

Border Express NEWS

Edition FOUR Autumn 2005

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From Max's Desk

Border Express secure major position at Logic Park

Welcome to 2005 and what a huge year we have ahead of us!

By now you should have heard the news of our very

exciting new development, the purchase of four hectares of land for a distribution warehouse alongside the new \$100 million Woolworth's Distribution Centre in Wodonga.

This is our most important development since purchasing Marsden's Transport six years ago, and an extraordinary opportunity to grow our business.

The land is part of Logic Park, a 450-hectare distribution centre being developed by the Wodonga City Council at the junction of the Hume Freeway and the Murray Valley Highway south of Wodonga.

Approximately 26 companies will eventually be operating from Logic Park, and our involvement will

place us in a fantastic position to grow our business, build strategic alliances and cement our position as the major freight company in the area.

Many businesses planning to become part of Logic Park will complement each other in their freight task, as well as complementing many existing businesses on the border.

So let me leave you with a very apt quote in the face of all this exciting change:

"Resisting change is like holding your breath...if you succeed you die."

Think about that!!

Kind regards,

Max Luff

Border Express hits the Top End

Max Luff and the NT Minister for Industry, Paul Henderson, recently officially celebrated the arrival of Border Express in the Top End!

Territory Freight Express, owned by Chris Currington, will provide all administrative, line-haul and delivery services on our behalf in the Top End. Chris recently opened a new depot in Berrimah and is excited about the new alliance with Border Express.



With our line-haul running out of Adelaide on scheduled days and a personalised distribution service from Darwin, we are now looking to grow and promote our services to this vibrant part of Australia.

Snapshot - Convoy for Kids



Thanks to all the Canberra team for donating their time on Saturday February 12th to join the **Convoy for Kids**, an annual event that raises money in support of the **ACT Eden Monaro Cancer Support Group** to support families with children undergoing cancer treatment.

FAST, EFFICIENT INTERSTATE ROAD FREIGHT

NEWS in Brief

National ▶ Border Express donated \$5,000 to Care Australia for the Tsunami Appeal.

▶ The Fraud Hotline is up and running. Call 1800 149 429 to anonymously report any suspicious behaviour.

Sydney ▶ Victoria and her front office team recently organised some fantastic charitable programs. Nearly 200 presents were donated to the Salvation Army as part of their Christmas appeal, and the Border Express Sydney Tsunami Appeal generated a large quantity of clothing. Thankyou to all involved.

▶ The racking is complete in the Homebush Warehouse and

the IT system is being progressively rolled out. There are now 20 dedicated warehouse customers and we are approaching our capacity in terms of pallets. An enormous amount of work has been involved in getting it up and running and we congratulate Steve and his team on their great achievements within a relatively short period.

▶ Work commenced in February to concrete the dustbowl/swamp at the rear of the country shed, which will improve productivity in the yard enormously when complete at a cost in excess of \$200,000.

Albury ▶ The new Albury warehouse is almost complete after months of construction.

▶ Settlement with the NSW RTA has been achieved and

Albury has started the yard works with the demolition of an existing shed to make way for trailer parking. The new operations shed will start shortly along with the earthworks.

▶ \$15,000 has been donated to the Mercy Hospital over three years to assist with their building program.

Brisbane ▶ In early February, the Brisbane Depot was fitted with some additional pallet racking for on-site storage, which will extend our on-site capacity to around 450 pallets. Thanks, Mark & Ron!

▶ The Brisbane expansion plans are continuing with negotiations to form a strategic alliance and provide a satellite facility on the Gold Coast to further enhance our daily services to and from the region.

Super dooper SUPER Border Express and Wizard Finance have developed an outstanding Benefits Plan for our employees.

Here are some of its great features:

- ✓No entry fees - on contributions or rollovers
 - ✓Low on-going fees - management fees less than 1.2% for the average member
 - ✓Automatic Life and Total & Permanent Disability Insurance.
 - ✓Income protection insurance - After a 90-day waiting period for up to 2 years.
 - ✓Extended sick leave - In conjunction with keeping Income Insurance.
 - ✓Choice of investments - 38 investment options from 10 fund managers.
 - ✓Better fund reporting - internet based and half yearly member statements.
 - ✓Financial Education - program is offered on-site, online and by video.
 - ✓Qualified financial advice - Financial Advisers are available to help you.
 - ✓Site visits to assist you face to face or call 1300 668 600
 - ✓Spouse benefits - open a super account for your spouse with low fees.
- Conditions may apply to these benefits.

For more details on your plan go to www.borderexpress.com.au/careers/bebp_overview.asp

Or call **1300 668 600** (local call cost).

Nalco Australia - *Another happy customer!*

Nalco Australia is a client who specialises in water-related and process chemical solutions, and one of their employees recently penned this great feedback...

"...From placing my pickup with Kris, David or Grant to completing the paperwork with any of the drivers that pickup from Botany, there is always a smile in the voice or on the face, a laugh, a joke, but most of all my pickups reach their destination on time.

On the very odd occasion that freight has gone astray, it has been located very quickly, with a minimum of fuss and bother and I have always been kept in the loop as to what was happening.

Because of the great service we have received up until December, I went as far to change one of our customers over to using Border Express because their carrier was not performing.

I would like to make special mention of Kris, David and Grant in pickups, Rob McIver and Jai at Clayton, Dale McBean at Laverton and all the drivers that have been to Botany during 2004 to pick up freight ..."

Louise G Newton,
Senior Customer Service
Representative, Nalco Australia



In the Depot



Welcome to the Adelaide depot

Border Express Adelaide has seen in excess of \$800,000 invested into the depot redevelopment to handle the enormous growth in this region. In the seven years since Border Express opened its Adelaide Depot, it has grown from a 1-2 truck a day operation to 10+ trucks a day!

"Now with our new canopy, we load and unload all under cover, no matter rain or shine. I really think we have one of the most superior set-ups in Adelaide," reports Depot Manager Rick Webber.

With this level of growth comes the potential for accidents and pressure on systems, so our

focus is to protect our employees and 'meet and exceed' our clients' expectations. The Adelaide Depot has also seen large investments in infrastructure, changes to systems and procedures and a huge emphasis on training and OH&S.

The result? A safe and happy workplace, lots of satisfied customers and a growing client base.

"I predict we will have a 30% growth in the next 12 months and will outgrow the size of terminal in next 4 or 5 years." says Rick.

"Border Express is a great company," says Rick. "In Adelaide, we have an easy, friendly atmosphere to work in and the company really supports us by giving us opportunities, job satisfaction and job security."

Laverton Depot Manager



Ian Howlett will take on the role of Laverton Depot Manager. Ian has over 13 years in the industry and came to Border Express from Merritt's Transport. With his extensive management experience and no-nonsense attitude, Ian will be a more than suitable replacement for Dale.

Clayton Depot Manager

Dale McBean will take on the role of Clayton Depot Manager. Dale began his career in the transport industry with Border Express over 21 years ago as a forklift driver fresh out of school. Through hard work and a keen eye, he has been able to meet all the challenges and has played a key role in the growth of the company.

National Line-haul Manager Interstate

Former Clayton Depot Manager, Peter Kane takes on the newly created role of National Line-haul Manager Interstate, to assist Border Express in meeting the strategic demands of the line-haul operation.

Peter has been with Border Express for nearly five years and has "been around trucks" all his life. His hands-on knowledge and practical approach will be of significant benefit to this major role.

On the road.....Len Clausen

Drives? Anywhere. Lives? Cranbourne, Melbourne. Years with Border Express? 5. First role in the industry? Driver. Other jobs? Harness racing driver. What do you like most about your job? The people you meet. What has been your funniest experience on the job? Watching a work mate back a B-Double. How do you relax? Fishing. What is the most unusual thing you have done in your life? Working on a prawn boat out of N.T as a deck hand.



Employee News



Brisbane

Plenty of **staff changes** since last newsletter, with the arrival of Jolene Anderson to Reception, Melissa Pollard to Customer Service, Kim Gibson to Data Entry and a whole swag of drivers and freight handlers.

We say **goodbye** to **Robert Ward**, the driver, and welcome Robert as subcontractor. Also **welcome** to **Vince Mould, Dean Heterick** and **Ian Young**.

Goodbye to **Peter Green** and **Shane Laraghy** who have moved to greener pastures.

Ex Brisbane driver, and now "Laverton Local", **Paul Organ**, and **his wife** boast the arrival of a new **baby boy, Josh!**

Albury

Great to see **Harry Biddell** back at work after a serious health scare.

The gardens around the office have finally been completed and look great. Our resident gardener Mark Armstrong (& Mum) should take a bow!

The **new BBQ** has been completed in Albury thanks to Mark. All staff have been enjoying the facilities. Carol, the BBQ Hitler, organised 2 in a week; and after his efforts on Christmas Eve, Shane could be chef for the year!

Canberra

Our staff **Christmas Party** was held at a local hotel and was very successful...so much so that we will in all probability go there next year.

Staff who have had summer holidays are all back refreshed with stories of golden beaches draped with bikini-clad goddesses and fish stories with unbelievable outcomes...hopefully they have settled back to earth and are ready for another year. 2004 was a great year for Canberra and we are hoping that success can be repeated in 2005!!!

Perth

Hatched: December saw the safe arrival of another grand daughter for Heather and Neill - a little buckskin named Brindabella.

Matched: Most of the freight Despatched in 2004.

There was no let up in the volumes of freight into Perth until after Christmas with everyone taking a well earned break, albeit only a few days.

January has seen volumes increase rapidly to what will soon be pre-Christmas volume.

Thank you to **Linda McErvale** for her time and training. Linda had the misfortune to be slaving away in Perth in 30 degree temp, while away from her native Melbourne, which was experiencing record rains.

Laverton

Luke Abbott's last day at Border Express was Christmas Eve after 17 Years service. He's now taken on a Jim's Mowing franchise in Bendigo and we wish him the best of luck.

Congratulations to Sandra Fava who is pregnant (again).

Congratulations to Monica Paterno who clocked up three years of service in January.

Clayton

Clayton has survived another very hectic Christmas period!

Both **operations and administration staff** must be **commended** on an excellent job in providing our very large customer base with the usual high standard of service that they now come to expect.

It is good to see the refreshed smiling faces returning from well-earned breaks, ready to tackle 2005.

Sydney

All staff appear to have recovered from the **Christmas party**, which was held during a very beer friendly 40-degree day in Padstow. Highlights of the day were Santa's obvious difficulty in adapting from South Pole climatic conditions, the mob scenes at the Slurpy stand, and Ava "the funky fairy" getting caught in the middle of the mother of all water fights (Note to all staff - The water pistols were for the kids!).

Paul Thompson has left the company to seek the greener pasture of semi retirement. Thanks to Paul for his efforts as he has been pivotal in the great results achieved by Milperra over the past 12 months. The upside of Paul's departure is that it has provided the opportunity for a number of his team to step up into roles of greater responsibility. This fits with our program of nurturing our leaders from within and providing genuine career paths for team members seeking opportunities.

Congratulations to the whole team for successfully hurdling another trying peak period and **maintaining** our **service levels** and their senses of humour in the process.

Adelaide

With people on annual leave, we've really noticed in Adelaide how much the business has flourished in the last 12 months!

We have had 2 significant changes over here, firstly, Lindsay Coppins who ran the warehouse has left us to go back to his previous field. We now have **Graham Worrell** running the warehouse and turning the warehouse office area into the Adelaide training headquarters.

Goodbye to our resident Victorian, **Matthew Howlett**, who has decided to go back home to Melbourne. We would all like to say thank you and also **good luck** to Matthew in the future.

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