

Toll today



Securing Toll's future on the Bass Strait trade route

Two new purpose built ships to drive business growth

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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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Resilience and focus. Ingredients for growth in 2017



Brian Kruger
Managing Director
Toll Group

It's hard to believe that another year is almost over – and what a year it has been. While the tough economic environment continued to challenge both us and our customers, I am proud of the way we as a team are showing focus and resilience to build a future for sustainable growth.

There have been many changes and challenges in 2016, and I have no doubt there will continue to be many more next year. In our 127 year history, we have had to adapt to remain industry leaders, and adapting to change must become part of the Toll way.

In 2016, we have changed as an organisation in the most fundamental of ways. We have made listening to our customers core to how we operate through Voice of Customer research, opening up a continuous feedback loop that will make customers the starting point for all our decisions. We have embedded Continuous Improvement in the way we work, with more than 800 projects currently underway that will make a profound impact on how we operate and serve our customers.

We have introduced new leaders – Bruce Wilson as Divisional Director of Toll Global Express, and Françoise Russo as our new CIO – bringing new ideas and diversity to our global executive team.

“ Change is essential. While there is much work to do and there may be further challenges ahead, we end 2016 stronger and ready to tackle all that 2017 will bring. ”

We have also taken our first deep-dive into how we communicate at Toll – to better understand, and improve the way we communicate internally. Find out more in this month's 'In Focus'.

Change is essential. While there is much work to do and there may be further challenges ahead, we end 2016 stronger and ready to tackle all that 2017 will bring.

I thank you for your continued commitment and all that you do to deliver on our purpose – to connect people with products. This commitment rings true this time of the year, as the work we do enables our customers to continue to run and grow their business, delivering goods and services – from food and gifts to healthcare – to consumers right throughout the holiday season.

Stay safe,
Brian

A handwritten signature in black ink that reads "Brian". The signature is written in a cursive style and is positioned above a horizontal line that extends to the right.

Communication matters



Following Toll’s first ever deep-dive into communication in June this year, the survey results are in. You have spoken. Now it’s time for action.

Working effectively in teams across Toll Group depends upon it, and getting it right is proven to drive job satisfaction and company performance.

The recent survey into how we communicate across the organisation has provided unprecedented insight into how effective we are at providing Toll people with the essential information needed to do their jobs and to feel connected to the organisation and our customers.

In June, more than 5,000 employees – both office and frontline – provided deep insight into how they perceive the quality of communication at Toll, as well as what they want to hear more about (content) and their preferred methods of receiving news (channel).

“We know that getting communication right for our employees will have a tremendous influence on our organisation’s success,” attested Toll’s Group Director of Corporate Affairs, Andrew Ethell.

“Our goal with the research, in essence, was to ask our people three basic questions on internal communications. How well are we doing, what do you want to hear more about and how would you like to receive information?”

Due to the high participation, the feedback has provided a wealth of information that will be used to improve how we communicate across Toll.

“A key learning for us is that content is always first—across all divisions and job types, our employees told us loud and clear that they demand communication that is clear, consistent, relevant and timely,” said Andrew.

“How we deliver the communication is also critical. We learned that team leaders are the most powerful and influential providers of communication and change, and that our employees are very open to new, digital channels such as apps and webinars.

“One of the surprising findings from the survey is that many employees identified with their roles – creating what we call ‘vocational tribes’ such as drivers or pickers, as opposed to having strong affiliation with divisional groups. As a result, we will explore opportunities to tailor communication to specific job groups,” said Andrew.

“ A key learning for us is that content is always first—across all divisions and job types, our employees told us loud and clear that they demand communication that is clear, consistent, relevant and timely. ”

Taking action

The communication network across Toll Group is actively working on implementing a number of short and long-term opportunities that have been identified through the research, harnessing the rigour of Toll’s Continuous Improvement methodology.

Here are just some of the programs underway:

Project	Objective
Email	Improve clarity and reduce quantity of emails Group wide to better target recipients
Group calendar	Improve co-ordination of timing of large-scale activities across the Group
Communications dashboard	Introduce high-level dashboard to show key metrics on how we are delivering against key communication objectives
Toll Hot Issues	Drive alignment and consistency across the Group by providing leaders with key messages on top issues
Readability	Introduce readability targets for all content to ensure it is simple and easy to read
Toolbox	Create best practice toolbox guides and operating rhythm
Suggestions box	Create best practice guide for getting soliciting feedback from frontline workers
Digital app	Explore the introduction of a digital app to reach frontline employees
Leader communications	Implement training for frontline leaders on best practice communications

“I’d like to thank every one of the 5,000 employees who took the time to share their opinions and suggestions on how we communicate at Toll Group.”

“We are delighted with the feedback and we are already well progressed on taking action. I hope our employees will start to see a difference in communications in the coming months as we plan to deliver quick wins as well as work on longer-term more complex solutions,” concluded Andrew.

Further information

For more information about the communications survey, including results and planned actions, please contact Royce Christie or Zed Ivankovic from Group Corporate Affairs.

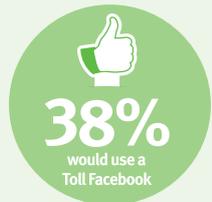
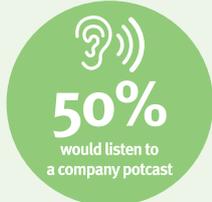
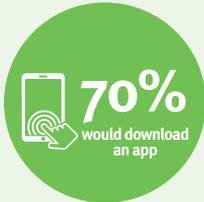
For a high-level summary of the communications results, take a look at the infographic.

Toll's first employee communication survey

In May and June, employees gave feedback on communications at Toll. This feedback will be used to better support employees to feel informed, engaged and connected at Toll. Feedback across the divisions was very consistent – here's a snapshot.

Key results

Employees are open to new ways of connecting with Toll



Team leaders are the most powerful communicators
(Preferred way of receiving communication)

Rank	1st	2nd	3rd	4th
Non-wired	Toolbox Team meeting	Manager 1 on 1	Email	Work mates
Wired	Email	Manager 1 on 1	Toolbox Team meeting	Toll Today

Employees are interested in a range of news



In the words of employees



Planned improvements

Content	Making content job specific and local so it's RELEVANT	CLEAR and EASY to READ content	EMAIL best practice guide
Channels	New DIGITAL channels to reach frontline employees	Best practice TOOLBOX sessions to support managers to engage frontline	Communications DASHBOARD to report on how well we communicate

Why it matters

Companies that communicate effectively have a

47%
higher return
to stakeholders over five year period

70%
of engaged employees
have better understanding of their customers which means more revenue

Companies highly effective in communication and change management are

3.5x
more likely
to outperform

Celebrating excellence in 2017

This year the Safety Awards have evolved beyond safety, to also recognise excellence in Toll's other key priorities, including Customer Centricity and Continuous Improvement. Introducing the Toll Excellence Awards 2017!

There will be eight awards in total: two Safety, two Customer and two Continuous Improvement as well as two MD awards that will recognise excellence at BU and site level.

The global award winners will be selected by a small panel and announced in August, when they will be invited to attend an awards ceremony in Melbourne.

"It was great to see the outstanding safety entries received last year and celebrate the achievements made by our teams and individuals," said Brian Kruger.

"There is a tremendous amount of good work underway, and I would like to encourage all business units to get involved in the 2017 Excellence Awards."

For more information email:

ExcellenceAwards2017@tollgroup.com



2016 customer heroes

In August, Toll announced its 2016 customer heroes. The 30 individual heroes and one special team, have consistently delivered exceptional experiences for our customers. All heroes were named, unprompted, in the Voice of Customer (VoC) program through face-to-face meetings, telephone interviews and online questionnaires.

This year, heroes were also selected from our customer service teams. There are 15 individuals from IPEC, Express, NQX and Energy, as well as a team award going to 18 Toll Priority colleagues. Those recognised have consistently scored highly on Net Promoter Score (NPS) and in customer feedback.

"It's always a privilege to hear customers say great things about Toll and our people.

I'm delighted we are able to recognise the great work our frontline team members do and to have that confirmed by our customers, is all the more pleasing," said Brian Kruger.

To find out more about the 2016 customer heroes please visit the Intranet.

ABOVE
Toll's 2016 customer heroes.

Toll launches first-class customer platform

Toll has built a state-of-the-art online platform, known as 'MyToll', to be a single, digital way for customers to interact and communicate, regardless of which part of Toll they do business with

As part of our Customer Centricity focus, MyToll will ultimately replace more than 30 online applications, to improve customer experience by connecting customers with products in a seamless and consistent way.

Currently Toll customers use multiple platforms throughout their journey with us – and the information needed is not always available. Finding what they need can be complex and time consuming. With MyToll, customers will have visibility of the end-to-end process of their shipments, instilling confidence in the commitment they can make to their own customers.

“Our customer promise is 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 them every step along the way,” said Group Director Business Development and MyToll Program Sponsor, Damain Bishop.

“This pilot is the start of our digital transformation journey and the positive contribution it makes to our customers’ experience when they do business with us. Our innovation is driven by customer expectations for simplicity, convenience and transparency. MyToll will meet these expectations,” said Damain.

As well as delivering an improved customer experience, MyToll will provide new data to better understand how customers use Toll services, to then provide service recommendations and create personalised offerings.

In August, around 30 customers from Toll Domestic Forwarding trialled the first functionality of MyToll to be released, known as ‘track and trace’. As one of the most common tasks performed by our customers, our pilot participants were able to enter consignment or shipment numbers and track their shipments.

Approximately 50 participants made full use of MyToll’s various smart features, such as setting up SMS and email notifications and using the ‘watchlist’ to track their consignments.

Feedback from customers on the pilot include, “love everything about the site”, “it’s super-fast with detailed information” and “love how clean and uncluttered the interface is.”

Over coming months, a plan will be finalised to increase the functionality of MyToll to include more of the tasks Toll customers perform and expand its use into Toll Global Express.



Ashley Cowan from Blackwoods was a MyToll pilot customer, trialling MyToll over a five-week period for all his track and trace tasks. Blackwoods uses the services of a number of Toll business units including Toll Express, Toll NQX and Toll IPEC.

In his role as Dispatch Clerk, Ashley said what he most likes about MyToll is the freight detail the site provides, allowing him to know the dimensions of what he’s looking for. “It’s immensely helpful. Due to how many parcels we receive each day, I know what I’m looking for by the details provided.” Ashley also said having access to the Proof of Delivery details was great.

On the site’s look and feel Ashley said, “It’s super easy to use and it’s clean. The white, green and grey makes it easy to read.”

Ashley is looking forward to other sites integrating into MyToll and being able to do everything in the one spot as well as reaping the benefits of additional features such as advanced search.

ABOVE

Ashley Cowan uses MyToll at Blackwoods in Scoresby.



Celebrating CI capability and results around the globe

Since launching 18 months ago, Toll is continuing to deploy a world-class, lean-focused Continuous Improvement (CI) program across the organisation. An enormous effort is going into developing people and capability, teaching employees new skills while empowering them to help drive business results.

With several thousand employees being trained at various levels in CI; both the business and customers are starting to feel noticeable achievements in safety, people, service, quality and costs.

“Toll is embracing Continuous Improvement as a way of working. Toll sites and business units have been making steady progress, building capability and generating early wins,” said Geoff Terrill, Group General Manager, Continuous Improvement.

CI achievements to-date:

- There are over 800 CI projects underway across the business
- Toll is leveraging CI to improve employee safety and engagement while improving our facilities through 5S+1 and Visual Management – helping deliver facilities that we are proud to work in and call our own. In total there are more than 60 people projects underway.
- Toll is committed to partnering with customers and our suppliers. There are currently more than 100 customer focused CI projects in flight that will generate improvements that our customers can feel. Improving service levels, reducing damages and improving on-time delivery will impact thousands of customers across Toll.

- Toll is on track to deliver more than \$24 million in cost improvements through CI this year.

“CI training continues to provide the tools we need to make a difference to our employees, our customers and the Toll business. It’s great to see so many people taking advantage of the training available, and the results show us the value it brings,” added Geoff.

Are you engaged in CI yet? If not, contact your site or business leader if you would like to get involved.

Rules to Live By could save lives

Earlier this year, Rules to Live By (RTLB) was launched across the Group as this year's Stop for Safety, and is now being rolled out across all divisions and business units.

Across Toll, employees have embraced Rules to Live By because it saves lives. Everyone has the right to go home safely, and we all have a reason for doing so – what's yours?

It is important that you know, understand and follow the RTLB each time you visit a Toll site. If you see others breach the RTLB – report it.

The success of the RTLB program is dependent on everyone. Safety is in your hands, and every one of us is responsible for following the RTLB.

It could save your life and the lives of those around you.

Think Safe. Act Safe. Be Safe.



	White Belt	Yellow Belt	Green Belt	Black Belt
New Zealand	116	102	12	1
Australia	1204	839	110	24
United Kingdom	40	12	1	0
France	0	1	0	0
Denmark	13	0	0	0
Taiwan	54	12	0	0
Hong Kong	74	23	0	0
China	268	112	0	1
United States	568	33	8	1
Singapore	51	169	3	5
Vietnam	36	15	0	0
Malaysia	100	19	0	0
Thailand	32	40	0	0
Indonesia	23	5	0	0
South Africa	80	33	12	1
Korea	0	9	0	0
India	0	60	0	0
TOTAL	2659	1484	146	33





Technology to deliver a superior customer experience

ABOVE
Toll driver Nick Murray delivering to some of our key customers.

In recent months, Toll has been busy trialling a new Mobile Data Terminal (MDT) platform as part of a focus on customers, processes and productivity. This has involved extensive collaboration across Toll business units to standardise processes, defining a Toll-wide, common workflow using the latest-generation of MDTs.

MDTs are used by Toll drivers to manage on-road pickup and delivery tasks and scan barcodes, as well as by customers to ‘sign-on-glass’ for their packages. MDTs are also critical to sort and manage freight in Toll’s high technology sortation facilities.

The customer feedback received to-date has been terrific:

“We receive deliveries from Toll IPEC and Toll Express. Your new process makes it much easier for us to receive our deliveries. I love only signing once!” said Melissa Hancock, Store Manager from Petbarn.

“It’s great only having to sign once for my deliveries, and it’s really good to see Toll using new technology,” said Matt Brookes, the Dispatch Clerk, Spotlight.

The trial has demonstrated how we can make it easier for customers who use a range of Toll services to do business with us. The ability to sign once for any number of deliveries from anywhere in the Toll network improves the customer offer, while a common work-flow experience simplifies events for clearer visibility via the new MyToll service.

Toll NQX, Toll Express and Toll Priority are already live on the pilot, with Toll IPEC soon to follow.

“ The trial has demonstrated how we can make it easier for customers who use a range of Toll services to do business with us. The ability to sign once for any number of deliveries from anywhere in the Toll network improves the customer offer, while a common workflow simplifies events for clearer visibility via the new MyToll service. ”



Putting people first: Toll calls for industry to take a stance

Brian Kruger was recently invited by the Australian Logistics Council as a guest speaker for the Supply Chain Safety and Compliance Summit to discuss road safety, and how the industry can best work together to ensure fewer fatalities on our roads.

Industry partners and government representatives came together with a shared goal of making our roads a safer place. For Brian, the message was clear – instead of asking why we should introduce new safety regulations and technologies, we need to ask, “Why not?”

Brian outlined Toll's efforts to improve safety across the business and listed seven opportunities for the industry to improve road safety including:

- Buying safer vehicles and better use of technology
- Improved data analysis, especially the identification and mitigation of hazards and notification of near misses
- Education for all road users
- More effective enforcement
- Ensuring all parties take ownership of Chain of Responsibility rules
- Applying Safety Codes across the supply chain
- Licensing of heavy vehicle operators

One area Brian mentioned was aviation, as this is a sector that Toll operates in and knows the safety regulatory requirements well.

“In areas like compulsory use of technology, reporting and data analysis, education and training, there are many things road transport operators can learn from the aviation industry,” said Brian.

“If safety is our number one priority, which it should be, we need to be held responsible with a much higher level of mandatory technology use.”

“In the aviation sector, the regulator doesn't ask if you can afford it. They tell you to do it or lose your licence. We can learn something from that.”

Toll's commitment to continuous improvement in safety ensures the ongoing training and certification of teams – delivering services in the safest possible way.

“We have introduced camera systems that can detect fatigue in our drivers and telematics allows us to manage speed and other driver behaviour. These technologies are readily available today, which will make heavy vehicles safer for everyone on the roads.”

Brian believes that safety is about putting people first, but it also makes good business sense. “When you're good at safety, typically you'll have good processes, good disciplines, focus on continuous improvement – and it will translate to better business performance. Safety should not be seen as a cost, but rather an investment,” he said.

On Chain of Responsibility, Toll works closely with various stakeholders to educate them about their role – by developing materials for employees and customers around what they should be doing to meet their obligations.

“As an industry, we should be asking how we can do a better job collectively of understanding what incidents are occurring before they turn into fatalities – and taking action ahead of time. I am proud of what we've been able to achieve together as a business so far, to encourage governments and competitors to take up new opportunities to improve road safety.”

“As a business, we recognise that there is always room for improvement, but we're on a journey and we're committed to safety as our top priority,” concluded Brian.

ABOVE
Brian's speech and presentation to the Australian Logistics Council.

Taking linehaul on a Continuous Improvement journey

TOP
Prioritising and sorting freight is a key focus of the project.

In late 2015, Karawatha-based team members in Queensland led a Continuous Improvement (CI) project to improve one interstate linehaul lane's on-time departure. The project has greatly improved on-time departures and learnings will be extended to other linehaul lanes to improve service delivery performance. The team, led by Sanjay Kakkad, National Continuous Improvement Manager Toll NQX, includes frontline operations supervisors and managers Mark George, Terry Brown, Matthew Fitzpatrick, James Miller, Allan Domoagala and Ricky Hyland.

The team's role is to identify and prioritise areas for improvement, collect baseline data, agree on key targets and drive changes.

"As a business we won't always be perfect, and CI is about spending time as a team identifying ways to improve, and drive change. As one of Toll's key values, CI is an important part of our business," said Sanjay.

"As a result of the quality improvement team's ongoing work, departure time for the Karawatha linehaul lane has vastly improved. We look forward to continuing to create value for our customers through the optimised Toll NQX and Toll Express national networks."

Instruments for improvement

Multiple CI tools were used to understand current processes. Tools and ideas generated formed a strategy to improve and retain linehaul on-time departure.

Process flowcharting was used to provide a clear picture of steps taken between pick-up and delivery (PUD) trucks arrival at Karawatha through to when the linehaul truck departed the site. Although there were many value-adding steps, the team identified opportunities to improve and work more seamlessly. Non-value-adding steps included people having to walk a few hundred metres to submit paperwork, and truck departure bays not being allocated effectively in the warehouse.

Where the team agreed that a step did not add value, ideas were then brainstormed to problem solve how people and processes could work smarter and provide greater efficiencies, without compromising safety. Numerous ideas came from team members on the ground who saw ways to innovate and improve in their everyday work.

The CI team also utilised a fishbone cause-and-effect diagram to problem solve and identify causes which contribute to linehaul trucks departing late. Improving processes for freight loading, sorting, prioritising, storage, administration paperwork and communication were identified as areas to explore.

Changing to add value

An improvement strategy identified key areas to address where value could be added. The following steps were identified by the team as key priorities:

Processes

- Shift start times adjusted to pre-load the interstate linehaul where possible.
- A clear unloading process for PUD trucks and trailers redefined. Clear staff roles were identified in the unloading process and back loading consistently utilised to prevent empty running.
- Reviewed the linehaul driver's process from arrival at Karawatha to departure out the gate.

Communication

- Improved communication with PUD drivers around the most efficient utilisation of trucks and trailers for major customers. For example, some customers may require a trailer for a shorter period of time to load.

Sorting and prioritising

- Consideration of where general and express freight are placed into freight bays to ensure efficient linehaul loading.
- Simplification of how PUD truck and trailer freight is sorted, prioritised and stored for loading on the linehaul trailers. Visibility of freight and customer type is being improved so the supervisor can effectively sort and prioritise. Technology such as iPads will be implemented to further assist with on the ground freight management and efficiency reporting.

In addition to significantly improving on-time departures, the CI learnings from this project are being applied to other parts of the Toll business. CI is an ongoing initiative and the team continues to make small changes which make a big difference in driving value and results for customers.



Collaboration in action

Intermodal transportation – using at least two modes of transportation to move freight – is helping a number of Toll’s internal and external customers across the country to realise immediate and long-term benefits.

Toll Intermodal and Toll IPEC recently collaborated on a project, which has seen the two business units, customers and the environment benefit from the new solution.

“Early in 2016 we approached Toll IPEC to see if there was an opportunity to increase rail use to drive greater efficiency, and the business embraced the idea. The transition to rail from road has led to a significant cost saving for Toll IPEC, greater revenue for Toll Intermodal and overall a more carbon efficient supply chain for both Toll and our

customers,” said Shaun Mooney, Toll Intermodal’s Executive General Manager.

“In the case of Toll IPEC, converting freight from highway to intermodal rail, which utilises the efficiencies of double stacked containers, has significantly reduced costs. Also, the transfer of 85 per cent of road volume to rail on key east coast to Perth lanes has also meant a decrease in road compliance tasks for Toll IPEC.”

Thank you to everyone involved in this project, which has seen a great end result,” said Shaun.

LEFT
Toll Intermodal driver, Mark Harrison and Toll IPEC National Linehaul Manager, Michael Mulraney at Eastern Creek.

Toll NQX and Toll Express achievements

Toll NQX and Toll Express joined operational forces in mid-2015 to create an optimised national network for customers

The results have been outstanding. Here’s a snapshot of what has been achieved:

- Winning new customers that stretch across the national network**

The business has secured a new multi-million dollar contract with Australian Prime Fibre, the largest national manufacturer of sugar cane mulches.
- Improvements to overall delivery performance**

Although some lanes might face challenges at times, overall performance has improved. Continuous Improvement teams are regularly addressing opportunities to work towards ongoing reliability. A Karawatha-based team has been steadily working on a Continuous Improvement project to improve linehaul on-time departure. (Read about the project on page 12).
- Improving customer service**

Toll NQX and Toll Express are working together towards the same end goal of consistent service and customer satisfaction. In June 2016, customer facing team members participated in a new training



program to learn how to consistently deliver a superior customer experience. Participants included customer service agents, sales consultants, drivers and frontline leaders.

- Sales team’s working together**

Sales teams from the southern states toured regions in north Queensland in 2016. The sales teams increased their knowledge of the market and Toll depot capabilities so they can better serve customers and attract new business.
- Under one roof**

The Melbourne depots have now integrated into Horsburgh Drive, which is undergoing expansion. Toll NQX and Toll Express teams continue to work hard to improve the customer experience and satisfaction.

ABOVE
Toll NQX and Toll Express continue to work hard to improve the customer experience and satisfaction.

Scrap Box: Partnering to engineer a smarter solution

Open containers are used to transport recyclable scrap metal to processing facilities. Toll Tasmania transports open containers filled with scrap metal interstate, to OneSteel Laverton in Melbourne via Toll Shipping. To-date the old containers only catered for scrap metal freight and consequently empties had to be returned to Tasmania.

Recognising an opportunity to innovate, Toll worked with its customers and industry experts to engineer an innovative solution. A new container design was created to improve safety, reduce empty running, add commercial value and build a stronger industry relationship. The final container design was aptly named Scrap Box.

The larger container size provides increased value for customers with up to 40 per cent more freight transported per container for the same price. This efficiency is more environmentally friendly with fewer trucks on the road, transporting less scrap metal containers. Approximately 200,000km of truck movement has been taken off Tasmanian roads each year.

Where 2,500 empty containers previously had to be transported back to Tasmania each year on the ship, empty running has now been eliminated as the innovative design is also multi-purpose and can carry

general freight. As a result, more capacity has been created for all customers transporting freight across Bass Strait.

The special steel blend used for the Scrap Box container is more durable than before and expected to have a longer life, lasting around ten years.

The new innovative design also puts safety first, with a removable lid that ensures that scrap metal is protected in transit and the container can be fully loaded and unloaded safely with no potential overflow. The operator is secured inside the reach stacker when scrap metal is released, and metal doesn't get trapped or put stress on the container as it might have with the old side-door design.

Toll Tasmania General Manager, Steve Borg, is proud of the team's innovative solution. "We formed a working team of employees and customers to take a fresh approach and develop the best solution to make scrap metal transportation safer and more commercially viable for all stakeholders," said Steve.

The new Scrap Boxes are currently used in Tasmania but plans are underway to expand use in other states. Conversations are in progress with several large steel manufacturers and distributors to potentially implement Scrap Boxes as a safer, more efficient transport solution.



Toll Tasmania worked closely with customers and industry experts along the journey to ensure the best solution was developed to drive value and results for all parties.

Industry recognition

Toll Tasmania recently won the Transport and Logistics Waste Award in the 2016 Australian Freight Industry Awards. Toll Tasmania was also honoured as finalist in the Best Practice Safety category.

In addition, Toll Tasmania received a high commendation in the Safety Improvement Initiative Award category in the 2016 Steel Logistic Safety and Environment Excellence Awards.

Scan QR code and watch the video to learn more.

www.tollgroup.com/case-study/engineering-smarter-greener-safer-solutions-for-the-steel-industry





Toll NZ goes above and beyond for customers

Toll received an email from Mike Renwick, Owner Director of “The Lighthouse” in Remuera, Auckland who recently sold the business after 25 years. Mike wanted to take the time to acknowledge the great service he has received from Toll over the years.

Mike’s delivery driver, Janine Gorman, is “by far the best driver” that he has had the pleasure of knowing. “Janine has the most positive approach no matter what time of day, rain or shine. Janine is an outstanding brand ambassador and people could learn a lot from her. Janine’s attitude and approach to life is always a lift to my day,” said Mike.

Janine has been working for Toll as a contract driver for over two and a half years. “I make sure my attitude towards our customers is at my highest standard as I know I am representing Toll. I treat all our customers with respect,” said Janine.

Greg Miller, Executive General Manager, Toll New Zealand said, “This feedback is an excellent example of customer care. Well done Janine and thanks for all of your hard work.”

“ This feedback is an excellent example of customer care. ”

ABOVE

“We shared a big hug and a teary eye this morning,” Mike Renwick, Director Lighthouse Remuera.

Toll supports high-end retailer to enter NZ market

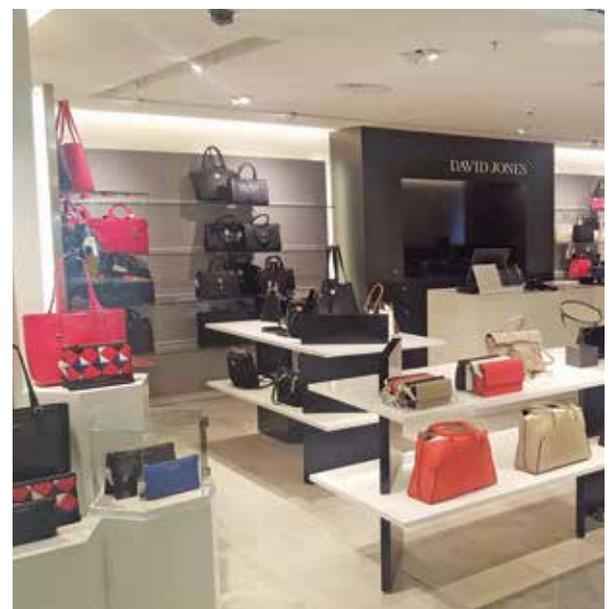
Toll has been the key logistics and transport supplier for David Jones in New Zealand, a role which has included shipping products from overseas and transporting merchandise and fixtures from Australia to New Zealand.

This has been a large project that has required considerable planning and collaboration between Toll Domestic Forwarding (TDF) and Toll Global Forwarding in New Zealand – which has resulted in a successful and well executed launch in Wellington.

Greg Miller, Executive General Manager, Toll New Zealand said, “This is a great One Toll example of us working collaboratively, focused on customer needs.”

More than 900 pallets of fixtures and merchandise were delivered on time and in perfect condition. Paul Tawharu, Toll New Zealand’s Wellington branch manager, noted that some of the freight was particularly difficult, with over 14 containers of extremely fragile and high value cabinetry, delivered successfully.

Congratulations to all for the success of an iconic Wellington project.



ABOVE

David Jones prepares for opening with products delivered by Toll.

“ This is a great One Toll example of us working collaboratively, focused on customer needs. ”



\$170 million investment: Securing Toll's future on the Bass Strait trade route

Toll first started sailing across Bass Strait between Tasmania and Victoria in 2002, through the purchase of Brambles Shipping. As volumes grew, Toll entered into a Joint Venture with ANL in 2009 and bought out ANL's share in 2014

Toll is excited to announce that it has signed a \$170 million contract for two new purpose-built ships to operate on Bass Strait – as part of a strategic investment to drive business growth.

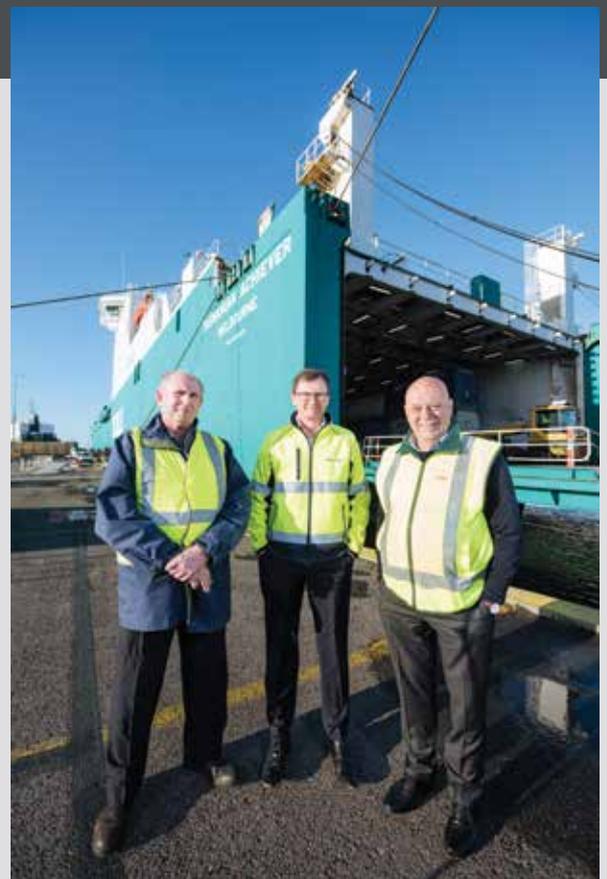
The shipping lane across Bass Strait, running between Victoria and Tasmania, provides the major freight connection between Australia's only island state and the mainland.

Toll, through the Toll Shipping business, operates two Roll on - Roll off (Ro Ro) vessels on this route running overnight services six days per week between Burnie in Tasmania and the Port of Melbourne.

Toll first started sailing across Bass Strait between Tasmania and Victoria in 2002, through the purchase of Brambles Shipping. Toll entered into a Joint Venture with ANL in 2009 and bought out ANL's share in 2014.

The Toll vessels are currently operating at capacity during the peak periods and approaching their 20 year maintenance cycle. Mal Grimmond, Divisional Director, Toll Domestic Forwarding said that Toll needed to make a business decision about the next 20 years.

“Our choices were either to send our current ships off for major maintenance overseas with all the costs and issues that entailed, or to buy new ships.



“ Our choices were either to send our current ships off for major maintenance overseas with all the costs and issues that entailed, or to buy new ships. ”

TOP LEFT
Vessel concept.

BELOW
L-R: Ross Duncan, General Manager – Operations; Mal Grimmond, Divisional Director, Toll Domestic Forwarding, and Tony Stewart, Divisional General Manager, Toll Shipping and Toll Tasmania at Port Melbourne's dock.



“ This is a significant investment by Toll, especially in these tough economic times, but it is an important investment as it will secure Toll’s future on this trade route and allow us to improve our service to our customers. ”

“When we sat down and did the numbers it made the best financial sense to replace our existing ships with new, larger vessels.”

“This is a significant investment by Toll, especially in these tough economic times, but it is an important investment as it will secure Toll’s future on this trade route and allow us to improve our service to our customers,” said Mal.

Following a global tender process, Toll recently signed a contract with the Jinling Shipyard in China to construct two new purpose built vessels to meet Toll’s needs.

The new vessels, future-proofed for growth and the seasonal trade peak, will feature:

- 40% more freight capacity;
- space for more than double the number of trailers and cars;
- more capacity for refrigerated freight;
- later cut-off times and earlier receives.

Tony Stewart, Divisional General Manager, Toll Shipping and Toll Tasmania said, “Toll has some very specific requirements in order to meet our customer and business needs for this service which is why we went through a detailed tender process.”

“Jinling Shipyards had strong credentials having previously built a number of Ro Ro vessels for European shipping companies such as Grimaldi and DFDS.”

“With the contracts now signed we have moved into the detailed design phase with European based designers tank-testing hull designs,” concluded Tony.

Over the next year Toll will be finalising the designs for the vessels with construction of the first of the two new ships to begin next year and final delivery to occur in 2018.

TOP RIGHT
Mal Grimmond, Divisional Director Toll Domestic Forwarding, and Tony Stewart Divisional General Manager, Toll Shipping and Toll Tasmania along with Toll Shipping employees at Port Melbourne’s dock.

BELOW
Mal Grimmond, Divisional Director, Toll Domestic Forwarding, and Tony Stewart, Divisional General Manager, Toll Shipping and Toll Tasmania at the signing of the deal for two new purpose-built ships.

Toll helps customer deliver gender diversity

Toll People – Toll’s recruitment provider – is helping a new customer be the first division within its organisation to achieve its target of 20 per cent of all employees being female.

Three months after its appointment, Toll People had provided nine employees, 70 per cent of whom were female. This has not only increased the female representation to 15 per cent across the business, but has also helped increase its employee retention rate.

The customer had initially approached Toll with a concern over the lack of diversity within its casual labour hire. Toll People was interested in the company’s commitment to diversity recruitment and community partnerships. Taking a top-down approach (driven by its diversity committee), saw a renewed focus from the customer on strategies to reduce the negative impact of issues related to an ageing workforce.

The customer found that among its existing suppliers, it was failing to get traction in terms of quality and consistent support to not only fill gaps, but to mirror its commitment to diversity.

Toll People is now in the process of recruiting an additional eight employees, and is aiming to secure six females as part of this group.

This overarching commitment to partner with customers is one example of how Toll People has been able to extend its service offering in the past 12-18 months, tailoring services to suit customer needs.

Toll People is now the customer’s sole supplier and has been asked to replicate these services within another of its divisions and have, so far, placed three employees on site.

Toll People’s proposal and methodology is supporting the customer’s senior management team to devise the strategy for improving diversity mix and address the ageing workforce issues it has encountered in recent years.

“ This overarching commitment to partner with customers is one example of how Toll People has been able to extend its service offering in the past 12-18 months, tailoring services to suit customer needs. ”

A secret to Toll People’s success with this piece of work has been putting in place a ‘master vendor agreement’. This exists across several external service suppliers to ensure Toll is maximising opportunities for the local community, as per the customer’s brief. As a result, the customer only has to liaise with one account manager, rather than deal with a number of different suppliers, and has access to a vast array of candidates and specialties.



Toll Melbourne Airport depot boosts PUD capabilities

Toll IPEC's Melbourne Airport depot has continued to drive greater efficiencies across the whole Pick Up and Delivery (PUD) network – delivering better results for customers and greater cost efficiencies for Toll

The new Melbourne Airport facility was designed to drive best practice, and deliver better outcomes for customers. Moving into the depot, the Victorian PUD team saw a number of opportunities for improvement, and were determined to make the most of the state-of-the-art sortation system and the increased handling capacity of the site.

“With the implementation of the PUD restructure, we now have a more efficient and soundly structured PUD fleet at Melbourne Airport,” said Ryan Foenander, a PUD analyst from the operations team.

The improvements at Melbourne have had a flow-on impact across the network, and Ryan is part of the team rolling out the process to sites in Queensland and Western Australia.

Using tools such as Biarri modelling to target Toll's PUD runs, drivers are now travelling fewer kilometres and handling more items with each run.

By negotiating new runs and new payment options with drivers, the restructure saves tens of thousands of dollars in costs and has helped to improve the work-life balance for Toll drivers.

Applying the ‘Define, Measure, Analyse, Improve, and Control’ (DMAIC) Continuous Improvement model, the restructure has streamlined the Melbourne Airport PUD process, and has contributed to improved Delivered In-Full, On-Time (DIFOT) figures.

“The project was team-led, drawing on people from the finance, operations and project management teams to identify opportunities for improvement to develop solutions,” said Ryan.

“Working collaboratively, the team drove efficiencies with workforce scheduling, the distribution of deliveries and scanning and sortation.”



“ Working collaboratively, the team drove efficiencies with workforce scheduling, the distribution of deliveries and scanning and sortation. ”

TOP
Toll IPEC Melbourne Airport state-of-the-art sortation system.

BELOW RIGHT
Biarri modelling to target Toll's PUD runs.

Toll takes to the skies to expand network

With Australia covering around 7.692 million square kilometres, there is only so much ground that can be covered by road!

This year, Toll Priority's Air Express team has been working to upgrade its fleet and expand routes to ensure Toll continues to deliver exceptional customer service.

The fleet currently includes 11 Toll branded planes: five 737s, four Metro Aircraft and two ATRs. Toll also outsources another 26 planes from other operators, and any overflow is managed by offloading onto commercial planes.

Toll has upgraded the fleet of 737s from the 300 series to the 400 series, which provides the ability to deliver an additional 15-20 per cent of freight each sector.

The team has also added new routes, including recent one-off charters to locations including Norfolk Island, Groote Eylandt and East Timor.

Dwayne Jude, National Sales Manager for the team, said these charters are a great opportunity to expand into new markets and expand Toll's network.

Following the Norfolk Island charter, the customer wrote in to thank the team: "Your can-do attitude, friendly behaviour and willingness to go above and beyond really does set you apart from the competition. It was a pleasure doing this flight with you, and I hope it is the first of many."

With routes all over Australia, there's no part Toll doesn't cover! 737 routes include:

- Toll's newest route, added last August, leaving Brisbane for Cairns, then Darwin, before returning to Brisbane
- Brisbane/Sydney/Melbourne/Perth
- Perth/Melbourne/Brisbane
- Adelaide/Sydney/Brisbane/Melbourne/Adelaide

Meanwhile, the ATRs fly Melbourne/Bankstown/Melbourne and Brisbane/MacKay/Townsville/Brisbane.

"A large part of Toll's commitment to customers is time sensitive service, and the ability to move freight from Toorak to Townsville, and from Parramatta to Perth, overnight," said Dwayne. "That's a huge responsibility, and the onus is on us to ensure we continuously improve our logistics network – including our fleet of planes – across Australia so we're up to that challenge."

BELOW
Part of Toll Priority's new fleet.





Getting Logitech on the tracks

ABOVE
Map showing the route taken by the shipment.

TOP RIGHT
TGF Shanghai team picking up the cargo from the factory.

BELOW
Representatives from Logitech and TGF in the Netherlands celebrating the successful pilot shipment.

Being a strategic logistics partner of Logitech since 2012, Toll Global Forwarding (TGF) has grown the relationship from strength to strength. With a strong commitment to continuously improving its services, TGF introduced Logitech to transport shipments by rail freight via the Silk Road route, which has been gaining traction in recent years as a trade route connecting China and Europe.

Logitech agreed to trial rail freight as it provided an attractive alternative to conventional transportation – providing lower costs with a shorter transit time all while reducing carbon footprint.

On 22 July, the pilot rail shipment, a 40' rail container, was picked up at Logitech's factory in Suzhou and was delivered to Zhengzhou Depot for loading on the train. The train departed on 27 July and after leaving China, passed through Kazakhstan, Russia and Belarus and Poland before arriving in Hamburg, Germany on 8 August. On arrival, it was immediately loaded on a truck for delivery to Flextronics, Logitech's customer at Venray, Netherlands. Throughout the journey, Logitech was able to monitor the shipment with ease via GPS equipment installed in the rail container.

The pilot rail shipment moved like clockwork in the hands of experienced logistics specialists and exceeded expectations by arriving one day ahead of schedule. Building on the confidence of this successful trial, Logitech has since moved more than 30 additional containers from Suzhou and Linyi. The team is currently exploring adopting the rail service from Hong Kong.

This success wouldn't have been possible without the seamless collaboration between TGF offices in China and the Netherlands – congratulations to all involved!



“ Logitech agreed to trial rail freight as it provided an attractive alternative to conventional transportation – providing lower costs with a shorter transit time all while reducing carbon footprint. ”

TGF Americas hosts inaugural sales and leadership conference



ABOVE LEFT
TGF Americas Sales and Leadership Conference attendees gather before participating in team building activities.

RIGHT
Paul Coutts addresses the crowd during the opening of the 2016 TGF Americas Sales and Leadership Conference in Dallas, Texas.

In June, the Toll Global Forwarding (TGF) Americas team held its first Sales and Leadership Conference in Dallas, Texas. Attendees included the Americas management team, human resources and employees from the sales organisation spanning across the United States and Canada. Also in attendance were members of the TGF global executive leadership team.

This conference enabled Toll employees to collaborate on areas of importance. Presentations were given by members of the Americas management team, including Mick Fountain, President and CEO TGF Americas, and Dan Ludwig, CFO TGF Americas, who provided an overview of TGF Americas' adaptation of the division's global Hold and Grow strategy.

Sascha Peyer, SVP Sales and Marketing TGF Americas, briefed attendees on his sales strategy while Eric Pilling, Global Head of Sales, and Myles O'Brien, CCO TGF Americas, introduced Donnie the Dinosaur in their Customer Centricity presentation. Other presenters included Mark Kellet, TGF Global COO/CIO on iCON, and Paul Coutts, CEO of Toll Global Forwarding.

"The Americas conference has been a great opportunity to share knowledge and celebrate success – connecting with the hearts and minds of our talented sales team. Through this event, we witnessed the forging of alliances across supply chain and freight management. It was great to see the synergies forming throughout the three day event," said Robert Harrelson, SVP Human Resources TGF Americas.

A main highlight of the conference were the six, 30 minute 'huddle sessions'. Topics included Continuous Improvement, operational excellence, performance management, account relations, and social media. The sessions provided attendees with an open forum where honest conversations could take place with senior business leaders. Findings were then reported back to the wider team to drive change and improvement across the business.

"The huddle sessions were a great success. Participants were very enthusiastic, and we had some very collaborative discussions where we were able to come up with a solid list of actionable items," said Sascha Peyer.

Conference attendees were also given the opportunity to participate in a customer roundtable discussion. The roundtable included strategic partners such as Abercrombie & Fitch, ALOM, American Airlines Cargo, United Arab Shipping Company (UASC) and Wolverine. Each guest was given the opportunity to discuss their views on the current state of the market, which was then followed by an open dialogue and questions from the audience.

"The conference was a great vehicle for us to directly communicate our thoughts and plans to our people with a collaborative setting to discuss them face-to-face. The sessions were designed to foster listening as well as enable conversation, especially within the huddle sessions. We need to listen to what our people think and incorporate their feedback in our plans where it makes sense, which is what we will ensure to do moving forward," said Mick Fountain.

The 2016 Americas Sales and Leadership Conference was a great success and the Americas team looks forward to drawing on these learnings to build an even stronger 2017.



Showcasing Toll's strengths in Kenya and Turkey

ABOVE LEFT
Staff from TGF Turkey with representatives from Turkish Airlines and Lufthansa Cargo. L-R: Ibrahim Ozgen, CCO TGF Turkey; Serhat Cesmecioglu, Sales Turkish Airlines Cargo; Elif Yaylali, Turkish Airlines Izmir Cargo Manager; Hasso Schmidt, Lufthansa Cargo Regional Director; Hasan Hatipoglu, Lufthansa Cargo General Manager Turkey; Serkan Kes, Exhibition Service Manager TGF Turkey; Serpil Tastan, Lufthansa Cargo Head of Sales Turkey and Oktay Baykut, Sales Director TGF Turkey.

ABOVE RIGHT
Mingling with our customers. L-R: Oktay Baykut, Sales Director TGF Turkey; Burak Pelit from Camli Yem and Ibrahim Ozgen, CCO TGF Turkey.

BELOW
The supportive team at TICAD. From L-R: Kengo Shimizu, Nishalen Chetty, Ian McAllister, Sanjeev Gadhia, Hiroshi Ue, Mamoru Ishibashi and Esther Wangeci.

TGF teams in Kenya and Turkey recently participated in two exhibitions – Tokyo International Conference on African Development (TICAD) in Kenya, and Future Fish Eurasia in Turkey.

This was the first time TICAD was held in Kenya and at the opening of the event, Prime Minister Shinzo Abe announced Japan's commitment to pledge \$30 billion for infrastructure development, education and healthcare expansion over the next three years.

Toll's debut at TICAD as an exhibitor allowed the local team to showcase freight and supply chain capabilities in Africa. Led by Sanjeev Gadhia, CEO of TGF Kenya, overseas visitors and representatives from Japan Post were introduced to TGF's scope of services through case studies covering complex airfreight, ocean freight and supply chain solutions provided to customers.

Mamoru Ishibashi, Executive Manager from Japan Post shared that he was delighted that Japan Post and Toll Group could take part in the TICAD together as it was a great opportunity to promote the company's global presence to potential Japanese customers.

In Turkey, the local team presented to more than 200 visitors on TGF's capabilities in sectors like perishables



and special projects. The three day exhibition welcomed more than 174 companies and 720 attendees.

After the event, Mehmet Baykut, Head of TGF Turkey commented, "I am pleased that we had a chance to connect with many potential customers and further build on relationships we have with partner carriers."

Through similar international platforms promoting trade, Toll strives to continue increasing brand awareness by sharing the services available to connect people and products.

“ Mamoru Ishibashi, Executive Manager from Japan Post shared that he was delighted that Japan Post and Toll Group could take part in the TICAD together as it was a great opportunity to promote the company's global presence to potential Japanese customers. ”



Winning streak for Turkey

Toll Global Forwarding Turkey has been on a winning streak lately as it garnered a grand total of eight awards for 2015 across the aviation sector in Turkey.

1. Astana Airlines – Outstanding performance for 2015
2. Lufthansa Cargo – Third based on revenue
3. MNG Cargo Airlines – One of best supporters in 2015
4. Pegasus Airlines Cargo – Appreciation for support in 2015
5. Qatar Airways – Agent of Year for Istanbul Airport
6. Qatar Airways – Agent of Year for Sabiha Gokcen Airport
7. Qatar Airways – Best supporter of Platinum Service
8. Turkish Cargo – Most supportive agent

A round of applause to TGF's team in Turkey for their efforts in expanding the business!

“ A round of applause to TGF's team in Turkey for their efforts in expanding the business! ”



ABOVE

L-R: Hüseyin Baykut, Airfreight Export Chief in TGF Turkey receiving the award from Turkish Cargo representative.

BOTTOM

Three awards from Qatar Airways for being their best agent and supporter in Turkey.

Driving sustained growth in Thailand



Toll Global Logistics has been collaborating to bring best-in-class transport modeling and optimisation support to the Thailand market over the past few years. TGL in Thailand has embraced a successful approach to transport modeling and optimisation and have locally acquired the license for Infor transport and logistics planning – Routepro – a supply chain modeling tool.

With a clear focus to grow in the FMCG/retail space, Toll has been bidding for complex distribution operations. Over the past three years, Toll has supported Thailand to complete the costs models and proposals, and recently TGL has purchased the software locally to enable autonomy, develop skills and drive sustainable growth.

Peter James, Project Manager from TGL has been instrumental in this process, from modeling support to procurement negotiations, as well as training and support. Peter visited Bangkok for two weeks to help configure and comprehensively train the BD-Solutions team with a live distribution opportunity. The Thailand SD team, has quickly grasped the fundamentals of the system, putting it to continued use with a number of opportunities to develop optimised solutions to meet customer needs.

TGL has seen noticeable benefits from implementing the modeling tool, having recently been awarded a strategic distribution business award by a large customer. This achievement will enable them to develop their offering as a premium solutions provider to deliver sustained growth.

Toll in China hosts badminton tournament

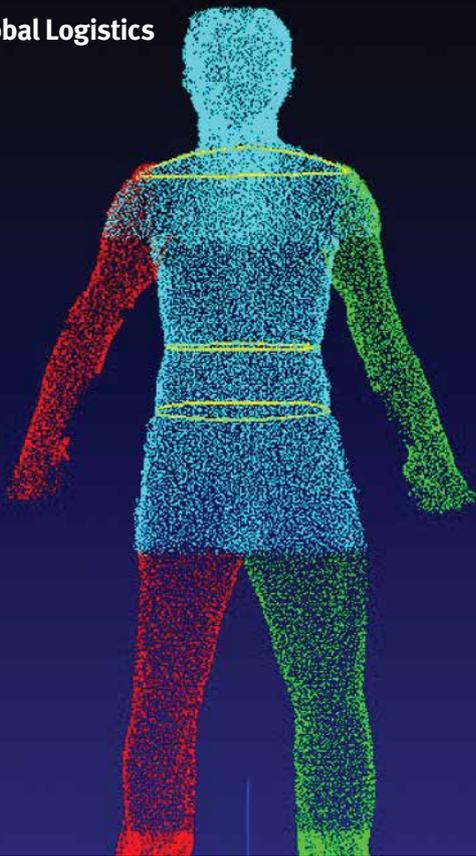
A national badminton tournament held in China – for the first time in 20 years – was a great success with 500 employees signed up to participate, and 28 employees selected for the finals.

The national badminton tournament is designed to drive unity, teamwork, cooperation, and friendship. Sport is an integral part of Toll's culture – and Toll looks forward to more of the events in the future, including hiking and other activities where families can get involved.



TOP RIGHT

L-R: Mr Li Zhenqiang; Mr Morris Ong, GM of Greater China; Ms Wang Dan; Ms Zhang Haicheng; Ms Li Ling; Mr Kang Qing; Mr Liu Zirui and Mr Zhou Shengzu, GM operations of Toll China.



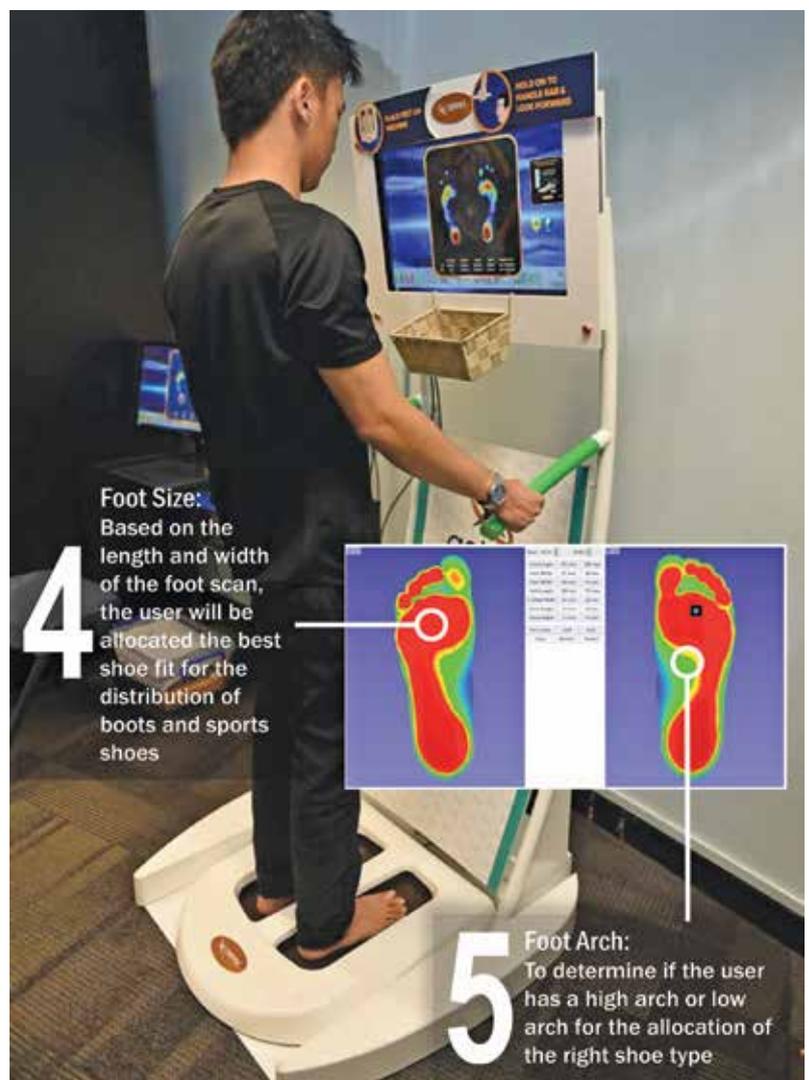
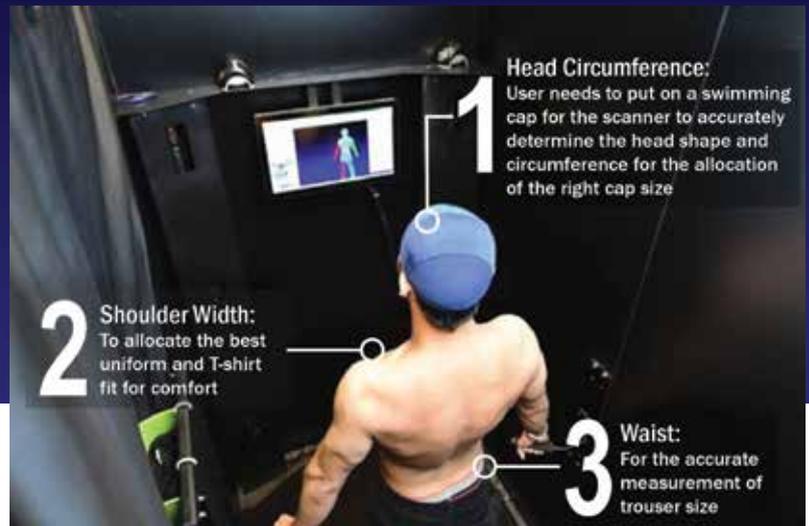
Toll introduces 3D scanners for National Service in Singapore

National Service in Singapore is a statutory requirement for all male citizens when they reach 18 years of age. Collaborating with the customer, TGL's Government Business Group has installed two sets of 3D body and foot scanners with state-of-the-art technologies to help improve the accuracy of enlistee's kit measurements at the customers' facility.

Under the previous method, pre-enlistees were asked to take their personal measurements using measuring tapes and wet tests¹ which was often inaccurate and time consuming. In fact, 15-20 per cent of individuals would need a kit change on the day of enlistment for National Service.

Toll implemented the use of 3D scanners, using infrared rays to obtain exact measurements from head-to-toe, including head circumference, shoulder width and waistline, within minutes. Similarly, the digital foot scanner measures the size and width of both feet and determines the arch type.

A six-month trial from August 2015 showed that the kit change dropped to between five per cent and seven per cent. Today, the new 3D scanners have replaced the manual measuring process and all enlistees will now have their measurements obtained using the new 3D scanners.



¹A wet test is a method for finding out the foot arch to be able to select the best shoe fit. The process requires the user to dip his feet in a shallow pan of water then step onto a blank piece of heavy paper. The imprint is then compared with a set of generic arch types to identify the arch type of the user.



Singapore launches innovative healthcare supply chain demonstration

TGL's Government Business Group has been gaining traction in Singapore through a smart and productive healthcare supply chain demonstration.

Launched in February 2016, the team has hosted approximately 11 demonstrations with visitors including Minister of State, Ministry of Communications and Information, Ministry of Health, Ministry of Defence, and Ministry for Manpower.

Building up to the opening of Toll City, TGL has been hosting these visits to share new advances in technology as an enabler for a productive end-to-end healthcare logistics ecosystem.

This includes the use of pick-to-light (which is not as common in some Asian regions), augmented reality glasses, the pallet shuttle system, RFID Automated Pallet Mover, Power Assist Suit, and the TGL supply chain control tower².

For each visit, the host will share an overview of Toll and the roadmap to future-proof the business in Singapore. The team also talks to the Centers of Competencies which aspire to align the logistics industry in Singapore in the defence, government and healthcare sectors.

“ Building up to the opening of Toll City, TGL has been hosting these visits to share new advances in technology as an enabler for a productive end-to-end healthcare logistics ecosystem. ”

²The supply chain control tower enables various types of ground logistics operations tracked real-time and remotely via enabling applications such as native mobile applications installed in handsets.

Goods to be transferred between depots and clients will be tracked 'live'. In the future, the tower will be upgraded to map out upstream operations by incorporating risk resilience modules to manage supply chain risks.

TOP LEFT
Minister Chan Chun Sing, Minister in Prime Minister's Office, using the Augmented Reality glasses in the Healthcare Hub warehouse.

TOP RIGHT
Dr Richard Tan, CEO, TGL's Government Business Group, speaking to our guests from Smart Nation Singapore and Infocomm Development Authority.

BOTTOM LEFT
Mr Teo Ser Luck, Minister of State, Ministry of Manpower, in the foreground, on the right, learning about the Power Assist Suit.

BOTTOM RIGHT
Group shot during the visit by the Ministry of Defence, Singapore (MINDEF).



Toll opens the doors to new state-of-the-art healthcare facility

Customised Solutions' exciting new healthcare facility is located in Eastern Creek NSW. The site, which can hold up to 20,000 pallets, is temperature controlled, monitored 24/7, and features a cool room and freezer.

By opening the facility, Toll is strengthening its capabilities in healthcare, a market that is predicted to experience strong growth due to an aging population. The site can boast an array of quality management systems including ISO9001, ISO13485 and is currently awaiting certification for GMP.

GMP certification will extend the range of services Toll can provide to the healthcare industry to include kitting and relabelling.

Customised Solutions' new facility links with Toll Priority's existing healthcare business. Toll now has the capability to provide an integrated warehousing and transport solution for customers that operate within the healthcare industry.



Trialling 'Goods to Robot' to drive innovation

Toll is always looking for the next level of innovation to be able to create added value for customers, recently partnering with Swisslog to showcase the latest in picking automation at Toll's healthcare facility in Eastern Creek.

Toll operates many facilities with varying technology, from conveyors and RF technology to voice picking and goods-to-person automation. Toll sees the next generation of technology as the progression to self-learning, autonomous robots, and is working with Swisslog on providing these solutions within Toll's warehouses.

At Toll's healthcare facility in Eastern Creek, customers were invited to tour the healthcare accredited site as well as view a light goods handling robot working with shuttle systems.

The Swisslog 'Goods to Robot' demonstrated an ability to pick products independently, intuitively and quickly.

With growing requirements in the retail, FMCG and healthcare

industries for speed to market, same day despatch and omni-channel strategies (including eCommerce and click & collect), the award winning system showcased the next generation of technology that can enable a dynamic, flexible and responsive supply chain.

"In the retail industry, service levels are becoming more challenging with increasing customer expectations. Our solutions have to be dynamic, flexible and responsive for customers," said Francis Meier, Managing Director, Swisslog APAC.

"Toll is excited to be able to demonstrate new technologies to customers, such as "Goods to Robot" picking systems, as we have an important role to play in fostering innovation up and down the supply chain. We look forward to applying our expertise in design and automation and bringing together industry partners such as Swisslog, to create value for customers and their end customers," said Mark Cowley, Executive General Manager, Customised Solutions, Australia and New Zealand.



Celebrating ten years with Anglo American

Toll Mining Services has recently negotiated a contract extension with Anglo American for the coal haulage work on the Capcoal and Foxleigh mines. The contract extension marks a significant milestone of ten years that Toll and Anglo American have been working together. Toll looks forward to an ongoing business partnership that is built on delivering key efficiencies, further cost saving opportunities and advanced operational capabilities.

The collaboration between the two companies and their employees working at two mine sites has been a driving force in successfully negotiating the strategic restructure of the contract. The new agreement re-aligns to the coal industry's current operating environment, keeping the mines running and securing the jobs on site for years to come.

Toll has been on site since 2008, and employs around 70 people. Toll provides a range of services for Anglo American including hauling coal from various locations around site, utilising three loaders and up to 15 truck haul combinations. Since 2008 the contract has generated a significant amount of work for Toll, hauling approximately 72.5 million tonnes of hard coking and PCI coal.

In awarding the contract extension Anglo American's Executive Head for Open Cut Operations, Mark Heaton said, "Anglo American has been impressed with Toll's dedication to working safely and collaboratively with our operations personnel and being willing to find innovative solutions during difficult market conditions.

"Delivering high quality service at the right price has been a consistent trademark of Toll and Anglo American looks forward to continuing this partnership".

Anglo American is a British-based company with mining operations in Australia, Southern Africa, Northern America, and Southern America. As a group they produce a range of materials including coal, iron ore, diamonds, copper, platinum, and more. Its Australian business produces coal from six mines over Queensland and New South Wales.

“ Anglo American has been impressed with Toll's dedication to working safely and collaboratively with our operations personnel and being willing to find innovative solutions during difficult market conditions. ”



New DG player teams up with Toll

Toll Mining Services' Queensland Dangerous Goods business grows through securing a contract with Hanwha Mining Services Australia

Hanwha is one of the top ten business enterprises in South Korea, providing a large number of products and services internationally. A relatively new player in the Australian Dangerous Goods (DG) market, Hanwha is looking to make an impact, teaming up with Toll for the distribution of their DG products along the east coast of Australia.

Toll recently secured a new contract with Hanwha for transport services into the Gunnedah Basin (New South Wales). The new contract will assist in delivering key efficiencies for Hanwha's customers and allow this partnership to further explore any cost saving opportunities that arise.

Peter Gauci, TMS's Dangerous Goods Business Manager – North has said, "We are very excited to have the opportunity to work with Hanwha on this project; they are a new player in the market so it will be good to see them bring a true alternative to the market. I look forward to a strong business partnership between Hanwha and Toll."

Prior to the commencement of services, Toll conducted safety compliance audits, and emergency response testing, which is crucial when transporting Security Sensitive Class 5.1 Dangerous Goods products.

Aaron Kingshott the Global Logistics Director for Hanwha Mining Services Australia said, "Toll and Hanwha Mining Services developed a strategic alliance to enable and support our growth strategy across the Australian Mining Network. Toll has infrastructure and resources across a broad range of regions operating to the highest global transport and logistics standards, utilising and developing leading edge technologies to support customer efficiencies along with providing the highest of standards in industry."

The contract is made up of three parts which will cover approximately **1.5 million kilometres** in its first year

24,000 tonnes of Ammonium Nitrate Emulsion
50,000 tonnes of Ammonium Nitrate and
20,000 tonnes of Ammonium Nitrate Solution
utilising **6 road-train combinations**



5 B-Double combinations

and **3 single drop decks with ISOs**





Quad trials are underway

Toll Mining Services have recently completed trials to transport ammonium nitrate from Kewdale (Perth) into the Pilbara utilising quad combinations (four trailers). The quads take advantage of the extended length of the vehicle that has recently come available along the current route. The trials have seen an increased payload of approximately 20 tonnes per combination, in turn minimising the number of trips having to be made into the Pilbara.

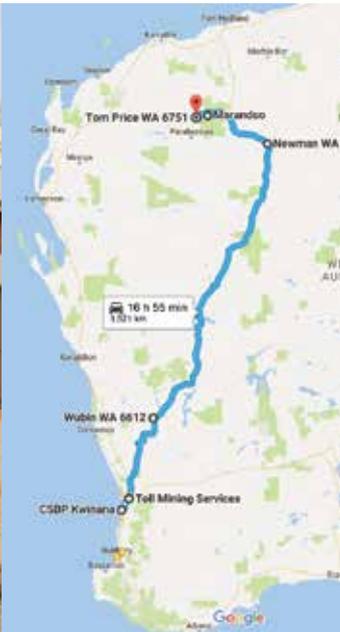
Toll transports ammonium nitrate from Kwinana (Perth) to various mines in the Pilbara region, in Northern Western Australia. Toll currently utilises 30 AB Triple (36.5m) combinations that travel north on return trips that exceed 2,500km requiring our drivers to have two to three overnight stops.

Currently the combination is broken down and two prime movers are used between Toll's Kewdale depot and CSBP (Kwinana). The combinations are then assembled in the Kewdale yard and travel direct to the Pilbara region in an AB triple combination (three trailers).

Trials have been undertaken to take advantage of the extended 53.5m length available north of Wubin (269km north east of Perth). During the trials, two AB Triples travelled to Wubin together. Where they were reassembled to create one quad and one B double road train. These combinations then travelled together for the remainder of the trip to monitor the quad's performance.

Close co-operation between the workshop, drivers, operational team and the customer allowed for initial issues with trailer power supply and stability to be resolved safely and successfully. Four Quad trips have now been completed, three to the East Pilbara region and one to the West Pilbara region which required towing over Marandoo hill.

The new quad combination which utilises the extended 53.5m length available, will increase the payload from the current average of 80.5tn to 109.0tn per combination driving significant efficiency improvements.





Toll charters new vessel for Chevron contract

The BBC Brisbane is the latest vessel brought on under charter for customer Chevron ABU. The vessel is under contract for the purpose of removing Chevron and its contractors reverse logistics plant and equipment from the Gorgon Project on Barrow Island. The ship is very well equipped to handle this task as it is a multi-purpose vessel, capable of carrying containers, reefers, bulk goods, break-bulk, machinery and dangerous goods.

The BBC Brisbane can sail with a full load from Barrow Island to Fremantle in approximately three days in good weather. The vessel also has two electric over

hydraulic cranes fitted that are capable of lifting 80 tonnes each (that's around the equivalent of 27 land cruisers per crane!). These come in very handy for the customer as they don't need to worry about providing shore side cranes to load the vessel, and are large enough to be able to handle almost any project cargo they would like to load on it.

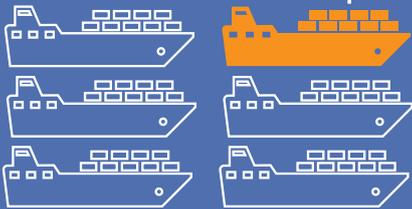
Work towards on-hiring of the vessel began January this year, where under the guidance of the Vessel Services Manager, Scott Keane, the ship was taken to dry dock in Singapore, while Toll took over management and crewing of the vessel

and began the mammoth task of making the vessel project compliant.

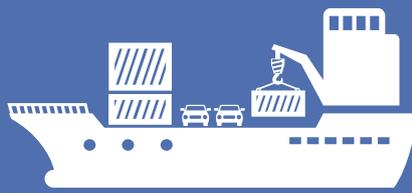
For example, Barrow Island is classed as Class A nature reserve and as such, strict quarantine regulations apply to any vessel that wishes to berth at the port on Barrow Island.

Vessel Masters are Gunnar Artman and Gavin Kleine. Gunnar was part of the original team that helped bring the BBC Brisbane over from Singapore and Gavin has recently completed his pilot exemption studies in Fremantle, meaning he can bring the ship into the Fremantle port without the aid of a harbour pilot.

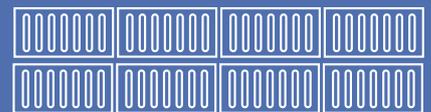
The vessel itself is one of six sister ships



built under the BBC Bergen type and completed its build in 2012.



She is 128m long and has a 16.5m wide beam, with a maximum draft of 7m and deadweight of 8000 tonnes.



Fully loaded it can carry over 360 TEU of freight

at an average speed of **14 knots** thanks to its 4023 BHP engines.



29th February was officially the BBC Brisbane's first day of cargo operations and marked the culmination of a huge amount of effort from the business in getting the vessel to that point.

The freight handled to date includes 20ft and 40ft containers, reefer containers, mobile machinery, accommodation units, cameron valves, boom sections, trucks, buses and other loose items of

equipment. The return trips are not wasted either, with a further 700 TEU's being shipped to-date.

With many more milestones yet to come, Toll continues to strive to provide the customer with the best possible service, with a vessel best suited for their operational purpose.

“ The ship is very well equipped to handle this task as it is a multi-purpose vessel, capable of carrying containers, reefers, bulk goods, break-bulk, machinery and dangerous goods. ”

Attracting a new generation of talent

Toll NQX provides guidance to students considering a career in transport and logistics



TOP RIGHT
Toll NQX Training Coordinator, Ngadine Gasmier, and HR partner, Chelsea Stewart chat with students Michael Pendergast and Tevita Ilalio about careers at Toll.

Giving students an opportunity to explore different career options, Logan City, Queensland held a Youth Careers Expo on 26 July 2016. The Expo attracted over 2,000 year ten to 12 students from over 22 local high schools. As a leader in the Australian freight industry, Toll was invited to be part of a new exhibition section for transport and logistics career paths.

BELOW LEFT
Chatting to a student about logistics careers at Toll's exhibition.



BELOW RIGHT
Students Michael Pendergast and Tevita Ilalio check out a Toll prime mover truck with Ngadine and Chelsea.

A Toll prime mover was on show near the exhibition entrance, drawing attention from both students and teachers. Many students dropped by the exhibition booth to speak to Toll NQX training coordinator, Ngadine Gasmier and HR partner,

Chelsea Stewart about careers and employment opportunities with Toll.

Students were impressed by the broad range of career offered by Toll – from freight office administrators and managers through to forklift drivers, operations supervisors and truck drivers.



With many students considering a future with Toll as their road to career success, keep an eye out over the next few years for this budding talent.



Team 'Dream Hunters' supports local community

Toll Global Forwarding in Sri Lanka recently led a team of staff to visit a rural village named Karunagama, near Colombo. Karunagama is home to about 200 families, with very simple living conditions, limited access to medical care and very few resources.

The team worked tirelessly over a few days to improve the condition of the road leading from the village to the main road. The team also cleaned the village nursery and built the village's first playground for the children.

Led by Deepan Augustin, the 15-member team described helping the villagers as very rewarding. This was the second community project for the year, following the blood donation drive organised in April.



TOP LEFT
Team Dream Hunters beaming after a fruitful day of volunteering at the village.

BELOW
Staff cleaning the children's tables at the nursery.

London Gherkin Challenge

This year's Father's Day celebration on 19 June was more meaningful than usual for Toll employee Dalo Chouhan. With support from Toll Global Forwarding in the UK, the Account Manager and his daughter, Ayesha, climbed 38 flights of stairs (approx. 1,037 steps!) in one of London's iconic buildings, in support of the Gherkin Challenge, organised by the National Society for the Prevention of Cruelty to Children (NSPCC).

This annual event is organised to raise funds for Childline, an independent hotline for children to speak to counsellors should they find themselves in precarious situations at home. In support of this meaningful cause, Dalo raised a total of GBP 1845.00.

Dalo came in 64th place of 679 contenders and Ayesha placed 24th among 83 children.

After the event, Dalo said "Ayesha and I thoroughly enjoyed the fun race and the sense of satisfaction of reaching the top is beyond words. Being a father, my child's safety comes before anything. I am glad to support Childline in their efforts to help more children grow up in positive environments. This Father's Day will forever remain a day to closely cherish."



ABOVE
Dalo and daughter at the top of The Gherkin.



Hitting the tracks for a good cause

TGL's Government Business Group, were the Gold Sponsor the Ground Zero Run 2016 organised by Mercy Relief.

This sponsorship package gave employees an opportunity to run for a good cause and 25 runners volunteered their time to participate in this fun run at East Coast Park, Singapore.

The team had to first overcome logistical challenges to set up the race in a public area and then persevered to complete the run themselves.

Well done to all who were involved!

TOP LEFT
Getting a shot with the first in place for the 10km run!

L-R: M Hamarian, GM for Public Sector Vertical; Dr Mukhlis Abu Bakar, Mercy Relief Board Member; Mrs Shirley Tarmugi, Mercy Relief Advisor's wife; Mr Nimesh Gurung, 1st place winner 10km run; Mr Abdullah Tarmugi, Mercy Relief Advisor; Mr Loganathan, TGL COO; and Head of Public Sector Vertical.

“ This sponsorship package gave employees an opportunity to run for a good cause and 25 runners volunteered their time to participate in this fun run at East Coast Park, Singapore. ”



Partnering with Driver Reviver to put a stop to driver fatigue

As part of an ongoing commitment to road safety, Toll is proud to announce its partnership with Driver Reviver, by becoming the major naming sponsor.

Powered by volunteers, Driver Reviver is a community program that has been operating on roads around Australia for 26 years. The initiative is dedicated to reducing fatigue and other safety related behaviours, by encouraging motorists to take regular breaks in their journey by visiting an operating site.

Sites around the country are staffed by volunteers committed to supporting drivers and their families to arrive at their destinations safely. Since 1990, there have been more than 23 million cups of tea and coffee served, more than five million litres of water boiled, and around 27 million snacks provided.

“Toll is proud to be the national partner of the Driver Reviver program. At Toll, we strongly believe that all injuries are preventable and everyone has the right to get home safely – and the Driver Reviver program is strongly aligned to these values,” said Brian Kruger.

“Our professional drivers spend more time on Australian roads than anyone else and we are acutely aware of the role fatigue plays in road safety. It’s critical for government, businesses

and the wider community to work together to raise awareness of safety on our roads,” said Brian.

The official launch took place in Sydney on the 28th September at the Transport Management Centre (TMC) with support from the NSW government.

The NSW government, Toll Group, Driver Reviver and long standing partners and volunteers came together to celebrate the partnership.

Embedded in Toll’s values is the belief that all injuries are preventable and everyone has the right to go home safely. This partnership forms Tolls wider commitment to continuous improvement in safety.

“Whether you’re a professional driver, or taking a trip with your family – I urge you to take advantage of our Driver Reviver sites. With over 200 driver reviver sites around the country, there is plenty of reason to stop for a break on a long journey,” concluded Brian.



TOP LEFT

(L-R) Top: Sue Foster, President, Lions volunteer; Allan McCormac, National Director, Driver Reviver; Mara Koplin, Lions Volunteer; Phil Schafer, Manager, Branding and Strategic Partnerships, SES; Duncan Gay, Minister for Roads NSW; Bernard Carlon, Executive Director Centre for Road Safety; Brian Kruger, Managing Director Toll Group; Graeme Moore, Regional Manager NSW; Toll Linehaul & Fleet Services; Michael Jackson, Toll Driver; bottom - Chris Doherty, and Ron Gorman, Lions volunteers.

Toll supports charity helping young people at risk

The consumer delivery arm of Toll Global Express focuses on the rapidly expanding e-commerce sector. With more people shopping online, consumers expect their purchases to be delivered to their homes, or alternative delivery addresses such as collection points.

The team attended the PeSA Internet Conference earlier this year. While at PeSA, Toll sponsored the 10th anniversary charity dinner, supporting The Reach Foundation. The Foundation is a youth organisation for all young people, no matter what their circumstances. It runs national schools and community-based programs that promote mental health and wellbeing.

The PeSA conference was targeted at online entrepreneurs, most of which are small and medium sized enterprises, as well as traditional retailers. Attendee feedback indicated there was very little awareness about Toll delivering to home addresses, so the conference provided excellent exposure, and sales results, with leads coming from several eBay sellers.

Toll contributed to the raising of over A\$77,000 for Reach, through both sponsorship and the contribution of items for a charity auction. Items included a

Football guernsey signed by the whole team, a corporate box at an MCG AFL match and accommodation at a Surfers Paradise Queensland hotel.

Reach was created from a desire to inspire every young person to believe in themselves and get the most out of life. Programs are run by Reach in over 500 schools and communities across Australia. Its main focus is on prevention and early intervention, helping young people direct their energy towards positive outcomes in life. See reach.org.au



Australia

How is your superannuation tracking?

It is that time of year when you receive your annual superannuation statement. This provides information about one of the most valuable assets you own.

The most important figure on the statement is your balance. When you get your statement compare the balance to the applicable part of the graph below.

The dark line shows the recommended super account balance needed to live a comfortable lifestyle for a single person in retirement (assumes receipt of part

Age Pension). As at December 2014, at retirement, this figure was approximately \$350,000 taking into account various assumptions including rates of salary, inflation, investment return and retirement age.

The light line shows the average account balance of a member of the Toll Group Super Plan that is run by ANZ Smart Choice. The graph shows that for anyone aged under 35, the Toll balance is slightly higher than the comfortable balance but

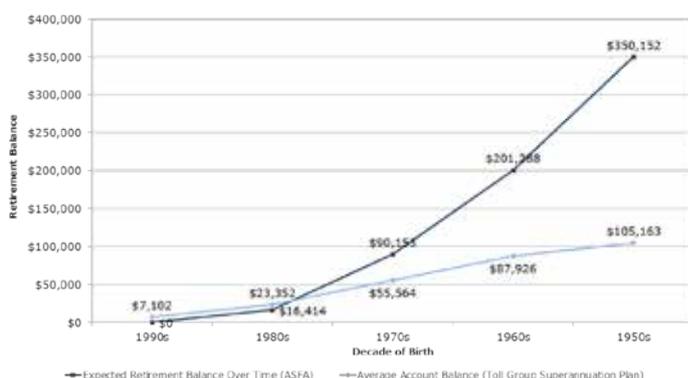
then the situation reverses and the gap opens up.

How does your super account balance from this year's annual statement compare?

Your super fund can help you close the gap by:

- consolidating all your known super accounts into one so you eliminate fees and build returns
- finding any lost super you may have forgotten about
- accepting extra contributions to your super through salary sacrifice that you can arrange through payroll
- providing simple, cost effective financial advice on other ways to increase your balance based on your personal financial situation

Remember, other than your house, the most valuable asset you own is probably your super, so anything you can do to boost it will provide a more comfortable retirement for you.



Source: ASFA (Association of Superannuation Funds Australia) & ANZ Smart Choice (Toll Group Super Plan). Figures are as of Dec 2014.

40 years' service

Darcy, Arthur
Toll Global Express, NSW
Goh, Gek Cheng Rosalind
Toll Resources & Government Logistics, Singapore
Joyce, Robert
Toll Domestic Forwarding, QLD
Males, Phillip
Toll Domestic Forwarding, TAS
Worthing, Keith
Toll Global Express, NSW

35 years' service

Demir, Ronald
Toll Global Express, QLD
Flynn, Anna
Toll Global Express, VIC
Hughes, Kenneth
Toll Global Express, SA
Ingham, David
Toll Global Express, SA
Locandro, John
Toll Global Express, VIC
Luscombe, Warren
Toll Global Express, QLD
Maliki, Bin Abd Rahim
Toll Resources & Government Logistics, Singapore
Porteous, Darryl
Toll Domestic Forwarding, QLD
Saldaneri, Maria
Toll Global Express, VIC
Truscott, Denise
Toll Global Express, QLD
Vecchie, Alfred
Toll Global Express, VIC
Waddington, Peter
Toll Domestic Forwarding, TAS

30 years' service

Ahern, Raymond
Toll Domestic Forwarding, QLD
Beanland, Mark
Toll Domestic Forwarding, QLD
Carvalho, Kenneth
Toll Domestic Forwarding, NSW
Corneille, Darren
Toll Domestic Forwarding, VIC
Deacon, Shane
Toll Domestic Forwarding, SA
Eccles, John
Toll Global Express, VIC
Geerdink, John
Toll Domestic Forwarding, WA
Lynch, Glenn
Toll Domestic Forwarding, WA
Oag, Beverly
Toll Global Logistics, NSW
O'Brien, Ian
Toll Domestic Forwarding, QLD
Oczak, Krystyna
Toll Corporate, NSW
Rann, Allan
Toll Domestic Forwarding, QLD
Ross, Wayne
Toll Domestic Forwarding, WA
Smith, Juliet
Toll Domestic Forwarding, QLD
Smith, Robert
Toll Global Logistics, NSW
Valladares, Susan
Toll Domestic Forwarding, QLD
Watkin, David
Toll Global Logistics, NSW
Williams, Warren
Toll Domestic Forwarding, QLD
Woodland, Michelle
Toll Corporate, QLD

25 years' service

Anderson, Neil
Toll Global Logistics, SA
Cain, Gregory
Toll Resources & Government Logistics, TAS
Cardoso, Phillip
Toll Global Express, WA
Chapman, Graeme
Toll Domestic Forwarding, VIC
De Araujo, Manuel
Toll Domestic Forwarding, VIC
Delia, Stephen
Toll Domestic Forwarding, NSW
Doupain, Brian
Toll Global Express, QLD
Fun, Kum Wah (Jerome)
Toll Global Logistics, Singapore
Gatt, William
Toll Global Logistics, NSW
Gilmore, David
Toll Domestic Forwarding, QLD
Giuliano, John
Toll Global Forwarding, VIC
Granger, Ian
Toll Global Express, SA
Hillery, Carl
Toll Global Express, NSW
Hobman, Raymond
Toll Domestic Forwarding, NSW
Hogan, Geoffrey
Toll Domestic Forwarding, WA
Holywell, Patrick
Toll Domestic Forwarding, VIC
Kernaghan, Norman
Toll Domestic Forwarding, QLD
Kowal, Joanne
Toll Global Express, SA
Lawler, Wendy
Toll Global Express, VIC
Lee, Lay Hwa
Toll Global Logistics, Singapore
Leong, Miew Heng
Toll Global Logistics, Singapore
Lovie, John
Toll Global Logistics, VIC
Mantziavas, Peter
Toll Global Express, SA
Maokoontod, Sak
Toll Global Logistics, Thailand
Mifsud, John
Toll Global Express, NSW
Mohd Suib, Bin Mohd Kassim
Toll Resources & Government Logistics, Singapore
Mordue, Bruce
Toll Domestic Forwarding, QLD
Nelson, Errol
Toll Domestic Forwarding, QLD
Pershouse, Glen
Toll Domestic Forwarding, QLD
Ruprecht, Terrence
Toll Domestic Forwarding, QLD
Santos, Cynthia
Toll Global Express, VIC
Scalise, Gaspare
Toll Domestic Forwarding, VIC
Scarmozzino, Giuseppe
Toll Global Logistics, VIC
Sewell, Carolyn
Toll Global Express, VIC
Shannon, Steven
Toll Domestic Forwarding, VIC
Shaji, Valiathan Gopalan
Toll Global Logistics, Singapore
Shiels, Peter
Toll Global Logistics, NSW
Smith, Peter
Toll Global Express, NSW

Thorpe, Garry
Toll Global Express, NSW
Traljac, Zoran
Toll Domestic Forwarding, VIC
Trussell, Owen
Toll Domestic Forwarding, QLD
Van Dalen, Geraldine
Toll Domestic Forwarding, QLD
Wendt, Leanne
Toll Domestic Forwarding, QLD
Wills, Peter
Toll Global Express, NSW
Young, Andrew
Toll Global Express, VIC

20 years' service

Bonnici, Joseph
Toll Domestic Forwarding, VIC
Booth, Bruce
Toll Global Express, VIC
Borg, Matthew
Toll Global Express, NSW
Brown, Maureen
Toll Global Express, NSW
C Bala, Krishnan
Toll Global Logistics, Singapore
Chowdhury, Tanvir
Toll Global Express, NSW
Clarke, Anthony
Toll Global Logistics, NSW
Colquhoun, Paul
Toll Global Logistics, QLD
Conroy, John
Toll Domestic Forwarding, QLD
Davey, Stephen
Toll Domestic Forwarding, WA
Desousa, Kevin
Toll Global Forwarding, NSW
Di Mauro, Benjamin
Toll Domestic Forwarding, VIC
Dickson, Roger
Toll Corporate, VIC
Didlick, Ian
Toll Domestic Forwarding, QLD
Diener, Phillip
Toll Domestic Forwarding, NSW
Farrell, Kevin
Toll Domestic Forwarding, NSW
Ferguson, Nicole
Toll Corporate, QLD
Fremlin, John
Toll Domestic Forwarding, NSW
Ganesan, B
Toll Global Logistics, Singapore
Gohm Kok Beng
Toll Global Logistics, Singapore
Gorman, Vanessa
Toll Global Logistics, NSW
Gunaseelan, Pg
Toll Global Logistics, India
Hisham, Bin Abdul Aziz
Toll Global Logistics, Singapore
Howells, Wayne
Toll Domestic Forwarding, TAS
Hughes, Paul
Toll Global Logistics, WA
Hunt, Nathan
Toll Domestic Forwarding, TAS
Ibrahim, George
Toll Global Express, VIC
Jackson, David
Toll Resources & Government Logistics, VIC
Jamal, Bin Mansoor
Toll Global Logistics, Singapore
James, Ronald
Toll Global Express, NSW
Johnson, Margaret
Toll Global Express, QLD
Kakahi, Keith
Toll Domestic Forwarding, NZ

Kingi, Carroll
Toll Domestic Forwarding, VIC
Koh, Teck Nam
Toll Global Logistics, Singapore
Lau, Mui Li (Jenny)
Toll Global Logistics, Singapore
Law, Lynella
Toll Domestic Forwarding, QLD
Lee, Boon Teck
Toll Global Logistics, Singapore
Lee, Geok Hoon
Toll Global Logistics, Singapore
Liebhart, Karl
Toll Domestic Forwarding, QLD
Loh, Wee Khean (Dennis)
Toll Global Logistics, Singapore
Marshall, Sam
Toll Domestic Forwarding, NZ
Marston, Debra
Toll Domestic Forwarding, QLD
McGlashan, Darryl
Toll Domestic Forwarding, VIC
McPhee, James
Toll Domestic Forwarding, QLD
Moala, Jason
Toll Domestic Forwarding, NSW
Mohamed, Subhan Bin Mohamed
Toll Global Logistics, Singapore
Mohd Ayob, Bin Mashuri
Toll Resources & Government Logistics, Singapore
Murugan, Balasundaram
Toll Global Logistics, Singapore
Murray, John
Toll Domestic Forwarding, NSW
Nunn, Bernard
Toll Domestic Forwarding, QLD
Patterson, Anthony
Toll Domestic Forwarding, VIC
Perryman, Mark
Toll Global Express, QLD
Poole, John
Toll Domestic Forwarding, QLD
Prabakaran, Dhanaraj
Toll Global Logistics, India
Prendergast, Vets
Toll Domestic Forwarding, NZ
Rahmat, Bin Kiwon
Toll Global Logistics, Singapore
Ramdas, T Seetharam
Toll Global Logistics, Singapore
Rice, Horace
Toll Domestic Forwarding, NZ
Ropata, Debra
Toll Domestic Forwarding, QLD
Russell, Andrew
Toll Global Express, NSW
Smith, Margaret
Toll Domestic Forwarding, QLD
Soringett, Gavin
Toll Global Express, NSW
Sulejmani, Vivienne
Toll Domestic Forwarding, QLD
Swales, John
Toll Domestic Forwarding, QLD
Telfer, Adam
Toll Global Express, NSW
Tuskes, Attila
Toll Global Express, QLD
Vains, Matthew
Toll Global Express, QLD
Walters, Suzanne
Toll Global Express, WA
Weir, Jason
Toll Global Logistics, QLD
Young, Michael
Toll Global Logistics, VIC

Zhou, Shengzu
Toll Global Logistics, China

15 years' service

Abraham, Brian
Toll Global Express, VIC
Ahern, Ruth
Toll Global Forwarding, QLD
Allan, Mark
Toll Domestic Forwarding, NZ
Angwin, Christopher
Toll Domestic Forwarding, VIC
Applebee, Lorraine
Toll Domestic Forwarding, QLD
Bateman, Ian
Toll Global Express, QLD
Batty, Darren
Toll Global Logistics, VIC
Bielby, Clifford
Toll Domestic Forwarding, SA
Brown, Scott
Toll Resources & Government Logistics, NSW
Budge, Garry
Toll Domestic Forwarding, QLD
Celarc, Paul
Toll Global Logistics, NSW
Chami, Rabih
Toll Global Express, VIC
Claydon, Micheal
Toll Domestic Forwarding, QLD
Connor, Brian
Toll Domestic Forwarding, WA
Cooke, David
Toll Global Express, NSW
Cott, David
Toll Global Logistics, NSW
Davey, Ian
Toll Domestic Forwarding, TAS
Devi, Aleena
Toll Domestic Forwarding, NZ
Eades, Natalie
Toll Global Express, NSW
Empeigne, Herve
Toll Global Express, WA
Eng, Heong Eng
Toll Global Logistics, Singapore
Finlay, Charles
Toll Global Express, VIC
Foo, Chik Sai
Toll Global Logistics, Singapore
Fountain, Mark
Toll Resources & Government Logistics, VIC
Fraser, Alan
Toll Global Express, NSW
Griffiths, Dean
Toll Global Express, VIC
Gunn, Stephen
Toll Global Logistics, VIC
Guo, Hongran
Toll Global Logistics, China
Hall, Alan
Toll Domestic Forwarding, VIC
Hasan, Syed
Toll Global Logistics, NSW
Hay, Jason
Toll Global Logistics, NSW
Helm, Andrew
Toll Global Logistics, VIC
Hessen, Anthony
Toll Global Express, QLD
Holt, Sarah
Toll Domestic Forwarding, NZ
Hopper, Andrew
Toll Domestic Forwarding, VIC
Hough, Damien
Toll Global Express, VIC

Congratulations to all our employees

Employee milestones

Khan, Abu
Toll Global Forwarding, VIC

Khanna, Eddie
Toll Global Express, NSW

Kilgariff, Simon
Toll Global Express, VIC

Kimovski, Aleksandar
Toll Global Express, NSW

Kingi, Rei
Toll Domestic Forwarding, VIC

Knight, Terence
Toll Domestic Forwarding, QLD

Knight, Gloria
Toll Global Express, VIC

Knowles, Stevan
Toll Resources & Government Logistics, WA

Knox, Anthony
Toll Global Logistics, QLD

Kolak, Joseph
Toll Domestic Forwarding, VIC

Kowald, Carl
Toll Global Express, NSW

Kristic, Katarina
Toll Global Express, WA

Krsteviski, Tony
Toll Global Express, VIC

Krsteviski, Borce
Toll Global Express, VIC

Lackovic, Shane
Toll Global Express, NSW

Latu, Joel
Toll Global Forwarding, NZ

Lee, Robert
Toll Global Express, NSW

Leslie, William
Toll Global Express, NSW

Li, Guangbin
Toll Global Logistics, China

Licastro, Ralph
Toll Domestic Forwarding, VIC

Liew, Keng Poh
Toll Resources & Government Logistics, Singapore

Lim, Boon Ghee
Toll Global Logistics, Singapore

Lim, Jui-l
Toll Global Logistics, Singapore

Lyll, Scott
Toll Global Logistics, VIC

Maddern, Geoffrey
Toll Global Logistics, VIC

Makoni, Suliasi
Toll Domestic Forwarding, NZ

Mangulabnan, Ailen
Toll Global Logistics, NSW

Mapu, Marlinda
Toll Domestic Forwarding, NSW

Markham, Colin
Toll Domestic Forwarding, VIC

Marrison, Gary
Toll Domestic Forwarding, QLD

Martin, Brett
Toll Global Logistics, VIC

Martin, Sonya
Toll Global Express, SA

Maynard, Amanda
Toll Domestic Forwarding, QLD

McCulloch, Andrew
Toll Global Express, QLD

McDonald, Maria
Toll Domestic Forwarding, NSW

Michell, Anthony
Toll Global Logistics, NSW

Mikaio, Haini
Toll Domestic Forwarding, NZ

Minarapa, Hinekiri
Toll Domestic Forwarding, NZ

Mira, Francisco
Toll Global Express, NSW

Mitchell, Mary
Toll Domestic Forwarding, QLD

Moreton, Reece
Toll Domestic Forwarding, NZ

Morgan, Dennis
Toll Resources & Government Logistics, NSW

Morrison, John
Toll Resources & Government Logistics, SA

Moschos, David
Toll Global Forwarding, VIC

Muggleston, Sharlene
Toll Domestic Forwarding, NZ

Murray, Donald
Toll Global Express, VIC

Muteedzi, George
Toll Resources & Government Logistics, WA

Navnath Namdeo, Shelke
Toll Global Logistics, India

Neal, Joshua
Toll Global Express, NSW

Nellaiyappan, Kachapalayam
Toll Global Logistics, India

Ngaiorae, Teremoana
Toll Domestic Forwarding, NZ

Ni, Bin
Toll Global Logistics, China

Ni, Xie
Toll Global Express, NSW

Nielsen, Clayton
Toll Resources & Government Logistics, WA

Nolan, Kirk
Toll Domestic Forwarding, QLD

Norman, Stephen
Toll Resources & Government Logistics, VIC

Nowlan, Deborah
Toll Domestic Forwarding, QLD

Ogden, Nicholas
Toll Domestic Forwarding, VIC

Old, David
Toll Domestic Forwarding, WA

Ong, Kok Ann
Toll Global Logistics, Singapore

Osborne, Stephen
Toll Domestic Forwarding, QLD

Oxtoby, Richard
Toll Global Logistics, SA

Page, Georgina
Toll Global Forwarding, VIC

Pais, Brian
Toll Global Express, NSW

Pancharatnam, Anthonia
Toll Global Logistics, NSW

Papadopoulos, Christos
Toll Global Logistics, VIC

Parasuraman, Vasanthie
Toll Resources & Government Logistics, VIC

Pattel, Nicole
Toll Domestic Forwarding, QLD

Pattenden, Christopher
Toll Domestic Forwarding, NZ

Paul, John
Toll Global Express, VIC

Paul, Peter
Toll Domestic Forwarding, NZ

Pene, Susan
Toll Global Logistics, NSW

Peterson, Paul
Toll Corporate, VIC

Pho-On, Soraya
Toll Global Logistics, Thailand

Porter, Glenn Allan
Toll Resources & Government Logistics, VIC

Porter, Andrew
Toll Global Logistics, SA

Powell, Donna
Toll Global Forwarding, NZ

Prestridge, Kelli
Toll Domestic Forwarding, QLD

Price, Vivian
Toll Global Logistics, NSW

Priyatno, Budi
Toll Global Logistics, Indonesia

Prosia, Lisa
Toll Global Forwarding, VIC

Prosser, Noel
Resources & Government Logistics, QLD

Prosser, Morgan
Toll Global Express, NSW

Protz, Svetlana
Toll Domestic Forwarding, QLD

Qereqeretabua, Jake
Toll Global Express, QLD

Qian, Ling
Toll Global Forwarding, NSW

Quan, Seng
Toll Resources & Government Logistics, VIC

Quek, Yong Meng
Toll Resources & Government Logistics, Singapore

Quinlan, Kieran
Toll Domestic Forwarding, VIC

Rajkumar, Km
Toll Global Logistics, India

Ravi Shankar, Nagarajan
Toll Global Logistics, India

Richards, Evan
Toll Domestic Forwarding, VIC

Rixon, Michael
Toll Global Express, NSW

Roche, Nicole
Toll Global Express, NSW

Rogers, Peter
Toll Global Express, QLD

Rolfe, Anthony
Toll Domestic Forwarding, QLD

Rosewarne, Matthew
Toll Resources & Government Logistics, NT

Rouse, Philip
Toll Resources & Government Logistics, NSW

Rowland, Darren
Toll Resources & Government Logistics, VIC

Rustan Tan, Jemmy
Toll Global Forwarding, VIC

Ryan, Michael
Toll Domestic Forwarding, QLD

Sakthi Ganesan, Murugesan
Toll Global Logistics, India

Samin, Sarah
Toll Global Express, QLD

Savic, Branka
Toll Resources & Government Logistics, VIC

Sbrana, Mauro
Toll Global Express, NSW

Schembri, Leanne
Toll Domestic Forwarding, VIC

Sciocluna, Lana
Toll Global Express, VIC

Scrivens, Dean
Toll Domestic Forwarding, VIC

Sheng, Jing
Toll Global Logistics, China

Shepherd, Rodney
Toll Resources & Government Logistics, WA

Shepherd, Leigh
Toll Resources & Government Logistics, VIC

Simpson, Jack
Toll Global Express, QLD

Simpson, James
Toll Global Express, QLD

Smith, Clive
Toll Global Express, QLD

Smith, Mitchell
Toll Global Logistics, NSW

Smith, Debra
Toll Global Express, VIC

So, Siu
Toll Global Logistics, NSW

Sobagaiah, Singregowda
Toll Global Logistics, India

Sohib, Muhammad
Toll Global Logistics, Indonesia

Soutar, Michael
Toll Resources & Government Logistics, WA

Spaseski, Naum
Toll Global Express, VIC

Stack, Chadwick
Toll Resources & Government Logistics, WA

Stapleton, Wayne
Toll Global Express, WA

Steel, Douglas
Toll Global Logistics, NSW

Storm, Megan
Toll Global Express, NSW

Street, Grant
Toll Resources & Government Logistics, WA

Tan, Boon Peow
Toll Global Logistics, Singapore

Tan, Weng Hua
Toll Global Logistics, Singapore

Tang, Mow
Toll Global Logistics, NSW

Tang-Bird, Megan
Toll Global Forwarding, NZ

Tarlton, Matthew
Toll Corporate, VIC

Tawharu, Lina
Toll Global Logistics, NSW

Tefera, Elizabeth
Toll Global Logistics, NSW

Teng, Belinda
Toll Global Logistics, NSW

Thackray, Kyle
Toll Global Express, NSW

Tong, Yee Woon
Toll Global Logistics, Singapore

Townsend, Dean
Toll Global Express, WA

Triggs, Mark
Toll Global Logistics, QLD

Turnbull, Michael
Toll Global Express, NSW

Vaeagi, Samuel
Toll Global Forwarding, QLD

Vea, Alejandro
Toll Resources & Government Logistics, NT

Vedder, Ali
Toll Global Express, NSW

Velasquez, Lissette
Toll Domestic Forwarding, QLD

Velasquez, Rosalina
Toll Domestic Forwarding, QLD

Venkataraman, Raju
Toll Global Logistics, India

Vijayan, Muthu
Toll Global Logistics, India

Waddell, Jeffrey
Toll Corporate, VIC

Waiwiri, David
Toll Domestic Forwarding, QLD

Walker, Garry
Toll Domestic Forwarding, NSW

Warren, Keith
Toll Global Logistics, NSW

Waters, Kenneth
Toll Global Logistics, NSW

Whicker, Stephen
Toll Global Express, NSW

Whitby, David
Toll Global Express, NSW

Wilkins, Kent
Toll Global Express, QLD

Willis, Alan
Toll Domestic Forwarding, VIC

Wong Leung, Rosendo
Toll Global Logistics, NSW

Woolfe, Brett
Toll Global Logistics, NSW

Yahya, Yemaj
Toll Priority VIC

Yeo, James
Toll Corporate, VIC

Zhang, Hong
Toll Global Logistics, China

Please note: We are including permanent full-time and permanent part-time employees only and the anniversaries are effective from a person's permanent hire date. We have also listed surnames in alphabetical order, followed by first names.

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