From Max’s Desk

IT IS SURPRISING HOW QUICKLY A YEAR GOES PAST. IT DOES NOT SEEM ALL THAT LONG AGO THAT WE WERE CELEBRATING OUR 25TH BIRTHDAY AND WE ARE NOW IN OUR 27TH YEAR.

So what have we got to show for it? Plenty I would suggest! Some things you can see and some that are not so obvious until you look around. Some of these areas will be covered in other reports but on the tangible side the biggest moves in the last year have been the depots. We have outgrown Sydney, Melbourne, Brisbane and Adelaide which is not bad for starters. We are now in the process of moving in Sydney after having taken possession of a great and large new terminal. Michael tells me February is the date with destiny. Melbourne should follow shortly after and Brisbane will be in the “Go” zone as soon as we can finalise suitable premises. In Adelaide, the land next door has been purchased and we are working on the best use of the area. I have even heard rumblings about the Gold Coast, but best you settle down Tracie until we sort out a few of the others!

The biggest moves are in areas that are not so obvious or as involved with operations on an hourly basis. Other sections of the Newsletter will cover these but it is as well to remind ourselves of the company strategy in the areas of IT, Employee Welfare, Compliance and continuous improvement.

WHATEVER HAPPENS WE CAN BE SURE THAT THE TRANSPORT INDUSTRY HAS CHANGED FOR EVER.

The longer you have been in the industry the harder it is to grasp the fact that the short cuts, which built the industry, can no longer sustain the industry. If I (who seem to have been in the industry since the days of the horse and cart) can understand and be passionate about the need to change and continually challenge ‘how we do things around here’. It should be a fairly natural progression for all you youngsters that have yet to reach 70!

There are two major challenges that emerge in the above context. First and foremost our drive to create and maintain a safe working environment for all those who work with us. Our second challenge is to get to the leading edge of our industry and stay there.

You will have noticed the amount of work being done by management to get us to the stage of self insurance in workers compensation. This goes hand in hand with our drive on meeting our legislative requirements regarding compliance, best work practices and caring for our staff. This is not just a fad but a recognition that people need to feel that they are coming to work in a safe environment. An essential party to this process, is that we comply with the requirements of the law and our own safety regulations.

Turning to the role played by IT and the continuous improvement process, customers today are looking for extreme efficiency from their suppliers. Unless we can give it as well as, or preferably better than our opposition, we will not get a seat at the table. It is our belief that we can reach the targets we have set, ultimately becoming the recognised leader in our segment of the industry. All this comes at a cost and we are fully aware that we are sacrificing short term profits in order to get to where we want to go. The second generation directors are quite sure that this longer term strategy is the way to go and they are sure that you will go on the journey with them.

Safety, compliance, technology and best practice all go together and must come together to ensure the future.

Once again it is that time of the year, so from the family our very best wishes for a very merry Christmas and a happy and safe new year.

Max

From the Editor’s Desk

BY AND LARGE, BORDER EXPRESS IS NOT AN ORGANISATION THAT TAKES TIME TO “SMELL THE ROSES”.

Most management books will tell you how important it is to celebrate your wins and to make sure all the people involved gain the recognition that they deserve. With this in mind I have taken the opportunity to reflect the year that was 2007.

Warehouse Logic Park – Wodonga

In January this year we received the keys to the door of our 12,500 pallet facility. By Christmas the facility will be full and generating linehaul work for the Albury operation. A fantastic effort by Andrew Wickham and his side kick Mark Byrne.

Horizon

An initiative that has been on the boil since July 2005 was installed in Albury in May this year. After settling the system down it was rolled out to all depots with the exception of Sydney. This was an enormous effort by Mark Chaston, Brian Mann, Michael Kearns, the Continuous Improvement Team (headed up by Michael Thompson) and IT; a real team effort. Linehaul is now being trialled.

Depots

Sydney, Melbourne, Brisbane (pending), Adelaide, Gold Coast, Perth; a real show of confidence in the business by the Directors. I’m pleased Albury is not moving!

Employee Welfare

We are anticipating the approval of our self insurance license in early December, effective from January 1, 2008. This has been a
The news wasn’t all good. We were all deeply saddened by the loss of Robert Breuer, reminding us all of the dangerous nature of the business we are in. Our thoughts are with Nicky and the family as we head into Christmas.

Thank you one and all for your efforts throughout the year. We have had many things to celebrate, some big, some not so big, but all have contributed to the growth and success of the company. When you put your feet up over the festive season, take a moment to reflect on the part you have played in driving the organisation forward. 2008 promises to be a very exciting year as we continue to promote innovation, training, continuous improvement and opportunity. Merry Christmas and have a safe, prosperous and healthy new year.

Grant Luff, Editor

### Horizon on the move

**HORIZON, OUR FREIGHT TRACK AND TRACE SYSTEM, IS NOW UP AND RUNNING AND IS STARTING TO PROVIDE ENHANCED FREIGHT MOVEMENT AND COMMUNICATION.**

We now have over 200 trucks with Horizon cab kits fitted and their drivers trained, in all depots except Sydney. Sydney is expected to go online in early 2008 following the move into the new depot. This will finally put all depots into Transport Suite for both pickups and deliveries.

The rollout has involved the installation of GPS cab kits in each of the trucks, configuration of the PDA’s (handheld computers), setting up depot computers and systems and the training of drivers and operations staff. The feedback from the drivers has been great. Most of them have picked it up quickly and are now using it to help them in their everyday work. Many of the drivers have commented that the system is easy to use and is better than systems they have used with other companies.

**First milestone reached**

Our GPS mapping system provided a great sight when the whole of Australia appeared on the ‘All Vehicles’ map after our rollout in the Perth depot in September. The day marked a significant milestone in implementing Horizon.

This is only the first of many milestones we need to achieve in order to make this new system something special in improving our business. The big challenge now is to consolidate the great start that has been achieved and build on the momentum, with ongoing support to depots and implementation of some of the brilliant ideas we have received.

**Linehaul Trial**

A trial is currently being implemented with a limited number of linehaul drivers using Horizon. The aim is to confirm the requirements of implementing such a system across the linehaul fleet to assist with fatigue management, trip plans and managing jobs. The Linehaul Trial also aims to confirm the best process to handle manifesting, review actual versus planned trip times, testing of the data systems, verifying data integrity and the systems ability to handle different time zones.

**Version 2 Development**

The PUD Continuous Improvement Team is finalising its recommendations for what is to be included in our new major upgrade of the system, Horizon version 2. The team now has over 50 suggestions for improvement to consider, after which the development team will scope and design the development required.

Thanks again to everyone across the company who has helped us with the rollout so far and can see the long term potential of OUR system.

*Mark Chaston*
Goodbye Robert. We’ll miss you

Since the last newsletter the Brisbane depot suffered the distressing experience with the passing of Robert Breuer in August, who was tragically killed in a road accident at Clyбуcca.

Thank you to everyone within the company both professionally and personally for the support offered to Nicole and the Brisbane staff during this difficult period.

To Our Border Express Family,

I just wanted to say, on behalf of myself and my children, thank you. I know how tough life is for families these days and for everyone to donate to us like you did was just wonderful. Thank you so much.

A special thank you to the Drivers & Forkies for the wonderful job you all did with the convoy and the care of Rob’s Coffin (I knew I could rely on you all) and for the support you have all given us. Rob would have been proud of the convoy. I am sure Rob would have touched your lives in some kind of way.

To all the girls in our depot, you all did an overwhelming job of the food for the day of Rob’s funeral and for the support and respect you have given to me.

To all the other depots a huge thank you to you all for the kind words and financial support you have given to us as a family. A lot of you wouldn’t have had dealings with Rob. Rob was proud of everyone he worked with and we both knew we worked with caring and supportive people and through this tragedy you have all confirmed what we already knew. For this I thank you.

Just to let you all know, my son Trevor is doing well and getting better each day. Just a special thank you to Jeff Mann, Paul Thompson and Barry Macnee for all the support and help you gave on the day of the accident and the quick response in getting me down to Newcastle to be with my son. You have been wonderful through all this and have made a lot of things a little easier.

Thanks heaps for all the love and support we have received.

With Love

Nicky, Trevor, Travis & Brooke.

Mick and Andrew taking on Employee Welfare

The Employee Welfare Department recently welcomed two new staff members to the team in Albury. The roles were created to provide support to the depots ensuring the implementation of Occupational Health and Safety Management Systems. The position of Senior Health and Safety Officer was filled by Michael (Mick) Clewes and the Health and Safety Officer is Andrew Twitt (Twitty).

Mick has recently moved to Albury from Worcester in England with his wife and two children. Mick brings a wealth of experience to this position having served in the first Gulf War. Mick has worked as a Health and Safety Officer for a number of years with a large Waste Recycling Company where he was responsible for implementing a range of safe work systems and procedures.

Twitty has been with Border Express for over eight years as a line haul driver and in more recent years, Workplace Trainer & Assessor at Albury. During this time he has shown a genuine interest in OHS & Compliance issues and has undertaken training to improve his skills and knowledge in these fields.

The Health and Safety Officers will provide support and assistance to the depot managers, H&S representatives and OHS Committees in the promotion and improvement of our safety systems.

Putting “Lean” into Logistics

The euphemism “Lean” which in rough outline means knowing how to serve real customer needs in a manner that is organisationally efficient, and with the least possible waste.

The “Lean” process that is currently being introduced into Border Express has had a marked effect upon the Sales department. With the assistance of Greg Greeley from Enterprise Clarity, we have developed some very strong structures supported by a well developed plan that will enable the sales department to lift our standards and increase our value.

Border Express has a history of phenomenal growth of recent years with revenue increasing by 20% per annum. We have been a able to increase the size of our sales team throughout the country as our revenue has grown. The most recent additions are Rebecca Stevenson in Perth (new position) and Scott Chapman being added to the Sydney team.

As the revenue grows, so will the sales team. To manage and direct their efforts in the most efficient and productive manner, we are lucky to have the boys from Enterprise Clarity to help in our systems and process development.

The expected results? Satisfied customers, measured growth and freight that fits! Bring on “Lean”.

Andrew Twitt and Michael Clewes.
Logic Park
First Year of Operations end with a Bang!

IT HAS NOW BEEN 12 MONTHS SINCE MARK BYRNE AND MYSELF STARTED AT LOGIC WITH A TOOLBOX, SIGNS AND CLEANING EQUIPMENT.

During this time we have seen the storage level fluctuate up to 8,000 pallets back to 1000 and then grow back up to current levels of 8,000. It is now anticipated that by the start of December we will exceed 11,000 pallets on site.

Most recently we started a new contract for Master Distributors, also known as Home Leisure. This involved moving over 2000 pallets and setting up pick bays for over 400 SKU’s.

The time from receiving the go ahead, to picking our first pallets, was just over 13 working days. Normally a project of this size and complexity would be completed over 13 weeks, including the planning processes. This rapid launch was due to the client needing to vacate their current site by the end of the month.

In this time our team has grown from 3 to 17 people which has included a large learning curve for all involved.

With the inclusion of this client we have permanently tenanted over half the warehouse. The other half continues to be utilised by Nestle on a semi-permanent basis.

This means that we are around 6 months ahead of our expected establishment of operations.

Our next plans for Logic include extending the current warehouse by up to a further 1,800 metres. This will be free span space which can be tailored for a range of specialised picking operations.

For 2008 we expect that we will receive solid commitment from clients which will lead to the start of the Stage II warehouse.

We are all looking forward to the opportunities that the new year presents!

Andrew Wickham

Border Express in 2007

AS THE 2007 YEAR DRAWS TO A CLOSE WE THOUGHT WE SHOULD GIVE YOU SOME FEEDBACK ON WHERE THE COMPANY IS POSITIONED IN TERMS OF FACILITIES, EQUIPMENT AND CUSTOMERS.

With regard to facilities, we have purchased new premises in Sydney and Melbourne (Clayton) while Brisbane is still under negotiation. An additional .8 of a hectare was purchased next door to our Adelaide facility to help with the growth they have experienced. Perth and the Gold Coast have both moved into much larger premises. The Logic Park warehouse centre was finished in January. Albury has purchased a great truck wash facility to ensure we keep our equipment sparkling.

To date, the fleet now comprises 100 permanent tow operators and subcontractors, 440 trailers, 106 prime movers and 121 rigid across Australia. Border Express now has well over 3000 customers.

In addition to our full time subcontractors, we employ 610 people across Australia with 250 in NSW, 213 in Victoria, 21 in Canberra, 17 in Perth, 69 in Queensland and 40 in Adelaide.

As you are all aware, we are currently looking at our total business to see what areas we can improve. We expect that in 12 months time, through measured growth, that these figures will have grown considerably as we continue to have new customers come on board.

Andrew Wickham
Border Express has been successful in achieving various training awards including the 2006 ATA Training Excellence Award, Ministers Awards for Training Excellence and in 2005 ‘The Employer of Choice award’.

The term ‘Employer of Choice’ is becoming more important with the changes to the current labour market. Now being demand driven we have to consider how to address issues such as skill shortages, gender equality, aging population and generational views to keep business growing and successful.

What do most employees look for from an employer?

Company Image and Reputation
This becomes important to employees as they need to be proud of their company and how they are perceived within their industry. Current and previous employees are the ambassadors for the next level of employment.

Training
Regarded as the single most effective retention strategy – ‘Train to Retain’. We are actually adding value to our employees which should be seen as a return on investment to the business. Employers need to identify skills that are required to succeed within their industry and train employees accordingly. “What if you train and they leave? But... what if you don’t train and they stay?”

Trust
Employers need to be clear with their company goals and visions and communicate these openly and honestly with their employees. Directors, Managers and Supervisors have to be seen as drivers of initiatives and regularly monitor their success to ensure employees do not become disengaged.

Flexibility
This is becoming increasingly more important due to the balance of life. Employers should be listening to their employees needs and offer flexible employment opportunities, such as part time employment, job sharing, rotating & split shifts and the ability to work from home. If the business is not detrimentally impacted then these could prove to be good selling points for new employees (particularly with Generation Y and Baby Boomers).

How do we know if being an Employer of Choice is working?
Take a look around and if we see that employees are doing well and enjoying what they do, we must be doing something right!

Border Express is committed to ensuring that existing and new employees receive training in their area of employment. We also offer career progression within the company and advertise all our vacancies internally.

Leading and Managing for Results (LMR)

The LMR course has been offered to senior managers nationally to enhance their leadership qualities. Congratulations to recent graduates Paul Dillon (Canberra), Jim Stace (Sydney), Cheryl Miller and Jim Hastas (Albury). Tracie Kachel (Gold Coast) and Dale McBean (Melbourne) will finish in late November.

An education in Transport & Logistics

The Border Express Training Department hosted the Scot’s School Albury students as a part of their Transport and Logistics School Project.

Students had to complete a questionnaire and were able to view the inside of a prime mover and watch it coupling onto a trailer.

Comcare

We are anticipating the approval of our workers’ compensation self insurance licence in early December effective from January 1 2008. This has been a sensational achievement and we join only 18 other national organisations managing their own claims. Self Insurance under Comcare ensures a fair and equitable system for all employees as all entitlements are the same, no matter where you work.

Our election to obtain a self insurance licence means that we will manage claims ‘in-house’ which will ensure decisions, payments and access to treatment will be managed more efficiently and we will not be dependant upon a third party. We recognise that Comcare may, in some cases, vary existing entitlements and should you require more information please contact the Employee Welfare Department.
Compliance

AS PART OF THE PROCESS WORKING TOWARDS SELF INSURANCE FOR WORKERS COMPENSATION, THE OH&S AND COMPLIANCE DEPARTMENT HAS BEEN SPLIT.

Jim Stace with Sandra and Zoe are focusing on Regulatory Compliance, while the Employee Welfare Department has taken responsibility for OH&S. The division of these roles highlights the critical nature of each one and the need for us to ensure that there are adequate resources and attention given to each area.

The Compliance team will be focusing on areas such as Fatigue Management, Load Restraint, Dangerous Goods and the enormous number of other Legislative responsibilities that we, as an organisation, must adhere to.

An example of the initiatives currently being reviewed by the Compliance Department is the proposed implementation of Project Horizon. Following the successful roll out of the PDA units for the local vehicles we are currently running a trial on the line haul vehicles. If the trial is successful these units will have significant operational and customer service benefits. They will also significantly improve and simplify the gathering of information for compliance purposes.

Fatigue management legislation requires us to collect, check and store an enormous amount of information. Currently this is a time consuming and expensive process. By automating this using GPS, personal hand held computers and clever programming from the IT department we are able to generate very reliable data in a cost effective manner. This means we are not only able to ensure that the vehicles are running legally but also provides concrete evidence should relevant enforcement agencies request it.

We believe it is an exciting initiative for the business and another way for Border Express to show that we are a lot more than just another truck company.

SunSmart

AS SUMMER ARRIVES IT IS IMPORTANT TO TAKE CARE WHEN WORKING OUTDOORS OR PARTICIPATING IN OUTDOOR ACTIVITIES.

Border Express has sunscreen available in every depot for all employees so please make use of this during the summer months.

Border Express is a sunsmart employer recognising it’s responsibilities to protecting all employees from the harmful effects of overexposure to UV radiation.

The Cancer Council Australia recommends you take five steps to protect against sun damage when the UV alert index is at 3 or above.

1. Seek Shade
2. Slop on SPF30+ sunscreen
3. Slap on a hat
4. Slip on some sun protective clothing
5. Slide on some sunglasses

And remember, take extra care between 10am & 3pm when UV index levels reach their peak.

For all BEx employees & family members

BORDER EXPRESS IS PLEASED TO ANNOUNCE THAT WE RECENTLY ENTERED INTO AN AGREEMENT WITH AN EXTERNAL PROVIDER TO DEVELOP THE BORDER EXPRESS EMPLOYEE ASSISTANCE PROGRAM (EAP).

The program has been designed to assist you and your immediate families in times where external support may be required. The program is a confidential and free service providing off-site professional support and advice, which is independent of Border Express.

The EAP can assist with a range of personal and work-related issues, including:

- Family/relationship issues
- Grief and bereavement
- Depression
- Difficulty with change
- Work stress
- Interpersonal conflict at work
- Alcohol, drug or other dependencies

The EAP can assist employees in the above scenarios and others by providing:

- Face-to-face and/or telephone counselling
- 24-hour access to counselling
- Range of offices throughout Australian metropolitan and rural areas

These services will be provided by IPS Worldwide, one of the world’s most experienced suppliers of employee counselling services. The services are strictly private and confidential and the identity of individuals and their issues will not be disclosed to Border Express or any of its employees. The company will, however, be advised if trends are developing which may require management action. The company will also receive statistical reports indicating any outstanding features of the utilisation demographics.

Employee Assistance Program hotline

To make an appointment, simply call 1300 366 789 which will connect you to the nearest IPS centre.

If after hours telephone counselling is required you can also ring 1800 451 138 and organise for a counsellor to call you back.

For further information do not hesitate to contact Human Resources on 02 6022 6029.
Employee Welfare Department

SINCE ESTABLISHING THE EMPLOYEE WELFARE DEPARTMENT THE TEAM HAVE BEEN BUSY PREPARING FOR THE CHANGE OVER TO SELF-INSURANCE UNDER THE COMCARE SCHEME.

The company recently underwent an evaluation process at the Albury and Barnawartha depots. The feedback from the Comcare Account Managers was very positive regarding the preparedness of Border Express to enter the scheme in 2008 upon granting the self-insurance licence.

A recent review of the organisational structure has led to a change in the ongoing OHS role within the company. The Employee Welfare Manager, Cheryl Miller now has the responsibility for compliance with the OHS Act (CE) 1991 under the Comcare scheme. This change has resulted in the appointment of two Health & Safety Officers to assist with the implementation of all OHS policies, procedures and to support the depots nationally to ensure the safety of everyone at Border Express. The Employee Welfare Department welcomes Michael (Mick) Clewes and congratulates Andrew Twitt on their appointment to these positions.

Our dedicated Return to Work Co-ordinators from across the country travelled to Albury recently to undertake a two day internal training program. This program was delivered by the Employee Welfare Team to provide them with skills to manage workplace injury and workers compensation. The training was well received. Each of the Return to Work Co-ordinators returned to their depots and immediately put their new skills into practice at an extremely high standard.

As part of the ongoing professional development, the Employee Welfare team attended the 2007 National Conference in Canberra. The theme of the conference was ‘Building business capability through workplace safety and rehabilitation’. The team also attended the 2007 SRCC Safety Awards dinner at Parliament House.

Border Express has commenced a National pre-employment medical examination for all new applicants to the company. Consultation was undertaken with medical Clinics and Occupational Physician’s to produce a company pre-employment medical form. We have also commenced drug and alcohol testing for all candidates applying for a position with the organisation to ensure the ongoing safety of all employees and the public.

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A reminder that any questions or feedback on self insurance can be confidentially emailed to:
insurance@borderexpress.com.au.

SAFETY ALERT - Forklifts

SEAT-BELTS
All Forklift operators MUST wear a correctly fitted and adjusted seat belt to minimise the likelihood and severity of injuries if an incident occurs.

SPEED
Forklift operators MUST operate the forklift at an acceptable speed limit (walking pace) that is suitable for the operating conditions. (Even at walking pace, a forklift has a stopping distance of at least 3 metres.)

PEOPLE
Forklifts MUST operate within designated areas and separate from pedestrians. People MUST keep clear when a forklift is operating or the operator must stop the forklift until the area is clear.

LICENSED
All forklift operators MUST hold a current forklift licence or be under the supervision of a licensed operator while training.

STABILITY
Forklifts MUST travel with the mast and load in the lowest practical position.

Remember
• Always stay inside the cab if a forklift overturns. Do not attempt to jump clear.
• Never raise people on the forks or a pallet.
• Always complete a daily safety check before operating the forklift.

As the silly season has begun and we are all busy I would like to remind everyone to think safety first so that we can all enjoy Christmas with our families.
Transfer to Spectrum from Zurich complete

THE TRANSFER TO SPECTRUM (SMF) IS NOW COMPLETED AND THE FUND IS OPEN TO ALL TRANSACTIONS.

Revised statements have been re-issued so please review these when they arrive. Members can renew their online access by contacting the SMF Member Service line on 1800 333 500.

The features of the fund, including insurances and the low costs structure, are closely replicated in the new fund but we will continue to monitor SMF for administration and investment performance. We will also be reviewing alternative super providers that might provide a better deal for you in the future.

Human Resources

THIS YEAR HAS BEEN A BUSY AND CHALLENGING YEAR IN HUMAN RESOURCES.

As the year closes, a very big thank you to those at depot level, who have supported HR throughout the year.

The question is often asked “what does HR do”? In HR, it is our responsibility to look after the employment lifecycle of the employee. This begins with HR placing external and internal adverts for vacant positions and then providing assistance to the depots with the interviewing and selection of the right candidate. We also make sure that the new employee is paid the right amount (I am sure some of you would disagree) and know what their conditions of employment are. Throughout the employee lifecycle, human resources are involved in the training and development, performance appraisal and discipline/grievance of all employees, as well as development of policies and ensuring that we have enough skilled employees for the future.

This year alone Border Express has employed 191 new employees. With unemployment at the lowest it has been in 4 decades it is important for us to ensure that we provide a work environment that echo's Border Express as an “Employer of Choice” and that all of our employees receive the support and training they need to remain with us for a long period of time.

Some interesting facts:

- From 2008 there will be more people retiring from full-time employment than there will be commencing full-time employment.
- Australia’s median age has increased 12 years in a generation. The median age of an employed Australian is now 40.
- While currently Gen Y comprises just 14% of the workforce, within a decade they’ll be the largest at 40%.

To help us streamline all of our current payroll and HR processes, many of which are currently paper based, HR are currently investigating the purchase of a Human Resource Information System (HRIS). This is a comprehensive software package that covers Payroll, Recruitment, Performance Management, People and Position Management, Training and Skill Development, Leave Management, Time and Attendance, Rostering, Employee Self Serve and Manager Self Serve.

Each employee will be given a login and password and you will have instant access to all your personal information. You can look up your payslips, check annual leave, apply for annual leave, change address or even perform appraisals online. This could be accessed through any workstation, or kiosks will be available in each depot. Down the track we hope to have this information available to Linehaul and PUD through the PDA’s. This would be implemented over a 12 month period around the country and all training and implementation will be performed by Border Express staff. More news on this to follow in the coming months.

Christmas is almost upon us. Due to the public holidays over the Christmas period, pays will be processed as follows:

Period ending 23rd December 2007 (week worked Monday 17th to Friday 21st December)

- Pays will be processed on Friday 21st December. Depending on your banking institution your pays should be in the bank over the weekend or by Monday 24th December.
- Any overtime worked on Saturday 22nd and Sunday 23rd December will be paid in the next pay P/E 30th December.

Period ending 30th December 2007 (week worked Monday 24th to Sunday 30th December)

- Pays will be processed on Monday 31st December. Your pays should be in the bank on Wednesday 2nd January.

Wishing you all a safe and happy Christmas from the Human Resources Team, including our newest member Neisha Webster. Neisha joined the team in November and brings with her a number of years experience in generalist HR.
Ron Debman & Len Sullivan

RON DEBMAN RETIRED ON THE 9 NOVEMBER AFTER OVER 18 YEARS WITH BORDER EXPRESS.

Ron would be one of the most reliable employees we have ever had and leaves with the respect of all of us as he went about his job every day with no fuss or bother but always 100%. He does not retire alone as he retires with his trusty Benz prime mover... Benz #2.

To Ron and Len, a sincere thank you as we wish you both all the best in your retirement years.

As we lose a couple of stalwarts we should also mention that in February 2008 Des Sheather clocks up 25 years with us. It is a long way from the timber yard in Lavington to the facilities of South Albury today but Des saw it all as he contributed to the growth of Border Express. Many thanks Des for your years of loyal service as you now aim for 30 years.

ON OCTOBER 26 LEN SULLIVAN RETIRED FROM BORDER EXPRESS AFTER 27 YEARS AND 3 MONTHS.

Not a bad effort for a company that is only 26 years old! Of the 27 years Len was with Border Express for approximately 22 years and prior to that it was Fleet Express, of which the Albury division was purchased by Border Express.

Len has been a bit of an icon amongst his customers as he managed to have a cup of coffee and scones with each of them daily on his rounds. After many years of wonderful service, Len leaves the company with the highest respect and friendship from his customers, work mates and management and after all these years deserves a long and happy retirement.

Stuck Truck

ON THE MORNING OF 7TH AUGUST STAFF AT THE ALBURY OFFICE WERE TREATED TO THE SIGHT OF A PRIME MOVER GETTING STUCK IN THE DRIVEWAY OF THE CARPARK.

The poor driver only wanted to turn around but the angle of the driveway left him with no traction when trying to reverse.

Enter the saviour for the day Shane ‘Captain’ Cundy who organised a forklift to rescue the embarrassed driver and then proceeded to walk onto the road and direct traffic. Notice the distinct lack of safety gear when standing in the middle of the road.

Rumour has it he might be looking to branch out into Operations after this foray and Jimmy’s job might not be safe.
Adelaide

Welcome to the Christmas rush of 2007. Obviously, the amount of extra resources and work that all have put in over recent times has paid off. We appear to be riding out the storm much easier this year than previous years.

Who would imagine that the large awning that was opened up here in 2003 was now too small. I remember standing at the front of the yard with Ron Crowe and discussing how big this awning was and how long it would take to grow out of it. Guess what! We were out by about 3 years.

In the past few months we have taken on some really large accounts out of Adelaide. Our volumes have grown significantly leading to a very busy year.

This has enabled us to employ new people in our depot. Brian Murphy (PM Supervisor) Rebecca Zenari (Data Entry – Customer Service) and Scott Huntley (Forklift Loader) were all employed by Border Express following the McArthur Transport debacle. We welcome these people and the knowledge they bring with them. I’ve also been told that I must introduce Border Express’s cheapest employee, Skye the budgie. All she does all day is sit around and make sounds like a telephone ringing. This is why we pay her with budgie seed. Skye is a big conversation point with staff and customers.

History was made at the beginning of October when we sent our first road train out of the depot bound for Perth. This new service has not only put the company image out on the road, it has also helped with capacities and arrival times into Perth.

Although sworn to secrecy, I must mention that during the last week of December through to the middle of January, we have 3 long term members of staff in Adelaide all reach the same milestone. Barry Conlon, Kevin Dettman and Graham Worrell will all turn 60 years of age during this period.

Canberra

First and foremost I would like to thank all my staff for the huge effort in the lead up to Christmas. It has been extremely difficult due to staff leaving and also new staff arriving. I would like to welcome Danny Cavanagh to our team. Keep up the great work Danny and watch out for fences.

In my last column I mentioned Simon Mcnally was nominated in the ACT Training Awards in the category of Indigenous Trainee Of The Year. Graham (Poppy) Cox and myself attended the awards ceremony with Simon, and WE WON. What a great night and an excellent speech by Simon upon receiving this very prestigious award. Simon now moves on to the Australian Training Awards in early November in Hobart. A great result for our training department. “Thanks Jodie”.

On the depot front we have had a solid past few months with the level of freight passing through our doors. I am sure everyone agrees that the hardest obstacle we are trying to overcome at the moment is to attract people into our industry. In Canberra we are struggling due to unemployment levels at an all time low. Early in the new year we will be targeting High Schools and also Colleges through their careers departments with a flyer that Jodie and her team have produced and I am hopeful this will give us positive results.

Once again thanks to all my staff for their efforts and bring on Christmas.

Laverton Interstate

Laverton Interstate continues to increase volumes in Interstate, Intrastate and local freight. If the growth is to continue the boys will have to find us a bigger home.

Joe Dabley has replaced Mark Wandel in the operations office working with Irene and Alan.

New employees are Jason Mangan and Michael Cutmore who are our new forklift drivers on the Interstate evening shift.

Addition of some new local contractors, Ray DeNardis, Peter Sotorvski and Jason Govaars. Zolton Justin has upgraded to semi licence, but has no semi to drive.

If anyone knows the whereabouts of Jeff Paterson (Joffa) please return him so he can replace the batteries in his truck and move it!
Brisbane

It’s pretty much business as usual in Brisbane, “Flat out”. The Horizon guys have been and gone, then back again to install more PDA’s. More PDA’s meant more new trucks, or is it the other way round? With the increase of deliveries and daily pick-ups I am not sure how we survived before PDA’s.

September saw the commencement of local deliveries for Mars-Petcare and depot space is now at an absolute premium. We are receiving an average of 2 B-Doubles per day of dog food along with our pre-Xmas linehaul commitments. Office space is also at a premium, we are constantly arranging and rearranging to accommodate everyone. We even moved Paul Thompson into the administration offices to relieve some pressure on the ops offices. Could you imagine Paul trying to manage operations and linehaul movements from an office 200 metres from the action? He couldn’t see the trucks and lasted 2 days! He is now back amongst it.

We have lost a couple and gained even more. William Smith (AM Supervisor) has returned to linehaul, driving the Brisbane to Adelaide leg for one of our subcontractors. Sandon Rothman (Safety & Compliance) has moved on to develop his career further. Gary Winters, (AM Supervisor), Dale Smith and Peter Askwith (both Operations Support) all join us after the doors closed for McArthur Express. These guys bring a ton of transport experience and we welcome them into the Border Express family.

Sunday the 30th September saw the inaugural depot social cricket match and BBQ. This was played in bright and sunny conditions (bloody hot) at the Greenbank Sports Ground. Teams were drawn from a hat and the rules were simple, everyone would get a bat. Forced retirement if you get to 20 and everyone must bowl. Wides and no bowls did not count towards the score (thankfully).

As we never gave the teams names, I can only refer to them as ‘our and their team’. ‘Our team’ got to bat first. Let me just say, ‘Our team’ had 5 members who retired before the aroma of the BBQ and the thought of a cold beer, had us back at the pavilion with a total of 129. After a wonderful lunch and a couple of coldies it was ‘their team’s turn to bat. Other than a retiring partnership from Chris Long and Sandon Rothman, ‘their teams’ performance could only be described as laughable. No one else got to double figures, their total 79. Mind you we did have Dave (D.K. Lillie) Rutter on our side. A great day was had by all and laughter was definitely the winner on the day. Thank you for everyone’s involvement. Special thanks to Jeff Mann for organising the ground and lugging the BBQ’s and esky’s to the ground.

Perth

Welcome once again to news from the west. Cirkey (as someone famous used to say) it is almost Christmas again.

What a year we’ve had here in the west with unemployment at record low and the resource boom running at its peak. This has produced some challenges in its wake.

The year has seen us settle into our new depot and establish a true warehouse operation, thanks to the hard work of Ralph Catalano and his team.

Mid year we took up the option on the remaining 4500 square metres of warehouse and another 1000 square metres stand alone warehouse on this site, enabling us to further enhance our relationship with KCA and Tyco.

With the increase in freight volumes, there has been an increase in fleet numbers to 3 semi trailers and 7 rigid supported by subcontractors.

The following people have joined the Perth operations team. Shane Willcox as operations manager, Terry Regan as PM supervisor, Gary Davis as assistant fleet controller, and the three M’s – Matthew Hooper, Matthew Shearer and Matthew Thompson as forklift operators.

While the following ladies have joined the administration team. Karen Behrendt has taken on the customer service role, Mellisa Bird has joined us as a administration clerk, and Alexandra Wiffen has joined us as a warehouse clerk. Also, Rebecca Stevenson has begun the Perth sales team. Welcome aboard.

Marie Moore and Michelle Cardoso have recently left us, Marie to further her studies and Michelle in her pursuit of greener pastures.

To every member of the Perth team, thank you for their efforts during the past year. I look forward to the challenges of 2008.

To everybody have a wonderful Christmas and a safe and relaxing break.

Albury

The Albury team has had an interesting 2 to 3 months with various challenges thrown at us. On the 11th of October we had our Comcare site visit/evaluation as part of the company’s move towards self insurance. I am pleased to report that the auditors were impressed with what they observed. The depot was inspected by four representatives from Comcare as well as one of their independent auditors. A big thank you must go to all the people involved in the way the depot was presented, Don Hamilton and his workshop team, John Britton and his team as well as Andrew Twitt all did a magnificent job.

In the past month we have had two retirements of long serving employees, Len Sullivan retired on the 26/10/07 and Ron Debnam on the 9/11/07. Len has been with Border Express for approximately 21 years and Ron approximately 18 years. Both have been a valuable part of the team in Albury and will missed, not only by us, but also by our customers they delivered to. We wish them both the best in their retirement.

With retirements comes the opportunity for new employees and we would like to welcome on board Murray Read as a PUD driver.

Glen Rivett has moved from data entry to working alongside Camilla Barker (trying to keep up with Camilla is not easy!). Glen is learning the PUD fleet control and customer service area of the business.

As with all other depot’s at this time of the year, we are preparing for the usual Christmas madness that comes with our line of business.

From all of the team at the Albury depot, we wish all our fellow employees around the country a safe and merry Christmas.
Sydney

The growth for the past 6 months in Sydney as been outstanding. Listed below are some of our achievements in this time.

- Team Sydney has achieved a maximum tonnage moved in one day of more than 2000t. This includes both deliveries and pick ups, and is an outstanding achievement considering only 12 months ago we peaked at 1500t.
- Boxercise has started in Sydney and is attended by a dedicated bunch of team members who, week in and week out, turn up to be trained by fitness fanatic Michael.
- We reintroduced the monthly awards. Three different team members are awarded a trophy that is displayed in the work area and each winner is given a voucher to the value of $100.

Gold Coast

Since the last newsletter Gold Coast has undergone more extensions to our warehouse area. This has given us more area undercover especially during the rain season which of late has been fast upon us.

We also welcome Mona Hodge to Team Gold Coast. Mona has been working in Brisbane and has decided to take the challenge and work in a smaller depot. She is a blessing to our depot and adds to our team spirit.

Gold Coast is geared up for a busier Christmas period that the previous one. We are looking forward to the new challenges and business in the New Year. Thanks to all who have helped the depot along the way.

May you all have a safe and happy Christmas and New Year from team Gold Coast.

Clayton

No real progress on the new depot as Vinidex are still in and we can’t completely access until they leave on 20th of December. We are working behind the scenes at what will be changing when we can get the green light. It is a very busy time averaging nearly a thousand tonne each day from both Melbourne depots.

Craig Miller turned 40 on the 24th of October and there was a surprise party held for him the following Saturday. It really was a surprise for Craig as he could not remember being there.

We have been having trouble with wild cats through the depot at night so our security people gave us some traps to catch them as they were setting off the alarms. We caught 3 in a couple of nights so everything was going well. Michael Kane had been having trouble with cats at home so thought it would be good idea to borrow a trap and catch the one around his house. It was very successful – he caught his own cat.

We have started a 3am shift to get a good start for each day due to the volumes. It has been very successful with Lenny, Jezza and ‘Hot Rod’ Ossell.

Jasmin Caddy has departed after 3 years, Graham Burrington after about 5 years. John Ritchie has gone to Laverton after a couple of years at Clayton.

Melissa and Christina Kazakis, Gail Hitchcock, Roxanne Twyford and Joey Dubois are all new in Administration. New additions in the yard are Perry Blanks, Bill Dalton, Jamie Peck, Steve Pilai, Damian (Spud) Murphy, Peter Fergatoidis, Michelle Dubois, Ricky Richter and Stan Kabaddais.

- Anthony Hart has taken on the role of Operations Manager. After 14 years he has proven his dedication and we look forward to the next 14 years of outstanding performance.
- Last newsletter we mentioned the Sydney depot was moving to a new home at Wetherill Park. At this stage we have a move date of the second last week in January 2008. The renovation has started and all improvements to the depot are coming along well.
- We have been successful in gaining the transportation work for B.O.C Gas. This is a significant account and it is a credit to each and every one in the company. We have proven that what we preach is in fact what we deliver to the customer.

Team Sydney would like to wish everybody a safe Christmas and we look forward to continuing our success as we push forward with our “Lean” lifestyle.