

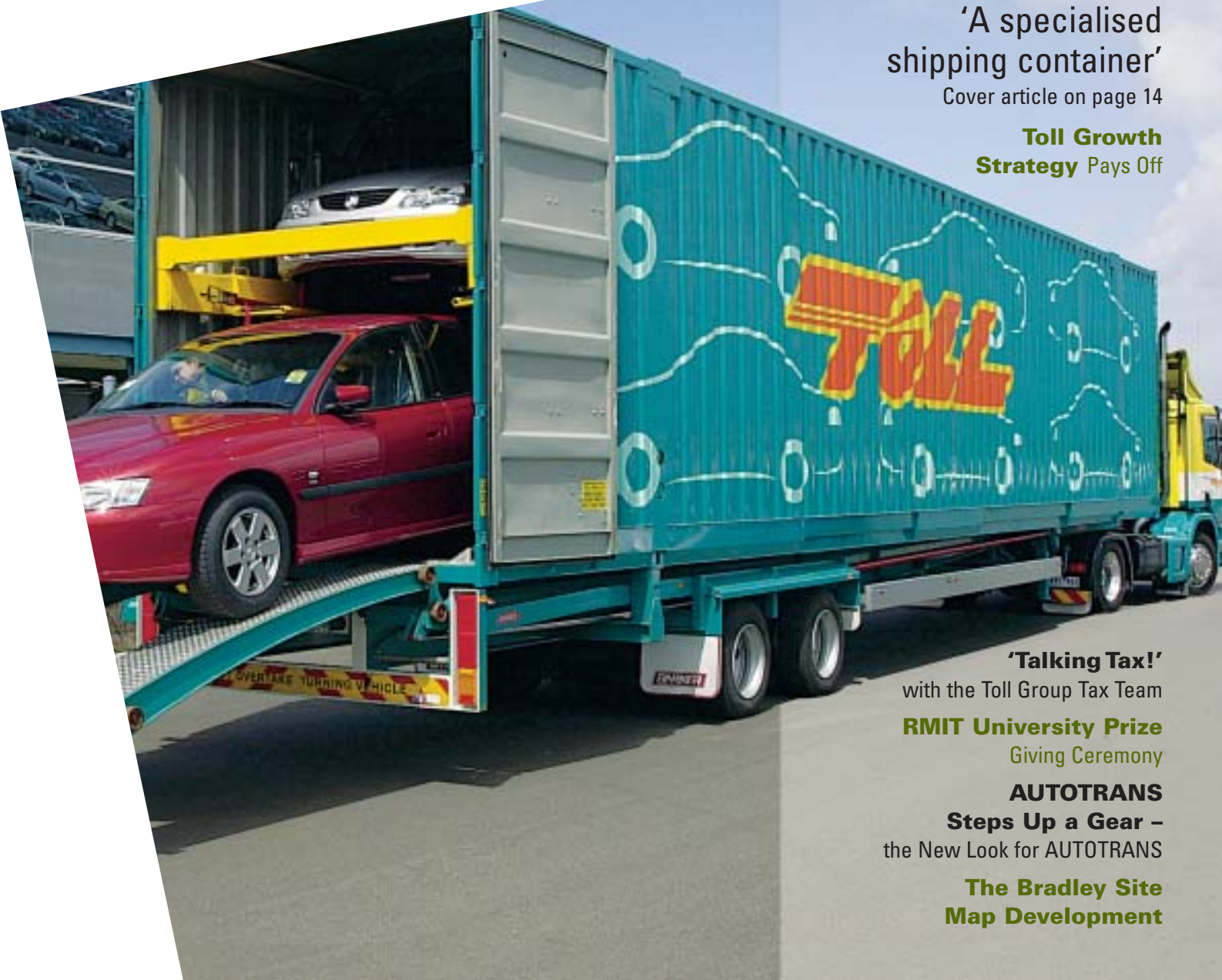
TOLL Today

TOLL HOLDINGS LIMITED

**The Launch
of AutoBox**
'A specialised
shipping container'

Cover article on page 14

**Toll Growth
Strategy Pays Off**



'Talking Tax!'
with the Toll Group Tax Team

RMIT University Prize
Giving Ceremony

AUTOTRANS
Steps Up a Gear –
the New Look for AUTOTRANS

The Bradley Site
Map Development



Paul Little
Managing Director

Toll Growth Strategy

	Percentage Change	
Revenue	▲ 26.0%	
Profit After Tax	▲ 43.0%	
EBIT	▲ 25.8%	
EBIT Margin	steady at 5.0%	Even M

It's been another year of impressive performance. We see the power of a focused strategy generate the kind of results sought by our customers and shareholders alike. Whilst logistics was once all about trucks delivering goods to and from warehouses, today it's about the total supply chain, about integrating information, sharing resources and collaborating with suppliers and customers as partners.

That's why we are so excited by the road ahead – it is a world of opportunities for a company with our capabilities.

Our significant growth and strong market performance is attributable to a number of factors.

- We have established excellent growth platforms across all our business sectors, including domestic air-freight.
- We continue to successfully integrate and bed down our acquisitions quickly and efficiently:
 - The Brambles ships purchased in November 2002 are performing to plan, meeting expectations and attracting more customers looking for integrated solutions.
 - The acquisition of Mayne Express in November 2002 has exceeded expectations – it is one of the best integration executions Toll has completed to date – and we anticipate enormous opportunities from this business within the next two to three years.
- The strength of Toll's partnering philosophy, new contract wins and outsourcing continues to

gather momentum. More contracts are longer-term, contract renewal rates are climbing, and more contracts increasingly involve more of Toll's integrated capabilities.

These are strong indicators that Toll's business model is on the right strategic path. We continue to focus the company on delivering the total integrated logistics solution. What makes this so exciting is that customers and shareholders are increasingly appreciating the benefits that supply chain excellence offers.

As striking as our leadership position in Australian logistics is, there is an even bigger story beginning to unfold internationally for Toll.

The same unique value proposition that has been important to customers in Australia – Toll's ability to offer integrated solutions that draw on the resources and strengths across the whole company – resonates as strongly with our international customers. They want to partner with a leading provider of integrated logistics solutions, a total supply chain manager, not just in Australia, but in the region.

Partnering our large multi-national customer base we are expanding our distribution, ports management and warehousing capabilities in New Zealand, in Thailand the oil, gas, bulk liquids and automotive are key market sectors. Our presence is growing in secondary markets like Malaysia and Singapore. It is a solid base for future growth – our progress is directly linked to our

never wavering philosophy... steady and consistent application of our strengths within our focus.

Rail in New Zealand

Over the last 18 months, Toll entered the New Zealand market to explore growth opportunities and support our international customers. Today Toll is continuing to expand its distribution, ports management and warehousing capabilities in New Zealand.

Toll currently has an on-market bid for New Zealand's Tranz Rail Holdings (TRH). The offer covers the following conditions:

- \$1.10 per share
- 90% acceptance level
- Offer open till 10 October 2003 (can be extended by two weeks if necessary)

Tranz Rail has the exclusive rail business with turnover of NZ\$330m, a road freight forwarding business with annual revenues of NZ\$160m and the inter island ferry revenues generating annual income of NZ\$150m.

Rail in New Zealand enjoys less than 20% of the long distance freight task. This will grow strongly with Toll ownership and management. In particular, rail has significant growth potential, with most major industry groups anxious to forward more on rail, subject to improved service levels and price stability.

Another potential source of strategic value from the Tranz Rail acquisition is the 27.5% equity stake in ATN - TasRail. TasRail has a long-term lease over the Tasmanian rail network and

y Pays Off

30 June 2003

\$2,569.8m

\$106.1m

\$128.5m

after absorbing initial dilution of the Payne Express and DX acquisitions.

operates its own fleet of trains throughout the State - it also has some grain-based operations in Victoria and New South Wales.

Integrating TasRail's operations with Toll's existing Trans-Bass and land based logistics operations would see enormous benefits flow to Toll and its customers.

We remain optimistic in a successful takeover of Tranz Rail, which will present Toll with a unique opportunity to develop an integrated logistics capability within New Zealand and Tasmania, along the lines of our Australian model.

Looking ahead to 2004 we anticipate another excellent year for the company. There are no major cost pressures across our business, items such as fuel are in hand and labour agreements are all secure - we feel any downside risks are minimised.

Synergies from acquisitions will continue to flow strongly only adding to Toll's strong and existing businesses, industry consolidation will continue unabated and outsourcing and partnering are undoubtedly features of Toll's exciting growth.

Talented, confident, dedicated and enthusiastic employees are focused on capturing what supply chain excellence offers, and in the process, creating greater value for our stakeholders.

On behalf of Toll I thank our people for their dedication and hard work. In addition, we thank our customers for their continued support. The future is looking great.



TenixToll Confirmed as Preferred Tenderer for DIDS

On 30 July 2003 TenixToll (our joint venture with Tenix Defence Pty Ltd) was confirmed as the preferred Tenderer for the Defence Integrated Distribution System (DIDS) project. This unique contract will generate over \$900m in revenue for the joint venture over its 10-year term.

Toll will assist the joint venture with specialised warehouse management skills as well as provide time sensitive distribution services nationally.

The awarding of the contract is a significant vote of confidence in TenixToll's service capabilities.

Defence saw TenixToll's approach to the DIDS project as innovative and cost effective. The bid also satisfied Defence's requirements to meet mandated employment levels, in particular, in rural and regional locations.

A sequenced transition from Defence to TenixToll will take place over a 12-month period and will ensure that support to Defence operations will not be adversely affected.

Toll welcomes the opportunity to work with Tenix Defence in providing the Australian Government with a world-class logistics and maintenance solution for Australian Defence.

Congratulations to everyone who contributed to developing the award-winning solution.



Mark Rowsthorn
Executive Director

New Business Park - Australia's Asian Gateway

On 14 August 2003 the Northern Territory Chief Minister for Territory Development, Clare Martin and Toll's General Manager Property, Michael Fox announced a \$17 million commitment to develop a state-of-the-art consolidation distribution centre in Darwin's new Business Park.

Toll will be the first business to move to the \$9 million Business Park. Stage 1 commenced on 14 August, which includes new facilities for Toll Express and NQX. Stage 2 will involve the development of a multi-user warehouse of 10,000m² subject to Toll Express and NQX securing appropriate contracts.

Our investment will be in excess of \$17 million over four years into the development and operation of the project.

The Park, which is a key part of the NT Government's Economic Development Strategy, will be located adjacent to the domestic freight yards of the Adelaide to Darwin Railway.

Full freight operation of the railway is scheduled to commence in January 2004, and will then see the creation of the Australasia Trade Route, linking Darwin's East Arm Wharf.

The Business Park offers connections to the national rail and highway networks and access to a dedicated inter-modal facility on East Arm Wharf, providing direct transfer to the internal shipping.

Toll looks forward to the immense opportunities the Business Park will afford it, its customers and the community as a whole.





Left to right: Peter Lewis – Senior Tax Adviser, Vivian Scarpino – Corporate Tax Adviser and Bruno Galgano – Corporate Tax Manager.

'Talking Tax!' – wi

Tax tips to tackle your 2003 income tax return

With the end of the financial year a somewhat distant memory, most of us are now seriously starting to think about 'tax time' and therefore what, if any, tax refund we may obtain from completing our 2003 income tax return. As a result, the Toll tax team felt it is an opportune time to provide you with some useful tips and in particular to make you aware of the areas the ATO will be focussing on the 2003 year.

Future Toll Tax Group articles will focus on key business related tax developments relevant to Toll.

Lodgement date – 31 October 2003

Remember your individual income tax return is due on or before 31 October 2003 (unless you are lodging via a registered tax agent in which case lodgement extensions are granted). Failure to lodge on time may give rise to non-deductible late lodgement penalties.

Alternative options regarding lodgement – electronic, telephone or paper form

The ATO has a number of options available to taxpayers in lodging their returns. This includes direct via the internet, telephone (you would have received the 'Phone Pack 2003' guide in the mail from the ATO for lodging your return via telephone). To encourage you to use these technologically advanced methods of lodging your personal 2003 income tax return, the ATO is promoting a 14-day tax refund period.

You of course have the traditional option of lodging a paper return. However, do not expect a tax refund within 14 days.

What is the ATO focussing on this year?

At the outset, the commentary below is intended purely to increase your awareness of relevant 2003 tax issues and should not, in any way, replace seeking independent tax advice in respect of your personal affairs. In addition, this article is by no means an exhaustive list of issues to be wary of for your 2003 income tax return.

Investment income

The ATO is aware that an ever-increasing number of taxpayers are generating income from investments in shares and other sources. With the property boom and continuing momentum of the share market, there are a wider variety of tax deductions being claimed by individuals.

The ATO is therefore taking an increased vigilant approach to tax compliance practices adopted by taxpayers through audit activity, income matching, analysing and reviewing sample claim information that focus on key areas.

Rental income claims – Don't forget to complete the rental property schedule!

Interesting statistics released by the ATO reveal that at 1 July 2003, deductions had outstripped rental income – ie: \$11.8b in rental income versus \$412.4b in rental deductions.

As indicated above, with the property investment boom, the ATO is concerned about taxpayers potentially 'over-claiming expenses' and areas they are focussing on include:

- Large claims for repairs on rental properties that are actually capital improvements such as renovated bathrooms, decks and pergolas;
- People incorrectly including the land value as part of the rental property's construction cost when claiming the 2.5% capital works concession;
- People estimating the construction costs without having an independent and appropriately qualified person undertaking the estimate;
- Overstatement of interest deductions by including the non-deductible private component of loans;
- Attempts to claim renovations to old homes being rented as repairs – these are actually capital improvements;
- Over-claiming tax depreciation on items that are not treated as separate depreciable assets such as kitchen cupboards and garages (these may be claimed under the capital works concessions – ie at 2.5% pa).

You should therefore be very careful in ensuring the deductions made against your rental property investment income are supportable and claimable expenses. The rental property schedule also needs to be completed and must accompany your 2003 return when lodged with the ATO.

Data matching of interest and dividend income – be careful!

It is also important to note that the ATO has an extensive data matching system in place that now extends to accessing the details of income generated by taxpayers from overseas sources.

You will note that in establishing a bank account or receiving dividends on shares, you are asked to

th the Toll Group Tax Team

provide your Tax File Number details. These records are used by the ATO in their non-salary income matching reviews. The annual reviews match data records of financial institutions and other Government agencies such as Banks and Centrelink with the information reported on an individual's tax return. If there are discrepancies, a selected taxpayer is asked to explain the differences. Failure to explain the discrepancies may give rise to penalties for underpayment of tax.

This random data matching compliance review was applied to approximately 230,000 cases last year raising millions of dollars in lost tax revenue for people failing to declare all their investment income.

In this regard, some tips to remember include:

- If you have a joint account with someone, show only your share of the interest or dividends and keep records of your calculation of your share;
- Include any dividends paid directly to you, applied under a dividend reinvestment plan (ie DRP) and otherwise dealt with on your behalf;
- You can claim a deduction for account-keeping fees on investment accounts.
- You must declare all dividend and interest income you received during the year in your income tax return.

Work related expenses

In the 2001/02 year more than 6 million Australians claimed more than \$9b in work related expenses. This is an increase of 11% on the previous year.

Due to the increase the ATO is focussing on such claims and has made public its intention to focus on claims in respect of:

- Motor vehicle expenses – checking mileage and expense records to ensure taxpayers have claimed their correct entitlement;
- Mobile phone and computer expenses – to check the business related purpose and percentage of use for work related matters (and in particular that the mobile phone and/or computer are/is owned rather than an asset of the employer);
- Expense claims that are subsequently reimbursed –

the ATO is currently investigating interstate travel claims made by a number of employees that were later confirmed to be reimbursed by their employer and therefore non-claimable.

- If you have entered into a lease novation for a motor vehicle as part of a salary package, you are not entitled to claim a deduction for lease costs or running costs (such as repairs, fuel) as they are factored into the FBT valuation of your package.

Warning about investing in potential mass marketed investment schemes – ATO target!

There has been considerable crackdown by the ATO on mass marketed investment strategies being vigorously promoted as 'tax effective'. This has been evidenced by a number of Court cases involving schemes that are being questioned as tax avoidance plans rather than commercially sound investment strategies.

In this regard, the ATO has released a list of 'potential traps' to be wary of when considering these sort of investments. These include statements made by the promoters of such investment strategies such as:

- "... even if the investment doesn't go ahead you'll still make a profit from your tax refund."
- "... you don't need any credit or asset checks, we'll lend you the money!"
- "... you'll only pay back the money from the profits of the investment."
- "... don't worry about asking the Tax Office if it's OK – we have a ruling (or an opinion from a Queen's Counsel, QC)."
- "... there's no risk!"
- "... you're guaranteed to get your money back in a few years!"
- "... whilst the scheme is legal the tax man doesn't like it and that is why all the meetings and transactions are off shore."

We trust the above general information has been useful as you start gathering all your 'tax details' to complete your 2003 income tax return. Good luck!

Toll Takes Another Step Forward in OH&S

Toll has made many significant achievements in the area of OH&S and can now add accreditation to Level One of the Occupational Health & Safety Management System, 'SafetyMAP' for Victorian operations.

The process began in the first week of February 2003 and it appeared to be an insurmountable task to achieve accreditation by 30 June 2003 – the Toll Management target. In a 'never say die' approach a task force was formed and with the diligent assistance of all the Risk Management staff across the Group, the Victorian Business Units were able to achieve compliance on target.

The 'SafetyMAP' OH&S System is approved and supported by the Victorian WorkCover Authority and requires the comprehensive implementation and review of over 80 key OH&S criteria, including policies, planning, resources, consultation, safety committees, training, risk assessment, hazard control, records and system reviews.

Well done to everyone involved.



*Photo 1
Angelica Hael proudly displaying her award.
With Angelica is Rod Walters –
Toll's GM Human Resources.*

*Photo 2
David Rottura, Toll's Property
Assistant proudly displays his
award of the Knight Frank
Scholarship.*

RMIT University Prize Giving Ceremony

Angelica Hael and Bjorn Christian Martenson were awarded the Toll Holdings Prize at the 'RMIT Prize Giving Ceremony' on 29 May 2003 for achieving the highest marks in the course Transport Systems.

Joint winners Angelica and Bjorn are students at RMIT studying the Bachelor of Business – Transport & Logistics Management degree. Bjorn could not attend the Ceremony as he had already returned to Europe. Rod Walters – Toll's General Manager, Human Resources presented the award to Angelica on the evening. Angelica thanked Toll for the 'support and contribution given to RMIT students' and is now looking forward to her graduation later this year.

The annual ceremony was held to acknowledge and present prizes for achievements during the 2002 Academic Year.

David Rottura of Toll Property also won a prize on the night, namely the Knight Frank Scholarship.

The Scholarship is awarded to a third year student for academic achievement, leadership, work experience and existing or potential ability to communicate effectively.

Congratulations to all the winners.

Superannuation – All Toll Employee's Note

Every Toll employee – no matter what Super Fund you are in – should have by now received to your home address your 30 June Super Statement. If this is not the case, it may be that your Super Fund does not have your correct address, therefore:

- It is up to you to make contact with your Fund and find out why.
- It is your responsibility to keep current your super contact details.
- If you are receiving statements from more than one Super Fund perhaps consideration should be given to combine your Funds, after considering any administration, exit and entry costs (from and to) Funds involved. It is up to you.

The successful candidates elected as Member Representatives are:

- **Mike Smith** – Toll IPEC, Long Distance, National Sales and Marketing Manager, VIC.
- **Rob O'Neil** – Industrial, Toll Logistics, Administration Officer, Laverton, VIC.
- **Mark Eisentrager** – Toll North, Business Analyst, Brisbane, QLD.

- **John Parker** – Toll Tasmania, Long Distance, NSW State Manager, Revesby, NSW.

Congratulations to all four. Thank you to all candidates and all members of this Fund who took the time to register their votes.

ANZ Super Advantage – On Line Facility

We encourage all members of the above Fund to use the ANZ On Line Facility for your Super details. This enables you as members to view your own accounts including balances, contributions paid, insurance levels and your investment portfolios and number of units held. Contact the ANZ Help Line on 13 38 63 for further details of how to activate this if you are unsure.

ANZ Super Further Education Program

Watch out for the Education program coming your way soon, it will include a number of variations to investment choices. If you have any further questions you may email Cheryl Barbary at cheryl_barbary@toll.com.au your Superannuation Manager Toll Holdings Limited.

Moving an Old Rail Ambulance from Cloncurry to Charters Waters... Not a Problem for QRX



Left to right: Tim Dwyer – QRX Regional Manager NQX, Grahame Bourne – QRX Key Account Manager NQX, Russell Farrow – QRX Linehaul Supervisor and Simon Turner – QRX Terminal Manager.

QRX is a dedicated rail operation, primarily operating within Queensland, with an extensive branch and agent network throughout the state. It is the largest intrastate freight and logistics operator in Queensland.

QRX deals with major clients across the full spectrum of industries, from fresh fruit and vegetables and frozen foods to bulk chemical and heavy steel consignments.

The QRX Townsville Terminal acts as a vital hub in extending these services into the far northern and western areas of the state. This includes provision of daily road services from regional warehouses to the western areas including Charters Towers and as far west as Mt Isa and Cloncurry.

The traditional association with rail and our close involvement with the region made QRX the logical choice for an unusual job, namely, moving an old rail ambulance from Cloncurry to a new Queensland Ambulance

museum in Charters Towers.

The rail ambulance is a 1942 V8 Ford traditional road ambulance. The normal running gear was removed in 1954 and replaced with a four wheel rail bogey at the front and a 21 inch rail wheel single driving axle at the rear. Initially the rail ambulance commenced its career in Charters Towers and was subsequently redeployed to Cloncurry where it saw heavy service during the sixties and did its last run in 1971.

The rail ambulance was favoured in earlier years because of poor road surfaces and better access to outlying areas in the wet season, when flooding would commonly render large areas inaccessible for extended periods. As the road network gradually improved, and became increasingly flood proof, the need for a rail ambulance declined and the vehicle was ultimately removed from service.

In its heyday, an intricate combination of hydraulic jack and portable, onboard steel platform enabled a

single operator to jack up and spin the ambulance on the rails for its return journey to the Base Hospital in Cloncurry. The ambulance became a temporary maternity ward between Malbon and Cloncurry in 1969 and legend has it that more than one stockman owes his life to this relic of earlier days.

In conjunction with our sister company, the rail ambulance was loaded on a NQX road train for the return journey to Townsville and was subsequently relocated to the new museum site in Charters Towers. Local press and TV coverage of the move created an amazing public response and the Townsville Bulletin was inundated with letters from people who had worked with, or benefited from, the services of the old ambulance car.

The car took pride of place at the official opening of the Charters Towers Ambulance Museum on 13 June 2003 and QRX is proud of its role in the relocation of this fascinating piece of Queensland outback history.

BHP Cannington

Toll North has secured a contract to transport acid from Townsville to BHP Cannington Mine, south east of Cloncurry in North West Queensland.

Toll North has provided general and express services to the remote mine since 1996. As part of the working relationship with BHP Cannington a study of the inwards supply chain was conducted to identify improvement opportunities.

Acid is used in the treatment of mined ore to assist in the extraction of base metals such as lead and zinc. The mine uses approximately 24,000 tonnes per annum.

Toll North division NQX operates the service from Townsville to Cannington. Safety of employees and road users is critical to the operation. The work process is currently being certified by PACIA (Plastics and Chemical Industry Association) and the driving operation is controlled through TruckSafe and a Fatigue Management Program.

The vehicle comprises a triple road train with tri-axle dollies and twin-steer prime mover to optimise payload during loading in single trailer configuration and in triple road train configuration. The isotanks used in the operation were also specially designed to increase payload. Load capacity is 78.00 tonnes of acid under NHVAS mass management as a triple. The trailers have also been designed to maximise the return loading of metal from the Mt Isa region to Townsville. Payloads are up to 78.00 tonne for Copper Anode and similar for Copper Cathode and Lead.

The skel trailer design with the isotanks has provided significant payload increases over current operations and flexibility with any 6.1 metre container being able to be handled.

Being resourceful with 'The Resourceful Company'.





Beyond Toll SPD Footscray's Boundary

On a wintry Melbourne afternoon a Channel 10 television film crew arrived at Toll SPD Footscray to film a segment for a football program entitled 'Beyond the Boundary', which aired on Saturday 26 July 2003.

The segment covered the Toll SPD National Footy Tipping Competition – which results can be found on the Toll Intranet site – under Toll SPD. Keep an eye out for the end of the season and who wins first prize!

*Photo 1
Mandi Reardon describing her colour strategy.*

*Photo 2
Jason Sikorski describing his technical method of picking favourites.*

Participants to the competition were interviewed including Mandi Reardon – Receptionist, David Jackson – General Manager, Toll SPD, Garry Beurteaux – National Operations Manager, Les McKee – Contract Manager, Jason Sikorski – Fleet Controller and Angela Zawora – Management Systems IT Co-ordinator and asked about their tipping methods and strategies.

As the pictures show, Mandi Reardon let us all know that her method of choosing winners is by colour – work that one out as its rumoured that she is colour blind!

Mandi is our very, very confident, current leader. She has headed the leader board for most of the season and is eyeing off a very nice outdoor setting that first prize will bring her.

Jason Sikorski also talked about his technical method of picking favourites and using the paper as a guide – which is not working as well as Jason would have liked as he currently sits at number 25.

The Tipping Competition has a total of 70 entrants from across Toll SPD Australia – from management through to operations including drivers. Outside family and friends are also a part of the competition.

As some of the entrants may not have access to the internet, the Tipping is co-ordinated manually from Toll SPD Footscray by Jason Sikorski and Angela Zawora.

With entrants using Footy Fixture Cards to complete each week.

To keep the competition interesting throughout the year and ensure everyone has a chance until the very end, we have two special incentives available:

The first one is called the 'bonus' point – should an entrant choose 8 winners they receive 1 bonus point, therefore, receiving 9 points for the round.

The second incentive, is the 'wild card', this is available once and needs to be nominated prior to the round.

Whatever amount of winners are chosen, the total will be doubled, ie five winners chosen equals 10 points for the round.

The best-case scenario would be to play your 'wild card', pick eight winners and receive 1 bonus point, which means you can get the maximum points of 18 a round!

Might sound easy but so far we have only had one person achieve this – Geoff Willis from our Newcastle office. Also it's not a good look playing your 'wild card' and only picking two winners.

The Tipping Competition is open to everyone and we'd encourage any new players for season 2004.

If you are interested, just drop an email to Angela Zawora at: angela_zawora@toll.com.au

Newcastle News – Contributing to the Population Growth

2003 has been a big year for Toll SPD Newcastle in the hatchery department. In February, Gail Tremenheere became a first time grandmother with the arrival of Isabella Gabrielle. She is the light of her grandma's life.

In May, Morrie Wallace became a grandfather (for the eighth time) with the arrival of Byron. Byron's dad is currently serving in Timor and has not had much time with his new son.

In August, Supervisor Tony O'Neill, became a first time grandfather with the arrival of William O'Neill, who was born in Canberra.

Also in August, Supervisor Craig Bush became a first time father with the arrival of twins, Kiara Lynette 6lbs 8oz, and Brandon Thomas 4lbs 15oz. Mother, father and babies are doing well.

Very shortly, Jackie Adams, SPD Newcastle pallet controller and accounts payable clerk, will become a fourth time grandmother, when her daughter Kristie will deliver Channelle Faithe by C section.

Congratulations all.

Lotto Win – Toll SPD Welshpool

The girls and boys of Toll SPD Sales and Administration office in Perth hit the lotto jackpot on Saturday 12 June when they picked five numbers and a 'supp' to win a slice of the Division 2-prize pool. A quick cheque revealed a \$9,200 windfall for the Lotto Sweeps Team.

Those who got a little carried away at first thinking they had won the big Million quickly withdrew their leave applications.

The Sweeps' captain Sylvia Lloyd purchased a 22 game 'slik' pick for the win and is happy to announce that for once everyone has paid there weekly \$2 fee on time. The win coincided with Toll SPD's new State Manager John Donald starting in Perth after moving from Melbourne. The team has officially welcomed John onto the 'Sweeps Team' as the Lucky Charm.



Some of the members of the Lotto Sweeps Team left to right: Helen Caporn, Susan Boland, Barbara Parton, Sylvia Lloyd, Joan Manzoney, Rose-Marie Whyllie and Leanne Caldwell.

Not pictured: Barbara Lawrance, Clayton Erwin and Jason Holmes.



Everyone... Start Your Engines

With the throaty roar of a V8 and the smell of high-octane fuel filling their nostrils, the members of Toll SPD, Toll Express and Toll Logistics in SA and their customers, took to Mallala Raceway in the second SA Toll Corporate Race Day.

Conducted biannually, the event proved an absolute hit in more ways than one. Clients and Toll staff braved the chilly early morning mists of the Adelaide plains and after a warming cup of coffee, set about learning the intricacies of V8 Commodore Racing. Conducted by Track Skill and accompanied by extremely tolerant and frighteningly young instructors, the skills of apex cornering, picking the line and going faster than you can ever imagine, were taught.

After a splendid lunch, the scene was set for an afternoon of highly competitive racing. Normally conservative chief executives were converted to would be 'Peter Brocks' with speeds approaching 200 km per hour being achieved by drivers who would normally get nervous at even 5 km above the speed limit!

On the Mallala Racetrack they let it all 'hang out'. This became particularly evident when the rains hit at 3.45pm in the afternoon. New-found skills were seriously tested and the cars started spinning. Trevor Shepard, Operations Manager of Toll Express in Adelaide, lost control and nearly destroyed several million dollars of Group revenue by colliding with the car immediately behind him. Both cars were a little worse for wear, but thankfully clients and Trevor suffered no injury.

The onset of rain brought out the chequered flag earlier than was anticipated, but a winner was declared. Car No 20 from Toll SPD won. Team captain Michael Kent spoke on behalf of his crew and was unexpectedly humble in victory. Third was the team in Car No 23, led by Greg Scrimshaw of Toll Logistics.

All in all, it was a tremendous day. V8 Racing is a uniquely challenging and exhilarating experience. As Geoff Lauder, State Manager of Toll Express in SA said "The bonding it allowed us to achieve with our clients will certainly help our relationship in the years ahead."

As a postscript, it is reported that all participants completed the return trip in record time.

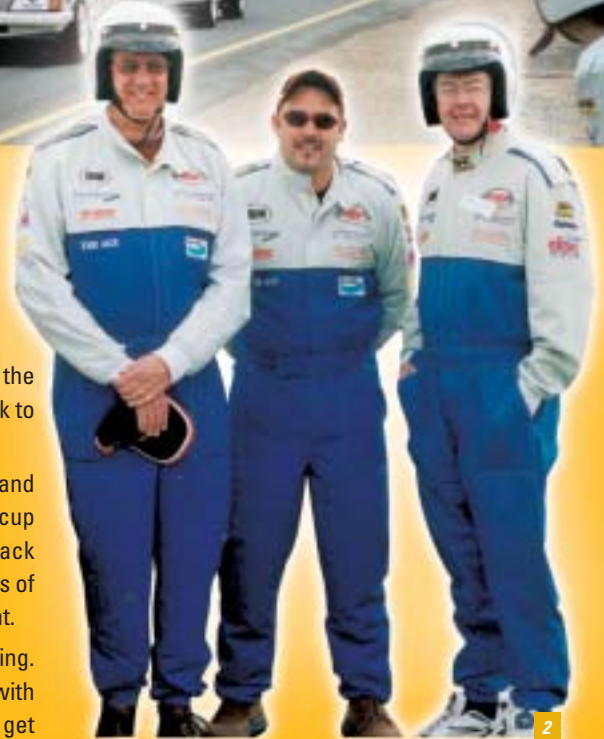


Photo 1
All revved up!

Photo 2
Left to right:
Geoff Lauder – Toll Express
State Manager SA / NT;
Trevor Shepard – Operations
Supervisor Toll Express SA;
and Michael Cartwright –
Woolworths Transport/
Planning & Projects
Manager SA.

Moving HMAS Watson

It's not every day that the Royal Australian Navy (RAN) decides to relocate its Software Systems Group (SSG), formerly known as the Submarine Weapons and Systems Centre SWSC. In fact RAN had been planning the move from Sydney Harbour to West Australia since 1996. With the dedicated support of Toll Transitions Workplace project manager Steve Sutcliffe, RAN completed the relocation in July 2003.

Since setting up the RAN Radar Training School in Watson's Bay in 1945, HMAS Watson became a significant training establishment supporting the RAN Submarine Force through tactics and training, as well as development and support for combat systems.

However, with the Submarine Force Element Group based in WA, it became necessary to transition responsibilities to the Directorate of Submarine Sustainment Software Systems Group and relocate equipment to the Submarine Training and Systems Centre at HMAS Stirling, Rockingham, WA.

Operating as an integrated facility within the Maritime Command, SSG has approximately 100 staff, including civilian engineers, computer system officers and uniformed personnel. The technical and operational expertise and computing facilities includes land based test and training systems, providing a capability to fully exploit the benefits of state of the art technology in weapon system design and tactical employment.

Transporting specialised and sensitive equipment required extensive planning, skill and project management expertise. In conjunction with Defence, Toll Transitions' clearly defined relocation and removal requirements and to project manage the logistics of the complete relocation of HMAS Watson's Submarine Training command.

The relocation was highly successful as Lt Commander John 'Taff' Davies comments, "Toll Transitions has provided an outstanding customer / contractor / sub-contractor liaison through meetings, e-mail and telephone conversations throughout a lengthy transitional phase. The support in providing advice on inventory processes, equipment disposal and general relocation methods have enabled the conduct of a complex transition plan to run smoothly, to schedule, budget, and to the delight and satisfaction of myself and my team. The response to questions, problem solving and other customer requirements has been prompt and extremely reliable."

From Toll Transitions' perspective, Steve Sutcliffe comments on his findings, "This was one of the most enjoyable and personally rewarding projects that I have been associated with. Working with Lt Commander John 'Taff' Davies and his team at HMAS Watson was a sheer delight. I could not have asked for a better team to work with to ensure the smooth transition of HMAS Watson Submarine Command from Sydney NSW to WA."



Value and care for people
Initiate and encourage innovation
Communicate and collaborate
Strive for continual improvement
Speak the truth
Operate with integrity

Communicate and Collaborate

Back row from left to right:
Trinity Stewart, Sally Corfe,
Amanda Paxton, Kate Hely,
Virginia Hurst, Michelle Turner
and Allison Taylor.
Front row from left to right:
Sue Archibald, Margy Roberts,
Fiona Dalton
and Amanda Kirke.

Living Toll Transitions' core value to, Communicate and Collaborate, 11 Relocations Client Service Managers (CSMs) came together in July, for an inaugural two-day workshop.

"We spent an extremely beneficial time together working through a range of topics, which, in hindsight, were not just relevant to the relocations team but to the business in general and which have helped us finalise our planning for the new financial year," said Fiona Dalton, National Manager Relocations, Toll Transitions.

This was the first time the CSMs had all come together and there were many important issues to address.

One of the key discussions involved improving communication between the Removals and Relocations departments so that as a team, Toll Transitions could offer an even better service to clients. Another important development was establishing standardised procedures across regions.

A number of senior managers made themselves available to meet with the CSMs over the two days and there was a beneficial exchange of expertise.

Overall the workshop was deemed a successful event by all involved, leaving the CSMs feeling very energised and excited about the prospect of what they will achieve as a team in the coming year.



Toll Transitions
Workplace

Toll Transitions Moves Toll Refrigerated



When Toll Refrigerated decided to move from the facility at Greenacre to Clelands Refrigerated site, NSW they called on Paul MacDonald, Toll Transitions Business Development Manager Workplace (NSW), to help out. After assessing Toll Refrigerated's requirements, it became clear that Toll Transitions could assist with more than just organising a removalist for them.

With the increase in the amount of freight to be stored and transported, the facilities at Shed 6 were too small to maintain Toll Refrigerated's customer service levels. Toll Refrigerated needed more space and needed it in a hurry!

At Clelands Refrigerated, they had a new administrative refrigerated site 150 metres down the road. Steve McGuirk, Toll Refrigerated NSW Branch Manager, decided to take the Refrigerated Administration department to the Clelands site.

Toll Refrigerated asked Toll Transitions for a quotation to relocate their office equipment and files from the Toll yard, Shed 6 Greenacre to the Clelands Administration building at their Greenacre site.

Paul MacDonald, Toll Transitions Workplace Business Development Manager (NSW) met with Steve McGuirk to discuss the move. Like other companies who call on Toll Transitions for support, Toll Refrigerated was busy with the day to day responsibilities of running its business and did not have the time or resources to organise and manage the relocation. It had basically been left up to Anna Pistoris, Administration Manager to organise both the relocation, the purchase of the new office equipment

and to assist with the design / sourcing of trades people for the required construction works for the new location, as well as carry out her normal duties!

Toll Transitions to the rescue!

As Steve McGuirk commented, "Soon after deciding to make a change to our workplace, it became very apparent that we did not have the expertise nor were we equipped to handle managing our transition. The call to Toll Transitions proved to be a Godsend. Not only were the savings significant we also experienced excellence in quality and service, which allowed my team and I to concentrate on the management of our business. The potential stress and hassle was eliminated."

Toll Transitions provides complete relocation solutions including procurement, fit out, strategic advice, staff briefings and orientation sessions, removals management, contract management, disposal services, asset reporting, progress and financial reporting and on site supervision. All workplace relocation services are available through a single point of contact, with the aim of providing the most efficient and cost effective solution for our clients.

Leon Land, Business Manager at Toll Refrigerated notes, "This is a great example of working together not only to produce the best solution for the different departments, but also the right solution for Toll. Working together keeps as many hard earned company profits on the bottom line through using a sister Toll division who are experts in the field of office warehouse and factory relocations."

From left to right:
Glenn Haines – Toll Refrigerated,
Steve McGuirk – Toll Refrigerated,
Paul MacDonald – Toll Transitions
and Anna Pistoris – Toll Refrigerated.

Toll Transitions Turns Two

In July Toll Transitions celebrated its second birthday.

General Manager Helen Newell said, "Only two years young and we've already achieved so much. Our team has worked extremely hard to accomplish many significant milestones we defined for the business back in 2001 – we've created a new model for the entire Australian relocations market, we continue to proudly service thousands of Defence members every year, and to win new business with some of the world's most prominent companies. I believe we've set the benchmarks for the Australian industry, and look forward to continuing to raise the bar in providing an excellent standard of expert service".



Toll Transitions Strategic Systems Manager Nigel Maloney (left) and Transitions Consultant David Bradshaw share a toast to turning two.

Telephone
1300 660 616

Victoria
33-47 Doherty's Road
Laverton North 3026

New South Wales
77-85 Roberts Road
Greenacre 2190

Queensland
222B Macarthur Avenue
Hamilton 4007

581 Ingham Road
Mt St John 4818

Australian Capital Territory
60 Paterson Parade
Queanbeyan 2620

Tasmania
119 Wright Street
Devonport 7310

South Australia
8 Vater Way
Dry Creek 5094

Western Australia
60 Daddow Road
Kewdale 6105

Northern Territory
1864 Pruen Road
Berrimah 0828

*Back row: Wayne Hunt.
Fifth row: Next row:
Jeff Gulikers, Laurie Brothers.
Fourth row: Next row:
Andrew Burlikowski,
Adam Whyte, Mike Read.
Third row: Next row:
Angelo Scullino, Kees Kuys.
Second row: Sofia Goudge,
Steve Nelson, Mike Rowe.
Front row: David Thomas.*

AUTOTRANS Steps Up a Gear – The New Look AUTOTRANS

The AUTOTRANS 'Refresh' Team (Wayne Hunt – GM Toll AutoLogistics; Laurie Brothers – GM Toll Vehicle Logistics; Jeff Gulikers – GM Autotrans; Alison Brain – Projects & Marketing Manager Toll AutoLogistics and Margaret Kelly - Consultant) met some months ago to investigate the need for a new look AUTOTRANS.

As a first step, the team conducted an employee survey together with one-on-one interviews with AUTOTRANS Managers, to gauge both job satisfaction and commitment levels within the business. At the same time, customer surveys were conducted to confirm the relevant Key Performance Indicators (KPIs) required by the major clients of AUTOTRANS.

The results of all the information gathered, formed the basis of the inaugural AUTOTRANS conference held in Melbourne on 31 July and 1 August. The vital KPIs identified by our clients – 'On Time, Every Time' and 'The Car in The Same Condition', as well as the expressed need for a number of different service level options, inspired the new AUTOTRANS positioning and marketing material.

Services

AUTOTRANS has a large market share within the retail and corporate relocation industry and has a sound reputation. The opportunity to expand the business from this base and secure a further share was our challenge, knowing that if we could provide records of our service levels – 'On Time, Every Time' and 'The Car in The Same Condition', we would have the tools for our growth.

At the Conference the AUTOTRANS Managers workshopped delivery and contingencies for our stated 'promises', and a KPI Champion was identified for each indicator to document procedures, affect plans and implement.

The client survey also emphasised that AUTOTRANS is the retail arm of the car carrying industry and pointed to the opportunity to grow market share by offering three levels of service, each one appealing to various sections of the market.

AUTOTRANS will now offer to the public the following services:

Premium

Appealing to the high income / time poor executive.

Economy

For the customer requiring the service much as it is now.

Stand By

Appealing to the budget conscious.

Branding

Design work began on the AUTOTRANS logo to give it a modern, dependable, professional look; the words 'car carrying care specialists' appearing with the logo to explain both what we do and, importantly, the way

we do it; our point of differentiation.

The new Yellow Pages advertisement now reflects the end benefit to our customers.

The new brochure introduces the three levels of service and our commitment to our customers.

Design work has commenced on the new look AUTOTRANS web site, including an on line quoting and booking section. This on line facility will be more convenient for our customers, allowing them to contact AUTOTRANS for a quote, 24 hours a day, 7 days per week. The facility will enable Managers to better manage the smooth flow of work through their offices.

Both the brochure and web site will be launched later this year.

The Inaugural AUTOTRANS Managers Conference 31 July – 1 August

For many employees it was the first time they had met their co-workers face to face. Considering the many mergers, acquisitions and re-structuring processes that this team had experienced over the past 24 months, their commitment to their customers, each other, and the AUTOTRANS business was inspiring. Through all this change the business has grown substantially and they have not lost one client; an outstanding achievement.

Wayne Hunt and Laurie Brothers opened the conference by re-confirming Toll's commitment to the business and each and every member of the team. Jeff Gulikers (National Manager – AUTOTRANS) briefed the attendees of the past year's activities and financials, and the budget for 2003 / 04.

The Managers then shared their highs and lows and insights of the past year.

They then worked on the Vision and Values of their AUTOTRANS in 2003 / 04. After much discussion all agreed to a stated commitment of Kees Kuys (Tasmania), encompassing the main values they all wanted to work by and be known for:–

'Integrity, commitment and quality in all we do'.

This statement will now be featured on all marketing material.

A number of the workshops for the conference were constructed from the employee surveys and the results of the client surveys were presented to the group with the KPIs – 'On Time, Every Time', and 'Delivered in The Same Condition' being workshopped. Indicator Champions were appointed with the responsibility of planning and implementing processes to ensure the delivery of their KPI to AUTOTRANS' customers.

Team-work was on the agenda and the group worked with facilitator, Barbara Johansen – Potential



Just Part of the Service at AUTOTRANS

Emma Prineas, Marketing Executive of Regional Express recently wrote to AUTOTRANS in Sydney to acknowledge the fact that Jeff Gulikers, National Manager AUTOTRANS went over and above the call of duty in service delivery.

Emma's letter follows:

Just wanted to give you some great feedback on a staff member at AUTOTRANS.

Recently, Regional Express (Rex) airlines had the distinct pleasure of dealing with Jeff at AUTOTRANS Sydney. Jeff went over and above the call of duty to help us out when we were in a particularly sticky situation. At extremely short notice, Jeff organised for AUTOTRANS to transport two very difficult Rex cars from Adelaide to Sydney - 2.3 metre high VW bugs with very fragile planes attached to the roof - within a couple of days. The cars arrived on time and in tact, thank you very much, and Jeff was an enormous help every step of the way.

From letting us know where the cars were, to quoting, to answering a million questions, Jeff was more than helpful. Jeff even went so far as to give two Rex staff members a lift home as he knew that getting a taxi from the depot at that time would be impossible. This is definitely over and above the call of duty and we were amazed and impressed by his commitment to customer service.

Jeff's commitment to his customers should be recognised and commended at the most senior management level. It is rare in these days to see such a display of commitment and very refreshing. We will definitely go with AUTOTRANS for any future jobs, due to Jeff's excellent service and attitude and will recommend the service to others.

Jeff should be commended and thanked for his efforts.

*Thank you and best regards
Emma Prineas
Marketing Executive
Regional Express*

Congratulations Jeff for living the core values!

Unlimited, using the Team Management Profile as a tool for learning and enhancing and finally becoming one highly effective team. Studying the reactions in the room, this process was both challenging and highly rewarding for all participants. Each team member could clearly see how their strengths added value to the national team, and also how any area of personal improvement when identified and addressed could only further develop the AUTOTRANS team's success both in job satisfaction and commercial performance.

Thursday night was time for a relaxing drink - or two, and some fun. Over dinner PowerPlay, by Dial M, was played. Each person was assigned to a country whose 'ministry' had to find its way out of problems while protecting its country from scud missile attack! Interesting what you learn about people given enormous amounts of power; and whilst it was a huge amount of fun, more learning about team-work and negotiation was the important result.

All in all the Conference was a huge success due only to the commitment and dedication of the AUTOTRANS' employees.

Now we work forward with **'Integrity, Commitment and Quality in all we do'**.

All photos are left to right unless stated:

Photo 1
Tom O'Bryan with wife Louise.



Photo 2
Alison Brain – Toll AutoLogistics (was also PA to Tom O'Bryan when he was Managing Director of Finemore Holdings) with Tom O'Bryan.



Photo 3
Paul Little – MD Toll with Wayne Hunt – GM Toll AutoLogistics.



Photo 4
Angelo Mercuri and Grace Banks – both from Toll AutoLogistics.



Photo 5
Robert Strang, Peter Bowyer – both from Toll AutoLogistics and Cameron McDermid – K Line.



Photo 6
Bernard McInerney – Toll Corporate; Phil Hamilton – Toll AutoLogistics and Adam Martin – Toll Corporate.



Photo 7
Trevor Martin – President VTA and Gavin Murphy – MD Murphy and Sons.

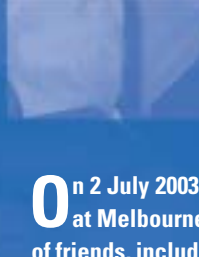
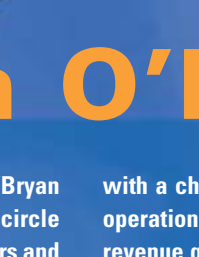


Photo 8
Ian Cootes – Ion and Don Telford – Divisional Director Toll Logistics.



Tom O'Bryan Retires

On 2 July 2003 Toll held a function for Tom O'Bryan at Melbourne's Arki Bar where Tom's wide circle of friends, including family, colleagues, suppliers and competitors joined to celebrate Tom's retirement.

The Managing Director of Toll Holdings, Paul Little delivered a heart felt speech on this momentous occasion which took us through a journey of Tom's most awe-inspiring life of triumphs and tribulations and thanked him for his contribution to Australian Industry; and in particular his contribution to the Toll Group since joining.

Tom joined Finemores as General Manager in 1987

with a charter to establish and lead its Car Carrying operation. During his leadership the Division's annual revenue grew from \$10m in 1987 to \$140m at the time of the Toll acquisition.

In 1994, Tom was appointed Director of Operating Divisions and Managing Director in 1999.

Tom joined Toll in 2001 via the acquisition of Finemore Holdings in the position of Group Executive with a personal charter to ensure the assimilation of people and businesses into the Toll profile with the intention of retiring in June 2002.

However, the fire in his belly was strong as was his



AutoBox Launch

In 2002 Toll AutoLogistics embarked on a project to research and develop an intermodal rail AutoBox designed to the Automotive Industry's Global Vehicle Handling and Transportation Standards. During the quarter the prototype was launched before customers and staff at the Division's Laverton site and in Adelaide and Perth at customer sites. Trials were then carried out on rail between Adelaide and Perth.

The AutoBox is a specialised oversized shipping container that has an internal hydraulic decking enabling six medium / large cars to be transported in a protective environment. Purpose built, low height, road prime movers and trailing equipment have been designed to transport (in the current case a Scania 94D and trailing equipment from Barker Trailers) the containers from customers' manufacturing plants to rail head and on-forwarding from rail head direct to the client's customers (car dealerships).

A realistic solution to capacity issues in vehicle transportation volumes within our customers' peak sales periods will be provided with the AutoBox and it will accommodate future growth within the automotive market.

Our customers' products will be transported in a protective enclosed environment as opposed to current open sided rail wagons of 1970's technology. Like all good developments the AutoBox is very simple to operate and takes the complexity away from double handling of vehicles at rail terminals.

AutoBox will introduce a completely new competitive dynamic into the transport of motor vehicles, providing an option that eliminates the current need to ship for short-term peak fluctuations in vehicle distribution, whilst ensuring we maintain pre-agreed customer transit.



Photo 9
 Alan Miles – K Line;
 Yuzuru Miyachi – MD
 Kawasaki Aust Limited;
 Keith Ross – PrixCar and
 Ross Christensen – Pro-Active
 Recruitment.

Photo 10
 Geoff Bunyard – Toll
 AutoLogistics and
 Graham Richardson – Toll IT.

Photo 11
 Ian Clydesdale – Toll
 AutoLogistics; Cheryl Barbary –
 Toll Corporate; Claire Heeney –
 Toll AutoLogistics and
 Evelyn Papadopoulos – Toll
 Corporate.

Photo 12
 Jim Coultie, Colin McGilvray
 and Michael Thorn – all from
 Vector SCM.

Photo 13
 George Doig and
 Nadia Szkwarok – both from
 Toll AutoLogistics.

Photo 14
 Ed Rosser and Ken Scott – both
 from Toll AutoLogistics.

Photo 15
 Managing Director Paul Little
 (right) congratulates Tom
 O'Bryan on his retirement.

Photo 16
 David Edwards – Toll
 AutoLogistics; Steve Granland –
 Toll Corporate and Ken Jarrett –
 Consultant.

ires But not for Long

passion for the motor industry, and he accepted the challenge of joining General Manager Wayne Hunt and his new Toll AutoLogistics team to head the Business Development Division.

In this role, Tom assisted Wayne and his team to mould the various business units of Toll Automotive, Finemores, Autotrans and Strang Stevedoring Webb Dock West into a cohesive multi-service provider to the automotive industry.

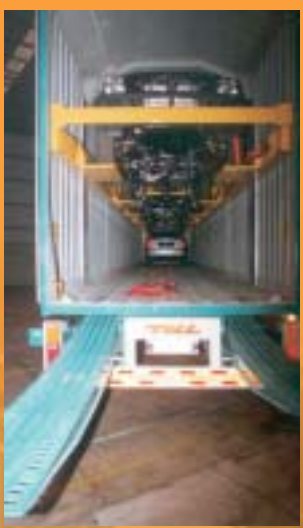
In line with their retirement plans, Tom and his wife Louise have recently bought a small property at Red Hill overlooking Port Phillip Bay and are looking

forward to sharing many happy years there relaxing, having a hit or two of golf and the odd bet on the horses in the wonderful surrounds of the Mornington Peninsula.

Although Tom has retired from full-time employment effective 7 July 2003, he has agreed to continue in a permanent part-time capacity to assist Toll Corporate in a mentoring and supporting role for various projects across the Toll Group.

That fire in his belly is still alight.

Congratulations Tom and we wish you, Louise, and your sons Marc and David all the best in the future.



Toll AutoBox Specifications

The Truck

A Scania 94D 300, is a low profile set truck.

The Trailer

A Barker Trailer and is also a low profile built unit.

The Container

The prototype container is the 15.9m long and 3.4m high MaxiBox that can accommodate three all wheel drive vehicles to a height of 1.75m and three large family sedans.

The overall height of the truck, trailer and container is then 4.6m and the overall length is 19m.

The trucks will operate with the new EPOD system, which was featured in the last Toll issue.

Swan Brewery Contract 'Outstanding Driver and Customer Service Awards'

On 6 March 2003 Toll Logistics Food & Beverages Division and Swan Brewery presented the inaugural 'Outstanding Driver Award' to Toll Driver Ralph Roth and the 'Outstanding Customer Service Award' to Toll Contract Administrator (at Swan) Cathy Wlazlowski. This was just one of the outcomes of a training program developed to ensure we secured the extension of our WA Swan Brewery Warehousing and Distribution contract for a further four years, which commenced in October 2002.

Toll site personnel, in conjunction with the Swan Business Development and Logistics Manager Ross Jones, and Contracts and Facilities Manager Judith Shields, developed and commenced delivery of customer service training for all site contracted drivers and Toll Logistics staff. The introduction of a number of performance measurement initiatives were developed in order to track and reward both collective and individual performance.

Outstanding Driver Award



Ralph Roth – Toll Driver overjoyed with being presented with the 'Outstanding Driver Award'.

The Outstanding Driver Award is recognition of an individual driver who has attained the highest standards over the last year in a number of areas, including customer service (measured via customer surveys), presentation of both vehicle and self, adherence to policies and procedures, and attendance at feedback sessions such as training, marketing overviews and tool box meetings.

The award is also an acknowledgement of the commitment by the individual to not only Toll Logistics, but to the goals of both Swan and Toll in a very competitive industry. Although we all acknowledge the challenging marketplace, and how it impacts upon individuals within the business, Ralph is a person who understands the need to accept and facilitate changes to our practices when dealing with customers. This sort of performance will ultimately bring about improvements for all involved – not only for Toll and Swan, but also for Swan's many customers.

Ralph has worked at the Swan site for 14 years, over that time employed by Swan and contracted to Emu Freight, Wesfarmers and Toll. Ralph's ranking in most areas of the selection criteria for this award were in the top 1 or 2, but the area where he was recognised as the clear leader was customer service. The feedback from customers was very positive in terms of his relationships with them, their satisfaction with his work and his personal interaction with them. Surveys conducted of retail customers, Toll staff and feedback from Swan's Sales Team clearly identified Ralph as an outstanding driver and business operator who is a very worthy recipient of this inaugural award.

Ralph was presented with his award – a framed certificate and a holiday package – by Frank Arrangio, Sales Director of Swan Brewery.

Outstanding Customer Service Award



Cathy Wlazlowski proudly displaying her 'Outstanding Customer Service Award'.

Tony Brice – Toll Contract Manager, presented the 'Outstanding Customer Service Award' to Cathy Wlazlowski.

The Toll Logistics team at Swan is committed to maintaining and continually improving our levels of customer service within this contract, and looks to our staff to set the example to our contractors and colleagues through their interactions with our customers.

Cathy was recognised for a sound understanding of the customer service levels we expect and continually providing, what Tony described as, 'discretionary service' – doing more than she needed to and more than the customer would expect.

Tony said: "As the person responsible for Toll's Business at Swan Brewery, nothing gives more satisfaction than attending a meeting with Swan and having our team recognised as a Group, or an individual being recognised for the service provided. I have received on many occasions praise and appreciation from customers in relation to the outstanding manner and professionalism of Cathy."

Both Cathy Wlazlowski and Ralph Roth should be proud of their achievements and both Swan and Toll look forward to acknowledging further individual and Group efforts in the future.

The Bradley Site Map Development

Ray Bradley was employed by Toll Liquids approximately 12 months ago to distribute petrol to the Safeway Plus Service Stations in Victoria.

As a new driver, Ray was unfamiliar with the locations of the service stations but was eager to make his and other new drivers' daily deliveries easier. He therefore, discussed his problem with his 14 year old son Christopher over dinner one night. Christopher agreed he would assist his father in developing a site safety map – but would require a great deal of input from Ray.

With this in mind Ray went to work on developing route plans for all Safeway sites in Victoria. He developed the route plans from the Mobil terminals at Yarraville and Hastings. In addition, Ray developed a rough sketch of all the Safeway sites, he then took this home to Christopher who developed a template for service stations.

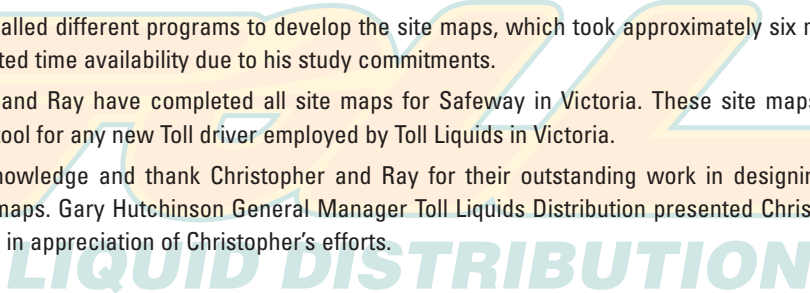
Christopher and Ray trialled different programs to develop the site maps, which took approximately six months as Christopher had limited time availability due to his study commitments.

Over time Christopher and Ray have completed all site maps for Safeway in Victoria. These site maps have become an invaluable tool for any new Toll driver employed by Toll Liquids in Victoria.

Toll would like to acknowledge and thank Christopher and Ray for their outstanding work in designing and completing these site maps. Gary Hutchinson General Manager Toll Liquids Distribution presented Christopher with a colour television in appreciation of Christopher's efforts.



Christopher Bradley proudly displaying his folder containing his maps.



Hazards H			Site Map of Maryborough Safeway	
<p>Safeway does not want B-Doubles delivering during business hours for safety reasons. Be aware of drains in case of product spill. Drivers reversing to exit site must use safety cones to block driveway behind truck. Very tight when truck exiting site, be careful of browser. Assess return route.</p>				
SFL	Tank	Product		
22 967	5	Dist		
22 967	4	LRP		
23 462	3	PULP		
29 462	2	ULP		
53 000	1	ULP	Return via Earl Street if possible otherwise turn left at Tuaggra Street (council permission).	
V/R				

<p>Store No. 3517 Round trip from Hastings: kms Truck size: Semi (business hours) 19m B-Double (after hours) Load limit: No Spillbox: 4" clip ons 3" screw on</p>	<p>Site: Maryborough Safeway + Plus Petrol Cnr. Tuaggra and Alma Streets Maryborough 3465 Phone: 03 5461 3870 Business Hrs: 6am – 10pm Monday to Sunday Curfew: No Deliveries: No B-Doubles during business Hours</p>
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Directions to Maryborough Safeway

From Hastings: T/L Barclay Cres., T/R Marine Pde, Frankston – Flinders Rd, V/R Western Port Hwy., South Gippsland Fwy., Monash Fwy., CityLink, Batman Ave., T/L Swan St. Br., T/R Alexandra Ave., City Rd., T/L Power St., T/R Westgate Fwy., Western Ring Rd., T/L Western Hwy., Western Fwy., (Miners Rest, Clunes, Maryborough exit) T/R Ballan – Maryborough Rd. to Clunes, T/L Victoria St. (truck route), T/L Talbot Rd. (thru Talbot) goes into Derby Rd., (T-intersection) T/R High St., T/R Inkerman St. (r/about), T/L Napier St. (r/about), T/L Earl St., T/L Alma St., Site on right. Enter first drive. (Council approval).



Lenny Kean Represented Victoria at the Australian Singles Lawn Bowls Championship

Toll AutoLogistics employee Lenny Kean qualified and played for Victoria at the Australian Singles Lawn Bowls Championship at Tweed Heads Queensland in August.

Unfortunately Lenny did not manage to get through and win first, second or third prize but he enjoyed the challenge nevertheless and was proud to have represented the Victorian team.

Lenny has been playing lawn bowls for over nine years with the Darebin Bowling Club and although qualifying to the State Team is his greatest achievement in the sport to date, he has won significant titles such as Three Club Pairs, Ian Cleland Fours Classic and Jack McMahon Triples Classic.

Lenny has worked at Toll for the past nine years, initially with Finemores in Laverton and now works as a leading hand for Toll AutoLogistic's Mitsubishi contract in Victoria's Laverton North facility.

We wish Lenny well in future events.



A Profile on Toll MTS

What is Toll's Managed Transport Service (MTS)?

Toll's Managed Transport Service (MTS) is a planning and control centre that manages all of a customer's transport requirements. Toll MTS provides web-enabled visibility of order status throughout the transport management process: from order capture, through planning and execution to settlement.

Integrated Service Of

Strategic planning

- Rationalise carrier and mode mix
- Establish carrier relationships
- Execute fundamental change programs

Tac

- Administer c
- Conduct perfor
- Drive co

Central Transport Planning and Op

- Order capture and management
- Manage and track capa
- Create shipment documentation
- Issue invoices and manag
- Optimise: routes and schedules
- Capture re

Order Entry and Management

Multi-Site Planning & Resource Allocation

Customer Service Desk

Local Execution

WA Golf Day

The 2003 Annual WA Toll Group Golf Day was held again this year at the Burswood Resort Casino in Perth. Over 100 customers and staff enjoyed a fine day of golf and after dinner speaker Andy Lovell a former West Coast and Melbourne Football Club player.

The winning team 'The Bandits', captained by the Branch Operations Manager of Toll SPD, Lindsay Rowland won by a clear 1.5 strokes. Rumour has it that the team will now be disbanded due to the overwhelming result.

Toll would like to thank all customers who sponsored a hole, Allan and Kelly from the Burswood and all the staff who assisted in organising the event.



Below left to right: 'The Bandits' – Gary Holmes – Collex WA, Lindsay Rowland – Toll SPD, Graeme Saunders – Gerard Industries, and John Versluis – AFM.

Welcome to our New Corporate Appointments



Toulia Filintatzi joins Toll as Reception.



Sarah Park joins Toll as Assistant Accountant.



Jemma Neil joins Toll as Banking Clerk.



Natalie Osborne joins Toll as Trainee.

Toll implemented MTS at Unilever's Foods division in 2002. MTS was then rolled out to Unilever's Home and Personal Care (HPC) division in early 2003. MTS' Command and Control centre is now the single point for managing all of Unilever's HPC and Foods ambient transport requirements across all lanes, carriers and modes.

Toll MTS has successfully worked with all of Unilever's supply chain service providers Australia-wide, (Toll Logistics, Toll SPD, Toll Tasmania, NOX, and Patrick Jalco Distribution). The results achieved to date have been achieved through close collaboration with all supply chain stakeholders, a strong continuous improvement methodology and access to management information (visibility and analysis of supply chain events).

The Results

Impressive improvements in delivery on time and vehicle utilisation have already been witnessed as a direct result of MTS.



All photos are left to right unless stated.

Delivery on Time (DOT) results have improved by 10% for Unilever's two main customers: GPHL and Woolworths. The DOT service levels have been improved through:

- Forwarding the delivery performance results to all of the people responsible for Unilever deliveries; and
- Assessing the root cause of each delivery error.

Vehicle utilisation has increased on average by 6% since implementing MTS.

Photo 1
MTS Operations Team
Rosie Burch – MTS Operations Planner; Adrian Pender – MTS Operations Team Leader; Chris Nimorakiotakis – MTS General Manager and Meaghan Siemensma – MTS Customer Service Manager.

Photo 2
Stephen Harvey – Toll Logistics Transport Supervisor – Derek Brennan – Toll Logistics Transport Coordinator.

Photo 3
MTS Leadership and Technical Team
Karl Fantone – Software Developer; Fiona Bryce – Technical Project Leader; Dion McDonald – Technical Project Leader; Shekhar Pradhan – Technical Development Team Leader; Chris Nimorakiotakis – MTS General Manager; Tom Thompson – Toll Solutions General Manager; Peter Weller – Development General Manager.

Photo 4
Maree Marshall – Toll SPD Road Supervisor; Guy Badman – Toll SPD Interstate Road Manager.

Photo 5
Toll SPD NSW
Mick Shaw – Toll SPD Leading Hand; Dean Phillips – Toll SPD Fleet Controller and John Holloway – Toll SPD Linehaul Supervisor.

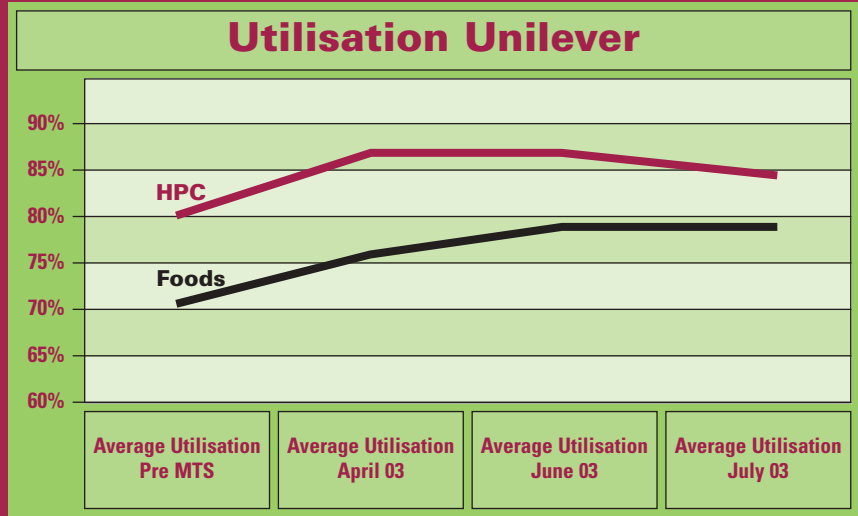
Photo 6
Toll Logistics – Victoria – Unilever Foods Warehouse, Phill Dempster – Toll Logistics – Leading Hand; Jimi Ioannidis – Toll Logistics – Leading Hand.

Offering

Operational Planning
Carrier qualification process
Performance management process
Continuous improvement

Operations
Efficiency ■ Allocate resources
Manage receivables and payables
Real-time KPI's

Finance and Admin



What are Toll MTS' Capabilities?

- Carrier execution ■ Load planning ■ Least cost optimisation ■ Supply chain execution management
- Track and trace ■ Administration ■ Capture and monitor critical KPIs
- Manage customers' delivery performance requirements

What are the Features and Benefits of Toll MTS?

Features	Benefits
One point of contact.	Issues are resolved fast, and the solutions are implemented across all relevant processes, DC's, carriers and states.
Management information is available at order, load, pallet and item level.	This includes real-time track and trace, visibility of actual versus plan and the ability to monitor turnaround times at DCs. Again increasing efficiency and ensuring any deviations are immediately addressed.
A performance management approach using the latest technology and adopting a continuous improvement culture.	Ensuring that Toll continuously strives for World's Best Practice to bring efficiencies and competitive advantages to our customers.
A strong emphasis on collaboration.	The ease of communicating means that supply chain stakeholders spend time focusing on better ways to work together to improve efficiencies and reduce costs.

If you have any queries please do not hesitate to call:
Chris Nimorakiotakis – MTS General Manager 03 9697 2341 or 0419 129 987
Meaghan Siemensma – MTS Customer Service Manager 03 9697 2318 or 0413 310 603



Photo 1
Toll Linehaul Drivers –
Dennis Bryan (left)
and Neil Davison (alias Tubby)
at the Nhill Changeover.



Photo 2
Matt Kennedy – Toll SPD, SA
Local Driver registering his
arrival at GHPL SA.



Photo 3
Left to right:
Meaghan Siemensma – MTS
Customer Service Manager;
Michele McKenna – Road
Supervisor and Darren Bower –
Operations Co-ordinator at the
Toll SPD depot in Adelaide.

Photo 4
Diane Shirley (Inbound Freight
Scheduling Clerk) – our contact
for organising time slots.

Following a Unilever Order Across Bord

Five hours in a B-Double from Melbourne, 11.00 pm, 4 degrees, bacon and egg toasted sandwich with Tubby and Dennis at the Nhill Roadhouse..... let the pilot to capture track and trace data begin!

What better way to understand the challenges involved with capturing the delivery event information, than to follow an order – so ... I did just that. I followed an order from Melbourne to a Grocery Holdings Proprietary Limited (GHPL) warehouse in Adelaide to meet the many Toll employees that contribute to a successful delivery.

Three Toll business units (Toll Solutions, Toll Logistics and Toll SPD), are involved in this pilot to implement new track and trace functionality for Unilever.

Why capture the delivery time information?

- Customers can 'self serve' information about the status of their product in the supply chain (ie whether it is planned, picked, despatched, on route, delivered).
- Missed deliveries can potentially be prevented. An alert will be triggered for events that are not completed within tolerance.
- Toll can measure its performance and continuously improve.

Current Functionality

Unilever currently tracks and traces orders via Toll's Managed Transport Service (MTS) track and trace screen. The screen shows the product details in loads and the actual time the load was picked up from the source warehouse.

In addition, Toll's vehicles are fitted with on-board monitoring systems that are GPS enabled, allowing the detection of a vehicle at any point in time just by dialling into the system and generating a search. This latest technology allows management to not only locate the vehicle but to keep track of:

- Fuel consumption
- Speed of vehicles; and
- Driver hours

This ensures we comply with our Environmental and OH&S standards.

The Pilot

The aim of this pilot is to capture the delivery time at the customer warehouse. Given that a large portion of Unilever deliveries are delivered by subcontractors, the way to capture the delivery information must allow for a multitude of drivers / vehicles. Hence, the only requirement to capture delivery data is that drivers have a mobile phone.

To capture this information 'real time' Toll relies on the drivers to inform MTS about the timing of the delivery.

The Technology

The technology selected to capture the delivery time is Interactive Voice Response system (IVR). Many events need to be captured by MTS where there is no existing technology. Many of the in-transit events are examples of this. A driver will call a dedicated telephone number and be led through a series of automated options to enter an event by pressing numbers of their telephone keypad (similar to phone banking). An extension to this is voice recognition, where the user will respond by speaking instead of pressing keypads.

The Road Trip

I met Neil Davison (alias Tubby) at Footscray at 5.30 pm, who is the Toll Linehaul Driver responsible for the changeover at Nhill five nights a week. We shook hands and cruised gently into the peak hour traffic.

Neil, father of 6 children, has been driving to Nhill and for Toll for an extraordinary 10 years. He definitely brings an enormous amount of experience and commitment to Toll. Neil chatted over the Ultra High Frequency (UHF) CB with his vast network of buddies. The comradeship was very inspiring.

At 10.30 pm we met Dennis Bryan, who is also a Toll Linehaul Driver, at the florescent Nhill Roadhouse for an egg and bacon toasted sandwich. Not dissimilar to Neil, Dennis also brings a milestone of eight years' experience and commitment to Toll.

After the snack, and changing the trailers, we bid farewell to Neil and Dennis and I headed off towards the Adelaide hills.



3



4



Jones Testing with Calin Motorsport

Toll IPEC has assisted Christian Jones into the Australian Formula Three Championships this year.

With only one round remaining, Christian is currently 4th in his first year in the Australian Formula Three Championship, after returning to the sport from a 3-year break.

His performance to date has landed Christian an invitation to test with the world's best Formula 3 team Carlin Motorsport, in the UK on 16 October 2003. Carlin finished 1-2 in this year's British Formula Three Championship.

An elated Christian Jones, son of illustrious Australian F1 World Champion 1980 Alan Jones exclaims, "I am so thrilled to be given this opportunity of a lifetime, thanks to Carlin Motorsport and thanks to Toll IPEC too who have helped me into a position where I can take this first step. It's been a rough few years but thanks to Toll IPEC I have been racing again this year."

A determined soul to ultimately get to Formula 1 is doing it hard on a minimum budget. Born in London to Australian parents Alan and Beverly Jones, Christian now resides at Queensland's Gold Coast. Christian manages to stay with friends and family whenever travelling to and from race meetings; he doesn't have a permanent address, works on the car himself, deals directly with sponsors and the media and drives the truck with all his racing gear.

You could almost call him 'the one-man band'. But we all know that motor racing is an expensive sport that requires a big budget. "It's always tough when you're running a race team on a tight budget, but I have learned that you really have to maximize every dollar you have on whatever budget you have", says Christian.

Christian won the Australian Karting Championship and 3 state championships before graduating to Formula Ford where he finished 2nd in the Australian Formula Ford Championship.

Growing up with his father Alan Jones, Christian has breathed and lived motor racing since he was born.

The boy from the Gold Coast is set to surprise many as his hunger and thirst for the win is bigger than Ben Hur.

Good luck Christian!

ers and into the Night

At midnight I said goodnight to Dennis and drifted off to sleep in the cab watching the road ahead and listening to the ABC overnight service in awe of this mobile hotel.

Dennis said goodbye at 4am and I slept soundly in the SA SPD depot until 5.15am. Matt Kennedy (Toll SPD SA Local Driver) politely knocked on the truck door, asking if I was awake and decent.

Half way to GHPL SA I realised it was rude to slumber, so I moved to the front passenger seat and introduced myself. (For people who are not good in the morning, this is a great way to get to work.)

We arrived at GHPL SA at 5.30am. As part of the pilot, Matt registered with Toll MTS that the GHPL SA delivery had arrived. Matt expertly reversed the B-Double into the dock and submitted the paperwork for the 138 Unilever pallets. It was great to meet Diane Shirley (Inbound Freight Scheduling (IFS) Clerk) our contact for time slot bookings at GHPL SA, and to thank her for all her assistance. We drank coffee with powdered milk and agreed that is was pretty good coffee for bad coffee while Bill Brouwer (GHPL Forklift Driver) started to unload.

Upon departing, Matt registered his departure from GHPL SA. Back at the SPD SA depot, I met Michele McKenna and Darren Bower, colleagues I speak to daily. We went through the new track and trace screens that MTS now provides to all of Unilever's supply chain stakeholders.

And there ended the journey – another delivery on time and in full. It was an awesome insight into the various faces and skills of Toll.

It is such an exciting time to be working for Toll, where the operations expertise and knowledge of Toll's employees combined with new technology will enable us to provide services to our customers not yet readily available in industry.

Meaghan Siemensma
MTS – Customer Service Manager

Vehicle Specifications

Formula 3 Race Car

The car runs a 2-litre Mugen Honda engine with Dallara F301 chassis, which is notoriously difficult to drive.



Pictured with the vehicle going to East Timor are Debbie Reich – State Manager Toll Vehicle Logistics with Kevin Rodda – Interstate Planner Toll Vehicle Logistics.

Toll Assists Kiwanis Timor Dairy Project



The Kiwanis East Timor Dairy Project has received a major boost as a result of a chance meeting, some hard work and an enormous gesture of generosity from the Ford Motor Company of Australia and Toll Logistics.

Kiwanis is a worldwide service organisation of men and women and is the second oldest and third largest in the world. Members of Kiwanis clubs in Australia have purchased, reared and transported a herd of milk cattle that have resistance to tropical conditions to East Timor to provide milk for children.

The project has involved sending a complete dairy and all the supporting equipment to

Fuiloro Agricultural College. Only the college buildings survived so together with the cattle it was necessary to send a complete Herinbone milking machine, fencing, tools, farm equipment, pasture seeds, and an Australian dairy farmer and his wife to oversee the project.

A casual conversation between past Governor Graham Mould of Kiwanis Australia District and member of the Kiwanis Club of Geelong to Ford Australia's General Manager Communications, Louise Teesdale, led to Ford making available a F350 which has been used in Australia as part of Ford's vehicle testing and evaluation program.

Graham has a background in management with Ford Australia and the chance meeting took place at the 2002 Toll / All Ford Day Dinner in February which was being held as part of the Geelong Club's highly successful 'All Ford Day' project. Geelong is the home of Ford in Australia.

Graham was outlining the benefits the community receives from funds raised at events such as the Kiwanis All Ford Day and the work done by Kiwanis in Australia and overseas. The discussion moved to the dairy project and Louise learnt about the Geelong Club's link with the project through Christian College (where the club has established a Builders Club) and how the College's school farm helped rear the Timor herd of cattle. Impressed by the amount of detail that has gone into the Timor project, Louise asked, "Could you use a F350 up there..."

Ford donated the Ford F350 XLT (4x2) crew cab truck

with a 3m x 2m drop-side tray which has now been shipped to Timor and has become the main distribution vehicle for the milk which is produced at the College.

Toll Logistics had already provided transport from the southern states to Darwin for some of the 26 containers shipped to Timor as part of the Kiwanis project. As Ford Australia's vehicle transport supplier Toll generously joined the project committed to transporting the truck to Darwin from the Laverton depot. Meanwhile Kiwanis began to successfully seek sponsors for the supply and installation of a refrigerated compartment to be attached to the front half of the tray. This will store milk in a safe condition for distribution to villages near the college and points as far afield as Dili and Baucau. This vital equipment was complete and operational when the truck was shipped with 90% provided by donors.

A reasonable commercial cost of a similar refrigerated unit would be in the order of \$12,000. The Kiwanis Club of Geelong has provided the vehicle signage.

The fully fitted F350 made its first public appearance at the 2003 Toll / All Ford Day Dinner held on 14 February 2003, when Wayne Hunt, General Manager of Toll AutoLogistics Management Team received sincere thanks from the Kiwanis Organisation.

For more information contact:

Kiwanis Club of Geelong
Graham Mould 03 5243 3359



Tenix and Toll Return Tough Vietnam Vet to War Memorial

Tenix Defence Land Division and Toll Holdings returned a Vietnam-era M113A1 armoured personnel carrier to the Australian War Memorial on Monday 4 August after being restored over eight months to its pre-war glory. Tenix refurbished the M113 in collaboration with the Australian Army and Toll – partnering with Tenix in TenixToll Defence Logistics, preferred tenderer for the Defence Integrated Distribution System (DIDS) contract – transported the vehicle to and from Tenix's Bandiana facility.

The veteran M113 vehicle, one of only two hulls that retained the original Vietnam War build standard, will become a prominent and historic addition to the Australian War Memorial's collection relics from the Vietnam War.

Tenix Defence Land Division has retained as many original features as possible and replicated the fittings that were destroyed during active service or removed following decommissioning. The vehicle looks very authentic, with its original paintwork and period fittings. The Army presented the vehicle to the Memorial in 1972 after it suffered mine damage in South Vietnam in March 1971.

TOLL LONG DISTANCE – CLUB 10

Dean Phillips, Toll SPD, Enfield, NSW.
 Jason Sikorski, Toll SPD, Footscray, VIC.
 Ray McKenna, Toll SPD, Enfield, NSW.
 Raymond Andrews, Toll IPEC, Moorebank, NSW.
 Rob Saunders, Toll SPD, Port Adelaide, SA.
 Robert Lynch, Toll SPD, Enfield, NSW.
 Rocco Lombardi, Toll SPD, Footscray, VIC.
 Rodney Wall, Toll IPEC, Dry Creek, SA.
 Susan Graham, Toll IPEC, Richlands, QLD.
 Wayne Taylor, Toll SPD, Welshpool, WA.

TOLL LOGISTICS – CLUB 10

Alan Mitchell, Food & Beverage, Greenacre, NSW.
 Barry McMahon, Toll Liquid Distribution, Wagga Wagga, NSW.
 Charles Dau, Food & Beverage, Archerfield, QLD.
 Denis Abrahams, Toll AutoLogistics, Campbellfield, VIC.
 James Boland, Industrial, Preston, VIC.
 Jason Day, Toll AutoLogistics, Elizabeth, SA.
 John Evans, Toll AutoLogistics, Welshpool, WA.
 Michael Schiller, Industrial, Matraville, NSW.
 Neville Green, Food & Beverage, Coopers Plains, QLD.
 Phillip Evans, Toll AutoLogistics, Kewdale, WA.
 Raydon Pengilly, Toll AutoLogistics, Dry Creek, SA.
 Stephen Lepp, Toll AutoLogistics, Laverton, VIC.
 Steven Pike, Toll AutoLogistics, Laverton, VIC.

TOLL NORTH – CLUB 10

Andrew Gallie, QRX, Gladstone, QLD.
 Anthony Deltoro, QRX, Tennyson, QLD.
 Brian Rodgers, NQX, Mackay, QLD.
 David Savage, NQX, Eagle Farm, QLD.
 Gary Hinch, NQX, Rockhampton, QLD.
 Jeffrey Taylor, QRX, Tennyson, QLD.
 Jocelyn Roy, QRX, Tennyson, QLD.
 Kim Hancock, NQX, Bundaberg, QLD.
 Maree Henriksen, NQX, Cairns, QLD.
 Matthew Mitchell, QRX, Tennyson, QLD.
 Paul Hunt, QRX, Tennyson, QLD.
 Ricky Cameron, QRX, Cairns, QLD.
 Simon MacFarlane, NQX, Eagle Farm, QLD.
 Tracey Ekert, QRX, Tennyson, QLD.

CLUB 15

TOLL LONG DISTANCE – CLUB 15

Darren Wilson, Toll IPEC, Moorebank, NSW.
 Dave Elliott, Toll SPD, Regency Park, SA.
 David Houston, Toll IPEC, Moorebank, NSW.
 George Margaritis, Toll Express, Regency Park, SA.
 Glenn Stein, Toll Express, Richlands, QLD.
 Jim Huntley, Toll Regional, Albury, NSW.
 John Moskos, Toll IPEC, Dry Creek, SA.
 Morrie Wallace, Toll SPD, Newcastle, NSW.
 Scott Berry, Toll Tasmania, Hobart, TAS.
 Scott McLeod, Toll SPD, Acacia Ridge, QLD.
 Shane Milburn, Toll Tasmania, Hobart, TAS.
 Stella Gunter, Toll IPEC, Moorebank, NSW.

TOLL LOGISTICS – CLUB 15

Anthony Cordaro, Toll AutoLogistics, Hamilton, QLD.
 Craig Hardie, Food & Beverage, Lidcombe, NSW.
 David Eiffe, Autotrans, Kewdale, WA.
 Drew Barrington, Food & Beverage, Lidcombe, NSW.

CLUB 15 Continued

TOLL LOGISTICS – CLUB 15

Frank Hough, Food & Beverage, Arndell Park, NSW.
 Graham Wyhoon, Toll AutoLogistics, Dandenong, VIC.
 James Smith, Food & Beverage, Lidcombe, NSW.
 Leigh Norquay, Toll Ports & Resources, Geelong, VIC.
 Livio Poloni, Toll AutoLogistics, Largs Bay, SA.
 Malcolm MacLeod, Industrial, Greenacre, NSW.
 Peter Cullen, Toll Liquid Distribution, Wagga Wagga, NSW.
 Pheakdei Ok, Toll Specialised Logistics, Mitchell, ACT.
 Sharyn Kemp, Food & Beverage, Altona, VIC.

TOLL NORTH – CLUB 15

David Robke, QRX, Tennyson, QLD.
 Michael Watts, QRX, Tennyson, QLD.
 Noel Prendergast, NQX, Eagle Farm, QLD.
 Roger Canavan, Toll North, Archerfield, QLD.
 Tracey Stewart, NQX, Eagle Farm, QLD.
 William Madgen, NQX, Eagle Farm, QLD.

CLUB 20

TOLL LONG DISTANCE – CLUB 20

Annette Whitchurch, Toll SPD, Footscray, VIC.
 Sid Moore, Toll West, Kewdale, WA.

TOLL LOGISTICS – CLUB 20

James Battle, Ports & Resources, Cardiff, NSW.
 Kevin Musgrave, Toll AutoLogistics, Wagga Wagga, NSW.

TOLL NORTH – CLUB 20

Jim Benstead, Toll North, Archerfield, QLD.
 Leslie Dunnett, QRX, Mackay, QLD.

CLUB 25

TOLL LONG DISTANCE – CLUB 25

Alan Hills, Toll Express, Ballarat, VIC.
 Grahame Clarke, Toll IPEC, Moorebank, NSW.
 Gregg Densley, Toll IPEC, Altona, VIC.
 Terry Jones, Toll IPEC, Moorebank, NSW.
TOLL LOGISTICS – CLUB 25
 Anthony Vasen, Toll AutoLogistics, Hamilton, QLD.
 Laurie Brothers, Toll AutoLogistics, Greenacre, NSW.
 Neville Carroll, Food & Beverage, Coopers Plains, QLD.
 Peter Krychaluk, Toll Liquid Distribution, Wagga Wagga, NSW.
 Rod Hannifey, Toll Liquid Distribution, Dubbo, NSW.

CLUB 30

TOLL LONG DISTANCE – CLUB 30

David Streatfield, Toll SPD, Newcastle, NSW.

TOLL NORTH – CLUB 30

Kevin Williams, NQX, Newcastle, NSW.
 Ronald Carbis, QRX, Townsville, QLD.

CLUB 35

TOLL LONG DISTANCE – CLUB 35

Robyn Dwyer, Toll SPD, Enfield, NSW.

TOLL LOGISTICS – CLUB 35

Daniel Donovan, Food & Beverage, Darra, QLD.



our key market sectors

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

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

Service	Description	Business Unit	Telephone
Group Solutions	Group Business Development promotes Toll's broader operational capability and new supply chain technology capabilities through key areas such as Tender Response Management, Major Account Management, New Group Business Development and Toll Solutions (MTS).	Group Business Development Toll Solutions (MTS)	07 3275 0430 03 9697 2318
Logistics – Warehouse and Distribution	Lead Logistics Provider (LLP) services, warehousing, distribution and industry specific solutions for the Automotive, Beverages, Food & Retail, Industrial, Ports, Relocation, Resources sectors.	Toll Logistics	02 8923 2333
Stevedoring	Port Management / Bulk and Containerised Commodity, Wharf Related Services Albany, Melbourne, Newcastle, Port Kembla, Geelong, Hastings, Portland, WesternPort and Whyalla in Australia. Tauranga, Napier and Lyttelton in New Zealand.	Toll Ports (Australia and New Zealand)	02 4902 5303 03 9299 8467
Air	Interstate and Intrastate Door-to-Door Satchel and Parcel Services. International Freight Forwarding & Door-to-Door Import and Export Services.	Toll Priority Carpentaria International (Projects) Toll International Toll Global Express	02 8337 4500 07 3257 1255 03 9687 2900 02 8337 4500
Rail	Rail Services and Intermodal services.	QRX Pacific National Toll SPD	07 3892 8130 02 9893 2500 03 9296 2500
Road	Bulk Handling Transport & Specialist Services to the Mining Industry throughout QLD and NSW and dangerous goods logistics.	Toll Specialised Services NQX Freight System	07 3275 7147 07 3373 7671
	Container Services – Dry Reefer (FTL).	Toll Regional	02 6393 7700
	Courier Services – same day metropolitan.	Toll Fast	03 9676 1261
	Courier, Passport and Visa Advisory Services to the Travel Industry.	Toll Priority – Travcour	02 8337 4500
	Fashion Industry Services (hanging and cartonised freight).	Toll Specialised Logistics	03 8369 0414
	Full Truck Load (FTL) Services.	Toll Regional Toll Tasmania NQX Freight System	02 6393 7700 03 9644 5200 07 3373 7671
	Multimodal transportation of full container loads (FCL) between all capital cities and large regional locations.	Toll SPD	03 9296 2500
	Less than Truck Load (LTL) Economy and Express Services.	NQX Freight System (QLD) Toll Express Toll Linehaul Toll Specialised Services Toll Regional (Regional NSW) Toll Tasmania Toll West (WA)	07 3373 7671 02 9773 1183 02 8787 2394 07 3275 7147 02 6393 7700 03 9644 5200 02 9773 1183
	Liquid Distribution.	Toll Liquid Distribution	03 9284 2701
	Mail Exchange and Mail Room Management Services.	Toll Priority – DX Mail	02 8337 4500
	Overnight Satchel Services.	Toll IPEC Toll Priority	03 8368 1425 02 8337 4500
	Parcel Express.	Toll Priority	02 8337 4500
	Refrigerated Road Services	Edwards Transport QRX Toll Refrigerated Toll Regional Toll Specialised Services	02 9644 5200 07 3892 8130 02 9773 1183 02 6393 7700 07 3275 7147
	Relocation – Employees, Home, Workplace.	Toll Transitions	02 8907 8903
	Automotive Vehicle and Component Transport	Toll AutoLogistics	03 9284 2770
Sea	Bass Strait / Cargo Shipping & Door-to-Door Import and Export Services.	Toll International Toll Shipping Toll Tasmania	03 9687 2900 03 9299 8400 03 9644 5200
Fleet Management	Fleet Maintenance Services.	Toll Fleet Management	02 6938 6952

Head Office

Level 8, 380 St Kilda Road Melbourne 3004
Telephone: + 61 3 9694 2888

Editor

Evelyn Papadopoulou, Corporate Marketing Communications Manager
contact as per Head Office or e-mail tolltoday@toll.com.au