

Toll today



New medical emergency fleet lands safely in Australia

Toll recently took delivery of the new purpose built craft

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Meet our Customer Heroes

page 9

The next generation of technology at Toll City

page 22

Toll Group, part of Japan Post, is the Asia Pacific region's leading provider of logistics services.

Our second-to-none capabilities and global reach help provide customers with logistics solutions capable of serving the most comprehensive global supply chains.

approximately
40,000
employees

around
1200
sites

more than
50
countries



On the cover

One of Toll's new helicopters ready to deliver emergency response services to communities in New South Wales, Australia.

Toll Today

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Have a story to tell?

We'd love to hear from you! We encourage prospective contributors to follow the instructions on how to submit articles for Toll Today. To obtain a copy, please email editor@tollgroup.com

Tell us what you think

If you have any feedback or ideas for making Toll Today even better, email editor@tollgroup.com

Each issue of Toll Today showcases stories from our business and celebrates the people who bring our brand to life.

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Better. Faster. Customer-focused



Brian Kruger
Managing Director
Toll Group

While the company is continuing to face significant challenges in many of our markets, it's important that we focus on the things we can control and prioritise the areas that we know will drive growth in the face of these headwinds. While working towards this growth will mean different things depending on your role, it is clear that focussing on Toll's priorities – Safety, Customer Centricity, Continuous Improvement and Collaboration – will be critical to our success.

In June, we brought many of these priorities to life at a customer event in Melbourne, where we introduced Board members of Toll and Japan Post to a group of our existing customers and potential customers with a Japanese link. These potential Japanese customers are an important opportunity for us now that we are part of the Japan Post family. We are building our networks and relationships with these companies in the coming months and I am confident this will result in a number of new revenue opportunities.

As a demonstration of Toll's and Japan Post's ongoing commitment to investing in our future, we are in the final stages of approving more than A\$200 million for the construction of two new ships to replace the Tasmanian Achiever and the Victorian Reliance on the Bass Strait trade. These vessels will be larger, more efficient and more environmentally friendly than the existing ships.

The decision is a vote of confidence in the hard work done by everyone working at Toll Shipping and Toll Tasmania. Without the solid financial results they have achieved over a number of years this large investment in their business would not have been possible. I look forward to sharing more details with you shortly.

On 1 July I announced the appointment of Francoise Russo as our new CIO. Our IT systems have always been critical to our success as a company but technological change in the logistics industry is only speeding up. Toll must excel at introducing new technology at every level if we are to meet expectations from our customers and drive the efficiencies we need to compete. These changes will be complex, not only technologically but also for all of us who are used to doing something in a particular way. To succeed we must be open to change, execute flawlessly and achieve business and customer outcomes. Francoise has a big job and is the right person to guide us through these changes.

In the midst of rapid change and slow growth, adapting and staying focussed on our strategic priorities is key to our progress.

“ While working towards this growth will mean different things depending on your role, it is clear that focussing on Toll's priorities – Safety, Customer Centricity, Continuous Improvement and Collaboration – will be critical to our success. ”

In Focus

Exploring topics that matter to Toll



Customer Centricity – why it's important and it's everyone's responsibility

Our customers are at the heart of everything we do. Every decision, every minute of every day we should think about their needs and if we are meeting them. As marketing guru Kevin Stirtz put it, 'Every contact we have with a customer influences whether or not they'll come back. We have to be great every time or we'll lose them.'

In this issue of In Focus, we take a closer look at our customer centricity strategy and how it will help each of us be great every time.

We'll be looking at the programs that are happening around the business to get us closer to our customers, as well as recognising our people who are doing a great job.

We'll also learn more about the Net Promoter Score system that helps us measure how well we're doing, and how we can better help our customers.

This is an exciting journey that we all must participate in. After all, customer service is not a department at Toll, it's everyone's job.

Continued on next page >



Our customer centricity vision and how we're bringing it to life

Our customer centricity **vision** is to be the most respected and recommended logistics brand in the Asia Pacific region by 2020.

To achieve that, we need to work hard to gain and maintain the respect of our customers. Only then can we expect to be recommended to their peers.

We've developed **five guiding principles** to achieve our customer centricity vision that outline the way we all need to behave every day. By consistently displaying these positive behaviours and attributes, we can be sure our customers will come back to us time and again.

1. Every one of us is responsible for our customers' success, and can make a difference to their experience.

There's no customer relations team or customer satisfaction department here at Toll, it's part of all of our jobs. Whether we drive a truck, manage the accounts or sit on reception, we all have a part to play.

We need to ask ourselves everyday if there is something we can be doing to make it easier for our customers to work with us. If we can see problems and can't fix them, then we need to elevate them to someone who can. We

must all act in the interests of our customers and make sure they are getting the best service possible.

2. Management at all levels is responsible and accountable for customer service.

It's up to leaders to role model customer centricity behaviour and help your team understand how they can focus on the customer even more. Find ways to build the customer into every conversation you have and help colleagues understand how their role impacts the customer.

Managers should be doing this regularly as a matter of course, as well as recognising employees who demonstrate good customer service.

3. Our behaviours and responsiveness are critical to how our customers feel about our services.

To build a brand that is highly recommended, we need to develop trust with our customers. They need to know that we will stick to our word and do what we say we will. That's why we've developed Toll's promise to customers.



Our promise says that **we will be easy to deal with, we will be responsive across all channels, we will keep our commitments and communicate effectively, and we will be with the customer every step along the way.**

And we all need to keep this promise. We need to live the Toll values of being open and transparent – keep our customers in the loop and communicate any issues with them. Customers don't like surprises, so if a parcel is going to be late, let them know and explain what you're going to do to help them. Don't make them call you.

4. Training and communications are critical in enabling us to provide great experiences for our customers.

We have all had good and bad customer experiences, but we may not be clear exactly what skills, behaviours and attributes are required to give excellent customer service in our jobs.

In June we launched a new pilot training program, aimed at supporting frontline employees improve customer experience. The pilot will educate employees on Toll's customer promise, increase their ownership

of the customer experience, and listen to feedback on challenges and opportunities to deliver a superior customer experience.

More than 80 customer-facing employees took part in eight sessions across Victoria and Queensland in Australia and their feedback will help shape future customer training sessions and identify opportunities on how the business can better support them.

5. Our level of success will be determined by what our customers think of our performance.

You cannot improve what you cannot measure which is why we implemented the Net Promoter System into Toll last year. By asking our customers how likely they would be to promote or recommend us, we're able to find out how we're doing and what we need to improve upon to ensure more customers recommend us.

Read on over the page to find out how the NPS is going and what we've learnt so far.

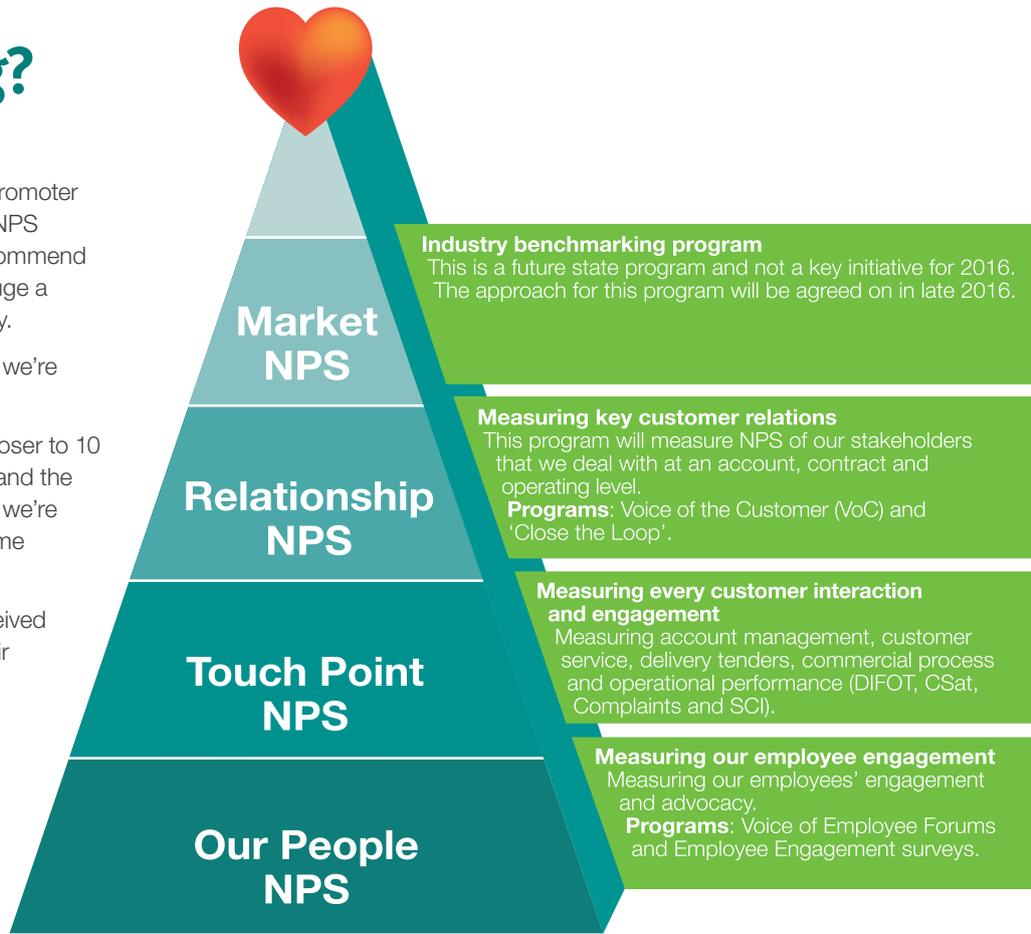
How are we doing?

As you may be aware, we launched the Net Promoter Score (NPS) system here at Toll in 2015. The NPS measures the willingness of customers to recommend a company's services to others and helps gauge a customer's overall satisfaction with a company.

From this information we're able to learn what we're doing well and where we can improve.

The system provides a score out of 10. The closer to 10 we get, the more satisfied our customers are and the more likely they are to recommend us. At Toll, we're aiming for plus 40% by 2020 and we have some work to do to achieve this result.

Through listening to the feedback we first received in 2015, speaking to our customers about their feedback in more detail, and acting to correct what we do, we've already seen uplift in the NPS score for parts of our business. Over the coming 12 months we'll have a rolling measure of Group NPS through the year that will be shared with teams. If you have further questions about NPS and our plans for the future, please contact voc@tollgroup.com



Listening to our customers

Getting feedback directly from our customers is invaluable. Good or bad it helps us to understand their needs and how we can improve our relationship with them.

We have just completed our Voice of the Customer review for this year targeting 12,000 customers. We had an outstanding response rate with over 20 percent of customers contacted giving very detailed feedback on the services we provide.

Asking our customers what they want from us can highlight gaps between what they want and what we do. It can be tough to hear this honest feedback, but it is an invaluable opportunity to work with them to improve how we do business.

Our Customer Heroes

Last December, we announced Toll Group's first Customer Heroes. The 24 employees selected received positive, unprompted feedback from our customers during the Voice of the Customer interviews last year.

Managing Director, Brian Kruger announced the winners and said, "Launching the Customer Heroes Awards is a great step forward in Toll's journey to becoming the Asia Pacific's most recommended logistics brand.

"These awards allow us to reward and recognise some of the wonderful work our staff do for our customers and I look forward to rolling out the exciting programs the Customer Centricity team have in store for the business over the remainder of 2016."



Commonwealth Bank – NPS 8
Nishit Bakshi
Toll Priority, Toll Global Express



Murray Goulburn – NPS 9
Mark Bergamasco
Toll Tasmania,
Toll Domestic Forwarding



MMG – NPS 8
Craig Blyton
Group Business Development



Coles – NPS 6 & Mondelez – NPS 8
Steve Borg
Toll Tasmania,
Toll Domestic Forwarding



Just Group – NPS 7
Tim Bowen
Toll IPEC, Toll Global Express



Coles – NPS 6
Steve Cleaver
Customised Solutions,
Toll Global Logistics



Nike – NPS 9
Hamish Cole
Customised Solutions,
Toll Global Logistics



Australian Federal Police – NPS 7
Mark Delany
Toll Remote Logistics, Toll
Resources & Government Logistics



Department of Infrastructure &
Regional Development – NPS 8
Colin Fort
Toll Remote Logistics, Toll Resources
& Government Logistics



BOC – NPS 7
Renee Martin
Toll Liquids, Toll Resources &
Government Logistics



Polo Ralph Lauren – NPS 7
Brendan Moloney
Toll Global Forwarding – ANZ



Dulux – NPS 8
Michael Moran
Toll Intermodal,
Toll Domestic Forwarding

Our Customer Heroes



Sugar Australia – NPS 8
& Repco – NPS 8
John Platis
Group Business Development



Gale Pacific – NPS 5
John Tona
Toll Express,
Toll Domestic Forwarding



Mondelez – NPS 8
Robert Turner
Customised Solutions,
Toll Global Logistics

CUB – NPS 8 & Coca Cola
Australia – NPS 8
Nick Vrckovski
Contract Logistics,
Toll Global Logistics

Under Armour – NPS 7
Fran Castro
Toll Global Forwarding
North America

Polo Ralph Lauren – NPS 7
Lee Ming Chan
Toll Global Forwarding – Asia

Dyno Nobel – NPS 7
& CSBP – NPS 8
Tom Freeman
Toll Mining Services, Toll Resources
& Government Logistics

Dyno Nobel – NPS 7
Jason Harwood
Toll Mining Services, Toll Resources
& Government Logistics

Albertsons – NPS 9
Belle Morales
Toll Global Forwarding
North America

Zimmer – NPS 7
Sue Nicolas
Toll Global Forwarding
North America

Coca Cola Australia – NPS 8
Robert Scott
Contract Logistics,
Toll Global Logistics

Bechtel – NPS 8
Peter Tetley
Toll Energy, Toll Resources &
Government Logistics



FY17 is the year of CI results

It would be fair to say that Continuous Improvement (CI) is the tale of two journeys in Toll.

- Customised Solutions and Contract Logistics have been on this journey for six years. Their level of competence and performance is understandably high and consequently the expectations of them are high. They are truly delivering on those expectations – in FY16, TGL delivered enormous savings from CI and made significant efforts for their customers and employees to feel the impact – financially, in safety and in service.
- The rest of us are on a parallel journey that started later. We have been making steady progress building capability, generating early CI wins – financially, in safety and in service – and have been setting the stage for solid improvements from our CI investments in FY17.

While this investment in our people through CI training, including sponsors' training, will continue right across Toll through FY17 and FY18, it is now time that the returns from this investment really start to be felt by Toll, by our employees and by our customers.

As a consequence “FY17 is the year of results”.

What should you expect to see from your managers and your CI leaders this year as we deliver these results?

- Toll employees who have been trained as Yellow Belts should certify in FY17 – this means that they use the CI tools to run a CI project to improve their business processes which in turn will materially improve Toll's effectiveness and efficiency. These projects are enormously valuable to Toll.
- We will build a pipeline of projects to prioritise our efforts. This pipeline will be for large Yellow Belt, Green Belt and Black Belt projects. All of these CI projects – financial, customer, people, etc., should be tied to key business priorities. If not, we should change the projects.
- We have initiated almost 400 CI projects with financial benefits in FY17. This should just be the start of what we can truly deliver from CI.

- We have also started over 100 customer projects with more to follow based upon customer surveys currently taking place.
- Our customers are aware of our CI and Customer Centricity programs and are looking to be able to “feel” positive impact of these programs on their results and their businesses.
- We have a good track record, but we need to do more – our customers are demanding it. This is the way to drive growth from CI.
- We have over 60 people projects underway in safety and engagement categories. This is a key area where our Toll employees should “feel” the positive impact of CI.
- Project tracking and reporting will be very important this year. All CI projects should be in the global tracker as updates will be published monthly to ensure our projects are on track and that we deliver our commitments.
- Your senior leaders will be asking about the CI initiatives underway in your sites – we use the term “inspect what you expect” to describe this. As they support you in delivering positive benefits from CI, we should all benefit with a stronger company and improved growth opportunities.
- Toll will take initial steps to empower you to run and improve the business. Building your CI skills is an important step in that journey. Eventually, this will simply be how we work.

It is important that you, our front line employees, take advantage of this opportunity to make a difference to our customers and our business. You know what needs to be fixed in Toll. You can take a leadership role to make a difference.

FY17 must be the year we achieve significant results from our CI investment and effort. Your Continuous Improvement Leadership Team (CILT) members and CI leaders across the businesses are there to support you in your efforts.

Do you drive your family? Wake up to the dangers of fatigue

Fact: Fatigue is a known risk factor in motor vehicle and workplace accidents. It can affect anyone – pilots, stevedores, truck drivers, mechanics, operations managers. Most adults will experience fatigue at some point in their life

When driving for work or personally if someone is impaired by fatigue, this means they are not sufficiently rested, physically functional and in the right frame of mind to undertake the task.

Managing fatigue is not simply a matter of complying with rules around work and rest. It is also necessary to ensure that workers are 'fit for duty'. For instance, it is entirely possible for a driver to be fully compliant with work and rest rules, but not be fit for duty because they are impaired by fatigue.

Fatigue can be deadly

Did you know that 17 hours awake is equivalent to a blood alcohol content of 0.05?

Fatigue can be particularly serious in the context of driving, and remains a major cause of road accidents worldwide.

Signs of fatigue can include:

- Eyes closing for a moment or going out of focus
- Yawning
- Not remembering driving the last few kilometres
- Drifting on the road
- Near misses

If you experience signs of fatigue while driving, you should **pull over immediately** and take a break.

Lack of sleep is a common cause of fatigue. Not only can fatigue increase your risk of a motor vehicle accident, but it can also have long term effects on your health.

Other factors of fatigue may also include:

- Physical or mental illness
- Lifestyle (i.e. family responsibilities or social life)
- Drug or alcohol use (including prescription medication)

Healthy habits

Your exercise, diet, hydration and sleep all contribute to on-road performance. Common sleeping problems, such as insomnia, are often caused by bad habits reinforced over years.

Here's the good news: it's not too late to retrain the body and mind to promote restorative sleep.

As a guide, the following may assist in improving your sleep and reducing fatigue:

- Avoid alcohol, caffeine, nicotine and other chemical stimulants close to bedtime.
- Develop a regular bedtime routine.
- Try to wind down both mentally and physically in the last hour before going to sleep.
- Make sure the room is dark and at the right temperature. Cool conditions help you get to and stay asleep.
- Don't ignore tiredness. Go to bed when your body tells you it's ready.
- Avoid sleeping pills if possible. Their effects can continue in your blood stream even after you wake up.

- Get enough early morning sunshine. Exposure to light during early waking hours helps to set your body clock.
- If you have tried and failed to improve the quality of your sleep, this may suggest the presence of a sleep related disorder that may require medical attention. Consider seeking professional help from your doctor.

Look out for each other

It isn't always easy to tell a colleague that you have concerns about their fitness for duty. We may fear offending a colleague and damaging the relationship with someone who we have to continue working with.

But ask yourself, do you want members of your family sharing the road with someone who is impaired by fatigue or otherwise not fit for duty? If the answer is no, speak up.



Always drive safely and to the law

Driving whilst impaired by fatigue can have serious consequences. We are all responsible for our own safety and the safety of those around us.

Managing fatigue is essential for safe driving and is also important for your health and wellbeing.

Think safe. Act safe. Be safe

Tellus Holdings and Toll strengthen their partnership with the signing of an MOU



Tellus and Toll have been in discussions for over 12 months developing a robust, safe and efficient supply chain model

Tellus Holdings and Toll Group have recently extended their already solid partnership with the official signing of a Memorandum of Understanding (MOU). Toll will provide input and expertise for the transport and logistics infrastructure and operations for Tellus projects in the Northern Territory and Western Australia.

Tellus and Toll have been in discussions for over 12 months developing a robust, safe and efficient supply chain model to assist in the planned projects culminating in a progressive and positive MOU to continue services. Toll Energy, Toll NQX, Toll Global Forwarding, Toll Global Logistics and Toll's Property team have combined to assist with a One Toll approach, focussing on continued development with positive outcomes for both businesses.

Tellus is an infrastructure project development company with a proposed dual revenue business model. This involves mining the

commodities salt and kaolin and backfilling the voids left from mining with equipment, archives or long term temporary storage of waste. Tellus plans to store like-with-like materials, so as to create opportunities for the future long term, temporary storage, treatment and recovery of valuable materials or permanent isolation of waste. Tellus' business model mirrors world's best practice solutions operating in the UK, Europe, USA and Canada. Tellus is developing the Chandler salt mine project in the Northern Territory (NT) and the Sandy Ridge kaolin mine project in Western Australia. Tellus' flagship 'Chandler Project' was awarded Major Project Status by the Northern Territory Government.

The Toll team is excited about the challenge ahead and look forward to working closely with the Tellus management team as the planned projects come to life.

LEFT
The Tellus and Toll teams at a recent workshop in Perth.

RIGHT
Duncan van der Merwe (MD Tellus Holdings) and Craig Blyton (Toll Group) with the signed MOU.



Thanks for your feedback

Thank you to the thousands of Toll people who took part in the communications research in May.

Over 5400 people completed the survey and gave their views on the information they need, if and how they get it, how effective it is and how it could be improved.

Once the survey was complete, the research continued until the end of June with more than 21 focus groups and 30 leader interviews across all divisions taking place. This means that more than 200 Toll people have had the chance to share their views on communications and areas for improvement with an independent researcher.

The initial feedback has told us how important effective communication is in enabling you to do your job as well as possible.

The Group-wide and divisional results will be shared over the next few months. Stay tuned!



Helping our leaders lead

Culture change starts with leadership behaviour. Embedding a unified culture across a large, global and diverse business requires leaders to be speaking the same language

The Toll Way is at the heart of how we do business. It articulates our purpose, vision and values, which together help us achieve our aim of being recognised as the Asia Pacific region's most successful logistics provider.

Our frontline leaders play a critical role in effectively bringing to life the Toll Way through their actions and behaviours. The Group HR team has designed, and rolled out two important global programs that will embed the Toll Way in our culture:

Managing My Team – a one day program designed to support managers with the knowledge and skills to effectively manage the performance of their people.

Leading My Team – a two day program designed to enhance the leadership skills that are required to be a successful people leader at Toll. The focus is on using effective interaction skills to improve communication and engagement with team members, such as planning for discussions, providing and receiving feedback, coaching and resolving conflict.

The audience for these programs is existing People Managers and those who are transitioning or new to the role of People Manager.

Sustainability and behaviour change are the key drivers behind the design of these programs. Careful thought has been given to the activities that would take place before, during and after training to increase the relevance for learners and the likelihood of on-the-job application.

John Goff, Divisional HR Director for Toll Global Forwarding has been pleasantly surprised by the impact the course has had on his leaders. He said, "The **Managing My Team** workshop helps equip our managers with important foundational skills and knowledge, and has had a positive impact across our business. Attendees resoundingly tell us they really enjoyed the workshop and valued the opportunity to learn and practice how to actively manage the day-to-day performance of their people in line with 'The Toll Way'.

"They also found it valuable to share experiences with colleagues, and grow together – facilitated by their internal HR colleagues, thus further

improving relationships and respect levels across functions, as well as opening Managers' eyes to the high-quality resources and support that's available throughout the Group."

Tony Page, Divisional HR and HSE Manager at Toll Resources and Government Logistics is impressed by how managers are practicing their new skills once back at work. He said, "We are now starting to see the benefits of this training in the workplace, with a more consistent approach being applied across TRGL resulting in managers setting SMART expectations for employees, improved coaching of employees and higher performing teams."

The **Managing My Team** and **Leading My Team** programs have so far been attended by well over 1000 people managers, and have received fantastic feedback. The programs will continue to roll out globally.

For more information about either of these programs speak to your HR representative or contact Mary Zouglakis, Group Learning and Development Manager at mary.zouglakis@tollgroup.com

Defining a smart hospital supply chain

ST Healthcare, a unit of Toll's ST Logistics operations, is partnering with its customers in Singapore to future-proof the healthcare supply chain ecosystem

RIGHT

A ward nurse drawing stores from a well-tagged shelf. The RFID drop-box system has improved stores availability at the wards, thus providing nurses with a positive level of assurance that required stores will be available during times of need.

In 2013, ST Healthcare undertook a 'first of its kind', smart supply chain solutions initiative with Ren Ci Hospital in Singapore. The initiative involved the implementation of a total supply chain management solution that streamlined the hospital's basic inventory management into a consumption-driven, lean and just-in-time supply chain solution. This significantly reduced the time clinical care staff spent on non-clinical functions, and the resources devoted to logistics, and hence diverted these resources to other critical clinical care needs.

To date, the hospital has reaped significant productivity gains which has also resulted in notable savings, through a leaner, data-driven supply chain that ST Healthcare has put in place.

ST Healthcare's solution includes a diverse range of fulfillment strategies developed over years of managing the supply chain needs of its hospital customers. This includes demand-driven material planning and procurement strategies pegged to the hospital ward's consumables stocks consumption patterns, physical ward stores-keeping strategies and easy-to-operate IT tools deployed at the wards. (e.g. an RFID Drop-Box stores replenishment system and a Linen Asset Management Platform (LAMP)). When replenishment orders are triggered at the wards, ST Healthcare also undertakes the task of fulfilling these orders by drawing down the required stocks from a main off-site warehouse that it also operates. This is thus truly an end-to-end supply chain solution for the hospital.



Through the collection and further comparative analysis of weekly consumption data patterns on the wards, ST Healthcare also enabled the customer's management to find other areas for productivity improvements such as stock 'hoarding' tendencies, stock misplacement, etc. This enabled the hospital to drive positive messages on proper stock accountability and good house-keeping practises.

This partnership initiative with Ren Ci Hospital is a significant example of ST Healthcare's ability to disrupt the current operating rhythm of a typical hospital supply chain and develop a more productive solution for a hospital ecosystem.

Indeed, ST Healthcare's suite of solutions can be scaled to offer benefits to the larger healthcare system when more hospitals adopt it. Real-time, smart data-driven solutions that can be easily scaled and exported across geographies will lead to further disruptions in the healthcare supply chain arena, leading to better efficiencies and value for everyone.

“ To date, the hospital has reaped significant productivity gains which has also resulted in notable savings, through a leaner, data-driven supply chain that ST Healthcare has put in place. ”

solution – The ST Healthcare way!

Benefits of ST Healthcare's end-to-end supply chain solution for hospital supplies management

- Consolidated delivery of various store types at one go to the ward, thus reducing supply run time
- Reduction in hospital store room space/footprint, thus freeing up space for other essential clinical needs
- Devoted time for stock taking and store replenishment activities reduced as a result of implementing smart IT tools for these tasks
- Lean stockholding and SKU profiles, as a result of calibrating inventory holding requirements in relation to consumption patterns
- Demand aggregation across hospital wards, resulting in lesser stock holding volumes at the backend warehouse
- Reduction in administration time by hospital staff as a result of appointing ST Healthcare as the single Supply Chain Management vendor, thus freeing up time for more essential clinical care works.



TOP
A common ward store in a hospital that was re-organised by ST Healthcare with a set of inventory management and ward store-keeping strategies.



BOTTOM LEFT
An RFID drop-box that captures an item's demand for replenishment at the ward, through an RFID-coded item-specific replenishment card.



BOTTOM RIGHT
STL personnel topping up a ward based on the replenishment card.

Benefits	Before	After	Improvement
Enhanced inventory levels as a result of implementing a consumption-based stock replenishment strategy	8 week-worth of stock levels	2 week-worth of stock levels	75% reduction in inventory holding levels
Reduction in dedicated just-in-case central storage area in the hospital (out of wards)	200 sqm	0 spm	100% of premium hospital space freed
Streamlined procurement and material planning activities	2,400 PO	700 PO	70% reduction in purchase orders managed per annum, resulting in time saving dedicated to admin work
Reduction in items stock-accounted on shelf, after deployment of stock-accounting IT tools / platforms	432 SKU	20 SKU	95% reduction in number of items that need to be manually accounted
Better stock consumption data visibility at wards	No data visibility	Ward-level data capture	Ability to calibrate stock provisioning and stocking strategies based on stores consumption patterns
Approximate cost of inventory per bed held at ward stores	\$670 per bed	\$170 per bed	75% reduction in inventory holding cost at the wards, as a result of employing smart supply chain solutions at the wards
Dedicated storage space per bed in the ward	0.95 sqm	0.53 spm	44% reduction in storage space dedicated per bed

TGL wins two customer safety awards

It's always a good indicator that we're doing the right thing when our customers notice and reward our excellent safety behaviour

LEFT
Toll driver Yap Foo Yong with the very first Super B-Double in Singapore.

RIGHT
L-R: Seow Hwee, Vice President of Terminal Services; PSA Yap Foo Yong presented with safety award by Kwang Koon Way, Country Manager, TGL Singapore.



Toll Global Logistics in Singapore was recently presented with a safety award from PSA Singapore Terminals – part of the PSA group of global port operators.

In their annual safety event, the “PSA Safety Launch”, Toll picked up the “Inter-Gateway Haulage Injury Free Award 2015” to mark their achievement of being injury free throughout that year. This is the second consecutive year that they have won this award.

PSA Singapore Terminals is the flagship terminal of PSA International, one of the leading global port groups. Being the world’s busiest transshipment hub, PSA operates a total of 57 berths with a handling capacity of 40 million TEUs yearly at its container terminals in Singapore.

As one of the PSA’s Inter-Gateway Haulage service providers, Toll provides container haulage services to transfer containers from one terminal to another, to facilitate PSA’s transshipment movement.

At Toll, we value and recognise individuals who demonstrate good safety behaviour and so does PSA. It was therefore encouraging to see at a Workplace Health

and Safety Committee Meeting organised by PSA, Yap Foo Yong, one of the Toll’s Super B-Double operators, received a safety award from PSA for demonstrating good safety behaviour in the past year.

A representative from PSA said, “Safety and productivity go hand in hand. This recognises Toll’s effort to promote productivity by introducing Super B-Doubles, while maintaining high safety levels.”

Yap Foo Yong joined Toll in 2012 and was trained to operate Super B-Doubles – and now drives one of only two sets in Singapore. He also represented Toll at the Scania Driver Competition Singapore/Malaysia in 2014/15 and reached the finals. Although he did not win, by getting to the finals he demonstrated his great safety behaviour among the pool of professional drivers.

Toll is encouraged by these safety achievements, and will continue to make improvements on its safety journey in Singapore.

Quick pick with new scanner technology

Toll Global Logistics partners with Zebra Technologies to trial its latest innovation in warehouse mobile computer technology

Toll Global Logistics, Toll Group's specialist contract logistics division, is working with US-based enterprise asset intelligent solutions company Zebra Technologies to trial its latest innovation in warehouse mobile computer technology.

"Innovation and continuous improvement are key strategic drivers for our business globally," said Chris Pearce, Chief Executive Officer of Toll Global Logistics. "Collaborations like our pilot with Zebra's mobile computer technology are central to our commitment to using innovation to drive efficiencies and operational agility for better customer solutions."

The technology put to the test was Zebra's new TC8000 mobile touch computer. Specifically designed to significantly boost productivity in the warehouse, the TC8000 can be used for picking, replenishment, packing and shipping, inventory management and warehouse management. Importantly, its innovative lightweight and ergonomic design means it can be easily carried and used by warehouse workers.

"We've worked with users around the globe to completely re-think, re-design and re-engineer industrial mobile computers," said Zebra's senior technical director Wayne Harper. "The aim of the TC8000 is to drive significant gains in productivity and visibility as well as reduce worker fatigue."

About the pilot

Toll Global Logistics chose its Customised Solutions business unit to test the TC8000. Specialising in purpose-built warehousing and customised warehousing solutions, its Altona warehouse in Melbourne, Australia, provided a demanding real-world operating environment for this pilot.

TC8000 mobile computers were trialled by four separate users over the course of one month. Team members used the devices to complete real warehouse orders under a pick and scan process.

The results

At the end of the trial, a rapid and substantial improvement in overall scanning speed and accuracy was reported, with a significant improvement in pick rate.

Gavin Norman, Head of Business Services at Customised Solutions, said the warehouse team at Altona provided very positive feedback about the improved scanning speed, quick response and the portability and weight of the TC8000 units.

"The end result saw a significant improvement in productivity while reducing muscle effort and worker fatigue for our team members," he said.

Toll Global Logistics is now assessing opportunities to use the innovative TC8000 mobile computer and other complementary sensor-based warehouse technologies across more Toll sites, including Toll City, its major new regional distribution centre currently under construction in Singapore.

"Toll City is being built specifically for agility and will make full use of cutting edge technology, so we're fully committed to trialling the newest advances like the TC8000," said Marc Baumbach, Toll City's Programme Director. "By collaborating with industry innovators like Zebra, we're making sure we stay ahead of even the most sophisticated business needs of our customers."

BACKGROUND
New Zebra TC8000 enterprise hand-held mobile computer.



Lee Jones

Team Member
Customised Solutions, Altona

"The scanner is very light in weight and your wrist is at a different angle when scanning. It's much easier to target up and down. The touch screen takes a bit of practice, but it's like driving a new car and after a while you adjust to the new model and get used to it."



A decade of commitment to safety delivers results for Contract Logistics

Safety is a core value at Toll – it's at the heart of everything we do. And it's been that way for the past 10 years for the team at Contract Logistics, whose efforts have seen them reach a major milestone on their safety journey

We constantly work hard to improve our safety performance and a case in point is the efforts of our Contract Logistics team in reducing workplace injuries.

Part of Toll Global Logistics, Contract Logistics is Australia's leading provider of contract logistics, including contract distribution, contract warehousing and contract wharf management services.

A decade ago, Contract Logistics recorded 100 Lost Time Injuries. Lost Time Injuries (LTIs) are occurrences that result in time lost from work of one day / shift or more, a permanent disability or a fatality. Tracking LTIs over time is one of the ways we can monitor the effectiveness of our safety programs and initiatives.

Following a thorough analysis of the specific safety issues causing the LTIs, the team at Contract Logistics implemented a comprehensive program of highly proactive initiatives aimed at developing consistent and systematic approaches for managing safety. These included:

- completely standardising safety processes and procedures across all Contract Logistics sites - to the highest legislative and industry standards rather than the minimums required
- firmly embedding a commitment to safety into the culture and daily operations of Contract Logistics – from formalising incident reporting in the workplace and requiring safety to be the first agenda item at all team meetings, right through to incorporating safety outcomes in managers' key performance indicators (KPIs)
- the development and implementation of an innovative Safety Passport program, under which all employees are required to complete, record and maintain mandatory safety training related to their specific roles

- developing online safety training modules to ensure all employees across each of Contract Logistics' 80 sites receive training that is fully standardised.

As a result, Contract Logistics steadily decreased its number of LTIs from a peak of 100 in 2006.

In 2015, Contract Logistics marked a major milestone when it reached 12 consecutive months with no Lost Time Injuries for the first time. This milestone was achieved despite Contract Logistics increasing its staff numbers by more than 60 per cent since 2006.

Toll Global Logistics Divisional Director, Chris Pearce, said the efforts by the Contract Logistics team during the 10 preceding years, and the accompanying results, were an outstanding example of Toll's commitment to safety in action.

"Safety is one of our core values and it's at the heart of everything we do. I'm extremely proud of the team at Contract Logistics – their achievement in improving their safety outcomes to this level has been outstanding. It's a direct result of the entire team committing to working together over a significant period of time to address the specific risks inherent in our sites and make our workplaces as safe as they can be. They plan safety, talk safety, and live safety. It is within the DNA of Toll Global Logistics."

The importance of this milestone to the Toll Group was further recognised when Contract Logistics won the 2015 Managing Director's Special Recognition Award at Toll's annual Health and Safety Awards.

ABOVE

Contract Logistics team collecting the MD's special recognition award at the 2015 Toll Group Health and Safety Awards.

Built to last

Toll and NS BlueScope build on their relationship in Malaysia by extending their deal and investing in new, safer, more efficient equipment

RIGHT
The Toll team with their brand new equipment for the NS Bluescope contract.

After being given the opportunity in early 2015 by NS BlueScope Malaysia to extend our business partnership (which first began in January 2005), a new contract was agreed for a further 3 plus 2 year period.

With the recent renewal, and to further our commitment to implement productivity gains and cost savings, Toll invested in a new fleet of five Scania P460 6 x 2 Prime Movers, and five locally assembled Quad Axle Trailers which were built to Australian Standards for the inbound CRC raw material, outbound local customer delivery and outbound export.

The newly designed vehicles were built to transport two CRC coils which weigh approximately 36 tonne combined weight which is the legal

permissible maximum weight limit (legal 51 tonne weight maximum) on the road in Malaysia. These trailers were further enhanced in design, and engineered to carry a 60 tonne payload within the port. This enables Toll to increase capacity from two to three coils in the port which increases the capacity and productivity within the port by 50 per cent.

During the past 11 years, Toll has worked extremely closely with BlueScope to improve overall operations and safety practices within the Steel Industry, which

is a testament to both parties' commitment to the safe transportation of heavy coils in Malaysia.

From a business perspective, since the start of the contract Toll is LTI free and the last MTI was in June 2009. This is a great effort from the entire Toll operations team, the drivers and NS BlueScope's commitment to safety.

As a further commitment to Continuous Improvement, Toll is working on other projects closely with NS BlueScope which will further derive cost savings and productivity improvements to both parties.



The future faces of our industry

Working with the Singaporean Government to attract more young people to logistics

RIGHT
STL CEO, Vincent Phang, receiving award for the SkillsFuture Enhanced Internship Programme Pilot for Logistics 2016.

ST Logistics is proud to be among the first companies to leverage Singapore Workforce Development Agency's (WDA) SkillsFuture Earn & Learn program to upskill its workforce.

Confirming our position as the Employer of Choice for Singaporean students, Toll attracted 25 per cent of the total participants for the SkillsFuture Earn & Learn program in the logistics sector.

Participants in the program were given on-the-job training, as well as mentors, to guide their learning journey.

The company continues to partner with government agencies to engage potential students for future programs.

In fact, ST Logistics is partnering with WDA to improve our workforce skills by recruiting students from the Institute of Technical Education.

A highly skilled workforce, together with investment in technology, will help ST Logistics to achieve a leaner workforce, as well as the company's Vision 2020.

Vision 2020's three tenets consist of being a partner of choice, improving productivity and reducing waste through business excellence, and creating value through employment of systematic intelligence.

TGL strives to be Singapore's industry leader in supply chain operations for the defence, government and healthcare sectors.



The next generation of technology at Toll City

Toll City customers will be the first in the world to experience TGL's groundbreaking new warehouse management software, in partnership with JDA

The next generation of Toll's Warehouse Management System (WMS) runs on American Software and Consultancy Company, JDA's newest flagship product, version 9.1. Targeted to be implemented across all Toll Global Logistics' (TGL) warehouses, the first wave of implementation will begin with customers going into Toll City.

Currently, in the sixth and final week of User Acceptance Testing Information Technology and Operations employees have already completed testing the inbound delivery and inventory management module.

Working with JDA has been a sound experience for all involved, and the professionalism displayed by them in resolving requirement gaps has convinced Toll that JDA is an excellent strategic partner and its WMS is a fantastic tool for Toll.

More importantly, our employees like the new system. As commented by Operation Manager, Lewis Yeo, "The JDA WMS friendly user-interface makes work more intuitive. Equipped with cloud technology, JDA's WMS enables Toll to save on a costly server setup, and helps us to integrate more quickly with our customers.

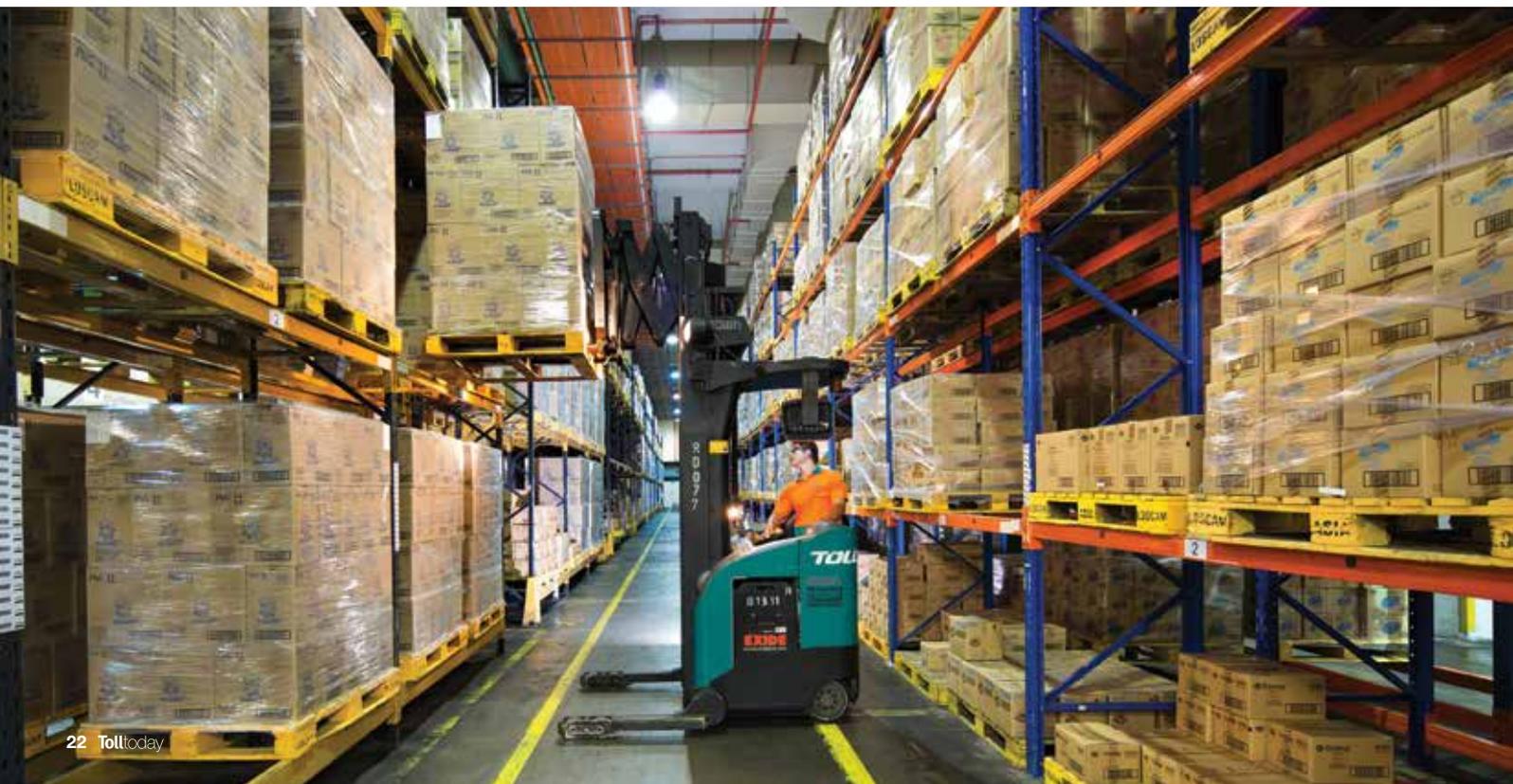
All this is also possible because the JDA WMS sits on top of a robust infrastructure in Toll City that ensures business continuity and maximum productivity.

Toll City is equipped with a state-of-the-art wireless system coupled with high resiliency, scalability and flexibility to cater for the needs of our customers, both now and in the future. The backbone is fitted with fibre optics that allow us to increase bandwidth easily without the need to overhaul the entire infrastructure.

It is also Internet Protocol version 6 ready allowing unlimited numbers of devices to be connected to our infrastructure. This will help us to take up new technology solutions like smart devices for tracking the activities within the building.

Overall, our customers are going to benefit from better quality warehouse management by improving inventory traceability and accuracy, and along with it, a technology platform that is also more efficient and robust to react to customers' requirements.

The success, starting with Toll City, will eventually be the success story for TGL.





Toll enters new DC partnership with Dairy Farm

Supporting one of Asia's leading retailers with a new DC in Vietnam

In 2015 when Dairy Farm Vietnam, a leading retailer, was looking to partner with a logistics company for its new distribution centre (DC) to support its growing footprint in Vietnam, it looked no further than Toll.

The leading pan-Asian retailer operates over 6,400 supermarkets, hypermarkets, convenience stores, health and beauty stores and home furnishings stores under well-known brands and employs over 170,000 employees.

Dairy Farm needed a DC partner who would be able to design and operate a new facility to a tight deadline, as well as integrate partner IT systems required for the efficient operations of a centre. And of course, Toll Global Logistics was up to the challenge.

They won the contract because of their proven track record in developing cost effective, safe and efficient DCs, and set about building a purpose built a 3,000m² DC in Ho Chi Minh City, Vietnam. The facility accommodates 3,400 shelving bin locations and 1,200 pallet positions required to support the piece and case picking operations of Dairy Farm Vietnam's retail brands, Guardian and Giant.

The warehouse was selected on the basis of it being the right size, a great location and fit for purpose. Adding to the challenging operational timeline of the project was also the integration of Toll and Dairy Farm IT systems, and modification of the WMS Online software to support the 'piece pick to tote' operation.

On completion, the DC was able to support a network of 30+ retail stores across the country, as well as facilitate the significant expansion of Dairy Farm Vietnam's rapidly growing store network.

Today, Toll, in alliance with a local transport service provider, also provides the transport services to all stores across Vietnam. The service includes the immediate unload of returnable totes at stores with store check and delivery note at tote level, which benefits customers as well as allows for a reduction in the size of the tote pool.

Greg Lynn, TGL Vietnam Country Manager said, "Our partnership with Dairy Farm in Vietnam is very important for a number of reasons. Firstly, Dairy Farm is a company that shares the same values in partnering for mutual benefit illustrated with a five year commitment. Secondly, the implementation of this operation gives TGL Vietnam entry into a new vertical (retail) and a capability we didn't previously have in-country. The operation will evolve over time in terms of technology, capability and scale, making the future of our partnership very exciting".

“ Dairy Farm is a company that shares the same values in partnering for mutual benefit illustrated with a five year commitment. The operation will evolve over time in terms of technology, capability and scale, making the future of our partnership very exciting. ”

Out with the old and in with the new

Contract Logistics recently had success using continuous improvement tools to improve container management efficiency and remove waste

BELOW

L-R: Andy Hobbs; Todd Phipps, Operations Manager; Col Sims, Business Manager; Mark Triggs, Pat Croghan, John Munro.

The Contract Logistics Chemicals business on Whyte Island, Queensland, specialises in the storage and distribution of dangerous goods. With 80 per cent of product arriving at the site via shipping containers, the team needed a way to handle these more effectively.

The site traditionally handled containers with three pieces of equipment; a container sideloader, an aging prime mover and nine tonne forklift.

By employing CI tools and the CI methodology known as DMAIC (Define, Measure, Analyse, Improve and Control), the team quickly identified that there was substantial cost and waste in continuing with the existing equipment, and that there were opportunities to improve site utilisation.

They began investigating various pieces of new equipment, eventually deciding that a CombiLift Straddle Carrier would best meet their requirements, and be able to complete the tasks of three pieces of equipment!

The SC3T straddle with a top lift spreader provided by CombiLift Australia, can carry out a 35 tonne lift to two containers high. Safety features include ground level access and all round visibility. Additionally, this machine has a turning radius of 7.3m, providing exceptional manoeuvrability in a busy yard.

Contract Logistics has now taken delivery of the CombiLift and will soon see the benefit of reduced costs by standing down older equipment, reducing running costs and halving container handling times.





Toll Express opens new Port Hedland site

Serving the Pilbara for more than three decades, Toll Express has upgraded to a new state-of-the-art site to meet the needs of customers in the region

TOP
Port Hedland,
Western Australia.

RIGHT
L-R: Toll Express
Regional Manager
SA/WA/NT, Kevin
Welch; Port Hedland
Mayor, Kelly Howlett;
Toll Express Port
Hedland Branch
Manager, Gary
Egberts, and Toll
Express General
Manager, Larry
O'Regan.

Strategically positioned in the heart of the Pilbara, the new 12,000m² facility serves as the busy hub for Toll Express in the region with more than 45 trailers expected to pass through the depot each week. In addition to fast and efficient deliveries for mines, the site also has storage facilities catering for both general and temperature controlled freight.

To enable Toll Express and Toll NQX linehaul drivers to rest and refresh between journeys, the site includes a drivers' quarters with six room en-suites, and a fully functional kitchen. A comprehensive security system allows Toll Express to monitor activity at the premises 24 hours a day, seven days a week.

On hand to facilitate the opening was Toll Express General Manager, Larry O'Regan, and Toll Express Regional Manager WA/SA, Kevin Welch, as well as the Mayor of Port Hedland, Kelly Howlett.



With a presence in the area spanning nearly 30 years and Toll's ongoing commitment to the region, Larry O'Regan said the decision to build here was simple and one that Toll was very happy to support.

"Today is an exciting day for Toll Express and those in the area who will benefit from a facility that is not only bigger and better, but also safer for our people and more efficient for our customers.

"Toll has spent A\$3.5 million on this new facility, engaging local builders and contractors. This is a demonstration of our commitment to the area and the potential for growth Toll sees for the future."

Giving back and getting back

Partnering with youth program, GENR8, Toll NQX is giving back to the community while meeting their future recruitment needs



ABOVE
Brisbane Branch Manager, Andrew Nottingham, and National Training Co-ordinator, Ngadine Gasmier, with students who participated in the work experience program.

To encourage participation in the transport sector Toll NQX has been pleased to present year 11 students from Woodridge State High School and Park Ridge State High School with their Certificate II in Transport and Logistics.

The students' experience and qualifications were gained at Toll NQX Karawatha through a government-supported program known as GENR8 which collaborates with industry and schools to introduce the next generation of employees to the transport, logistics and supply chain industry.

Throughout a 20 week placement at Karawatha, under the wing of Toll NQX staff mentors, students gained invaluable industry knowledge, experience and skills in the areas of operations, credit, learning and development, safety and equipment – all the while helping them transition from life in school to life in the workforce.

The GENR8 program was first welcomed by Toll NQX in 2014 when staff from Karawatha conducted a series of talks at local schools. Interested students were invited to submit their resumés for review by the Toll NQX Learning and Development Manager. Successful applicants then attended theory training with TAFE Queensland prior to their 20 week placement.

Since joining the GENR8 program Toll NQX at Karawatha has had the pleasure of training seven students from two schools within the local area.

GENR8 is a mutually beneficial program. It provides students with invaluable life lessons about becoming part of a workplace and lays a great foundation to working in transport and logistics. It also serves as a potential recruitment channel for Toll NQX to address any labour shortages and provides staff with the opportunity to give back to the community and share their areas of expertise creating a sense of pride in their work.

Toll NQX will be continuing the program later this year, and looks forward to welcoming the next intake of today's students and tomorrow's professionals.

“ GENR8 is a mutually beneficial program. It provides students with invaluable life lessons about becoming part of a workplace and lays a great foundation to working in transport and logistics. ”

Sharing the safety message

Part of leading the way in safety is showing others how it's done. That's why Toll NQX, in conjunction with Workplace Health and Safety Queensland, was proud to host the 'Transport Safety Showcase' at its Brisbane rail depot

BELOW
Exhibitors at the
Transport Safety Show.

More than 860 key industry figures attended the annual event which gave transport carriers and providers an opportunity to come together and share knowledge and ideas to help keep people safe.

"Each year, thousands of Australians are impacted by work-related injuries. In addition to lost time at work, employees can also lose precious time with family and friends," Toll NQX Acting General Manager, Ross Longmire said.

"The Safety Showcase enables industry leaders to demonstrate safety solutions they've introduced in their own workplaces to help reduce work-related injuries. It's about sharing knowledge and ideas we create for our industry as well as our customers and the public.

"It's also an ideal opportunity for owner-drivers and smaller transport businesses to experience how some of the larger companies manage

safety, as most small businesses don't have our infrastructure and designated personnel. Often, one person is tasked with multiple roles so this is a great platform for these small operators to learn and be inspired."

One of many safety initiatives on display at the Safety Showcase was the Volvo rollover simulator – a life-size truck cabin that uses hydraulics to simulate the effects of a truck rollover.

The purpose of the simulator is to give people an appreciation of the risks truck drivers take every time they step into their vehicle. They are tasked with the huge responsibility of managing their fatigue, their speed, unpredictable traffic conditions and the environment.

"At Toll NQX we constantly work towards identifying opportunities to create a safer workplace. It's important these initiatives are

shared throughout the industry and we are proud to facilitate everyone coming together to share their safety initiatives too."

Ross thanked all the sponsors for this event. It could not be possible without the ongoing support of Mercedes-Benz, Kenworth Trucks, Brisbane Isuzu, Volvo, Vawdrey, Maxi-Trans, RBG Lawyers, Wash-It and Monitoring Oz.

“ It's also an ideal opportunity for owner-drivers and smaller transport businesses to experience how some of the larger companies manage safety, as most small businesses don't have our infrastructure and designated personnel. ”





NZ welcomes its stars of tomorrow

Toll New Zealand's new graduates have recently taken up their posts. We find out who they are and what they are going to be doing in their first role out of uni

TOP
Graduates who took part in the program.

Clare Mildren-Sheath, Mitchell Hughes, Oliver Miller, Victoria Timmins and William Peters are all part of Toll New Zealand's new graduate program.

Mitchell, Oliver and William all studied towards a Bachelor of Business Management with a specialisation in Strategic Management at the University of Waikato.

Oliver started working for Toll as a cleaner at age 15, and eventually worked his way up to a Business Development role with the Auckland sales team.

"The management team genuinely want you to succeed," says Ollie, "The support and guidance they have given me is invaluable."

Mitchell and William are part of the Transport and Logistics pathway, where graduates start on the floor and learn from the ground up.

Mitchell is currently working on a project aimed at revitalising the reverse logistics service, including

increasing efficiency at a network scale and creating new revenue streams. He says "The graduate program helps me use the skills I learned at university for real world projects."

William has been involved with a major project to measure and maintain container charges, which have historically added large overhead costs. He believes that the graduate program will help him follow his passion for continuous improvement, and reach his career goal of joining the senior management team here at Toll.

Clare and Victoria are part of the Business and Commerce graduate pathway, and have taken roles in Human Resources and Sales & Marketing respectively. Both Clare and Victoria studied towards a Bachelor of Commerce. Clare graduated from the University of Otago with a major in Management, while Victoria graduated from the University of Auckland with a major in Marketing.

Clare loves that she has the opportunity to work across so many different aspects of Human Resources, and that every day is different. Her recent achievements include creating the Toll New Zealand recruitment platform for the graduate and cadetship program on GradConnection.

Victoria is currently completing a sales rotation, and will be working as Toll New Zealand's primary marketing resource. "The graduate program is a fantastic way to learn about several different areas of the business," she says.

For more information on the Graduate Program, head to www.gradconnection.co.nz

Toll collaborates to take Pernod Ricard relationship to a new level

Toll has harnessed resources, expertise and passion to deliver an optimal logistics solution for long term customer, Pernod Ricard

“The original contract has doubled in size with extended business secured across Toll Intermodal, Customised Solutions, Toll Fast, Toll Express and Toll IPEC.”

BELOW
Pernod Ricard Inventory & Systems Manager, Darren Hisgrove with Packaging & Distribution Operations Manager, Robert Taddeo.

As one of the world's leaders in wine and spirit distribution, Pernod Ricard came to us for a solution beyond our current linehaul services to efficiently and safely distribute local and imported wines and spirits throughout Australia. With Pernod Ricard distributing over seven million cases of wine annually, collaboration within Toll was paramount in providing a sustainable and innovative end-to-end solution.

Toll Intermodal, with Group Business Development's supply chain solutions team and Customised Solutions, worked together to produce an optimised supply chain model including pick and pack warehousing and distribution throughout Australia including last mile delivery. A brand new dedicated national distribution centre in Melbourne will be supported by eastern seaboard cross docks and multi-user forward stocking point in Perth. Capacity is designed to accommodate potential future growth for Pernod Ricard.

Toll Intermodal General Manager, Shaun Mooney, said he is proud that the 27-year old relationship with Pernod Ricard has been taken to the next level.

“The original contract has doubled in size with extended business secured across Toll Intermodal, Customised Solutions, Toll Fast, Toll Express, Toll Global Forwarding, and Toll IPEC,” Shaun said.

“Pernod Ricard has a strong history with Toll and we welcome the opportunity to continue working together in this integrated approach. Teamwork and a focus on continuous improvement have resulted in a significant cost benefit and efficiencies for our valued customer.

“Thank you to all staff involved who worked together to leverage the Toll Group's multiple capabilities and services to achieve this outcome.”

Toll will support Pernod Ricard with customs clearance and landside logistics, in addition to the national distribution centre and other services.





Toll Shipping answers call for help in Tasmania bushfire crisis

When deadly bushfires hit Tasmania earlier this year, Toll was on hand to support the local relief effort with the equipment they needed

TOP
Some of the 72 pieces of equipment making their way across Bass Strait to support the relief effort.

Toll Shipping responded to a call for emergency assistance with this year's bushfires in Tasmania.

Emergency Services Victoria asked Toll Shipping – which ships between Victoria and Tasmania six days a week, 52 weeks a year – to transport much-needed additional fire-fighting equipment as part of the emergency effort.

Toll Shipping Divisional General Manager, Tony Stewart, says the company has helped with freight transport during emergencies in the past, but not on such a large scale.

As the largest capacity operator in Bass Strait, Toll Shipping transported 72 pieces of cargo including 32 fire trucks, 26 service vehicles and 12 containers, all freighted through its dedicated terminals at Melbourne's Webb Dock and McGaw Wharf in Burnie.

"We are pleased to be in a position to provide very tangible assistance to our community when these serious situations arise," said Mr Stewart.

"This is certainly the most substantial help we have provided, during one of the most significant emergencies to face the state of Tasmania in recent years.

"Toll Shipping, as part of the wider Toll Group, is proud to actively contribute to the community it has operated in for many years."

Friday Flyer marks 200 editions

Happy 200th edition to the Friday Flyer, bringing important business news and a bit of fun to the Toll Linehaul & Fleet Services' team for almost nine years

“We're all proud to be associated with a professional publication that reflects a professional business unit.”

One of Toll's most popular internal magazines has celebrated its 200th edition.

The Friday Flyer is published by Toll Linehaul & Fleet Services (TLFS). TLFS specialises in providing linehaul services to the Toll Group, as well as repair and maintenance services.

The fortnightly magazine began as a way to reach drivers with important information they may not otherwise see. It now includes safety updates, health information and operational, industry and corporate news, mixed in with humour and historical items.

David Wrenford, who now edits the magazine, says it's a team effort, with input from managers, operational staff and drivers throughout TLFS.

“It has always been well received by drivers and I am particularly proud of the men's health information we include and the ways we can reinforce the Toll safety culture,” said David. “We know it's well read because we get a lot of positive feedback from around the company, but we also hear about it when readers don't like something.”

He also credits Inge Wisselink and Cassy Springfield for their superb proofreading skills, “which ensure we get a really great product at the end.

“We're all proud to be associated with a professional publication that reflects a professional business unit,” said David.

TLFS marked the 200th edition with a bumper issue that included a look at how the business and the magazine have evolved over nearly nine years.

Toll Domestic Forwarding's Divisional Director, Mal Grimmond says “The publication provides a good way to communicate with our mobile workforce, in particular to convey and reinforce important safety messages.

“Thanks to all involved in making it possible including all the contributors and a big thanks to David Wrenford, Inge Wisselink and team.”

To subscribe to the fortnightly Friday Flyer, contact David at david.wrenford@tollgroup.com

BELOW
A snapshot of Friday Flyers from the last nine years.





ABOVE
Hendy Tio with his New Zealand's Sales Executive of the Year for FY15.

“ As a result of Hendy’s achievements, he has since moved to a national business development role with a focus on gaining new business for Parcels. ”

Sales Success – Hendy Tio

Hendy Tio launched his exciting sales career with Toll New Zealand in 2012 and has achieved tremendous results due to his persistence and motivation to succeed.

In FY2015 alone, Hendy has gained over NZ\$1.9M of traded new business across 86 new freight payers, which equates to 244% of his new business target. This phenomenal new business growth resulted in Hendy being awarded New Zealand’s Sales Executive of the Year for FY15.

As a result of Hendy’s achievements, he has since moved to a national business development role with a focus on gaining new business for Parcels.

Hendy attributes his success to hard work, persistence and his ability to build relationships with customers.

Hendy’s Top Tips:

- Don’t do the hard sell – build trust with customers and sales will naturally follow.
- Take charge of the sales process – guide customers to the point of making a decision, don’t leave it up to them!
- Build a healthy pipeline – have a combination of small, medium and large customers to work with.
- Be consistent – build a partnership by consistently doing what you say you are going to do.





TGF Hong Kong in Asian Logistics Maritime Conference 2015

TGF takes part in Hong Kong's leading maritime conference to further develop relations and brand awareness in the region

TOP
The team from TGF who participated in ALMC this year. L-R: Gavin An, Hill Cheng, Billy Kong, Tom Li, Patrick Chau, Gavin Lai, Kengo Shimizu, Senive Chu and Opal Ng.

TOP RIGHT
Tom engaging with a potential customer.

BELOW
The Greater China sales team introducing TGF's service capabilities to interested conference participants.

TGF Hong Kong participated in the fifth Asian Logistics Maritime Conference, jointly organised by the Government of Hong Kong, Hong Kong Suppliers and Hong Kong Manufacturers Association. The conference was held at the Hong Kong Convention and Exhibition Centre in late 2015.

Focusing on three timely topics - China's "One Belt, One Road" initiative, E-commerce and Big Data, the event attracted more than 2400 attendees from around the world.

TGF Hong Kong showcased the division's capabilities in air, ocean and rail freight through a display of case studies to many prospective customers, during the conference.

Tom Li, Managing Director of TGF Greater China shared that this was the company's first exhibition since becoming part of Japan Post and he said, "This exposure helped to increase Toll's brand awareness among industry leaders and customers in the Asia Pacific region."

With TGF's strong geographic coverage and presence in major cities in Greater China, as well as across the globe, this introduction to the company's capabilities opened up a host of opportunities for business collaboration in the region.



Toll Global Forwarding



Listening to our customers through panel discussions

TGF recently heard from customers in South Africa and Hong Kong, and have a lot of great new ideas to put into practice to improve their service

Following up on positive feedback from attendees of the round table discussion last year, Toll Global Forwarding held two customer panel discussions in both South Africa and Hong Kong, in February and April respectively, to actively engage 60 top customers. The event in South Africa was the first of its kind, while it was the third event in Hong Kong.

Senior management from Toll Global Forwarding; Paul Coutts, CEO of Toll Global Forwarding; and Eric Pilling, Global Head of Sales, provided company updates and strategies to tackle the challenging global economic environment.

Financial and economic experts, as well as industry specialists from carriers and shipping lines, were invited up on stage to share their respective business outlooks for the coming year. Then they participated in a panel discussion with selected customers from Saint-Gobain, Unique Welding Alloys, Prada, ECCO, Techtronic Industries and Newell Rubbermaid.

Facilitated by Eric, speakers in the hot seat fielded challenging industry-related questions which developed into lively debates where real concerns and issues faced by customers were put forward for discussion. As with all debates, creative ideas were suggested to address long-standing industry issues.

As part of the event, participants were taken on a tour of warehouses managed by Toll Global Forwarding. The tour offered participants insight into the division's diverse warehousing and supply chain solutions capabilities tailored to specialised industries including barcoding, pick and pack and labelling.

Customers who attended the event in Hong Kong, enjoyed a leisurely cruise aboard a junk – a Chinese sailing vessel traditionally used to carry cargo, and a characteristic emblem of Hong Kong's bustling ports.



A fundraiser was included as part of the day's event to remember one of the speakers from last year's Rugby Sevens event, Seru Rabeni, who passed away in March this year. Proceeds went towards Sunshine House, a charity for children in Fiji.

TOP

Paul presented all the guest speakers with a Toll history book in appreciation of their participation.

BELOW

Guest speaker kicking off the airfreight panel discussion in Hong Kong.

TOP LEFT

Networking with customers during the break in South Africa.

TOP RIGHT

A customer posing questions to the panelist in South Africa.



Special thanks to:

Speakers and participants in Johannesburg, South Africa

- Lance Pullan, Managing Executive, K Line
- Martin Keck, Managing Director, CFR Freight
- Duncan Whitehead, Managing Director, Saint-Gobain
- John Smithyman, CEO, Unique Welding Alloys
- Craig Chandler, Head of Corporate Sales & Derivatives Marketing, Citibank Johannesburg
- Dr Renee Horne, Lead Academic in Business in Africa & Emerging Markets and Senior Lecturer in Economics, the Witwatersrand Business School

Speakers and participants in Hong Kong

- David Kerr, Vice President Cargo, Etihad Cargo
- Daniele Scapecchi, Regional Logistic Director, apparel retailer
- Eric B. Williams, Vice President, Global Head of Sales and Marketing, UASC
- Scott Phillips, Supply Chain Director, ECCO
- Alan McTaggart, Vice President Global Logistics, Techtronic Industries Co Ltd
- Hannah Kain, President & CEO, Alom
- Sotiris Piccou, Vice President Supply Chain EMEA & APAC, Newell Brands

“ Speakers in the hot seat fielded challenging industry-related questions which developed into lively debates where real concerns and issues faced by customers were put forward for discussion. As with all debates, creative ideas were suggested to address long-standing industry issues. ”

In memory of Seru Rabeni (1978 - 2016)

Seru Rabeni was an internationally renowned Fijian rugby player, who played in multiple rugby world cups and Hong Kong Sevens tournaments. He also played with clubs in England, France and New Zealand. With his physicality and bone-crunching tackles, he earned the nickname 'Rambo'.

On the side, Seru dedicated himself to improving his village's standard of living by supporting Sunshine House

and Link Universal in their collaborative charity project in Fiji. He helped facilitate communications between the local government, the local villagers and the charities during initial discussions about building a school in Nasolo Bua. His biggest hope was to give children a chance for a brighter future.

As part of increasing awareness for his cause, Seru joined in TGF's Hong Kong Sevens customer event last year as a guest speaker where he shared his background and his charity work.

This year, in memory of Seru, customers and TGF staff purchased raffle tickets during the customer event to raise funds towards Sunshine House. Winners of the raffle walked away with special edition rugby jerseys autographed by the Japanese and Fijian rugby teams, among other prizes.

Over the weekend, TGF raised USD7000. If you're interested to contribute to this cause, please email Justin Bentley at justin.bentley@tollgroup.com

Toll Global Forwarding expands footprint into Africa

Despite a global trend of softening international trade, Toll Global Forwarding has successfully made headway into the African region by setting up service desks for Angola, Ghana, Namibia, Nigeria, Mauritius and Zambia.

This strategically opens up new markets for the division as these additions complement the existing network of the franchise office started in Kenya last year.

In addition to Kenya, our new franchise operations will open in Uganda in June 2016, while Tanzania is getting ready for its opening in the next few months. Mozambique and Angola are scheduled to be open by the end of the year.

With almost 150 employees, the new stations offer a range of air freight, ocean freight, road freight, multimodal freight, warehousing and customs clearance services. They are also capable of servicing specialised sectors such as construction, mining, oil and gas and perishables. In addition, they are trained to handle dangerous cargo and manage projects with special requests.

Current estimates of volumes indicate that, as a whole, TGF Africa is capable of transporting over 2 million kg of air freight cargo and 4200 TEUs of ocean freight cargo annually.

For enquiries, please contact the respective three African desks:

East Africa Desk

sales.eastafrica.tgf@tollgroup.com

South Africa Desk

kevin.moodley@tollgroup.com

West Africa Desk

sales.westafrica.tgf@tollgroup.com



Surfing up a great deal for action sports customers

Possibly the coolest team at Toll, the Action Sports team at TGF recently took part in the Surf Expo in Florida

RIGHT

Greg and Matt at the exhibition after setting up the booth.

Toll Global Forwarding was represented by Action Sports team members, Greg Gordon and Matt Winters, who participated in the Surf Expo from 14 to 16 January 2016 in Florida, United States.

The bi-annual event brought together more than 2600 exhibitors of apparel and hard goods and an estimated 26,000 attendees at the Orange County Convention Center in Orlando.

At the booth, Toll showcased its service capabilities garnered through years of experience in airfreight,

ocean freight, warehousing and supply chain areas, which can be tailored to suit each customer's unique requirements.

Greg Gordon, Director of Action Sports, shared that the Winter 2016 Surf Expo proved to be a positive experience for TGF. This being the second year of participation, Toll's Action Sports sector has established a positive presence within the

expo, acquiring many up and coming customers.

Toll is growing a current customer base which includes top leaders within the action sports and lifestyle apparel industry. The yearly presence of Toll has led to a following specific to Toll capabilities among new prospective customers.



One Toll team secures safe storage for luxury cars

The need for speed is something we understand in our business, so when we were approached by a sports car agent to help with warehousing in Singapore, we put our foot on the gas and came up with a great solution

In May last year, an exclusive agent for a renowned Italian luxury car brand in the South East Asia region, approached Toll Global Forwarding Singapore (TGF) to assist them in relocating their warehouse for their imported luxury sports sedans.

For their new warehouse, three stringent requirements were listed – the new warehouse had to be located further inland, away from the sea to prevent corrosion; specialised handling for storage of automobiles to avoid damages; and the completion of relocation by July due to the impending end of their current lease.

In the spirit of one Toll, Mervin Lin, Managing Director of TGF Singapore, approached Toll Global Logistics (TGL) to collaborate, and together proposed a cost-effective customised solution to store the cars in a dedicated automobile warehouse located in Tuas.

With this facility specialising in storage of automobiles, set-up cost was kept to a minimum. In addition, security features were enhanced to include exclusive card access to the secured premise where the cars were stored and an increase in security cameras at strategic checkpoints.

This solution has since provided the customer with complete peace of mind and to date they remain very pleased with the high level of service shown towards this warehousing project.

Contributors of this seamless collaboration between both divisions are Mervin Lin, Managing Director of Toll Global Forwarding Singapore, Catherine Heng, Key Account & Customer Service Manager, Toll Global Forwarding Singapore, Kelvin Cheng, Assistant General Manager, Automotive Logistics, Toll Global Logistics, and Sandy Ong, Assistant Manager Project Management & Business Support Automotive Logistics, Toll Global Logistics.

LEFT

Cars lined up at the warehouse.



A TGF Singapore first

TGF took on the challenge of moving a piece of oversized cargo through the streets of one of the world's busiest cities

In February, Toll Global Forwarding (TGF) Singapore successfully completed the delivery of a hi-plough – a piece of advanced subsea cable operation equipment that is able to provide cable deep burial to up to 3m depth, for S.B. Submarine System Co., Ltd.

S. B. Submarine Systems Co., Ltd. is a leading submarine cable installer in the Asia-Pacific Region, dedicated to submarine telecommunication and offshore industry.

As the towering hi-plough was 4.67m high, our team faced a challenge during the final-lap delivery as most of the roads in Singapore only had a clearance height of 4.5m. To get around this, a drop-deck modular trailer was chartered as its height could be customised to accommodate the hi-plough. After loading, the total height was 5.22m.

To overcome the restrictions on the road, Coniel Pang, Sales Manager from TGF Singapore, worked closely with the local traffic authorities to plan a route which did not require going under any overhead expressways or roads.

After several route surveys, both parties agreed on a route and applied for a permit for the transportation of the over-height cargo.

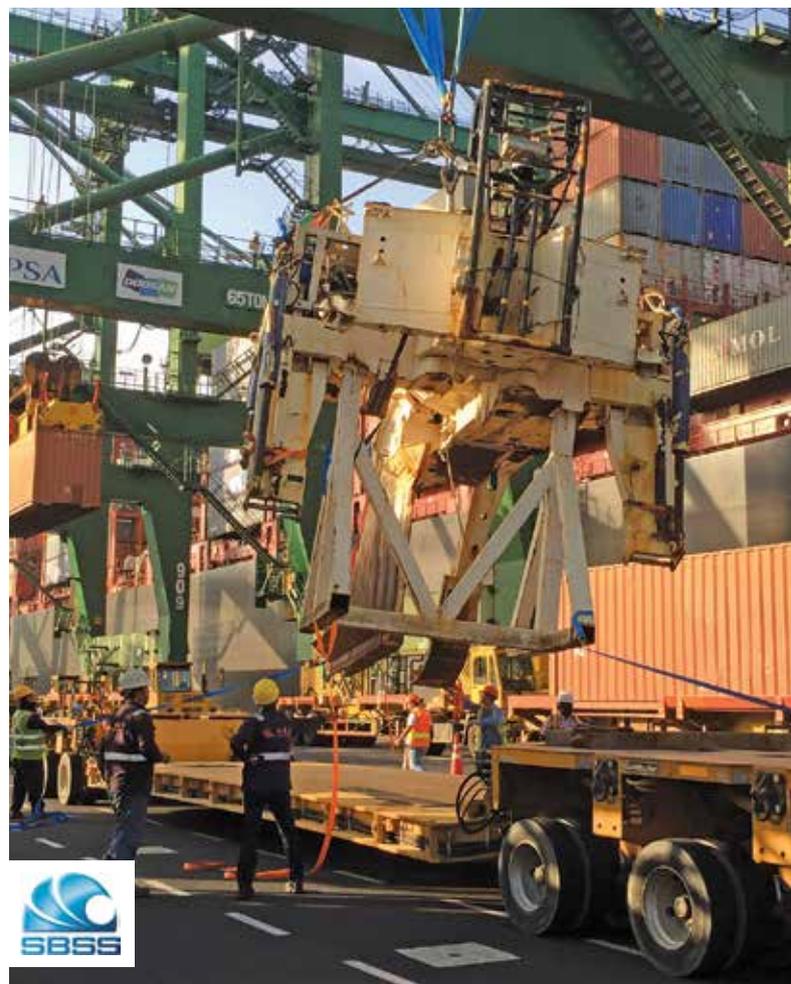
On the day of transportation, the cargo was escorted by the Traffic Police during non-peak hours from PSA Port in Keppel to an open yard located on the west side of Singapore in Tuas.

Upon the plough's safe arrival at the storage yard, Tom Qiu, Fleeting Operations Director of S. B. Submarine Systems Co., Ltd., highly commended Toll Global Forwarding for their professional service which showed their commitment and high safety standards.

TOP
Coniel Pang checking the cargo before moving off to destination.

CENTER
The hi-plough being off loaded from the vessel after arriving at Keppel Port in Singapore.

BELOW
The hi-plough being lifted on to the drop-deck modular trailer.



Priority driver praised for doing the right thing

At Toll, we pride ourselves on doing our very best to deliver for our customers each and every day. It's always great to receive customer feedback, particularly when it's full of praise for our team.

Earlier this year, we received a letter from a member of the community who expressed his gratitude for one of our drivers, Mark Dinley. Mark turned out to be a knight in a shiny van this summer when a young family travelling on a major Sydney freeway broke down. Not only did they have to deal with being stranded on a busy road, but it was in the middle of a 30 plus degree day.

Mark, who was out making deliveries, spotted the family and, rather than drive by, he circled back to offer assistance. He let Carol, her mother, mother-in-law, and seven month old baby wait in his air-conditioned van for an hour until help arrived. The entire family suffered heatstroke but, thanks to Mark's compassion, they were spared anything worse.

Carol's husband wrote in to express his gratitude. He said, "Mark is a very generous man and a saviour to my family and seven month old baby girl... Without Mark's help and sacrifice to his time and possibly his job, I would not like to think what could be now. Mark is a very kind man and deserves our thanks."

Remembering that nothing is so important that it can't be done safely, Mark absolutely did the right thing. Living the Toll values in our community earns us the respect we deserve from our customers.

Thank you Mark for being a terrific ambassador for Toll.



“ Mark is a very generous man and a saviour to my family and seven month old baby girl... Without Mark's help and sacrifice to his time and possibly his job, I would not like to think what could be now. Mark is a very kind man and deserves our thanks. ”





Q&A

Learn about Grahame Doyle, GM Toll People



Grahame Doyle
General Manager
Toll People

Grahame Doyle, has headed up Toll People since December 2014. Learn more about him in this Q&A.

For those of us who don't know much about Toll People, can you tell us what you do?

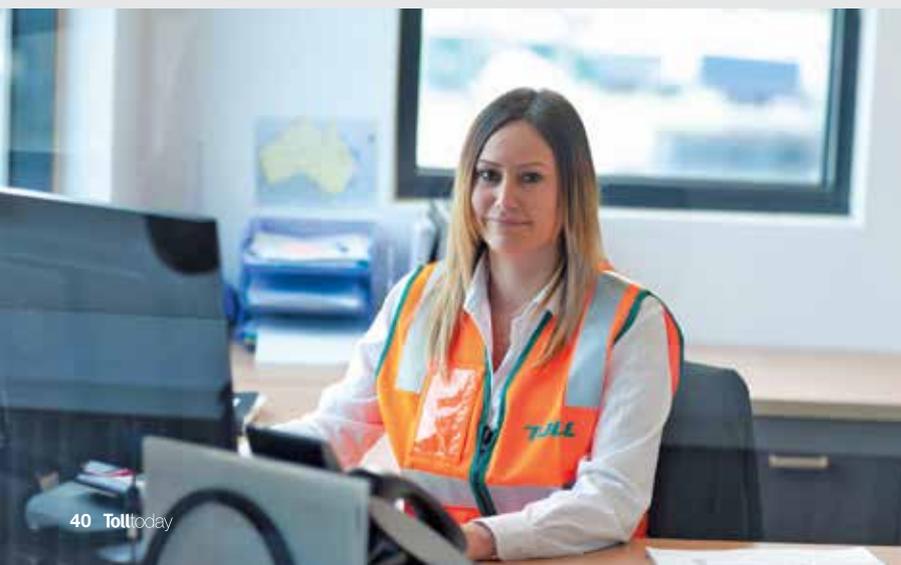
Toll People is not just a recruitment service. Rather, we are a full service recruitment agency specialising in the supply chain, logistics, transport and warehouse industries. We provide Toll Group and a number of external clients in Australia with everything from candidate sourcing and roster management, to on site account management, casual labour hire and permanent executive recruitment.

Our account managers work in partnership with HR professionals and operations staff to source the best candidates from around the country. Our ultimate goal is to enable

our clients to service their customers in the best, most efficient way possible.

What benefits has Toll People provided some of its partners?

The key benefit that we bring to all of our partnerships is a willingness to work with our clients to bring value to their business. During the past year in NSW, we have implemented a program called Functional Assessments. These assessments have been developed in conjunction with both Toll IPEC and Customised Solutions as an added step in the recruitment process which allows us to test our candidates' ability to undertake key warehouse functions specific to the role they are applying for. This gives us practical, first-hand knowledge of their skills and a keen insight into their focus on safety. The results of the trial showed an increase in productivity, a decrease in site-related





incidents and increased confidence from candidates that they know what is expected of them.

For some of our other clients, we have placed account managers on their sites to assist with managing casual labour hire. This includes inducting new employees, providing toolbox talks, liaising with the client about the needs of their business and ensuring they are getting the best level of service possible. This immersion of our people into our clients' businesses provides the most value as it means we are able to truly gain experience in the day-to-day running of their businesses.

If we were to talk to you again in 12 months, what would you hope to have achieved?

There are three main things we are working towards. We hope to have a

more robust recruitment process. This means we will have the best candidates in the marketplace. Secondly, we will have assisted more Toll businesses to achieve the best possible outcome for recruitment, in both casual and permanent recruitment. And lastly, we will be providing a world class recruitment experience to all of our clients.

You have been with Toll People for just over a year. What has changed during that time?

We've been through a period of immense change over the past 12-18 months with a major IT development and change management project, implementing a new recruitment system – FastTrack 360. We have just completed the national rollout and have already seen benefits for both our candidates and our clients by moving a number of our processes online. Our commitment to safety has continued to be

a key focus. We've increased the capability of the management team with two new experienced state managers coming on board and we've also increased our volumes – we placed 6000 temps into our clients' businesses during the peak season.

Thanks for your time Grahame. How can people find out more about using Toll People?

Hiring managers should get in touch with any of our consultants for a confidential chat about their staffing needs, by calling 1300 769 875.



Have a safe day!

The team at Toll Priority wants every day to be a safe day and was inspired to create a calendar to remind them why working safely is so important

RIGHT
Some of the colouring competition entries for our safety calendar.

Toll Priority started the year with a renewed look at safety and what it means to be safe, both at work and in the home.

Looking to demonstrate that safety is important 24/7 and that safe behaviour and our **Rules to Live By** must be at the centre of every decision we make, the business ran a competition at the end of 2015 entitled, 'Safety, what it means to me'.

The competition was a unique way to take a step back and let some of our smallest citizens show us all what safety means to them. Open to the children of our people, their relatives and friends, the goal was to further embed our safety value and our **Rules to Live By** within the hearts and minds of everyone who works at Toll Priority. Hearing from those who are most affected by our actions, our families, was a terrific way to really bring home the message in a very visual way.

We had entries from right across Australia, with little ones as young as four years old putting pencil to paper to share their safety messages. Some of the winners included seven year old Isabel who captured the importance of seatbelt use, five year old Lewis who shared a message about cleaning up spills to avoid slips and trips, and nine year old Keanu who highlighted our **Rule to Live By – Always driving safely and to the law.**

It's one of our core beliefs that all injuries are preventable and everyone has the right to go home safely.

No one is more appreciative when we do go home at the end of the day than our families.



Safety – what it means to me.



We'd like to thank all of the parents, aunts, uncles, grandparents and neighbours who encouraged their young ones to get involved. The result was a huge success. The a bright and colourful calendar that was sent out to everyone who works for Toll Priority is a daily reminder of why safety must always come first in the business.

Given the great feedback that has been received about the Safety Calendar, the business is looking forward to running the competition again at the end of the year in preparation for the 2017 Safety Calendar.

We have 10 calendars available to give away to lucky Toll Today readers. If you'd like to grab a limited edition calendar for your office or workplace, please email kelly.martin@tollgroup.com

“ We had entries from right across Australia, with little ones as young as four years old putting pencil to paper to share their safety messages. ”

Improving DIFOT results with leadership and CI

Delivering our parcels on time and in full is something we strive to do for our customers every day at Toll IPEC. But it doesn't always happen. We're using continuous improvement to understand where we need to change, and we're making those changes happen



At Toll IPEC we know the value of customer service. We know that ensuring consignments are delivered on time and in full is what our customers want, so as part of our work on Continuous Improvement (CI), we looked at our Delivery in Full On Time (DIFOT) figures to see how we can improve.

For this project we focused on scanning disciplines. While there are a lot of automated scanners in our warehouses, we rely on our people to scan parcels in, and out again, to our customers. Human error and incorrect scanning meant that, on occasion, parcels weren't being correctly accounted for in our network and were untraceable.

Using CI we discovered there wasn't enough visibility or oversight of the scanning process, so we could not track or measure how we were doing. CI teaches us that we need to be able to measure if we are to improve, so we set about fixing how we track our results. At the time, analysis came from one source in Toll IPEC and the information did not always make it back to the drivers and supervisors.

Beginning with our major sites at Adelaide, Brisbane, Melbourne, Perth and Sydney, we started putting structures in place, such as a weekly DIFOT meeting where we could discuss scanning issues, and take ownership for results. We gathered the right people – site leaders, local and regional managers, and business managers – in the room and on the phone and set goals for improvement. We then measured how we were tracking against the goals.

At each location we initially focused on local deliveries. This led to a 10 point improvement in some areas.

“Working with warts and all data across the DIFOT provides a much more detailed insight into what's happening in our own backyards,” said Carol Grannell, Regional CI Advisor for Toll IPEC in Queensland.

“Working in partnership to reduce the incidents of delayed consignments is critical to building sustainable relationships with our customers.”

Very quickly everyone realised the value of working together to increase our DIFOT scores and better meet our customer needs. Workshops attended by people from operations, account management, sales and customer service are key to improving results.

Since beginning the CI process, scanning performance across all depots has improved by as much as 13 points. This initiative has helped us to get greater visibility of the reasons why we are not delivering the freight on time, and helped us to fix the problems.

Six months ago our DIFOT results were in the low 80s; now we are starting to reach over 90 per cent. While it's not perfect, we have greater insight into where we are going wrong and are working to fix this – continuously improving – until we reach our target of 98 per cent of parcels being delivered in full and on time, every time.

New medical emergency helicopter fleet lands safely in Australia

As part of our exciting new contract to deliver emergency response helicopter services to the people of southern NSW, Toll recently took delivery of some of the new purpose built craft that will make up the new fleet



BACKGROUND
The new Agusta-Westland AW139 helicopters.

Toll Helicopters' first three of eight Agusta-Westland AW139 helicopters have arrived in Australia ahead of the 10 year contract with the New South Wales (NSW) Government which commences in 2017.

These specialised helicopters are being built by Agusta-Westland in Italy. The first helicopter was completed late last year and

arrived in Australia in late December, the second and third arrived in April this year.

The helicopters take 13 weeks to assemble on the final production line and thousands of hours prior to this in component assembly from multiple countries around the world.

Jeff Bahls, Project Engineer; Chris Andretzke, Flight Test Engineer and Darryl Humphreys, Senior Pilot,

completed the final acceptance and confirmation flights in northern Italy before they were carefully disassembled and flown to Melbourne where they were reassembled again by the Agusta-Westland and Toll Helicopters teams.

At a cruise speed of around 300 kph, using its twin 1800 horse power engines and the ability to fly in almost any weather condition, the helicopters



are flown out of Melbourne and delivered to Albion Park, south of Sydney where they are again disassembled and turned into purpose-built, 'best in class' Ambulance and Rescue Helicopters.

With these helicopters, Toll will deliver emergency response services to the southern region of NSW and operate from four bases

in Wollongong, Orange, Canberra and Bankstown which will also be home to Toll's Aeromedical Crewing Excellence Training Centre.

The centre will be one of the most advanced aeromedical training centres in the world. Our crews will train at the Aeromedical Crewing Excellence Training Centre, which will feature the highest fidelity AW139 training simulator along

with other state of the art training equipment such as a leading Helicopter Underwater Escape training (HUET) simulator. It is due to be completed mid-year.

For more information on the helicopters, the training centre or the contract, please contact Diane Tremain at diane.tremain@tollgroup.com

LEFT

L-R: Chief Pilot and Head of Flying Operations, Colin Gunn with Senior AW139 Pilot Darryl Humphreys take the first aircraft flying.

RIGHT

The Toll Helicopters team in Essendon with the first aircraft.

Simple incentive idea increases customer feedback

Toll Transitions worked with Telstra, Australia's largest telecommunications provider, to improve customer feedback

BELOW
L-R: Geoff Price, Telstra; Sue Latina-Cohen, Toll Transitions; Rachel Hocking, Telstra; Fiona Kumral, Toll Transitions; Jessica McMahon, Telstra; Stacey Parsons, Telstra.

Toll Transitions has a history of customer focus and client satisfaction in the employee relocation services it provides. In collaboration with their valued client Telstra, Toll Transitions launched an initiative 18 months ago to increase the rate at which Telstra employees completed their Toll service evaluation surveys after Employee Relocation Services.

Toll Transitions surveys customers to ensure service standards are adhered to and to identify areas that may require improvement. The feedback helps to ensure ongoing quality in the delivery of services and those of their third party suppliers, such as removalists and temporary accommodation providers, so Toll Transitions is always looking for ways to increase survey return rates.

Coupled with this, Telstra was also keen to receive more feedback from their employees about their relocation, as the return rate was very low with only 14 per cent of employees completing the evaluation.

Toll Transitions Telstra Account Manager, Fiona Kumral, and Global Manager Corporate Mobility Services, Sue Latina-Cohen, along with their Telstra client contacts, worked together to devise a concept to encourage Telstra employees to complete the survey.

Toll Transitions agreed to donate A\$25 to Telstra's charity of choice, Habitat for Humanity, for each survey completed. Habitat for Humanity Australia assists families in housing poverty achieve their dream of owning a home and is a charity Telstra supports both through workplace giving and staff volunteering opportunities.

Once Telstra employees have completed their relocation, and prior to receiving their service evaluation survey, their Toll Transitions Client Service Manager contacts them to advise the survey will be sent to them shortly, and that a donation will be

made if they complete it, as well as providing some information about the charity's purpose. In addition, Toll Transitions' Customer Service Centre conducts a follow-up call to encourage the Telstra employee to complete the survey online or over the phone if they prefer, and again informs them of the donation.

Since the initiative to incentivise Telstra employees to complete the service evaluation commenced, the return rate has increased from 14 percent to 44 percent. On top of that, the service satisfaction rate is currently sitting at 96 per cent against a KPI target of 90 per cent.

This customer initiative which came about through collaboration and great partnership between Toll Transitions and Telstra is certainly proving effective in achieving its aim.





CI helps Finance team make great efficiencies

Building Continuous Improvement practices into the culture of this new team has set them up for success



TOP
Some of the TRGL Finance Shared Service Centre team in front of their visual board in Brisbane.

BELOW
The team running through the board and tracking progress.

Finance Operations Shared Services Centre started centralising activities in April 2015. Just over a year down the track, and the transformation has been significant.

The primary objective from the outset was to lay the foundation that would enable change, improve efficiencies and put in a standardised approach to finance across the division. This would ensure that Toll Resources and Government Logistics was in a good position for the SAP roll out.

The team has grown significantly and has had to learn more than 1300 collective finance tasks, develop new standardised procedures and build a cohesive team. Important elements of this team culture have been the

people shares, daily team meetings and using the visual boards displayed around the floor. All of these elements have played a key role in laying a strong foundation.

Adopting a strong focus on Continuous Improvement (CI) and communication was fundamental to this transformation and, while we are in the early days, we have already seen a number of quick wins since initial CI training.

In fact, the strong CI framework that is now integral to the team's culture has delivered an estimated annual effort saving of 918 hours. CI is now part of the way the centre does business. It is embedded in the minds of all team members and they are reminded of it at every team

meeting. So much so that we now have CI shares in our team meetings, as well as safety shares.

We also have a number of larger CI projects underway primarily focused on standardising and preparing for the SAP rollout later this year.

“ The team has had to learn over 1300 collective finance tasks, developing new standardised procedures and building a cohesive team unit. ”

Toll Transitions' employee picked as top student

Toll Transitions' Daryl Bradie recently topped Swinburne University of Technology's Master of Information Systems Management course as the highest achieving graduate

RIGHT

Toll Transitions' Daryl Bradie holding his Master of Information Systems Management degree certificate from Swinburne University of Technology.

It's a wonderful achievement for Daryl who has been integral to Toll Transitions' major MoveMaestro system redevelopment project and has also had two children since commencing his Masters in 2013.

Toll's PAR process provides an opportunity to effectively manage and drive performance to achieve our business goals, including the employee development section which aims to build staff capability to meet business needs. Nigel Maloney, Toll Transitions National Manager – Strategic Systems, encouraged Daryl during his PAR reviews to apply for a Toll Education Sponsorship for his own career development and progression and to meet the future needs of Toll Transitions.

Daryl was keen to further develop his skills and knowledge, and to obtain formal education in the area of IT and management. He relished the opportunity to help drive his development plan and career advancement, and was very grateful when Toll agreed to sponsor his study.

Daryl is one of Toll Transitions' most long-serving and valued staff members, having started straight out of university in 1996. In the almost 20 years since starting as a Transitions Consultant, Daryl has performed numerous roles, including relocating to Sydney in 2005 to assume the NSW Service Manager role.

Upon returning to Melbourne in 2006, Daryl switched from an operational role to a role in Business Systems, initially as Release Manager and then as Systems Support Manager. Since 2012 Daryl has been working on Toll Transitions major Whole of Relocation Cost (WORC) and MoveMaestro projects and became the MoveMaestro Product Owner in 2015. As if that wasn't challenging enough, Daryl decided to add his Masters to the mix in 2013.

The Master of Information Systems Management course is a three year part-time course. It is an advanced program designed to develop knowledge, skills and capabilities in the area of Information Systems management. It covers broad areas including systems development & acquisition, project management, business value & analysis,



governance & strategy, risk & security, global practice, leadership & accounting and prepares graduates for career development in a wide range of IT roles. Daryl managed to squeeze his study into his busy work and family life, with regular weekend sessions at the St Kilda library and with a weekly regimen of rising early, at 5am, to complete the required reading before starting work at Toll Transitions' Melbourne office.

On completing his course Daryl said, "I believe Toll will benefit from investing in staff who are recognised as committed and who show willingness and a capacity to lead it into the future. I would also really like to thank Nigel Maloney for his initial encouragement and ongoing support of my studies as well as Janique Lambert, MoveMaestro Project Manager, who has also been very supportive. Overall the experience was very enjoyable and worthwhile. Of course, I couldn't have done it without the support of my family, particularly my wife Liz who was an incredible support whilst I was studying part-time and working full-time on MoveMaestro, whilst caring for our two small daughters."

Mark Kingsley, General Manager Toll Transitions, who has worked with Daryl for the past 19 years, reflects, "Daryl's combined Operations and Business Systems experience has enabled him to make significant contributions to the ongoing development of both Operational and Technology solutions for Toll Transitions over the past 10 years. Daryl's demonstrated commitment to the business has been consistent over the years and to his credit has been maintained throughout this challenging period of study. He is to be congratulated for successfully completing the course and for being the highest achieving student."

Thanking our customers with a night to remember

Toll Offshore Petroleum Services (TOPS) hosted its annual client cocktail and dinner in November at the Grand Hyatt hotel in Singapore. Around 250 customers, management representatives, suppliers and business associates attended the event.

The oil and gas industry has been through an incredibly difficult period and the event allowed TOPS to thank its customers for their support and deepen their relationships with them.

A brilliant retro music and dance medley kicked off the evening before TOPS' Director, Jacob Tan, made his welcoming speech. The evening was a fun-filled get together, with a special artiste performance rounding off the evening on a high note.

TOP LEFT

Jacob Tan, Director of TOPS welcoming the attendees.

BOTTOM LEFT

The attendees enjoying the evening's celebrations.



Long standing TOPS employees honoured

Not every business can boast employees who've spent 45 years working there, but Toll Offshore Petroleum Services has three!

TOPS held its annual staff dinner dance in December at the Singapore Changi Village Hotel where 23 employees received their long service awards from Director, Jacob Tan.

The awards celebrate and commemorate the long-term commitment and loyalty of TOPS' employees who have achieved significant years of service. In 2015, we saw 10 employees celebrate their five years of service, 10 employees who have served for five to 20 years, and three who have served for 45 years.

Addressing all the recipients at the function, Jacob Tan said, "Having good and committed staff is one of the key elements of a successful company. I am pleased to have many dedicated and hardworking employees at TOPS."

Besides the long service award presentation, staff also enjoyed a special performance, a best dressed competition and a lucky draw.

ABOVE

TOPS' longest serving employees being rewarding for their service.



Quad road train blazes a trail at mining festival

Toll is a proud sponsor of the Saint Barbara's Festival which runs over three days in December in the towns of Kalgoorlie and Boulder, almost 600km east of Perth in Western Australia.

The event, held in Australia's mining heartland, is about recognising and showcasing the impact and history of the sector. It brings together the community to celebrate living in one of Australia's largest regional outback cities.

Toll Liquids entered a quad road train into the festival parade at the last festival. It was only the second time a quad road train had been on show here and many spectators couldn't believe their eyes at the sheer size of the vehicle close up.

Toll Branch Manager for the Goldfields, Mark Greatbatch, has bigger and better things in store for the festival parade this year. He plans to enter a convoy of five vehicles to represent each part of the business in the Goldfields which includes the transport of fuel, cyanide (both liquid and solid), high explosives and ammonium nitrate emulsion explosives. Mark's also planning on putting on a sausage sizzle for the crowd.

The Saint Barbara's Festival will run from 1 December 2016 in Kalgoorlie and Boulder.

TOP
The Toll quad road train taking part in the Saint Barbara's Festival.

“ The event, held in Australia's mining heartland, is about recognising and showcasing the impact and history of the sector. It brings together the community to celebrate living in one of Australia's largest regional outback cities. ”



TOP
Hand braided intricate bracelets made in an evening.

BELOW
TGF volunteers in action learning how to braid bracelets.

Supporting the Swedish Children's Heart Association

TGF employees show they're all heart by supporting an important children's charity in Sweden

In November, a group of Toll employees in Sweden gathered after work and wove heart bracelets for the Swedish Children's Heart Association. The activity was initiated by one of Toll's employees, Jessica Holmström, who had personal experience with heart disease through her daughter's medical condition.

As a result, bracelets were made and sold, generating 20,500 SEK (more than A\$3,200) for the Children's Heart Association.

This charitable organisation aims to improve the health conditions of children and young people with heart diseases, and help their parents. The association also hopes to spread knowledge

and information to a wider audience about children with different heart diseases. The Children's Heart Association provides full support and actively helps young people and their families connect.

All funds raised from selling the heart bracelets went towards the Heart Association fund, where all the money collected is used to research children's congenital heart defects, and for families who have children suffering or have lost their child due to the defects.

The Swedish Children's Heart Association also uses funds to arrange camps and various events for children and young people suffering from heart disease to meet others in a similar situation.



Toll Liquids takes part in fundraising convoy

Toll drivers come out to support kids battling cancer

Last November the annual i98fm Camp Quality Convoy event was held to raise funds and help create a better life for kids living with cancer in the Illawarra and southern districts of New South Wales, Australia.

Toll Liquids registered seven prime movers to take part in the convoy, with the drivers donating their own time to the cause. They were part of a large convoy of 800 trucks and 1500 motorcycles that travelled in convoy for 50km from Appin to Albion Park to help raise money for Camp Quality.

Thousands of spectators gathered along the side of the road, many proudly sporting their convoy t-shirts, to witness the huge number of motor vehicles passing by.

Back in the Toll offices in Port Kembla, Tess McMahon arranged for donations to be made and for convoy t-shirts to be ordered and worn by the team to show their support for the event. Toll employees contributed to the grand total of A\$1.7 million that was raised by the community on the day.

RIGHT
The Toll Liquids trucks taking part in the convoy.

Every drop matters – A blood donation drive by TGF Sri Lanka

Every two seconds, someone in the world is in need of a blood transfusion and one precious pint of blood can save up to three lives. In Sri Lanka, the demand for blood from hospitals has exceeded the supply, and it has become a serious issue.

TGF Sri Lanka and the National Blood Transfusion Service Sri Lanka successfully organised a blood drive, 'Give Blood Give Life' in April in Colombo.

Internally the event was managed by Team 3D (Dedicated, Determined and Driven), made up of 10 employees from TGF Sri Lanka. The event attracted 150 blood donors to come forward. 'Give Blood Give Life' was the main project of Team 3D for the internal campaign titled 'Team Excellence Challenge' in TGF Sri Lanka.

Sujith Vaas, President of Team 3D said, "We're proud to announce that over 100 pints were collected from the donors.

We were very focused on what we were doing, from the fund raising stage to the post-event stage, and thus we were fortunate to witness the first blood donation drive in TGF Sri Lanka's history and we achieved our targets."

A certificate of appreciation and a Toll pen was presented to every participant to thank them for their support towards this valuable life-saving event.

"While fulfilling a corporate responsibility towards the society, we also increased Toll's brand awareness among both the business community and the general public," Mihiri Pathirana, Manager of Team 3D said.



TOP

A volunteer from TGF Sri Lanka during the blood donation process.

BELOW

Team 3D in smiles after a rewarding day at the blood donation drive.



ABOVE
Mukesh with Hindi commentators team in Australia.

Mukesh proves big hit on maiden appearance

Toll People's Mukesh Madaan leads a double life. By day he's an accountant but by night he's an international cricket commentator

During the summer's T20 International series matches, the Indian community in Australia was able to hear our very own Management Accountant, Mukesh, calling the action as it happens in his native Hindi.

Joined by two other Indian colleagues, Mukesh is part of the dream team of Hindi commentators in Australia and we couldn't be more impressed.

The team are the first local broadcasters in 80 years to call an Australia v India match in Hindi. For two proud cricketing nations which competed this summer, it was an exciting series to be commenting on.

But Mukesh hasn't always been on radio. He was only recently selected from a raft of applications to commentate on the matches, and rose to the challenge to proudly support the Indian community.

He was able to do so thanks to a new app launched in conjunction with Cricket Australia and Indian Link. This meant the Indian community in Australia was able to listen to the cricket in Hindi.

Congratulations Mukesh and, of course, to India. We look forward to following your commentating career and hearing more of you when the cricket's back on the radio.

Toll travels around Australia to support Jilkminggan clothing drive

As part of our Reconciliation Action Plan commitment to support remote Indigenous communities, we helped a women's group in the Northern Territory receive clothing donations from around Australia

Toll Express and Toll NQX used their unmatched Australian road network to support a clothing drive for women's enterprises in the Northern Territory Indigenous community of Jilkminggan.

Enterprise Learning Project (ELP), a not-for-profit organisation, had such an overwhelming response to its clothing drive for Jilkminggan that it was left with the unexpected problem of how to transport so many donations.

Toll Express General Manager, Larry O'Regan, said that both businesses were pleased to help.

"We have a clear commitment to help Australia's Aboriginal and Torres Strait Islander people and their communities to prosper and grow, so to be able to support initiatives like this, even in a small way, is important to us," said Larry.

ELP's Coordinator, Tanya Egerton, says the organisation was overwhelmed by the response to what was meant as a modest clothing drive.

"We had no idea how we would get all these generously donated clothes from around Australia to our warehouse in Katherine, so we were incredibly grateful when Toll agreed to pick it all up and deliver it to us."

Toll picked up around 500 cartons of clothing from nine storage sheds in the Sunshine Coast, Brisbane, Gold Coast, Sydney, Newcastle, Melbourne and Adelaide, and used its regular direct road services from Brisbane, Adelaide and Melbourne to transport it all to Katherine, a remote town in the Northern Territory.

The group will establish pop-up charity shops in the Katherine region with the donated clothes, generating seed funds

for new creative enterprises. This will provide the women of the Jilkminggan Aboriginal community with work opportunities and greater economic empowerment.

Toll has a coordinated national approach to Indigenous engagement led by the Indigenous Engagement Steering Committee and implemented through the Reconciliation Action Plan, in order to better acknowledge the role that first Australians play within our business, communities, suppliers, customers and the wider society.

BACKGROUND

Toll driver Ben Cook and ELP volunteer Julie Thurston complete the pick-up from the Sunshine Coast.



Toll NQX helps Anglicare feed those in need

Toll is helping Anglicare North Queensland to get essential supplies to those who are financially disadvantaged and most in need

Toll NQX transports up to a tonne of dry food each week by road and rail, including tinned fruit and vegetables, pasta, cereal, long-life dairy and toiletries free of charge for Anglicare.

The arrangement supports Anglicare, which offers a range of community services across Australia including Far North Queensland and, in particular, the Anglicare Community Food Store.

Toll NQX Acting General Manager Ross Longmire says the business is proud to support the communities in which it works.

“We were really pleased to help support some of the most vulnerable people in our community in this way, and transporting food is one of our strengths so we knew we could provide valuable support,” said Ross.

“We appreciate the role that Anglicare plays throughout Australia and look forward to working with them more to help feed those in need.

“While Toll NQX is donating our time and resources, the biggest thanks are reserved for Anglicare and their ongoing work to support some of Australia’s most vulnerable people,” he said.



TOP
L-R: Glennis Webb, Kay Rivers, Peter Kubacki, Maree Henriksen and Theresa Roberts.

CENTRE
Toll driver Peter Kubacki delivers much needed food supplies.

BELOW
Glennis Webb in the Anglicare Community Food Store.



Biggest morning tea

Teams on TGL Contract Logistics' Melbourne sites joined forces to raise funds for cancer research and honour their friends

When Cindy Hansen at Contract Logistics' Paper and Plastics site lost her best friend to cancer in 2015 her modest tribute was to enquire with her managers about buying pink safety vests and boots to raise funds for a cancer charity.

Little did she know that from those humble beginnings a major fundraiser by Toll sites in Victoria for the Cancer Council would grow.

A 'Biggest Morning Tea' was held in 2015 that raised A\$2827. Sadly, in the intervening 12 months, the Toll family in Laverton was again affected by the disease when Richard Kilim, a staff member at Contract Logistics' Chemical, passed away after a battle with cancer. Richard was a popular member of the Chemical team and employees were hit hard and wanted to do something meaningful to remember him.

John Littler at the Chemical site called Sandra Guy at the Paper and Plastics site and asked if they could join this year's fundraising effort to honour their friend. This led to a joint effort that has seen more than 200 people attend morning teas at the two Laverton sites in the last month. Also joining the cause was the Toll Shipping team at Port Melbourne who held their own event too. The Toll groups gathered employees, customers, service providers and friends to share the Biggest Morning Tea together, all chipping in with donations.

At the Laverton sites the personal nature of the effort helped raise further funds after employees created a 'wall of stars'. For A\$5 people could place a star on the wall with their own personal tribute or message – about how they've been affected and what the cause means to them. Everyone who placed a star on the wall went into the draw for a raffle which was generously supported by Toll people and local supporters and businesses. Employees on their own time secured support for the event, securing donations to make the day happen.

The 'wall of stars' innovation occurred at both Laverton sites and helped propel the funds raised across the sites to more than A\$8225, a huge effort for an employee driven and executed event. Adding the contribution of Port Melbourne, the total raised in Melbourne was more than A\$9000. Local newspapers covered the efforts, further promoting the cause.

To those involved, just as important as the money raised, has been the positive way they could honour family, friends and colleagues, in particular showing Richard Kilim's family what he meant to his 'Toll family'.

Sandra Guy, Operations Manager at Contract Logistics' Paper and Plastics site, said that when talking through the concept, so many people had been touched by the disease, so the event took on personal significance.

"We'd all been touched in one way or another. The thought of doing something, to hopefully, one day eradicate the disease united us all at Paper and Plastics and then Chemical too.

"We talk about the One Toll approach and this was a great example of all of us pulling in one direction for a great cause. We hope to make it bigger and better again next year".

“ We'd all been touched in one way or another. The thought of doing something, to hopefully, one day eradicate the disease united us all at Paper and Plastics and then Chemical too. ”

Five tips to help women boost their super balances

Nine in every 10 women will have inadequate retirement savings*. In 2011-12, women aged 60-64 had A\$92,320 less in super savings than men**.

These figures are the result of less pay, more career breaks and part-time work. In the Toll Corporate Super Fund, for example, women born in the 1960s have an average super balance that is less than half that of men. For those born in the 1970s, it is less than two-thirds that of men.

Women will live an extra five years in retirement than men*** so their money will need to last for longer before they become totally reliant on the government age pension.

Considering women currently have less at retirement, here are five tips for boosting super and closing that gap:

1. Consolidate your super – unless your whole working life has been at Toll or all contributions made by your various employers have been paid to the one super fund, you probably have more than one super account. Having more than one account means paying multiple sets of fees and multiple insurance policies that you may not need. These costs eat into your balance and can have a significant effect over time. If you are a member of the Toll Corporate Fund through ANZ Smart Choice, you can access a great online tool that makes it easy to roll in other super accounts.

Ensure you check for any exit fees or insurance impacts before you consolidate. You can transfer insurance from another super fund if you do not have enough, but this must be done before you close that other super fund account.

2. Find lost super – have you forgotten about accounts you had from years ago? By using the ANZ tool, or the ATO's Superseeker website (have your tax file number handy), track these accounts down and roll them into one fund to give your balance an instant boost and a significant lift over time thanks to the magic of compound interest. Check for any exit fees or insurance impacts before you do.

3. Check your insurance – If you have multiple super funds you may also have insurance scattered all over the place that you may not need. Make sure you are only paying for what you need. Don't under-insure yourself though as you want enough cover to meet the various obligations you have through life, such as loan repayments and the cost of children.

* source: ASFA, ** source: ASIC, *** source: OECD.



4. Contribute extra to super if you can:

- Toll allows you to salary sacrifice into super from pre-tax money so if you can spare a little, you can boost your super and reduce your tax simultaneously.
- The Government will pay up to a A\$500 co-contribution on amounts of up to A\$1000 that you contribute from post-tax money if your income is below A\$51,021 (2016-17).

You will be surprised by the impact compound interest will have on anything extra you can contribute.

5. Spouse contributions – your spouse can contribute up to A\$3000 a year to your super account and claim a tax rebate of up to A\$540 if your income is below a certain amount.

Even if you only take up one of these tips, you can boost your super now. You will thank yourself in later life as it could mean that much more comfort in retirement.

Note that if you are already salary sacrificing into super, check that your 'concessional contributions' for the whole 2016-17 year will not exceed your 'concessional cap'. If it does you will get hit with extra tax. Your concessional cap is A\$30,000 if you are under 50 years old or A\$35,000 if you are over 50. To confirm your concessional contributions please contact your super fund/s (you may have more than one) as not all contributions appearing on your payslip may have been receipted by your fund.

The above information is general in nature and does not consider your financial objectives, situation or needs and it does not provide any guarantees. You should consider whether it is appropriate for your financial objectives, situation or needs and you may like to consult a qualified financial planner before making a decision.

The sweet smell of money – it's your super!



Where to get your superannuation questions answered

Currently many Toll employees with a question about their superannuation contact the Toll Superannuation Managers at the Melbourne Corporate office. While the Toll Super Managers have knowledge on a range of matters, they do not have access to information about individual employees' super due to privacy and are not authorised to give advice about super. The Toll Super Managers are focused on working with super funds to provide the best possible benefits for Toll employees.

By far the best way to get your questions answered is to contact your super fund because they are the experts on all aspects of your super investment. They have direct access to details of your account, along with substantial information about the fund's products at their fingertips.

You can do-it-yourself by accessing your super fund online, just as you can with your bank. This way you can see what your account balance is on a regular basis, what amounts are going in (e.g. your Toll employer contributions) and out, what insurance cover you have and how your super investment is performing.

You will find a myriad of information that provides answers to most questions you have about your super on your fund's website. Be sure to check out the Frequently Asked Questions (FAQs) or type your question topic into the 'Search' function of your fund's website.

Another resource for employees with computer access is the Toll Superannuation Department intranet site that you can find by clicking on *Departments* then *Superannuation*.

On the intranet you will find:

- FAQs on your Toll Super
- Contact details for all the default funds that Toll pays super to for its employees and the fees they charge
- Which fund Toll is paying your contributions to if you have not chosen your own super fund
- Types and levels of insurance cover your fund offers as a default
- How to nominate a beneficiary who may receive your super when you die
- Ways to grow your super
- A guide to how much you need in retirement and planning to get there
- Calculators to help work out amounts specific to your situation
- Recent news about super
- How to combine multiple accounts and find lost accounts
- Information on seeking financial advice about your super and other matters.

Don't know what fund you're in?

Check your payslip or contact HR.

If you can access the Toll intranet, please go to <http://infonet.toll.com.au> and click on the Super link on the Home page or select *Departments* > *Superannuation*

The key Super Funds used by Toll employees are listed below.



ANZ Superannuation
Toll dedicated call centre

1800 243 182
corporatesuper@anz.com
www.anz.com.au/personal



TWU Super

1800 222 071
memberservice@twusuper.com.au
www.twusuper.com.au/home



LUCRF Super

1300 130 780
mypartner@lucrf.com.au
www.lucrf.com.au



CareSuper

1300 360 149
admin@caresuper.com.au
www.caresuper.com.au



Maritime Super

1800 757 607
info@maritimesuper.com.au
www.maritimesuper.com.au



AustralianSuper

1300 300 273
email@australiansuper.com
www.australiansuper.com



Asgard

1800 998 185
asgard.investorservices@asgard.com.au
www.asgard.com.au

Employee milestones

50 years' service

Owen, Graham
Toll Global Forwarding, NSW

45 years' service

Degn, Martin
Toll Global Logistics, QLD

40 years' service

Levett, Gavin
Toll Domestic Forwarding, WA

35 years' service

Alderman, John
Toll Corporate, VIC
Anderson, Avon
Toll Domestic Forwarding, NZ
Billett, Angela
Toll Global Express, SA
Hend, Stephen
Toll Global Logistics, VIC
Knight, Peter
Toll Global Express, NSW
Mavrikakis, Fillia
Toll Global Express, SA
Reily, Francis
Toll Global Logistics, QLD
Rudd, Patricia
Toll Domestic Forwarding, NZ
Subramaniam Jaya, Ganapathy
Toll Global Logistics, Singapore
Taylor-Baumli, Margaret
Toll Global Logistics, QLD
Warren, Raymond
Toll Global Logistics, VIC
Weatherley, Terrence
Toll Global Express, VIC
Zahar, Abd Wahab
Toll Resources & Government Logistics, Singapore

30 years' service

Andrew, Angela
Toll Global Logistics, NSW
Bartsch, Terry
Toll Domestic Forwarding, SA
Buckley, Kenneth
Toll Domestic Forwarding, VIC
Corrigan, Peter
Toll Domestic Forwarding, QLD
Cramer, Peter
Toll Global Express, NSW
Estate Of Mchenry, Graham
Toll Domestic Forwarding, TAS
Falkner, Garry
Toll Global Express, VIC
Griffiths, Graham
Toll Domestic Forwarding, TAS
Hunt, Bruce
Toll Domestic Forwarding, WA
Johansson, Rolf
Toll Global Express, NSW
Kouros, Toula
Toll Domestic Forwarding, NSW
Lewis, Steven
Toll Global Forwarding, VIC
Lloyd, Leonie
Toll Domestic Forwarding, QLD
Newton, Jeffrey
Toll Global Logistics, VIC
Richey, Lorraine
Toll Global Express, NSW
Shadbolt, Grant
Toll Domestic Forwarding, TAS
Thompson, Shane
Toll Global Express, ACT

25 years' service

Adams, John
Toll Resources & Government Logistics, NSW
Beckley, Stephen
Toll Domestic Forwarding, VIC
Boothey, Bryant
Toll Global Logistics, WA
Burgers, Alan
Toll Global Express, NSW
Campbell, Paul
Toll Domestic Forwarding, QLD
Cappadona, Jason
Toll Global Express, NSW
Chua, Ah Koon
Toll Global Logistics, Singapore
Clarke, Lorna
Toll Domestic Forwarding, WA
Flude, Michael
Toll Domestic Forwarding, TAS
Haydon, Patrick
Toll Domestic Forwarding, QLD
Hopkins, Rhona
Toll Global Express, NSW
Jantem, Soonthorn
Toll Global Logistics, Thailand
Karkanis, George
Toll Corporate, VIC
Lagahetau, Tony
Toll Domestic Forwarding, NZ
Mancini, Michael
Toll Global Logistics, VIC
McGarry, Paul
Toll Global Express, ACT
Muir, Karen
Toll Domestic Forwarding, QLD
Pickens, Alan
Toll Domestic Forwarding, VIC
Pocock, Wayne
Toll Domestic Forwarding, QLD
Revermann, Richard
Toll Global Express, QLD
Sawangwong, Ubol
Toll Global Logistics, Thailand
Seng Deen, Lee
Toll Resources & Government Logistics, Singapore
Subritzky, Sidney
Toll Global Express, NSW
Tulk, Susan
Toll Global Express, NSW

20 years' service

Barr, Dean
Toll Global Express, VIC
Bin Sahat M, Adam
Toll Resources & Government Logistics, Singapore
Bin Samsudin, Akbar
Toll Resources & Government Logistics, Singapore
Brabender, John
Toll Global Express, WA
Broadby, Andrew
Toll Domestic Forwarding, TAS
Brown, Cheryl
Toll Global Express, NSW
Carter, Brett
Toll Global Express, VIC
Cirson, Michael
Toll Global Express, QLD
Cowen, Ricky
Toll Domestic Forwarding, TAS
Dransfield, Peter
Toll Global Express, QLD
Feehan, Vincent
Toll Global Logistics, VIC
Fiorentino, Georgina
Toll Global Express, VIC

Gelder, Matthew
Toll Domestic Forwarding, VIC
Gillespie, David
Toll Global Express, ACT
Gooda, Ian
Toll Global Logistics, NSW
Grieve, Neil
Toll Global Logistics, NSW
Handley, Martin
Toll Global Forwarding, VIC
Hawker, Gavin
Toll Domestic Forwarding, NZ
Hicks, Ronald
Toll Resources & Government Logistics, NSW
Ireland, Dexter
Toll Global Logistics, VIC
Jarvis, Russell
Toll Global Express, WA
Katan, Frank
Toll Global Logistics, VIC
Lee, Kenneth
Toll Domestic Forwarding, TAS
Loh, Siew Pia
Toll Global Logistics, Singapore
Mason, Darryl
Toll Domestic Forwarding, QLD
Mayne, Les
Toll Domestic Forwarding, VIC
Nadudvary, Rodney
Toll Global Logistics, VIC
Newbegin, Gregory
Toll Global Express, VIC
Ng, Chor Beng
Toll Global Logistics, Singapore
Nolton, Michael
Toll Domestic Forwarding, VIC
O'Kane, Alan
Toll Domestic Forwarding, QLD
Papadam, Evangelos
Toll Global Express, NSW
Riley, William
Toll Domestic Forwarding, QLD
Rowe, Stephen
Toll Global Express, QLD
Rugg, Kevin
Toll Global Express, NSW
Saensri, Sampad
Toll Global Logistics, Singapore
Saliba, Stephen
Toll Domestic Forwarding, VIC
Schinck, Brett
Toll Domestic Forwarding, VIC
Sintudok, Simen
Toll Global Logistics, Singapore
Spink, Gary
Toll Domestic Forwarding, NSW
Sumner, Peter
Toll Global Logistics, WA
Tan, Heng Seng
Toll Global Logistics, Singapore
Viloria, Roberto
Toll Global Express, NSW
Warwick, John
Toll Domestic Forwarding, VIC
Woodyard, Mary
Toll Global Express, VIC
Wylie, Simon
Toll Resources & Government Logistics, NSW
Yeo, Hiap Guan
Toll Global Logistics, Singapore
Yusri, Abdullah
Toll Global Logistics, Thailand

Congratulations to all our employees

15 years' service

Anderson, Bradley
Toll Domestic Forwarding, QLD
Baks, Michael
Toll Global Express, NSW
Barton, Graham
Toll Domestic Forwarding, NSW
Blaw, Leith
Toll Global Express, QLD
Bright, Michelle
Toll Domestic Forwarding, NSW
Bserani, Paul
Toll Corporate, VIC
Calland, Peter
Toll Global Express, VIC
Chen, HongHai
Toll Global Logistics, China
Chen, Yi
Toll Global Logistics, China
Clarke, Robert
Toll Global Express, NSW
Cole, Hamish
Toll Global Logistics, VIC
Cosgrove, Edward
Toll Global Express, NSW
Dibella, Joe
Toll Global Express, NSW
Dorkota, Josef
Toll Global Express, VIC
Douglas, Barry
Toll Domestic Forwarding, NZ
Doyle, Glenn
Toll Domestic Forwarding, NSW
Duong, Joseph
Toll Global Express, NSW
Farr, Darren
Toll Domestic Forwarding, NZ
Fernando, Johann
Toll Domestic Forwarding, VIC
Fisk, Kerry
Toll Global Logistics, NSW
Galea, Frank
Toll Global Express, VIC
Gavino, Agustin
Toll Domestic Forwarding, QLD
Graham, John
Toll Resources & Government Logistics, NSW
Granland, Smita
Toll Corporate, VIC
Graumann, Shane
Toll Domestic Forwarding, QLD
Grice, Darren
Toll Domestic Forwarding, TAS
Harrison, Anthony
Toll Domestic Forwarding, VIC
Hogg, Justin
Toll Global Express, NSW
Hughes, Michael
Toll Global Express, VIC
Huia, Phillip
Toll Domestic Forwarding, NZ
Ioannidis, Arthur
Toll Global Express, VIC
Jan, Robert
Toll Global Express, VIC
Jaman, Tapa
Toll Global Express, NSW
Jones, Mark
Toll Domestic Forwarding, QLD
Jones, Gary
Toll Domestic Forwarding, NSW
Karademir, Metin
Toll Global Express, VIC
Karademir, Ziya
Toll Global Express, VIC

Knight, Lynda
Toll Global Express, VIC
Korszla, Peter
Toll Global Express, VIC
Koutsouroumpas, Jim
Toll Global Express, VIC
Lai, Shing
Toll Global Express, NSW
Laslo, Peta
Toll Resources & Government Logistics, QLD
Leban, Eddy
Toll Domestic Forwarding, SA
Lin, Rong
Toll Global Logistics, China
Longmire, Ross
Toll Domestic Forwarding, QLD
Lopez Andrade, Maria
Toll Global Express, NSW
Macdonald, Alexander
Toll Global Express, NSW
Macintyre, Patricia
Toll Corporate, VIC
Martin, Marten
Toll Global Express, WA
Maxwell, Phillip
Toll Domestic Forwarding, NT
Mikrellis, Harry
Toll Global Express, VIC
Napier, Stephen
Toll Domestic Forwarding, NT
Nelson, Tracy
Toll Domestic Forwarding, QLD
Ng, Boon Leng
Toll Global Logistics, Singapore
Oades, Tamara
Toll Global Logistics, NSW
Pai, Mei-Ling
Toll Global Express, VIC
Patterson, Wayne
Toll Global Express, VIC
Psomadellis, Con
Toll Global Forwarding, QLD
Rajoo, Uma Rani
Toll Global Logistics, Singapore
Raju, Mary
Toll Global Logistics, NSW
Rann, Garry
Toll Global Express, NSW
Rhook, Anthony
Domestic Forwarding, VIC
Sanchez, Robyn
Toll Domestic Forwarding, VIC
Seage, Rosa
Toll Global Express, QLD
Shepherd, Susan
Toll Global Express, NSW
Simmons, Stephen
Toll Global Logistics, NSW
Smith, Roger
Toll Resources & Government Logistics, NSW
Stewart, William
Toll Global Express, QLD
Stocher, Ernst
Toll Global Express, VIC
Swan, David
Toll Global Express, NSW
Swan, Wayne
Toll Domestic Forwarding, QLD
Talanoa, Funaki
Toll Global Express, NSW
Tinney, Carolyn
Toll Global Logistics, VIC
Tolone, Franco
Toll Domestic Forwarding, VIC
Tuicuku, Ekari
Toll Global Express, NSW
Twomey, Mark
Toll Domestic Forwarding, NZ

Congratulations to all our employees

Employee milestones

Tydeman, Graham
Toll Global Express, NSW

Valenzuela, Natalia
Toll Global Express, VIC

Van, Hiep
Toll Global Express, VIC

Wallace, Troy
Toll Domestic Forwarding, NSW

Webster, Mark
Toll Global Logistics, NSW

Wilding, Elizabeth
Toll Domestic Forwarding, NSW

Williams, Darren
Toll Domestic Forwarding, TAS

Xecanas, Nicholas
Toll Domestic Forwarding, QLD

Xu, Jun
Toll Global Logistics, China

Xu, Qiyi
Toll Global Logistics, China

Zhao, Jianbing
Toll Global Logistics, China

10 years' service

Aitchison, Benjamin
Toll Domestic Forwarding, SA

Ali, Farzan
Toll Domestic Forwarding, QLD

Ballard, Brett
Toll Resources & Government Logistics, QLD

Basford, David
Toll Resources & Government Logistics, NT

Battisson, Andrew
Toll Domestic Forwarding, QLD

Battistel, David
Toll Domestic Forwarding, VIC

Bautista, Editha
Toll Global Logistics, VIC

Bedlow, John
Toll Resources & Government Logistics, WA

Beer, Shane
Toll Domestic Forwarding, QLD

Benda, Michael
Toll Global Logistics, SA

Benporath, Robert
Toll Corporate, VIC

Bin Abdullah, Abdul Kadir
Toll Resources & Government Logistics, Singapore

Bin Zainal, Norzaimi
Toll Resources & Government Logistics, Singapore

Booth, Ross
Toll Domestic Forwarding, QLD

Borg, Daniel
Toll Domestic Forwarding, VIC

Boyce, William
Toll Domestic Forwarding, VIC

Bridge, Graham
Toll Domestic Forwarding, VIC

Brown, Noel
Toll Domestic Forwarding, QLD

Bui Thi Thanh, Huong
Toll Global Logistics, Vietnam

Butcher, Jayne
Toll Resources & Government Logistics, NT

Butler, Paul
Toll Resources & Government Logistics, QLD

Byrnes, Robert
Toll Global Express, QLD

Canete, Ritie
Toll Global Express, WA

Cannon, Thomas
Toll Domestic Forwarding, VIC

Caracciolo, David
Toll Global Express, VIC

Cavalletto, Franco
Toll Domestic Forwarding, QLD

Chan, Nam Hin
Toll Global Logistics, Singapore

Chen, Fang
Toll Global Logistics, China

Cleaver, Steven
Toll Global Logistics, VIC

Clifton, Craig
Toll Domestic Forwarding, NZ

Coleman, Myles
Toll Global Express, NSW

Cooper, Jason
Toll Domestic Forwarding, NZ

Cross, Shane
Toll Domestic Forwarding, VIC

Curic, Mandy
Toll Global Express, NSW

Devine, Terese
Toll Domestic Forwarding, QLD

Doan Hoang, Ngan
Toll Global Logistics, Vietnam

Donaldson, Colin
Toll Resources & Government Logistics, QLD

Dong, Yanhui
Toll Global Logistics, China

Dow, Renae
Toll Resources & Government Logistics, QLD

Duong, Kien
Toll Global Express, VIC

Emani, Tovia
Toll Global Express, NSW

Farrugia, Jason
Toll Domestic Forwarding, VIC

Fifita, Viliani
Toll Global Express, NSW

Filer, Marie
Toll Domestic Forwarding, NZ

Fonti, Amanda
Toll Global Express, VIC

Fry, Graeme
Toll Global Logistics, NSW

Gallahar, Emma
Toll Domestic Forwarding, TAS

George, Andrew
Toll Global Express, VIC

Gerhardy, Liam
Toll Resources & Government Logistics, WA

Gordon, Bruce
Toll Domestic Forwarding, QLD

Gordon, Donna
Toll Domestic Forwarding, QLD

Gorgiovski, David
Toll Global Express, VIC

Gough, Steven
Toll Domestic Forwarding, QLD

Gray, Alan
Toll Global Express, NSW

Guo, Mei
Toll Global Logistics, China

Guo, Zhude
Toll Global Logistics, China

Hansen, Kenneth
Toll Global Express, WA

Harrison, Andrew
Toll Global Logistics, WA

Hastings, David
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Heynens, Trevor
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Hirani, Ramesh
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Hodgson, Shaun
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Hogg, Suzanne
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Houghton, Bruce
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Hughes, John
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Ingle, Chris
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Iorfida, Domenic
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Jaworski, Jaynie
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Jolly, David
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Kanapathy, Suresh
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Keeghan, Guy
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Khoury, Ivan
Toll Global Express, NSW

Kimber, Scott
Toll Resources & Government Logistics, WA

Kopytek, Robert
Toll Global Express, WA

Lang, Ivan
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Latimer, Phillip
Toll Resources & Government Logistics, NSW

Latu, Sitaleki
Toll Domestic Forwarding, NZ

Lillicrapp, William
Toll Global Forwarding, VIC

Liu, FaLun
Toll Global Logistics, China

Liu, QiuLiang
Toll Global Logistics, China

Low, Boon Chuen
Toll Global Logistics, Singapore

Luo, Fang
Toll Corporate, VIC

Macklin, Robert
Toll Resources & Government Logistics, NSW

Madden, Kieran
Toll Global Express, NSW

Maganja, Edward
Toll Global Logistics, VIC

Malone, Vanessa
Toll Global Express, VIC

Manioudakis, Nick
Toll Domestic Forwarding, VIC

Marin, Cleday
Toll Global Forwarding, NSW

Marsh, Graham
Toll Global Express, SA

Martin, Michael
Toll Resources & Government Logistics, NT

Martin, Darrell
Toll Global Logistics, SA

Mattison, Alexandra
Toll Global Express, VIC

McKellar, Allan
Toll Global Express, VIC

McGrath, Mark
Toll Global Express, WA

McKean, Peter
Toll Domestic Forwarding, NT

McLean, Meaghan
Toll Global Forwarding, VIC

Metekingi, Michael
Toll Global Logistics, QLD

Michael, Kelvin
Toll Global Logistics, QLD

Miller, Shane
Toll Global Forwarding, VIC

Moir, Terry
Toll Resources & Government Logistics, WA

Morton, Scott
Toll Global Express, NSW

Nash, Robert
Toll Domestic Forwarding, NSW

Ng, Yan Ni
Toll Global Logistics, Singapore

Nguyen, Quoc-Lee
Toll Resources & Government Logistics, VIC

Nichols, Emma
Toll Global Express, VIC

Niumata, Pesamino
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Noonan, Robyn
Toll Domestic Forwarding, TAS

Norman, Gavin
Toll Global Logistics, VIC

Norton, Phillip
Toll Domestic Forwarding, NSW

Oguzhan, Secil
Toll Global Express, VIC

Oliver, Zara
Toll Domestic Forwarding, NZ

Page-Wood, Janine
Toll Global Forwarding, NZ

Patil, Gajendra
Toll Global Logistics, India

Petersen, Barry
Toll Domestic Forwarding, QLD

Phan Thanh, Huong
Toll Global Logistics, Vietnam

Poller, Clint
Toll Domestic Forwarding, VIC

Prakash, Rajendra
Toll Global Express, QLD

Priestley, Janis
Toll Corporate Forwarding, VIC

Pritchard, Tom
Toll Global Forwarding, NZ

Pryor, Marion
Toll Global Express, VIC

Pukeroa, Edward
Toll Domestic Forwarding, NZ

Radic, Gordana
Toll Global Logistics, VIC

Raft, Dallas
Toll Corporate, VIC

Ram, Pranesh
Toll Global Express, NSW

Read, Darren
Toll Corporate, VIC

Reeves, Jessica
Toll Domestic Forwarding, QLD

Reynolds, Adrian
Toll Domestic Forwarding, QLD

Rowntree, Bradley
Toll Domestic Forwarding, SA

Ruse, Kenneth
Toll Domestic Forwarding, QLD

Saffy, John
Toll Global Express, NSW

Saul, Alexander
Toll Domestic Forwarding, NSW

Savtchouk, Elena
Toll Domestic Forwarding, NZ

Seremetis, Lauren
Toll Global Express, VIC

Schembri, Paula
Toll Global Logistics, VIC

Sharma, Abhinai
Toll Domestic Forwarding, QLD

Shmit, Mouhamad
Toll Global Express, NSW

Siale, Uele
Toll Domestic Forwarding, NZ

Sim, Colette
Toll Global Express, NSW

Stammers, Keith
Toll Corporate, QLD

Stella, Sung
Toll Global Logistics, Taiwan

Stringer, Mark
Toll Global Express, QLD

Sue-Wing, Robin
Toll Global Express, NSW

Sukasman, Jia
Toll Global Express, VIC

Taare, Jim
Toll Domestic Forwarding, NZ

Talbot, Deborah
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Tan, Yew Chye
Toll Global Logistics, Singapore

Thomas, Graeme
Toll Global Express, QLD

Tosse, Janice
Toll Global Express, QLD

Tostevin, Kyle
Toll Global Forwarding, NZ

Trikilis, Sandy
Toll Global Express, NSW

Tzioras, Athanasios
Toll Global Express, VIC

Van Arkel, Justin
Toll Global Express, WA

Vassallo, Dean
Toll Global Express, NSW

Vukmirica-Letunica, Gordana
Toll Global Express, NSW

Wang, Hong
Toll Global Logistics, China

Wang, Xiaohong
Toll Global Logistics, China

Watkins, Darren
Toll Global Logistics, VIC

Ward, Linnelle
Toll Global Logistics, VIC

Whitworth, Adrian
Toll Global Express, SA

Wilken, Robert
Toll Domestic Forwarding, QLD

William, Christopher
Toll Domestic Forwarding, WA

Williams, Ross
Toll Global Express, NSW

Wilson, Paul
Toll Domestic Forwarding, NSW

Wilson, Caroline
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Wilson, Shane
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Wu, Shufeng
Toll Global Logistics, China

Yang, Shurong
Toll Global Logistics, China

Yu, Dongmei
Toll Global Logistics, China

Yuen, Boon Wan
Toll Global Logistics, Singapore

Zaito, Huzny
Toll Domestic Forwarding, QLD

Zhang, Changyong
Toll Global Logistics, China

Zhang, Qi
Toll Global Express, NSW

Zhao, Hongwei
Toll Global Logistics, China



Continuing our commitment to making a metre matter

Toll Group has pledged its continuing support for leading cycling advocacy group, the Amy Gillett Foundation, committing to promote road safety across Australia in partnership with the foundation for a further three years.

Everyone has the right to get home safely

TOLL

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