

toll today



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董事总经理的欢迎致辞 A Welcome from the Managing Director

亲爱的同事：

Dear colleagues

在这里，我很荣幸的向你介绍“今日拓领”的第一期中文版

It is my honour to welcome you to the first edition of Toll Today in Chinese.

“今日拓领”在20多年前就开始作为我们在澳大利亚的工作人员相互沟通的一种方式。随着业务的不断壮大，以及近来拓领环球物流和拓领环球货运在大中国地区蓬勃的发展，我们觉得是时候为我们在中国区域的员工办理一份专门的杂志了

Toll Today started over 20 years ago as a means of communicating news to our staff around Australia. As the business has grown, so has the magazine and with the recent growth of Toll Global Logistics and Toll Global Forwarding in Greater China, we decided the time was right to produce a specific magazine for our staff in the region.

“今日拓领”对帮助你同步了解公司在全年的发展及更新起到了非常重要的作用。我鼓励你们加入进来，分享你们的故事，使这份杂志成为对客户，供应商，以及身边所有人来说很有价值的刊物。

Toll Today is a very useful resource to help you keep up-to-date with the Group's developments around the globe. I encourage you to be a part of it, submit your stories and make this a valuable publication to share with your customers, suppliers and networks.

众所周知，拓领集团是亚洲地区领先的综合物流供应商。拥有分布在55个国家的1100个办事处，员工超过40000名，我们可以为客户一站式供应链解决方案。

As many of you will know, the Toll Group is one of the Asian region's leading providers of integrated logistics. With over 40,000 employees working out of over 1,100 sites in 55 countries, we can offer our customers an end-to-end supply chain solution.

就像你们很多人知道的一样，拓领集团是亚洲地区最领先的物流企业之一。正如你将在“今日拓领”中了解到的一样，我们正在中国，香港，台湾，以及整个东南亚地区发展我们的业务。

We have grown out of the Asian region, and are proud to be one of the biggest and most widely recognised logistics businesses in this part of the world. As you will read in Toll Today, we are doing a number of exciting things in China, Hong Kong, Taiwan and South East Asia.

我希望你们喜欢这份刊物，我期待在“今日拓领”看到你们的想法。

I hope you enjoy the publication and I look forward to hearing your thoughts on Toll Today.

Paul Little AO
董事总经理
Managing Director

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如果你想在《今日拓领》上发表文章，分享你的有意思的故事，请发送邮件到：

editor@tollgroup.com

If you have an interesting story that you would like to feature in Toll Today, please email: editor@tollgroup.com

环保倡议一路领先

Leading the way with environmental initiatives

澳大利亚拓领环球物流集团鼓励员工就如何改善公司运作给环境带来的影响提出建议。他们提出的建议已经使公司在炭减排和降低成本两方面都取得了出色的成果。

Staff at Toll Global Logistics, Australia are being encouraged to submit their ideas on how to improve the environmental impact the business has. Their ideas are showing some outstanding results in both carbon emission reduction and cost reduction.

由于澳大利亚15%的温室效应气体都是来自炭排放，拓领集团作为优秀的企业公民有责任帮助降低这一数字。拓领在降低温室效应气体同时也要减少成本和维持安全高标准的基础之上评估这个建议。

As 15% of Australia's greenhouse gases are caused by emissions, Toll has a responsibility as a good corporate citizen to help reduce that figure. Toll assesses ideas based on the reduction of greenhouse gases, together with the reduction in cost and the maintenance of high safety standards.

拓领环球物流集团已经实施了以下一些建议。

The following initiatives are some that Toll Global Logistics has implemented.

仓库中的日落传感器 - 利用自然光线控制仓库内照明灯的开关。在澳大利亚各地的部分仓库中已经安装了这一设备并取得了明显的效果。

Sunset Sensors in warehouses - using natural light to control when lights within a warehouse are turned on and off. These have been installed in a number of sites in Australia and are making a big difference.



车辆限速装置 - 在澳大利亚各地可以适用的地区内把车辆速度限制在每小时95公里，这与通常的100公里时速相比更加节省燃料。

Speed limiting - fixing the speed of vehicles to 95 km/hr at applicable locations around Australia, as this is more fuel-efficient than the usual 100 km/hr.

空气动力改良 - 改变主要的搬运设备和拖车的空气动力设计以便提高燃料效率。

Aerodynamics - improving fuel efficiency by altering the aerodynamic design of the prime mover and the trailer.

混合动力车辆 - 由一部内燃机引擎与一部或多部电动机混合驱动的车辆特别适用于人口稠密城市地区。

Hybrid Electric Vehicles - combining an internal combustion engine and one or more electric motors, are particularly suited to dense metropolitan applications.

拓领环球物流集团将会继续寻求革新的方式，降低温室效应气体排放并为客户降低供应链的成本。

Toll Global Logistics will continue to look for innovative ways to reduce greenhouse gas emissions, as well as lower the supply chain costs for its customers.

1 拓领环球物流混合动力车辆现在用于澳大利亚各大城市运输线路。

Toll Global Logistics' hybrid van, now running on metropolitan routes around Australia.

拓领皇家铁路公司展开柬埔寨铁路第一阶段运营

Toll Royal Railway announces the launch of Phase One of the Cambodia Railway

新的拓领皇家铁路的火车在柬埔寨运营

The new Toll Royal Railway train now running in Cambodia

获得柬埔寨铁路运营合同的拓领皇家铁路公司最近宣布，金边与图克米斯 (Touk Meas) 之间的铁路运输线已经正式开通。

Toll Royal Railway, the company which won the contract to operate the Cambodia railway system, recently declared the train line between Phnom Penh and Touk Meas officially open.

由拓领集团和当地的龙头企业皇家集团组成的合资公司将管理这条铁路的运营。最初在南线这一铁路段上最初进行的是有限的运营，一旦完成了所有测试工作，铁路运输量将会增加。这段铁路线将会延伸至西哈努克集装箱运输港，初步预计将在2011年5月全部完工并全面投入使用。

The joint venture between Toll Group and leading local company Royal Group will manage the operation of the railway. Initially with limited operation on this section of the southern line, the volume of rail traffic will increase once all tests have been carried out. This section of the line will be extended to the Sihanoukville container port and is expected to be completed and fully functional by May 2011.

Wayne Hunt是拓领环球物流总裁及主席。他说：“这条铁路线第一阶段的运营是柬埔寨不断发展过程中一个非常重要的里程碑。随着金边与图克米斯 (Touk Meas) 之间铁路运输服务的开通，该地区的货物运输更加便利，公路上的交通堵塞和卡车超载现象也将随之减少。”

Wayne Hunt, CEO and President of Toll Global Logistics, the division which Toll Royal Railway belongs to said, “The opening of phase one marks a very important milestone in the ongoing development of Cambodia. With the launch of an operational rail freight service between Phnom Penh and Touk Meas, cargo can be transported more easily around this area while also reducing vehicle congestion and truck over-loading on the roads.

“这条铁路将为柬埔寨全国的工商企业建立起宝贵的联系，同时也把柬埔寨同东南亚其它国家连在一起。拓领集团为能分享柬埔寨发展过程中这一激动人心的时刻而特别感到自豪，并且将继续与柬埔寨政府合作，为他们的公路铁路交通运输的发展提供支持。”

“This line is set to provide a valuable link to businesses throughout Cambodia, as well as linking up the country with the rest of South East Asia. Toll is particularly proud to be part of such an exciting time in Cambodia’s development, and will continue to work with the Cambodian government to support their commitment to road to rail transportation.”

拓领皇家铁路公司对柬埔寨人民做出了承诺，迄今已经雇用了超过150名员工。除了为柬埔寨当地人民提供令人兴奋的和持续的工作机会之外，拓领皇家铁路公司还通过推行国际职业健康安全标准训练、员工防护服以及工作场所安全设施等措施增进工作场所的健康与安全。

Toll Royal Railway is committed to the people of Cambodia, and has so far employed over 150 staff. In addition to offering exciting and sustainable job opportunities to local Cambodians, Toll Royal Railway has also undertaken a program to promote health and safety in the workplace by implementing international standard OH&S training, personal protective clothing and safety equipment around the worksites.

拓领皇家铁路公司首席执行官David Kerr说，“安全问题对我们来说至关重要。我们在训练、员工防护服和设施方面都进行了大量的投资，这将确保我们有一个健康和安全的工作环境。”

CEO of Toll Royal Railway, David Kerr said, “Safety is vital for us. We have invested heavily in appropriate training, protective clothing and equipment which will ensure a healthy and safe working environment.”



拓领以全新面貌在中国推出全国性合同物流及配送网络服务

Toll rebrands in China with impressive nationwide contracts and distribution network

今年8月，拓领集团在中国完成整合后，旗下的拓领环球物流(Toll Global Logistics)以全资的面貌在中国推出合同物流业务。

In August this year, the Toll Group launched its fully owned and operated contract logistics operations in China as part of the Toll Global Logistics division.

拓领自1996年以来一直透过其合作伙伴新科安达参与中国的业务。拓领集团于今年初完成对这家企业的收购工作，并已在中国拥有一个包括23个物流设施及超过20个配送中心的网络，可将货物配送达全国超过1,600个城市。拓领环球物流并准备将其在大中华地区的总部设于上海。

Toll has had operations in China through its controlling interest in joint venture partner ST Anda since 1996. The Group completed its acquisition of the joint venture earlier this year, and now fully operates a network of 23 logistics facilities with over 20 distribution centres, delivering to more than 1,600 cities across the country. Toll Global Logistics will have its Greater China regional headquarters in Shanghai.

透过其位于中国的全面配送网络，拓领为本地及跨国企业提供一系列的运输及合同物流服务，在多个不同领域上发挥其全球货运能力，这些领域包括工业、高科技、化工、医疗护理，以及拓领的强项零售及消费者市场环节。

Through its comprehensive China distribution network, Toll provides a range of transportation and contract logistics services to both local and multinational companies, harnessing its global capabilities across a diverse range of sectors including industrial, hi-tech, chemical, healthcare, and Toll's strong presence in the region.

拓领环球物流的高层管理人员与当地员工见面并访问中国业务的过渡问题。拓领环球物流执行总裁Wayne Hunt在访问中国期间亲自前往仓库和办公室，向数百名员工、客户以及媒体解释为什么公司的雇员和客户都将从这一品牌再造过程中受益。

Members of the Toll Global Logistics senior management team visited China to meet with staff members, customers and media about the transition. Wayne Hunt, CEO and President of Toll Global Logistics personally addressed hundreds of staff

during his visit to depots and workplaces to explain how both employees and customers stand to gain a lot from this rebrand.

Hunt 先生解释说，拓领在世界各地拥有40,000名雇员，业务遍及55个国家。由于拓领的规模和能力，我们在中国的客户客户将从拓领的地区及环球网络拓展活动中发现更加有利于其进出口业务的好处，同时也可以更容易地使用我们其它的商业性服务，帮助我们的客户只使用一家物流专业公司满足他们全部供应环节的需求。

Mr Hunt explained that Toll is an international business with over 40,000 employees world wide and operating in 55 countries. Due to the size and capacity of Toll, our customers in China can now benefit not only from our capabilities and products within China but can now also easily access our other Toll businesses, helping our customers to use one logistics specialist for their complete supply chain.

拓领环球物流还为客户举办了一场演示会和晚餐，让我们尊贵的客户深入了解这一变化的情况以及拓领环球物流将给他们的商业运作带来的影响。这一活动给许多客户留下了很好的印象。他们为拓领网络给他们商业经营带来的机会感到兴奋。

Toll Global Logistics also hosted a presentation and dinner for customers. This was to give our valued clients an insight into the change and how it would affect their businesses. Many left feeling positive and were excited at the opportunities the Toll network offered their business.

作为拓领集团的董事总经理Paul Little说道：“我们十分高兴完成整合新科安达的工作，令拓领在中国的网络得以加强。中国是全球最重要的经济增长火车头，无论本地及国际对消费产品的需求扩张都是重要的一环。”

Paul Little, Managing Director of Toll Group said, “We are delighted to have completed the integration of ST Anda and to strengthen Toll's network in China. China is one of the world's most important growth economies and demand for consumer products domestically and internationally is an important factor.”

1 拓领环球物流的团队在宝山区

The Toll Global Logistics team in the Baoshan district

2 全新面貌的拓领车队

The newly branded Toll fleet

3 Wayne Hunt向员工发表讲话，解释拓领环球物流的品牌。

Mr Wayne Hunt addressing staff about the rebrand to Toll Global Logistics



鼓励不断学习 - 拓领之路

Promoting Continuous Learning the Toll Way



我们生活的世界在不断发生着变化，一个永久不变的需求就是持续不断的学习。拓领环球物流公司为促进和鼓励出色的持续不断的学习和训练做出的努力之一就是与不久前结成伙伴关系的新加坡物流管理学院(SIMM)共同推出一系列的学术项目，以不断更新员工在物流和物资管理、采购和供应链等领域中的知识和技能。



The world in which we live is ever changing, but one constant is the need for continuous learning. As part of company's efforts to promote and recognise excellence in continuing education and training, Toll Global Logistics recently partnered with the Singapore Institute of Materials Management (SIMM) to roll-out a series of academic programs, with the aim of upgrading knowledge and skills in the areas of logistics and materials management, purchasing, and supply chain.



通过这一合作关系，拓领环球物流成功推出了为新加坡雇员提供的第一个员工学术进修计划。在09/10财政年度的第三个季度，各业务部门主管一共提名23人，其中17人被列入攻读证书及文凭课程候选人名单。其中的两人还分别被推荐学习有关供应链和物流管理实践方面的学士学位和硕士学位。



Through this partnership, Toll Global Logistics successfully launched its first Upgrading Employee Academic Program for employees in Singapore. During the third quarter of fiscal year 09/10, there were 23 nominees from various business leaders, out of which a total of 17 employees were short-listed for certificate and diploma courses. Two participants were each nominated for degree and masters level programs around supply chain and logistics management practice.



拓领环球物流地区人力资源总监Tan Tse Tiang说：“我们非常高兴地看到我们的员工对这一进修计划表现出的热情与积极性。他们为提高知识和技能所做出的努力专业成长和保持竞争力树立了良好的榜样。”



“We are delighted to see the enthusiasm from our employees on this upgrading program. Their dedication towards advancing their



knowledge and skills has set a great example for growing professionally and staying competitive.” said Tan Tse Tiang, Toll Global Logistics' Regional HR Director.

他还说：“我们的员工队伍在今天快速发展的环境中如果保持竞争能力，就必须拥有相关和最新的知识和能力，以适应物流行业不断变化的需求。”

“For our workforce to remain competitive in today's fast-changing environment, they must have both knowledge as well as competencies that are relevant and current to meet the changing needs of the logistics industry,” added Tse.

参与这一进修计划的部分员工做出了以下评论：

Some of the staff who took part made the following comments:

“我对能进一步深入学习感到非常高兴。这一课程拓宽了我的知识领域，使我能更出色地完成我的工作。”

- Ho Ming Li TIF部销售与市场开发。攻读国际供应链商学士学位。

“I am really happy about furthering my study. This course broadens my knowledge and puts me in a better position to excel at my role.”

- Ho Ming Li Sales & Marketing, TIF division, studying Bachelor of Commerce in International Supply Chain.

“经理层提供的支持向员工表明了有必要不断学习，这非常重要。”

- Cedric Pey Boon Siong 业务主管 ST 物流，攻读物流管理文凭

“The support from the management shows staff that continuous learning needs are very important.”

- Cedric Pey Boon Siong Executive (Operations) ST Logistics studying Diploma in Logistics Management.

“(进修课程)使我了解到了物流行业中其它重要的组成部分，对供应链有了更好的认识，这有助于我提前做出预测和计划。”

- Herman Bin Selamat 客户服务主管 专业化集散运输服务, TGL, Jalan Buroh, 攻读物流管理文凭课程

“It showed me the importance of other components within the logistic cycle, with a better understanding of the supply chain which helps me to anticipate and plan ahead.”

- Herman Bin Selamat Customer Service Executive Specialised Feeder Services, TGL, Jalan Buroh, studying Diploma in Logistics Management.

“学习课程使我对物流有了新的深入了解，这对于仓库员工来说非常有用。”

- Sharifudin Bin Selamat 物流助理, TGL, Jalan Buroh, 攻读物流管理文凭

“The course provided me with new insights into logistics and it is very useful for warehouse personnel.”

- Sharifudin Bin Selamat Logistics Assistant TGL, Jalan Buroh, studying Diploma in Logistics Management.

“这个学习课程帮助我提高了我的专业技能和时间的管理能力，使我的工作更容易了。”

- Chand Miah Patwary TGL, Jalan Buroh 攻读物流管理文凭

“The study program helped to improve my skills and time management which makes my work easier.”

- Chand Miah Patwary TGL, Jalan Buroh, studying Diploma in Logistics Management.

“作为存储仓库的物流管理员，这一课程训练为我提供的新知识使我能在为仓库日常工作程序制定计划方面提高效率。”

- Tan Foo Han 物流主管 (Storage Group) ST Logistics, 攻读仓库运营技能证书

“As a Logistics Supervisor in the storage group, the training helps me to acquire new knowledge which enabled me to improve on efficient planning for the day-to-day warehouse process.”

- Tan Foo Han Logistics Supervisor (Storage Group) ST Logistics, studying Certificate in Warehouse operations skills.

- 1 Ho Ming Li
- 2 Cedric Pey Boon Siong
- 3 Herman Bin Selamat
- 4 Sharifudin Bin Selamat
- 5 Chand Miah Patwary
- 6 Tan Foo Han
- 7 Tan Tse Tiang (HR Director)



拓领环球物流举办首次业务开发研讨会

Toll Global Logistics holds first business development conference

今年七月下旬，拓领环球物流举办了首次业务发展研讨会，来自世界各地的大约50名负责业务发展的同僚在新加坡出席了这次会议。

In late July, Toll Global Logistics launched its first business development conference, bringing together almost 50 business development colleagues from around the world, in Singapore.

在业务发展主管Dominic Rego的倡议和环球物流执行总裁Wayne Hunt的支持下，这次为期两天的会议给地区业务开发团队提供了机会，使他们对该部门和拓领集团的其它部门都有了更好的了解，帮助他们更多地利用内部网络建立和拓展联系，分享他们的成功经验。

Championed by Dominic Rego, Director of Business Development, and supported by Wayne Hunt President/CEO of Toll Global Logistics the two-day conference offered the region's business development team the opportunity to better understand the division and the wider Toll Group, help them to network to further leverage internal networks, and the sharing of best practices.

Wayne主持会议开幕并致欢迎词，向团队介绍了业务发展部的增长目标。

Wayne kicked off the conference with a welcome speech and shared the division's growth objectives with the team.

会议之前，会者进行了一天的设施参观活动，观看了新加坡独特的仓库运营过程。

Prior to the conference, participants had a one-day facility tour to view our unique warehouse operations.

研讨会包括一系列的讲习班，讨论了从重点客户管理、中国市场垂直细分到法律责任等一系列问题。

The conference was packed with a variety of workshops on topics ranging from major account management and vertical market segmentation to the Chinese market, and legal obligations.

研讨会还特别邀请了帝亚吉欧 (Diageo) 的Marc du Mont作为客户主讲嘉宾，介绍了他的亲身体会。Marc谈了他对当今消费者购买趋势的看法、他的行业面临的挑战、对供应链公司的期待以及为什么帝亚吉欧 (Diageo) 会选择拓领。

The conference also provided an opportunity to hear a customer's experience first hand from guest speaker, Marc du Mont from Diageo. Marc shared his thoughts on today's consumer buying trends, his industry challenges and expectations for supply chain companies, as well as why Diageo chose Toll.

这一首次举行的会议对于业务开发部门来说是一次极大的成功。组织者Dominic Rego对此感到非常振奋。他说：“我们所有人都为这次业务发展研讨会做出了极大投资。2015年业务发展战略计划给我们指明了一条未来发展的道路。我们有着明确的战略，磅礴的气势和一支强壮而充满聪明智慧的团队，引导我们成功解决我们商业经营中遇到的所有复杂问题。我们的重点就是要坚持做出努力，把这些我们所共享的美好愿望变成现实。”

The inaugural conference was a great success for the division and left organiser Dominic Rego feeling extremely positive. He said, "The investment from all of us in this business development conference has been significant. The 2015 business development strategic plan has given us a clear path for our future. We have clear strategy, great momentum and a very strong and talented team to steer us through the complexities in our business successfully. Our primary focus is to stay on course and transform these shared visions into reality."



1 业务发展主管
Dominic Rego在展示业务
发展策略

Director of Business
Development, Dominic
Rego presents the
business development
strategy.

2 拓领环球物流的业
务发展团队

The Toll Global
Logistics Business
Development Team

拓领无线电射频识别系统获得行业赞誉

Toll's Radio Frequency Identification Solution Gains Industry Recognition



1 IdeaLab staff: Andrew Lim, Director of Corporate Innovation, Technology and Operations Development; Kelvin Tan, Technology Development Manager, and James Chan, GM IdeaLab

2 全球RFID研讨会在讨论REAP的优点
The panel at the Global RFID conference discussing the virtues of REAP



在不久前于美国举行的全球RFID研讨会上，拓领环球物流应微软邀请，展示了它最近研制的仓库管理无线电射频识别系统。

Toll Global Logistics was invited by Microsoft to showcase their recently developed RFID Warehouse Solution at Global RFID Conference in the USA.

在最近举行的2010年RFID Journal Live展会上，拓领环球物流自行研制的无线电射频识别 (RFID) 企业级应用平台 (REAP) 仓库系统有如明星般吸引了众多的注意力。

Developed in-house Toll Global Logistics' Radio Frequency Identification (RFID) Enterprise Application Platform (REAP) warehousing solution was the star attraction at the recent RFID Journal Live! 2010 Conference.

2010年4月14-16日在美国佛罗里达州奥兰多市奥兰治会议中心举行的RFID Journal研讨会是无线电射频识别行业最重要的年度全球会议，吸引了世界各地大约2500名行业专家与会。

Held on 14-16 April 2010 at the Orange County Convention Center in Orlando, Florida, the RFID Journal conference is the RFID industry's most prominent global annual event, attracting around 2,500 industry experts.

在微软BizTalk 集成平台基础上研发的无线电射频识别企业级应用平台 (RFID)，在微软主题报告会上进行了展示。报告会向1000名观众放映了REAP的宣传录像作为会议的开始，显

示了拓领环球物流在无线射频识别研制方面拥有的实力和革新精神。评判小组形容这是一项具有创新性和突破性的成果。

Developed on Microsoft's BizTalk platform, REAP was presented during Microsoft's conference keynote session. In front of the 1,000-strong audience, a REAP promotional video was used to kick off the session, demonstrating Toll Global Logistics' strength and innovation in RFID. The panel described the solution as innovative and groundbreaking.

环球物流革新、技术与业务发展部所属的科研单位IdeaLab研发的REAP仓库管理系统是行业内第一个使用通用和灵活的组件、为在范围广泛的不同类型仓库中重新进行部署而设计的无线电射频识别仓库系统。

Developed by IdeaLab, a unit under Toll Global Logistics' Innovation, Technology and Operations development division, the REAP Warehouse Execution System is the industry's first RFID warehousing solution that is designed with generic and flexible components, enabling it to be re-deployed in a wide variety of warehousing scenarios.

使用RFID出入探测装置，可以自动探测记录出入仓库的货物。另外，流动RFID叉车与手持读码器可以通过货物以及相关的货架和平面位置自动处理入库、拣货和不同区域转储等程序。这些货架和位置都配有识别标签。

Using RFID portals, the solution automatically detects inventory entering and leaving the warehouse. Additionally, mobile RFID forklift and handheld readers enable automatic processing of putaways, picks and zone transfers by associating inventory with their corresponding racking or floor locations, which are marked with shelf and floor tags.

拓领环球物流RFID系统的两个特点使其不同于其它运用RFID为的仓库。第一个特点是以托盘(栈板)为基础的执行装置，在RFID托盘上安装永久性的装置消除了对昂贵的一次性RFID标签的需

求。第二个特点是物流状态控制，系统本身随时保留着货物托盘在仓库内的具体状态，例如“收到”，“存储中”或者“已提货”。使用一套复杂的内存规则与逻辑顺序，一旦出现任何未经授权的行动，比如在没有提货单的情况下移动仓库内的货物托盘，自动警报系统就会立即报警。

Two features set Toll Global Logistics' solution apart from other existing RFID-enabled warehouse installations. The first feature is pallet-based execution, where the use of permanently embedded RFID pallets eliminates the need for costly disposable RFID labels. The next feature is logistical state control, where the system maintains the specific status of pallets within the warehouse environment at all times, such as 'received', 'in-location' or 'picked'. Using a complex set of built-in rules and logic, automatic alerts are set off immediately when illegal operations occur, such as removing an 'in-location' pallet without a pick order.

REAP自动处理的能力带给我们的主要优势是生产效率的提高，错误的减少以及真正实时提供的一目了然的数据。

The key advantages of REAP's automated processing capabilities are productivity gains, error reduction and true real-time visibility.

如想了解更多有关REAP和其它以RFID为基础的供应链解决方案，请与总经理James Chan联系。他的电子邮件地址是: James.Chan@tollgroup.com

For further information on REAP and other RFID Based Supply Chain Solutions, please contact Mr James Chan, General Manager: James.Chan@tollgroup.com



拓领环球货运收购 Summit-FMI Toll Global Forwarding acquires Summit-FMI

2010年4月，拓领环球货代完成了对Summit Logistics International及其相关产业的收购，从而成为泛太平洋区域贸易中第三大无船承运公司(NVOCC)，大幅度增加了它在北美市场的业务经营。

In April 2010, Toll Global Forwarding completed the acquisition of Summit Logistics International and its related entities, helping them to become the third largest NVOCC in the Trans-Pacific trade, and dramatically increasing their presence in the North American market.

总部设在新泽西卡特雷特的Summit专门经营从亚洲向美国运送服装、鞋袜、零售货物和通用百货的运输业务。通过设在中国及远东其它地区的业务和配送网络，Summit 仅在泛太平洋地区每年的业务量就高达近二十万个标准集装箱。

Summit, with headquarters in Carteret, New Jersey, specialises in the movement of apparel, footwear, retail and general department store merchandise (GDSM) from Asia to the USA. Through a network of offices and stations throughout China and the rest of the Far East, Summit manages nearly 200,000 TEUs per year in the Trans-Pacific alone.

Summit有三个主要的子公司：

Summit is comprised of three main divisions:

Summit Logistics International主要为美国进口市场提供国际货运代理和供应链管理服务。

The Summit Logistics International division focuses on international freight forwarding and supply chain management services for the US import market.

SeaMaster Logistics 总部设在香港，是一个拥有敬业员工和代理网络的轻资产海洋运输中介和物流服务公司。它主要为从亚洲向美国出口的中档市场公司提供范围广泛的货运代理和物流服务。

SeaMaster Logistics is a Hong Kong based, asset-light ocean transportation intermediary and logistics service provider with a dedicated staff and agent network. SeaMaster performs a wide array of freight forwarding and logistics services focusing on mid-market companies who export from Asia to the United States.

FMI Inc. 为服装和零售业提供美国国内的物流服务。它拥有超过一百五十万平方英尺的公共仓库面积以及一支由100多辆卡车和500辆拖车组成的运输队，提供全面的物流服务，包括直接转运、转装、分送、拣配、单位库存补充和逆向物流等。

FMI, Inc. provides US domestic logistics services to the apparel and retail sectors. With over 1.5 million sqft of public warehouse space and a fleet of over 100 trucks and 500 trailers, FMI performs integrated logistics services such as cross dock, transload, distribution, pick & pack, unit replenishment and reverse logistics.

在拓领环球货代继续努力加强它在购买亚洲产品为主的收货人市场的影响力之际，收购Summit完全符合拓领环球货代的发展战略。Summit 和SeaMaster将扩大拓领在亚洲的业务运营，而FMI则将加强我们在亚洲物流的实力，同时有助于拓领环球货代的供应链服务在美国的增长。现在拓领环球货代可以为客户提供更全面更完整的服务，拥有了在环球平台上提供真正一站式供应链服务的能力。

The acquisition of Summit fits neatly with the growth strategy of Toll Global Forwarding as they continue to focus on growing their presence in consignee markets with customers who buy products in Asia. Summit and SeaMaster will add scale to Toll's Asia operations, and the FMI division will compliment our Asian logistics strength and assist in the growth of Toll Global Forwarding's supply chain service offerings in the US. Toll Global Forwarding will now have a more comprehensive and integrated product offering to our customers with the ability to provide true end-to-end supply chain services on a global platform.

Summit所有经理人员和重要的员工都已经转入拓领环球货代。我们欢迎他们加入拓领集团，盼望今后与他们共同致力于增强我们在这一重要区域内的影响力。

All of the management and key staff of Summit have transferred to Toll Global Forwarding. We would like to welcome them all to the Toll Group and look forward to working with them to increase our presence in this vitally important region.



1 北美的部分新管理团队

Some of the new management team in North America. L-R: Joe DeSaye, Greg DeSaye, Myles O'Brien, Mike DeSaye, Bob O'Neill and Bob Agresti

1 FMI 和Summit有久远的服装上架运送历史

FMI and Summit have a long heritage of handling garment-on-hanger shipments

中国南方办事处团队建设训练获益良多

South China offices benefit from team building training



1 从左到右

L-R: Sophie Luo, Lisa Gu, Blair Zhou, Hans Zhou, Rebbie Wang, Winie Lan, Selina Huang and Thomas Wong.

2 在中国南方的团队
The South China team

拓领环球货代在深圳和广州的两个办事处从2010年6月15日到16日在广东从化联合举办了为期两天的团队建设训练。

Two Toll Global Forwarding offices from Shenzhen and Guangzhou joined together for two days of team building in Conghua on June 15 and 16 2010.

总经理Thomas Wong组织了这次团队训练活动，以激励员工、增进两支团队间的交流与创造性。

General Manager Thomas Wong organised the program for the teams in order to inspire the staff and encourage communications and creativity between the two groups.

第一天来自两个办事处的近60名员工抵达了中国南方的一个山村，从化。午饭后两支团队被重新混合分编成不同的小组，在周围山区和村落展开徒步旅行活动。艰辛的旅程如同一次激动人心的探险，沿途都是美丽的风景和迷人的风光。这一活动的目的是要帮助团队成员建立起互信并鼓励合作精神。

On the first day almost 60 participants from both offices arrived in Conghua; a mountain village in South China. After lunch the teams were organised into different groups and set about on a hike around the surrounding mountains and villages. The trek was a great adventure with beautiful scenery and amazing sights. The aim of this was to help encourage trust between team members and help encourage cooperation.

第二天的活动以解决问题和制定决策练习为主，这些练习的重点特别在于各小组集体解决困难问题并为复杂的问题做出决定。整整一天的训练之后，所有员工尽情享受了从化著名的温泉浴，获得了受之无愧的身心两方面的放松，然后返家。

The second day's program focused on problem solving and decision making exercises. The exercises focused specifically on groups working together to solve difficult problems and making complex decisions. After a long day, all staff enjoyed the famous hot spring spa in Conghua for some well earned body and mind relaxation, before heading home.

两天的训练使得广州和深圳办事处的员工通过团队建设、问题解决、适应能力和互信等一系列的练习改善了相互间的沟通。这次活动之后员工们对公司、对他们自己的角色以及相互之间都有了新的认识 and 了解。

The two day program allowed both the Guangzhou and Shenzhen teams to improve communications through the various exercises focusing on team building, problem solving, adaptability and trust. After the trip staff left with new perspectives on the company, their role and each other.





拓领环球货运获得港铁合同 TGF wins HK MTR contract

香港铁路有限公司 (港铁) 每个工作日的平均乘客运输量达三百七十万人, 被认为是世界上处于领先地位的铁路运输公司之一。该公司包括九条地铁线路, 为香港特别行政区的香港、九龙和新界提供交通运输服务。

Carrying an average of 3.7million passengers every weekday, Hong Kong's Mass Transit Railway (MTR) is regarded as one of the world's leading railways. The system comprises nine railway lines serving Hong Kong Island, Kowloon and the New Territories of Hong Kong Specialist Administration Region (HKSAR).

港铁每年都需要向香港空运或海运成百上千件设备。为了确保最大程度的可靠性、高效率和物流低成本, 港铁需要一个世界水平的物流合作伙伴为它的不同部门提供后勤服务, 以维护它世界水平的服务质量。

Each year, MTR imports hundreds of pieces of equipment into Hong Kong by air and sea. To ensure maximum reliability, efficiency and cost saving on logistics, MTR representing a service of world-class quality required a world class logistics partner to serve the logistics need of different departments of MTR.

2010年2月, 拓领环球货运 (香港) 成功获得了为港铁提供空运和海运货物代理的为期两年的合同。拓领环球货代 (香港) 团队能够满足港铁严格的服务标准的要求并击败其它所有全球性的物流竞争对手而赢得合同, 令人极为鼓舞。

In February 2010, Toll Global Forwarding, Hong Kong successfully won the two year service contract of the provision of air and sea freight forwarding services for MTR. It is extremely encouraging that the Toll Global Forwarding Hong Kong team can meet the strict service

standard requirements of MTR and beat various global logistics competitors for the contract.

获得担任港铁货运代理的机会, 意味着拓领环球货代能够同世界范围内的一大批供应商建立联系, 从而增加了拓领网络潜在的市场销售机会。为港铁提供的服务还将为拓领环球货代今后参与香港特别行政区其它部门的投标以及香港当地其它公司的投标提供了一个极为出色的参考佐证。

Taking this freight handling opportunity for MTR, Toll Global Forwarding Hong Kong can reach numerous worldwide suppliers increasing potential sales opportunities for the Toll network. Serving MTR also provides an outstanding reference for Toll Global Forwarding to participate in other logistics tenders for various Departments of HKSAR Government and other local corporations in Hong Kong.

1 港铁列车
Hong Kong MTR train



深圳办事处乔迁新址 Shenzhen branch moves to attractive new office space

2010年8月8日，拓领环球货运深圳办事处乔迁罗湖区嘉宾路彭年广场 41楼新址。该办公室的环境和精神面貌都焕然一新。

On 8 August 2010, Toll Global Forwarding Shenzhen branch relocated to 41 Floor, The Panglin Plaza, Jiabin Road, Luohu. An office that takes on an entirely new look with brand new spirit.

从进入办事处的那一刻起，你就能感受到它专业化的布置和它对为员工提供良好工作环境的重视。我们有了带着拓领标志的接待处，以及配备了全新家具的宽敞的工作区。

From the moment you walk in the door, the office looks professional and promotes a good working environment for our staff. We have our own reception, complete with Toll branding and a large working area with new furniture.

这个设备齐全的办公室为拓领员工提供了良好的环境，从这里可以观赏到罗湖一些最漂亮的风景。新的办公处还设有若干会议室，可以容纳从两人到四十人的会议，使员工有了足够的空间在现场举行大型会议。

The well-equipped office provides a good environment for Toll staff, with some of the best views of Luohu. The new office development comes with conference rooms suitable for between 2 to 40 delegates, giving staff enough space to hold large meetings onsite.

我们祝愿深圳办事处的所有员工取得更大成功，在新的办公室中愉快地工作。

We wish all Shenzhen staff great success and hope you enjoy working in your new office.



拓领收购英国WT Sea Air Group集运有限公司 和Genesis Forwarding Group货运代理公司 Toll Acquires WT Sea Air Group and Genesis Forwarding Group in the UK

拓领环球货运收购了在英国WT海运集团 (WT) 和Genesis 货运代理集团 (Genesis) 两家货代公司, 表明了环球货运的持续增长。这两次不久前进行的并购使得拓领环球货代已经跻身于英国货运市场的前十名, 也为环球货代网络增添了大约 600 名雇员和一批新的办公地点。

Toll Global Forwarding's growth continues with the acquisition of WT Sea Air Group (WT) and Genesis Forwarding Group (Genesis) in the UK. These two recent acquisitions move TGF into a Top 10 position in the UK forwarding market, adding around 600 staff and a number of new office locations to the TGF network.

WT已经在货代市场上活跃了近50年。它是一家提供全面综合服务的货运代理公司, 特别擅长为英国国内时装行业市场运送货物。WT在这个为时装零售市场提供支持的重要的增值服务领域中拥有的丰富经验和娴熟的技巧, 例如保税仓储、服装重新挂装、真空包装以及最终交付等等, 这些技能极为适合我们在亚洲、澳大利亚、新西兰和美国目前的业务的需要。

WT has been in the forwarding market for almost 50 years. They are a full service freight forwarder, with specialist expertise in UK inbound business for the fashion retail sector. With highly developed skills in the key value added services that support the fashion retail market, such as bonded warehousing, garment re-hanging, vacuum packing and final delivery they are an excellent fit with our existing business and skills through Asia, Australia, New Zealand and the US.

Genesis货运代理公司成立于1986年, 提供全面的海空货代、供应链管理及相关服务。他们的专长在于高度复杂行业的货运市场, 如航天、国防和石油与天然气。总部设在英国, 但业务遍及全球, 重点地区包括欧洲、亚洲、北美和中东地区。

Genesis was established in 1986 as a freight forwarding company offering a full range of air and ocean freight forwarding, supply chain management and associated services with their speciality in highly complex industrial markets such as aerospace, defence and oil & gas. Headquartered in the UK their business spans the globe with a focus on the Europe, Asia, North America and the Middle East.

这两家公司还都拥有专业项目管理能力, 这也将进一步加强拓领环球货代目前不断增长的业务。

Both companies also have specialist project management capability that will also add further depth to a growing part of Toll Global Forwarding's existing business.

WT与Genesis的核心业务将并入目前世界各地的拓领环球货代地区管理架构之下。

WT and Genesis core operations will integrate under the current Toll Global Forwarding regional management structures throughout the world.

1 Genesis 货运代理集团
Genesis Forwarding
Services

2 WT 海运集团 (WT)
WT Sea Air Group



拓领更明智的绿色计划 Toll's Smarter Green Program



1 将在集团所有提倡可持续发展 and 环保意识的项目中使用的更明智绿色标志。

Smarter Green logo which will be used throughout the Group on projects that promote sustainability and environmental awareness

2 董事总经理 Paul Little 是更明智绿色计划的忠实拥护者。

MD Paul Little is a keen supporter of the Toll Smarter Green program

我们彼此相连，在应对气候变化形成的挑战中我们必须肩负起每个人的责任。物流行业运送的物资对每个社会和组成该社会的各个社团的成长和繁荣都至关重要。

We are all linked and we must each play our part responsibly in addressing the challenges posed by climate change. The logistics sector moves the goods that are crucial to the growth and prosperity of every society and its constituent communities.

作为物流行业本地区的带头人，拓领有着实现可持续性物流的远见，在全面满足社会对物流的需求和全球物资运输需求的同时，也要降低我们对环境造成的影响，把废气排放减少到最低程度，并且逐渐增加对可再生能源的利用。

As a regional leader in this industry, Toll has a vision of sustainable logistics in which we reduce our environmental impacts, minimise harmful emissions, increasingly use renewable energy sources as we fulfil community needs for logistics for goods across our global communities.

更明智绿色计划是拓领解决这些问题的下一步行动，它是我们企业社会职责计划的组成部分。从短期来说，这意味着我们要大大提高使用非再生能源的效率，比如柴油、煤气和电以及与之相关的温室效应气体的排放。从长期来说，随着可再生能源变得切实可行，我们将转向使用可再生能源，使我们能够以可持续的方式经营我们的业务。

Smarter Green represents Toll's next step in addressing these issues as part of our Corporate Social Responsibility program. In the short term, this means becoming very efficient in our use of non renewable resources such as diesel, gas and electricity and their associated greenhouse gas emissions, while in the longer term moving to renewable energy sources, as they become viable, so that we can run our operations in a more sustainable way.

拓领承诺到2020年以前把我们在澳大利亚的碳排放量与2009年相比再减少20%。我们正在继续研究、开发和实施一系列重要的碳减排计划，包括更明智驾驶、更明智能源、更明智车辆、更明智燃油消耗、更明智计划和更明智设施等等。

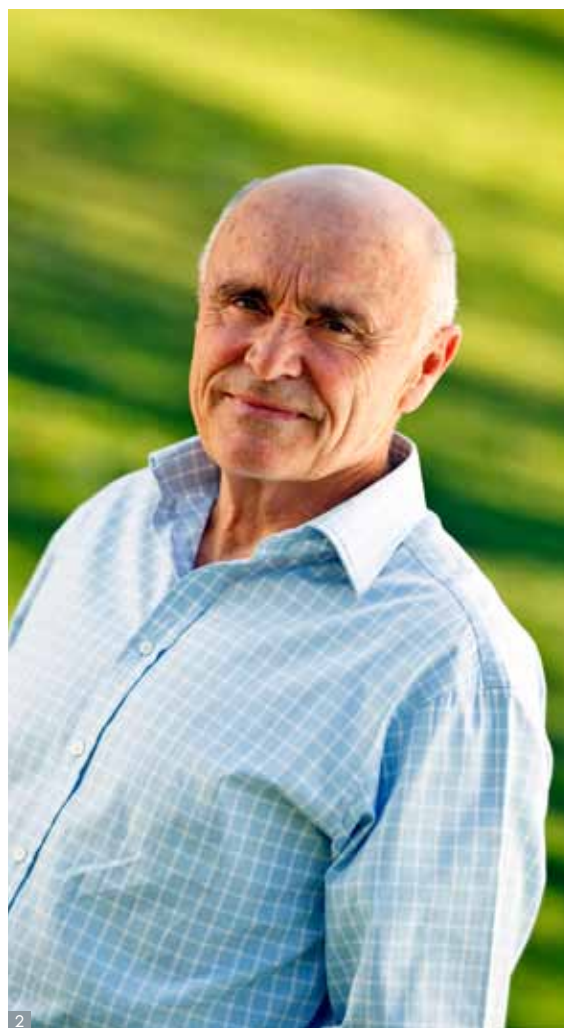
Toll has committed to further reduce emissions by targeting a 20% reduction in the rate of our Australian emissions by 2020 compared to our reference year of 2009. We are continuing to research, develop and roll out significant reductions programs including Smarter Driving, Smarter Energy, Smarter Vehicles, Smarter Fuel Efficiency, Smarter Planning and Smarter Facilities.

更明智绿色计划将使用一个独特的有着简洁和易于理解设计的叶形图案来传递我们保护环境的信息。随着我们更明智绿色计划的研发和获得批准实施，这些计划都将带有“更明智绿色标志”。

The Smarter Green program will be uniquely branded with a simple, clean and intelligent leaf device to communicate our environmental message. As our Smarter Green programs are developed and approved, they will be branded with the Smarter Green logo.

未来几个月中，你将了解到更多有关更明智绿色计划的信息。拓领集团的能源与环境团队在Nick Prescott的率领下正在致力于这一项目的研发。下一期的“今日拓领”将公布更多关于更明智绿色计划的发展，纲要以及指导方针将发布在公司内部网络上。我们将在2010/11年发布第一期拓领环境报告。

In the upcoming months, you will be able to find out more about the Smarter Green program which is being developed through the Energy & Environment team at Toll Corporate headed by Nick Prescott. The Smarter Green program, structure and guidelines will be available on the corporate intranet with more developments to follow in the next issue of Toll Today. We will also be publishing our first Toll Environment Report in the 2010/11 year.



PDL Toll续签与澳大利亚国防部在东帝汶的合约

PDL Toll extends contract with Australian Defence Force in Timor Leste



PDL Toll成功签署了新的独家合同，继续为澳大利亚国防部在东帝汶的运作提供后勤支持。自从2006年5月以来，PDL Toll一直为澳大利亚国防部在东帝汶的维和行动提供着全面的后勤支持，使国防部能够专注于它在该国的维持和平使命。

PDL Toll has been successful in negotiating a new sole-source contract to provide logistics support to the Australian Defence Force (ADF) in Timor Leste. PDL Toll has been supporting the ADF there since May 2006 and provides a comprehensive range of logistics services to enable them to focus purely on its peacekeeping role in-country.

PDL Toll 提供的服务包括：

- 医疗服务及一个全面运营的外科医院
- 提供固定翼飞机和直升飞机
- 设备车辆维修保养
- 燃料供应与配送
- 多地点大批量餐饮供应
- 跨区域供应及采购
- 清洁、养护、垃圾管理及其它支持性服务

The services PDL Toll provides include:

- Medical services with a fully operational surgical hospital.
- Provision of fixed and rotary wing aircraft.
- Maintenance support for equipment and vehicles.
- Supply and distribution of fuel.
- High volume catering in multiple locations.
- Remote supply chain and procurement.
- Cleaning, maintenance, waste management and other supporting services.

新合同在2010年2月8日签署，签署地点是位于墨尔本圣基尔达路的联合后勤司令部具有历史意义的战时内阁指挥中心。这是澳大利亚政府和军队在二次世界大战期间使用的指挥中心，一直按照当时的样子保存至今。今天它只被用于重要的场合，比如最近的合约签署批准。新签署的合约为期两年，并具有可再延续一年的选择。

The new contract was signed on 8 February 2010 at the Joint Logistics Command Headquarters in the historic war cabinet rooms on St Kilda Road in Melbourne. The war cabinet rooms were used by the Australian Government and Military during the Second World War and have been maintained in their original condition ever since. Today they are only used on significant occasions such as the recent contract ratification. The newly signed contract is for a term of two years with two potential one year extension options.

PDL Toll与伙伴公司、拓领环球资源所属的珀金斯航运公司密切合作，从达尔文到帝力之间为澳大利亚国防部运送货物，以及从新加坡到帝力之间运送燃料。PDL Toll还拥有为驻东帝汶的国际维和部队供应以及配送燃料的合约。

PDL Toll works closely with fellow Toll Global Resources business Perkins Shipping to move ADF cargo between Darwin and Dili, as well as fuel between Singapore and Dili. PDL Toll also holds the contract for the supply and distribution of fuel to the international peacekeeping force based in Timor Leste.

获得这项合约对PDL Toll在东帝汶今后的长期战略来说有着重要的意义。在东帝汶的在拓领环球资源其它部门的配合之下，PDL Toll希望能为帝汶海新兴的天然气和石油工业中的新客户全面和专业化的后勤服务。

The award of this contract is important to PDL Toll's long term strategy in Timor Leste. Working with other businesses in Toll Global Resources in Timor Leste, PDL Toll hopes to offer a full range of specialised logistics services to new customers in the emerging gas and oil industry in the Timor Sea.

这项合约的续签有力地证明了东帝汶项目经理Perry Singh以及他的整个团队在过去四年中的优异表现，以及达尔文供应链办事处和PDL Toll澳大利亚总部统一规划的出色的支持性服务。

The extension of the contract is a testament to the excellent work by project manager Perry Singh and all of the team in Timor Leste over the past four years, as well as the Darwin supply chain office and the other centralised support services offered by PDL Toll's Australian offices.

澳大利亚国防部出席签约仪式的有：联勤总部司令、空军少将Margaret Staib AM, CSC；联勤总部皇家海军后勤供应局局长、海军准将Clint Thomas, AM, CSC；供应链合约处主任David Frith先生。出席签字仪式的拓领高层代表有Paul Little AO（董事总经理）；Bernard McInerney（公司秘书）；David Jackson（拓领环球资源CEO）以及Ken Noye（PDL Toll总经理）

Present for the signing from the ADF were the Air Vice Marshal Margaret Staib AM, CSC, Commander Joint Command Commodore Clint Thomas AM, CSC RAN Logistics the Director General of Supply Chain, HQ Joint Logistics and Mr David Frith, the Director Supply Chain Contracting. Senior Toll representatives who attended the signing included Paul Little AO, Managing Director, Bernard McInerney, Company Secretary, David Jackson, Toll Global Resources CEO and Ken Noye, General Manager PDL Toll.

1 在战时内阁指挥中心举行的签字仪式
从左至右：

David Frith, Clint Thomas, Margaret Staib, Paul Little AO, Ken Noye, Bernard McInerney.

Signing ceremony in the War Cabinet Rooms

From left to right: David Frith, Clint Thomas, Margaret Staib, Paul Little AO, Ken Noye, Bernard McInerney.

澳大利亚装甲快递公司加盟Toll Priority

Australian Armoured Express joins Toll Priority

澳大利亚装甲快递公司现在是Toll Priority的一部分
Australian Armoured Express, now part of Toll Priority.

2010年3月1日, Toll Priority并购了澳大利亚装甲快递,它是澳大利亚主要的使用装甲解款车提供解送现金服务的公司。这一并购进一步扩展了Toll Priority在澳大利亚全国进行的保安运输服务的范围。

On 1 March 2010, Toll Priority acquired Australian Armoured Express, one of Australia's premier suppliers of armoured cash collection and cash delivery services. This acquisition broadens the range of secure freight services that the Toll Priority performs throughout Australia.

澳大利亚装甲快递为一些澳大利亚的知名的零售商、金融机构和制药公司提供一系列的保安服务,并以提供量身定做的保安措施而著称。它的一系列服务包括:

- 装甲车辆
- 武装护卫
- 自动取款机(ATM)及一线维修服务(FLM)
- 保安空运
- 隐秘银行业务
- 保险库

Australian Armoured Express provides a range of secure services to some of Australia's well known retailers, financial institutions and pharmaceutical companies. The business is renowned for a tailor made approach to security and offers a range of services that includes:

- armoured cars
- armed guards
- ATM and first line maintenance (FLM) services
- secured air freight
- discreet banking, and
- vault storage.

澳大利亚装甲快递的现有管理结构保持不变。它的业务获得了Toll Priority的信息技术能力、全国性的网络和基础设施的全面支持,在未来几个月中它将会有更进一步的发展。

The current management structure of Australian Armoured Express remains unchanged. The business is fully supported by Toll Priority's information technology capability, national network and infrastructure, and will be further developed in the coming months.

欢迎澳大利亚装甲快递的所有成员加入拓领大家庭。

To all at Australian Armoured Express, welcome to the Toll family.



拓领快递收购Concord Park资产

Toll Express acquires assets of Concord Park

2010年5月下旬，拓领宣布收购了运输公司Concord Park的资产，并将它的业务范围纳入拓领快递的旗下。这一纳入专业化和国内货运部的一体化措施将进一步加强拓领快递作为澳大利亚境内托盘化零担货运服务的领导地位。

In late May 2010, Toll announced it had acquired the assets of transport operator, Concord Park, and will integrate that business into the operations of Toll Express. This integration into the Specialised and Domestic Freight division will further enhance the position of Toll Express as the leader in the provision of less than truckload (LTL) palletised movements in Australia.

Concord Park公司建于1990年，主要为供应商提供向零售中心分配并送发货物的服务。后来发展成为综合服务公司，提供仓库、长途运输和冷藏运输等服务。它的站点遍布澳洲大陆各首府城市以及塔斯马尼亚的朗塞斯顿。

The Concord Park business was established in 1990 to primarily service suppliers despatching freight into retail distribution centres. The business then grew into an integrated service, offering warehousing, linehaul and refrigerated services. Depots were located in all mainland capital cities as well as Launceston, Tasmania.

Concord Park从前的客户被告知了该公司已出售的消息，并得现在选用拓领快递提供的服务的建议。绝大多数客户都接受了这一邀请，现在成为环球快递业务的组成部分。接交工作完成之后，这些客户将可使用整个拓领集团提供的服务。过去他们无法从一个单一的服务供应商那里获得所有这些服务。

Former Concord Park customers were advised of the sale and offered the opportunity of now utilising the services offered by Toll Express. The overwhelming majority of these customers accepted that invitation and are now being integrated into the Toll Express operations. Once moved over, these customers will then be able to access services offered across the Toll Group, something previously not available to them from one service provider.

与此同时，Concord Park的绝大多数雇员也应邀加盟拓领快递。许多人把这看作是一次绝佳的机会，使他们自己能在一个在全球市场上迅速发展的公司中得到更大的发展。

Likewise, the majority of former Concord Park employees were offered positions at Toll Express. Many saw this as a great opportunity to further their careers in an organisation growing significantly in the global market.

国内货运 Domestic Forwarding

Toll IPEC采用创新的非预付运费标签

Toll IPEC introduces an innovative non-prepaid ticket

人们都知道，获得一个有创意的想法非常困难，比如达芬奇设计出了直升飞机，阿拉伯商人在九世纪时就佩戴眼镜纠正近视。但是人们还是会偶然想到一个新奇的概念并把它与实际需要相结合，于是一个新的不同以往的事物就诞生了。

It's a well-known fact that it's almost impossible to come up with an original thought. Leonardo da Vinci designed the helicopter, for instance, and Arab merchants were wearing glasses to correct short-sightedness in the ninth century. However, once in a while, a really novel concept combines with a practical necessity, and something new and different is produced.

Toll IPEC新西兰分公司把一个真正全新的概念引入了市场同时现在他们已经把这一概念发展成为一种市场服务产品，

并且立刻受到了客户的欢迎。这就是称为“非预付货运标签”的一张纸。

Toll IPEC in New Zealand has introduced a genuinely new idea into the marketplace and is now developing it into a product that is being received with a ready acceptance. It's a piece of paper called a non-prepaid ticket.

如同其它许多精彩的想法一样，这一概念也是来自于一个非常简单的想法。但是如果充分了解它的意义，就必须要先了解其它的快递与包裹运送公司是如何收取客户费用的。“老式”的公司有一套预付货运标签，有时可多达八到九种。客户在运送一个包裹前必须要根据包裹的重量和目的地来确定贴哪一种标签以及贴多少张。你可能不会相信，这种标签可能会有多达几百种不同的组合。

Like most good ideas this one is based on a very simple concept but to appreciate it properly, it's necessary to understand how other courier and parcel delivery companies charge their customers. The 'older' companies have a suite of pre-paid tickets; sometimes up to eight or nine different types. A customer must decide what type of tickets (and how many) to put on any particular parcel they want to send based on a combination of weight and destination. Believe it or not, there can be up to several hundred different combinations of ticket!

更糟糕的是，如果客户没有贴足标签，他们就会被罚款。反之如果贴得过多，他们显然支付了太多的费用。长期以来，客户一直对这种托运包裹的预付标签方式怨声载道，说它浪费时间，过于昂贵，完全令人摸不着头脑。于是难怪

续
continued overleaf

Toll IPEC新西兰的司机 Sam Davies 在递送一个贴了标签但还没有预付费的包裹

Toll IPEC driver, Sam Davies, delivers a non-prepaid ticketed parcel

Toll IPEC设计的一种可以用于任何重量和目的地组合的单一标签引起了市场的注意。

And it gets worse. If the customer under tickets a parcel, they are charged a penalty, if they over compensate and put too many tickets on the parcel, they have clearly overpaid. Customers have long-complained that ticketing parcels in this way is time-consuming, expensive, and just plain confusing. Little wonder then, when Toll IPEC devised a single ticket option for any weight and destination combination, the market took notice.

Toll IPEC标签的运作方式是这样的：客户只需要往包裹上贴一张标签，在标签上相应的空格中填写上重量。Toll IPEC的司机在提取包裹时扫描标签的条形码 - 计算机系统知道他身在何处，那个城市就被当作了包裹投递的起点。在交货时，再次对标签扫描，投递终点也被记录下来（顺便说说，起点和终点都由GPS进行定位）

The Toll IPEC tickets work like this: the customer puts just one ticket on the parcel and writes the parcel's weight in the appropriate square on the ticket. The Toll IPEC driver scans the barcode at pick up - the computer system knows where he is based so that city is recognised as the start point of the parcel's journey. At delivery, the ticket is scanned again and the end point is also recognised (both points are checked by GPS, by the way).

这样，Toll IPEC电脑系统就知道了包裹递送的路线。但是它怎样计算出准确的费用呢？这正是这套系统的精华所在。这些标签不是出售给客户，而是送给客户。企业不必动用大批现金来购买预付可能会躺在库房的货架上数周甚至数月之久的货运标签。。当司机扫描标签的号码时，系统识别这一标签已经被分配给某一个特定的客户，它知道这位客户以及双方达成的协议价格。于是费用自动计算并每周一次打印出帐单，直接寄给客户。整个过程都伴随着通常的Toll IPEC实时追踪查询和实时交货证明。

So, Toll IPEC's computer system knows the route of the parcel but how does it generate an accurate charge? This is the best part of all. The tickets are not sold to a customer, they are given to a customer; businesses will not have to outlay huge amounts of cash to pre-pay for tickets that sit on a warehouse shelf for weeks and months. When the driver scans the ticket number, the system knows that that ticket has been allocated to a specific customer - it knows the customer and it knows the agreed rates. Charging is then automatically processed with weekly invoices created and sent direct to the customer. All this comes with the usual Toll IPEC real-time track-and-trace visibility and real-time proof of delivery.

如果你觉得这听起来有点玄妙 - 其实并非如此。对客户来说这有许多的好处：容易和快速的使用，特别是在下午最繁忙的时候；使用简便；再不用担心过多支付运费等等。仅仅一个好的想法

就使Toll IPEC的客户享受到了所有这些益处。这是一种全新的经营方式，对于Toll IPEC的客户来说也是稳操胜券的方式。

If all this sounds a bit esoteric - it's not. There are many significant advantages for a customer; cash retention, ease and speed of usage especially in late afternoon at their busiest time, simplicity of use, and an end to overpaying are just some. All these benefits have been brought to Toll IPEC's customers because of one good idea; a new idea for a new company. It's a new way of doing business and it's a winning way for Toll IPEC's customers.

这一概念一出台就立刻受到了专业货运用户的欢迎和接纳。一位货物发送经理在听取了这一新标签的介绍之后，立刻明白了它将会带来的好处，于是立即打电话给他使用的货运公司，要求他们派人来拿走所有还未使用的预付标签。他当场签约开始使用Toll IPEC的服务。

The concept has found instant acceptance with professional freight users. One despatch manager, on having the new tickets explained to him, immediately understood the advantages and phoned his incumbent supplier then and there to come and collect his unused tickets. He committed to Toll IPEC on the spot.



拓领获得亚洲最佳第三方物流供应链服务商

Toll wins "Asia's best 3PL Supply Chain Provider" Award



全球供应链协会授予拓领全球物流分公司亚洲最佳第三方物流 (3PL) 供应链服务商奖。

Toll's Global Logistics Division has been awarded the Global Supply Chain Council's award for best third party logistics (3PL) supply chain provider in Asia.

拓领集团是亚太地区领先的物流服务商之一，其全球物流分公司于11月18日在上海举行的CHaINA颁奖仪式上荣获桂冠。

Toll Group is one of the Asia Pacific region's leading logistics providers, and its Global Logistics Division won the award at the CHaINA awards ceremony held in Shanghai on 18 November.

拓领与其主要客户——高露洁棕榄公司荣获的联合奖项表彰了其在整个中国范围内开发和提供供应链解决方案的卓越表现。

In a joint award, Toll with key customer, Colgate-Palmolive, was commended for its proven excellence in developing and delivering supply chain solutions throughout China.

该奖项旨在表彰拓领在中国为高露洁棕榄提供的一流服务。

The award recognises Toll's first-class operations with Colgate-Palmolive in China.

在其提名书中，拓领全球物流成功演示了其始于2008年的专用于高露洁棕榄公司在中国范围内运营的交货调度系统方案的规模、重要性和透明度。

In its nomination submission, Toll Global Logistics successfully demonstrated the scale, importance and transparency of its Delivery Schedule System program started in 2008 for Colgate-Palmolive's operations within China.

该交货调度系统是客户与拓领帐户管理团队共同努力的结果，其使用了拓领的持续改进计划模型。

The Delivery Schedule System is a joint effort between the customer and Toll's account management team, which used Toll's continuous improvement plan model. Some benefits included:

其优点包括：

- 更有条理地放置订购单的方法
 - 更环保的后端作业，减少了纸张使用量
 - 更好的计划交货调度，以减少排放，以及
 - 为客户在中国的现场销售团队提供更高的效率。
- A more structured approach for placing purchase orders
 - More environmentally friendly back-end operations , reducing paper usage
 - Reduced emissions due to better planned delivery schedules, and
 - Improved efficiencies for the customer's field sales team in China.

高露洁棕榄公司的中国区客户服务和物流总监Stuart Han赞扬了这一共同努力。

“在过去的12年中，拓领全球物流始终都是高露洁棕榄的具有创新性的第三方物流服务商，这一交货调度系统方案正是最近的一个例子，展示了他们如何帮助我们优化在中国供应链。”

Stuart Han, Director of Customer Service and Logistics at Colgate-Palmolive in China, praised the joint effort. "Toll Global Logistics has been an innovative 3PL provider to Colgate-Palmolive for over 12 years and the Delivery Schedule System program is another example of how they have helped us to optimise our China supply chain."

“该交货调度系统方案在供应链的许多环节产生了巨大效益，包括后勤部门财务和行政方面节约的资金，同时，该系统使销售团队较之前更加有效率。”

"The Delivery Schedule System program brought significant benefits to many parts of the supply chain, including savings in back office finance and administration, and enabled the sales team to be much more efficient than previously."

拓领全球物流总裁兼首席执行官Wayne Hunt说：“该奖项证明了我们团队在供应链运营上追求卓越性的不懈努力和承诺。继今年八月起在中国启动的成功品牌重塑运动之后，该奖项是对拓领在领导和管理客户供应链能力上的认可。”

Wayne Hunt, President and Chief Executive Officer at Toll Global Logistics said, "This award is testimony to our team's tireless efforts and commitment to supply chain operational excellence. Following on from a successful rebranding exercise in China in August this year, the award is recognition of Toll's capacity to lead and manage our customers' supply chains.

“赢得亚洲最佳第三方物流供应链服务商奖进一步展示了我们在中国及整个地区的零售和消费行业内，作为领先的物流服务商的能力，” Hunt先生总结到。

"Winning the award of the best 3PL supply chain provider in Asia further shows our competence as the lead logistics provider in the retail and consumer sector both in China and across the region," Mr Hunt concluded.

自1996年以来，拓领一直通过其合资公司新科安达在中国开展业务。今年初，拓领集团完成了对该合资公司的收购，并在八月将其更名为拓领全球物流，其大中华区的总部设在上海。

Toll has had operations in China through its controlling interest in joint venture ST-Anda since 1996. The Group completed its acquisition of the joint venture earlier this year, and rebranded to Toll Global Logistics in August with its Greater China regional headquarters in Shanghai.

1 拓领环球物流的当地员工以及高露洁的高层管理人员一起领奖
The Toll Global Logistics and Colgate-Palmolive teams collecting their award.

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