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

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Tell us what you think
If you have any feedback or ideas for making Toll Today even better, email editor@tollgroup.com
It’s great to be delivering my first edition of Toll Today, particularly as we enter a new era in transforming Toll.

Since January, we’ve moved forward with a bold new direction, challenging ourselves to think about how we will turnaround our performance and build a long-term strategy for growth. We have made real progress with a clear strategy and a business filled with great people, putting us in an incredible position to seize new opportunities. You can read more about this in the Transformation section of this edition.

I know how hard you have all worked and I am immensely grateful for your dedication to supporting our customers over a continuing period of change. We each have a very important role to play in shaping a great future. I can’t do this alone.

Looking forward, to accelerate our journey, we all must embrace a new way of working. We need to work as one team. We must be safety-obsessed, customer centric, and truly one Toll. We must be willing to lead during times of uncertainty; to bring out the best in others; and be externally focused. We must be able to make tough choices with humility and solve hard problems with resilience. We must embrace change and deliver results.

This year, we will grow as a business with our customers and also grow as a team. Let’s look forward, not back and execute against our plans.

There is no doubt we have an incredibly difficult challenge ahead of us. However, with the backing of Japan Post, one of the largest companies in the world, our passionate and engaged workforce, and world class assets, together we can achieve all that we have set out to do in making Toll a safer, simpler and more customer-focused company.

I am so impressed and incredibly proud of the people and capabilities we have at Toll, which reinforces my deep optimism for our future. With our new structure and our incredible talent, I am certain that our best days lie ahead.

Michael Byrne
Toll Transformation

Toll is currently undergoing the largest change in its 129-year history. We are entering a new era, rethinking the way we work to help us transform into a customer-focused growth company, where safety comes first and where employees are inspired to have rewarding careers.

Our Transformation began in January 2017 shortly after Michael Byrne joined Toll as Managing Director. Michael announced the start of our Transformation Program, bringing together a group of senior Toll managers, who worked in consultation with management consultants, Bain and Company to develop our three-year turnaround plan and overall six-year strategy to return Toll to sustainable growth.

The core of the new strategy is to create a single, customer-focused business that provides an end-to-end logistics solution. Drawing on our strengths, we will operate in markets where we have a clearly defined competitive advantage and growth trajectory.

Our three core areas of operations will be:

**Global Express Services**
Combining Toll Global Express and Toll Domestic Forwarding, our new network business – Toll Global Express Services – will capitalise on our strong market share, expansive footprint and leading infrastructure.

**Global Logistics**
Retaining the name of Toll Global Logistics, this new business will bring together the successful businesses from this Division with Toll Resources and Government Logistics. It will tap deeper into the fast-growing Asian markets to power our growth.

**Global Forwarding**
Retaining the name and expertise of existing business, Toll Global Forwarding will focus on niche areas including Australia-Asia-US trade corridors and expand into valuable segments, providing a value-add service for our contract logistics offering.
Supporting our core operations will be group functions acting as a centre of excellence, delivering operational support and customer service. Two new functions include:

**Group Operation Services**
A new business providing services common across the three operational areas, which includes linehaul, fleet management and procurement.

**Group Sales and Marketing**
Delivering the best in sales, brand and marketing, and customer service across the three operational areas.

Supporting a ‘One Toll’ approach, the many individual businesses that made up Toll are being aligned to our core areas, removing duplication and delivering seamless services to customers; offering a single point of contact for all their needs and the full suite of Toll’s solutions in a simple, integrated way.

Our organisation model and the many other initiatives already underway as part of our Transformation have put us in a strong position to deliver a sustainable future for Toll; for our customers and for our employees.

We are entering a new era, rethinking the way we work to help us transform into a customer-focused growth company, where safety comes first and where employees are inspired to have rewarding careers.
Our world is changing faster than ever. We are being challenged to think, act and collaborate in new ways.

We are investing in a new global safety program. Our goal is zero injuries.

Our goal is to bring the entire Toll offering to our customers in a seamless way.

We need to improve all aspects of our performance:
- Safety
- Customer satisfaction
- Employee advocacy
- Financial performance

Disruptive technologies
New customer expectations
World of slow uneven growth

Safety

Global Express Services
The customer’s confident choice for on time, in full delivery.

Global Logistics
Delivering a logistics solution for customers of any size.

Global Forwarding
Taking our customers to their markets, wherever they are.

Integrating sales
One point of contact for the right solution.

Passionate customer service
Making our customer’s needs our own.

Streamlined organisation
Simple structure that makes us easy to do business with.

Power of One Toll
Structured to deliver value; for Toll and our customers.

One Toll

To accelerate our journey we must embrace a new way of working that enables us to partner with customers, embrace change, transform our culture, and deliver results.
Toll Group
Organisation Chart

Managing Director
Michael Byrne

Group Finance
Michelle Dolan
- Divisional Finance
- IT Commercial
- GFT Program
- Treasurer
- Tax
- Business Assurance & Risk
- Planning and Performance

Group Financial Controller

Group Transformation
Strategy and M&A
Saul Cannon
- Company Secretary
- Group Strategy, M&A
- Toll Transformation
- Group Communications
- Government Relations
- Operational Excellence / CI

Group Health,
Safety and Environment
Jackie Walsh
- Divisional HSE
- Group Health and Safety
- Group Road Transport Safety
- Group Workers Compensation and Injury Management
- HSE Transformation
- Group HSE Info and Reporting
- Group Sustainability and Energy

Group Legal
Adam Martin
- Divisional Lead counsels
- Corporate Lead Counsel
- IT Lead Counsel
- Compliance and Security
- Employee Relations / Industrial Relations Lead Counsel

Group Sales and Marketing
Damain Bishop
- Divisional Director
- Sales and Account Managers
- Sales Operations
- Marketing, Customer Centricity and Insights
- Digital
- MTS
- Group Human Resources
Lesley Staples
- Divisional HR
- Remuneration and Benefits
- Employee Relations / Industrial Relations
- Organisational Development
- Employee Wellbeing
- HR Effectiveness
- Australia HR Services

Group Operations and Services
- Divisional Director
- Linehaul
- Equipment
- Procurement
- Toll People
- Property
- Transformation Office
- Operational Excellence / CI
- Finance

TOLL GLOBAL LOGISTICS
Divisional Director
Chris Pearce
- Retail/Consumer/Healthcare
- Industrials
- Energy
- Resources
- Transitions
- Government / Defence / NGO
- Singapore
- Asia
- USA
- Global Supply Chain Solutions
- Transformation Office
- Operational Excellence / CI
- Finance

TOLL GLOBAL EXPRESS SERVICES
Divisional Director
Bruce Wilson
- Sales and Marketing
- Courier
- Satchels and Parcels
- Pallets & Containers
- Tasmania / Shipping
- Regional Transformation
- Transformation Office
- Operational Excellence / CI
- Finance

TOLL GLOBAL FORWARDING
Divisional Director
Mark Kellett
- Sales and Marketing
- Europe and Africa
- Australia
- New Zealand
- North America
- Rest of world
- Ocean
- Air
- Transformation Office and Operational Excellence
- Finance

Group Information Technology
Françoise Russo
- Divisional IT
- Business Improvement and Transformation
- Planning and Architecture
- Enterprise IT Performance Management
- IT Services Offshore
- IT Services Onshore
- Delivery and Governance
- High Performing Organisation Program
- IT Commercial

Executive Directors, Japan Post
Chikashi Inoue
Nori Wakasaka

Group Senior Executive Committee Members

Effective June 2017
Hear from Toll’s Group Senior Executive Committee

Toll leaders share why they are excited about our transformation

Michael Byrne
Managing Director
“We are well underway with delivering on the biggest transformation program this company has ever seen, and we have a clear path to a strong, sustainable future. The new Toll will be safer, help us do better and more for our customers, and thereby secure Toll jobs and a great future for our business. That is a really exciting prospect.”

Bruce Wilson
Global Express Services
“Transformations are lots of things… scary, confronting, challenging. But most of all they are exciting – this work, which we need to do ourselves, will in the end create the Toll we all want it to be.”

Michelle Dolan
Group Finance
“Within Toll our business is evolving and I am proud to be part of the finance team transformation journey. We are all responsible and have a role to play in the transformation and I’m excited to see what we can all achieve!”

Chris Pearce
Global Logistics
“I’m looking forward to removing the complexity from the business, making it easier for our customers and employees to deal with us and focussing on driving value back to all stakeholders in the safest manner possible.”

Lesley Staples
Group Human Resources
“Toll is a people business and the transformation is bringing simplified, standardised and smarter ways of working together. Importantly we will all be clear about what we need to do, to do the right things, the right way, to get everyone home safely, win new business, be great at our jobs and be part of a successful future.”

Mark Kellet
Global Forwarding
“The Transformation program allows us to enter our significant global projects in one system and provide visibility for all levels of staff locally and globally. This gives us the best chance of achieving positive financial outcomes with each project.”
“I am delighted and proud to be a part of our transformation. Having listened to our customers, we will work hard to ensure they have a superior integrated service experience with us.”

**Françoise Russo**
*Group Information Technology*

“This is an amazing and exciting opportunity for us to deliver for our customers, our teams and take our part in the way technology is changing our industry.”

**Adam Martin**
*Group Legal*

“As hard as this process is, let’s seize the opportunity to make Toll a better supplier for our customers and a better place for us to work.”

**Mal Grimmond**
*Group Operational Services*

“Yes, exciting times. From what I have heard so far, it seems like the new structure will enable real change to take place. Execution of a modern and unified Toll asset management strategy may actually be on the horizon!”

**Jackie Walsh**
*Group Health, Safety and Environment*

“Personally I am very excited about the future of Health, Safety and Environment and what we will achieve with the HSE transformation program. The future of Toll has never looked better.”

**Saul Cannon**
*Group Transformation, Strategy and M&A*

“I like both change and a challenge... and we’ve certainly got that in front of us to transform Toll and turnaround our performance. It is a very exciting time to be at Toll and I believe the future is looking very bright... and fun!”
Award-winning fall arrest frame

An innovative safety solution to protect people working at heights, developed by Stuart Baker, Queensland Transport Manager for Toll’s Contract Logistics’ chemical services, received recognition from WorkCover Queensland in their 2016 Safe Work and Return to Work Awards.

“I realised that there was a significant risk of a fall from height for operators when they were conducting offsite chemical decants, also known as ‘pump outs,’“ Stuart said. “Arriving at the customers’ site, an operator would need to climb on to the back of a tray truck to connect and disconnect the hose when pumping the chemical freight. This posed a real risk of a major fall.”

Working with management, engineers and operators who would be using the solution, Stuart designed, built and tested a fall arrest frame – a complete fall prevention system that is economical and inexpensive to build, and significantly reduces the risk of falls and injuries to the operator. The mobile frame can be secured to the back of a stationary vehicle and used as a safe platform for an operator to stand on while decanting chemicals.

Stuart’s innovation has since been rolled out and embedded in Toll Contract Logistics operations across Australia, and is being shown to other business units to reduce risk in their operations. They have also shared this with one of their customers facing the same risk, who have embraced this solution to offer their operators a safe work platform.

Congratulations Stuart for your ingenuity, and for living our safety values!

Promoting digital intervention in vehicle safety

The Toll team in India were presented with Tata Steel’s ‘Promoting Digital Intervention in Vehicle Safety’ award in January. The award recognises vendor partners of Tata Steel who actively promote safety campaigns and continuously improve vehicle safety within India.

“This was earned from the hard work and dedication of our team. We will continue to strive for better, and look forward to sharing what we have learnt with our colleagues”, says Benson Varghese, Client Relationship Manager, Toll Global Logistics India.
In late 2016, the Toll operations team at Villawood (New South Wales, Australia) led the implementation of ‘Kanban’ for all consumables, labels, pallets, ancillary equipment and container fork-lift fuel at their site. Kanban is a Japanese term for a visual system that is used to trigger an activity, and a key tool to manage ‘just-in-time’ replenishment of items. Kanban provides critical information to order the right item, at the right quantity, at the right time.

The project has provided complete visibility, and eliminated daily shortages whilst optimising stock levels.

The team was coached and facilitated by David Correzzola, National Continuous Improvement Manager, and included NSW State Manager Elvis Basaric, Operation Manager Chico Sarantos, Freight Manager David Harrigan and Site Supervisor Steven Ilievski.

“By involving people through the development and implementation of the Kanban system, the team starts to understand how the tool works and what benefit it provides. Physically seeing the change is an important part in empowering employees and motivating their involvement in these activities”, said David.

The team at Villawood has seen great benefits at their site with the implementation of Kanban.

“The introduction of Kanban at our site has involved all employees, from leadership commitment to forklift and vehicle drivers using the system,” said Elvis.

Chico added, “The Kanban system has put stock and equipment at point of use. We are able to perform tasks more effectively and efficiently, as we don’t spend time searching and don’t run out of parts anymore.”
Working collaboratively to deliver operational excellence

What happens when two Toll teams embrace the values of teamwork and operational excellence?

For the team in one of Toll’s Adelaide depots, South Australia (SA), it was increasing delivery of packages in full and on time by over 1,000 per week, reducing sorting errors by about 50 per cent and saving about $4,000 per week by handling freight more efficiently – all this achieved within seven months.

The foundation of the Adelaide team’s success was the help from the Toll Treasury Wine Estates (TWE) team – co-led by Frank Iaconis, Lead Business Improvement Manager, and Dale Tacono, Regional Manager SA. The collaboration was instigated by Divisional Director, Bruce Wilson. He knew Toll’s TWE national distribution centre in Adelaide was a best-in-class example of operational excellence, and challenged the teams to work together and achieve business improvements.

However, the success truly lay in the team’s willingness to help their Toll teammates; and the improved Adelaide depot being accountable, open to change and receptive to the feedback, enthusiasm and mentoring provided to them.

**Operational Excellence**

Bruno Morgante (Operations Manager), along with Jon Caruso (Country Distribution Manager), lead the project at the Adelaide depot.

“What strikes you about the TWE site is how organised and efficient it is, which we have been able to learn a lot from,” said Bruno.

“We have taken steps to ensure the most important information – such as key performance indicators (KPIs), standard operating procedures and safety information – stand out and are easily identifiable. Equally important to our business is that everything has a place and everything is in its place.

“We also hold daily tiered meetings with our teams on safety, KPIs and relevant issues, including sales, productivity and housekeeping. These small changes to how we communicate have had a massive impact, creating greater engagement and involvement with teams at all levels. For example, our drivers are now actively identifying and calling out sales leads or concerns which is great to see.”
Teamwork
“The key to operational excellence is the way you work,” Frank said. “It is driven by our people, not through an out-of-date autocratic way of doing things. It is set up to reinforce positive behaviours and gives people opportunities that allow the person to grow, develop and improve the business.”

Bruno added, “We have not only reduced costs for our customers, but also customised our services to earn their loyalty. This project has clearly demonstrated what can be achieved when we all pull in the same direction.”

Cutting costs, not trees
The Toll team at Altona North (Victoria, Australia) has saved significant cost and trees by working with our customer Nike to remove over-processing at their warehouse.

In 2016, the Toll team conducted a waste walk (method to eliminate waste), and quickly noted that over 55,000 cartons a month required three types of order summaries and a packing label.

With customer centricity top of mind, the Toll team worked closely with Nike to survey their retailers and customers on their order summary requirements, concluding that the one set of data would be sufficient. The triplication of order information was identified as over-processing.

By removing most of the summaries – a carton summary, an order summary and a packing sticker – the site is expected to save significant cost through increased efficiency, while also saving over 1.4 million pieces of paper (equivalent to 190 trees) per year!

In addition, the layout of the warehouse could radically change; removing the current conveyor system would reduce manual handling tasks, improving safety, and improve throughput.

Toll’s supply chain partnership with Nike was established in 2001, incorporating a custom-built warehouse in Altona North, international freight forwarding and a domestic delivery network.

“Nike aims to minimise our environmental impact in everything we do. Working with Toll on this focused improvement has resulted in great waste savings. Thank you to the Toll team for all your work on this worthy initiative,” said Marie Varrasso, Supply Chain Director, Nike Australia.

With a strong alignment on operational excellence, Toll and Nike will continue to work together and create smarter operations.
Toll helicopters is airborne

In partnership with NSW Ambulance, Toll began a 10-year contract in January providing Australia’s largest aeromedical helicopter rescue and retrieval service.

Toll is operating world-class aeromedical helicopters and training to save lives in Australia, across southern New South Wales (NSW) and the Australian Capital Territory (ACT).

In partnership with NSW Ambulance, Toll began a 10-year contract in January providing Australia’s largest aeromedical helicopter rescue and retrieval service.

How it all began

Toll Helicopters’ journey to launch as planned is the result of more than two years of hard work. Two-year Implementation Plan from signed contract in December 2014:

• Bring eight customised AW139s helicopters online
• Design and implement a contemporary aircrew training program
• Build a world class high fidelity training centre
• Purpose build three aeromedical helicopter bases and modify an existing base in Canberra
• Employ and train new pilots and air crewman

“We didn’t have to change anything from our original implementation plan,” said General Manager Mark Delany. “For us, that is an extraordinary outcome which the team should be very proud of.”

In the first 11 weeks, the Toll Rescue team completed 211 missions, over half of which were search and rescue missions.

The team have also flown to reach and treat patients in canyons, crevasses, road accidents, rivers, trapped in machinery, fallen from cliffs and deep at sea.

One rescue mission was successfully completed on a scorching 40 degree day, searching for a bushwalker in the Blue Mountains, NSW.

In some extreme cases, the medical crews have stayed overnight and cared for patients before being able to transfer them to hospital.
A team of specialists on board each aircraft

The Toll Rescue Helicopter fleet is made up of eight new purpose-built, best in class Agusta Westland 139 (AW139) helicopters, which delivers the latest in performance, safety and innovation – assisting NSW Ambulance helicopter doctors and paramedics to reach patients in remote areas, faster than ever before.

A medical team comprising of a NSW Ambulance doctor and paramedic or nurse, flies on every mission in one of our intensive care AW139s helicopters.

The Aeromedical Crewing Excellence (ACE) Training Centre

From its new purpose-built Aeromedical Crewing Excellence (ACE) Training Centre at Bankstown Airport, Toll is using high fidelity simulation and virtual reality training devices to best prepare its crews and NSW Ambulance paramedics and doctors.

All Toll aircrew and NSW Ambulance paramedics and doctors have been trained identically and meet the same standards through the ACE Training Centre. Every three months, they will spend around three days practicing normal and abnormal situation training together as a combined crew.

“We wanted to change how we trained our people and improve operational capability, excellence, standardisation and most importantly, safety,” said Mark. “Our new ACE training program is innovative, and we are investing in world-class software for helicopter flight data monitoring systems.”

Follow us on Facebook at tollairambulance or visit their website to learn more: www.tollairambulance.com.au
Cristal Mining Australia has worked with Toll to improve their supply hub in Broken Hill, an isolated mining city in the far west of outback New South Wales, Australia.

As one of Australia’s largest producers of titanium dioxide and titanium chemicals, Cristal Mining required a solution for its Broken Hill hub to accommodate growth 15 years into the future.

The collaborative work with Toll improved efficiencies in transporting mineral products to Adelaide (South Australia) and double supply chain capacity – successfully positioning Cristal Mining for future growth.

Shaun Mooney, Toll Intermodal’s Executive General Manager said, “At Toll, we work closely with our customers, such as Cristal, to understand their business needs. By leveraging our industry-leading capability and experience, we can design intelligent best-fit freight solutions that maximise efficiency and optimise outcomes”.

The solution was centred on longer and heavier trains to increase capacity. Toll enabled this through infrastructure improvements, new multi-purpose equipment and improving the materials handling process.

The various simple and creative modifications have resulted in increasing the payload on every train by 40 per cent and a 30 per cent reduction in train paths – improving environmental impact with less fuel and carbon emissions.

And after more than a year in operation, there have been zero safety incidents and injuries.

Trevor Cameron, Asia Pacific Procurement Manager at Cristal praised the collaborative approach. “Instead of saying it couldn’t be done, Toll worked with us to develop this entrepreneurial solution and meet our just-in-time logistics needs.”

This successful collaboration has been further recognised when Cristal Mining was announced as the winner of the Entrepreneurial Procurement Organisation of the Year at the 2016 Procurement and Supply Australasia Awards.
Fuelling Norfolk Island

In late 2016, Toll was awarded the contract to supply fuel and diesel products to Norfolk Island, a tiny Australian island located in the South Pacific Ocean.

To present the best possible solution, Toll partnered with TOTAL and Burnt Pine Fuel to ensure a smooth supply and delivery of fuel.

Tasked with ensuring the island’s fuel levels did not dip below critical levels, Toll, with assistance from Burnt Pine, successfully completed a spot order to deliver fuel to the island in January using the TOTAL Light Coastal Tanker (LCT).

In order to transfer the fuel from the LCT to the Ball Bay Fuel Facility, a floating pipeline was utilised. To ensure the discharge operations have no adverse effects on the delicate and beautiful environment of Norfolk Island, the transfer method requires precision and focus to manage all risks involved.

Toll plans to make approximately three deliveries each year for the Norfolk Island Regional Council once negotiations are complete.

Flying Lion Air Indonesia

Earlier this year, Toll supported Lion Air Indonesia to transport a highly sensitive and expensive aircraft engine from Singapore to Jakarta for maintenance.

Joining the local team in Singapore was Sydney Franciscos, Malaysia Airfreight Manager, who provided additional support and supervision during the initial pickup.

For the transit journey, the engine was safely secured according to strict requirements to ensure no damage occurred to this highly sensitive and costly piece of machinery.

Upon arrival in Jakarta, the Toll airfreight team took over and successfully transported the engine into the hands of Lion Air’s appointed mechanics.

The success of this operation was the result of great collaboration between Singapore, Indonesia and Malaysia’s airfreight teams.

Since then, Toll has successfully moved four additional engines within the South East Asia region and a batch of passenger seats from London to Indonesia for Lion Air.

The Toll team’s local expertise has showcased our capabilities, earning the trust and loyalty of the customer for future opportunities.
Christmas in Australia is a time of gift giving, and busy, time-poor shoppers – a peak period for retail. Recognising this as an opportunity to improve the retail experience for shoppers, Toll successfully trialled a new consumer service – pop-up delivery hubs.

The trial

Designed to reflect the look and feel of a busy Toll distribution centre – complete with miniature Toll delivery trucks – the hubs were trialled in three major Australian Westfield shopping centres – Bondi Junction (New South Wales), Doncaster (Victoria) and Carindale (Queensland).

Customers were able to send their Christmas gifts to their loved ones, offering them convenience, flexibility, and competitive pricing (starting from $10AUD for domestic delivery of a 1kg parcel).

“We continually adapted our offering through the trial,” said Luke Condon, Toll’s General Manager – eCommerce & Product Development. “We did this based on consumer feedback and data insights. For instance, we introduced international shipping options, as well as a home delivery service – shoppers were given the option to drop their purchases off at a hub and have it sent directly to their home.”

Coinciding with the launch of the hubs and to ensure on-time delivery, Toll increased its delivery fleet by 30 per cent in key locations, and staffing by 150 per cent.

How did it go?

The demand far exceeded expectations, with the distance travelled by packages during the trial totalling a whopping one million kilometres!

Feedback was extremely positive, achieving Net Promoter Scores of +59 for parcel receivers and +50 for parcel senders, indicating the potential for further growth and innovation.

“What’s next?

Following the success of our first ever retail delivery hub service, Toll is now looking at expanding this to additional retail outlets during future peak shopping periods. Stay tuned for more pop-ups!

What our customers said:

“Staff were friendly and helpful. The whole process was very efficient at a very busy time of year, making it possible for me to receive my package before Christmas. Very happy!”

“Timeliness, packaging, cost and regional service delivery were all exceptional.”

“Not a single problem, start to finish. Fast service and the gentleman that delivered the parcels was smiling and happy. Wonderful! My experiences with Toll have been brilliant and I would never change.”

“Toll should offer this service on an ongoing basis from more shopping centres – it’s a nice change to not have to line up.”
Have you ever been hacked? Data security is everyone's concern, especially as we become more dependent on technology for everyday activities and transactions.

Toll recognises its customers need digital solutions to protect their data. Toll's Specialised Services is excited to announce a partnership with Egress Software Technologies, a world leader in encryption platforms and data security services. The partnership will offer Australian and New Zealand customers leading-edge digital encryption services through Secure Digital Exchange (SDX).

SDX provides a simple, effective and highly secure way to protect sensitive information both within an organisation and externally. The range of services includes secure email, cloud-based file sharing, large file transfers, web forms and digital mailrooms.

Internally, Toll’s legal team is using the Secure Workspace module to manage highly sensitive communications.

Adam Martin, Toll Group Director Legal, Compliance and Security, said, “We have used SDX to help manage information for a number of confidential and sensitive projects, and have found the system easy to use and a great way to keep control of our data. It provides us and the business with security against both human errors and external threats.”

SDX will be available to a wide range of customers including banking and finance, legal and conveyancing, health, insurance, government, and any organisation that holds and communicates personal and confidential information.

For further information about SDX and how it could support your team and customers, please contact sdx@tollgroup.com

To bring greater convenience to our key customer in Singapore, the Singapore Armed Forces (SAF), Toll has introduced a new initiative to provide common army supplies 24 hours a day, seven days a week – via a vending machine.

This new cashless business model creates a new channel for the same products, boasting greater productivity and adding value to our customers’ business.
‘Being passionate’ wins

Cathy Brailey’s outstanding passion, knowledge, dedication and communication has won her the ‘Being Passionate’ award at the 2016 Lion New Zealand Supplier Awards. Toll was one of four suppliers nominated for the prestigious award, out of the 170 providers in Lion’s New Zealand supply chain.

Cathy, a customer service representative from the Toll Team in New Zealand has been building a strong relationship with Lion for the past nine years.

“The team at Lion have become an extension of the Toll team,” says Cathy. “They are not only interested in ensuring that their customers are happy, but also in ensuring that they support the Toll team too.”

Cathy’s approach to passionate customer service is to encourage good communication. This has allowed her to prevent small issues from growing larger, whilst building a rapport with many Lion staff and continuously improving communication between the two companies.

“Over the years it has always been a strong focus of mine to ensure that if a customer is unhappy, they ring or email me first so that I can try to quickly resolve the problem,” she added.

This award reflects Lion’s appreciation of Cathy’s hard work, and her team are extremely proud of her.

“Cathy’s work in partnership with Mark Twomey, Toll’s South Island Sales Manager, is a reflection of the great relationship we enjoy with Lion, and a 20 plus year relationship that continues to go from strength to strength” said Roberto Brady, General Manager Business Development and Sales.

This is also not the first time Cathy has been commended for her work with Lion – in 2009 she won their coveted Logistics Account Manager of the Year award.

Congratulations to Cathy and team!

Keeping up with America

In February 2017, the Toll team in America attended two industry conferences to thank and socialise with our current customers, and seek new opportunities. The 2017 Retail Supply Chain Conference in Orlando, Florida, was a chance to highlight Toll’s offerings and connect with supply chain executives from major retailers. Information sessions held during the event also provided insight into the concerns of the retail industry.

Toll joined over 2,000 industry professionals, including shippers, carriers, port officials, third parties, freight forwarders, and government officials at the 18th Annual Trans Pacific Maritime (TPM) conference in Long Beach, California.

The latest market forecasts, current issues and opinions concerning container shipping, freight rates, labor issues, and much more were discussed with other industry peers.

Both events will be held again next year, and the Toll team looks forward to attending to keep abreast of our customers and industry in this ever-changing world.
DeVry University students visit Toll

Believing that the key to the future lies in nurturing the next generation, Toll hosted a group of 14 students from the Keller Graduate School of Management from DeVry University, in China late last year.

Toll’s team members Mac Sullivan - Transpac Trade Lane Manager, Greg Gordon - Director Global Sales, and Matt Winters - Director Global Programs kicked off with a brief introduction to the logistics and shipping industry in China.

A detailed tour followed, led by John Marshall, Strategic Client Relationship Manager North Asia, inside a fully operational container freight station to understand Toll’s operational processes, including how goods are received and loaded into containers.

To conclude, the group visited the world’s largest container shipping port, Yangshan Port, in Shanghai, reputed to be 470 football pitches in size.

The visit was a great opportunity for the Toll team to pass on their knowledge, and hopefully inspire the students to a future in logistics.

John said, “It was great to share my experience working in Asia with the group, and now two of the attendees have indicated interest in coming back to China after they graduate.”

Suliana Wainiqolo, a visiting student, stated the trip was extremely informative; she was in awe of the sheer size of Yangshan Port, and that it ‘opened her mind to possibilities’.

Developing capital assets

Toll’s commitment to growth and progressive employment practices to develop human capital has received the Singaporean government’s Human Capital Partnership (HCP) certification, recognising Toll as an employer of choice in Singapore.

Education has greatly transformed the labour force in Singapore, providing a growing talent pool of the young and skilled. However, recognising that hiring was becoming a challenge in some specialised fields, the Singaporean government introduced the Earn and Learn Program (ELP), and the Professional Conversion Program (PCP), to connect employers and job seekers.

The ELP targets students in the Polytechnic and the Institute of Technical Education (ITE) to participate in a ‘work and learn’ program to gain a head-start in a career related to their studies.

Toll accepted the largest number of students from the pioneer ELP group (25.7% of cohort), and has seen them through to graduation. The program provided graduates the opportunity to apply theory into practice in their everyday tasks, qualifying them for salary increments and scope expansion.

In addition to students, Toll is also a strong supporter of attracting professionals to the logistics industry. The challenge in the local logistics scene is marketing itself as a dynamic, interesting and prospective industry to work in. Toll is tackling this through participation in the PCP program, and engaging with professionals undergoing skills conversion looking to make the switch to logistics.

DeVry University students beaming after an enriching and informative visit to Toll’s warehouse and Yangshan Port.
To commemorate a year of being part of Japan Post (May 2016) and introduce staff to Japan’s unique culture, Toll Global Forwarding (TGF) held a Japanese-themed competition among its country offices to celebrate this special anniversary.

Many countries participated, however the Swedish team’s Japanese lunch with sumo-wrestling event won for its high engagement with workers and customers.

We caught up with the winning team’s representatives, Anna Karlsson (Human Resources Manager) and Tobias Stalberg (Ocean Freight Manager), about their prize – a trip to Japan Post in Tokyo!

Q: What was the highlight of the trip?

Anna: The highlight of the trip was definitely visiting Japan Post Headquarters where we were hosted by Minoru Hasegawa (Executive Manager, Global Logistics Strategy Office), Hiroshi Shiraishi (Executive Officer Head of Global Logistics Strategy), Hiroshi Ue (Solutions Group Postal Marketing and Sales Division), Satoru Katou (General Manager Global Logistics Strategy Office), Yu Fukuyama (Manager Global Logistics Strategy) and Sawa Tanaka (Assistant Manager, Postal Marketing and Sales Division). They warmly introduced Japan Post’s rich history to us as well as future plans for the company.

Tobias: Over a traditional Japanese lunch, we had a meaningful exchange session about Sweden’s postal services and compared it with Japan’s postal industry.

Q: Aside from Japan Post Headquarters, where else did you visit?

Tobias: We visited Shin Tokyo Post Office, which is the biggest post office in Japan. Satoru Kato from Japan Post and Yukina Bessho from Toll gave us a tour of the building and showed us the process of their daily operations. It was interesting and insightful to learn how letters and parcels are processed and sorted for local and international delivery.

Anna: We also had the opportunity to visit Toll’s new office in Tokyo. We were made right at home with a very warm welcome from the team. Kazuo Hoshino (General Manager) presented us with an overview of the business.

TGF celebrated Japan Day again this year in May.
For the first time in almost 10 years, and since their privatisation, Japan Post has changed their uniforms. From the 1st April (in time with the new Japanese Financial Year), 160,000 employees in the logistics division donned new sky blue shirts, a much brighter style than the original navy.

Japan Post procured approximately 1.1 million new shirts, achieving significant cost savings (40%) by changing production bases to overseas (Southeast Asia).

All-Japan Women’s Corporate Ekiden Championships

In November last year, the Japan Post Group Women’s Athletics Team claimed their first victory at the 36th All-Japan Women’s Corporate Ekiden Championships, two years after forming their team.

The All-Japan Corporate Ekiden Championships is a series of long-distance relay races contested between Japan’s corporate running teams. It involves regional qualifying races and a national championship for women and men.

In the Ekiden relay races, a tasuki (or sash) is passed between runners – this is a symbolic action for Japan Post, likened to the delivery of letters to customers.

Ms. Nozomi Terauchi, one of the 13 team members, thanked her team and supporters for helping her cross the finish line.

“I crossed the finish line smiling thanks to the efforts of my team members. Along the way, cheers from our supporters gave me courage and strength. This experience has inspired me to keep training hard! Thank you very much for all the support.”

It is back to training for the team, who have their eyes set on winning consecutive championship titles each year. It might only be their first win, but it certainly won’t be the last!
As Australia’s largest food relief organisation, Foodbank helps those in need by transporting donated food and grocery products to over 2,400 charities nationally, delivering approximately 60 million meals each year.

Mal Grimmond, Toll Divisional Director, is passionate about the cause and generously donates his time to the Foodbank New South Wales (NSW) & Australian Capital Territory (ACT) Board, forging a long-standing relationship between Toll and Foodbank.

When Foodbank NSW & ACT CEO, Gerry Anderson needed to purchase a new truck for food transportation, Mal was able to connect him to Kenworth, a division of PACCAR Australia that manufactures trucks.

Kenworth Australia, Cummins South Pacific, Dana Australia, Bridgestone, Eaton, Raeline, Alcoa Wheel Products and PPG Australia all significantly contributed and made the truck a reality.

“It is amazing how the transport industry came together to aid such an amazing cause,” Mal added.

The custom KT 359 truck is liveried in Foodbank’s distinctive purple colour, and has been on the road since October 2016. It is expected to travel 400,000 kilometres, transporting 45 million meals for Australians in need during its lifetime.

Mal’s dedication has also extended across Toll teams. In June 2016, 74 sales team volunteers from various Toll business units enjoyed bonding and dedicating their time to a worthy cause at Foodbank NSW & ACT’s Glendenning facility in Sydney.

A human production line was formed to get food and care packages picked, packed and out the warehouse door. Their efforts came just in time to warm up winter for individuals and families in need.

Gerry is grateful for Toll’s ongoing commitment to the wider Foodbank Australia Network.

“Toll has had a relationship with Foodbank for many years. We wouldn’t be able to do what we do without corporate support,” Gerry said.
When the 2016 Brisbane Convoy for Kids rolled out of Heathwood, 15 Toll trucks were amongst the fleet of 266 trucks, six utes and two buses.

The Toll operations team in Karawatha, Australia, supported the event, generously giving their time and raising over $1,300 for Hummingbird House, the only dedicated children’s hospice in Queensland.

Jay West, Bulk Fleet Controller, and Ricki Turner, Fleet Controller, expertly coordinated the team and vehicles for the event.

Hummingbird House supports children with life threatening conditions and their families, with short break stays, wellbeing services, creative therapies, and care at the end of life.

The 274-strong convoy wove its way along a 65 kilometre route from Heathwood, a south-west suburb in Brisbane, before stopping at the Redcliffe Showgrounds for a concert and entertainment.

Brisbane Convoy for Kids Treasurer, Leanne Dinning, said the 2016 Convoy was its largest yet, and raised over $26,000 for Hummingbird House.

“We were impressed by the dedication of the Toll team involved, who so generously fundraised before participating in the convoy on a 35-degree Queensland day.

“Our heartfelt thanks to the Toll team for their kind donation and involvement.”
Photo feature

TOP
Emergency relief supplies and equipment for those affected by Cyclone Debbie are loaded onto the Royal Australian Navy Ship HMAS Choules at the Port of Brisbane in Australia.
Source: Reuters

BELOW
Andy Noll, Toll Prime Mover Driver in Alice Springs, with a newly painted Dump Truck Bucket (blue for cancer awareness) destined for Newmont Mining in the Tanami Desert, northern Australia.
Do you salary sacrifice to Super?

Ensure you start planning now to avoid exceeding the relevant reduced contribution cap from 1 July 2017.

Key changes to note:

- From 1 July 2017: Pre-tax (Toll employer and your salary sacrifice) contributions will be capped at $25,000 a year.
- From 1 July 2018: You will be able to “catch-up” by rolling over any unused pre-tax (Toll employer and your salary sacrifice) contributions from one year to the next (for up to five years). To be eligible, your super balance must be less than $500,000 before 1 July 2017.

- From 1 July 2017: You can only contribute up to $100,000 each year to super from after-tax earnings (down from $180,000). You may be eligible to bring forward two years of contributions allowing $300,000 of after-tax contributions.

To adjust your salary sacrifice contribution either from now or from 1 July 2017, complete the applicable Salary Sacrifice form which can be downloaded from the Toll Intranet (Departments/Superannuation/Find a form or document).

For more information on the superannuation reforms, contact your super fund or your financial adviser.

If you would like to take advantage of financial planning discounts available to Toll employees from ANZ, please contact super@tollgroup.com

Insurance changes for Toll Group Super Plan members

After a thorough review, including inviting submissions from a panel of five insurers, changes to the insurance premiums and features provided under Toll’s Group Super Plan came into effect 1 April 2017. Premiums had previously remained unchanged for Toll’s Group Super Plan since 2013.

The current insurance environment has dictated that Death and Total and Permanent Disablement premiums must increase, but pleasingly, the Income Protection premiums will fall, and the Life Event enhancements are now available to members.

If you have any questions about this change, please contact super@tollgroup.com or the Toll Member Line at ANZ Smart Choice on 1800 243 182.
CELEBRATING PEOPLE AND COMMUNITY

50+ years’ service
Hogg, Ray
Toll Domestic Forwarding, NZ

45 years’ service
Rowe, Gordon
Toll Domestic Forwarding, NZ

40 years’ service
Lundy, Sandra
Toll Domestic Forwarding, NZ
Ngaia, Gary
Toll Domestic Forwarding, NZ
Ross, Michael
Toll Domestic Forwarding, NZ
Scarlat, Ronald
Toll Global Express, SA
Sheridan, Michael
Toll Global Express, NSW

25 years’ service
Anderson, Neville
Toll Global Express, QLD
Askew, Shane
Toll Global Logistics, VIC
Barrett, Darryl
Toll Domestic Forwarding, QLD
Benic, Anne
Toll Global Logistics, VIC
Debono, Louis
Toll Global Logistics, NSW
Donovan, Dean
Toll Domestic Forwarding, TAS
Flood, Aaron
Toll Global Express, NSW
Frankcombe, Robert
Toll Global Express, QLD
Fulcher, Glen
Toll Domestic Forwarding, QLD
Guy, David
Toll Domestic Forwarding, TAS
Hill, Robert
Toll Domestic Forwarding, QLD
Johnson, Lorraine
Toll Global Logistics, NSW
Lipka, Rom
Toll Domestic Forwarding, QLD
Maisano, Daniel
Toll Corporate, VIC
Misikok, Steven
Toll Global Express, SA
Neeves, William
Toll Domestic Forwarding, NT
Nelsen, Wendy
Toll Global Express, SA
Ng, Soon Lee
Toll Global Logistics, Singapore
Ng, Yaw Seng
Toll Global Logistics, Singapore
Novo, John
Toll Global Logistics, NSW
Palmer, Anne
Toll Domestic Forwarding, SA
Paul, Desmond
Toll Domestic Forwarding, QLD
Pearce, Lyall
Toll Global Express, WA
Ropata, Peter
Toll Domestic Forwarding, QLD
Sheridan, Anthony
Toll Global Logistics, VIC
Smith, Ashley
Toll Domestic Forwarding, TAS
Soo, Kim Kee
Toll Global Logistics, Singapore
Tan, Hwa King
Toll Global Logistics, Singapore
Tang, Yew Sang
Toll Global Logistics, Singapore
Thiele, Mark
Toll Resources & Government Logistics, QLD
Turner, John
Toll Resources & Government Logistics, QLD
Udhamoon, Peerapas
Toll Global Logistics, Thailand
Vernon, Mark
Toll Domestic Forwarding, NSW
Walker, Peter
Toll Domestic Forwarding, TAS

25 years’ service
Antoniou, Sebastiana
Toll Domestic Forwarding, VIC
Ashcroft, Michael
Toll Global Express, NSW
Audrey, Ruby Monica
Toll Global Logistics, Singapore
Bailon, Colin
Toll Domestic Forwarding, NT
Bak, Christopher
Toll Domestic Forwarding, SA
Beamish, Mark
Toll Domestic Forwarding, TAS
Borg, Mark
Toll Domestic Forwarding, VIC
Brown, Mark
Toll Global Logistics, VIC
Buahom, Nattapong
Toll Global Logistics, Thailand
Carr, Cavan
Toll Domestic Forwarding, WA
Chan, Bee Choo
Toll Resources & Government Logistics, Singapore
Chandler, Joy
Toll Global Express, NSW
Chehade, Tony
Toll Global Express, VIC
Chen, Qiuyan
Toll Global Logistics, China
Chia, Choon Ling
Toll Global Logistics, Singapore
Coffey, Debbie
Toll Domestic Forwarding, NSW
Collins, Steven
Toll Domestic Forwarding, VIC
Crognale, Livia
Toll Global Logistics, VIC
Crosbie, Peter
Toll Global Logistics, VIC
Cross, Robert
Toll Global Logistics, SA
Cziszlowski, Rodney
Toll Resources & Government Logistics, QLD
Dib, Sam
Toll Domestic Forwarding, NSW
Donelson, Peter
Toll Global Express, SA
Doody, Heather
Toll Corporate, VIC
Fawdry, Judy
Toll Domestic Forwarding, NZ
Foo, Loh Tse Roger
Toll Global Logistics, Singapore
Franklin, Mark
Toll Domestic Forwarding, SA
Goh, Kin Juay
Toll Global Logistics, Singapore
Goh, Kok Hua
Toll Global Logistics, Singapore
Goh, Siew Hua
Toll Global Logistics, Singapore
Graham, Brett
Toll Global Logistics, NSW
Greenwood, Nicci
Toll Domestic Forwarding, NZ
Griffin, Kenneth
Toll Domestic Forwarding, VIC
Hadid, Mohammad
Toll Global Express, NSW
He, Jun
Toll Global Logistics, China
Hodgson, Mark
Toll Resources & Government Logistics, QLD
Hodson, Janette
Toll Global Express, NSW
Hopkinson, Kevin
Toll Domestic Forwarding, TAS
Illman, Adam
Toll Domestic Forwarding, SA
Imberti, Francesco
Toll Domestic Forwarding, WA
Jaiyawong, Khonsawath
Toll Global Logistics, ACT
Jankowski, Blazej
Toll Domestic Forwarding, NSW
Jenkins, Dean
Toll Global Logistics, VIC
Kaewta, Nathaphorn
Toll Global Logistics, Thailand
Kalai, Arasi D/O Nadesan
Toll Global Logistics, Singapore
Krsteski, Peco
Toll Global Express, WA
Li, Zhengqiang
Toll Global Logistics, China
Liakishev, Andrew
Toll Domestic Forwarding, WA
Lim, Soon Hwa
Toll Global Logistics, Singapore
Low, Kam Lan
Toll Global Logistics, Singapore
Ma, Xiaomei
Toll Global Logistics, China
Marshall, Raoul
Toll Domestic Forwarding, QLD
Martin, Adam
Toll Corporate, VIC
Matthews, Stephen
Toll Resources & Government Logistics, SA
McAndrew, Petta
Toll Domestic Forwarding, QLD
McNamara, Wayne
Toll Domestic Forwarding, QLD
McNaughton, Colin
Toll Global Logistics, VIC
Mei, Yongan
Toll Global Logistics, China

35 years’ service
Italia, Charles
Toll Domestic Forwarding, VIC

30 years’ service
Bailey, Paul
Toll Domestic Forwarding, NSW
Boge, Evadne
Toll Global Express, QLD
Borland, Wayne
Toll Global Express, NSW
Bush, Craig
Toll Resources & Government Logistics, NSW
Carew, Theresa
Toll Global Express, VIC
Carrington, Christopher
Toll Domestic Forwarding, QLD
Constas, Themistokli
Toll Global Express, VIC
Cooper, Kevin
Toll Domestic Forwarding, QLD
Cordeux, Dean
Toll Global Logistics, VIC
Cox, Brian
Toll Domestic Forwarding, VIC
Crisp, Rodney
Toll Domestic Forwarding, TAS
Gilmore, Wendy
Toll Global Logistics, VIC
Hayes, Justin
Toll Domestic Forwarding, TAS
Hollis, David
Toll Domestic Forwarding, QLD
Kennedy, Stephen
Toll Domestic Forwarding, VIC
Lord, Rodney
Toll Domestic Forwarding, QLD
Manduca, John
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McHarg, Mark
Toll Global Express, NSW
McPherson, Donald
Toll Global Logistics, NSW
Pavey, Peter
Toll Global Express, VIC
Robertson, David
Toll Domestic Forwarding, VIC
Ruengsast, Aroon
Toll Global Logistics, VIC
Skelly, Robert
Toll Global Express, NSW
Tacono, Dale
Toll Global Logistics, SA
Taylor, Roger
Toll Global Logistics, QLD
von Bibra, Terry
Toll Domestic Forwarding, TAS

25 years’ service
Webster, Philip
Toll Domestic Forwarding, QLD

25 years’ service
Antoniou, Sebastiana
Toll Domestic Forwarding, VIC
Ashcroft, Michael
Toll Global Express, NSW
Audrey, Ruby Monica
Toll Global Logistics, Singapore
Bailon, Colin
Toll Domestic Forwarding, NT
Ibak, Christopher
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Borg, Mark
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Brown, Mark
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Crosbie, Peter
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Cross, Robert
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McNaughton, Colin
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Mei, Yongan
Toll Global Logistics, China

30 years’ service
Sharma, Jay
Toll Global Express, NSW
Sim, Siew Eng
Toll Global Logistics, Singapore
Sleight, Greg
Toll Global Forwarding, VIC
Swaminathan, Kumara Shanker
Toll Global Logistics, Singapore
Tan, Hoe Ann Jacob
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Tay, Tay Jenny
Toll Global Logistics, Singapore
Terry, John
Toll Resources & Government Logistics, NSW
Thorairaj, Sugumaran
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Toh, Eng Huat
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Turner, James
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Uy, Donato
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Wiggins, Robert
Toll Global Logistics, ACT
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Zhu, Zhongyi
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Zhu, Lijun
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Zhu, Zhongyi
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It doesn’t matter your job title, safety is your job.