



# **TOLL** TODAY

TOLL HOLDINGS LIMITED

## **Toll and Consort Build Relationship**

Cover article on pages 4 and 5

### **Toll's Refrigeration Businesses Join Forces**

### **International Customer Service Week**

### **Toll West and Toll IPEC JV at Goldfields Mining Expo**

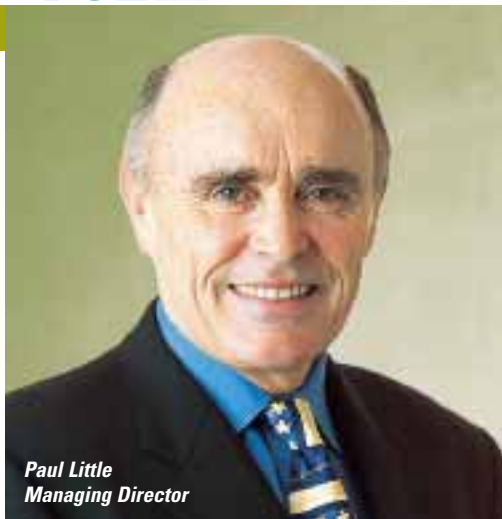
### **Bluecard Essential in WA**

### **Defence Women on the Ball**

### **Arahura Crew Strives for Customer Service Excellence**

### **Gambling in Australia Some Facts and Figures**





Paul Little  
Managing Director

Aluminium ingots being  
handled at the Eastern Basin  
facility in Newcastle.



## Continuing Development of Ports

The TOLL PORTS business today is one of the South-East Asian region's leading providers of port operations management and stevedoring services across ports within Australia and New Zealand. Automotive, minerals, steel and logging are amongst the major industries using these services.

The PORT MANAGEMENT business is focussed on the Port of Geelong, WesternPort in Victoria, and the Albany Bulk Handling facility in Western Australia. These businesses have significant expertise in port facility development and operational management.

Our STEVEDORING business concentrates on non-containerised cargo handling (primarily general, break-bulk and bulk) at 9 ports in Australia and 5 in New Zealand and has undergone significant growth since commencing in 1999.

**“The operation of Toll Ports is an important link in our total supply chain philosophy...”**

The operation of Toll Ports is an important link in our total supply chain philosophy, and as part of the larger Toll

Group, has access to superior delivery services, state-of-the-art freight management systems and quality services custom-designed to take the seams out of the supply chain.

We are committed to developing stronger links through many Australian and New Zealand ports, by strategic acquisitions and alliances.

Our ports business is about to embark on another exciting chapter with a joint venture with the Port of Tauranga, forming a new company in New Zealand called Toll Owens.

In addition, the business will also complete the acquisition of Western Stevedores in December 2004, thereby increasing our port operations to 22 in Australia and New Zealand – a significant increase from the 4 operations Toll acquired from TNT in 1997.

**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

The Australian Government started Super Co-contribution on 1 July 2003, it replaced the tax offset for personal superannuation contributions.

Since that time, amendments have been made increasing Super Co-contribution amounts and making more people eligible by increasing income thresholds. These amendments have now become law and apply from 1 July 2004.

### How does it work?

You are eligible if you earn less than \$58,000 total income a year for tax purposes (assessable income plus reportable fringe benefits) and you make personal (after tax) super contributions, the Government will match your contribution with a Super Co-contribution up to certain limits. (See table.)

You will be eligible for the Super Co-contribution in a year of income if:

- you make personal superannuation contributions to a complying superannuation fund or a retirement

# Fonterra and Toll

## Sign 20-Year Rail Agreement

Toll New Zealand announced a 20-year agreement with Fonterra Co-operative Group – that will make rail the primary mode of transporting dairy products from the Waikato region in New Zealand.

The agreement is the latest initiative from an ongoing review by Fonterra of its national logistics operations. It includes plans by the company to build and operate a 50,000 metric tonne dry store at a Toll-managed freight village to be built at Hamilton.

The new initiative reflects Fonterra's increased confidence in the country's rail network since Toll took over rail operations and the Government acquired the tracks.

Toll sees this agreement as an opportunity to co-invest capital in a long-term project that delivers value to Fonterra and will also have a significant influence on the efficiency and growth of rail in New Zealand.

Fonterra will link freight operations at its seven manufacturing sites (Te Awamutu, Morrinsville, Waitoa, Hautapu, Waharoa, Lichfield and Tirau) by rail to the new freight village.

Another two of Fonterra's operations (Te Rapa and Canpac) will also be serviced through the site, with one of the operations' (Te Rapa) product being trucked to the freight village for transfer to rail.

Establishing this network involves reopening a rail link (between Morrinsville and Waitoa) – the first new piece of track commissioned in 14 years.

Increasing traffic congestion on roads to the ports of Auckland and Tauranga made rail a competitive, sustainable, long-term transport option.

This agreement will eventually cut approximately 45,000 truck movements from (Waikato) roads and the main highways between Waikato, Auckland, and Tauranga.



Mark Rowsthorn  
Executive Director

Fonterra was one of the first companies Toll spoke to when it took over the rail network operations just over a year ago. Through the efforts of many people we have now reached agreement on a concept that will reshape and enhance Fonterra's distribution methods, allowing them to streamline their logistics operations and will contribute to their continuing competitiveness as a low-cost producer of dairy products.

I take this opportunity to thank everyone involved in the positive outcome of this agreement, in particular, acknowledge New Zealand Railways Corporation's active support was crucial to the successful outcome.

*Pictured at Fonterra's new Toll-managed freight village site in Te Rapa are Gil Laing (left) – Toll Rail Engineering Equipment and Asset Manager and Dick Heslop – Toll Rail Development and Project Manager who are both working on the project.*



**Fonterra**<sup>TM</sup>



## Co-contribution

savings account (RSA);

- your total income (assessable income plus reportable fringe benefits) is less than \$58,000;
- 10% or more of your total income is from eligible employment;
- you do not hold an 'eligible temporary resident visa' at any time during the year;
- you lodge an income tax return for the year of income; and
- you are less than 71 years old at the end of the year of income.

We suggest you seek financial advice in relation to this matter remembering it impacts on your total income.

Best Wishes to everyone for Christmas and the New Year. If you have any further questions you may email Cheryl Barbary at [cheryl\\_barbary@toll.com.au](mailto:cheryl_barbary@toll.com.au) your Superannuation Manager, Toll Holdings Limited.

**From 1 July 2004, if your personal (after tax) super contribution is:**

And your income is:	\$1,000	\$800	\$500	\$200
	Your Super Co-contribution will be:			
\$28,000 or less	\$1,500	\$1,200	\$750	\$300
\$30,000	\$1,400	\$1,200	\$750	\$300
\$32,000	\$1,300	\$1,200	\$750	\$300
\$34,000	\$1,200	\$1,200	\$750	\$300
\$36,000	\$1,100	\$1,100	\$750	\$300
\$38,000	\$1,000	\$1,000	\$750	\$300
\$40,000	\$900	\$900	\$750	\$300
\$42,000	\$800	\$800	\$750	\$300
\$44,000	\$700	\$700	\$700	\$300
\$46,000	\$600	\$600	\$600	\$300
\$48,000	\$500	\$500	\$500	\$300
\$50,000	\$400	\$400	\$400	\$300
\$52,000	\$300	\$300	\$300	\$300
\$54,000	\$200	\$200	\$200	\$200
\$56,000	\$100	\$100	\$100	\$100
\$58,000	\$0	\$0	\$0	\$0



*Bruno Galgano  
Corporate Tax Manager.*



*Vivian Scarpino  
Corporate Tax Adviser.*



*Peter Lewis  
Senior Tax Adviser.*

# Energy Grants Credits Scheme

**A**s the price of fuel increases, it is of utmost importance that Toll maintains its competitive edge and therefore maximises its entitlements under the Energy Grants Credits Scheme (EGCS). With this in mind, the Toll Group Tax Team has been working closely with a number of business units in maximising their claim.

The first step involved the development and presentation of a number of EGCS workshops across Australia designed to assist the business units in understanding the complexities of the EGCS system as well as providing an opportunity for the business units to describe their operations and how fuel is used in their business. Out of the workshops came a number of 'leads' and opportunities for Toll business units to claim further entitlements to the EGCS and streamline their claim methods.

By each business unit describing their operations and fuel use, the Toll Group Tax Team was able to identify EGCS opportunities not previously claimed. With the assistance of our advisors and the Australian Taxation Office (ATO) Toll has been able to make legitimate additional EGCS claims in the following areas:

- Diesel fuel used to power generators attached to refrigerated containers travelling on rail vehicles and marine vessels;
- Refrigerated trailers travelling on marine vessels and rail vehicles;

- Various types of marine fuels eligible under the EGCS (previously not considered eligible);
- Claims under the EGCS for marine fuel used to power a shipping vessel to a place overseas for repairs and extensions and its return to Australian waters;
- Claims under the EGCS for customs duty paid on the importation of shipping fuel (bunkers) into Australia; and
- The Toll Group Tax Team has recently finalised amended claim requests for a number of businesses within the Toll Group that use a combination of road (eligible for \$0.1851 claim), rail (eligible for \$0.38143 claim), and/or marine (eligible for \$0.38143 claim).

The identification of the above issues has resulted in Toll being able to maximise claims under the EGCS it was legally entitled to, and so far the claims and identification of opportunities are over \$1m.

Toll is a very unique business encompassing road, rail, air and marine transport services. Our business does not involve your normal 'plain vanilla' transport activities and each business unit adds to the synergistic benefits found from using different activities to provide value added transport services.

The ATO has released very few rulings concerning the use of fuel in various transport operations. As Toll's business expands and diversifies into all aspects of the transportation process, its fuel use in the future may not necessarily reflect 'traditional' transport services, however, the company may still be eligible to

# Toll and Consort Build Relationships

**I**n previous Toll Today editions, we have viewed Toll's service relationships with various shipping lines and the range of cargoes being shipped.

The 1st of July this year, marked the start of another relationship:

Toll International and Consort Express Lines – Servicing Australia to PNG – where Toll International acts as Marketing Agent for Consort Express Lines and their Australia to PNG Service.

The Marketing Agent business came as part of the Tranz Link International acquisition and we now look to grow Consort's business which operates weekly fixed day departure schedules, from Melbourne, Sydney, Brisbane and Townsville, to the PNG main ports of Port Moresby and Lae, with a fortnightly call at Misima Island.

These weekly services connect with the Consort PNG fleet of coastal vessels, with weekly transhipments, to many outports within PNG, such as Vanimo, Weewak, Madang, Kimbe, Kavieng, Rabaul, Kieta, Buka, Oro Bay and Alatou.

Toll customers who export or ship to PNG have ready access available to them to the shipping line together with forwarding packages, from 'Ex Works' to DDU ('door-to-door') with services including Less than Container Load (LCL), Full Container Load (FCL), Break-bulk and FCL Refrigerated services, all of which can be provided by our friendly staff

*Cover picture – Papuan Coast – vessel loaded for Inter Port deliveries.*

*Below – Gazelle Coast – vessel in Rabaul.*



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claim under the EGCS for fuel used in such 'new' operations.

As illustrated above, business units were able to claim under the EGCS even though initially they thought that the fuel use was ineligible.

Given the varied activities of the Toll Group, it may be possible for business units to maximise their EGCS claims through a team effort approach with the Toll Group Tax Team support.

### Government changes to the EGCS

Both the Liberal and Labor parties in the lead up to the recent Federal election foreshadowed changes to the EGCS. The Labor party signalled significant reductions in the amount of the off-road EGCS to be refunded to purchasers of eligible fuel used in eligible activities.

The Liberal Government released a significant reform package to the EGCS in June of this year and plans to, amongst other things, phase out excise (effectively tax) paid by purchasers of fuel, using such fuels in business. Legislation has not yet been released, however, the excise reform is to take place over nine (9) years in various phases commencing 1 July 2006 and ending 1 July 2015.

By 1 July 2015, the Government intends to (amongst other things):

- Limit excise to vehicles with a gross vehicle mass of less than 4.5 tonnes and private use of fuel in vehicles;
- The excise rate in fuels will be based on its 'energy content' (with alternative fuels receiving a 50% discount); and

- Excise credits will be claimable through the BAS from 1 July 2006.

All of the proposed reforms intend to be phased in over a lengthy period of time. However, 2015 is a long way away and many things may change.

The planned changes to fuel taxes highlight some very important issues for Toll:

- Business units undertake a detailed examination of the fuel use in their operations in conjunction with the Toll Group Tax Team to ensure that all EGCS claims are maximised.
- Any outstanding EGCS claims are lodged as soon as possible; and
- Any proposed changes to business operations will impact fuel use and accordingly, Toll's ability to claim the EGCS credit. Changes to business operations may also open up new opportunities for claims under the EGCS. Business units need to keep in mind EGCS impacts when business operations are altered extended or improved (including changes to rolling stock).

The EGCS credit represents a return of tax paid on fuel purchased and used by Toll in carrying on its business – effectively money back from the government. The cash flow and bottom line benefits to the Group makes it imperative that Toll businesses, operating in a very competitive environment, are managing and maximising their EGCS claims in a timely and efficient manner.

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throughout our Toll International – Seacargo offices.

### Project Work

Within PNG, Consort also participates in Project shipping. They have been involved in providing services ex Misima Island to Lae, as well as ground handling and storage in Lae. The Gold Mine at Misima has been closed and the plant is being relocated to Lae, for re-assembly at the Hidden Valley Gold project. Toll International – Project Logistics is working with Consort, in the scheduling and shipping operation.

The first sailing from Misima to Lae on 22 July took 2,682 tonnes, plus 11 x 20 ft containers and the last major sailing was 26 November at which time we had moved some 27,000 revenue tonnes.

Toll International has a full range of services available including:

- International Freight Forwarding and Customs
- Project Logistics
- Bulk Products – The International carriage of ISO Tanks, Intermediate Bulk Containers (IBC's) and Flexitanks. The Flexitank covers liquids being



*Misima Relocation – Grizzly being prepared for the first shipment ex Misima.*

loaded into a 24,000 litre bladder within a general purpose shipping container.

- Seacargo – Shipping Services to and from PNG for LCL, FCL, break-bulk and FCL refrigerated services.
- Toll China – FCL freight forwarding services from China to Australia for the garment industry.

### Enquiries

**David Bushell**  
National Business  
Development Manager,  
Toll International  
**02 9694 3041**

## Equipment Design Award

**T**oll North has developed a leading edge equipment solution for the movement of aluminium at Boyne Smelter Limited (BSL), situated near Gladstone in Central Queensland. The equipment was specifically designed to facilitate operator safety and best cost and has won an ergonomic design award from BSL.

As part of its contract with BSL, Toll North has a requirement to move 350 thousand tonnes per annum of aluminium ingot, billet and t-bar from the Smelter to South Trees Wharf situated 9 kms away by private road.

The unit comprises a tri-drive prime mover pulling a double quad-axle road train combination, and is designed to carry a payload of 128 tonne.

Each of the trailers is fitted with a load constraint system that consists of four hydraulically raised and lowered steel fences, which are used to surround the metal whilst the road train is in transit. The fences are

lowered to the sides of the trailers during loading and unloading operations in order to provide access for forklifts and reach stackers that handle the ingots. The fences are lagged with rubber to prevent damage to the aluminium payload.

The fences are raised and lowered by articulated arms at each end of the trailers. The system is operated by radio control. A cable operated pendant control is supplied as a back-up system. The operator can operate the fences from a convenient safe location anywhere within twenty metres of the radio control receiver.

The specifications, build and commissioning was co-ordinated by Bruce Baldock, General Manager Toll North Equipment. The constraint device was developed by Colin Wolf of Techniplan Pty Ltd and Bruce Baldock. Smiths Engineering built the trailers.



Truck before being loaded.



Right:  
Truck being loaded.

Far right:  
Truck ready for travel.



## Toll's Refrigeration Businesses Join Forces



**E**arly this year, QRX Transport's refrigeration business committed to regular interstate services via the integration of the Toll Refrigerated business unit into its service offer to the market.

The combination of the two business units gives distinct synergies with two-way return loading up and down the east coast of Australia, underpinned by the considerable produce volumes out of North Queensland.

Previously hamstrung with not being able to get equipment returned to Queensland from the south, QRX Refrigeration infrequently ventured across the border.

Today QRX Refrigeration now 'Toll Refrigerated' has implemented substantial change including:

- Significant restructuring resulting in consistent positive earning results for the network.
- Fifty new 48-foot refrigerated dual evaporator rail containers with state-of-the-art Thermo-King motors have joined the fleet. Each of these new

units comes with downloadable temperature logging and will be progressively fitted with GPS tracking to ensure integrity of the supply chain.

QRX has also applied its comprehensive maintenance program on the fleet of equipment ensuring minimum disruption and failures.

Darryl Beckwith, Toll Refrigerated Interstate Regional Manager, highlighted, "The business had been endeavouring to provide services to all sectors of the market, including local deliveries in capital cities, however today our core focus is interstate linehaul movements specialising in LTL pallet movements."

"The business also has aligned its service offer to incorporate a greater proportion of Rail Linehaul movements. Chain of Responsibility, Interstate Linehaul Capacity, and all year round reliability makes Rail the most viable and cost effective option in the market today for refrigerated transport."

The new business operates a National Customer Service Centre which can be contacted on 13 20 16.

Top – Rugged Thermo King Refrigeration Systems.

Above – State-of-the-art temperature controller.



## NQX Rugby League Match PUD Drivers Vs Yard Staff

So who is better, PUD Drivers or Yard Staff? This was the question that was circulating around the Brisbane Depot of NQX for weeks prior to the rugby league match on Saturday 11 September 2004.

The team lists grew on the lunchroom notice boards, but as game day drew closer, so did the list of people who were pulling out. As the sledging and score predictions increased the week before the game, all knew that this wouldn't be just a social game of league.

The cars rolled up to Jim Murdoch oval, teams were finalised and jerseys handed out – the nervousness grew. The PUD Drivers were full of confidence as they started their warm-up, working their way through the set moves. While the Yard Team, stood around kicking the footy. The Yard Team was a mismatched group of forkies, loaders, office staff and

managers; yes managers, also known as targets.

The teams took the field on a perfect Queensland spring day and once in position the referee's whistle blew and the Yard team kicked off. As the ball sailed into the air everyone knew the time for talk was over and pride was on the line. The pace of the game was intense for the three 20 minute thirds (age dictating), and some of the bodies could not keep pace. As the final whistle blew, the scoreboard read Yard Team – 24, PUD Drivers – Nil.

Unfortunately the truck drivers could not live up to their own hype. And yes, winners are grinners, as the forkies on Monday rolled around the depot with grins ear to ear to the tune of 'We are the Champions'. While talk of a re-match continues one thing is certain, 'The older footballers get, the better they were'.

Special thanks, must go to Cam Alvos and the social club for organising the day.

*PUD (Red and Green team)  
All names are from left to right:  
Back row – Paul Grimston,  
Stewart Grimston,  
Ian Buckingham, Daryl Ludwig,  
Shane Shoemsmith,  
Lance Sperling, Trevor Griffiths,  
Michael Szpaezek, Bevan Reid,  
Billy Taylor, Alan O'Kane (Coach)  
and Andre Teturia.  
Front row – Sean Saunders  
(Manager), Brad Meridith,  
Shaun Gray and Tony Wakeling.*

*Handling and Administration  
(White Team) Back row –  
Jason Edwards, Mark Watt,  
Rangi Rickus, Russell Vieritz,  
Marco Theiss, Anthony Ibell,  
Matt Lehr, Michael Mitchell,  
Darren Jeffs, Shaun Fraser  
and Jason Bourke.  
Front row – James Bazzo,  
Cam Elvos, Brendan Connell,  
Darryl Misuda, Tim Robertson  
and Ronald Tibbitts.*

## Eli Lilly Australia Best Supplier over \$150m

22 October 2004

*I would like to share with you some good news which we have received recently.*

*On Wednesday night 20 October 2004, the National Pharmaceutical Services Association voted Eli Lilly Australia the 'Best Supplier over \$150m' – the most coveted award in the country for Pharmaceutical Companies.*

*Whilst we have been among the finalists many times, we have never before won this award.*

*It is a tribute to the hard work and dedication of Eli Lilly's Customer Service and Distribution teams.*

*It is also a tribute to the many Drivers, Distribution Centre Operators, Administration Staff, Representatives and Management of Toll Priority and its efforts to ensure that our products get to there destination in a timely manner in perfect condition.*

*Our medicines generally are for those who have the more severe health problems, so quality of supply is enormously important to both the individual patient and the community in which they live.*

*I would like to thank you for your ongoing commitment to our Business and those patients who rely on us to deliver 'Answers that Matter'.*

*It would be appreciated if you could pass on my thanks and congratulations to those relevant persons in your organisation who have contributed to this fantastic achievement.*

*With Sincere Thanks*

*Matthew Topfer –  
Distribution & Customer Services Manager,  
Eli Lilly Australia Pty Limited*

**TOLL**  
PRIORITY

*Lilly*

Answers That Matter.



**Photo 1**  
Paul Little – Managing Director delivering a key note address during ICSW.



**Photo 2**  
Toll IPEC's General Manager Pat Kearns is pictured with representatives of other key sponsors of the ICSW event. Left to right – Shawn Kewley – President, CCMA; Pat Kearns – GM, Toll IPEC; Tricia Olsen – CEO, ICSP; and Phil Prosser, CEO, GAPbuster Worldwide.

**Photo 3**  
Dawn Mallia – Customer Service Manager, Toll IPEC QLD proudly holding her award.

**Photo 4**  
Dawn Mallia received plenty of support from Toll IPEC employees and other guests at the ICSW Awards night at the Grand Hyatt in Melbourne.



## International Customer Service We

Toll IPEC joined with many other organisations around the world in celebrating International Customer Service Week (ICSW) during 4-8 October 2004. This is the second year in which Toll IPEC has been closely associated with the event.

Leading up to the event Toll IPEC placed signs on many of their PUD vehicles promoting ICSW and distributed special mouse pads to thousands of customers. In addition, many of the Customer Service Staff also celebrated the week by decorating their work environment.

ICSW got off to a great start at breakfast on Monday 4 October 2004 where Toll's Managing Director, Paul Little delivered a keynote address outlining the importance of Customer Service to

Business Success.

At the Customer Service Awards Presentation on Friday 8 October, Dawn Mallia, Toll IPEC's Queensland Customer Service Manager won the GAPbuster Worldwide – Customer Service Champion Award. The award recognises Dawn's excellence in Customer Service that followed a detailed assessment process. Our congratulations to Dawn on her impressive win.

During that evening, Pat Kearns, Toll IPEC's General Manager, presented the ANZ Bank with the Toll IPEC National Customer Service Award for Large Business. The ANZ Bank had a big night winning a total of five awards.

Toll IPEC's sponsorship of this prestigious award highlights their keen interest in promoting excellence in Customer Service.



*Courtesy: The Border Watch Thursday September 30th, 2004.*

*Too close for comfort: Ray Zobel maintains a cautious distance from the swarm of bees that took over his delivery truck.*

## Toll IPEC Becomes the Bee's Knees for a Few Hours

Ray Zobel didn't so much have a bee in his bonnet on 30 September 2004, more like thousands of them clinging to his passenger door.

The swarm must have thought Ray's big yellow and black delivery truck was the bee's knees, because no sooner had he pulled into a (James Street) car park in Mount Gambier SA, when it was overcome by a swarm of buzzing bees.

Ray said he had noticed the bees clinging to nearby cars, but had not expected the swarm to head straight for his vehicle the moment it was parked.

Thankfully not allergic, Ray had to stumble through the swarm facing a nearby wall trying not to get stung.

After almost three hours, the swarm had shrunk, but thousands of buzzing bees still clung to the door hoping to hitch a free ride.

Pest controller Errol Jenner, from The Bugman, was soon called in to deal with the spectacle.

Mr Jenner said spring was the peak bee season, which could last all the way into January.

The truck was Mr Jenner's third bee call-out that day and his fifth in two days, with a number of those in houses.

He said controlling bees was dangerous, particularly

for those with allergies, and said people should consider calling in a professional if they were worried about a swarm.

"People often get them in their flues or chimneys and they go down into the kitchen and living areas, or they're over your windows or back door," he said.

"The scouts look for an ideal place for a hive to be established, they like flues and chimneys because they seem to like the soot, and once the queen goes there the others all follow."



Toll IPEC – Proudly supporting  
**International  
 Customer Service Week**  
 4th to 8th October 2004



ICSP

INTERNATIONAL  
 CUSTOMER SERVICE  
 PROFESSIONALS

Sign on many PUD Vehicles



Mouse Mat



## BP Australia Awards

**Toll Priority – Toll Mail Solutions (VIC)** was recently awarded a **Certificate of Achievement for outstanding service provided to BP Australia during 2004.**

The award is in recognition of attaining the required standard in Health, Safety, Security and Environment together with excellence in service provision. Toll Priority secured the national BP Australia contract in 2003 providing Mailroom Management, Priority overnight services Australia wide, international documents and parcels through our Global Express brand, local courier using Toll Fast and road express using IPEC.

If you have a client who could use an outsource mailroom solution contact Gary Jones, National Sales and Marketing Manager Toll Priority on 02 8337 4571.

*Pictured is the dedicated Toll Priority Mailroom Team (left to right) Chris Tassos – Mailroom Clerk, Michael Brown – Mailroom Supervisor, Sarah Vaicys – Mailroom Clerk, Steve Brzezinski – Mailroom Clerk, who work in BP's head office in Melbourne.*



## Happy 50th Birthday David

*A very surprised and happy David Streatfield.*

On Wednesday 18 August 2004, David Streatfield – Newcastle Manager celebrated his 50th birthday. The office staff bought him a beautiful decanter of aged port, and supplied morning tea, which included a Mars Bar Cheesecake, Continental Birthday Cake and other goodies.

**Happy 50th Birthday David.**

## Mystery Fire Man

Maybe those early morning fire-training sessions were worthwhile after all...

On what was an otherwise typical Tuesday morning in September, Toll SPD driver Paul McClintock's fire training skills and knowledge were put to the test.

On his way back to the depot, Paul came across a truck with a full load of pallets, which had been involved in an accident. The vehicle had hit a guardrail and had ruptured the fuel tank.

As everyone at Toll SPD in Brisbane knows, Paul is a pretty laid-back kind of guy, but in this potentially dangerous situation he calmly pulled up, grabbed his fire extinguisher and put the fire out.

*Paul McClintock happy that his training was put to good real life use.*

He hung around long enough to ensure that both the driver and vehicles were safe and casually went off on his way. He didn't make a big deal about this or expect any thanks – he didn't even leave his name. The story doesn't end here though.

Back at the depot we were none the wiser about what had transpired on that fateful Tuesday morning until later on in the evening when it was broadcast on the Channel 7 News. A driver was sending out his 'thanks' to a mystery driver who had assisted him in his hour of need.

As a result of Paul's quick thinking and cool head, a life threatening situation was averted.

**Well done Paul, we could all do well to take a leaf out of your book!**



## Solver and Toll SPD

*Below right: Left is John Lakatos Marketing Services Manager and Ray Huis in't Veld Distribution Manager.*

Toll SPD South Australia is the linehaul provider ex Solver Paints Kilburn SA to WA and has been for eight years. For the first time in eight years, Solver Paints and Toll SPD had the linehaul curtains painted to promote the Solver Paint name and product.

Academy Tarps SA painted the new Toll SPD 12.2m half-height container curtains, in conjunction with Toll SPD.

Solver Paints is delighted with the bold striking outcome that will definitely be noticed by many on the long journey from Adelaide to Perth return of some 5,354 kms, six times per week.

What leverage! So the next time you are BOLD be Solver.

*The bold striking new look Solver Paint curtains.*



*Networking and attending to enquiries throughout the conference were (left to right) Simone Shirley – NSW Sales Manager, Toll Fast; Natalie Brandt – Major Account Manager, Toll Fast; and Tor Budweg – Corporate Account Manager, Toll Priority.*

## Contracts on Show

Toll Fast and Toll Priority were on show at the 'Contracts on Show – NSW Government' held on 11 and 12 August 2004 at the Sydney Convention Centre. Procurement Personnel from many different government bodies including Department of Defence, Department of Education and local governments as well as many contract service providers were showing and promoting current contracts held with the NSW Government.

Holding the NSW Government Couriers Contract since November 2000, Toll Fast and Toll Priority took the opportunity to network and establish new business development leads.



*Above – The calm before the storm. The display looked a marvel just before the storm. Showing the aftermath would be much too devastating.*

*Below – Left is Wayne Warwick – Branch Manager Toll Express, Perth with Tony Stafford – Branch Manager Toll West, Kalgoorlie, looking over the business cards as part of the Golf Bag draw.*

## Toll West and Toll IPEC JV at Goldfields Mining Expo

Toll West and Toll IPEC joined forces to display at the Goldfields Mining Expo in Kalgoorlie – Australia's largest mining expo – over a three day period – 19, 20 and 21 October 2004 – a period that saw extreme weather conditions:

- Day 1 brought searing temperatures of 40 degrees celsius which meant fewer than normal visitors.
- Day 2 was as humid as a rain forest with storms overnight that destroyed many a display (including the Toll Corporate roll-up banners which were due at Toll's AGM in Melbourne on 28 October!).

- Day 3 started out windy, cold and overcast and at around 12 noon, turned into storm which dropped 9 mm of rain in 30 minutes and flooded the place.

The overall effect of this was: Close the Expo, it's too dangerous to continue on, due to flooding and the like.

Despite Mother Nature's erratic weather behaviour, the Expo was a success with an outstanding attendance from businesses locally, around Australia and the world.

Both Toll West and Toll IPEC were complimented and congratulated by their combined local and intrastate client base. One of the business units' major Mining clients commented, "It's great to see Toll represented at the Expo. It means that they are serious about our business by just being here."

Nice words and words that will inspire our participation next year.



# Building for the future



## Construction

is well underway for the new **in2store** distribution centre in Altona.



The main 'shell' of the building is complete and preparations are well advanced for the pouring of the concrete floor. It is expected to have the building completed and handed over by the end of the year.

The building is 15,000m<sup>2</sup> and is designed to manage the requirements of both a transport and garment processing business. It will have a freestanding double storey mezzanine floor with 5,000m<sup>2</sup> available on each level. A state of the art automated hanging garment and box conveyor sortation system will be installed utilising a design that incorporates key facets of proven installations, blended together, to create a unique solution to meet the specific requirements of the Australian market.

The facility will handle a variety of process and functions from both a transport and garment processing perspective including conventional transport handling, garment cross-docking and processing. It is believed the facility will handle in excess of 10 million garment bags a year.



In addition the new building will integrate the processing of garments for the three major Coles Myer brands – K-Mart, Myer, Target – in Victoria. It is believed that the creation of customer and specialist transport provider on the one site will generate supply chain efficiencies for both organisations and provide opportunities for CML suppliers to utilise the facility as an import receipt and cross dock facility.

To find out how **in2store** may help your business, please contact: Michael Eubanks, National Sales & Marketing Manager Tel: +61 3 8369 0499 michael\_eubanks@toll.com.au

# Waste Not – Want Not

**J**ohn Zalewski, Stevedoring Operations Manager for Geelong and Portland, shares a story about an initiative achieving impressive results.

## Background

For many years all imported cargo's dunnage was dumped and deeply buried at a local tip or was otherwise burned. After commencing the Stevedoring contract for NYK in June 2003, we were getting paid to remove dunnage from their imported steel ships and then dispose of it.

About six months ago we decided that the current system was a total waste of time and resources and therefore sought a solution which lead to asking people about recycling otherwise good packaging timber. Craig Whelan (Geelong MUA Honorary Secretary and one of our permanent employees) also was keen for a solution which finally came in the form of an enterprise called EMYUAY (MUA). As a result, all dunnage from steel shipments is now bundled, strapped and fumigated by supplementary labour who are employed to sort, de-nail and package the dunnage for sale.

## How it works

EMYUAY has several avenues available to sell the timber, for example, one of the local trucking companies is buying some to use as timber bearers for their transport and storage needs. All the timber is now being saved, even the bits and pieces are broken up, bagged and sold as kindling.

Originally the dunnage came out of a ship in steel bins after being gathered up by the Stevedoring gangs. There is about 300 cubic metres per vessel and once on the wharf it was broken up and re-binned for fumigation.

These bins of 'waste' dunnage were then transported off-site to a fumigation yard where it was fumigated then disposed of.

A new fumigation yard now exists within the GeelongPort's precinct which eliminates the need to transport any bins off-wharf. Timber is now bundled on board the vessel, strapped and placed ashore in bundles. The bundles are transported to our on-site fumigation yard, and after fumigation, are ready for sale.

## Cost Savings

Cost savings are enormous. We used to lose money on the dunnage operation but no longer incur transport costs to another off-site fumigation yard. All timber is moved from the steel shipment vessels to the nearby fumigation yard using our own forklifts. Toll equipment is used by the EMYUAY workers to assist in the recycling process (including strapping gear, forklifts and hand tools).

Costs to NYK, covering fumigation and off-site transport, have dropped because we are getting a more accurate measure on cubic metres of timber and

## Before



## After



# Bluecard Essential in WA

*Left to right: Jeff Wheeler and Rod Gale – Drivers at National Foods, Girraween. Rod is the union delegate. Bryan Pockran – Driver at National Foods, Girraween; Mark Harrison – Contract Manager at Colgate, Ingleburn; Wayne Detloff – Driver, Brian Price – Bluecard Trainer, and Kevin Bosanko – Driver.*

**D**river trainers Brian Price and Graham Offord have completed the 'Bluecard' program at Toll's Food & Beverage yards at Minchinbury, Yennora, Arndell Park, Homebush, Helles Avenue and Penrith / Girraween North.

'Bluecard' is an Occupational Health & Safety (OH&S) passport based on the NSW Occupational Health & Safety Act as it applies to the road transport industry. It is a legal requirement for road transport workers in Western Australia. It is not essential in NSW yet, although the RTA is running a pilot study on it. After

negotiation with the stakeholders, and with the support of the union, it was decided to 'roll out' 'Bluecard' across the Division.

Don Hughes, NSW Grocery Manager says, "The NSW Occupational Health and Safety Act has changed a lot in the last couple of years. Fulfilling our duty of care to our employees by giving them training, improves morale and effectiveness, and will decrease injury rates, with a positive effect on the Division as a whole."

Don is delighted that the 'Bluecard' program has been completed by Brian and Graham three months ahead of schedule.

the tip disposal costs are now eliminated. Other reductions have occurred as the re-bundled packs that are presented for sale are easier to handle and this has lowered transport costs by around 75% in real terms.

### Safety Benefits

The bundling in the ship's holds has proved to be a much safer way for removal ex-vessel as it is now in firmly strapped bundles which are easily slung for removal from cargo holds. NYK is aware of the new system, as the savings are significant. Recently it had its Japanese principals in Australia and Jason Glynn (NYK) presented a report on this initiative. NYK fully supports the dunnage recycling system, having tried (unsuccessfully) for many years to achieve what we have done.

### Rewards

All EMYUAY revenue (less direct costs) goes into a provident fund for the use of Toll Geelong Stevedoring employees.

All our employees are happy with this because they know that they will benefit. Funds left over are 'earmarked' for social activities, such as Christmas parties for their children and giving aid to employees in need.

Recently an employee had a heart problem and as a result of being hospitalised, had no income. EMYUAY provided him some money for his use during this difficult situation and no repayment is required.

John Zalenski concluded by saying "I am very happy to see what is being achieved with what was once 'waste' dunnage."

## A Face on the Nation's Billboards



**Toll AutoLogistics Receptionist Laraine Bronsvort – the very obliging voice that is always there to assist every caller at the Division's Laverton (Victoria) Site is beaming with pride as her daughter Anneke has been selected as a finalist in the Dove Face in the Crowd campaign.**

*Above – Left to right:  
Back row: Joelle, Anneke,  
Samantha Perkins  
(Kieran Perkins wife who  
was one of the judges)  
Front row:  
Bianca, Alana, Tara and Paula.*

*Below – Laraine Bronsvort –  
Receptionist Toll AutoLogistics  
and proud mother of Anneke.*

A friend of the family submitted a candid photo of Anneke to the competition and to everyone's delight Anneke was one of the six finalists chosen from 5000 entries received right around Australia.

The selection Judges were associated with various magazines including Marie Claire and Cosmopolitan. The winner is to be chosen by public vote and will receive a prize of \$50,000.

Laraine said, "All the contestants are lovely, and I was thrilled to see – whilst driving along the Nepean Highway a huge billboard with all the girls including Anneke staring down at me and now they just seem to be everywhere!"

There will be billboards all around Australia and publicity in Women's Weekly, Marie Claire, Cosmopolitan, Woman's Day and Melbourne Weekly magazines, together with instructions for voting.

As you are driving the highways or around our cities keep an eye out for Anneke. All at Toll AutoLogistics wish her the very best of luck in the competition.



## 600 Working Days without a LTI

**O**n Tuesday 12 October 2004, Toll AutoLogistics Packaging business celebrated 600 working days without a lost time injury (LTI).

The operation involves a high level of manual handling, with its main function being the packing of automotive components. Injuries such as sprains and strains to the workers backs and necks were common. Manual handling training was carried out and focused on things such as correct lifting techniques.

In May 2000, an Improvement Opportunity form was completed by Wendy Ilsley – Leading Hand, Toll AutoLogistics, suggesting an incentive scheme to be implemented to help improve safety.

In consultation with the site's OH&S committee, targets were established recognising when the business reaches an agreed amount of days without

a lost time injury. Paul Rosbrook also set up the Safety Scoreboard that has ensured increased awareness and full participation from all staff in creating a safe working environment. Since counting began 1 July 2000, the Packaging team has limited their number of lost time injuries to just two.

### Well done team – a brilliant effort.

*Below – Left to right: Toll AutoLogistics – Packaging Division staff: Jason Poli – Operations supervisor, Ian Sutcliffe – Operations Manager, Wendy Ilsley – Leading Hand, Joe Scarmozzino – Operations Supervisor and Paul Rosbrook – Toll AutoLogistics Risk Manager.*



*Above – Packaging staff  
enjoying the BBQ to celebrate  
the achievement.*



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# Defence Women on the Ball

**Toll Transitions sponsored the Australian Defence Force's (ADF) combined Women's Australian Rules Football team that competed at the Women's National Championships in Adelaide in June.**

In addition to the side being able to compete in Adelaide, Toll Transitions' sponsorship allowed for the first time, all three services Army, Navy and Air Force, to field teams in the ADF Championships held in Canberra in May.

**“... for the first time, all three services Army, Navy and Air Force...”**

From the ADF championships, a combined women's ADF side was selected and travelled to Adelaide to compete against women's sides from all the states and territories.

Victoria won the Championships at a gallop but the remainder of the competition was very tight.

The ADF girls acquitted themselves very well, with limited preparation, and came fifth. Their competitiveness was reflected by their narrow loss by one goal to competition runner-ups, the ACT.

Toll Transitions Defence Account Manager Jonathan Ryan, said, “We were very happy to be the major sponsor of the ADF Women's Aussie Rules side. We are proud to partner with our largest client, Defence, and recognise the importance that team sport plays in developing an effective Defence force. The sponsorship was a good cultural fit – the footy team, like Toll Transitions, is pioneering, young, dynamic and energetic. After attending the selection trials, it was very obvious to me how much the sponsorship meant to not only the players, but the officials and senior Defence representatives who, given other priorities struggle to be able to provide the financial support for activities like this.”

*Australian Defence Force Women's Australian Rules Football team that competed at the Women's National Championships in Adelaide in June, sponsored by Toll Transitions.*



**BECAUSE PEOPLE ARE OUR PRIORITY. YOURS AND OURS.**

# Toll Receives Special Commendation

At a gala dinner at the Plaza Ballroom in Melbourne on Friday evening 27 August 2004 the Society of Automotive Engineers (SAE) held their Excellence Awards, where Bob Lovf – GM Vehicles – Toll AutoLogistics – was delighted to receive a Special Commendation award from SAE-A President Prof Harry Watson. The award was in recognition of the Division's design and development of the multi-modal Maxibox Vehicle Delivery System.

Bob Lovf said that he was privileged to receive the award on behalf of Toll in such prestigious company.

The presentations this year took place amidst automotive professionals and industry leaders, with the aim of recognising excellence in automotive engineering, manufacturing, design and quality, and to help raise the standards and public perception of the Australian Automotive and related industries.

The Awards were open to entries covering services, manufacturing processes or innovations as well as

specific products and the conferring of an award signifies that the recipient organisation is a leader in its field.

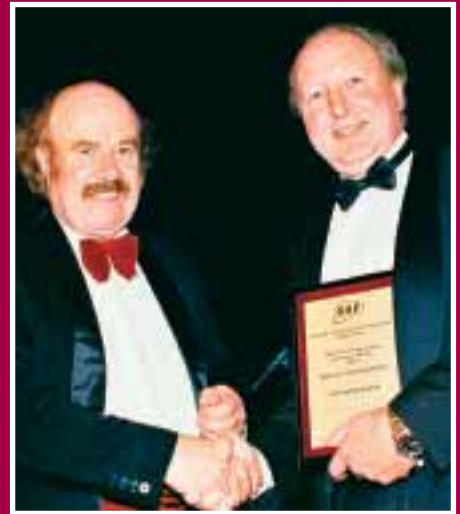
## Award Winners

**Pacifica Group Technologies**  
Gold Award

**Ford Motor Company**  
Silver Award

**Robert Bosch Australia**  
Bronze Award

**Siemens VDO Automotive**  
Outstanding Contribution to Advancing Technology Award



*SAE-A President Prof Harry Watson (left) congratulating Bob Lovf – General Manager, Vehicles – Toll AutoLogistics on winning the Special Commendation Award.*

# Toll Wins Major Contract with Holden

In May 2004, Toll was awarded a major contract by Holden for the provision of national vehicle distribution services. The contract includes the transportation of Holden's Adelaide Plant vehicle production, as well as management of the plant vehicle compound and cross border transportation of imported product.

Toll was awarded the contract after a highly competitive open tender process, in which Toll's

success was driven by offering an integrated multi-modal approach utilising Toll's extensive road, rail and sea network.

This contract is of great strategic significance as it gives Toll the opportunity to further develop its relationship with Holden, which has grown since the mid 80's, to encompass services right across Holden's inbound and outbound supply chain.

Toll is committed to providing its clients with cost effective logistics solutions and customer-focused services. We're delighted to have been awarded this contract by Holden.

*Toll loaded with Holden vehicles ready for distribution.*





Toll Rail Minder Drivers, Bill Baker (top) with Owen Christopher.

## New Loco Drivers Look to their Minders

**A** new generation of locomotive engineers is set to drive New Zealand Atrains, with their path to a new career eased by the efforts of senior 'minder drivers' giving them the practical benefit of their experience.

The 'minders' are effectively mentors who travel with the trainee drivers in the cab of their single-driver locomotives. It means the trainee drivers absorb a great deal of practical knowledge by working alongside a qualified Locomotive Engineer (LE).

With new drivers needed urgently as rail services begin to expand under Toll NZ, the matter of providing practical training for new LEs became problematic.

The answer has been to turn to some of Toll Rail's most experienced drivers – people also possessing the temperament and ability to act as teachers – to help school the trainees.

Linehaul Operations Manager Brendon Judd says the minder driver's role comes in after the trainee has gone through formative theory training at Woburn in Lower Hutt. While the LE trainee has passed examinations, which entitle him or her to operate a locomotive, the critical practical training now starts.

"The minder driver becomes the primary training provider from here on, guiding and assessing the LE trainee as they learn and develop the complex skills required to move a train," says Brendon.

"To the untutored observer, it may appear relatively simple, but all trains have differing handling characteristics, and it is the minder driver's expertise that is passed on to the trainees to assist them in learning how to safely drive a train over New Zealand's challenging railway terrain."

The minder driver coaches the trainees and monitors their progress using a logbook as a measuring tool. It is very important that the minder can articulate both written and verbally to the

trainee if valuable knowledge is to be conveyed.

For this reason, the choice of who becomes a minder driver is very important.

"It takes a special person to be able to explain, in readily-understandable terms, just what is required to a trainee with no prior practical exposure to railway

signalling and operating procedures," says Brendon.

"In the operating environment, a trainee can often be under a great deal of stress as he/she grapples with situations that occur unexpectedly. The minder has to be able to guide the trainee while simultaneously allowing them to actually cope with the situation.

"For that reason, those locomotive engineers selected to become minder drivers must meet certain criteria, namely, having good operating records and excellent communication skills.

"The role of a minder driver is extremely important to the ongoing success of locomotive engineer training and those who are in this role are recognised as possessing skills that can lead to advancement within the company.

Currently, Toll now has 27 trainees nationwide including nine drivers undergoing training for work on the Auckland commuter train LEMUs run by Connex.

Another intake is planned for next year, with Toll Rail intending to train 24 drivers.

**“The minder driver coaches the trainees and monitors their progress...”**

## Positive Health and Safety St

**A** new health and safety group has been formed at the Port of Tauranga, which is made up of many companies including the team at Toll Ports.

Chris Tootill, Toll Ports Risk Manager, is the company's representative. The major thrust of this new health and safety group is to delve into the bigger issues and improve safety within the Port, with joint effort from all companies who operate on the premises. The group will oversee the port

operation to ensure that practices at the port exceed the minimum requirements as outlined in the Ports' Code of Practice. Group forums will be held on a monthly basis.

The first forum has generated a lot of interest, to the point where it will probably be adopted in other Ports.

The forum group came about by issues being raised in regards to 'common user' areas around the port. Examples of issues raised include:

# Arahura Crew Strives for Customer Service Excellence

**W**ith Arahura having now returned into service from her \$4.4m dry-dock and refit, the crew is enthusiastic to ensure their service offering is of the highest standard – positioning Arahura as the ‘flagship’ vessel of the Interislander fleet.

Throughout September and October, all of the Onboard Managers and Supervisors underwent a rigorous training and development program, providing an excellent opportunity to explore many of the key elements of a truly service-focused culture.

As part of the training, managers and supervisors have worked to identify how we can turn our ‘customer service’ into a ‘customer experience’. This included aspects such as engendering customer loyalty and coming up with additional qualities we can add to our service to enhance our customer interactions. In addition, managers and supervisors have worked on their leadership and team management skills to ensure that a positive service

culture and a teamwork atmosphere is adopted throughout the crew.

Following on from this, further training workshops have been run for the onboard services crew to make sure that all staff believe in the same customer service values, and understand our direction for the business.

The improved customer environment onboard has been noticed by a number of our passengers, and we have received comments such as:

“Keep this crew sailing, they’ve made the journey an absolute pleasure. Customers will be a lot happier and more likely to come back without a doubt.”

We have a huge opportunity to provide service excellence throughout our entire operation, and grow the Interislander business to be a ‘must-do’ activity for domestic and international travellers alike. This is the first step of many to see our service improved and it is encouraging that the Arahura onboard services crew has been so positive and responsive to achieving this goal. **Congratulations!**

*All names are displayed left to right.*

*Photo 1*

*Arahura Onboard Managers and Supervisors.  
Back row: Bryce Trewoon, Amber White, Neville Hall, Mark Kenny, Les McMillan, Eddie Aitken and Sophie Rizvi.  
Front row: Trina Coffin and Steph Thompson.*

*Photo 2*

*Arahura Catering Attendants.  
Back row: Romeo Akaata, Nicola Ngatai-Schipper Forster, Theresa Baker, Alisha Cunningham, Billie Bridger and Glen Baker-Clemas.  
Front row: Deborah Burke, Alex McMeekan and Emily Bridge.*

*Photo 3*

*Arahura Catering Attendants.  
Charisma Fuhrer, Jasmine Samuel, Emily Bridge, Lana Kerr, Lani Gray and Jeremy Oliver.*



## ep for Toll Ports

- Who knows who is working where in common user areas?
- Are there any interaction procedures between the different companies?

Standards and protocols – issues that arise when two different stevedores and two different marshallers are working the same vessel.

The forum has senior management representation from all divisions – stevedoring, marshalling, agents, clients, unions, ACC & Dept of Labour, Occupational

Safety & Health (OSH), Marine Safety Authority and Toll Tranz Link.

A generic safety database is being introduced which enables all port users to enter incident, accident, and near miss data (no names or companies identified) and from the analysis of this data, generic injury prevention strategies can be accepted and then implemented by all.

This will set generic standards within the port for health and safety.

Pictured left to right are Jill Pettis (MP), Lynne Pillay (MP), Dave Hereora (MP), Helen Duncan (MP), David Jackson CEO Toll NZ, Mark Goshe (MP and Chair of Transport Select Committee) and Greg Miller, Group General Manager Toll Tranz Link.



# Caucus Keeping Abreast of Developments

**T**oll NZ CEO David Jackson recently hosted several key government politicians at Toll's Southdown site in South Auckland.

The MPs were generally members of Labor's Auckland Caucus who have been meeting with various major players in the Auckland market to ensure any concerns they had were being heard in the Capital.

The group was very keen to hear a general outline about Toll's plans for the future, as a number of the visiting politicians are members of the Government Transport Select Committee including Chair Mark Goshe.

The welcome and briefing about Toll by David Jackson was well received by the visitors, as was the presentation by Group GM Toll Tranz Link Greg Miller, who outlined future plans for the Toll Tranz Link business.

The Caucus members were delighted to hear about Toll NZ's efforts to get more freight moving on rail.



A group photo of the recent Woburn shunt school attendees (from left to right) – Andrew Radich – Toll Rail Human Resources National Manager; Damian Mahara – Trainee Rail Operator; Howard Moana – Trainee Rail Operator; Holly Innes – Toll NZ Recruitment Consultant; Peter Hughes Toll Rail Westfield Terminal Manager; Sian Oliver – Toll NZ Learning and Development Manager; Dave Curry – Trainee Locomotive Engineer; and Mick Barrett – Toll Rail Trainer.

# HR Staff go to School

**A** three-day Yard Introduction Course has provided Toll NZ's Human Resources team with a greater understanding of the requirements of operational roles within the company.

Attended by Toll Rail Human Resources National Manager Andrew Radich, Toll NZ Recruitment Consultant Holly Innes, Toll NZ Learning Development Manager Sian Oliver and other team members, the course covered safe work practices in the yard, the making up of trains and communication through radio and hand signals.

Holly, who is understood to have shown good radio communication skills said it was very useful to understand what makes a good shunter and rail operator when recruiting.

Andrew said he thoroughly enjoyed the training processes and understanding the pressures that trainees are under and will be under once they are out in the field.

"It was a valuable opportunity getting out into the field and working with the guys that make it happen," he said.

Sian found being a participant in training very enlightening and was pleased with the quality of training displayed.

The Human Resources team would like to thank the Woburn training centre and other participants for allowing them to take such an active role in the training.

Tim Bowen, Customer Service Manager (right) presenting the cheque to Ruth and Jeff Njuguna along with their children Jomo, Jamali and Malaika.



# Casual Day Friday Appeal

**T**oll IPEC Victoria's Casual Day Friday Appeal has collected \$900 for the Lavenda Springs School in Kenya.

Instead of giving the money to the school, it was decided that better value could be obtained from Corporate Express who generously discounted goods and donated extra school supplies for the kids.

Ruth and Jeff Njuguna are the founders of Lavenda Springs School project in Kenya, which was opened in 2001 with a primary school of 12 children, expanding to include a secondary school and 300 children, today.

The project initially was financed from their

own funds, backed up with individual donations, but the rapid growth has meant regular fund-raisers and child sponsorship programs.

In addition, the project comprises a community health centre for HIV AIDS preventative health care, maternal and general communal health care.

The adult program includes a community women's group and weekly adult literacy classes.

In their spare time they provide, full lodging and education for children in the community who have lost both parents to various diseases.

Toll IPEC Victoria's next charity drive will be the K-Mart Wishing Tree.

# Australian-Thai Business Awards Winner 2004

**T**oll Thailand was awarded 'Best Services Business' at the prestigious Australian-Thai Business Awards 2004 Ceremony. The Ceremony was held on 26 August 2004 at the Conrad Hotel in Bangkok where 43 companies were nominated for various awards.

Since 1977, the Australian-Thai Chamber of Commerce (AusCham Thailand) has been serving the needs of its members and acting as a contact, resource and information point for Australian businesses in Thailand and those wishing to invest

in or trade with the kingdom. The Chamber also provides assistance and advice to Thai companies interested in doing business in Australia while promoting social responsibility and good corporate citizenship.

The Australian-Thai Business Awards are organised by AustCham recognising Thai or Australian companies that have demonstrated enhanced trade relations between the two nations or that have made outstanding contributions to the business sector.

**Congratulations Toll Thailand on your well deserved award.**

*Below – Pictured left to right are: Apinya Chomson – Toll (Thailand) Ltd's Chief Financial Officer accepting the award from Dr Kantathi Supamongkhon – Thai Trade Representative.*

*Below left – The award winners of the evening pose for a photo with the organisers. Left to right: Danai – Asian Chemical; Apinya Chomson – Toll (Thailand) Ltd; Dr Kantathi Supamongkhon – Thai Trade Representative; Peter Mansell – Chadwick Airport; HE Miles Kupa – Australian Embassy; Kristina Zanic – dwp cityspace ltd; John Thompson – Chevrolet Sales (Thailand) Ltd; Surapon – Watty Dimet; and David Wright – Australian-Thai Chamber of Commerce.*

Award	Winner
Best SME Business	dwp cityspace ltd
Best Manufacturer	General Motors (Thailand) Ltd
Best Exporter	Chadwick Airport Co Ltd
Best Employer	Watty Dimet (Siam) Ltd
Environmental Excellence	Asian Chemicals and Engineering Co Ltd
Best Services Business	Toll (Thailand) Ltd



## Transitions Makes Quilt Tour a Priority

**T**oll Transitions is a proud supporter of the Defence Special Needs Support Group (DSNSG), which celebrated ten years of providing support, information and assistance to Defence Force families who care for someone with special needs or a disability.

To mark the occasion, a special quilt, taking many months of hard work, was designed and made by children and adults with special needs, families involved in the Defence Special Needs Support Group and a number of well known people.

"The quilt has a special significance," said Margaret Fisk OAM, National Coordinator of the DSNSG. "Not only does it celebrate our ten year journey of discovery, it unites our families, those with special needs, our friends and supporters in a common cause. We are humbled by the amount of support we have received in relation to the quilt and are quite surprised by some of the people who wanted to participate in making a quilt square."

Mrs Fisk referred to squares made by the Minister Assisting the Minister for Defence, the Hon Mal Brough and his family and General Peter Cosgrove, Chief of the Defence Force whom she thought would be better suited to sewing a canvas tent together than a quilt square.

The National Quilt Tour began in Perth in June and travelled extensively around Australia courtesy of logistical support organised by Barry Rixon, NSW Linehaul Manger for Toll Priority. The tour finished in Canberra in December, where it was presented to the Department of Defence and hung in the main foyer of Russell Offices.

*Toll Transitions Regional Removals Manager Francene Wade (left) and local DSNSG representative Melanie Graham with the quilt featuring a Toll Transitions panel, on tour in Moggill, Queensland.*



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#### Gambling Help Line

**ACT 02 6247 0655**

**NSW 1800 633 635**  
**1800 633 649**

**NT 1800 629 683**

**QLD 1800 222 050**

**SA 1800 060 757**

**TAS 1800 000 973**  
**1800 000 974**

**VIC 1800 156 789**

**WA 1800 622 112**

**Lifeline**  
**131 114**

**Lifeline Suicide Helpline**  
**1300 651 251**

Or call your own doctor or other health professionals.

# Gambling in Australia – Some Facts

**Warning: Some of the following information may be distressing.**

### What are your lucky numbers?

How about horse 5, race 7 once a year at the Melbourne Cup? Or, 2 heads on ANZAC Day? Or, 21 at the Casino? Or 2 Fat Ladies on your Bingo Card? Or, the kids birthday dates on Tattsлото? Or, ticket 27 for the Chook Raffle? Or, the 137th spin on the Pokies?

Or, what about \$15 billion lost to gambling last year.

Of this \$15 billion, the high rollers in the casino didn't pay out most of it but ordinary workers in the pubs and clubs playing the pokies lost it.

In fact, of the total \$125 BILLION actually wagered in Australia, \$85 BILLION went into the pokies. YES, THAT'S CORRECT, AN ASTOUNDING \$85 BILLION.

### Some more facts and figures about gambling in Australia:

- Australia has 20.4% of the world's pokies but only 0.3% of the world's population.
- The maximum average loss per machine, per hour in Australia is \$720, (compared to UK \$130 and Japan \$52).
- 2.1% of the adult population considers they have a gambling problem.
- On average 7 other people are affected, family, friends and work mates – that is about 2 million Australians.
- 42.3% of all pokies' revenue is derived from problem gamblers.
- 90% of gamblers considered themselves depressed as a result of gambling.
- 42% of problem gamblers have gone without food.
- 31% have considered suicide.
- 11.2% have attempted suicide.

- 52% of problem gamblers have borrowed money and not paid it back.

- 36% have sold possessions to raise money to gamble.

Doesn't sound as if everyone's lucky numbers are coming up after all, does it?

Lots of people gamble regularly, they go out with friends and enjoy winning and losing as a form of entertainment. They control their gambling by setting a limit to how much they will spend and how long or often they gamble or by leaving their cards at home.

But something that begins as harmless fun can develop into a problem, \$15 billion dollars worth of problems in fact.

'Problem gambling' is when gambling causes harm to the individual player, their family, friends or work mates. This harm may also extend into the wider community.

If you are developing a problem with gambling, your behaviour may change in key ways. It might be worth considering the following questions:

- Are you gambling alone and often?
- Do you stay longer and spend more than you meant to?
- Have you stopped doing other things you enjoy?
- Do you think about gambling every day?
- If you lose, do you try to win your money back by more gambling?
- Do you find that you don't really enjoy it any more?
- Are you keeping your gambling secret?
- Do you feel depressed and have problems sleeping because of gambling?
- Are you lying or arguing about how much you have spent?

#### Photo 1

The walkers ran into a Toll truck near the lookout on the Great Dividing Range (White Mountain National Park), the other side of Torrens Creek, which proved to be a great photo opportunity.

Left to right: Walkers pictured with our Toll driver – left to right are: Adrian Bowman (Toll driver – caught by surprise), Jeremy Grace, Steve Pearce – (Superman), Malcolm Maddison, Brett Keogh and Mark Wortman.

#### Photo 2

The Zinifex Century Mine walkers and support team – all names left to right.

Back row: Debbie Keighran, Brett Fletcher – General Manager, Malcolm Maddison, Brett Keogh, Dave Knight, Peter Mackaway, Mark Wortman, Greg Scanlan and Greg Gurr.

Front row: Howard Hardwick, John Leets, Noel Irwin, Drew Dowling, Jeremy Grace, Bernie Murphy and Steve Pearce.

## Toll Grants a Wish

A team of eight Zinifex Century Mine employees walked a gruelling 1400 kms over a 13-day period – averaging 92 kms per day – in August 2004 as part of the Zinifex Century Mine Trek 2004 supporting Make-A-Wish Foundation. Toll (NQX and QRX) was one of the teams' main sponsors.

The Trek commenced on 9 August from the Century Mine site at Lawn Hill and concluded on 21 August at the Seaview Hotel on the Strand in Townsville.

Steve Pearce – Contracts Officer of Zinifex Century Mine and one of the eight walker team members provided the following summation of the event: "The trek itself proved a great success and we exceeded our fundraising target of \$40,000. The generosity and support from the people out west was fantastic. Personally, it was one of the most rewarding

experiences I have had. Probably the most pleasing aspect of the trek was the way the Trek team performed. Their commitment to the task and perseverance under some very trying conditions was a credit to them and they represented themselves and Zinifex most admirably."

The Make-A-Wish Foundation of Australia is a non-profit, charitable organisation that is dedicated to granting children with a life-threatening illness their cherished wish, providing magic and joy for them and precious memories for their family.



# acts and Figures

- Do you borrow from friends or colleagues to gamble?
- Have you lost time from work because of gambling?
- Do you feel guilty about gambling?
- Do you believe you have a problem with gambling?
- Are you suffering from depression due to gambling?
- Have you changed jobs or been sacked because of gambling?
- Have you experienced relationship problems because of gambling?
- Have you ever seriously thought about suicide because of gambling?

It might seem a bit drastic but if you answered YES to one or more of these questions, you may be developing a problem.

**If you do think that you have a gambling problem, there is help at hand. Some numbers that might really turn out to be YOUR LUCKY NUMBERS are in the margin far left of this spread.**

There are lots of reasons people's gambling becomes a problem. The important thing to remember is that you can get help – and the less you continue to contribute to the \$15 billion the better.

## References used to compile the article:

*ABS website; Dr Mark Zirnack Social Justice Development Officer, Uniting Church in Australia; G-Spot-Gambler's Help website; Australian Institute of Gambling Research; <http://www.smh.com.au/articles/2003/09/23/1064082971176.html>; ANU Centre for Gambling Research; Tasmanian Gaming Commission; Zoe Furman Media Communications Manager, Quit; The Australian Productivity Commission's 1999 Inquiry; Inter Church Gambling Task Force research ~ especially an article by Gabi Byrnes; Phillipa Reddy Problem Gambling Foundation of New Zealand. Permission given for use of adapted questionnaire.*

# Peeball

**P**eeball was created for The Prostate Cancer Foundation of Australia (PCFA) to raise awareness and funds to support further research into prostate cancer. It is generously supported by Toll IPEC, Carlton & United Breweries (CUB), DRM Trading and Bottlemart.

Importantly, Peeball provides a reminder that 1 in 10 Australian men will develop the disease in their lifetime. Every year approximately 10,000 men will be diagnosed and more than 2,500 will die of prostate cancer, making it equivalent in incidence and mortality to breast cancer.

Corporate and Philanthropic Manager of the Prostate Cancer Foundation, Deb Cutts said "We are concerned about the low level of awareness of prostate cancer in the Australian community." A survey commissioned by the PCFA in 2002 found that only 52% of Australian men felt informed about prostate cancer and only 1 in 10 were appropriately tested for prostate cancer in 2001.

The majority of transport workers are men, and thus we feel that we can really offer an excellent, targeted way of promoting Peeball and the message to men that they need to be aware of prostate cancer.

Director of Urology, Royal Melbourne Hospital, and Director of the PCFA, Professor Tony Costello, explains; "Peeball, while not a diagnostic device for prostate cancer, is a unique and fun way to test the power and performance of a man's urine flow, which is an important way of detecting issues regarding prostate health. Frequency, urgency and difficulty in urination are often related to the prostate and men who experience these symptoms should discuss them with their GP.

"Prostate cancer often develops with symptoms that men don't recognise or without symptoms, therefore early expert diagnosis and treatment is critical to managing the disease and avoid life-threatening consequences. All Australian men over 50 must therefore make informed decisions about testing and treatment for prostate cancer."

To help generate awareness about prostate cancer in a fun way, Peeball was launched in Australia in March this year. In the UK and now in Australia, men are 'shooting' their way into the record book as Peeball champions! To make Peeball available to the many Hotels that are running promotions Toll IPEC has distributed Peeballs free of charge around Australia. The Prostate Cancer Foundation of Australia is indebted to Toll IPEC for its ongoing support.

For further information please call **1800 220 099**

Or **visit [www.peeball.com.au](http://www.peeball.com.au)**

To play Peeball on-line and for further information, including Peeball stockists, rules and techniques visit **[www.peeball.com.au](http://www.peeball.com.au)**.

## Welcome



**Anthony D'Abreo joins Toll as International Financial Reporting Standards (IFRS) Project Leader.**



**John Margerison joins Toll as Group Financial Accountant.**



**Andrew Lau joins Toll as Graduate Accountant.**



**Sarah Ellard joins Toll as Corporate Admin Trainee.**



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## CLUB 10

**TOLL NETWORKS – CLUB 10**

Adam Scilipoti, Toll Priority, Port Melbourne, VIC.  
 Afroditi Naso, Toll Priority, Port Melbourne, VIC.  
 Alan Cameron, Toll West, Kewdale, WA.  
 Alan Maher, Toll Tasmania, Bell Bay, TAS.  
 Albert Tierney, Toll Linehaul, Acacia Ridge, QLD.  
 Alwyn March, Toll Tasmania, Devonport, TAS.  
 Amanda Weatherby, Toll Priority, Erskinvilla, NSW.  
 Andrew Walker, Toll Priority, Port Melbourne, VIC.  
 Anthony Hill, Toll IPEC, Moorebank, NSW.  
 Anthony Holles, Toll Linehaul, Altona, VIC.  
 Barry Brown, Toll Express, Kewdale, WA.  
 Barry Frith, Toll Linehaul, Altona, VIC.  
 Brett Brakey, Toll Linehaul, Altona, VIC.  
 Bruce Booth, Toll Priority, Port Melbourne, VIC.  
 Christopher Hillyard, Toll Priority, Coorparoo, QLD.  
 Christopher Johnson, Toll Linehaul, Chullora, NSW.  
 Craig Collins, Toll Priority, Port Melbourne, VIC.  
 Craig Smart, Toll Linehaul, Chullora, NSW.  
 Cranston Edwards, Toll Tasmania, Burnie, TAS.  
 David Dunn, Toll Linehaul, Altona, VIC.  
 David Jarvis, Toll Energy, Sale, VIC.  
 David Lowe, Toll Fast, Port Melbourne, VIC.  
 David Ogilvy, Toll Linehaul, Altona, VIC.  
 David Owens, Toll IPEC, Moorebank, NSW.  
 Davina Ashby, Toll Priority, Redcliffe, WA.  
 Deborah Robson, Toll Fast, North Plympton, SA.  
 Denis Scott, Toll Tasmania, Launceston, TAS.  
 Donna Watson, Toll Tasmania, Revesby, NSW.  
 Doublas Boal, Toll Tasmania, Port Melbourne, VIC.  
 Duncan Roll, Toll Linehaul, Chullora, NSW.  
 Francis Smith, Toll Linehaul, Acacia Ridge, QLD.  
 Frank Avdyl, Toll IPEC, Richlands, QLD.  
 Gavin Bell, Toll Tasmania, Hobart, TAS.  
 Gavin James, Toll Tasmania, Launceston, TAS.  
 Geoffrey Burgers, Toll IPEC, Moorebank, NSW.  
 Glenn Arthur, Toll Priority, Alexandria, NSW.  
 Gordon Wooldridge, Toll West, Kewdale, WA.  
 Graham Barry, Toll SPD, Acacia Ridge, QLD.  
 Graham Troy, Toll Express, Kewdale, WA.  
 Grant Hosking, Toll Linehaul, Altona, VIC.  
 Hong Tran, Toll Priority, Bankstown, NSW.  
 Ian Nankervis, Toll Linehaul, Altona, VIC.  
 James McBridge, Toll Priority, Coorparoo, QLD.  
 James Mitchell, Toll Tasmania, Launceston, TAS.  
 Jason Turner, Toll Tasmania, Hobart, TAS.  
 Jay Sharma, Toll Priority – DX Mail, Alexandria, NSW.  
 Jeffrey Davis, Toll Fast, Alexandria, NSW.  
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 Jodie Hilliers, Toll Priority, Erskinvilla, NSW.  
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 Keith Appleby, Toll Priority, Coorparoo, QLD.  
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 Keresipi Vagana, Toll Priority, Bankstown, NSW.  
 Kevin Keating, Toll Linehaul, Acacia Ridge, QLD.  
 Kevin Markham, Toll Linehaul, Chullora, NSW.  
 Kevin Peace, Toll Priority, Port Melbourne, VIC.  
 Leanne Ball, Toll Priority, Coorparoo, QLD.  
 Leonard Wewer, Toll West, Kewdale, WA.  
 Lorraine Hensley, Toll Priority, Erskinvilla, NSW.  
 Louise Asher, Toll Tasmania, Launceston, TAS.  
 Mark Fermor, Toll Priority, Coorparoo, QLD.  
 Mark Hathaway, Toll Priority, Redcliffe, WA.  
 Mark Reynolds, Toll Priority, North Plympton, SA.  
 Mark-Anthony Hartley, Toll Fast, Adelaide, SA.  
 Mathew Chatterton, Toll Tasmania, Devonport, TAS.  
 Mei Tseng McCorkindale, Toll Priority, Erskinvilla, NSW.  
 Mervyn Jones, Toll Linehaul, Acacia Ridge, QLD.  
 Michael Favret, Toll Priority, Coorparoo, QLD.  
 Michael Mason, Toll Tasmania, Hobart, TAS.  
 Michael O'Brien, Toll Linehaul, Altona, VIC.  
 Michael Wray, Toll Linehaul, Altona, VIC.  
 Neil Davison, Toll Linehaul, Altona, VIC.  
 Neville Graham, Toll SPD, Regency Park, SA.  
 Nicole Smith, Toll Priority, Port Melbourne, VIC.  
 Oscar Pacheco, Toll Priority, Coorparoo, QLD.  
 Patrick Gee, Toll Tasmania, Bell Bay, TAS.  
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 Paul Keeble, Toll IPEC, Moorebank, NSW.  
 Peter Dignan, Toll Linehaul, Altona, VIC.  
 Peter Ffrench, Toll Priority, Erskinvilla, NSW.

## CLUB 10 Continued

Peter Field, Toll Linehaul, Regency Park, SA.  
 Phillip Taylor, Toll Tasmania, Port Melbourne, VIC.  
 Raymond Gray, Toll Priority, Coorparoo, QLD.  
 Robert Dean, Toll Linehaul, Altona, VIC.  
 Robert Kent, Toll West, Kewdale, WA.  
 Robert Rayner, Toll Linehaul, Altona, VIC.  
 Robert Ward, Toll West, Kewdale, WA.  
 Robin Dawes, Toll Linehaul, Acacia Ridge, QLD.  
 Robyn Robinson, Toll West, Kewdale, WA.  
 Rocco Roda, Toll Linehaul, Altona, VIC.  
 Rodney Thomson, Toll Tasmania, Bell Bay, TAS.  
 Roger Mayor, Toll Priority, Erskinvilla, NSW.  
 Ronald Allen, Toll Priority, Coorparoo, QLD.  
 Ronald Hussey, Toll Linehaul, Altona, VIC.  
 Russell Pask, Toll IPEC, Moorebank, NSW.  
 Sandra Davenport, Toll Tasmania, Revesby, NSW.  
 Sean Connies, Toll Tasmania, Launceston, TAS.  
 Shane Stewart, Toll Tasmania, Bell Bay, TAS.  
 Simi Moli, Toll IPEC, Moorebank, NSW.  
 Simon Metcalf, Toll Linehaul, Regency Park, SA.  
 Simon O'Brien, Toll Priority, Port Melbourne, VIC.  
 Stan Tierney, Toll SPD, West Melbourne, VIC.  
 Stephen Beckley, Toll Linehaul, Altona, VIC.  
 Stephen Spencer, Toll Priority, Coorparoo, QLD.  
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 Vivien Blades, Toll Fast, North Plympton, SA.  
 Vladimir Diakonoff, Toll Linehaul, Chullora, NSW.  
 William Hepburn, Toll Tasmania, Bell Bay, TAS.  
 William Martin, Toll Linehaul, Altona, VIC.  
 William Shiagetz, Toll IPEC, Moorebank, NSW.

**TOLL LOGISTICS – CLUB 10**

Adrian Fischer, Toll AutoLogistics – Vehicles, Laverton, VIC.  
 Barry Hall, Toll AutoLogistics – Vehicles, Gilgandra, NSW.  
 Brian Greig, Toll Liquid Distribution, Coopers Plains, QLD.  
 Darren Rees, Toll Ports, Whyalla, SA.  
 Darryl Kerr, Toll Ports, Whyalla, SA.  
 David Cook, Toll Food & Beverages, Ingleburn, NSW.  
 Dennis Baker, Toll Industrial, Scoresby, VIC.  
 Geoffrey Abela, in2store, Villawood, NSW.  
 Graham Williams, Toll Food & Beverages, Port Melbourne, VIC.  
 Grahame Hughes, Toll Food & Beverages, Newcastle, NSW.  
 Gregory Cunningham, Toll Industrial, Ingleburn, NSW.  
 Jeffrey Grieve, Toll Food & Beverages, Arndell Park, NSW.  
 Ken Monk, in2store, Villawood, NSW.  
 Lesleigh White, Toll Food & Beverages, Greenacre, NSW.  
 Matthew O'Shannassy, in2store, Altona North, VIC.  
 Paul Fry, Toll AutoLogistics, Laverton, VIC.  
 Paul Lahodiak, Toll Food & Beverages, Homebush, NSW.  
 Paul Saxby, Toll Food & Beverages, Arndell Park, NSW.  
 Peter Kuisma, Toll Industrial, Greenacre, NSW.  
 Raymond Rodoreda, Toll Food & Beverages, Welshpool, WA.  
 Richard Wilson, Toll Liquid Distribution, Greenacre, NSW.  
 Richie Boyle, Toll Food & Beverages, Homebush, NSW.  
 Rodney Pomeroy, Toll Food & Beverages, Lidcombe, NSW.  
 Roger Parry, Toll Food & Beverages, Knoxfield, VIC.  
 Thomas Carolan, in2store, Villawood, NSW.  
 Thomas Stack, Toll Food & Beverages, Homebush, NSW.  
 Timothy Gale, Toll AutoLogistics – Vehicles, Gilgandra, NSW.  
 Wayne Collins, Toll Food & Beverages, Winfield, SA.  
 William Brian, Toll Food & Beverages, Homebush, NSW.  
 William Clift, Toll Industrial, Greenacre, NSW.  
 William Johnston, Toll Industrial, Greenacre, NSW.  
 William Shaw, Toll Food & Beverages, Moorebank, NSW.

**TOLL NORTH – CLUB 10**

Anthony Bates, R&H Transport, Gladstone, QLD.  
 Colin Murray, QRX Contrains, Tennyson, QLD.  
 Eric Johns, QRX, Cairns, QLD.  
 Gerald McGee, QRX, Tennyson, QLD.  
 Ian Gane, QRX, Cairns, QLD.  
 James Cardno, R&H Transport, Gladstone, QLD.  
 John Theodosios, NQX, Toowoomba, QLD.  
 Lorraine McGill, QRX, Cairns, QLD.  
 Maryanne Franks, QRX, Gladstone, QLD.  
 Peter Joinbee, NQX, Cairns, QLD.  
 Robert Heyne, QRX, Cairns, QLD.  
 Robert Twine, QRX, Cairns, QLD.  
 Russell Smith, QRX Contrains, Tennyson, QLD.  
 Simon Turner, QRX, Townsville, QLD.  
 Terrance Craven, QRX, Cairns, QLD.  
 Toni Neilson, NQX, Cairns, QLD.

## CLUB 10 Continued

### TOLL NORTH – CLUB 10

Trevor Waters, Toll Resources, Eagle Farm, QLD.  
Yarema Troynar, QRX, Cairns, QLD.

## CLUB 15

### TOLL NETWORKS – CLUB 15

Ambah Cramer, Toll IPEC, Moorebank, NSW.  
Bevan Adams, Toll Priority, Coorparoo, QLD.  
Brian Roberts, Toll Priority, Port Melbourne, VIC.  
Carol Brown, Toll SPD, West Melbourne, VIC.  
Charlie Plummer, Toll Linehaul, Altona, VIC.  
Cheryl Archdall, Toll Priority, Coorparoo, QLD.  
Clive Allen, Toll Priority, Port Melbourne, VIC.  
Craig Duthie, Toll Priority, Coorparoo, QLD.  
David Drury, Toll Priority, Port Melbourne, VIC.  
David Maurice, Toll Priority, Bankstown, NSW.  
David Williams, Toll IPEC, Altona, VIC.  
Gaelene Snelling, Toll Express, Altona, VIC.  
Gary McClounan, Toll Priority, North Plympton, SA.  
Graeme Blackman, Toll Priority, Port Melbourne, VIC.  
Guy Ebert, Toll Priority, North Plympton, SA.  
James Bassett, Toll Priority, Alexandria, NSW.  
Jason Pye, Toll Linehaul, Chullora, NSW.  
John Buselli, Toll Linehaul, Altona, VIC.  
John Mamatsi, Toll Priority, Coorparoo, QLD.  
John Paszkiewicz, Toll Express, Richlands, QLD.  
Joy Dickson, Toll Priority, Erskinville, NSW.  
Julie Colsey, Toll Priority, North Plympton, SA.  
Karin Domin, Toll Priority – DX Mail, Alexandria, NSW.  
Keith Dobbyn, Toll IPEC, Clayton South, VIC.  
Kerry Forbes, Toll Priority, North Plympton, SA.  
Leca Reading, Toll Priority, North Plympton, SA.  
Linda Nadin, Toll Priority, Redcliffe, SA.  
Malcolm Stewart, Toll Priority, Coorparoo, QLD.  
Maree Marshall, Toll SPD, Footscray, VIC.  
Marion Marsh, Toll Priority, Erskinville, NSW.  
Mark Barry, Toll Express, Richlands, QLD.  
Mark Gillett, Toll Fast, Port Melbourne, VIC.  
Michael Bond, Toll IPEC, Dry Creek, SA.  
Michael Gray, Toll Tasmania, Hobart, TAS.  
Michael Lawlis, Toll IPEC, Chester Hill, NSW.  
Michael Lepine, Toll IPEC, Moorebank, NSW.  
Norma Carson, Toll Fast, Port Melbourne, VIC.  
Pam Johnson, Toll IPEC, Moorebank, NSW.  
Paul Bozicevic, Toll IPEC, Moorebank, NSW.  
Paul Ebsworth, Toll SPD, Footscray, VIC.  
Paul Rizza, Toll IPEC, Richlands, QLD.  
Peter Foley, Toll Priority, North Plympton, SA.  
Phillip Cardoso, Toll Priority, Redcliffe, WA.  
Ray Harding, Toll SPD, Regency Park, SA.  
Robert Sullivan, Toll IPEC, Forrestfield, WA.  
Robert Urquhart, Toll Express, Richlands, QLD.  
Robyn Stewart, Toll IPEC, Moorebank, NSW.  
Shane Whittaker, Toll IPEC, Altona, VIC.  
Shareeta Tikaram, Toll Priority, Erskinvale, NSW.  
Sharon Choat, Toll Priority, Erskinville, NSW.  
Stephen Farr, Toll Priority, Bankstown, NSW.  
Steven Daniels, Toll Fast, Chullora, NSW.  
Sushil Naidu, Toll Priority – DX Mail, Alexandria, NSW.  
Trevor Gibson, Toll Priority, Coorparoo, QLD.  
Vince Auciello, Toll Priority, Bankstown, NSW.  
Wayne Heard, Toll SPD, Kewdale, WA.  
Wendy Nelsen, Toll Priority, North Plympton, SA.  
William Brown, Toll West, Kewdale, WA.  
William Fell, Toll Tasmania, Port Melbourne, VIC.  
William May, Toll Express, Richlands, QLD.

### TOLL LOGISTICS – CLUB 15

Alberto Aramburu, Toll Food & Beverages, St Mary's, NSW.  
Darryl Roebig, Toll AutoLogistics – Vehicles, Eagle Farm, QLD.  
Elizabeth Bentley, Toll Ports, Crib Point, VIC.  
Graham Hooper, Toll Food & Beverages, Arndell Park, NSW.  
John Litson, in2store, Villawood, NSW.  
Julian Smith, Toll Liquid Distribution, Laverton, VIC.  
Kym Hodges, Toll AutoLogistics – Vehicles, Elizabeth, SA.  
Mark Breust, Toll Food & Beverages, Greenacre, NSW.  
Mustafa Erozan, in2store, Villawood, NSW.  
Paul Prideaux, Toll Ports, Geelong, VIC.  
Robert Burns, Toll AutoLogistics – Vehicles, Mildura, VIC.  
Robert Cumerlidge, Toll Ports, Hastings, VIC.  
Stephen White, Toll Industrial, Preston, VIC.  
Susan Marment, Toll AutoLogistics, Laverton, VIC.  
Wesley Lehmann, Toll AutoLogistics – Vehicles, Wagga Wagga, NSW.

## CLUB 15

### TOLL LOGISTICS – CLUB 15

Wilma Ballantyne, Toll AutoLogistics, Campbellfield, VIC.

### TOLL NORTH – CLUB 15

David Leeds, NQX, Eagle Farm, QLD.  
Denise Grainger, NQX, Townsville, QLD.  
Emer Walsmit, QRX Refrigeration, Tennyson, QLD.  
Garth Teasdale, QRX Contrains, Tennyson, QLD.

## CLUB 20

### TOLL CORPORATE – CLUB 20

Jan Dunscombe, Toll Corporate, Melbourne, VIC.

### TOLL NETWORKS – CLUB 20

Anthony Fagan, Toll Linehaul, Chullora, NSW.  
David Warr, Toll Linehaul, Altona, VIC.  
David Woolley, Toll Tasmania, Hobart, TAS.  
Deborah Formosa, Toll IPEC, Richlands, QLD.  
Graham Smith, Toll Linehaul, Acacia Ridge, QLD.  
Herbert Mears, Toll IPEC, Moorebank, NSW.  
John Geerdink, Toll West, Kewdale, WA.  
Paul Hodge, Toll Linehaul, Acacia Ridge, QLD.  
Ralph Jensen, Toll IPEC, Mackay, QLD.  
Rex Weeks, Toll Tasmania, Hobart, TAS.  
Sam Papa, Toll Linehaul, Altona, VIC.  
Savas Cristilis, Toll Tasmania, Launceston, TAS.  
Sebastian Magnano, Toll Tasmania, Port Melbourne, VIC.  
Steven Newton, Toll IPEC, Moorebank, NSW.  
Tom Chan, Toll IPEC, Moorebank, NSW.  
Tracey Collins, Toll IPEC, Altona, VIC.

### TOLL LOGISTICS – CLUB 20

Christopher Harmer, Toll AutoLogistics – Vehicles, Wagga Wagga, NSW.  
Des Breust, Toll Food & Beverages, Greenacre, NSW.  
George Topping, Toll Liquid Distribution, Laverton, VIC.  
Neil Southwell, Toll Food & Beverages, St Mary's, NSW.  
Norman Lacey, Toll Liquid Distribution, Wagga Wagga, NSW.  
Paul Hayllar, Toll Transitions, North Sydney, NSW.  
Roy Winter, Toll Industrial, West Melbourne, VIC.  
Warwick O'Grady, Toll Food & Beverages, St Mary's, NSW.

### TOLL NORTH – CLUB 20

David Creed, QRX, Tennyson, QLD.  
Deanne O'Brien, Toll International, Eagle Farm, QLD.  
Janine McGrath, R&H Transport Services, Tomago, NSW.  
Jeffrey England, QRX, Rockhampton, QLD.  
Kerryn Binotto, Toll Energy, Sale, VIC.  
Peter Kennedy, NQX, Eagle Farm, QLD.  
Robert Huxley, NQX, Dry Creek, SA.

## CLUB 25

### TOLL NETWORKS – CLUB 25

Andrew De-Ville, Toll Tasmania, Devonport, TAS.  
Darryl Boyle, Toll IPEC, Newcastle, NSW.  
Russell Cox, Toll IPEC, Moorebank, NSW.

### TOLL LOGISTICS – CLUB 25

Barry Lloyd, in2store, Plympton, SA.  
Derek Leake, Toll Ports, Port Kembla, NSW.  
Peter Lewry, Toll Ports, Geelong, VIC.

## CLUB 30

### TOLL CORPORATE – CLUB 30

Michael Jackson, Toll IT, Doveton, VIC.

### TOLL NETWORKS – CLUB 30

Bill Hine, Toll SPD, Acacia Ridge, QLD.  
Don Freiberg, Toll SPD, Acacia Ridge, QLD.  
Ernest Langley, Toll SPD, Chullora, NSW.  
Ian Harvey, Toll Linehaul, Altona, VIC.  
Pat Burgess, Toll Tasmania, Hobart, TAS.  
Peter Bennett, Toll Linehaul, Acacia Ridge, QLD.  
Peter Manser, Toll Tasmania, Hobart, TAS.

### TOLL LOGISTICS – CLUB 30

Ian Jacka, Toll Industrial, West Footscray, VIC.

## CLUB 35

### TOLL NORTH – CLUB 35

Jeffrey Sanderson, Toll North, Archerfield, QLD.

# TOLL

## GROUP

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	+61 7 3275 0430
<b>Warehouse and Distribution</b>	Lead Logistics Provider (LLP) services, warehousing, distribution and industry specific solutions for the Automotive, Beverage, Food & Retail, Industrial, Ports, Relocation and Resources sectors	Toll Logistics in2store	+61 2 8923 2333 +61 3 8369 0499
<b>Warehouse and Local Distribution</b>	Dangerous Goods warehousing Multi function warehousing (Queensland)	Toll Specialised Distribution	+61 7 3275 7147
<b>Air</b>	Domestic (Australia & New Zealand) • Interstate and Intrastate Door-to-Door Satchel and Parcel Services • Same Day and Overnight International • Freight forwarding / Customs & Door-to-Door Import / Export Services	Toll Priority  Toll International Toll Global Express (small parcels)	+61 2 8337 4500  +61 2 9694 3000 +61 2 8337 4500
<b>Rail</b>	Rail Services	Pacific National – Australia QRX Transport – Queensland Toll Rail – New Zealand	+61 2 8484 8000 +61 7 3275 7149 +64 9 270 5000
<b>Road</b>	Courier Services – Same Day Metropolitan Courier, Passport and Visa Advisory Services to the Travel Industry Parcel Express Palletised Less than Truck Load (LTL) Economy & Express Services  Full Truck Load (FTL) Services  Intermodal Services  Container Services – Dry, Reefer (FTL) Specialised Transport & Other Services • Automotive Vehicle & Component • Bulk Handling Transport & Specialist Services to the Mining Industry throughout QLD & NSW • Fashion • Liquid • Mail (mail exchange & mail room management) • Refrigeration	Toll Fast Toll Priority – Travcour Toll IPEC NQX Freight System (QLD) Toll Express Toll Linehaul Toll Regional (Regional NSW) Toll Resources Toll Tasmania Toll West (WA)  Toll Regional Toll SPD Toll Tasmania NQX Freight System  QRX Transport – Queensland Toll SPD – Australia Toll Tranz Link – New Zealand NQX Freight System – NT  Toll Regional  Toll AutoLogistics Toll Resources NQX Freight System in2store Toll Liquid Distribution Toll Priority – DX Mail Edwards Transport Toll Refrigerated Toll Regional Toll Specialised Services	+61 3 9676 1261 +61 2 8337 4500 +61 3 8368 1425 +61 7 3373 7671 +61 2 8713 7000 +61 2 8713 7000 +61 2 6938 6938 +61 7 3275 7147 +61 3 9644 5200 +61 2 8713 7000  +61 2 6938 6938 +61 3 9296 2500 +61 3 9644 5200 +61 7 3373 7671  +61 7 3275 7149 +61 3 9296 2500 +64 9 270 5100 +61 8 8360 1300  +61 2 6938 6938  +61 3 9284 2770 +61 7 3275 7147 +61 7 3373 7671 +61 3 8369 0499 +61 3 9284 2701 +61 2 8337 4500 +61 2 9644 5200 +61 7 3275 7149 +61 2 6938 6938 +61 7 3275 7147
<b>Sea</b>	Bass Strait / Cook Strait Shipping Services Trans Tasman / PNG / International Freight Forwarding / Overseas Bulk Movements / Customs & Door-to-Door Import / Export Services Tasmanian Door-to-Door Services	Toll Shipping  Toll International Toll Tasmania	+61 3 9299 8400  +61 2 9694 3000 +61 3 9644 5200
<b>Port Management and Stevedoring</b>	Port Management / Bulk and Containerised Commodity & Wharf Related Services Within Australia and New Zealand	Toll Ports – Australia Toll Ports – New Zealand	+61 2 4902 5303 +64 7 572 9598
<b>Project Management</b>	Project Management and Relocation of Employees, Home and Workplace Project Logistics – providing international logistics services – air, sea, specialised handling and charters to resource companies within Australia and overseas for both construction and ongoing supply line logistics	Toll Transitions Toll International	+61 2 6216 0560 +61 7 3267 0870
<b>Fleet Management</b>	Fleet Maintenance Services	Toll Fleet Management	+61 2 9335 1111
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