, Thongsai, Bunjob, Akrapol, Sayan and Prakob. Back row: Vinai, Buncha, Jumlong, Eugene Cody, Sampao, Sirachai, Kunakorn and Theerapol.

## Mechanics Team Building Trip at Saraburi, Thailand

The mechanics team of Toll (Thailand) went out for a team-building trip at Phutam resort, Saraburi, Thailand on 22 and 23 November 2003 to further solidify working relationships and build the team spirit.

In addition, Eugene Cody General Manager – Toll Thailand took this opportunity to thank everyone for their tremendous effort throughout the 2003 calendar year.

# Toll (Thailand) Limited Winner of the 2002 / 2003 Business of the Year Award



On 5 September 2003, Toll (Thailand) Limited was awarded the 2002 / 2003 Business of the Year by AustCham – Australian-Thai Chamber of Commerce at the Sheraton Grande in Thailand.

Dr Kantathi Suphamongkhon, Thai Trade Representative, was the Guest Speaker for the event that was attended by 190 of AustCham's members and friends.

A humbled Eugene Cody, Toll (Thailand) Limited's General Manager accepted the award on the evening in the presence of numerous high calibre nominees.

There were 10 awards on the evening in various categories. These awards provide an opportunity for companies to display their professionalism and excellence in achieving World's Best Practice in their operations.

The Australian-Thai Business Awards have been running for nine years and according to the President of AustCham continue to get better every year as companies continue to raise the bar.

**Congratulations to our Thailand team – well done.**

*Eugene Cody – GM Toll Thailand proudly accepts the award from Mr Kikhongsak P. – Quality Assurance Officer.*

## Convoy for Kids

Fifty companies joined together in the annual 'Convoy for Kids' on 23 November 2003 in the streets of Thailand to raise money for crippled children.

The expatriate community of Thailand organised the event that raised \$A50,000 for the Foundation. Toll is a member of the Foundation and is playing an active role in the welfare of crippled children.

Some of the many trucks, including Toll at the front, which joined the 'Convoy for Kids'.



*Pictured are some of the many children who turned up for the event.*

## Quality Man Goes for Quality Wife

Mr Chirapon Lamsila, a Quality Assurance and Internal Audit Manager for Toll (Thailand) Limited decided to end his bachelor life when he wed Miss Preawpan Tungsuay a Quality Bride on Sunday 16 November 2003 at the Landmark Hotel in Bangkok.

Eugene Cody, General Manager for Toll (Thailand) Limited presided over the wedding reception party to wish the bride and groom a happy wedding life.

*The Bride and Groom are pictured with some of their Toll colleagues.*



## Toll (Thailand) Achieves QA Accreditation

With all efforts to continue improving our standard of services, Toll (Thailand) Limited achieved ISO 9001: 2000 Certification and striving for an even higher standard of service for the coming year.

*A proud Eugene Cody, General Manager Toll (Thailand) presenting the Internal Audit Team with Quality signs at the site.*

*Right to left:*

*Chairat P – Esso Fleet Supervisor; Saming S – SRC Driver Trainer; Pronchai W – Shell Fleet Supervisor; Veerapong V – SRC Driver Trainer; Wattinan W – SRC Workshop Manager; Wiwat K – SRC Safety Officer; Narongsak M – SRC Esso Fleet Manager; Rungsan Y – SRC SRC Esso Assistant Fleet Manager; Wasana P – SRC KPI Officer; Manote P – Esso Fleet Contract Manager; Allada S – SRC KPI Officer; Sutamas U – SRC KPI Officer; Pavena S – SRC KPI Officer; Siratcha S – World Gas Fleet Supervisor; Eugene Cody – General Manager; Suthida V – SRC KPI Officer; Kanjana P – SRC Human Resource Officer; Nikhongsak P – Quality Assurance Officer; Pragob K – LLK Workshop Manager; Plyavadee T – SRC Human Resource Manager; Prasert K – Training Manager; Chirapon I – Quality Assurance Manager; Lek V – Shell / World Gas Assistant Manager; Tanamon K – LLK Driver Trainer; and Kata A – Maintenance Manager.*



# 'Talking Tax' – with the Toll Group Tax Team

## Spare Parts – What is the Tax Treatment?

It is sometimes difficult to distinguish those items which are trading stock, consumables and those which are used as spare parts in your business. However, the distinction is quite important, as the tax treatment of each of these items of expenditure will vary accordingly.

It is therefore important to understand what constitutes a spare part in your business. An indication that an item of expenditure is in fact for a spare part will be when it has been incurred for the purpose of restoring worn or damaged parts of plant and equipment to their original condition, without changing the asset's character and function.

Consumables, on the other hand, are those materials which are used up as part of the operations of the business, or as an aid to the business. They are generally low cost, frequently used materials which are employed in producing assessable income. Consumables are purchased with the intention that they will be used in the business. Examples of consumables include stationery, tissues and paper for the photocopier.

Trading stock is different again and is defined in the taxation legislation at sec 70-10 ITAA 97, to include anything produced, manufactured or acquired, that is held for the purposes of manufacture, sale or exchange in the ordinary course of business of a company.

## Tax Treatment of Spare Parts

For tax purposes, expenditure on spare parts and consumables is generally deductible as an ordinary business expense on the basis that the expense is incurred in the process of producing assessable income and is not of a capital nature. The deduction will be claimed in the year in which the item is used for maintenance or repair purposes.

Spare parts held for maintenance and repair purposes and not for resale, manufacture and exchange, must not be treated as trading stock of Toll. These amounts are also not considered to be items of plant and therefore, are not depreciable.

This is different from the tax treatment of spare parts held for sale, exchange or manufacture, which are considered trading stock of the company. For these items, we need to determine what is included in the trading stock of an entity at the beginning and end of the income year, as the difference between the opening and closing balances. The difference of which is either assessable or deductible for tax purposes.

Expenditure on spare parts will not be allowed as a deduction where the spare parts are not used in the process of repair but are actually improvements, or where the expenditure is capital in nature.

Capital expenditure is indicated where:

- the repair involves the reconstruction or replacement of the entire asset;
- the repair adds to or expands the asset; or
- the asset repaired was acquired in a condition which required initial repairs prior to its use.

Where capital expenditure is incurred it should be depreciable over a period of time for tax purposes.

Should you have any queries in relation to the classification of an item of spare parts, please contact the Toll Group Tax Team on **03 9694 2888**.

### Toll Group Tax Team

**Bruno Galgano**  
Corporate Tax Manager



**Vivian Scarpino**  
Corporate Tax Adviser



**Peter Lewis**  
Senior Tax Adviser



## Welcome to our New Corporate Appointments



**Malcolm Pascoe**  
joins Toll as  
Contracts Manager.



**Vaughan Carlin**  
joins Toll as  
Procurement Manager.



# Organisation Chart



Managing Director  
**Paul Little**

Executive Director  
**Mark Rowsthorn**

corporate services

operations

Chief Financial Officer  
**Neil Chatfield**

Company Secretary  
**Bernard McInerney**

General Manager Property  
**Michael Fox**

General Manager Human Resources  
**Rod Walters**

General Manager Equipment  
**Steve Granland**

Manager Corporate Marketing Communications  
**Evelyn Papadopoulos**

Director Strategy  
**Stephen Stanley**

General Manager Corporate Development  
**Charles Thompson**

Financial Controller  
**Peter O'Brien**

General Manager Information Technology  
**Martin Dunne**

Treasurer  
**Ross McKean**

General Manager Risk  
**Ken Gaunt**

Group Manager Business Assurance and Internal Audit  
**Richard Wilson**

Group Director Toll Logistics  
**Don Telford**

- Financial Controller **Robert Dodd**

- Operations **Rob Sadler**

- Toll Asia **Eugene Cody**

- Toll AutoLogistics **Wayne Hunt**

- Toll Food and Beverages **Alan Mitchell**

- Toll Industrial **Tom Keipert**

- Toll Liquids **Gary Hutchinson**

- Toll Ports **Steven Ford**

- Toll Shipping **Paul Garaty**

- Toll Specialised Logistics **Jon Northorpe**

- Toll Transitions **Helen Newell**

- TenixToll Defence Logistics (JV 50%) **Dallas Mills**

Group Director Toll North  
**Terry Mallon**

- Financial Controller **Ian McCormick**

- QRX/QRX Refrigerated/W&M Meats/**Viv Botsford**

- NOX **Barry Drape**

- Toll International/Carpentaria Intl/Trans Link Intl **Richard Raw**

- Toll Resources/Toll Energy/R&H Transport/Toll Specialised Distribution **Ken Noye**

Group Director Toll Networks  
**John Ludeke**

- Financial Controller **Shane O'Neill**

- Toll Express/Toll Refrigerated/Toll West **Neil Pollington**

- Toll Fast **Brendan Boyd**

- Toll Fleet **Eric Stuelcken**

- Toll IPEC/Toll Parceline **Pat Kearns**

- Toll Linehaul **Phillip Crook**

- Toll Priority **Maurie Tattle**

- Toll Regional **Alan Finemore**

- Toll SPD **Paul Ebsworth**

- Toll Tasmania/Edwards **Tony Stewart**

- Tranz Rail **David Jackson**

Director Group Business Development  
**Hugh Cushing**

- Toll Solutions **Tom Thompson**

- National BDM **Ron Jumelet**

- National BDM **Gerard Gibney**

- National BDM **Damain Bishop**



**Photo 1**  
 'Photograph Copyright and  
 Courtesy of The Courier Mail'  
 Don Michell proudly standing  
 with his vehicle.

**Photo 2**  
 Don Michell holding his award  
 after being presented with it  
 by Phil Reeves – Member for  
 Mansfield (left) and Owen  
 Driscoll – National Transport  
 Insurance (NTI) (right).



## QTA Professional Driver Award 2003 Winner

# Don Michell – the Good Samaritan of W&M Meat Transport

**D**river Don Michell of W&M Meat Transport for 20 years was awarded Queensland's Professional Truck Driver of the Year at the QTA Awards night in Brisbane on 18 October 2003.

Don started driving Linehaul with W&M Meat Transport when he was in his mid-thirties in December 1983, delivering steel both locally and intrastate.

His first trip with a refrigeration van was to Sydney. His work instructions were: "Go to Beaudesert, turn left at the top of the mountain, then right at Hexham to the Putty Road, watch for the planes it's near the airport (Mascot)". The load was very heavy hanging meat, it was a very long slow trip, but he got there.

When asked if being a driver is better now? Don advised, "In the early days, trips and drivers were always pushed to the limits. Nowadays things are done much safer, roads are in better condition, equipment is well maintained and adequate break times allowed."

In more recent years, Don has worked in the Local Container Division transporting full container loads to and from the wharf.

Being W&M's most diverse operator – Don's skills are utilised widely across the business, competent in the use of all equipment: heavy weight trailers, B-doubles, singles, rigids, container swing lifter and refrigeration. Don is an excellent team player and is highly regarded by our customers who ask for him by name. Providing W&M with 20 years of dedicated service – 'accident-free', Don is the epitome of a first class professional driver, and a credit to the industry.

An active member of the W&M Safety Committee since its reformation two years ago, Don is helping to take the business from one of the worst safety

performing divisions in Toll, to one of the best. Don was one of the first W&M drivers to successfully complete Certificate III in Transport and Distribution (Road Transport).

Bob Brown and Vanessa Aittola, W&M Container Division Operation Supervisors, describe Don as having a way with people. He is never late or absent; he is well organised and his paperwork is always in order. He is company minded and conscious of costs. Don displays a high level of presentation and appearance at all times and he has always got a smile on his face.

Don's dedication does not stop at work, for the last 25 years he has been involved in the community helping disadvantaged and homeless teenagers. He has supported over 20 youngsters from violent family lives, during this time offering them shelter, food, moral and financial support.

Don said he gained a great deal of satisfaction out of helping struggling families.

"I like to know that kids are being fed and I have bought groceries and delivered them to homes where I know they have been having a hard time," he said. "It's no big deal... it's just something I do."

When asked what advice would you give other drivers or people considering becoming part of the transport industry, Don responded by saying, "I would give the advice I was given.... When I was young I always listened to the old drivers they gave me great tips.... Do your own job well and mind your own business."

Don will now represent Queensland in Adelaide at the National Australian Trucking Association (ATA) Awards in the New Year.

**Congratulations Don**

# QTA Safety Improvement Award 2003 Winner – W&M Safety Committee

Congratulations to the W&M Safety Committee (which includes the following members: Ken Noye, Karen Wilson, Tony Robinson, Michelle Behan, Steve Koch, Don Michell, Paul Renz, Craig Wilson and Craig McManus) and all employees of W&M Meat Transport who won the QTA Safety Improvement Award at the Queensland Trucking Association Annual Awards Night, held on Saturday 18th of October at the Hilton Hotel in Brisbane.

W&M has come a long way in the last three years and continues to improve on its safety performance, keeping the momentum going through consultation with employees, having clear targets set, regularly reporting the safety performance results and communicating at Safety Information Branches held off site for employees and subcontractors.

Certified to TruckSafe, NHVAS and SafeFood, W&M Meat Transport continues to operate with a new safety culture.

The W&M Safety Committee and Management Team are currently working on and / or completed the following projects:

- Monitoring and review of drivers' performance with regard to speeding and fatigue through their Fleetcom System.
- Training – 95% of Company drivers completed Certificate 3 in Transport and Distribution (Road Transport) at end of October 2003. W&M is committed to providing training to all permanent company drivers.
- Drivers are currently compiling 'Customer Hazard Maps' for each pick up and delivery point which are added to the Drivers Manual and used by Operations Supervisors to instruct drivers in the know of hazards and restrictions at customers premises.



- Reduction of Insurance claims cost for equipment remains a priority this year for the Safety Committee and Management Team.

*Karen Wilson, Secretary of the W&M Safety Committee Team accepting the award from Phil Reeves, Member for Mansfield (left) and Bill McMillin, Fund Secretary for Transuper (right).*

Improvements					
	June 2001	June 2002	% Change 2002	June 2003	% Change 2003
Work Cover Claims	\$177,000	\$40,398	78% ▼	\$20,162	50% ▼
Lost Time Injuries	20	13	35% ▼	4	69% ▼
LTI Frequency Rate	78	47	40% ▼	18	62% ▼
LTI Duration Rate	20	14	30% ▼	11.5	18% ▼
Motor Vehicle Accident Costs	\$351,094	\$433,582	23% ▲	\$40,000	91% ▼



## Improvement of QRX's LCL Operation Continues to Benefit The Royal Children's Hospital

ABBQ was held at QRX Moolabin to celebrate the significant improvement of the LCL operation towards the safety program and the continued high level of safety awareness of the QRX Refrigeration operation. The Royal Children's Hospital Foundation was the beneficiary of a financial donation to go towards much needed funding for important programs and areas of research.

The LCL safety improvement resulted in the business operating for six months without a Lost Time Injury. The QRX Refrigeration business has gone without a Lost Time Injury for nearly two years and this is the

second donation made on their behalf.

These two operations employ 150 people over 3 shifts 6 days a week and a considerable effort has been made by all employees to achieve this huge turnaround.

The representative from the Royal Children's Hospital addressed employees on the programs that are in place and provided an insight into the costs associated with providing special care to critically ill children each year. It is our desire to continue to support charities in the future through ongoing safety programs.

*Left to right: James Smith – LCL Handling Manager; Damian Cervetto – Shift Co-ordinator WHSO; Fiona King – HR Manager, Dave Randall QRX Refrigeration Safety Team; Geoff Inglis – Safety Team; Dave Jolley – Shift Co-ordinator; RCH Representative; Steve Etchells – Safety Team and Mike Watts – Safety Team.*



# Toll Resources Acquires Tee Cee Logistics – A Dangerous Goods Warehousing and Local Transport Specialist

Following an operational strategic review in late August 2002, Toll Resources (formerly Toll Specialised Services) identified dangerous goods as a possible 'niche market opportunity' and quickly developed a strategy leading to the acquisition of Tee Cee Logistics – a dangerous goods (DG) warehousing & local transport specialist. Toll Resources welcomes all Tee Cee employees into the Toll Group and in particular, is proud to announce that Trevor Cox (previous owner of Tee Cee) has accepted a significant new role with Toll Resources as National Manager – Dangerous Goods Logistics.

## Our Strategy

Our initial research revealed that whilst the Group carried significant amounts of DG freight through the various network business, there was no single business focussing on the management of Dangerous Goods Logistics. Toll overall, had only limited involvement in the transporting of dangerous goods with no warehousing capacity, the following three-stage national strategy was developed to address this opportunity:

Stage 1	Stage 2	Stage 3
<p><b>Identify &amp; target potential prospects</b> – Syngenta became one of the major prospects targeted with success cumulating with a 5-year logistics contract signed in December 2002.</p>	<p><b>Utilise 4 PL arrangements to manage existing DG operators</b> – Finalised negotiations in February 2003 with Tee Cee Logistics to help service the Queensland section of the contract. Similar negotiations took place for interstate requirements.</p>	<p><b>Develop or acquire required expertise as a 3PL provider</b> – After developing a good working business relationship with Tee Cee, it was agreed that acquisition of the required expertise was needed to complete the third stage of the initial strategy.</p>

## History of Tee Cee

Tee Cee commenced operations in 1984 as a local Brisbane carrier to one of Queensland's most respected dangerous goods and hazardous substances, materials handling and distribution specialists, founded by Trevor Cox.

Safety and compliance regulations are a top priority at Tee Cee.

## Services offered include:

- Local distribution
- Warehousing & storage
- Order picking
- Inventory management control
- Wharf cartage
- De-stuffing of containers
- Account management

The specially designed dangerous goods fleet currently numbers over 25 vehicles with carrying capabilities ranging from 2 tonnes to B-double loads. These vehicles incorporate hydraulic tailgate loaders to reduce turnaround times and loading risks. Approved segregation devices allow different chemicals to be carried on the same truck. All dangerous goods vehicles undergo mandatory daily and weekly safety check procedures.

Tee Cee drivers continually undergo training and are appropriately licensed to transport bulk dangerous goods loads. Current training extends to the use of

segregation devices; spill recovery, emergency response procedures and personal protective equipment for emergency conditions.

Tee Cee's 4,000 square metre purpose built warehouse that opened in Eagle Farm in 1997, is now licensed for a wide range of flammable liquids and substances and is fully bunded with advanced spill control systems. Its central location facilitates the movement of goods to and from Brisbane's nearby international airport and container wharf terminals, and efficient distribution throughout Brisbane and South East Queensland.

Specialised pallet racking, container and materials handling equipment are supported by computerised stock and batch control systems, combining warehouse efficiency with the highest levels of safety.

## Future

Toll Resources focuses on delivering the following principles to clients in the mining and resource industry sectors:

Capability – to manage the entire task.

People – to identify and deliver improved outcomes.

Value – to improve service, reduce cost and manage risk.

The addition of Tee Cee Logistics brings a wealth of experience and knowledge in the specialised area of DG and hazardous substance storage, handling and transportation.

Toll now has an expanded operational capability to service this new and growing market, especially into the mining and resources industries.

# The Warehouse Group Opens Fisherman Islands' DC

The Honourable Tom Barton, Queensland Minister for State Development officially opened The Warehouse Group's latest 50,000 square metre Fisherman Islands (Queensland) distribution centre (DC) on 13 September 2003.

The DC services all The Warehouse Group stores in Queensland and New South Wales.

As a partner in supplying transport requirements, Toll

staff were invited to this exciting event.

Two linehaul units were liveried in The Warehouse Group's Corporate Colours fulfilling part of our commitment to the recently won contract. These units were on display at the Opening, as well as at the family day that followed, for all staff and their families to view.

**A great day was had by all.**

*Left to right: Rob Mercer – Toll Linehaul Manager Food & Beverages; Jo Hammond – TWA QDC Distribution Manager; Roger Duckett – Toll National Transport Manager Food & Beverages and Craig Hope Johnstone – TWA General Manager Logistics.*

## Excellence in the Ford Victoria Contract

Twenty of our employees working in the Ford Victoria Contract recently completed their training in Certificate III Transport and Distribution (Road Transport or Warehousing).

Blue Ribbon Training Services awarded the employees their long awaited certificates after more than two tiers of assessment and training. This training exemplifies Toll AutoLogistics' commitment to continuous improvement and providing 'the best people to do the best job'.

Toll AutoLogistics recently won the Ford Motor Company Gold World Excellence Award and the Ford Australia Gold Supplier Excellence Award for services during 2002 - a testament from Ford Motor Company recognising the dedication of our employees in vehicle distribution, component logistics and packaging.

*Pictured left to right are some of our proud graduates at the Ford Contract Campbellfield site: Colin McLaughlin – Driver, Maureen Lane – Data Entry Processor, Andy Chick – Maintenance Supervisor and Shane Coster – Operations Manager.*



## Toll Liquid Distribution Wins GPG Cartage Contract

Following a successful tendering process, Toll Liquid Distribution (TLD) was awarded the three-year Gippsland Petroleum Group (GPG) bulk petroleum products cartage contract in April 2003.

GPG is a 100% equity Exxon / Mobil Distributorship with Head Office based in Traralgon Victoria. The cartage task has an annual volume of approximately, 70 million litres.

Products are sourced from Exxon / Mobil's Yarraville Terminal and transported to GPG's Reseller and Commercial customers throughout the greater Gippsland region, and GPG's bulk distribution depot located in Traralgon.

TLD's Melbourne Branch Team manages the cartage task, and compliance to performance KPI's from inception to present time has been excellent.

This positive feedback from our customer GPG, combined with the enormous effort from the TLD team to introduce and implement OIMS (Operational Integrity Management System) standards throughout the business has earned us the status of 'Preferred Carrier' for Exxon / Mobil's Australia / New Zealand Customer Service Group. Continued compliance to Exxon / Mobil's stringent standards should enhance our chances of further success through the tendering process for other Exxon / Mobil Distributor cartage contracts.



*Pictured with a typical 1 9m B-double configuration that services the GPG contract is GPG's Operations Manager – Russell Mills (left) with our Melbourne Branch Manager, David Love.*



An extremely pleased Helen Newell – Toll Transitions General Manager collaborating with Mark Kingsley – Removals (left) and Nigel Maloney – Strategic Systems Manager.

## Toll Transitions Wins the Second Largest Removals Contract in Australia

In July this year, the Queensland Government invited tenders for a standing offer arrangement for removal brokerage services to Queensland Government Departments and Agencies. Toll Transitions was very pleased to have taken up the invitation when it was announced recently that they had successfully won the contract.

“Our success in this tender process,” commented Helen Newell, General Manager, Toll Transitions, “is a fantastic result and sends a strong message to the market place, our existing and potential clients, our providers and of course, our competitors. It is a testament to the enormous effort put in by a whole team of people over the last 12 months, and certainly demonstrates that persistence pays off. I would like to pay particular tribute to the efforts of Mark Kingsley and Lisa Savage. These two individuals put an enormous amount of effort into winning this work, over an extended period of time, and on behalf of all of us, well done!”

Nigel Maloney, Strategic Systems Manager, Toll Transitions said “It’s a great win for the company and it’s also quite an exciting opportunity for our IT development team. This provides us with a great opportunity to test the new TMS system in a live environment.”

“TMS, Transitions Management System,” says Nigel “enables Toll Transitions to automate the removals management process, giving our Transitions Consultants more time to concentrate on customer service.”

The standing offer arrangement with the Queensland Government is the second largest removals contract in Australia, involving the relocation of 3,500 Queensland Government personnel annually. Operationally, the contract will be run out of Toll Transitions’ Townsville office, and under the management of Francene Wade, Regional Removals Manager, Toll Transitions.

In a meeting with the Queensland Government, Francene talked with representatives from Queensland Purchasing about their reasons for choosing Toll Transitions to manage this pivotal removals contract. “They greatly appreciated the professional presentation of our documentation which addressed all of the requirements in detail and they were very impressed with our Quality System. The bottom line though, what really won us the deal was, that of all the responses they received, we offered a higher level of service that would provide tangible benefits to the Government.”

Helen Newell pronounced “Once again a fantastic result for Transitions.”



## Work Safe Week Launch at Toll Shipping

Photo 1  
Toll Managing Director, Paul Little, addresses the Victorian Work Safe Week launch event at Toll Shipping’s Webb Dock terminal.

Photo 2  
Present at the Work Safe Week launch event were (L to R) Ken Gaunt – General Manager – Toll Risk; Paul Garaty – Toll Shipping General Manager; Greg Tweedly – Chief Executive, Victorian WorkCover Authority; The Honourable Rob Hulls MP, Minister for WorkCover; Paul Little, Managing Director, Toll and Captain Matt de Silva, Master Victorian Reliance, Toll Shipping.

Toll Shipping’s Webb Dock terminal was the site for the launch of The Victorian Government’s Work Safe Week promotion on October 23. Keynote speakers were The Honourable Rob Hulls MP, Minister for WorkCover, Greg Tweedly, Chief Executive, Victorian WorkCover Authority, and Paul Little, Toll’s Managing Director.

The speakers addressed the importance of safety at work and the unacceptably high incidence of accidents in the workplace.

Mr Hulls said that each year the number of people involved in preventable workplace accidents was equivalent to the entire population of a Victorian regional city the size of Warrnambool.

Mr Little emphasised that workplace safety is a matter of the highest importance and stressed that Toll holds the view that safety awareness is an issue of the

highest priority in which there is never room for complacency.

He said workplace accidents are a huge cost to the community and each and every enterprise has an obligation to work closely with WorkCover.

Toll Shipping was chosen as the venue for the event after winning WorkCovers’ award for The Best Risk Solution in 2002.

The subject matter of the submission was the two years of intensive safety research on the operation of Fantuzzi forklifts prior to acceptance of the equipment for terminals stevedoring operations. The research involved meticulous examination of every aspect of the equipments’ leading-edge technology such as the on-board monitoring system that measures the weight and stability of every container handled.

# Toll Transitions Focus – Strive for Continual Improvement

Living our value to 'Strive for Continual Improvement', Toll Transitions recently embarked on a major review of its Quality Management System.

Natasha Bowditch, Toll Transitions Quality Manager embarked on the challenge with enthusiasm: "We wanted to create a system that was integral to the entire business, one which encouraged employee accountability and feedback, whilst delivering the highest quality services and results to our key stakeholders."

Various initiatives were undertaken over a six-month period to raise the awareness and understanding of quality management within Transitions, including formal presentations, training and feedback sessions.

An in-house competition to name the new Quality Manual resulted in the name 'Focus', capturing the essence of our quality management system - the way we do business. Focus was written as a business specific information tool to support the face, heart and vocation of Toll Transitions. Focus provides information about who we are, our vision, objectives, products, markets, people, regions, clients and support areas of the business. Focus incorporates Toll Transitions' values and service culture into the way we do business – breaking away from the traditional quality manual concept.

On 11 November 2003, external certification provider, SAI Global, recommended Toll Transitions' certification upgrade to ISO9001:2000. The audit report stated "The 'Focus' manual is seen as a very practical and user friendly document which provides a comprehensive overview of the system .... the transition of the management system over the past twelve months has been commendable, with the management team commitment and involvement very evident."

General Manager Helen Newell said, "The commitment from the management team and the entire business to support and embrace these positive changes demonstrates our commitment to living our values. We are proud of our achievements in raising the standards of quality management within the business and look forward to using Focus as the framework to facilitate continuous improvement for Toll Transitions."

**Because focus is the way we do business**



*Terry Hughes – SAI Global, Auditor congratulating Natasha Bowditch – Toll Transitions Quality Manager (left) with Helen Newell – Toll Transitions General Manager.*

## Who's got DIDS on Paul Hayllar?

With the secondment of Paul Hayllar to the TenixToll DIDS transport project, Toll Transitions really had to look at it not as losing a National Business Development Manager, but more as strengthening important ongoing partnerships with Defence and within the Toll Group.

TenixToll Defence Logistics (to be known as TTDL) was announced the preferred tenderer for DIDS in July. TTDL is a separate joint venture company with its own directors and management team reporting through to Tenix Defence and Toll Logistics respectively.

Toll will sub-contract to TenixToll for the provision of transport services, including all inter-site distribution of freight (from parcels to full loads).

On behalf of Toll, Toll Transitions has responsibility for

the overall establishment and management of the contract. Paul Hayllar has been seconded from Transitions to this project full-time for the next six months, to run the Implementation. Distribution tasks will be allocated to the appropriate Toll Business Units, and outside carriers as required, through the Transitions TMS system, interfaced with TTDL and the Toll IT systems to ensure seamless transfer of information between all parties.

Paul Hayllar explained, "As Toll Transitions' first step outside the pure relocations space, this project heralds the beginning of a whole new era of creative applications for our business model, which is set up explicitly to manage multiple sub-contractors and present a single service to a client, and specifically Defence."



*Paul Hayllar, pictured above, has been seconded from Toll Transitions to the TenixToll DIDS project for six months.*

# Toll Lends a Hand for the US President's Australian Visit

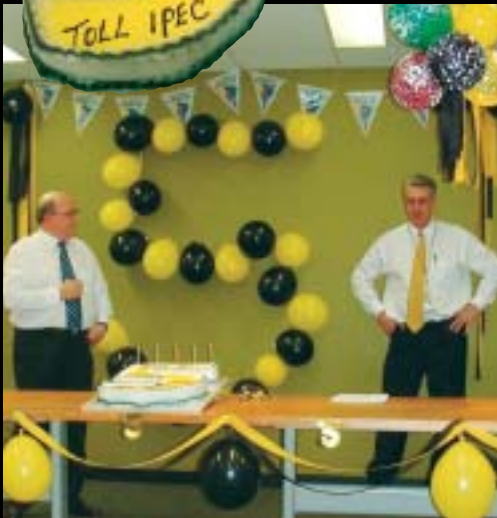
The October visit to Canberra by US President George Bush was preceded by two weeks of intense activity in transporting tonnes of support equipment into the nation's capital. Unfortunately, being the busiest time of the year for transport companies, and with the Rugby World Cup in full swing and the Masters' Games pending, there was a critical shortage of suitable vehicles in Canberra.

Toll Transitions and Toll Specialised Logistics were contracted to source and supply trucks and drivers for the transport of goods to and from Fairbairn Air Base, and to then use these vehicles for onsite storage at the hotel being used by the President's entourage.

Unbeknown to most Canberrans, the Saturday on which all

the President's men (and equipment) began arriving, was the same date selected by the High Court for annual celebrations at the National Museum (located across the lake from the hotel). Obviously the Americans knew something that we didn't, as an early evening fireworks display and fly-over by two F1-11 jets (with after-burners on), created huge panic among the locals. While half of Canberra was looking for any available space under beds and tables, the US Airforce personnel calmly continued unloading their equipment.

The entire two-week project was completed without incident, and Toll Canberra was proud to have played some small part in making the President's visit to Australia an enjoyable one!



Pat Kearns – General Manager, Toll IPEC left with Rodney Johnston – State Manager Victoria speaking to a gathering of employees.

A combination of effective leadership and a great team spirit enabled Toll IPEC to effectively strive towards its vision 'To be Australia's leading distribution company for customers with urgent freight requirements'.

Over five years Toll IPEC has built new depots including Brisbane, Sydney, Melbourne, Adelaide and Perth and has developed state-of-the-art freight tracking systems plus a host of other technological and process improvements.

Well done to all those who have been through the five year journey and to those who have joined Toll IPEC along the way. With a solid base now in place, Toll IPEC is well positioned for continued success.

## Toll IPEC is 5 Years Old

Toll IPEC recently celebrated its 5th birthday as part of the Toll Group. IPEC was formally acquired by the Toll Group and given a new name 'Toll IPEC', on October 5, 1998.

The occasion was quietly celebrated at Toll IPEC's National Office in Melbourne where Toll IPEC's General Manager, Pat Kearns, spoke to a gathering of employees about the significant achievements made over the five years and Rodney Johnston, State Manager Victoria and a long term IPEC employee, spoke about the history of 'IPEC' before Toll.

Pat Kearns noted that the journey over the last five years had been an exciting one with plenty of action. Five years ago, IPEC was in a bad state of 'business health' and the future of the name that had become synonymous with express freight in Australia was in question.

With Toll as our new owner, an era of confidence blossomed as people realised the potential of IPEC as part of the Toll Group. Difficult decisions were made quickly and within months, signs of a bright new future started to develop.

Left to right: From Multiflex Packaging is Annemarie Meredith – Warehouse Manager and Peter de Hennin – CEO; from Toll Express is David Nash – State Manager and Peter Simmie – Commercial Manager.

## Toll Express and Multiflex Packaging Sign Fixed Term National Agreement

Toll Express is pleased to announce that it has signed a fixed term national agreement with Multiflex Packaging – the result of a recent merger of Australian Challenge and Beaver Packaging.

Australian Challenge has been a long term Toll Express customer since the mid 1990's, both companies have enjoyed strong growth during this partnership and now with Multiflex Packaging we look to the future with high expectations.

Toll's Ron Freeman – Major Accounts Executive and Thelma Petrovski – Major Accounts Executive, have been negotiating and working with the Multiflex team over a lengthy period to secure this strategic partnership with the leading manufacturer of plastic packaging throughout Australia.





## Toll SPD and Wesfarmers CSBP Sign Service Agreement

**T**oll SPD in Western Australia recently signed a three-year service agreement worth \$10m with Wesfarmers CSBP for the transport of nearly 50,000 tonnes of Ammonia Nitrate from Kwinana in Western Australia to Warkworth NSW.

The agreement will see Toll SPD in Perth provide 30 specialised 20' bulk boxes to supply the Warkworth Gold Mine in NSW, a major customer of CSBP. The logistics solution provided by Toll SPD will enable CSBP to further grow the Ammonia Nitrate part of their business in the eastern states over the coming years.

The specialised bulk service is provided in conjunction with 50% owned Toll business R&H Transport in Newcastle.

Jason Holmes the Business Development Manager for Toll SPD said, "CSBP is the market leader in agricultural fertilisers and mine site required chemicals. As part of the Wesfarmers Group, CSBP will become one of the largest senders of bulk freight on rail ex Western Australia. The specialised services required with the high volume demanded a Logistics solution that Toll was able to deliver at a very competitive rate."



*Left to right: John Carrall – Contracts Officer CSBP – Lindsay Rowland – Branch Manager Toll SPD Perth and Ross Martelli Business Manager CSBP.*



## International Customer Service Week

**I**nternational Customer Service Week 6–12 October 2003, provided Toll IPEC with an opportunity to show how dedicated people, sophisticated technology and effective teamwork combine to provide customers with high levels of customer service.

On Wednesday 8 October, Toll IPEC played host to a number of customer service professionals during a study tour that included Toll IPEC's Melbourne Depot, the Commonwealth Bank Call Centre, McDonald's Regional Training Centre and Salesforce Australia – National Sales & Service Centre.

Prior to arrival at Toll IPEC, some of the study tour participants questioned what could be learnt about 'service' from a freight company. On their departure, every member of the study tour was extremely impressed by the scope of the operation, the professionalism of the Toll IPEC staff, the level of

technology employed and Toll IPEC's focus on building a strong service culture.

Presentations by Toll IPEC managers – Rodney Johnston – State Manager, Glen Richmond State – Sales Manager and Tim Bowen – State Customer Service Manager, provided study tour guests with a valuable insight into how a modern distribution centre operates and how information plays a crucial role in the total customer service function.

Toll IPEC's customer service teams across Australia participated enthusiastically in a competition entitled The International Customer Service Week – Global Challenge, and won. While the competition was light hearted, it was a great opportunity for teams to work together to solve customer service related puzzles and celebrate the crucial role that Customer Service plays in a successful organisation.

*Left to right: Tim Bowen – Toll IPEC, Yota Dimopoulos – Myer Grace, Clinton Sterlson – Godings (front), Andrew Buxton – Spencer Street Station Authority, Julie Feehan – Toll IPEC, Annette Parker – Godings, Alex Smith – IBM, Steve Hogan – EIG Anvar, Meagan Caligiuri – Spencer Street Station Authority, Ian Harris – Commonwealth Bank, Glen Richmond – Toll IPEC (kneeling), Brad Carle – Pitcher Partners, Kay Fox – Your Prosperity, Libby Whitefield – Polson, Marion Gent – Healthy Life, Lindsay Goding – Philip Island Nature Park, Sarah Deering – Salesforce.*

# Toll Priority Supports Australia's Breast Cancer Day



In October this year Toll Priority contributed to the National Breast Cancer Foundation activities by donating their services for the distribution of the fundraising materials for the Pink Ribbon Campaign.

Toll Priority distributed over 450,000 ribbons and pins to over 8000 retail outlets and 250 businesses Australia Wide.

Sue Murray General Manager of the National Breast Cancer Foundation "The Pink Ribbon campaign is the corner stone of the Foundation's fund raising activities with the Australian Community, and without the support of the retail outlets and Toll this would not be possible. The support that Toll provides in supplying the distribution of the ribbons and the breakfast packs is integral to the campaign."

The National Breast Cancer

Foundation's research funding has made, and continues to make, a very important contribution to new knowledge in breast cancer. It is the only community funded organisation focused on breast cancer that awards grants nationally by peer review and across all research disciplines – biomedical, clinical, psychosocial, epidemiology and health service delivery. Since its formation in 1994, the Foundation has awarded 77 research grants and six scholarships totalling \$12.4 million to researchers across Australia.

Internationally, October is recognised as Breast Cancer Month with Monday 27 October being Australia's Breast Cancer Day, marking the culmination of breast cancer activities during the month of October.

It is recognised as breast cancer's national day in support of awareness and research, and generates a range of activities with an education and fundraising focus. To support Breast Cancer Research, Australians are encouraged to purchase a pink ribbon or pins from major retail outlets, as well as newsagents, real estate agencies, chemists, schools, hairdressers and banks.

## Toll Express – The Quiet Contributor – Making a Difference

"Toll Express has contributed significantly to the welfare of people in East Timor," responds Francis Gentle to an email received from Michael Anderson, Head of Socially Responsible Funds, Australia – AMP Henderson Global Investors, Australian Equities.

Francis Gentle is a teacher of blind students in Australia who has been instrumental in sending equipment and working with teachers in East Timor of the past two years.

Toll Express was able to send a couple of pallets to Dili for Francis Gentle to begin assessing and teaching students who had previously been locked away in their homes.

Ms Gentle continued in her email regarding Toll Express: "Their commitment to a minimum of one pallet shipment from Sydney to Darwin every week, with regular increases according to the donations of Australians has been wonderful. Toll transports the pallets to Perkins Shipping in Darwin, who in turn play their part in contributing free transport to Dili, East Timor.

"I appreciate your recognition of their work in reducing the inequities in this world. Best wishes," Frances.

Letter to Frances Gentle

**Dear Frances,**

***We were interested to hear earlier in the year about Toll Holdings' humanitarian contribution in transporting goods to East Timor.***

***When the AMP Henderson SRI Funds review a company for investment we consider the sustainability of an industry on the one hand and its social responsibility on the other. With respect to social responsibility we consider the companies dealings with shareholders (corporate governance), workforce, community and environment. Consequently we regard Toll's contribution here as a clear positive sign of commitment to the community.***

***Thanks and Best Wishes***

***Michael Anderson***

***Head of Socially Responsible Funds, Australia***

***AMP Henderson Global Investors, Australian Equities***

# Toll SPD Enters Channel 7 Toyota Telethon Trek with Car 100

The Telethon Trek is an annual event now in its third year and is held to raise funds to help improve the health and well-being of sick children in Western Australia.

It is an eight-day event which this year travelled through the South West of Western Australia. It is not a race or a rally, more along the lines of a reliability trial for vehicles aged 30 years or more.

Toll SPD has provided support for Car 100 from the inception of the race. Each year the cars are 'dressed' in a theme and this year Car 100 was 'The Big Red Car' from the Wiggles with Henry the Octopus sitting proudly on the roof of the vehicle.

The event commenced in Albany and zig-zagged its way through some of the more rugged terrain in the South West visiting various schools along the way.

There was one small mishap near Margaret River where the Trek ambulance was required to be in attendance as Henry the Octopus needed minor surgery to one of his limbs.

Car 100 also ran the richest ever pigeon race in the history of WA as their main fund-raiser. There were prizes to the value of \$25,000 with first prize being \$10,000 with 250 pigeons in the race.

Once again Car 100 was the Top Fund Raiser for the year – a magnificent accomplishment.

A fantastic grand total of \$459,000 was raised for Telethon Trek 2003 by the 20 cars involved.



The Big Red Car from the Wiggles with Henry the Octopus sitting proudly on the roof.

# NAB Acknowledges Toll Fast and Toll Priority Drivers

The staff at National Australia Bank (NAB) Distribution Services Queensland, acknowledge our Toll Fast and Toll Priority drivers with Certificates of Appreciation.

Toll Priority has held the contract to service NAB regional branches for over twenty years, while Toll Fast service the Brisbane metropolitan branch network.

The letter below from NAB's Distribution Services' Anita Burgess, Heath Penney and John Porter was emailed to our Branch Managers to pass onto our drivers:

"We have completed some Certificates for you to display as a thanks for the support we receive from your drivers. We are often having fundraising raffles

and the drivers are continuously very supportive and happy to contribute.

"The team has a good relationship with the drivers and some of them even bring in chocolates and lollies for our staff.

"Our building staff will be hosting a BBQ in the near future and we will let you know when so that you can advise your drivers they are welcome to attend. We will also be supplying a basket of chocolates for the drivers to have when they do their deliveries.

"Please accept our thanks for the working relationship NAB has with Toll."

Regards  
Anita, Heath and John.



# A Clear Vision for Balinese Aid

Centrelink offices across Australia recently organised a national collection of "pre-loved" reading glasses and sunglasses for donation to the people of Bali. This was organised for the Bali-based John Fawcett Foundation, as part of the first anniversary commemoration of the Bali disaster.

John Fawcett is an Australian who now lives in Bali and, through the Foundation, offers assistance to those Balinese people who otherwise could not afford medical assistance, and who often have significant problems with their eyes due to cataracts.

Thousands of pairs of glasses were donated from over 340 Centrelink offices Australia-wide, providing the logistical challenge of collecting and transporting them to the Foundation's warehouse in Perth. From there, the glasses then needed to be processed, recycled and shipped to Bali.

Toll Specialised Logistics in Canberra, who manage the warehousing and distribution of Centrelink's forms and

printed materials, were only too pleased to assist with this very worthwhile cause. By utilising the transport resources of Toll IPEC and Toll Express, we were able to arrange for the packaging, collection, consolidation and delivery of some 40 boxes (approximately 2,500 pairs of glasses) to Perth for the official handover to the Foundation.

Desley Hargreaves, Centrelink's National Manager for Social Work and a recent winner of the Prime Minister's Public Service Medal, expressed the appreciation of Centrelink and the Foundation for Toll's generous assistance in helping to make this project such an enormous success.

Special thanks also go to John Henrys, the Toll Express Operations Manager in Perth, who did an excellent job in consolidating all inbound consignments and co-ordinating delivery for the Foundation.



Left to right: Martin Gibbon – Centrelink Social Worker (Perth); Desley Hargreaves – Centrelink National Manager for Social Work; and John Henrys – Operations Manager, Toll Express Perth.



Jeffrey shows his delight at receiving the laptop computer.

## Toll AutoLogistics Gives Generously to Jeffrey

Employees of Toll AutoLogistics have answered the call to help Jeffrey Lyon. The 12 year old's wish for a laptop computer came true on Friday 31 October, at Toll's Laverton North (Victoria) depot during a sausage sizzle.

Jeffrey is fighting leukaemia for the second time after first being diagnosed in 1995. Facing 72 hours treatment a week in hospital, his parents fear he might struggle to catch up on the school he will miss.

Three weeks ago, Jeffrey's family pleaded for community support through the local newspaper, Altona-Laverton Mail, to raise money for a laptop so he could study in hospital.

Colleagues of Jeffrey's stepfather Toll AutoLogistics subcontractor Wayne Adams were so touched by his story that they began fundraising. The overwhelming response from staff and sub-contractors raised enough money not only to buy a laptop but a host of other goods.

The local community also showed great generosity with the newspaper receiving numerous phone calls from residents wanting to help.

Jeffrey came to Toll's Laverton North plant expecting a sausage sizzle to raise money for him. Little did he know that money had already been raised, and a huge surprise awaited.

He was presented with a laptop computer, colour printer / scanner / photocopier, digital camera, sundry of goodies to go with the hardware and a \$3,000 Myer gift voucher.

In addition, a voucher for a luncheon for the family of eight was kindly donated by The Airport Hilton.

The look on Jeffrey's face when presented with the above was priceless. He thought it was 'perfect'.

"Thank you for raising so much money and thanks for all the stuff," he said. "I had a headache before but it just went away."

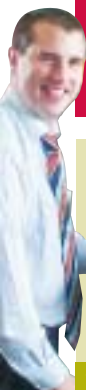
Jeffrey's parents Wayne and Leanne Adams were lost

for words. "I don't know what to say," Wayne Adams said. "I'm speechless, it's just really good. I'd like to thank them all for what they've done. I really appreciate it and Jeffrey does too."

Toll AutoLogistics Projects and Marketing Manager, Alison Brain said it was inspiring to see so many people willing to help out a colleague. "I was overwhelmed by the amount of people who generously donated. We asked for assistance from all our sites nationwide. The team at Toll is close knit. However, individually, each one of us appreciates that it could have been one of our own children.

"Wayne Adams is well regarded in Toll's AutoLogistics Division, and our prayers go with him and his family over these next couple of very hard years as they support a very brave young man in his huge battle."

The team at Toll AutoLogistics sends its best wishes to the family during this trying time and wish Jeffrey a successful and speedy recovery.



## Bruno Dalsogio Celebrates 40 Years of Service

Bruno Dalsogio of Toll Fleet Management, Chullora was presented with an award for 40 Years of Service at a special luncheon held on 21 November 2003. Making the presentation was Toll Networks' Divisional Financial Controller Shane O'Neill.

Bruno commenced work with the Company on 19 November 1963 at the tender age of 16. He started as a First Year Apprentice Motor Mechanic with TNT, located at Chullora. This was before the present site had been developed.

After completing his apprenticeship, Bruno went to Mascot where he was the full-time Breakdown Mechanic for about three years. He ran the night shift for a further three years and was then promoted to Foreman Day Shift.

In 1984 Bruno transferred back to Chullora to take up a position as Foreman Night Shift. At the time the new

Chullora workshop was being built and when completed and opened in 1986 he transferred back to day shift and remains Day Shift Workshop Supervisor to this day.

Over his 40 years of service Bruno has seen many people come and go. His loyalty and commitment to the job is only surpassed by his friendliness and willingness to help.

We thank Bruno for his contribution to the Company and hope there will be many more happy years to come.

**Congratulations Bruno from all at Toll.**

Others presented with service awards were Gustavo Mesa (25 Years), Florendo Madriaga (15 Years), Alex Mesa (15 Years) and Phillip Annettes (10 Years). Congratulations guys.



Photo 1  
Bruno Dalsogio – Day Shift Workshop Supervisor Toll Fleet Management was presented with an Award for 40 Years of Service by Shane O'Neill – Toll Networks Financial Controller.

Photo 2  
Gustavo Mesa – Toll Fleet Management was presented with an Award for 25 Years of Service.

## TOLL NETWORKS - CLUB 10

Aaron Bond, Toll Fleet Management, Wagga Wagga, NSW.  
 Aaron Melnyczyn, Toll Express, Regency Park, SA.  
 Bill Turner, Toll IPEC, Altona North, VIC.  
 Brett Turner, Toll Tasmania, Burnie, TAS.  
 Carol Hanckel, Toll Tasmania, Port Melbourne, VIC.  
 Darren Newnham, Toll SPD, Footscray, VIC.  
 Don Stretton, Toll SPD, Footscray, VIC.  
 Don Wilson, Toll Express, Regency Park, SA.  
 Frank Dimeck, Toll Express, Smithfield, NSW.  
 Frank Durigo, Toll Fleet Management, Wagga Wagga, NSW.  
 Greg Beer, Toll Express, Regency Park, SA.  
 Jason O'Reilly, Toll Express, Regency Park, SA.  
 Justin O'Brien, Toll Express, Smithfield, NSW.  
 Lindsay Pine, Toll IPEC, Dry Creek, SA.  
 Malcolm Brown, Toll Regional, Wagga Wagga, NSW.  
 Margaret Havey, Toll IPEC, Moorebank, NSW.  
 Mark Clifford, Toll IPEC, Richlands, QLD.  
 Michael Burgess, Toll IPEC, Moorebank, NSW.  
 Michael Shaw, Toll SPD, Enfield, NSW.  
 Noel Pettingill, Toll IPEC, Dry Creek, SA.  
 Ray Sutton, Toll Express, Regency Park, SA.  
 Roy Zigra, Toll Express, Smithfield, NSW.  
 Sam Arceri, Toll Tasmania, Port Melbourne, VIC.  
 Sonia Wait, Toll Express, Smithfield, NSW.  
 Steven Forster, Toll IPEC, Moorebank, NSW.  
 Timothy Fletcher, Toll SPD, Enfield, NSW.  
 Veronica Vassallo, Toll IPEC, Moorebank, NSW.

## TOLL LOGISTICS - CLUB 10

Alan Robinson, Toll AutoLogistics, Laverton North, VIC.  
 Darcy Miller, Toll AutoLogistics, Gilgandra, NSW.  
 Darren McIntyre, Toll AutoLogistics, Laverton North, VIC.  
 Ian Kilby, Toll AutoLogistics, Gilgandra, NSW.  
 John Cooney, Toll Food & Beverages, Canningvale, WA.  
 Joseph Immer, Toll Food & Beverages, Ingleburn, NSW.  
 Kenneth Edgell, Toll AutoLogistics, Campbellfield, VIC.  
 Manfred Kasch, Toll AutoLogistics, Laverton North, VIC.  
 Mark Howe, Toll Food & Beverages, Laverton North, VIC.  
 Noel Vamvas, Toll Food & Beverages, Minchinbury, NSW.  
 Robert Randall, Toll Ports, Koorangang Island, NSW.  
 Simon Templeton, Toll Ports, Geelong, VIC.  
 Terence Bodle, Toll AutoLogistics, Hamilton, QLD.

## TOLL NORTH - CLUB 10

Adrian Grear, NQX, Eagle Farm, QLD.  
 Cathie Graham, NQX, Mackay, QLD.  
 Darryl Mason, NQX, Bundaberg, QLD.  
 David Smith, Toll North Equipment, Archerfield, QLD.  
 Matthew Johnson, NQX, Eagle Farm, QLD.  
 Robert Welch, Toll Resources, Eagle Farm, QLD.  
 Rodney Bailey, NQX, Townsville, QLD.  
 Stephen Ross, QRX, Townsville, QLD.  
 Tom Dawson, QRX, Tennyson, QLD.

## TOLL NETWORKS - CLUB 15

Alan Larsen, Toll SPD, Regency Park, SA.  
 Alan Taylor, Toll Tasmania, Hobart, TAS.  
 David Lazzaroni, Toll Fleet Management, Greenacre, NSW.  
 Dean Rickard, Toll IPEC, Altona North, VIC.  
 Dennis Hewitt, Toll IPEC, Dry Creek, SA.  
 Florendo Madriaga, Toll Fleet Management, Chullora, NSW.  
 Greg Panting, Toll IPEC, Forrestfield, WA.  
 Jo Withnell, Toll IPEC, Forrestfield, WA.  
 Kelvin Ramsay, Toll Fleet Management, Wagga Wagga, NSW.  
 Kenneth Pullen, Toll Tasmania, Hobart, TAS.  
 Kim Robson, Toll IPEC, Moorebank, NSW.  
 Leonard Morris, Toll Fleet Management, Greenacre, NSW.  
 Lyn Abbott, Toll SPD, Regency Park, SA.  
 Lynette Weston, Toll IPEC, Moorebank, NSW.  
 Lynton Sheath, Toll Express, Regency Park, SA.  
 Peter Dwyer, Toll Regional, Wagga Wagga, NSW.  
 Peter Graham, Toll Fleet Management, Wagga Wagga, NSW.  
 Terence Meehan, Toll IPEC, Altona North, VIC.  
 Terry Smith, Toll IPEC, Forrestfield, WA.  
 Wayne Dyer, Toll SPD, Regency Park, SA.  
 Zoran Dimoski, Toll IPEC, Altona North, VIC.

## TOLL LOGISTICS - CLUB 15

Alan Anstis, Toll Ports, Geelong, VIC.  
 Allan Shute, Toll Food & Beverages, Arndell Park, NSW.  
 Bruce Wade, Toll Food & Beverages, Archerfield, QLD.

## TOLL LOGISTICS - CLUB 15

Cameron Topham, Toll Food & Beverages, Lidcombe, NSW.  
 David Morrison, Toll Food & Beverages, Arndell Park, NSW.  
 Denis Abrahams, Toll AutoLogistics, Campbellfield, VIC.  
 Douglas Fanning, Toll AutoLogistics, Hamilton, QLD.  
 Edward Simpson, Toll Industrial, Ingleburn, NSW.  
 Kerry Snedden, Toll Food & Beverages, Arndell Park, NSW.  
 Les Hall, Toll Food & Beverages, Archerfield, QLD.  
 Michael Parnell, Toll Food & Beverages, Knoxfield, VIC.  
 Rick Coupland, Toll Industrial, Ingleburn, NSW.  
 Shane Costa, Toll AutoLogistics, Laverton North, VIC.  
 Stephen Black, Toll Industrial, Ingleburn, NSW.

## TOLL NORTH - CLUB 15

Anne McPherson, NQX, Newcastle, NSW.  
 Barrie Walpole, QRX, Mackay, QLD.  
 David Hughes, QRX, Mackay, QLD.  
 Dennis Bollard, W&M Meat Transport, Tingalpa, QLD.  
 John Schiffmann, NQX, Mackay, QLD.  
 Ken Drury, QRX, Mackay, QLD.  
 Lyle Corbett, QRX, Rockhampton, QLD.  
 Mario Mifsud, QRX, Tennyson, QLD.  
 Tim Kehoe, Toll Resources, Archerfield, QLD.

## TOLL NETWORKS - CLUB 20

Athol Gamble, Toll Tasmania, Launceston, TAS.  
 Bruce Fisher, Toll IPEC, Richlands, QLD.  
 Jeffrey McElroy, Toll IPEC, Moorebank, NSW.  
 Joseph Kosecki, Toll IPEC, Richlands, QLD.  
 Michael Riley, Toll Fleet Management, Laverton North, VIC.  
 Raymond Boyton, Toll Express, Smithfield, NSW.  
 Raymond Radford, Toll Tasmania, Burnie, TAS.  
 Royce Alexander, Toll IPEC, Moorebank, NSW.

## TOLL LOGISTICS - CLUB 20

Geoffrey Carson, Toll Food & Beverages, Booval, QLD.  
 Roger Williams, Toll Food & Beverages, Welshpool, WA.

## TOLL NORTH - CLUB 20

Don Mitchell, W&M Meat Transport, Tingalpa, QLD.

## TOLL NETWORKS - CLUB 25

Anthony Quinn, Toll IPEC, Moorebank, NSW.  
 Charlie Buttigieg, Toll IPEC, Moorebank, NSW.  
 Geoff Laycock, Toll Tasmania, Devonport, TAS.  
 Graeme Looker, Toll Fleet Management, Wagga Wagga, NSW.  
 Gustavo Mesa, Toll Fleet Management, Chullora, NSW.  
 Mervyn Abbey, Toll IPEC, Altona North, VIC.  
 Michael Hall, Toll Tasmania, Launceston, TAS.  
 Peter Cox, Toll Regional, Laverton North, VIC.  
 Robert Young, Toll IPEC, Moorebank, NSW.  
 Ronald Bracken, Toll Food & Beverages, Welshpool, WA.  
 William McGarrigle, Toll IPEC, Moorebank, NSW.

## TOLL LOGISTICS - CLUB 25

Albin Ruzic, Toll Food & Beverages, Hamilton, QLD.  
 Michael O'Shea, Toll Food & Beverages, Toowoomba, QLD.  
 Ronald Bracken, Toll Food & Beverages, Welshpool, WA.

## TOLL NETWORKS - CLUB 30

Greg Café, Toll IPEC, Moorebank, NSW.  
 John Battese, Toll IPEC, Wagga Wagga, NSW.  
 Philip Prouse, Toll Tasmania, Burnie, TAS.

## TOLL NETWORKS - CLUB 35

Brian Devereux, Toll Food & Beverages, Welshpool, WA.

## TOLL NETWORKS - CLUB 40

Peter Messinger, Toll Ports, Geelong, VIC.



## our key market sectors

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

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

Service	Description	Business Unit	Telephone
<b>Group Solutions</b>	Group Business Development promotes Toll's broader operational capability and new supply chain technology capabilities through key areas such as Tender Response Management, Major Account Management, New Group Business Development and Toll Solutions (MTS).	Group Business Development 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 6393 7700
	Courier Services – same day metropolitan.	Toll Fast	03 9676 1261
	Courier, Passport and Visa Advisory Services to the Travel Industry.	Toll Priority – Travcour	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 6393 7700 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 6393 7700 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 6393 7700 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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