

TOLL Today

TOLL HOLDINGS LIMITED

Launch of a New Rail Company Unveiled to the New Zealand Freight Market

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Total Logistics Contract for Origin Energy

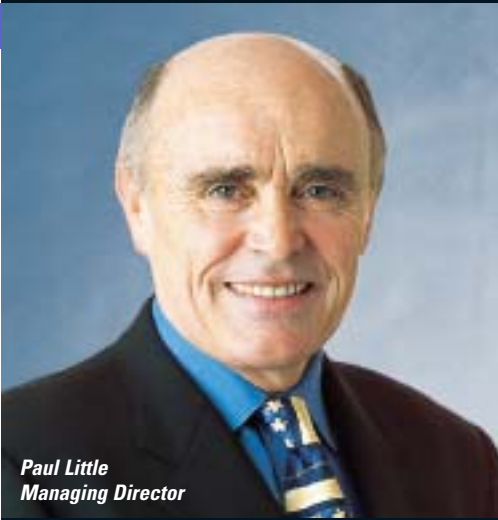
Official Opening Toll Business Park, Darwin

New Transport Facility Servicing the Mining Sector and Community

Toll Transitions SWAPPs with Defence

Reefer Team Lifting Standards





Paul Little
Managing Director



Servicing the Growing Demand Across Bass Strait

Above centre: The Tasmanian Achiever in dry-dock Singapore cut in two.

Above right: Tasmanian Achiever's forward section.

Below: Pictured is the Tasmanian Achiever after its extension fit-out and new Toll livery.

Only 16 months after the acquisition of Brambles' Bass Strait Shipping business incorporating the operation of the vessels 'Tasmanian Achiever' and 'Victorian Reliance', the vessels are being lengthened to increase capacity and further service levels to customers.

The \$24m project was awarded to Pan United – Singapore and is due to be completed in June 2004.

The stretching project involves pre-building 32m insert sections before the ships arrive one at a time. A replacement vessel, 'Tor Futura' owned by DFDS of Denmark, has been chartered to ensure an uninterrupted Bass Strait service throughout the fit-out and routine dry-docking in Singapore.

In addition, whilst the vessels are undergoing the programmed five year dry-docking maintenance, they will also be re-painted in the Toll colours, ensuring that we capitalise on our strong brand which is synonymous with our commitment to providing *integrated total logistics services*.

Toll Shipping has been providing Trans Bass customers a next day connection to and from

Melbourne with its twin, purpose-built roll on / roll off vessels across Bass Strait. Current volumes amount to approximately 140k TEUs per annum.

Lengthening the ships by 32m to a total of 184m will see operational pay-load increase from 310 TEU to 520 TEU equivalent or from 7600 DWT to 11000 DWT meeting the current and growing demand for national and international container traffic in and out of Tasmania.

Once extended, the ships will be equipped with greater flexibility and stability, and be able to carry a better configuration of containers and maintain critical transit times.

Toll acquired its first Tasmanian freight forwarding business with the acquisition of Tasmanian Express in 1991.

Toll's hefty investment in acquiring the Bass Strait shipping operations, in addition to our investment in the Tasmanian rail infrastructure via the purchase of Tranz Rail, is testament of our commitment to service the growing needs of the Tasmanian industry and the broader community.

Project Timetable	
Mid March	Tor Futura in Service.
Late March	Tasmanian Achiever in dry-dock.
Late April	Tasmanian Achiever works completed.
Early June	Tasmanian Achiever re-enters service.
Mid June	Victorian Reliance in dry-dock.
Mid July	Victorian Reliance works completed.
Late July	Victorian Reliance re-enters service.

Specifications – After Extension	
Length o.a.	184.40m
Length b.p.	172.37m
Breadth mid.	23.60m
Depth mid. upper deck	16.10m
Depth mid. main deck	8.10m
Draught	6.30m
Deadweight abt.	11,000t



Launch of a New Rail Company

A new rail company was unveiled to the New Zealand freight market together with its new logo and livery becoming a frequent sight on the roads and rail tracks throughout the country.

The highly successful launch on 5 May was well attended by Toll Executives, Government Officials, valued customers and employees.

Tranz Rail Holdings changed its corporate name to Toll NZ Limited, with the major operating subsidiary, Tranz Rail Limited, becoming Toll NZ Consolidated Limited.

The name change allows the marketplace to more readily identify the group of companies with its major shareholder Toll.

Beneath the legal and corporate structure are the two brands forming the powerhouse for taking the company's transport and logistics services to market.

The rail business unit is now known as Toll Rail and the freight forwarding and distribution business has become Toll Tranz Link, positioning the company to servicing our customers and focusing on growing our passenger, transport and logistics services across New Zealand.

The launch marks a new era in rail, typified by the determination of CEO David Jackson to bring the collective expertise of the rail and distribution divisions together, and to move those businesses forward in unison.

It also marks a new structure in which people will be more accountable throughout the organisation, with improved customer liaison.

Integrating our services facilitates a more proactive account management approach enabling better alignment with our customers focusing on more value-added solutions.

Toll NZ is also conscious of the wish of the NZ Government to move more freight from road to rail for the national good, and will work closely with the Government to realise the improvement of the rail infrastructure.



Mark Rowsthorn
Executive Director

Above Left:
Toll NZ Chief Executive David Jackson in the new train (left) and Greg Miller Group General Manager Toll Tranz Link in the new truck.

Below:
The new look Toll Rail locomotive.

Pictured left to right on the Front Cover are
Margaret Gracie – GM Human Resources;
Brian Fouhy – Financial Controller;
Nicole Rosie – GM Health Safety Environment;
Greg Steele – General Counsel;
Austin Perrin – Chief Financial Officer;
Joe Garbellini – GM Corporate Development;
David Jackson – Chief Executive Officer;
Greg Miller – Group GM Toll Tranz Link;
Lloyd Major – GM Engineering Toll Rail,
Sue Foley – GM Corporate Affairs;
and Seamus O'Sullivan – GM Operations Toll Rail.





From left to right:
 Lee Rawstron – National Material Planner, Nufarm Australia Limited;
 Amanda Lally – Business Manager – MTS / FMCG, Toll;
 Laura Anderson – National Partner in Charge, KPMG;
 Giselle Taylor – Project Analyst, Coles Myer;
 Prue Roper – Senior Adviser, KPMG; Margaret Bradley – Senior Admin Coordinator (offshore) Programs, RMIT and Ken Drover – Partner – Business Performance, KPMG.

Toll Supports Another Successful CILTA Supply Chain Careers and Professional Development Fair

Toll supports yet another year of the invaluable annual Chartered Institute of Logistics and Transport Australia (Victoria) (CILTA) Supply Chain Careers and Professional Development Fair.

Melbourne's Deputy Lord Mayor Susan Riley launched the 10th annual CILTA Supply Chain Careers and Professional Development Fair on Wednesday 21 April 2004, at KPMG.

The Deputy Lord Mayor told the record almost 300 undergraduates and graduates who attended the fair, that organisations within the Transport, Logistics and Distribution industries are shaping the world we live in. "The City of Melbourne is recognised for its sophisticated infrastructure. We have one of the most efficient transport networks in the world, including Australia's only 24 hour passenger airport and its busiest container port."

The Deputy Lord Mayor also commented that the Victorian government's commitment yesterday to deepening Port Phillip Bay's shipping channel would ensure Victoria's place as a leader in sustainable urban planning and infrastructure. "Melbourne is fast

becoming a gateway to business and trade in the Asia-Pacific region – a role that will firmly establish our position as an important economic and cultural centre for the future," she says. Students attending the fair say they found the opportunity incredibly valuable for their careers."

Supply Chain Management is fast becoming the career of choice for many tertiary qualified individuals, as more and more organisations understand the importance of the supply chain to business success.

Companies like Woolworths and Coles Myer are putting even greater emphasis on managing the flow of goods, services, information and funds into one completely holistic system, in order to generate greater returns for their shareholders by running efficiently with leaner costs.

Representing Toll on the evening were Rod Walters, GM – Human Resources, Amanda Lally, Business Manager – MTS / FMCG and Meaghan Seimensma – MTS Customer Service Manager.



Robert Walsh – Woolfresh Driver (left) presenting Ian Toll (standing with his grandchildren) with a letter of congratulations from Toll's Managing Director Paul Little and a small gift – a model truck and trailer painted in Toll colours.

Toll Celebrates Another Milestone

Ian Toll, grandson of the founder of AF Toll Ltd celebrated his 80th birthday on 19 December 2003 at the Lake Macquarie Yacht Club in Belmont, NSW.

Joining in the celebrations to mark this magnificent milestone were Ian's children, grandchildren and many of his friends including Woolfresh Driver Robert Walsh who presented Ian with a letter of congratulations from Toll's Managing Director Paul Little and a small gift – a model truck and trailer painted in Toll colours.

A committee headed at the time by Ian's father Vic, founded the Lake Macquarie Yacht Club. Vic was also the Committee's first Chairman. Robert Walsh, a keen yachtsman, met Ian, also a previous Commodore of the Club, through family connections at the Club.

Congratulations Ian, we wish you many happy returns.

Welcome to our New Corporate Appointment



Victoria Roberts joins Toll as Treasury Officer.

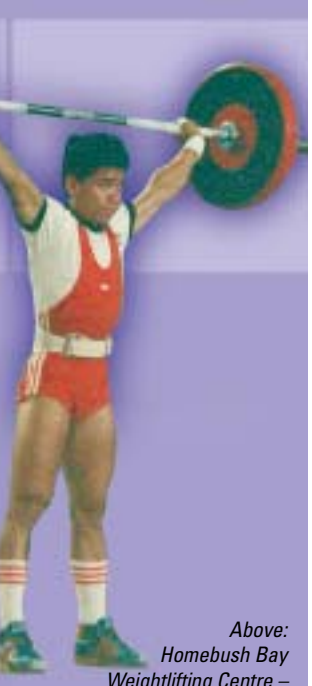
Senior Claims Officer Dealing with Heavier Issues

Tonroth Nhim has been working as a Senior Claims Officer with the Toll NSW Self-Insurance unit at Villawood since December 2003. Although he has to bear a lot on his shoulders with his current role, his life before Toll has seen him take on a lot heavier issues.

Born in Cambodia in 1970, Tonroth moved to Australia in 1983 and within a year began Weightlifting training. This move paid off for Tonroth and as testament to his hard work, he was awarded a scholarship with the Australian Institute of Sport in Canberra from 1985 – 1989.

During this period Tonroth represented Australia on three occasions in world competition and he didn't let his country down, winning gold medals in New Zealand, Greece and Yugoslavia. He still holds various Weightlifting records, including National School Boys, National Youth (under 21) and Australian record for 48kg bodyweight division.

Tonroth has tackled his working career with the same ability and tenacity as he did his sporting career. He has made a smooth transition from fund-managed insurers to the Toll NSW Self-Insurance team. He has shown that no obstacle is too big to tackle. Whether it is Workers Compensation, or lifting weights for Australia, nothing seems to get in his way.



Above: Homebush Bay Weightlifting Centre – 'Snatch' for U/21 National Championship – 75kg.
Left: Tonroth Nhim at his desk at Toll's Head Office, Melbourne.

Toll IT Security – Keeping the Hackers at Bay

Toll IT security resides within Corporate IT and is responsible for the protection of Toll's IT systems and data.

On a daily basis, the security systems successfully detect and prevent over 100,000 incidents ranging from malicious attacks (hackers) to Internet worms and viruses. IT security is continually developing and improving protection against the constant threat to Toll's information systems.

The Toll firewall infrastructure processes over 10 million connections each day allowing legitimate access through and rejecting unauthorised access from employees, customers, suppliers and anonymous Internet users.

Through the use of redundant systems with transparent failover to the Disaster Recovery site, IT security has achieved 99.99% availability on the firewall infrastructure.

Continual development of IT security policies and

procedures ensures we exceed industry standards and incorporate best practice.

IT security is currently enhancing antivirus (AV) and intrusion detection systems (IDS) through the use of intelligent high speed network devices extending into the core and branch networks. This enables the localisation of any virus outbreaks should they occur in the future.

Another of the many initiatives being undertaken includes a solution for Toll roaming users enabling the secure connection to the Toll network via wireless access points at the majority of Toll sites. Similar connections are becoming available via iPass at public internet hot spots such as cafés, restaurants and hotels.

Highlights include the recent achievement of IT security classification from the Australian Defence force as part of the TenixToll joint venture. Toll's level of IT security has been a contributing factor in winning many large contracts with customers who are security conscious.



Jason Fearon – Corporate IT Security Manager (left) with John Embleton – Corporate IT Operations Manager taking time out from their busy schedule to be photographed.

For further information please contact

John Embleton
Corporate IT Operations Manager

Jason Fearon
Corporate IT Security Manager

Telephone 1300 658 431

Official Opening Toll Business Park, Darwin



Northern Territory's Chief Minister Clare Martin and Toll's Managing Director Paul Little shaking hands following the unveiling of the Official Opening plaque.

Toll's Managing Director Paul Little and Northern Territory's Chief Minister Clare Martin officially opened Stage 1 of the \$10m Toll Business Park development in Darwin on 21 May 2004.

Government Officials, Dignitaries, Toll employees and Toll's valued customers attended the Official Opening. Paul Little welcomed everyone to the Opening and went on to thank the Northern Territory government, in particular the following key people: Brian O'Gallagher, Director, Business Development; Neville Jones, Executive Director, Land Development; John Coleman, Development Policy Manager, Land Development Corporation, each of whom helped to make this development – which is a key element of the NT Government's Economic Development Strategy – possible for Toll.

Toll again has shown great courage and foresight, in being the first logistics group to take advantage of this wonderfully placed industrial centre.

The Toll IPEC, Toll Express and NQX businesses are the first activities to take up residence, but future plans will see other businesses move into the estate in the not too distance future.

During the next four years, Toll will invest upwards of \$17m with this and future projects planned for this industrial estate.

With the completion of the Alice Springs to Darwin line in January, together with the anticipated increase in rail volumes generally, the relocation of Toll's operations has been eagerly awaited.

Like all infrastructure projects, the realisation of increased volumes through port and rail facilities, will not happen 'overnight'.

There is no doubt however, that this major infrastructure initiative will provide competitive flexibility, with traditional shipping operations around the eastern seaboard of Australia.

Toll's plans for this development began some three to four years ago, when a videotape of our previous operations of the Darwin terminal during the wet season, was sent to Melbourne showing a forklift dragging a universal beam around behind it, to get rid of the mud from around the yard area.

Traditionally, for all transport companies in Darwin, it has been mud in the wet and dust in the dry, with customer service levels amongst the worst in the country. This \$10m Stage 1 investment in state-of-the-art facilities, is testament of Toll's commitment to providing its customers and staff with the best possible conditions and facilities, in the best location.

This Business Park is strategically located adjacent to the domestic rail freight yards of the Adelaide to Darwin Railway, creating opportunities for efficient seamless supply chain operations, linking rail to Toll's fully integrated service offering of distribution, ports management and warehousing capabilities.

In response to our growing customer demands, Toll has purchased an additional three hectares of land, adjoining this site, with plans to build another 10,000m² warehouse in the near future.

Today, Toll is the largest freight forwarder into the Northern Territory, with in excess of 8,000 TEUs into Darwin and the same number out each year, in addition to 8,000 cars in and out annually.

As the national freight task is predicted to double by the year 2017; exports to grow some 50 per cent by 2010; and the inevitable shift from road to rail, pressure on current infrastructure will see new fully integrated import and export hubs emerge, such as this Business Park.

Other new terminals currently in the planning stage for our Group include:

\$20m New Townsville rail terminal

\$30m New facilities in Perth on rail

\$25m New development in New Zealand

Toll looks forward to the numerous opportunities the new facilities will afford it, its customers, the NT Government and the community generally.



New Transport Facility Servicing the Mining Sector and Community

Toll is investing \$3 million establishing a major transport and logistics facility at the newly purchased 5.9 ha of the Mount Isa Northbridge Industrial Estate.

Toll's commitment to the mining sector will see the initial development of a new facility consisting of 2500m² of undercover loading and warehouse space and over 300m² of office space. The new facility will bring together Toll's NOX and QRX businesses under the one roof. Both businesses provide integrated transport and logistics services to the Mount Isa region.

The development clearly demonstrates not only Toll's confidence in the mining sector but also its ongoing commitment to upgrading its facilities to better service its valued customers.

During the recent Mt Isa Mining Expo on 20-23 April, Toll North Business Development Manager Greg Gilbride said that the \$3 million figure might only be the first stage of the company's plans.

"There is also the opportunity for future development of the warehousing space and specialised logistics to meet the needs of the community if there is sufficient demand," he said.

About 40 staff, which includes those from QRX and

NOX, will be working from the site.

"Importantly, we are giving employees up-to-date facilities they can work with, given the extreme weather conditions out here."

Greg said the company was keen to get started and hoped to be moving in and operating before Christmas.

Mayor Ron McCullough said the deal had provided a sense of fulfilment, as it was almost three years since Toll first expressed an interest in the land.

"After working with Greg and his team for so long, with a lot of hold-ups and delays, we are delighted we could provide this land for them for this development," he said.

Cr McCullough said the estate would boost the industrial and transport capacity of the city given its proximity to the rail container terminal and the Barkley Highway.

Toll Managing Director Paul Little said Council had done all it could to assist the transfer of land.

"Toll sincerely recognises and appreciates the support from Mayor Ron McCullough and his Council for their efforts in making the land available for such an integral growth initiative in the region," he said.

Courtesy North West Star. Toll North Business Development Manager Greg Gilbride (left) and Mount Isa Mayor Ron McCullough look over plans for Toll's \$3 million transport facility.



New Innovation Assists in Eliminating Injuries

An innovative modification to existing equipment assists in eliminating much of the frustrating issues of above shoulder height work.

The QRX Townsville Workplace Health and Safety Committee was set the problem-solving task of eliminating any future shoulder, neck and back injuries, sustained in the past by our route trade store drivers.

Upon inspection, most drivers were unloading from the ground because the step (see photos 1 and 2) on the vehicle was too narrow. This meant they were lifting above head height. In addition, when goods were being removed from the rear of the pallets, it meant that drivers were trying to balance on the side of the vehicle.

Therefore the main problem was not having suitable area to stand on when unloading.

Following discussions with the supervisor, drivers, workshop staff and inspecting and trying other alternatives, the solution was born.

An innovative, durable and easy-to-use platform was designed giving drivers 'sure footing' in all weather conditions, cheaper than other alternatives and does not impede the drivers or loaders in any way (see photos 3, 4 and 5).

The new innovation will be implemented onto other vehicles, where drivers are experiencing the same issue.



Pictured signing the contract is Toll's Managing Director, Paul Little (left), and Origin Energy's Executive General Manager, John Piper.

Pictured at the rear during contract signing from left to right are:

Gary Hutchinson – GM Toll Liquid Distribution; Bill Pritchard – Project Manager Origin Energy; Angelo Iannazzo – Project Services Manager, Origin Energy; Eoin Strack – Manager, Toll Energy Victoria; Rupert Hussey – National BD Manager, Toll Liquid Distribution; and Bob Dryden – Operations Manager, Origin Energy.

Total Logistics Contract for Origin Energy Success for Toll Liquid Distribution and Toll Energy

On 29 January 2004, Toll Liquid Distribution and Toll Energy were awarded the Origin Energy contract for the cartage of Liquid Condensate, Materials Management, Procurement, Warehousing and Transport of all associated parts and supplies required for the Victorian Lang Lang Gas Plant and the off shore Rig.

The contract term is for three years with an option to extend, dependant on compliance to operational KPI's.

Still in construction stage, Origin Energy's Gas Plant at Lang Lang is due for completion in June 2004. Once commissioned and production begins, it will be critical to the continuity of the gas production that Toll Liquid Distribution and Toll Energy deliver the service levels required.

Toll Energy's Dieter Beckhauser will be based at the Lang Lang plant acting as Toll's contract co-coordinator to manage the total logistics of the contract. Dieter will be the immediate point of contact for Origin Energy personnel, and will communicate daily with Toll Energy's Victorian Manager Eoin Strack and Toll Liquid Distribution's Melbourne Branch Manager David Love.

Toll Liquid Distribution will commission four new 25m Tri x Tri B-Double tankers that will operate 24/7 to transport the predicted annual volume of 266 million litres of condensate from Lang Lang to the Shell Refinery at Geelong. Toll is extremely excited about this new contract and the opportunities that will be available in the future to strengthen our alliance with Origin Energy.



Toll Food & Beverages Driver Trainers Graham Offord (left) and Brian Price staff the Transport Training unit.



Training for Better Driving Practices

A wise man once said, "Education is never regretted." This is the motto of the Transport Training unit based at Minchinbury NSW, which covers all Toll Food & Beverage / Retail yards in Sydney under the direction of Don Hughes – NSW Grocery Manager.

Toll Food & Beverages Driver Trainers Graham Offord and Brian Price staff the Transport Training unit, which conducts inductions for casual employees such as Bluecard OH&S passport programs, TDT Certificate III training and accreditation, and many other types of training programs as required.

Graham came to Toll via Refrigerated Roadways, having worked there as a Driver Trainer for many years. Wherever he goes, Graham is recognised and greeted. As he says of many long-serving permanent drivers, "I inducted all of these blokes as casuals back in the 1990's." Brian joined Toll this year, but he is also well-known to the Toll Food & Beverages and Toll Industrial personnel, having spent the last four years

conducting TDT Road Transport & Warehousing Certificate III programs in Sydney, Melbourne and Adelaide while working for a training contractor. Welcome aboard, Brian!

The unit has just taken delivery of a dedicated training vehicle, a Kenworth T600 prime mover and trailer provided by Allan Bray at Woolworths Frozen Goods Contract at Arndell Park. Therefore, there is no need to complicate the use of resources by borrowing a truck to do driver assessments. The truck is fully operational, and can be used for deliveries during peak periods.

Mark Tempany, Contract Manager Woolworths Dry Groceries says, "Accidents and vehicle damage caused by inadequate driver skills are a major cost in our business. This initiative will go a long way to creating a more professional approach to our operations. This initiative will also mean better driving practices, which will enhance our corporate image."

Ports News – A Weekly Snapshot of Ports' Business, People and Industry News

Ports News, an e-newsletter produced by Toll Logistics (Ports Division), will have published its 84th weekly newsletter by the middle of 2004. Launched in 2002, with a strict publish Wednesday deadline, the newsletter's primary aim is to keep Ports staff up-to-date with the latest in divisional, company and industry news.

Toll Ports has a diverse business with a wide geographic spread and Ports News provides a forum for the regular communication with staff about the business and the industry in which we work.

Regular features include Weekly Performance Summaries, News Briefs, Staff News, Toll Shares Performance and Selected Clients' Shares Performances. Usually the lead story relates to a business unit area where there is an interest over the past seven days.

Ports News' editor and National Development Manager, Graeme Sargent said, "The challenge was to create momentum and interest with the early editions. It was then critical to sustain this for the weekly publications with relevant stories and articles."

A confidential readers' survey (mid 2003) canvassed reactions to the value and quality of the content. From the encouraging feedback emerged the regular feature 'Ports Profile', that spotlights a different member of the Ports team each edition. This came from a common request that asked for images of staff members who are often spoken to over the phone.

Graeme says that the Ports News "takes about two hours per week to pull together, plus some additional time for editing and design. We encourage our readers to send in relevant stories that complement trade and industry news items," he said.

"As it is an electronic production, size is not a critical constraint, however our objective is to keep it to two pages each week, but sometimes this is exceeded, so rather than cull a story we've occasionally added a third page," says Ports GM Steven Ford.

A new series of staff stories have recently commenced where staff are invited to tell their holiday stories or provide a tale of their 'special weekend away'. All in all the newsletter appears to be healthy and is shaping up to celebrate 'cracking the ton' sometime later in 2004.

Toll Ports News Team

Sponsor

Steven Ford

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Editor

Graeme Sargent

National Development Manager –
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Assistant Editor

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Personal Assistant to General
Manager – Toll Ports

Weekly Performance and Graphs

David Hall

Financial Accountant – Toll Ports

Production

Jai McDermott / Lisa Crisafulli

FordComm Consulting

Ports News has taken on a different look by creating regional themes, with stories from that area dominating the articles whilst the colours highlight the region's major sporting identification.



because **relocating workplaces** is more than packing boxes

If you are relocating your workplace, call Neil Judd on 02 6216 0560 to find out how Toll Transitions Workplace can help you manage your move.



YOUR COMPLETE RELOCATION PARTNER
PEOPLE | HOUSEHOLDS | WORKPLACES

Employee Spotlight: Relocating Richard Lockwood and Family, Toll AutoLogistics

When Richard Lockwood recently took up a new position with Toll AutoLogistics, he, along with his wife Jeanette, five-year old son Max and Fillet the goldfish became some of Melbourne's newest residents.

Richard's new role required relocating from Adelaide to Laverton in Melbourne's west. To assist with the move, Richard was directed to Toll Transitions, Australia's largest relocation management company.

As with many transferees, one of the biggest issues for the Lockwoods was negotiating the difference in housing prices between cities. Richard's housing requirements were very specific. The family needed to live near a suitable school for Max and be within reasonable travelling distance to Toll AutoLogistics in Laverton while avoiding congested peak hour traffic. Toll Transitions' housing consultant Susie Willson spent five days researching appropriate options, which resulted in the family securing an excellent property in one of Melbourne's newest suburbs, Caroline Springs.

Toll Transitions also provided a pre pack service, removals and goods cover management, assistance with temporary accommodation, rental advocacy and cleaning services.

Richard and Jeanette had previously relocated to Sydney without any relocation assistance, and did not find the process enjoyable. In fact, if it was not for the help provided by Toll Transitions, Richard would have thought twice about the move. He explains, "I would strongly recommend using Toll Transitions to anyone relocating for work. If we had had to worry about packing and all the other tasks involved with organising a move, we probably wouldn't have come [to Melbourne], because I was just too busy to organise it myself."

Richard Lockwood and son Max, after Max's swimming lesson at the Melbourne Sports and Aquatic Centre.



Toll Transitions Workplace t

Toll Transitions Workplace has been successful in winning the Sydney and Perth office relocations for leading global professional services firm, Ernst & Young.

The two moves combined will involve relocating nearly 3,000 staff, and as national manager, Bob Hughes explains, "This win now cements Toll Transitions Workplace as a major provider in the workplace relocation market. Since our formation three years ago, we've worked incredibly hard to



Employee Spotlight: Relocating Kelvin Mason and Family, Toll International



Kelvin Mason, with daughter Matilda, wife Catherine and son William in their new city of Adelaide.

Toll Transitions was delighted recently to assist Kelvin Mason and his family relocate from Melbourne to Adelaide. Kelvin Mason, formerly Toll International's Victorian Manager, took up the position as Commercial General Manager in Adelaide early 2004.

Toll Transitions' housing consultant in Adelaide, Fiona Tremaine assisted the family with a full five-day homesearch program. The program is designed to ensure that relocating families spend as little time as possible in temporary accommodation and quickly settle into their own home – a key to ensuring a smooth transition and happy start to a new life in a new location.

Transitions also helped the Masons with sourcing suitable child care for Kelvin and Catherine's children William and Matilda, a prime concern for a young family. In addition, Transitions managed the move of beloved family pet dog Kodiak, their car, organised house cleaning and connected all the utilities. In addition, they also oversaw the uplift and delivery of the family's goods and personal effects. Kelvin was impressed with the scope of the service and made special mention that, "Having a Transitions' Consultant on hand when our goods arrived and were being unpacked was a good touch."

This fully assisted relocation program ensured that Toll International minimised often overlooked relocation expenses, such as time spent in temporary accommodation and lower employee productivity. As Kelvin explains, "Moving the whole family would have been a nightmare without the assistance of relocation professionals. Instead we're off to a great start in Adelaide and we are all enjoying our new life."

o Relocate Ernst & Young

refine our skills, approach and documentation, and all of these elements have come together in this win." Workplace's strategy involved a team approach led by Toll Transitions NSW business development manager, Paul MacDonald who points out, "The key to winning this relocation, was our collaborative approach with all suppliers involved in the project. We built relationships with the interior designers, auctioneers and project management company, who all sang the praises of Toll Transitions to the client."

Toll Transitions Workplace national presence was also an important factor in securing the job. Not only did this allow Toll Transitions to present to decision makers in Sydney and Perth, but it also ensures continuity of service to Ernst & Young for any future office moves. As Bob Hughes notes, "This kind of partnership means all parties benefit from a greater understanding of each others businesses and process, which leads to a more efficient relocation and ultimately time and cost savings for all involved."



Left to right: Jonathan Ryan – Toll Transitions Defence Account Manager talks to Karen Lange – DCO SWAPP Project Manager and Alison Monroe from Lee Hecht Harrison – SWAPP Managing Agency, about the benefits of the SWAPP program for Defence and industry.

Toll Transitions SWAPPs with Defence

Toll Transitions recently participated in Defence's newly announced Services Workforce Access Program for Partners (SWAPP). The SWAPP program is designed to assist Defence partners to gain employment when they have moved location. Toll Transitions saw this as a fantastic opportunity to utilise the program in order to recruit Defence partners to attend Defence removals, as part of a project conducted during the recent peak removal period.

Jonathan Ryan, Toll Transitions Defence Account Manager said, "We have been very interested in participating in the SWAPP Program, not just because we thought Defence spouses would be ideal for the role of Defence Relocation Partners, but because we understand the impact Defence life can have on Defence families, particularly on finding employment for spouses who are constantly required to relocate. By sourcing personnel through the SWAPP scheme we tap into a pool of competent personnel and all parties involved win."

Karen Lange, SWAPP Project Manager from the Defence Community Organisation said, "We had really only just commenced the scheme and Toll

Transitions wanted to be involved to source people for their Defence Relocation Partner Project. It has been great to not only assist Defence spouses to gain employment, but in the case of Toll Transitions, to know those spouses are now assisting Defence members when they move."

If you are looking for staff and would like to access the scheme, contact Alison Monroe from the managing agency, Lee Hecht Harrison on 1300 780 388 or email swapp@lhh.com.au

Driver Remains Cool Exhibiting Professionalism and Bravery During a Sizzling Situation

Pictured below: Hank Griffith feeling proud and grateful that he was able to save someone's life.

On the night of 4 April 2004, Hank Griffith, Linehaul Driver for Toll AutoLogistics was following a tanker through Bacchus Marsh.

Coincidentally the tanker driver was Hank's brother Mick. As the two vehicles were passing through Bacchus Marsh, Mick saw what he thought were flames at the back end of his trailer. Fearing the worst, and being in a built up area, he kept driving to where he believed it was safe to pull up.

When he stopped and got out of his truck he realised that it wasn't his tanker on fire, it was a car that had been behind him that had caught alight.

He ran to the car and found that his brother Hank had not only got a girl out of the burning car but had also managed to put the fire out with a 9kg fire extinguisher from his truck. The girl was shaken but suffered no burns, thanks to Hank's quick and brave actions.

Hank didn't tell his supervisors of the incident it was Mick who advised them of his brother's bravery saying, "Although Hank is my brother, I must say he did a fantastic job," sentiments that the whole division shares.

Hank's Manager Geoff Bunyard particularly wanted to express his sentiments to Hank and also to his brother Mick (though he is not a Toll Driver), who had the foresight to drive a tanker, that he thought was on fire, to a safer location to minimise the possible impact of any explosion, despite the obvious risk to his own safety.

Both men are a credit to the industry, their companies and their communities.

Well done gents!





AutoLogistics Supporting the Inaugural Automotive Global Supply Chain Conference

Toll AutoLogistics is proud to be associated with Australia's first ever globally focussed supply chain conference aimed at dissecting issues relevant to Australia's Automotive Industry. The conference will bring together a cross section of industry leaders from Australia and overseas to hear insightful presentations and discuss in panel sessions the issues that are driving the industry.

A selection of strong speakers have agreed to address the conference, on 21-23 June at the Grand Hyatt Hotel Melbourne, from companies widely considered to be models of innovation and 'best practice' by world standards. These include keynote addresses from Ted Okada, President of Toyota Australia, Dr Martin Hoffman, Group Executive Director of VW Global, our own Paul Little, Managing Director of Toll and a range of industry leaders from Tier One manufacturers, Australian Vehicle producers and various levels of Government.

The Australian conference is part of a global series, which significantly influences knowledge sharing within the automotive industry. Toll AutoLogistics is also sponsoring the Bangkok based event and using the occasion to launch the commencement of activities within Asia for the AutoLogistics Division.

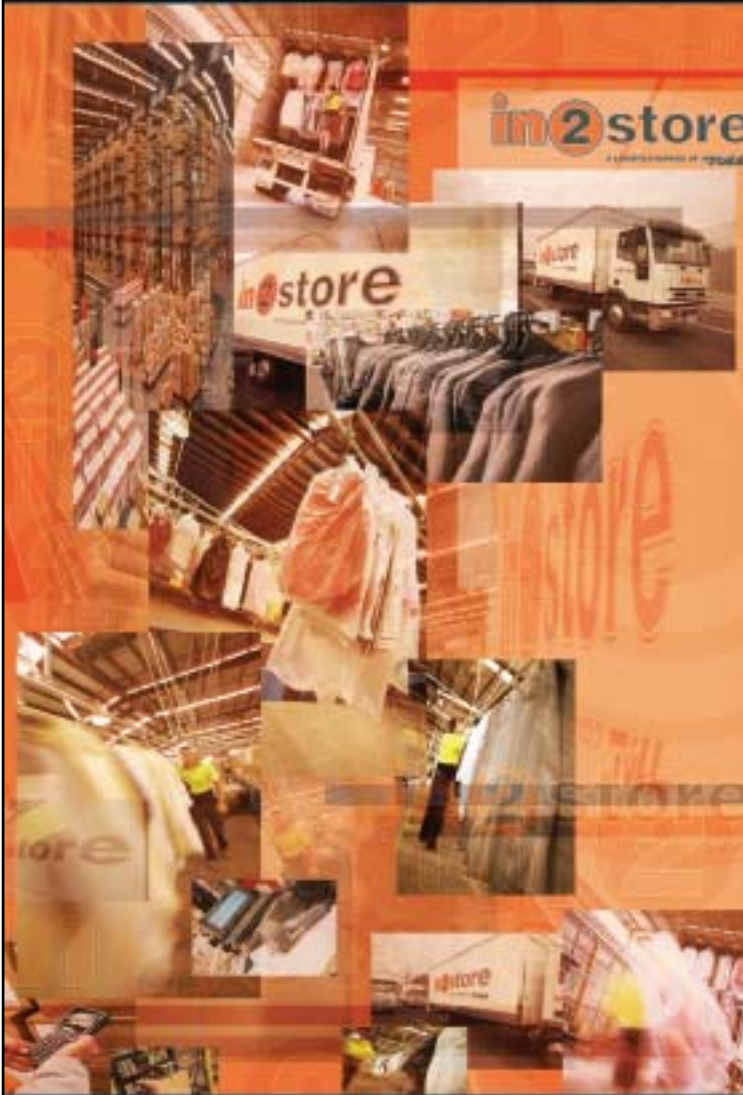
AutoLogistics is keen to position itself at the forefront of thought leadership within this vital sector to Australia's future and sees these conference sponsorships as key to ensuring our contribution to its future.



in2store

A LOGISTICS SERVICE OF TOLL

Toll Specialised Logistics and Toll Fashion have integrated their operations to create a new business focussing on retail fulfilment – **in2store**.



in2store will provide retailers and suppliers to the retail and fashion industry access to an unparalleled network of logistics specialists, dedicated to retail and fulfilment operating across the supply chain from point of manufacture through to the retail sales floor.

Toll Specialised Logistics has grown rapidly over the past couple of years. The acquisition of Toll Fashion and the integration of the two businesses became a natural fit that has led to the development of a dedicated retail and fashion fulfilment business.

Toll Fashion is a specialised transport network that provides hanging and cartonised transport services to the retail and fashion industry with over 1 million consignments and 48 million garments transferred yearly.

in2store not only capitalises on new business opportunities but also creates a host of operational and cost efficiencies that translate into improved service levels and greater cost savings for customers across the retail and fashion supply chain.

The new name for excellence in retail logistics ...



in2store is an exciting new concept in retail logistics covering the entire supply chain from inventory management to retail order fulfilment and delivery. Integrating the operations of Toll Specialised Logistics and Toll Fashion **in2store** is dedicated to retail fulfilment.

in2store is focused on the delivery of advanced technology and IT systems specifically developed to meet the need of retailers and suppliers to the retail industry.

To find out how **in2store** may help your business, please contact – Michael Eubanks, National Business Development Manager.

Telephone + 61 3 8369 0499

michael_eubanks@toll.com.au



in2store

A LOGISTICS SERVICE OF 

in2store has been awarded a contract to process and distribute Coles Myer hanging garments in Victoria. The work has been gained off the back of the existing and competitive relationship through Toll Fashion and strengthens the relationship between the two businesses. The opportunity presented was to transition and manage hanging garment processing from an in-house facility to an outsourced operation.

The project has three distinct phases:

- to establish a temporary site for a one year period to allow construction of a new purpose built site and allow Coles Myer to restructure their current DC operation,
- to remove the hanging systems from the existing Coles Myer DC's and,
- to design and construct a new state-of-the-art facility in Toll Park, Altona.

In order to facilitate the process a 3,500m² warehouse in West Footscray has been sourced and fully equipped with speed rail to meet the demands of two of Coles Myer brands – Kmart and Myer. The operation is scheduled to go live on Monday 17 May and will meet the demands of the business until the new facility is constructed and commissioned.



Carol Tinney, the Contract Manager and her team will handle in excess of 750,000 bags through the new facility, which will be sorted to store for delivery. The site will utilise radio frequency scanners to receive, pick, consolidate and dispatch the bags to **in2store** delivery network.

Meanwhile earthworks have commenced on a new 15,000m² facility at Altona, which is due to be completed by the beginning of 2005. The facility has been designed as an integrated processing and transport facility servicing the retail market and will become the new home of **in2store** in Victoria.

To find out how **in2store** may help your business, please contact – Michael Eubanks, National Business Development Manager.

Telephone + 61 3 8369 0499

michael_eubanks@toll.com.au



Above:
Staff faced many wash out sites like this through out the flood stricken lower North Island. This one occurred by the junction of the Wairarapa Line and Palmerston North to Gisborne Line.

Above right:
Total devastation greeted workers when the flood waters cleared on the Marton to New Plymouth Line in the Lower North Island. This particular stretch of track was one of the worst incidents that occurred with over 800 metres of track affected. The flood waters were so strong, a nearby bridge had one pier moved. The repair bill is likely to be close to three quarters of a million dollars for this particular area.



Storms Leave Massive Clean Up for Toll Rail

The worst floods to hit the lower North Island in New Zealand in over 40 years in mid February caused widespread flooding, leaving thousands of people homeless, resulting in a massive clean-up operation for Toll Rail.

Storm damage saw the entire rail network in the lower North Island shut down with every rail line in the region affected by heavy flooding, slips and washouts. In addition, a number of trees had fallen across many rail lines and some landing on overhead power lines.

It took over a week before most of the rail lines, including the North Island Main Trunk, reopened to rail traffic.

The most serious flood damage on the main trunk occurred south of Palmerston North, where 400 metres of track was washed out, and north of the city at Bunnythorpe, where another lengthy stretch of track was washed away.

Major repairs were also needed on the Marton to New

Plymouth branch line where a bridge was damaged and 800 metres of track was washed away.

Storm damage to a culvert also caused the derailment of a milk train; fortunately there were no injuries.

Toll Rail's National Manager Infrastructure, Phil McQueen says the repair operation is expected to cost millions with repairs needed at 109 sites around the lower North Island.

"In some areas the flooding was so deep, staff were unable to assess just what they were dealing with for several days."

Toll Rail and its track maintenance partner Transfield Services quickly set up an emergency control centre in Palmerston North and around 130 maintenance staff worked around the clock, to carry out the necessary repairs.

Work is expected to be ongoing for several months to complete the permanent repairs.



New Fleet of Rail Wagons Almost Complete

Mike Bulloch – Toll Logistics NZ Ltd Mt Maunganui Warehouse Supervisor pictured with one of the new wagons.

Toll Logistics NZ Ltd warehouse operation at Mt Maunganui receives anywhere between 700 – 1,000 tonnes of freight per day, five days a week via the rail network. During the last year NZ Steel Ltd has been introducing new build rail wagons (JPCs), built by Toll Rail, to replace the existing USB wagons.

The new wagons are a concertina type design and have not only provided NZ Steel with improved quality and efficiencies, but also proved to be a marked improvement for Toll's warehouse operations.

The new wagons have a spring loaded well system

that holds the coils in place (see picture), replacing the previous mechanism where the steel coils were chained and tarped.

Together with the new wagons comes a revised schedule where the train arrives at approx 0500 each morning – as opposed to the previous 1200 – is unloaded and departs Mt Maunganui at approx 1030, returning to NZ Steel's mill at Glenbrook (approximately 2.5 hours drive from Mt Maunganui).

The new arrival is contributing to a more fluent operational day and all concerned are looking forward to the full fleet being in service within the next few months.

Receival of MDF for Carter Holt Harvey in Lyttelton

Toll Logistics (NZ) Ltd has secured the Carter Holt Harvey 60,000m³ pa MDF Receivals contract in Lyttelton.

All parties were completely satisfied with the first successful consignment of 400m³ on 1 April 2004.

Toll Logistics (NZ) won the contract due to their R&D's second to none customer service, performance and strong working relationship with Armacup, the shipping company that carries the MDF to Japan.

As Toll Logistics (NZ) already had the Stevedoring contract for this product on the vessels, the Receivals contract now complements our philosophy of 'the total logistics solution...'



Picture depicts the second receivals.

Toll Rail Keeps on Milking it

Toll Rail, formerly Tranz Rail started dedicated milk service trains in 1997 with 10 0m tank wagons and 6 Pk wagons carrying ISO tanktainers. Today the company operates sixty-six 50,000-litre 0m wagons.

During the dairy season which runs from Spring through to Autumn, Toll Rail can move up to 700 million litres of milk for Fonterra. During the peak period four services run a day carrying up to 800,000 litres of milk each.

Nine yard based staff and twelve locomotive engineers are directly involved with the milk service based in Palmerston North, but a team of people ensures the milk flows freely and this includes Customer Service staff based in Takapuna in

Auckland and the Network Control Managers based in Wellington.

The milk train service is one of Toll Rail's largest operations in the lower North Island and the season this year was looking particularly good until the severe weather hit in mid February. It is estimated that as a result of the severe flooding the company lost the opportunity of carrying anything up to 20 million litres of milk.

The season this year is expected to conclude at the end of May.



Shunt Manager, Brent Lawry (left) and Locomotive Engineer Team Leader, Eddie, getting one of the milk trains in Palmerston North ready for another day's work.

Toll NZ Chairman Visits Many NZ Sites

Toll NZ Chairman and Toll Group Executive Director Mark Rowsthorn, acknowledging the considerable investment the company has in New Zealand, has been out and about checking various operations and meeting as many employees as possible.

Mark recently visited the Toll Tranz Link site in South Auckland, which is the largest freight distribution (industry-wise in terms of tonnage) in the country.

Over 1700 trucks per day, service the LCL and FCL volumes from the site, and up to 25,000 cubic metres per week of stowage occurs.

In addition, the South Auckland site is the third largest container transfer terminal in New Zealand with only the Port of Auckland and the Port of Tauranga having larger container volumes.



Mark Rowsthorn – Toll NZ Chairman and Toll Group Executive Director is pictured in the middle with Toll NZ CEO David Jackson (left) and Toll Tranz Link GGM Greg Miller.



Neil Wilson – Toll Rail Intermodal Freight National Manager.

Reefer Team Lifting Standards

Toll Rail's (formerly Tranz Rail) dedication to providing expert care for refrigerated and temperature-controlled cargo is highlighted in the 24-hour-a-day, seven-day-a-week service of its specialised reefer team.

Greater awareness of the risks associated with the transportation of refrigerated commodities and a huge improvement in rail service and reliability has been seen since the early 2002 inception of the dedicated team.

Utilising numerous tools – including OMAR (Overseas Market Access Requirements) reports – the team strives to proactively care for all reefer cargo within the parameters set by customers.

For example, the maximum time that reefer cargo is allowed 'off power' is entered into Toll Rail's tracking system immediately upon receipt. Three hours later, a report is automatically generated to enable the reefer team to examine the situation and take any necessary action.

Another reefer innovation recently achieved by Toll Rail is the introduction of the Power Train service that runs daily between Christchurch and Auckland.

Project Manager Simon Bradley explains that a solution was required to handle the increasing reefer volumes Toll Rail is gaining from existing customers and is attracting from road.

"We needed a service that would enable our refrigerated product to be conveyed on the network in an efficient manner that also offered Toll Rail commercial advantages from road carriers," says Mr Bradley.

"The OMAR regulations are of a critical focus to our reefer operations and the Power Train concept offers greater reliability that containers will reach their ports

within the specifications set out by the Ministry of Agriculture and Fisheries."

In late 2003, successful tenderer Transcold began modifying the standard UK wagon type to a new UKR design, with plugs mounted at each end. A 185kva generator was then placed in the middle wagon, which is capable of distributing power to another four wagons in the consist via conduits called train lines.

A rake of five UKR wagons is capable of powering up to 10 TEU and each daily Power Train service has the capacity to convey 20 TEU of refrigerated product.

"To date, the Power Train has been an outstanding success and offers the business the opportunity to capitalise on the increased service reliability that a dedicated reefer service brings," adds Mr Bradley.

Toll Rail Intermodal Freight National Manager Neil Wilson says the Power Train concept has also seen a subsequent improvement in cargo care.

"Each generator will be fitted with a monitoring unit, which allows customers and Toll Rail to track their location via GPS satellite and to monitor the temperature of all 10 containers plugged into the generator via the Internet," he says.

"E-mail alerts can be produced for containers found to be operating outside of certain conditions. This will bring more information to the customer and ensure that more stringent hygiene and carriage export requirements are met in full. It will also help bring peace-of-mind to the shipper."

Toll Rail's reefer team consists of Jason O'Connor, Natalie McAlister and Blair Philips, who are integral to the success of the business.

Courtesy: Toll Rail Shipping Gazette advertorial (March 2004).



Billy and his bike on the UK wagon.



Above centre: Billy waiting on the platform as the Overlander pulls in.

Above right: Billy gets a helping hand to push his bike onto the UK wagon from Palmerston North Terminal from Supervisor Brent Lawry and Rod Pittams both of Tranz Scenic.

Toll Rail Gives Comedian Billy Connelly a Lift

Toll Rail (formerly Tranz Rail) came to the rescue when comedian Billy Connelly wanted to travel by train but also wanted his bike to accompany him on a recent visit to New Zealand.

Billy was in the country filming a documentary about his travels around the world.

Giving Billy a lift was not a problem as Tranz Scenic was happy to provide the comfort of the Overlander, however when it came to taking his bike, the seating arrangements didn't quite stretch that far.

That's when Toll Rail came to the rescue, hitching a UK wagon to the rear of the Overlander and Billy's bike was placed on that as he travelled on the main trunk line in the central North Island area.



1



2



3

3000 Wheelie Good Reasons

Toll Express, Australian Air Express and Crown Forklifts assisted in transporting 100 wheelchairs, made by volunteers of the Surfers Sunrise Rotary Club, from Australia to Vanuatu for underprivileged crippled children.

The shipment departed Monday 17 May and arrived in Vanuatu Wednesday 19 May in readiness for distributing to the children around 7, 8 and 9 June.

Rotary International is an organisation of business and professional leaders united worldwide, that provides humanitarian services, encourages high ethical standards in all vocations and helps build goodwill and peace in the world. There are over 1.2 million Rotarians and 29,000 Rotary clubs in more than 160 countries.

These 1.2 million Rotary club members donate their expertise, time and money to support local and international projects that help people in need and promote understanding among cultures.

Over the past seven years, Surfers Sunrise Rotary

Club Queensland, has been constructing wheelchairs from recycled bicycles. To date the Club saw its 3000th wheelchair loaded into this shipment. Each wheelchair taking approximately eight hours to produce and \$AUD100 in material cost. All monetary requirements come direct from the donations of the Australian Public.

In a bid to assist such charitable actions, Toll Express Gold Coast, situated in Burleigh and servicing the region for more than 10 years, has voluntarily been transporting these wheelchairs to Sydney, Melbourne and several other Australian wide destinations.

Channel 9's A Current Affair, who also assisted in making this happen for the children, televised both the Australian collection and Vanuatu distribution of the wheelchairs direct to the children.

We take this opportunity to thank everyone involved who helped to make this a success and wish the kids the very best in the future.

Photo 1
Toll Express employees (left to right) Brenton Manie, Dave Peers, Allan Fuller assist with loading wheelchairs for the Airport.

Photo 2
Members of the Surfers Sunrise Rotary Club and Toll Express staff.

Photo 3
Allan Fuller getting the wheelchairs ready for packing.

Toll IT Takes On the World's Greatest Shave Challenge

Toll IT in Doveton Victoria participated in this year's World's Greatest Shave on 12 March to raise money for the Leukemia Foundation.

The challenge was put forth by three Doveton staff members: Deryck Cramer, Owen Connelly and Sharon Mulvogue, volunteering to lose their hair for \$1000, \$1000 and \$2000, respectively, only two days before the event.

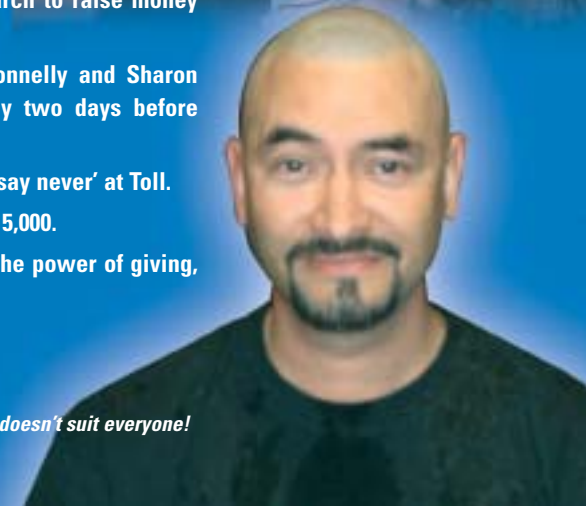
One would think, including our challengers, that this would never be possible. Well, 'never say never' at Toll.

Everyone came to the party with a momentous effort rewarding our challengers with over \$15,000.

The result of course, three people with cold shiny heads at Doveton who underestimated the power of giving, as well as, an extremely grateful Leukemia Foundation.

Photo 1
Erin Hobbs (Toll IT Doveton) does a great job of shaving Deryck Cramer!

Photo 2
Deryck Cramer was the only challenger to consent to their photo being published. After all, a shaved head doesn't suit everyone!





Above:
Premier of Victoria the Hon Steve Bracks (left) presenting the first of the Distraction Boxes to Dr Tony Cull, Executive Director of Royal Children's Hospital.

Above right:
Neil Balme – Football Director of Collingwood Football Club, John Ilhan – CEO of Crazy Johns, and Paul Little – Managing Director of Toll.

Toll IPEC Delivering a Distraction for Kids

'The Distraction Box', a new and innovative program to distract sick kids from the pain and fear of serious medical procedures, was launched by the Victorian Premier, the Hon Steve Bracks MP on 27 April, at the Royal Children's Hospital (RCH) in Melbourne.

The program, provided by the children's charity TLC for Kids, is being supported by Toll IPEC.

TLC for Kids is a special organisation that provides support and delivers dreams and distractions to sick kids all over Australia. 'The Distraction Box' is their most recent program developed by Leanne Hallowell, the Chief Educational Play Therapist at the RCH. Each box contains a set of carefully chosen toys that have been proven to effectively distract sick kids in need of any emergency procedure.

TLC for Kids CEO and Founder Tim Conolan, was delighted to welcome the Toll contingent of Managing Director Paul Little, Toll IPEC National Customer Service Manager Geoff Jackson and Toll IPEC Business Development Executive Robert Sciberras, to the launch.

Toll IPEC is assisting in this program by looking after the distribution of Distraction Boxes to hospitals around Australia and the distribution of replacement

distractions as they need updating. Toll Global Express, part of Toll Priority also came to the rescue when TLC for Kids required the urgent importation of one of the carefully chosen Distraction Box components from the USA.

Mr Conolan said, "We are absolutely delighted to have Toll IPEC as a partner for this exciting new program. With Toll's fantastic contribution of transportation of Distraction Boxes we are able to ensure that the program is delivered into hospitals all over Australia, ultimately to every paediatric emergency bed in hospitals in both city and country."

Research has shown that children who experience appropriate distractions, while undergoing medical procedures, respond more positively to their treatment and in many instances the level of pain relievers can be reduced. In addition, reducing a child's anxiety while undergoing a medical procedure will also reduce the anxiety of parents and hospital staff and result in a smoother procedure for all concerned.



Gold Coin Casual Friday Appeal Helps Kids

Toll IPEC Altona in Victoria donated \$635 last quarter to the Royal Children's Hospital through their Gold Coin Casual Friday Appeal.

Tim Bowen, Customer Service Manager, Victoria, presented the cheque to Royal Children's Hospital Representative Michelle Olinder on 21 April 2004 in the Toll IPEC Altona Boardroom.

Toll IPEC Altona has casual dress days every Friday and those participating donate any amount of gold coins, which are then donated to a different children's charity every three months.

Lavenda Springs Primary School in Kenya will be the beneficiary of next quarter's donation. Monies raised will go towards purchasing pencils, paper, chalk and books for the 170 children attending the school. In addition, donations of household items, educational toys and tools will be sought to add to the container load, which is periodically despatched from Melbourne to Kenya.

Pictured is Tim Bowen – Customer Service Manager Toll IPEC presenting the cheque to Michelle Olinder – Royal Children's Hospital Representative in the foreground. Also present from Toll IPEC were from left to right: Julie Stacey, Maureen Bone (who will be retiring on 21 July after 19 years of service), Pam Gilbert and Julie Eastlake.



Toll IPEC Supporting Diabetes Australia Through NSW Corporate Games 2004

The weekend of March 20 and 21 marked the 12th anniversary of the NSW Corporate Games. For the second year running, Toll IPEC entered teams in two categories: soccer, The Pele Soccer Team and ten-pin bowling, the Fred Flinstone Ten-Pin Bowling Team consisting of 15 and 16 players, respectively.

Although Toll IPEC did not win the three games of soccer played, Jason Cappadonna, soccer team captain, reported that a sterling effort was put in by all players with terrific results.

Pat Davis was goalie for the day and he stated that he wasn't 100% sure on the full reason for their demise,

but he was pretty sure that it had something to do with the whole lamb on the spit that the team managed to eat on their own.

The first game went well, but as the day wore on, legs and bodies failed as the pressure was applied.

Scores 2-1, 6-0 and 6-0.

Three games of ten-pin bowling were also played. Highest score achieved by an individual was 168 and the lowest score was 27. Cheryl Brown was the team coordinator and earned the nickname of Wilma!

The games assist in raising much-needed funds for Diabetes Australia – NSW.

*Above left is the Soccer Team.
All names are left to right.
Top row: Danny Guymer,
Ian Morrison, Robert Gilbert,
Joseph Masequi, Steve Price,
Lonnie Hardaker, Geoff Colbran,
Mark Neugebaoid
and Vince Fuda.
Bottom row: Jason Cappadonna,
Craig Whatson, David Ward,
John Eapp and Pat Davis.*

*Above is the Ten-Pin Bowling Team
All names are left to right.
Back row: Greg Allen, Ron Daley,
Tony Marsh, Michael Riley,
Mark Neugebauer
and Louise Field.
Middle row: Sylvia Shipmen,
Karen Bromage, Linda Ferlazzo,
Cheryl Brown, Margaret Harvey,
Dominique Donat, Lissa Holder
and Sue Matakovic.
Front row: Pat Davis
and Daniel Galliot.*

Toll IPEC – Doing our Wee bit to Save Australian Men's Lives

The Prostate Cancer Foundation of Australia has recently launched Peeball, a new 'sport' to help promote awareness and raise funds to support further research into prostate cancer. In support of this important initiative, Toll IPEC has donated the necessary distribution to enable this new sport to get underway.

In a thrilling contest held at the Telstra Dome Stadium in Victoria, V8 Supercar legend Dick Johnston and Football personality, Tim Watson introduced the nation to a new sport to sweep Australia.

Peeball. The amazing game of speed, power and endurance.

Every man who has ever used a urinal is already familiar with the basic skills of the game, having played it, unofficially, with disinfectant cubes as targets. Playing is simple; you need a Peeball, a male player, a urinal and the urge to pee! The player removes the Peeball from its protective wrapping, places it carefully in a urinal, takes aim and attempts to destroy the ball made of biodegradable matter, in the shortest possible time.

Sounds simple? Most novice players utterly fail to

destroy their ball in one 'stand'. Compare the world record for complete destruction in 12.86 seconds and you'll understand why Peeball is a remarkable game, full of hidden subtlety and skill.

Prostate Cancer –

The vital message behind Peeball

Speed, power and endurance is key to Peeball's success, highlighting an important underlying message that a steady urine flow is an important way of detecting issues with prostrate health in men.

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

Toll IPEC has recently started to deliver Peeballs to pubs and clubs across Australia. Peeballs cost \$3.00 each and every Peeball contains a complete set of rules, hints and tips as well as important health messages.

Other organisations supporting Peeball are Carlton and United Breweries and DRM Trading.



*Geoff Jackson – National
Customer Service Manager Toll
IPEC, Dick Johnson –
Dick Johnson Racing,
Trevor O'Hoy – CUB
and Don McNeill –
DRM Trading.*

**For more
information you can
visit the official
Peeball website
www.peeball.com.au**

Toll IPEC Supporting the Juv Research Foundation (JDRF)

Toll IPEC has been delivering Jelly Babies and other merchandise including cute Teddy Bear key tags (pictured adjacent) across Australia in support of the Juvenile Diabetes Research Foundation's Jelly Baby Month.

Jelly Baby Month, the JDRF's fastest growing fundraising appeal, won two national awards and one international award for excellence in packaging and merchandising in 2003.

According to JDRF Director of Program Development Susanne Williamson, Jelly Baby Month is the most enjoyable way to raise funds for diabetes research. "This year the theme is freedom – no insulin injections, no finger-prick tests, no complications, no diabetes means the freedom to live a full, healthy life," Susanne said.

The incidence of type 1 (juvenile) diabetes has increased by 37% over the last 10 years, warns the

CLUB 10

TOLL NETWORKS – CLUB 10

Adam Ikin, Toll Parceline, Chester Hill, NSW.
 Adrian Cahill, Toll Priority DX Mail, Alexandria, NSW.
 Amanda Weatherby, Toll Priority, Erskineville, NSW.
 Andrew Bedford, Toll Parceline, Clayton South, VIC.
 Arthur Georgopoulos, Toll IPEC, Moorebank, NSW.
 Bruce Cardwell, Toll Regional, Albury, NSW.
 Cheryl Plowman, Toll IPEC, Moorebank, NSW.
 Christine Taylor, Toll Priority, Erskineville, NSW.
 Christopher Combe, Toll Parceline, Chester Hill, NSW.
 David Hardes, Toll SPD, Newcastle, NSW.
 Frances Roser, Toll Regional, Wagga Wagga, NSW.
 Gaelene Snelling, Toll Express, Altona North, VIC.
 Gary Boundy, Toll Express, Regency Park, SA.
 Gary Clarke, CJ Deans, Toll Regional, Adelong, NSW.
 Gayle Graham, Toll IPEC, Richlands, QLD.
 Glenn Arthur, Toll Priority DX Mail, Alexandria, NSW.
 Graham Gilbert, Toll SPD, Newcastle, NSW.
 Gregory Simpson, Toll IPEC, Moorebank, NSW.
 Hong Tran, Toll Priority, Bankstown, NSW.
 Jay Sharma, Toll Priority DX Mail, Alexandria, NSW.
 Jeff Jenkinson, Toll SPD, Newcastle, NSW.
 John Sereno, Toll Priority, Erskineville, NSW.
 Justin O'Brien, Toll Express, Wollongong, NSW.
 Keresipi Vagana, Toll Priority, Bankstown, NSW.
 Kylie Beales, Toll Priority, Erskineville, NSW.
 Larry Rawlings, Toll SPD, Port Pirie, SA.
 Lisa Stephenson, Toll Regional, Wagga Wagga, NSW.
 Mei McCorkindale, Toll Priority, Erskineville, NSW.
 Noel Powell, Toll IPEC, Richlands, QLD.
 Peter Ffrench, Toll Priority, Erskineville, NSW.
 Richard Cringle, Toll IPEC, Mitchell, ACT.
 Rickie Griffiths, Toll Priority, Erskineville, NSW.
 Ricky Ross, Toll IPEC, Richlands, QLD.
 Robert Williamson, Toll Parceline, Clayton South, VIC.
 Robyn Maynell, Toll IPEC, Moorebank, NSW.
 Roger Mayor, Toll Priority, Erskineville, NSW.
 Shaun Bailey, Toll Parceline, Chester Hill, NSW.
 Terrence Henningsen, Toll IPEC, Richlands, QLD.
 Thomas Canning, Toll Priority, Erskineville, NSW.
 Tony Amitua, Toll Priority, Bankstown, NSW.
 Trish Solman, Toll Express, Richlands, QLD.
 Vanessa Gorman, CJ Deans, Toll Regional, Adelong, NSW.
 Walter Daly, Toll IPEC, Moorebank, NSW.

TOLL LOGISTICS – CLUB 10

Adam Whyte, Toll AutoLogistics, Dry Creek, SA.
 Allan Haddad, Toll Refrigerated, Homebush, NSW.
 Arthur Tasey, Toll AutoLogistics, Laverton, VIC.
 Bruce Ogden, Toll Food & Beverages, Booval, QLD.
 David Higgins, Toll AutoLogistics, Wagga Wagga, NSW.
 Edward Mahoney, Toll AutoLogistics, Dry Creek, SA.
 Graeme Rowe, Toll Food & Beverages, Hamilton, QLD.
 Ian Davidson, Toll Industrial, Scoresby, VIC.
 Ian Schumacher, Toll Refrigerated, Homebush, NSW.
 John Doorey, Toll AutoLogistics, Dubbo, NSW.
 John Kane, Toll Refrigerated, Homebush, NSW.
 Kenneth Leonard, Toll AutoLogistics, Campbellfield, VIC.
 Kurt Ashley, Toll Food & Beverages, St Mary's, NSW.

CLUB 10 Continued

TOLL LOGISTICS – CLUB 10

Leslie Reynolds, Toll Refrigerated, Arndell Park, NSW.
 Linda Glibbery, Toll Logistics HO, North Sydney, NSW.
 Malcolm Harris, Toll Liquid Distribution, Greenacre, NSW.
 Mark Harris, Toll Refrigerated, Arndell Park, NSW.
 Michael Beal, Toll Refrigerated, Homebush, NSW.
 Michael Lazzaro, Toll AutoLogistics, Campbellfield, VIC.
 Paul Davidson, Toll Liquid Distribution, Greenacre, NSW.
 Peco Talevski, Toll Food & Beverages, St Mary's, NSW.
 Phillip Dempster, Toll Food & Beverages, Knoxfield, VIC.
 Randall Eves, Toll AutoLogistics, Gilgandra, NSW.
 Raymond Olsen, Toll Industrial, Darra, QLD.
 Rodney Smith, Toll Food & Beverages, Yennora, NSW.
 Stephan Den-Ridder, Toll Food & Beverages, Canning Vale, WA.
 Stephen Hay, Toll Refrigerated, Arndell Park, NSW.
 Steven O'Connell, Toll Ports, Port Kembla, NSW.
 Stuart Adams, Toll Industrial, Dandenong, VIC.
 Stuart Plevey, Toll Liquid Distribution, Greenacre, NSW.
 Wayne Phillips, Toll Refrigerated, Arndell Park, NSW.
 Wayne Rainford, Toll Refrigerated, Homebush, NSW.

TOLL NORTH – CLUB 10

Darrell Garland, NQX, Eagle Farm, QLD.
 David Hardy, NQX, Eagle Farm, QLD.
 Gregory Langley, NQX, Berrimah, NT.
 John Egan, QRX, Tennyson, QLD.
 John Mackay, QRX, Cairns, QLD.
 Michael Moffatt, NQX, Eagle Farm, QLD.
 Zachary Delandelles, QRX, Tennyson, QLD.

CLUB 15

TOLL CORPORATE – CLUB 15

Steve Butters, Toll IT, Doveton, VIC.

TOLL NETWORKS – CLUB 15

Christine Kerr, Toll Express, Altona North, VIC.
 Christopher Doody, Toll IPEC, Moorebank, NSW.
 Craig Geszler, Toll Express, Altona North, VIC.
 David Martin, Toll IPEC, Dry Creek, SA.
 Davin Caruso, Toll SPD, Regency Park, SA.
 Effie Koulianos, Toll IPEC, Dry Creek, SA.
 Evelyn Forsyth, Toll IPEC, Forrestfield, WA.
 Gary Taylor, Toll IPEC, Moorebank, NSW.
 Gary Wilkins, Toll Express, Regency Park, SA.
 Gerard Coneglan, Toll IPEC, Moorebank, NSW.
 Gina Kerr, Toll Express, Ballarat, VIC.
 Glyn Chivers, Toll IPEC, Moorebank, NSW.
 Grant Dare, Toll IPEC, Cardiff, NSW.
 Jeff Walsh, Toll Express, Richlands, QLD.
 Kate Fedrick, Toll IPEC, Richlands, QLD.
 Lesley Trautner, Toll Express, Richlands, QLD.
 Liza Dunstan, Toll Parceline, Clayton South, VIC.
 Michael Braddick, Toll IPEC, Moorebank, NSW.
 Michael Hartfiel, Toll IPEC, Richlands, QLD.
 Mick Moore, Toll IPEC, Forrestfield, WA.
 Mihaela Izvernaurlu, Toll Parceline, Clayton South, VIC.
 Natalie Gafa, Toll IPEC, Richlands, QLD.

enile Diabetes

CEO of the JDRC, Sheila Royles.

"There are now over 100,000 children and adults in Australia with this dangerous and potentially fatal disease," said Ms Royles. "It is now one of the most common chronic diseases in children, occurring more often than cancer, cystic fibrosis, multiple sclerosis and muscular dystrophy combined.

Jelly Baby Month is an annual fundraising event, which supports a variety of type 1 diabetes research projects around Australia.

Jelly babies are often eaten by people with type 1

diabetes as a quick source of sugar when their blood sugar level falls critically low. The sweet snack prevents them from falling into a life-threatening coma.

All the money raised stays in Australia to fund Australian diabetes research projects.

Teddy Bear key tags were amongst the Jelly Babies and other merchandise used to raise money for Juvenile Diabetes during Jelly Baby Month.



CLUB 15 Continued

TOLL NETWORKS - CLUB 15

Penny Churchis, Toll IPEC, Moorebank, NSW.
Peter Veal, Toll SPD, Acacia Ridge, QLD.
Samantha Turner, Toll IPEC, Richlands, QLD.
Shane Monaco, Toll IPEC, Altona North, VIC.
Steve Higgins, Toll Regional, Wagga Wagga, NSW.
Steve McAlees, Toll SPD, Welshpool, WA.
Sue Rockliff, Toll Parceline, Clayton South, NSW.
Tony Witschge, Toll IPEC, Forrestfield, WA.

TOLL LOGISTICS - CLUB 15

Barry MacKenzie, Toll Liquid Distribution, Laverton, VIC.
Brent Dew, Toll Ports, Geelong, VIC.
Brian Sanders, Toll Ports, Whyalla, SA.
Chean Chhoun, Toll AutoLogistics, Laverton, VIC.
Dean McGrice, Toll Fashion, West Melbourne, VIC.
Edward Wahlstrom-Lewis, Toll Liquid Distribution, Greenacre, NSW.
Francis Chetcuti, Toll Ports, Port Kembla, NSW.
Gary Ferguson, Toll Food & Beverages, Heathwood, QLD.
Graham Brothers, Toll AutoLogistics, Laverton, VIC.
Howard Diehm, Toll Fashion, Rocklea, QLD.
John Lokys, Toll Ports, Port Kembla, NSW.
John Zerafa, Toll Fashion, Villawood, NSW.
Kenneth Ryan, Toll Refrigerated, Arndell Park, NSW.
Leonard Callaghan, Toll AutoLogistics, Largs Bay, SA.
Mario Jambrovic, Toll Ports, Port Kembla, NSW.
Mario Messina, Toll AutoLogistics, Laverton, VIC.
Michael Ratcliffe, Toll Fashion, Villawood, NSW.
Peter Fischer, Toll AutoLogistics, Laverton, VIC.
Philip Hamilton, Toll AutoLogistics, Laverton, VIC.
Ray Lewis, Toll Ports, Geelong, VIC.
Robert Petiquin, Toll Ports, Port Kembla, NSW.
Roger Woods, Toll AutoLogistics, Wagga Wagga, NSW.
Som Pheap, Toll AutoLogistics, Laverton, VIC.
Wayne Brabon, Toll Ports, Western Port, VIC.
William Brodie, Toll Ports, Whyalla, SA.

TOLL NORTH - CLUB 15

Edward Bateman, NQX, Eagle Farm, QLD.
Kevin Williams, QRX, Tennyson, QLD.
Maree Mei, NQX, Villawood, NSW.
Paul Deuble, NQX, Townsville, QLD.
Robert Fennell, NQX, Dry Creek, SA.

CLUB 20

TOLL CORPORATE - CLUB 20

Colin Ryke, Toll IT, Doveton, VIC.
Grant Davis, Toll IT, Doveton, VIC.

TOLL NETWORKS - CLUB 20

Anthony Scolyer, Toll IPEC, Dry Creek, SA.
Barbara Banfield, Toll IPEC, Moorebank, NSW.
Colin Lyons, Toll Express, Altona North, VIC.
Glen Swift, Toll IPEC, Altona North, VIC.
Peter Scherf, Toll IPEC, Altona North, VIC.
Robert Gardiner, Toll IPEC, Moorebank, NSW.
Tania Hamilton, Toll Express, Richlands, QLD.
Vernon Mogensen, Toll IPEC, Townsville, QLD.

CLUB 20 Continued

TOLL LOGISTICS - CLUB 20

Barry Cleary, Toll Ports, Western Port, VIC.
John McCuskey, Toll Ports, Western Port, VIC.
Paul Haughton, Toll Industrial, Thornbury, VIC.

TOLL NORTH - CLUB 20

Darryl Munro, NQX, Emerald, QLD.

CLUB 25

TOLL NETWORKS - CLUB 25

Gary Stephens, Toll IPEC, Moorebank, NSW.
Gerry Baler, Toll SPD, Acacia Ridge, QLD.
Glenda Burton, Toll SPD, Footscray, VIC.
Rodney Johnston, Toll IPEC, Altona North, VIC.
Steve Lambert, Toll SPD, Newcastle, NSW.

TOLL LOGISTICS - CLUB 25

Gary Smith, Toll Ports, Whyalla, SA.
Raylene Macaskill, Toll Food & Beverages, Port Adelaide, SA.

TOLL NORTH - CLUB 25

Barry Ahern, NQX, Eagle Farm, QLD.
Keith Vinson, Toll North HO, Acherfield, QLD.

CLUB 30

TOLL NETWORKS - CLUB 30

Lew Sanbrook, Toll Regional, Wagga Wagga, NSW.
Noel Smith, Toll Express, Richlands, QLD.
Trevor Brooker, Toll SPD, Acacia Ridge, QLD.

TOLL LOGISTICS - CLUB 30

Bosiljko Sagolj, Toll Ports, Western Port, VIC.
Michael Hines, Toll Ports, Western Port, VIC.
Norman Lumby, Toll Food & Beverages, Moorebank, NSW.
Robert Cross, Toll Ports, Western Port, VIC.
Roger Duckett, Toll Food & Beverages, QLD.
Ross Bryan, Toll Ports, Western Port, VIC.

TOLL NORTH - CLUB 30

Allan Reilly, NQX, Eagle Farm, QLD.

CLUB 35

TOLL NETWORKS - CLUB 35

Guiseppe Cicchitti, Toll IPEC, Moorebank, NSW.

TOLL NORTH - CLUB 35

Andrew Hunter, NQX, Eagle Farm, QLD.

CLUB 40

TOLL NETWORKS - CLUB 40

Larry Shultz, Toll SPD, Newcastle, NSW.



our key market sectors

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

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

Service	Description	Business Unit	Telephone
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)	+ 61 7 3275 0430 + 61 3 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 and Australia, New Zealand and Thailand Resources sectors.	Toll Logistics	+ 61 2 8923 2333
Stevedoring	Port Management / Bulk and Containerised Commodity, Wharf Related Services within Australia and New Zealand.	Toll Ports Australia and New Zealand	+ 61 2 4902 5303
Air	Interstate and Intrastate Door-to-Door Satchel and Parcel Services. International Freight Forwarding & Door-to-Door Import and Export Services.	Toll IPEC Toll Priority Carpentaria/Projects Toll International Toll Global Express	+ 61 3 8368 1200 + 61 2 8337 4500 + 61 7 3257 1255 + 61 3 9687 2900 + 61 2 8337 4500
Rail	Rail Services. Intermodal services.	Pacific National – Australia Toll Rail – New Zealand QRX – Queensland and NT Toll SPD – Australia Toll Tranz Link – New Zealand	+ 61 2 9893 2500 + 64 9 270 5000 + 61 7 3275 7149 + 61 3 9296 2500 + 64 9 270 5100
Road	Bulk Handling Transport & Specialist Services to the Mining Industry throughout QLD and NSW and dangerous goods logistics. Container Services – Dry Reefer (FTL). Courier Services – same day metropolitan. Courier, Passport and Visa Advisory Services to the Travel Industry. Fashion Industry Services (hanging and cartonised freight). Full Truck Load (FTL) Services. Multimodal transportation of full container loads (FCL) between all capital cities and large regional locations. Less than Truck Load (LTL) Economy and Express Services.	Toll Resources NQX Freight System Toll Regional Toll Fast Toll Priority – Travcour Toll Specialised Logistics Toll Regional Toll Tasmania NQX Freight System Toll SPD NQX Freight System (QLD) Toll Express Toll Linehaul Toll Regional (Regional NSW) Toll Resources Toll Tasmania Toll West (WA)	+ 61 7 3275 7147 + 61 7 3373 7671 + 61 2 6938 6938 + 61 3 9676 1261 + 61 2 8337 4500 + 61 3 8369 0414 + 61 2 6938 6938 + 61 3 9644 5200 + 61 7 3373 7671 + 61 3 9296 2500 + 61 7 3373 7671 + 61 2 9773 1183 + 61 2 8787 2394 + 61 2 6938 6938 + 61 7 3275 7147 + 61 3 9644 5200 + 61 2 9773 1183 + 61 3 9284 2701 + 61 2 8337 4500 + 61 3 8368 1200 + 61 2 8337 4500 + 61 3 8368 1200 + 61 3 9644 5200 + 61 7 3275 7149 + 61 2 9773 1183 + 61 2 6938 6938 + 61 7 3275 7147 + 61 3 9284 2770
Sea	Bass Strait / Cargo Shipping & Door-to-Door Import and Export Services.	Toll International Toll Shipping Toll Tasmania	+ 61 3 9687 2900 + 61 3 9299 8400 + 61 3 9644 5200
Project Management	Project Management and Relocation of Employees, Home and Workplace.	Toll Transitions	+ 61 2 6202 5560
Fleet Management	Fleet Maintenance Services.	Toll Fleet Management	+ 61 2 6938 6952

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