

TOLL Today

TOLL HOLDINGS LIMITED



*Purpose-Built
Depots for the
New Millennium
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WINTER 1999



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Please Distribute to: _____ _____ _____

Information Technology - Riding The Wave of Change

The inescapable penetration of Information Technology in society and especially the decreasing cost of long distance and mobile communication will have an enormous impact on the way we live and the way we conduct business - now and in the future.

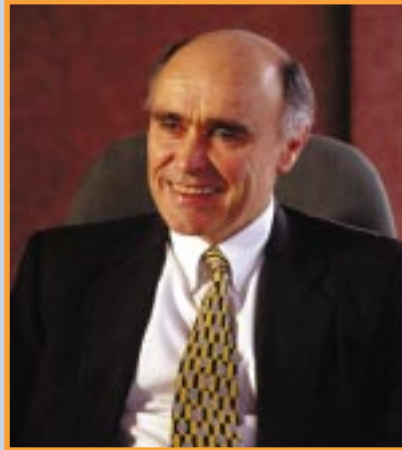
Technology that was possible but considered difficult to implement 10 years ago such as Electronic Data Interchange, Mobile Data Terminals, and distributed applications, are now becoming cheap and easy to implement.

The expansion of this technology and its ease of implementation, will trigger a wave of change in business practices and in the way we live and consume goods and services. With Internet access and even interactive Internet - 'TVs' in every home - home shopping will become more common, presenting Toll and other logistic providers, the challenge of distributing deliveries directly into homes.

Consumer expectation will generate a wave of change on all logistic providers within our industry. Coping with this change will require us to forecast the scope of future logistic practices and to implement processes and technology ahead of our competitors. The magnitude and size of this change will leave some of our unprepared competitors swamped and left behind. Toll is already riding the wave of change and transforming itself into a logistics service provider of the future.

Logistics services of the future

Home Shopping is becoming increasingly practical as a real method of purchasing and ordering goods as the Internet connection becomes easier and the range of goods available on the Internet broadens. Increasingly, there will be a need for logistics companies to provide the "back-end" logistical services, which will enable many small home-delivery orders to be picked, packed, routed, and delivered to the



Paul Little,
Managing Director

door. Toll is currently involved in providing this service for Woolworths Home delivery in Queensland.

Expectations of our Customers

Improving the efficiency of our customers' supply chain is now a key focus in responding effectively to changes in consumer demand. Driving inventory and working capital costs out of the supply chain, is also a key goal for Toll and its customers.

Customers now require more accurate information on:

" Home shopping will become more common "

- The location of their shipments at any time.
- Advance notice on problems and delays.
- A single view of their inventory at all locations both at stocking points and in transit.
- A seamless one-stop centre for all the services used from the group including invoicing.

Customers will choose how business is conducted

Toll recognises the need to simplify the way our customers do business with us. This means offering a choice on the method of communication based on IT capability and the range of logistical services being provided.

Whilst smaller customers will continue to communicate via their normal contact within Toll, those customers requiring an integrated solution incorporating multiple divisions, will use a combination of a major account executive, together with a service centre or call centre for normal daily enquiries.

High volume multi-divisional customers will conduct business electronically through the Internet or via EDI, with person to person contact still in place to monitor overall service levels.

Changing how we work

Some of the technology under investigation within Toll's Strategic IT Programme, will have a far reaching impact on our daily routine.

Toll's freight identification and tracking project is developing the use of two dimensional barcodes which will allow us to input a whole page of data into our computer systems with a single scan.

The implementation of a new Freight Management System across the group next year, will place updated pickup and delivery information at drivers fingertips through mobile data terminals in trucks.

Improved Call Centre technology will raise the profile of our customer service staff, placing information and new tools to empower front line staff to resolve customer issues more quickly.

This is just a glimpse of the change underway at Toll, which collectively will ensure we remain Australia's foremost logistics service provider.



Mark Rowsthorn,
Executive Director

OH&S is a Major Priority

Occupational Health and safety is a major priority for the Toll Group.

The negative consequences of an unsafe and unhealthy workplace are unacceptable in terms of trauma for our people and costs to the business.

It is up to us all to play our part to create a workplace that is free of risk to health and safety and this means ensuring that we, as individuals, act responsibly when we see hazards or instances of non-compliance with regulations, rules or procedures.

If you see a hazard that you can fix then do it. If you cannot fix it but someone should, bring it to the attention

of your supervisor as soon as possible.

Commitment to health and safety is also a true team effort which involves managers, employees, supervisors and contractors working together to achieve a shared aim.

Consequently we have been seeking tools to help support the process.

Recently we commenced Risk Management Audits in Victoria and these will help to identify hazards that need attention. We have also introduced the Safety Achiever Bonus Scheme (SABS) in South Australia and this too will drive health and safety management in that state.

The SABS system involves all Toll sites in South Australia developing a systematic Safety Management plan for each site that is subsequently audited by the Workcover Authority. The scheme has three levels of compliance. Each level provides for a substantial reduction in workers' compensation premiums following a successful audit. Also without saying, it helps Toll provide a safe and healthy working environment for its employees, subcontractors and visitors.

The nature of our work means that we also have a responsibility to the wider community and we are participating in programmes such as the Fatigue Management Programme and Trucksafe.

A Fatigue Management Programme (FMP) is an alternate system of compliance to driving hours that is being piloted and evaluated by Queensland Transport. As opposed to the current prescriptive regime of driving hours, a Fatigue Management Programme focuses on the core causes of fatigue and addresses them via the implementation of specific fatigue counter-measures.

Trucksafe is an alternate system of managing vehicle maintenance and addressing driver health. It forms part of the industry push for accreditation and increased self-regulation. Trucksafe was introduced to the company via the BHP Contract Management Team and is now well established throughout the business.

The long-term success of our health and safety plans will need the commitment and contribution of us all.

Purpose Built Depots for the New Millennium



The Toll Group is proud to celebrate the birth of 2 new purpose built depots in Sydney and Melbourne. Transport and Logistics is a specialised business and as such needs specialised premises to provide effective and efficient operations for our customers. Recognising this, we chose Altona North in Melbourne's western suburbs and Smithfield to the west of Sydney.

Both facilities have been equipped with the latest advances in freight handling technology to ensure the demands of our customers and industry are met well into the next century.

Altona North

Altona North will be the new home of Toll Express, NOX Freight System and Toll's workshops. Located on Toll Drive, the

site is capable of handling the simultaneous unloading of 4 B-Doubles and loading between 6 to 10 pick up and delivery vehicles. Occupying more than 120,000 square feet undercover, Altona handles in/outward freight, 2 Adelaide, 4 Sydney, 2 Brisbane and 1 Perth semis, in conjunction with the unloading, weighing, cubing and run allocations from 4 rigid pick up and delivery vehicles and 2 semi trailer pick up and delivery vehicles.

Smithfield

Smithfield is equally impressive, with an undercover area in excess of 90,000 square feet; the ability to load up to 14 linehaul vehicles at any one time and unload 6 pick up and

(continued on page 13)

The Strategic IT Programme

Late last year Toll developed an IT Strategy. As an outcome of this strategy Toll launched a Strategic IT Programme. The programme consists of 19 projects, broken into four areas of Transport Management, Electronic Commerce, Logistics and Warehousing, and Executive and Administrative Systems.

For our employees these projects are aimed at improving communication within Toll, providing our employees with the information they need to get their job done, and making working life easier. For our customers, these projects directly facilitate Toll's ability to provide a seamless logistics service to customers, and directly aim to make doing business with Toll as easy as possible.

Here in Toll Today we would like to share our progress and successes as we advance forward. In the Electronic Commerce area many of our projects are already starting to come to fruition:

Internet

The Toll Web site is now live and on the web. It can be found at www.toll.com.au.

Customers have access to our Corporate Profile outlining our capabilities and the latest news and information from around the group.

Our investors and potential customers are provided with our annual report and half yearly results.

We have big plans for utilising the web to improve customer service. Some of our initiatives will be to introduce rates enquiry, quotations, freight booking

and tracking, all via the internet, giving our customers the choice of how they would like to conduct business with Toll.

Intranet

We have launched our intranet site aimed at keeping our staff up-to-date with news, and current events within Toll. It can be accessed from within the Toll Network at address <http://intranet/>

For our initial launch the Intranet contains the company profile, a "Who's Who" of Toll personnel and news articles. In time intranet applications will arrive serving functions such as on-line lookup to Hazardous Goods information, Careers and Vacancies, and Policies and Procedures.

Toll employees require Internet Explorer 4.0 installed and configured to access the intranet. Staff can contact their IT Manager for more information.

Easier Bookings with TollConnect

Toll has just launched its TollConnect Software. This PC based, web enabled application will replace older less functional systems. TollConnect allows our customers to enter consignment information online. Documentation and labels are automatically generated. TollConnect allows customers to analyse and report on their shipments with Toll.

Toll intends to launch an internet booking and track and trace service later this year.



Toll Group Superannuation

Those employees who are members of National Financial Management Superannuation should receive member statements during June 99 for the period up to the 31 March 99. This year Toll changed to Bi-Annual reviews of 31 March & 30 September, for this fund.

If any employee does not receive their statement please make direct contact to Michelle Parkinson at National Financial Management (03) 9245 2457 or toll free 1800 035 526 or email Michelle_Parkinson@nag.national.com.au

In the near future Toll will be going through the process of increasing the number of Superannuation Policy Committee Members for the National Financial Management Superannuation Fund. Toll will be advising members in the coming months of the election process.

Corporate EEO Committee

The Corporate Office of the Toll Group has established an Equal Employment Opportunity (EEO) Committee to develop and implement EEO programmes to ensure the Corporate Office complies with the Affirmative Action (Equal Employment Opportunity for Women) Act 1986.

The Act requires private sector companies, community organisations, non-government schools, unions, group training companies and higher education institutions with 100 or more people to establish affirmative action programs.

The Committee will ensure the EEO programmes are designed to remove any discriminatory employment barriers and take action to promote equal opportunity for women in the workplace.

The Committee will identify and develop a strategic plan for the Corporate office.



The members of the Corporate EEO Committee (CEEEOC) include Rod Walters, the Group's General Manager of Human Resources (above), Lillian Gordon, Payroll Administrator (pictured left), Cheryl Barbary, Manager Superannuation (pictured right) and Evelyn Papadopoulos, Corporate Marketing Co-ordinator (pictured centre).

Third Annual Transport & Logistics Careers Fair

On Thursday 22 April 1999, the Chartered Institute of Transport held its 3rd Annual Transport and Logistics Careers Fair. Sponsored by KPMG the event was a resounding success with the number of attendees exceeding 200 which more than doubled attendance numbers of previous years.

Toll was one out of over twenty companies that displayed at the event, including: Allied Pickford, Australia Post, BHP Transport, Coca-Cola Amatil, Coles Myer, Dawson Consulting, Ericsson, Kraft, K & S Freighters, Linfox, Morgan and Banks, Pacific Dunlop and TDG Logistics, just to mention a few.

The Universities and TAFEs were also strong supporters of the Careers Fair. Those participating included RMIT University, Melbourne University, Monash University, Swinburne University of Technology, Kangan Batman Institute of TAFE, Chisholm Institute of TAFE and others.

Toll's participation aimed to achieve the following objectives:

- To ensure that Graduates nominate Toll as their employer of choice.
- To create a positive attitude about the company as an employer, with graduates.
- To create a positive attitude about the company as a supplier.

A particular benefit experienced by both company representatives and the emerging supply chain professionals attending was the opportunity to successfully network. More than providing a forum for career opportunities, the event fostered relationship building and presented business opportunities for many involved.

Laura Casteel Anderson, Chairperson of the Chartered Institute of Transport in Australia, Victoria Section stated "the event is fundamental to furthering our mission of developing a critical future

capability, the young professional."

During the night, Carly Cummings, the Young Victorian Transport Professional of the Year, addressed participants. Promoting a career in supply chain management, Carly outlined the benefits of working in such an exciting and dynamic industry. She also encouraged all young supply chain professionals to apply for the Young Victorian Transport Professional of the Year award.

Michael Gainger, Partner at KPMG, also made a short speech, pledging the company's continued sponsorship for the event next year. He also mentioned how delighted he was with the number of companies attending the event and expressed KPMG's pleasure in being associated with the CIT Careers Fair.

Toll was complemented, by many on the evening, on its promotional display and handouts.

Graduates were extremely appreciative to have had the opportunity to meet with Mr Paul Little, Toll's Managing Director, who attended the event.

Left to right: Paul Little, MD Toll Holdings Limited, Evelyn Papadopoulos, Toll's Corporate Marketing Co-ordinator, Anthony Hocking, Management Trainee, Toll Specialised and Rod Walters, Toll's GM-HR.



Coca-Cola Queensland Distribution Contracts

Coca-Cola Amatil (Aust) Limited has awarded the majority of its South Qld and North Qld distribution contracts to Toll North.

The contracts are for a period of 5 years.

The South Queensland contract commenced on 4 May 1999 and covers the distribution of product south to Armidale and Inverell in NSW, and north to Gladstone and Rockhampton in Qld.

The North Queensland operations begin on 28 June 1999. Toll North will linehaul and deliver all Coca-Cola products for

Mackay, Proserpine, Townsville, Ingham, Innisfail, Cairns, Atherton, Cloncurry and Mt Isa.

The delivery task calls for some 26 vehicles, 17 of which are new specifically designed trucks along with the appointment and training of 16 additional staff.

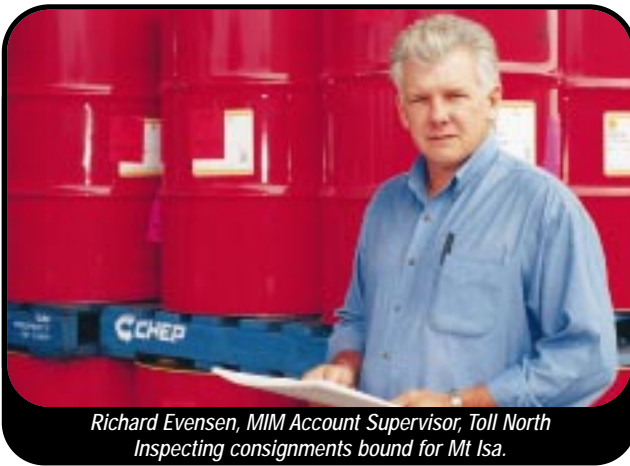
This is an important contract for Toll North who are committed to building a long term relationship with this blue chip company.



MIM Update – First Rollover Extension Achieved

In August of last year Toll North acquired the Transport operations from Mount Isa Mines internal carrier UTO. (Refer Summer Edition of Toll Today.)

The contract with MIM is performance based, is for five years and has a roll-over capability which effectively extends the life of the contract in six monthly intervals, provided that some very tough criteria are met. The arrangement calls for formal performance reviews that allow for six possible extensions to the contract over the five year period.



Richard Evensen, MIM Account Supervisor, Toll North
Inspecting consignments bound for Mt Isa.

We are very proud that we have achieved a contract extension upon our first evaluation, a time that is normally regarded as a settling in period for this size of operation.

In our first six months of operation we achieved:

- 95.1% delivered on time.
- 98.3% delivered within one day.
- 99.3% in full and undamaged.
- 100 % Priority services (within 24 hours / reaction time of 30 minutes / a solution within 2 hours).

Perth International Project Logistics Office

Carpentaria International together with its Singapore affiliate Kimtrans JV Carpentaria (S) Pte Ltd have opened an office in Perth at O'Connor. David Mulroney is the Manager and the office attends to Project Logistics covering the total supply chain management to mines in SE Asia, China, South Africa, South America and the Pacific Islands as well as Australian based projects.

CONTACT DETAILS ARE

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Woolworths Supplier of the Year (Major Contractor)



Left to right: Steven Tapsall, Assistant Branch Services Manager, Woolworths Qld, Hugh Cushing, GM Marketing, Toll North accepting the award from Roger Corbett, MD Woolworths, and Bernie Brookes, GM Woolworths Qld.

Toll North Pty Ltd (formally Carpentaria Transport) was awarded Woolworths' Major Contractor for its Transportation Services provided during 1998.

Receiving the award has been Toll North's proudest moment in 25 years of service provision to Woolworths through its operating divisions QRX, NOX, and W&M Transport.

The success of this long-term association has been the strong relationships developed between our people particularly enhanced by QRX on-site contract supervisor Roger Kappu.

Roger works closely with all distribution staff to coordinate the loading requirements for the State.

Daily communication exists between:

Store Managers	Branch Managers
Receiving Staff	Delivering Drivers
Warehouse	Fleet Operations
Administration	Administration
Customers	Home Delivery Drivers

Monthly Meetings exist between Management to plan events and deal openly and honestly with any issues to provide a seamless, on-time and uninterrupted service.

Services that Toll North Provide to Woolworths



- Dry Groceries by Rail from Brisbane to North Queensland.
- Freezer/Chilled and Fresh Produce by Rail from Brisbane to North Queensland.
- Fresh Produce by Road to all Brisbane Metropolitan Supermarkets.



- Dry Groceries by Road from Brisbane to South West and Central Queensland.



- Chilled Meat (Cartoned and Hanging) to all Queensland Supermarkets.
- Fresh Produce by Road to South East, South West and Central Queensland.



NEW SERVICE



Toll North and Woolworths are currently trialling the use of Temperature-Controlled home delivery vehicles.

Joint Venture with Tenix Shortlisted for Defence Integrated Distribution System (DIDS)

What Is DIDS?

The Defence Efficiency Review of 1997 recommended among other things, that Defence, with the assistance of industry, should develop a more efficient storage and distribution system to accommodate its operational requirements. The Defence Integrated Distribution System (DIDS) involves the three activities of warehousing, physical distribution and regional repair and maintenance.

The DIDS project is the most significant outsourcing project that Defence has seen to date. The successful DIDS operator will be expected to perform these activities in support of Defence throughout Australia. This support will extend to entry points of Areas of Operations (AO) when necessary, particularly for distribution.

What are the Facts?

- The DIDS contract is estimated at \$200M per annum and the initial contract length is expected to be 7-10 years.
- The current Defence warehousing infrastructure consists of in-excess of 27,000 unique customer dependencies, situated at over 2,400 defined locations; and is carried out via 26 sites of collectively 228 separate buildings.
- In 1997 there were around 1.6 million line items (SKU) of inventory valued at approximately \$6.4B.
- Approximately 1.3M requisitions are processed annually.
- As well as local distribution at Defence sites, there is a line haul service operating through 11 freight distribution centres, located at existing stockholding sites.
- In 1997 approximately 500,000 consignments weighing 32,000 tonnes were distributed nationally.
- Repairs and maintenance are currently performed at seven major sites.

Tenix is Australia's largest and most successful defence and high technology contractor. The Group has total assets of approximately \$1B. Tenix has a forward order book of \$4B, and the Group's annual revenue is approximately \$1B. Tenix operates throughout mainland Australia as well as in the Philippines, New Zealand and the United States. Operations incorporate the recent acquisitions of the commercial and defence aerospace operations of Hawker de Havilland and the military vehicle business of British Aerospace Australia. The delivery of services under the Albury Wodonga Military Area (AWMA) contract has given Tenix experience in Defence warehousing, transport and material maintenance services.

Teaming together with Toll's infrastructure, assets, capabilities and expertise, the TenixToll consortium can deliver the total Defence logistic solution to DIDS.

What is the process?

The initial DIDS briefing was undertaken last October. By March 1999 a shortlist of eight commercial consortia and the "in-house option" were shortlisted as follows:

- TenixToll Defence Logistics
- TNT and Transfield
- Mayne Nickless and Serco
- BHP Transport
- Linfox and ADI
- British Aerospace (and a large consortia including K&S)
- Finemore, Leighton Contractors and SpaceMark
- Brown & Root and P&O.

All bidders have attended site visits, workshops and several briefings and are at the early stages of solution development. The schedule ahead is:

August, 1999	RFQ released.
November, 1999	RFQ response due.
March, 2000	Successful bidder announced.
June, 2000	Contract signed.
July, 2000 – February, 2001	Implementation.

Who is involved?

A team of Toll and Tenix operations and development staff have been working on the bid. Additional technical and operational expertise is currently being added from both parent companies as we get into the detail. The team is headquartered at St Kilda Road, Melbourne, but is working at various sites including the AWMA facility.

Points of contact for anyone looking for more information, or to get involved are:

Helen Newell,
DIDS Project Manager
0419 636 241.

Ian Grant,
TTDL General Manager
0418 437 302.



Who is TenixToll Defence Logistics?

TenixToll Defence Logistics (TTDL) has been created as the vehicle for Toll and Tenix to provide integrated logistics support services to the Australian Defence Force (ADF). TTDL will deliver and manage the integration of all services required under DIDS. In addition, TTDL will have access to the skills, expertise, experience and resources of its parent companies.

Toll Logistics – Automotive Division

The Automotive Division of Toll Logistics continues to extend services to the supply chain and administration boundaries with the implementation of further value adding capabilities to current client services.

Not only one contact; but one invoice too!

Accounts managed by Automotive Logistics, using the various services provided by Toll SPD, Toll Express, Toll Tasmania, Toll Packaging and Toll Logistics can now request one weekly invoice/statement which consolidates all charges onto a single account facility. Presentation of service transactions can be broken up into sub-totals by Toll activity, or state, or mode, or service – whichever assists the client better in reconciliation and/or reporting.

"We are currently working with Toll IPEC and Toll North to extend the capability to also include all services provided under their banner" added Wayne Hunt, General Manager.

Global Componentry Supply Chain Logistics

Toll Automotive's alliance with Coughlin Logistics (a business unit of FX Coughlin of Detroit USA) enables us to provide LCL/FCL services for the importation and/or export of Automotive Componentry globally with a well respected and proven global tier one supplier.

Services the alliance currently supports include decanting and sequence in line supply of Con-rods and Bearing Caps ex United Kingdom for the Ford AU Programme.



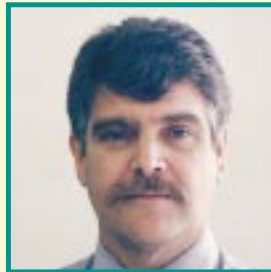
For further information on the above or other services provided by Toll Logistics – Automotive Division – Please contact:



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Refrigerated Roadways – Process Task Force

Many physical and structural changes have been made over the past two months. Now that the physical move from Laverton to Webb Dock is complete with the sale of the Laverton depot, we are focusing on issues directly affecting operations, administration and customer service.

As part of the ongoing improvements to the company it was decided to form a task force made up of people from within the Roadways business. This team was made up of a cross section of employees covering all aspects of core business departments.

The process task force was initially formed to help the business make the transition from two operating procedures and systems onto the one standard system.

The team identified two major objectives:

- To provide a standard system to enhance delivery of our customers freight on time, damage free.
- To provide a standard system to deliver timely and accurate information to our customers.

The team consisted of:

Anthony Hocking (Linehaul)
Peter Thomas (Operations)
Andrea Newble (Customer Service)
Ray Maloney (Administration)

The task force studied all of the current operational processes and revised current job descriptions. All operational paperwork was analysed in order to help reduce manual processing. New operational records are being tested and once refined they will be introduced nationally. We have taken relevant sections from the operational procedures of both businesses and combined them into a new manual, which reflects the operating changes that have occurred from the merger. This will help to ensure that the business has one uniform operational and administration procedure.

As part of the ongoing cost improvement programme Refrigerated Roadways is continuing to look at depot rationalisation and seek to eliminate costs in all areas of operation.



Toll SPD – Induction Programme

Following from the last issue of Toll Today –
Matthew Lonsdale (Toll SPD's Co-operative Student)
and Oscar Rosa (Toll SPD's Career Plus Programme Trainee)
report on their four week induction programmes.

Matthew Lonsdale's Induction Report



The 4-week induction programme with Toll SPD provided an excellent opportunity to witness and get involved in the various sections of the company. This allowed me to gain a better understanding of exactly what the company does and how it does it from the ground up. Before starting at SPD, I had only limited knowledge of these functions. Had I started my job without the understanding that the induction programme provided, I feel my main job of preparing the various reports, collating delivery times to the food DC's from the run sheets, and helping in the preparation of the budgets may have been harder and even confusing.

The first week of the programme was spent out on the trucks as they made their deliveries and pick-ups, with various company and sub-contract drivers. This enabled me to learn about the various equipment used, the types of freight moved by Toll and the various locations deliveries and pick-ups were made. Going in to NRC and T-Gate allowed me to see how the rail operations work, which was important as a majority of SPD's work deals with transportation via rail. During this week I also attended the fire extinguisher training programme that was run by the MFB.

The second week was spent in the fleet control area, which was very

educational as I now have a better understanding of how customer orders are taken and the subsequent allocation of jobs to drivers takes place. I was able to spend time with all the fleet controllers both observing and helping out where possible. Some of the tasks I performed here included writing up the run sheets for the next day, generating trip numbers through the NRCs computerised operating system and answering telephone calls and taking customer pick-up and delivery requests.

The third week was spent in the warehouse where I was involved in loading and unloading of containers and trailers and conducted stock checks to determine what, and how much, freight was in the warehouse. As well as this, I had to count how many pallets were in the yard. I also assisted in the return process for damaged or incorrectly consigned freight, which also involved taking photographs of damaged loads. I attended some of the daily operations meetings where daily issues and problems were discussed with the State Manager Scott Humphreys. Spending time in the warehouse allowed me to see the various problems that may arise. For example, damaged goods due to incorrect securing of loads.

The fourth and final week of the induction programme was spent in the office where I was shown how to use the TollNet computer system and how the various departments such as accounts payable and receivable operate. I spent time in the manifesting and sales areas as well as spending time on reception. During this final week of the programme I began to understand the operation of the business as a whole, as it now became clearer how the different areas I had spent time in all linked together.

The Induction programme on a whole was a great learning experience and one which I appreciated. It also gave me the opportunity to get to know some of the

people I will be working with and what their respective jobs involve, all of whom were very friendly and only too happy to show me what they did.

Matthew Lonsdale.

Oscar Rosa's Induction Report



For the first four weeks at Toll SPD I was introduced to the four main areas that make this business. I started the first week by going out with the company truck drivers and learning what their jobs involve. The drivers were kind enough to let me go along with them to see how the products are moved from one place to another. It was interesting to find out that a lot of their time is spent waiting to get unloaded, some places were so busy that we had to wait too long. It was good to find out how some of the machinery worked, like the side loader and the tipper because I had never seen them in action. Going into the rail and T-Gate made me understand more about how Toll transports the freight to other states.

I spent the second week in the warehouse where I met Lindsey and Angelo the two warehouse supervisors who taught me about what happens in the shed. I also met the Depot workers who showed me around and let me give

them a hand if they needed it. I got involved with learning how to put the tarps over the loads and to tie ropes over them. I spent some time with Alan the equipment supervisor. He helped me gain an understanding of what he does and what is involved in maintaining the work area with sufficient equipment whilst keeping within budget.

In the third week I was with the fleet control team. It was an interesting week because of all the work that gets done. That was when I realised that all the areas of work are linked and teamwork is needed. Maree showed me what her job was and how important it is to keep in contact with the customers and with truck drivers so all the loads get delivered to the right places and in time. I sat with Dale and he gave me an idea on how to write up the run sheet that he works on. Sometimes he told me to answer the phone, which made me nervous because I wasn't used to answering it. Jason couldn't spend too much time with me but taught me what he could. He deals with jobs around the NRC and T-Gate. The other half of that day I spent with Carol and she told me about bookings that have to be made to put loads on trains for other states.

The last week was in administration. I spent a day with Tina and she taught me about manifesting. I helped her with typing manifests and con notes. I tried filing and photocopying, which I had never done before and enjoyed. Brad showed me how he has to keep track of the pallets (pallet control). He let me type the PODs on the computer even though he saw that I was slow. Narelle and Megan are the credit controllers and their job is interesting. I got a chance to call a customer to see if we would get some money back. I gave them a hand with filing while I was there. I sat with Sandra at reception that was the last of my telephone fears, I found it hard to listen and write at the same time but eventually I started to get the hang of it. Overall, I think this is a good way to start a job you know nothing about.

Oscar Rosa.

Purpose Built Depots for the New Millennium

(continued from page 3)

delivery vehicles simultaneously. Add to this complex the workshop and truck wash facilities and you have a self-contained unit that will pass on the benefits gained to our customers.

The people attached to these operations have been paramount in the successful transition of the businesses. There is no doubt that such a move can be a huge upheaval for many people. The fact that these changes went off without a hitch is testament to the commitment Toll staff have to make it work for the customer.

Our commitment has been and will remain to achieve world's best practice in customer service. A customer service that offers the solutions to your current and future transport and logistics requirements quickly and efficiently in a timely manner.

Our goals are simple.....pick up when we say, track & trace the movement, deliver on time, undamaged.....these are the simple creeds of the Toll Group.

The future will see tremendous steps forward in the implementation of computer-based solutions and interfaces. Toll will be at the forefront of these developments to ensure our customers maintain a competitive advantage in an ever increasingly competitive market.

WE HAVE MOVED

Toll Express, Brooklyn, Victoria

has moved to:

12-30 Toll Drive, Altona 3025

(Melways Ref - Map 54 - H4 - off Grieve Parade next to Toyota)

PO Box 548, Altona North 3025

Main Switch Tel:	(03) 9931 4888
Main Fax:	(03) 9931 4880
Customer Service Tel:	(03) 9931 4894
Pick Ups Tel:	(03) 9931 4800
Pick Ups Fax:	(03) 9931 4721

Toll Express, Revesby, NSW

has moved to:

3 Herbert Place, Smithfield 2164

Main Switch Tel:	(02) 8787 2333
Main Fax:	(02) 9725 2835
Pick Ups Tel:	(02) 8787 2400
Pick Ups Fax:	(02) 9729 1735

Shave for a Cure

First meal after getting out?

No, they are not ex cons!

Billy Smith (pictured left) and Leon Baldwin (pictured right) from Toll Express, Brisbane Office had their heads shaved to raise money for the Leukemia Foundation.



Leon used to sport a very heavy moustache and was offered \$30.00 to shave it off.

Together Billy and Leon raised \$600.

Good on you guys!



BIG IS BEAUTIFUL



In April, our internal Specialised Transport team successfully completed the movement of three Rail-grinding Locomotives from Port Hedland to Perth for Loram Australia (Pty) Ltd. But it certainly wasn't all plain sailing!

The task was to uplift and bring to Perth a Model R67 Loram Rail Rectification Unit comprising three main sections – a 78.5 tonne and an 83 tonne section both 17 metres long and a 62-tonne section which was 13.5 metres long along with containers of parts and spare bogies.

On Wednesday 31 March Dick Watson, Toll Express Specialised Transport Manager, flew to Port Hedland to appraise the task returning on Wednesday 7 April to oversee the movement which was to be completed by Thursday 8 April and into Kewdale Perth by Monday 12 April.

Unfortunately, Cyclone Wendy intervened and closed the site down on Wednesday morning. Port Hedland went on Yellow Alert at 8.00 am and this changed to Red Alert by 1.00 pm which meant that everything had to be stripped, cranes were lowered and everything made secure and inspected by BHP.

The cyclone was due to hit Port Hedland at 8.00 pm Wednesday night but luckily, when only 40 kms off the coast, it suddenly veered south and missed the town by 60 kms - however, the rain, wind and thunder was incredible.

A further problem was encountered in that the Units could not be separated due to articulation pins being frozen in their sockets. After trying 100-tonne Jacks and heat without success, the units were eventually separated by using thermal lances to sever the joint couplings - a rather drastic step but it was more economical for Loram to have new pins and couplings made - and time was of the essence!

Working in heavy rain and mud from Thursday morning, the job was finally completed at 4.00 pm Friday afternoon. It was then transported to Perth, unloaded on time and re-constituted by Sunday 18 April after extensive engineering modification.

For the technically minded, the following equipment was used:

- 2 x 8-line 110-tonne capacity trailers
- 1 x 100-tonne Float

- 1 x Manitowoc 150-tonne Crane
- 1 x Liebherr 120-tonne Crane
- 1 x Franna 16-tonne Crane
- 4 x Riggers and associated equipment.

The Cranes were locally sourced after being mobilised and demobilised from Perth.

Dick Watson, Toll Express Specialised Transport Manager, has been involved with the movement of Loram equipment around Australia for over eight years.

Dick says, "Loram movements have to be performed under strict guidelines and procedures which demand a high level of

service and professionalism. The preparatory work is extensive and no doubt our ongoing relationship has been built around our past performance and attention to detail".

The Toll Express Perth team of Dick Watson and John Arnold has been involved with the movements of Specialised product ranging from an over-dimensional piece of steel to 900-tonne Drag-lines and the mobilisation/demobilisation of Mine sites.

With over 50 years of collective experience between them and a catch phrase of "Big is Beautiful", their names are synonymous within the Resources/Fabrication/Manufacturing areas - so if you have any questions or queries, please give them a call on (08) 9311-8666.

Pasminco Contract - 'All Wrapped Up'

On April the 1st this year the Toll Group successfully completed the first year of the three-year Pasminco contract for site metal handling. One of the tender commitments was the installation of three automatic stretch wrap machines.

The challenge from Pasminco was to come up with a cover that would maintain bundle integrity over long journeys and also provide weather proofing in accordance with Pasminco's quality programme.



Pasminco Contract - Product being loaded onto the new shrink wrap machine.



Pasminco Contract - The finished article.

After a tendering process the decision was made to purchase three totally automatic wrapping machines from Integrated Machinery. The machines included a Module 5 Vertical + Rotorex 650CS Horizontal wrapper providing both side, top and bottom coverage.

Each machine is capable of wrapping in excess of 60 bundles per hour and has reduced the exposure to worker injury problems associated with wrapping large volumes of product manually. The totally weather proof nature of the Vertical/Horizontal wrapping process allows the product to be stored outside without any detrimental effects.

Feedback from Des Peters (Manager Transport & Distribution - Pasminco Metals) is that the stretch wrapped bundles are maintaining their integrity on the long journey into Asia. Bundle integrity has been highlighted as a major issue for break-bulk volumes of bundled metal and was the main reason for wrapping the product.

The wrappers have been installed in Port Pirie at the smelter, and at Toll's facilities in Hobart and Newcastle where Toll Personnel wrap, store and distribute Pasminco product domestically and Internationally.

Innovative solutions have been an integral part of the Toll service to Pasminco and will be part of our continued commitment in the future.

Welcome to our New Appointments



Stephen Stanley joins Toll as Director Development.



Melanie Conboy joins Toll as Risk Assistant.

Toll Racing Update

TOLL RACING MOVES TO THE ALL NEW AU FALCON!

Since our last update, the team has been busy building a new race car, based around the AU Falcon.

The AU Falcon of Seton, Bright and Longhurst have proven to be very fast out of the workshop; Toll Racing's first test session at Calder Park on Thursday 6th May was also very promising. Not only did the car run smoothly during the half day session, but we managed to lap at almost a second faster than the old car.



The car at Phillip Island on Sunday 16th May

RACING CALENDAR UPDATE

As the organisers have rescheduled the programme dates around since publication of our launch brochure, the revised calendar follows:

DATE	TRACK	LOCATION
4 - 6 June	Hidden Valley	Darwin, Northern Territory
25 - 27 June	Sandown	Melbourne, Victoria
9 - 11 July	Queensland Raceway	Ipswich, Queensland
23 - 25 July	Calder Park	Melbourne, Victoria
6 - 8 August	Symmons	Launceston, Tasmania
20 - 22 August	Winton	Benalla, Victoria
3 - 5 September	Oran Park	Sydney, New South Wales
17 - 19 September	Queensland Raceway (Endurance Race)	Ipswich, Queensland
11 - 14 November	Mt. Panorama Bathurst (Endurance Race)	Bathurst, New South Wales

TOLL RACING MERCHANDISE

With progress comes change and with change comes time.....

The Toll Racing merchandise has taken on a whole new look; we've adapted the new racecar and implemented a different design in order to keep you up to date!

As all the avid Toll Racing followers are aware, last year we put together racing merchandise including Caps, Polo Shirts, Racing Jackets and Model Cars. At this stage we are upgrading the design and colours to reflect that of the new racecar. As soon as the designs are complete, we will forward our artist's impression to those who have placed orders; requesting confirmation and payments.

If you want to place any orders or change any current standing orders, we will be more than happy to assist you.

Please contact Kristen Evans by phone: (03) 9694 2841, by fax on (03) 9694 2880 or email on kristene@toll.com.au

Thank-you for your support and we look forward to seeing you at the racetrack.

STOP PRESS!

Phillip Island Report

Toll Racing finally got to race the new AU Falcon by Anthony Tratt, Team Driver, on May 16th at Phillip Island; and to say the weather conditions were atrocious would be an understatement.

The car was absolutely magnificent to drive straight from the workshop. Its balance and handling was a great basis to work with on suspension development. We now have computers in the car that allow us, after each session, to download information on what the car is doing at every part of the track on every lap. We can view on the computer: steering angle "G" forces lateral and longitudinal, throttle opening, breaking, shock absorber speed, and travel and tyre temperatures which will assist greatly in speeding up our development.

On the last lap of the first race, in heavy rain, I was racing out of one of the corners coming onto the straight, side by side with three other cars. The three cars started banging panels with each other - I could see a huge accident about to unfold so I moved to the left to avoid being part of their accident. As the car went off the circuit it went through a trench dug into the ground for drainage. This in turn broke the front air dam off and pulled the fuel cell, which hangs out of the floor in the boot, out of its mounts, thus putting the car out of action for the rest of the day.

A split decision has to be made in situations like that - Do you race on and risk a large accident or forfeit some ground and have minor damage? The latter I believe was the way to go with our new Falcon. The car will be repaired for the next races!



SKI PADDLING WINS PADDLES DOWN



Soren Luckins – winner of the Victorian Under 21 Surf Ski Final.

This racing season has been the most successful yet for Toll sponsored Soren Luckins with:

- One Victorian Title;
- Numerous Carnival wins in Under 21; and,
- Consistent top ten racing in the Open category (a number of these results are in the top five).

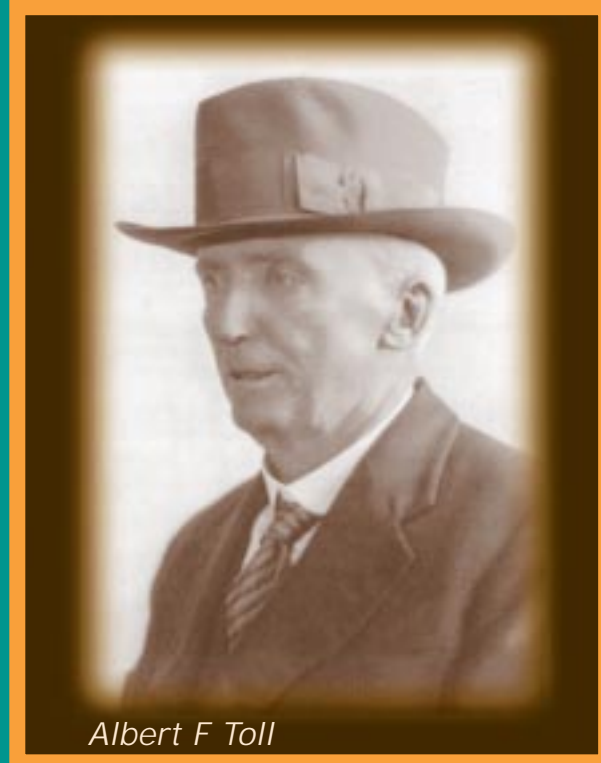
Soren's results on the Single Ski have prompted an invitation to race K1 Kayaks for Victoria and train over winter in an all-expenses paid (squad fees, physio and doctor), leading training squad that is aimed at qualification for the 2002 Commonwealth games.

Most of the top Ski paddlers in Australia are either full time kayakers or train in the Kayaks over winter and then race Surf Skis in summer. Soren has trained the last three years over winter in K1's and raced a few times, but only now is paddling fast enough to warrant a full race assault.

Soren made a decision early in the past season to concentrate on his Ski Paddling, and not Ironman. Although swimming has been his favourite discipline of the Ironman racing, Soren started this season with a strong winter's training and found himself winning Ski races. As an Ironman, it was necessary for Soren to spread his training amongst the three disciplines, while pure Ski Paddlers were able to focus solely on ski training.

This combined with a long running, consistently annoying, shoulder injury from swimming prompted Soren's decision to focus on Ski Paddling.

Toll is pleased with Soren's rapid progression and wishes him all the very best in the future.



Albert F Toll

◆◆◆ 112 YEARS ◆◆◆

The Toll History Book will be available soon!

Absolutely Free!
Limited Edition

One hundred and twelve years of Toll history has been captured in one book.

From horse & cart transportation days to today's Integrated Total Logistics Solution provider.

Read about the rapid growth through strategic acquisitions and the many brands that now make Toll.

To secure a copy please fill in the details below and fax your response on the below fax number by 15 July 1999

**FAX TO: CORPORATE MARKETING CO-ORDINATOR
FAX NUMBER: (03) 9694 2880**

**Yes, please reserve my copy of the Toll History Book.
When available please send it to:**

Name: _____

Title: _____

Department: _____

Company: _____

Address: _____

Postcode: _____



STAFF MILESTONES – CONGRATULA

CLUB 10

TOLL LOGISTICS – CLUB 10

Andrew Allan, Beverage & Country, CUB, Adelaide, SA.
 Bradley Jordan, Food & Retail, Unifoods, Vic.
 Brian Matthews, Industrial, Chullora, NSW.
 Bryce Telfer, Industrial, Darra, Qld.
 Damien Edwards, Beverage & Country, CUB, Adelaide, SA.
 David Bowley, Beverage & Country, CUB, Adelaide, SA.
 Dell Gunn, Beverage & Country, Mascot, NSW.
 Dennis Abrahams, Automotive, Campbellfield, Vic.
 Ian Smith, Beverage & Country, Toohey's, Lidcombe, NSW.
 Jim Clarke, Beverage & Country, Kempsey, NSW.
 John Windus, Industrial, Chullora, NSW.
 Leslie King, Food & Retail, Unifoods, Vic.
 Maria Geraghty, Resource & Government, Botany, NSW.
 Michael Forbes, Food & Retail, Franklins, NSW.
 Owen Gartside, Industrial, Dandenong, Vic.
 Peter Kotsopoulos, Automotive, Campbellfield, Vic.
 Royce Chester, Beverage & Country, CUB, Adelaide, SA.
 Samuel Schofield, Industrial, Darra, Qld.

TOLL LONG DISTANCE – CLUB 10

Alan Neary, Toll Express, Brisbane, Qld.
 Alan White, Toll SPD, Newcastle, NSW.
 Ann Goldworthy, Toll Express, Brisbane, Qld.
 Barry Quinn, Toll SPD, Brisbane, Qld.
 Brian Teusner, Toll IPEC, Adelaide, SA.
 Christopher Doody, Toll IPEC, Villawood, NSW.
 Colin Burrow, Toll IPEC, Gosford, NSW.
 Craig Bush, Toll SPD, Newcastle, NSW.
 David Hatchard, Toll IPEC, Adelaide, SA.
 Dennis Hewitt, Toll IPEC, Adelaide, SA.
 Dennis Kumsing, Toll SPD, Brisbane, Qld.
 Derek Hutchins, Toll Express, Adelaide, SA.
 Edward Cummins, Toll IPEC, Villawood, NSW.
 Effie Koulianos, Toll IPEC, Adelaide, SA.
 Elizabeth Cook, Toll IPEC, Footscray, Vic.
 Evelyn Forsyth, Toll IPEC, Perth, WA.
 Florendo Madriaga, Toll IPEC, Villawood, NSW.
 Gail Tremeneere, Toll SPD, Newcastle, NSW.
 Gary Taylor, Toll IPEC, Villawood, NSW.
 Gary Wilkins, Toll Express, Adelaide, SA.
 Geoffrey Constable, Toll IPEC, Rockhampton, Qld.
 George Margaritis, Toll Express, Adelaide, SA.
 Gerard Coneglan, Toll IPEC, Villawood, NSW.
 Glen Stein, Toll Express, Brisbane, Qld.
 Glyn Chivers, Toll IPEC, Villawood, NSW.
 Gordon Whally, Toll Express, Brisbane, Qld.
 Grant Dare, Toll IPEC, Newcastle, NSW.
 Greg Panting, Toll IPEC, Perth, WA.
 James Hudd, Toll IPEC, Villawood, NSW.
 Jeff Walsh, Toll Express, Brisbane, Qld.
 Joe Loulack, Toll Express, Smithfield, NSW.
 John Lawrence, Toll IPEC, Perth, WA.
 John Mudie, Toll IPEC, Perth, WA.
 John Rowe, Toll IPEC, Footscray, Vic.
 Karen Alexander, Toll Express, Brisbane, Qld.
 Kay Noble, Toll Express, Port Lincoln, SA.
 Kevin Noble, Toll Express, Port Lincoln, SA.

Leigh Ries, Toll SPD, Newcastle, NSW.
 Leonie Lloyd, Toll Express, Smithfield, NSW.
 Les Green, Toll IPEC, Perth, WA.
 Lesley Trautner, Toll Express, Brisbane, Qld.
 Libero Gallo, Toll IPEC, Footscray, Vic.
 Louise Field, Toll SPD, Newcastle, NSW.
 Lynne Dickson, Toll Express, Adelaide, SA.
 Lynton Sheath, Toll Express, Adelaide, SA.
 Matthew Collins, Toll IPEC, Brisbane, Qld.
 Michael Braddick, Toll IPEC, Villawood, NSW.
 Michael Hartfiel, Toll IPEC, Brisbane, Qld.
 Mick Moore, Toll IPEC, Perth, WA.
 Morrie Wallace, Toll SPD, Newcastle, NSW.
 Natalie Gafa, Toll IPEC, Gold Coast, Qld.
 Neil Ward, Toll IPEC, Adelaide, SA.
 Noel Burrows, Toll SPD, Brisbane, Qld.
 Noel McKay, Toll SPD, Brisbane, Qld.
 Norman Shearing, Toll Express, Smithfield, NSW.
 Pauline Cains, Toll Express, Brisbane, Qld.
 Penny Churchus, Toll IPEC, Villawood, NSW.
 Peter Mennell, Toll SPD, Enfield, NSW.
 Peter Milnes, Toll Express, Adelaide, SA.
 Peter Veal, Toll SPD, Brisbane, Qld.
 Philip Viles, Toll IPEC, Gosford, NSW.
 Phillip Page, Toll IPEC, Canberra, ACT.
 Raelene Vaughan, Toll IPEC, Footscray, Vic.
 Rhonda Bennie, Toll Express, Smithfield, NSW.
 Rodney Walker, Toll IPEC, Footscray, Vic.
 Scott McLeod, Toll SPD, Brisbane, Qld.
 Shane Monaco, Toll IPEC, Melbourne, Vic.
 Sik Kim, Toll IPEC, Villawood, NSW.
 Steven Mcilwaine, Toll IPEC, Villawood, NSW.
 Syd Banks, Toll SPD, Brisbane, Qld.
 Terry Smith, Toll IPEC, Perth, WA.
 Tony Sheen, Toll IPEC, Footscray, Vic.
 Tony Witschge, Toll IPEC, Perth, WA.
 Tracey Eertman, Toll IPEC, Townsville, Qld.
 Vania Treleggan, Toll Express, Adelaide, SA.
 Warrick Clare, Toll SPD, Brisbane, Qld.

TOLL SPECIALISED – CLUB 10

Dennis Scott, Toll Tasmania, Launceston, Tas.
 Gavin James, Toll Tasmania, Launceston, Tas.
 Michael Gray, Toll Tasmania, Hobart, Tas.

TOLL NORTH – CLUB 10

Garry Harper, QRX, Moolabin, Qld.
 Graham Yates, QRX, Moolabin, Qld.
 John Gadston, IT, Brisbane, Qld.
 Karen Alexander, Toll Express, Brisbane, Qld.
 Kevin Williams, QRX, Moolabin, Qld.
 Kristian Christensen, QRX, Mt Isa, Qld.
 Linda Taylor, QRX, Moolabin, Qld.
 Maree Mel, NQX Freight System, Sydney, NSW.
 Michael Withers, QRX, Townsville, Qld.
 Neil Hastie, NQX Freight System, Emerald, Qld.
 Paul Deuble, NQX Freight System, Townsville, Qld.

This is an official apology to those people who have inadvertently been overlooked for Service Awards in the past. Hopefully the situation has been rectified. If there are any people who are entitled to Service Awards please take this matter up with your immediate manager who will ensure you receive your Award.

TIONS ON YOUR YEARS OF SERVICE

CLUB 15

TOLL LOGISTICS - CLUB 15

Ashley Hancock, Beverage & Country, CUB, Adelaide, SA.
Roger Robinson, Beverage & Country, Newcastle, NSW.

TOLL LONG DISTANCE - CLUB 15

Anthony Scolyer, Toll IPEC, Adelaide, SA.
Barbara Banfield, Toll IPEC, Villawood, NSW.
Glenn Swift, Toll IPEC, Footscray, Vic.
Graham Young, Toll IPEC, Villawood, NSW.
Ian Bateman, Toll IPEC, Gold Coast, Qld.
Ian Smith, Toll IPEC, Hobart, Tas.
James Allen, Toll IPEC, Villawood, NSW.
James Bassett, Toll IPEC, Sydney, NSW.
Jan Dunscombe, Toll IPEC, Melbourne, Vic.
Jim Fisher, Toll Express, Enfield, NSW.
Joseph Kosecki, Toll IPEC, Brisbane, Qld.
Pat Johns, Toll SPD, Newcastle, NSW.
Peter Parks, Toll SPD, Enfield, NSW.
Peter Scherf, Toll IPEC, Footscray, Vic.
Raymond Snelling, Toll IPEC, Villawood, NSW.
Reginald Denman, Toll IPEC, Launceston, Tas.
Robert Gardiner, Toll IPEC, Villawood, NSW.
Robert Rybak, Toll IPEC, Hobart, Tas.
Robert Small, Toll SPD, Newcastle, NSW.
Ronald Beeton, Toll IPEC, Villawood, NSW.
Sam Critsilis, Toll IPEC, Launceston, Tas.
Sonja McLeod, Toll Express, Enfield, NSW.
Tania Hamilton, Toll Express, Enfield, NSW.
Tim Burke, Toll Express, Enfield, NSW.
Tom Weldon, Toll Express, Enfield, NSW.
Vernon Mogensen, Toll IPEC, Townsville, Qld.

TOLL SPECIALISED - CLUB 15

John Simutis, Toll Tasmania, Melbourne, Vic.
Maxwell French, Toll Tasmania, Melbourne, Vic.

TOLL NORTH - CLUB 15

Eric Neech, NOX Freight System, Brisbane, Qld.
Harry Degan, W&M, Brisbane, Qld.
Ivor Jones, QRX, Mackay, Qld.
Pat Garrard, Equipment, Brisbane, Qld.
Robert Robinson, NOX Freight System, Brisbane, Qld.

CLUB 20

TOLL LOGISTICS - CLUB 20

Edwin Holder-Keeping, Beverage & Country, Newcastle, NSW.
Raylene Macaskill, Food & Retail, SPD, SA.

TOLL LONG DISTANCE - CLUB 20

Dennis Tobin, Toll SPD, Brisbane, Qld.
Des Carrodus, Toll SPD, Brisbane, Qld.
Garry Stephens, Toll IPEC, Villawood, NSW.
Gerry Baler, Toll SPD, Brisbane, Qld.
Ian Nisbet, Toll Express, Brisbane, Qld.
Ismael Poblete, Toll IPEC, Villawood, NSW.
Marilyn Davids, Toll IPEC, Melbourne, Vic.
Noel Smith Jnr, Toll Express, Brisbane, Qld.
Rodney Johnston, Toll IPEC, National Office, Vic.

CLUB 20 (continued)

Steve Lambert, Toll SPD, Newcastle, NSW.
Terry Post, Toll SPD, Brisbane, Qld.

TOLL NORTH - CLUB 20

Ahern Barry, NOX Freight System, Brisbane, Qld.
Keith Vinson, Head Office, Brisbane, Qld.

CLUB 25

CORPORATE OFFICE - CLUB 25

Bernie Canning, Toll Corporate, Melbourne, Vic.

TOLL LOGISTICS - CLUB 25

Allan Reilly, Food & Retail, Coles, Qld.
Norman Lumby, Food & Retail, Franklins, NSW.

TOLL LONG DISTANCE - CLUB 25

Barry Casson, Toll IPEC, Villawood, NSW.
David Streatfield, Toll SPD, Newcastle, NSW.
Don Cromarty, Toll SPD, Newcastle, NSW.
Greg Café, Toll IPEC, Villawood, NSW.
Ineke Brink, Toll IPEC, Adelaide, SA.
John Battese, Toll IPEC, Wagga Wagga, NSW.
Kerry Quirk, Toll SPD, Brisbane, Qld.
Noel Smith Snr, Toll Express, Brisbane, Qld.
Robert Kennedy, Toll Express, Adelaide, SA.
Trevor Brooker, Toll SPD, Brisbane, Qld.
Peter Howard, Toll Long Distance, Altona, Vic.

TOLL NORTH - CLUB 25

Dennis Hargreaves, QRX, Rockhampton, Qld.

CLUB 30

TOLL LONG DISTANCE - CLUB 30

Allan Forrest, Toll IPEC, Footscray, Vic.
Barry Wheatley, Toll SPD, Enfield, NSW.
Bob Smith, Toll SPD, Brisbane, Qld.
Guiseppe Cicchitti, Toll IPEC, Villawood, NSW.
Les Wardle, Toll SPD, Newcastle, NSW.
Lucky Kraljevic, Toll Express, Smithfield, NSW.
Warren May, Toll IPEC, Perth, WA.

CLUB 35

TOLL LONG DISTANCE - CLUB 35

Larry Shultz, Toll SPD, Newcastle, NSW.
Noel Andrews, Toll SPD, Brisbane, Qld.
Ross Brennan, Toll SPD, Newcastle, NSW.

CLUB 40

TOLL LONG DISTANCE - CLUB 40

Eric White, Toll SPD, Newcastle, NSW.

DIVISION

BUSINESSES

SERVICES

Toll Long Distance



Toll Express
Toll SPD
Toll Rail
Toll IPEC
Toll Linehaul

- Full load and less-than full load national distribution
- Multimodal
- Rail linehaul operations
- Time sensitive road-express service for lightweight freight consignments

Toll Logistics



Toll Automotive
Toll Manufacturing
Toll Ports
Toll Beverage and Country
Toll Resources and Government
Toll Food and Retail

- Specialised warehousing including overflow and cross-docking
- Inventory management
- National and contract distribution
- Port operation management
- Dynamic vehicle routing
- Sequence in line supply
- Packaging design and manufacture
- Recycling
- Project facility management

Toll North



NOX
QRX
W & M Meat Transport
Carpentaria International
Kimtrans (50%)
R & H Transport (50%)
Freshmark
Malley's Transport (50%)

- Specialist regional Queensland and Northern Territory carrier
- Multimodal
- Refrigerated freight services
- International freight forwarding
- National service capability
- Bulk and wharf services
- Fresh produce specialist carrier

Toll Specialised



Toll Tasmania
Refrigerated Roadways
Edwards
NZ Forwarding

- Cold chain management
- Coastal shipping
- Temperature controlled distribution warehousing
- Cross-docking
- National distribution

THE TOLL GROUP DIVISIONAL OFFICES

Division:

Corporate Office
Toll Logistics
Toll Specialised
Toll Long Distance
Toll North

Address:

Level 8, 380 St Kilda Road, Melbourne, 3004.
Level 1, 32 Walker Street, North Sydney, 2060.
Level 8, 380 St Kilda Road, Melbourne, 3004.
Level 1, 32 Walker Street, North Sydney, 2060.
839 Beaudesert Road, Coopers Plains, 4108.

Telephone:

(03) 9694 2888
(02) 9313 2593
(03) 9694 2888
(02) 9313 2593
(07) 3845 8298/9

Facsimile:

(03) 9694 2880
(02) 9313 2533
(03) 9694 2880
(02) 9313 2533
(07) 3892 9822

OUR VISION

*To be the most successful provider of integrated
"Total Logistics Solutions" to the Australian Industry.*