

From Max's desk

With the 2005 financial year now over, it's time to reflect on the year that was.

One of the highlights of 2005 was the purchase of our Logic Park property in Wodonga, which will enhance the transport division and develop a new warehousing division. Another significant highlight is the rapid expansion of Interstate, and the recognition we are gaining in the marketplace as a top quality supplier.

In our pursuit of world-class terminals, people and systems, we have made some large investments whilst at the same time devoting considerable resources to compliance and training.

Companies are made up of several stakeholders, including suppliers, customers, bankers, shareholders and most important of all, staff and colleagues (a term I prefer).

Our bankers are essential partners. There is no way we can invest in our depots without being well regarded by our bankers. Of course, banks want their money back, so a big slice of after-tax profit goes toward these repayments.

The shareholders work hard and are rewarded with a good living, but Border Express does not pay dividends to shareholders; rather any money left is reinvested into the business. The biggest group of stakeholders are our staff, and for the first ten months of the 2005 financial year, approximately 62% of total revenue went to staff and subcontractors!

Every one of you contributes to Border Express's success and the long-term security of each stakeholder – including yourselves!

So when next you think you might give a customer a serve, not really secure a load safely, or not worry too much about damaging goods, think of the future of the business in which you collectively are the biggest stakeholders.

Congratulations to the Interstate division, who has managed to win the work for Dana Spicer, WillowWare and Parker Hannifin. This business was won not merely on price, but because these companies required a "Border Express" level of service. This is a terrific effort by all involved that will result in intense growth. We are now clearly seen as a viable alternative to the major carriers.

Until next edition!

Regards,



Max Luff



BEX FACTS AND FIGURES

Staff growth

Over the past 12 months, our staff numbers have grown from 403 to 443, an increase of 40 (not including tow operators or permanent sub contractors).

New equipment

Equipment purchased recently and on order:

- 6 Prime movers
- 7 B-double trailer sets
- 11 Trailers
- 7 Tray trucks

Total
Expenditure
\$3.44 million

From the Editor's Desk

After the last newsletter, we asked a number of staff for some feedback and suggested changes to this newsletter. We're happy to report that the response was terrific, and over time we will make changes to reflect your ideas and contributions.

Thank you to those who replied. Encouragingly, of the 50 or so people who responded, everyone found the newsletter informative and wanted it to continue. "Around the depots" and "From Max's Desk" were the most popular so we will try and expand on those. Many people asked for more information regarding their own depot, which is understandable but unfortunately, would make the newsletter far too big. Perhaps we can do something else at a depot level.

Welcome to the

Sydney Depot

The Sydney depot in Milperra has just experienced a period of rapid growth and expansion.

Depot Manager Jim Stace takes us on a tour.

The current site in Horsley Rd was purchased in December 1995, then in 1997 a 2000 square metre warehouse was built on site, operating for approximately two years. In 1999/2000, Border Express purchased Marsdens Transport and amalgamated the two operations onto a single site. The linehaul shed was demolished and the warehouse dismantled, and the 4000-metre freight transfer awning was built.



“The workshop, weighbridge, truck wash and sleeping quarters were also completed at this stage,” said Jim.

So Border Express entered the first few years of the new millennium sure that our Sydney facilities would be sufficient well into the foreseeable future. But once again, the company experienced incredible growth, and within two years we had outgrown the site again! As luck would have it, the property next door became available, so we were able to increase the total depot size to 12 acres, (4.85 hectares).

Always looking for innovative ways to improve the Depots, a 70,000-litre aboveground diesel tank was installed in 2004. Work to the site was completed in March this year when the hardstand truck parking area and loading apron were completed.

Border Express now employs 132 people in Sydney, runs 50 local pick up and delivery vehicles and can do in excess of 300 hundred pick ups on a busy day.

“With this fantastic new development, we were able to load or unload up to eight B-Doubles simultaneously as well as staging freight and processing local vehicles,” said Jim.

“To ensure that we are competitive in the marketplace and compliant in our operation, we now have four external and one internal sales staff, a full time OH&S/DGs manager, a systems/IT manager, two pallet controllers, a driver trainer, 4 accounts / customer service personnel, two mechanics, as well as the team of operations managers & supervisors controlling the day to day activities,” said Jim. The future looks bright for Border Express Sydney.

“The current 12 acre site, strategically positioned close to major road infrastructures, will allow many years of growth,” explained Jim. “Whilst there will be some need for expenditure on building infrastructure development to accommodate the anticipated growth, we will not face the need to relocate to outlying areas of Sydney. Most of our competitors do not have this luxury and this is a significant market advantage.”



CHARTER OF PRINCIPLES

Spotlight on.... Employing quality people, facilities and equipment

People are our most important resource, but the quality of our facilities and equipment are also essential to our success. In a previous edition, Max compared business to a sporting contest.

“You must be properly **trained, committed, competitive**, have the right **equipment** and above all, have **vision** and a **passion** to win,” he wrote.

Let’s look at this comparison in more detail...

Training. Through our formal education and development program, we are actively developing a team of quality people. Over the past 12 months, 300+ employees have commenced various forms of training, and we are about to

commence our Frontline Training for managers and supervisors, which will account for another 40.

Committed. We must be committed to our service levels and to ensuring our freight arrives at its destination on time, in full and in good condition.

Equipment. Whether it is a road bike or a B-Double, if we don’t have the right equipment, we can’t hope to perform to our best. Over the past 15 months enormous expenditure has been invested into our linehaul and PUD fleet. Adelaide, Clayton, Sydney, Brisbane and Perth have all had their capacity increased significantly over the past two years, enabling us to handle the volume we are now experiencing.

Vision. New depots, trucks, training and computers don’t appear overnight. Such investment takes vision in the face of constant change. What team ever won a contest without a game plan?

Passion. If we are not passionate about what we do, we cannot hope to succeed at the highest level.

Through employing **quality people, facilities and equipment** to help you perform your jobs better, we hope you will share our passion for making Border Express a leader in our industry. And best of all, there are plenty of opportunities for passionate people to grow with us.

Workplace Injuries

Injuries associated with manual handling are the largest component of all workplace injuries at Border Express. In consultation with your site OHS committee, health and safety representative (HSR), site safety and compliance officer, or site workplace trainer / assessor, ensure all tasks involving manual handling are assessed to determine which ones involve hazardous manual handling and the risk of injury. This will ensure the development of appropriate solutions to eliminate or reduce the assessed risks.

AFL Results

1st	Hastas, Jim	123
2nd	Kane, Pauline	120
3rd	Luff, Jackson	119
4th	Mcbean, Dale	118
4th	Miller, Craig	118
4th	McErvale, Lee	118
4th	Wilson, Linda	118
81st	Anderson, Scott	51

NRL Results

1st	Dillon, Dominique	222
2nd	Roberts, Gary	218
3rd	Dutton, John	216
3rd	Thompson, Michael	216
31st	Luff, Max	130

Pacia Carrier Accreditation Scheme



The Clayton depot has successfully been recommended for re-accreditation for the next two years under the Carrier Accreditation Scheme. The application was made through the self-auditing process that examines the systems and procedures of the freight handling process within Border Express. Being a member of the Plastics and Chemicals Industries Association (PACIA), Border Express has committed itself to requirements of the Responsible Care program to support a continuing effort to improve the responsible management and transport of chemicals. In particular we have agreed to comply with the Responsible Care Transportation Code of Practice that governs our actions with respect to the transportation of chemical products from their source to their destination.

The PACIA Transportation Code of Practice is intended to:

- Ensure regulatory compliance with National and State legislation
- Achieve progressive improvement in safety and reduction of incidents which can result in harm to people or to the environment during the transportation cycle;
- Provide an effective emergency response to transportation incidents which minimises injury to people or damage to the environment;
- Ensure that the management systems necessary for responsible transportation activities are in place and are functioning effectively;
- Promote co-operation within the transportation industry in reducing risks associated with the carriage of chemicals;
- Improve public, employee and carrier confidence in the transportation of chemical products.

A lot of work was done by those involved in the process, which will prove to be a great assistance in gaining the accreditation across the other interstate depots.

Tired truckers more likely to be overweight, says study.

Here's another reason to try to develop a regular sleep schedule and eat healthily on the road. Two recent American studies suggest there's a direct correlation between sleep deprivation and obesity.

The studies suggest that when you're tired, two hormones regulating appetite (leptin and ghrelin) go out of synch to increase hunger. That means you're likely to scoff starchy carb and high fat snacks on the road.

Source: both studies were published in the *Annals of Internal Medicine*

CATCH A CROOK

If you notice something suss, grab the phone and call the theft hotline on

1300 149 429

Remember, It's completely anonymous and you're protecting your own future as well as the future of our business.

Older Workers getting better all the time

Did you know?

By about the year 2020, the number of workers retiring will outnumber people entering the workforce!

What does this mean to you? Well, with fewer young people entering the workforce and paying their taxes, there will no longer be enough money to fund pensions...which means many of us will have to work a lot longer before we retire, or risk our super drying up too soon.

But with good workplace design, changes to some of our processes and

procedures, and the co-operation of all our employees, Border Express is beginning to make changes to address this problem now.

Our older workers contribute so much experience and knowledge to the business, and we'd like to have them around for many more years, which is why we may ask you to make changes to the way you've always done things. With the co-operation of everyone, we can make Border Express one of the safest businesses in the industry – no matter how old you are!

Safety and Compliance Chain of Responsibility

Over the past two years we have all heard the term Chain of Responsibility loosely thrown around the transport industry.

So what exactly does the Chain of Responsibility mean to all employees at Border Express?

The Chain of Responsibility means that anybody who has some control in the operations of transport can be held responsible for breaches of road laws and may be made legally liable - not just our drivers.

You all share responsibilities for ensuring breaches of road laws do not occur.



The Chain of Responsibility currently applies under driving hours and dangerous goods regulations.

New provisions in the Road Safety Act mean that from the 30 September 2005, the Chain of Responsibility also applies to MASS and DIMENSION LIMITS, and LOAD RESTRAINT REQUIREMENTS... more info to follow.

Innovation and Design

In an endeavour to reduce manual handling related injuries, an innovative design is being trialled on all Border Express sites to control the risk of injury caused by lifting gates from vehicles.

Two systems - suspended gates and swing gates - are currently being installed to Border Express vehicles.



What to eat to keep you alert and alive...

For truck drivers, eating on the road can be a challenge, especially at fast food restaurants and truck stops.

We know it's impossible to eat well all the time, but follow these tips and you'll be amazed at the improvement in your alertness and mood.

On waking

Eat a breakfast of low GI carbs, like muesli or oatmeal and fruit, combined with some high quality protein like eggs, yoghurt or milk. Don't eat high fat foods such as bacon, sausages or hash browns or high sugar foods, like donuts or white bread, as they'll just cause your energy to crash and burn.

Snack

Fruit, or carbs and protein like baked beans and toast. Don't eat a purely carb snack as it will lead to drowsiness

Lunch

Have a high protein lunch with quality carbs. Fish, chicken, beef – maybe a burger on a wholegrain roll. If you usually get hungry after lunch, eat some beans with your lunch.

Don't eat starchy carbs like pasta, potatoes or white bread, as they'll send you to sleep.

Snack

Now's the time to eat some low GI carbs, but not the sugary type. Late afternoon (or the equivalent in your biological clock if you're a shift driver) is when lots of people get stressed, and carbs release the feel good hormone "serotonin", which will soothe any jittery nerves.

Dinner

If you'll be going to sleep shortly after dinner, eat a higher level of carbs, to produce more serotonin to calm you for sleep. Don't eat too many carbs if you have an active night ahead, as they'll put you to sleep. Don't eat a heavy meal, or your digestion will keep you awake.

If you will be driving into the night, stick to the same eating suggestion as for lunch, to keep you awake and alert.

Tips



Walking and stretching will trigger your "sympathetic nervous system" into action, which helps you stay awake.

Cool dry air keeps you awake. Heat and humidity make you drowsy.

When you're on the road, play music and sing or whistle along to keep you alert. Music can also help you relax while you're driving.

Don't drink too much caffeine, it can make you feel jittery and keep you from getting enough sleep. This can create a vicious cycle in which you're tired all of the time, so you drink more coffee, then can't get to sleep the next night, and so on.

There is no substitute for sleep.

Before starting a diet or exercise plan, always consult your doctor.



SEND US YOUR RECIPES

If you have any recipes for healthy eating on the road, we'd love to hear from you.

Email them to grantluff@borderexpress.com.au

Transportation of Dangerous Goods

Educating our customers!

Over the past few years, Border Express has invested considerable resources into educating our employees on the safe transportation of Dangerous Goods. Now, to help our customers understand their responsibilities, our OH&S Group Compliance Representatives have produced a customer information handout. The information brief contains general information for consignors, an important notice which lists the most common questions and answers asked by companies, plus a detailed explanation of shipping document requirements with a blank example of an acceptable shipping document. The requirements of the Border Express consignment note are also explained and a dangerous goods segregation chart is included.



This brief will be a useful tool for our Sales Executives and our customers, helping them to gain a better understanding of some basic legislation requirements.

“This is also an example of our commitment to providing helpful information as we build relationships with our customers,” said OH&S Group Compliance Representative for the Northern Region, Ian Pearce.

Red Nose Day

Border Express has been involved in the Sids and Kids **Red Nose Day** for the past three years, offering much needed support and assistance in transporting their national stock of supplies around Australia.

“We are so delighted and grateful of the support Border Express has shown us over the past three years,” said Alecia Minster, National Red Nose Day manager.

“The teams at Border Express around the country have been wonderfully enthusiastic about helping us”.

This year, Australia’s largest Bear, our **GIANT Super Hero Bear**, has joined the cause! GIANT Super Hero Bear travelled around the country to a variety of public programs as the official mascot for **Red Nose Day**.

We should all be very proud of our contribution says Greg Dark, who initiated Border Express’s support three years ago.



“In what way would it be more important than to know that you have helped to contribute to saving the life of an infant,” said Greg.

“All of our people approach the **Red Nose Day** event in a very positive and enthusiastic manner and we are always willing to assist SIDS and Kids as much as possible. It’s a great buzz to dress up of our fleet of trucks which looks absolutely priceless – not to mention the drivers - they take an enormous amount of pride in putting the noses on their trucks”.

Why choose the Border Express Benefits Plan?

The recent choice of super fund mail-out that accompanied your annual Statement of Earnings included a Quick Comparator Table. A revised table will be distributed shortly when June 05 performance results become available. The table shows the features of various funds, and there are a number of important differences.

The Border Express Benefits Plan (the Plan) has selected Zurich iSuper as the group’s default fund at this time. We believe the benefits offered by the Plan to members overall are superior to alternative providers.

The general features of the Plan include:

- No fees on contributions or rollovers
- Low management fees
- Wide range of investment options
- Extensive Life and Total & Permanent Disability (TPD) insurance offered with **automatic** acceptance
- Binding death benefit nominations
Compel the trustee to pay death benefits in line with your wishes
- Spouse accounts with similar discounts
- Online account information
- Free Financial Planning advice
- Site visits and financial education offering

The unique features of the Plan, which are only available to a member of this plan, include:

- Income Insurance automatically accepted for drivers and blue collar workers
- Extended sick leave (at 84% of average earnings) of up to 60 days for members who keep their income insurance option
- You have a say regarding the super plan through the policy committee
- Benefits are fully customizable to meet your needs
- Periodic review of other super providers to ensure the benefits offered by the plan continue to be relevant and appropriate to members. (Note: the Plan is not bound to any particular provider).

For more information on the plan features either: Call the plan advisers,

• **Financia Wisdom on 1300 668 600**

The plan administrators,

• **Zurich i.super on 1800 010 166**

Or visit our website at

borderexpress.com.au/bebp_overview.aspx

SIDS and Kids is an international leader in the field of health promotion, dedicated to the elimination of sudden and unexpected infant death. They also provide much-needed counselling and support for all families and those in the community who have suffered the sudden death of an infant or young child, regardless of the cause. In 1988, when Red Nose Day first started, 479 Australian babies died from SIDS, in 2003, a further 2020 babies died in the peri-natal period in Australia.

ADELAIDE

NEW FACES

Wayne Clohessy has joined our team in the role of PM supervisor. With his experience he has also become a member of our OH&S team run by **Graham Worrell**. **Roz Martin** has joined the team as our customer service officer. **Kevin (Bluey) Dettman** has joined our team after many years with United Transport. Kevin brings with him invaluable knowledge of the transportation of Dangerous Goods and is a great resource for anyone who has queries about compliance of loads. Kevin is also a member of our OH&S team. **Stephen (Where's Wally) Robinson** has joined us in the yard as freight checker.

GENERAL NEWS

In the not too distant future, a new highway will be completed to the north of our depot heading down to the Port Adelaide area. Once this has opened, there will be a lot less traffic congestion on Grand Junction Rd, which is the front entrance to the depot.

THANKYOU!

As is normal in any business, recognition is not always given to staff as regularly as it should be, so I take this opportunity to thank all my staff for their loyalty and dedication to the business in this growth period. I must also include the local delivery subbies for the outstanding way they go about conducting their business. Through customer service and PR calls we have found that the vast majority of all clients are extremely happy with all Border Express staff and drivers.

LAVERTON

NEW FACES

Welcome **Mandy Harris** in data entry. **Donna O'Shea**, an operations and warehouse controller. Local drivers, **Adam Parsons** and **Wayne Treadwell**. Welcome **Rod Kitto** manager of the Dana contract, and **Julian Cox** transferring from Albury.

GOODBYE

Sandra Fava who has left us after eight years.

CONGRATULATIONS

Mark Draper (no relation to Colin, lucky chap Mark!) on his appointment as yard supervisor.

DEPOT CHANGES

The Adelaide sales team has been relocated from the warehouse at Kilkenny back to the transport yard at Wingfield, which helps keep all sales and customer service communications.

SALES POWER!

Congratulations to **Barry**, who has brought some new accounts to Adelaide. To mention them all would be too extensive and Barry would blush, so we'll mention just a few in no particular order: Lane Print, ES Wigg and Sons, Richard Jay Distributors and Beerenberg Jams. All reports on our service levels are extremely positive.

SIDS AND KIDS

Like most other depots, we had a visit from Sid the bear. We thought that we would take the opportunity and involved one of our new customers (Beerenberg Jam Factory) in a photo shoot with Sid.



The client was over the moon about having a visit from Sid. We also gained a lot of enthusiasm from the general public when they saw a 9-foot bear on the back of the company ute, driving through the city and up into the hills. I believe that one radio station even had a bear alert go out!

DEPOT CHANGES

We have added a new 14 plt tailgate tautliner to the local fleet to help with the distribution of Shell and Watty and the growing number of daily pick ups. We are again storing new cars at Laverton after the rear of the site was vacant for a couple of years. Work is starting to gear the site for the busy season fast approaching.

OUT AND ABOUT

The Queens Birthday long weekend saw a number of staff head to Hay NSW for some relaxation, led by local subbie **Steven (Bug Eyes) Boyd**. All who went on the trip managed to make it to work on time Tuesday!

ALBURY

NEW FACES

Welcome to local PUD drivers **Daniel Camilleri**, **Adam Barker**, **Craig Morrow** and **Aaron Withers**. **Lee O'Reilly** joins us in accounts payable replacing **Zoe** who has moved into a compliance role and **Nathan Younger** who joins the ever expanding IT team.

DEPOT CHANGES

The RTA has finally taken possession of the land along the back of the Albury yard and has already commenced fencing off the area.

We've also started building our new loading/unloading shed which when complete will give us room for nine trailers to be loaded/unloaded under cover. Even John Britton will get a new office to replace the portable he has put up with for the last 10 or so years!

The new warehouse has been completed and is already full with baled waste paper for Norske Skog. It is 7,500 square metres in size and can hold approximately 2,500 tonnes of baled paper. In addition to this, we have completed the sealing of the depot around the warehouses, which will reduce the amount of mud in winter and dust in the summer.

TRAINING

Training is proceeding well and we are on target to have the training for all the local PUD employees completed by the end of September. Overall we have completed approximately 65% of the competencies, and this result reflects the efforts of our workplace trainer **Rob Hartles** and the great approach taken by employees.

SALES POWER!

Noel Shepherd and our sales team have been busy visiting existing clients and also introducing Border Express to prospective new clients over the past couple of months. Noel has recently secured the work of Mountain H2O, Huhtamaki and Upper Murray Seeds. Congratulations!

BRISBANE

FAREWELL

To **Tara and Paul Magher**

DEPOT CHANGES

Brisbane recently completed a new ramp to access an area of the site previously unavailable to use for staff car parking. This should vastly enhance our current working environment and take some pressure off our yardmen and loaders, in their quest for consistent early shuttle departures. Max loves it! It means we have one less excuse to be looking for an alternative site.

TRAINING

At present, we are relying on **Graham "Poppy" Cox and Sar/Major Olsson** to provide us with on site WTA' to ensure our training program is completed within the necessary timeframe. I'm not sure if Ben can handle another steak from the Norman Hotel (Internationally regarded as the World's WORST vegetarian restaurant, but is doing its bit to keep Angus Beef breeders such as **Gus Byatt** in the marketplace), so he'd better send a subby on the next trip.

OH&S

We have recently re-hashed the First Aid and Safety committees in Brisbane, and congratulations to the following people for the successful completion of either the Senior First Aid Certificate or In House Safety Committee Inductions.

First Aid:

Tara Brown, Peter Hewitt, Paul Magher, Lynne Prosser, Shane Pritchard and Jeff Chappell

Safety Committee:

Geoff Hoppner, Paul Magher, Peter Machin, Wayne Knudsen, Trevor Fraser and Peter Hewitt.

CLAYTON

NEW FACES AND NEW ROLES

Anna Ioannone - Reception.

Anna has filled the position left by **Helen Smith** who has taken up the customer Service support role with Matt Howlett.

Brett Crowe - Administration

Manager. Brett has now filled the void left by **Chris Lovell** who officially retired. Chris has headed north to retrace his childhood steps in the outback.

Colin Lyons - Sales

Welcome back **Peter Govaars** to the workforce

Janice Casa - Data Entry

Chris Grandit - Workplace Trainer

10 YEARS SERVICE

Mike Cross - Clayton Fleet

Control. Mike started with Marsdens transport as a PUD driver and has progressed to local fleet controller. Mike is regarded as a cornerstone of the local pick up operations and rules his operation with diligence and professionalism.

YARD IMPROVEMENTS

The PUD drivers are delighted to see the concrete repairs to the yard are well under way.

PERTH

NEW FACES

Welcome to **Catherine Smith** who has joined the Perth team in the role of customer service / admin. Catherine replaces **Sheryl** and brings with her many years of transport experience covering all aspects of the industry where she ably assisted her husband to run their own small fleet of trucks out of Perth.

NEW POSITIONS

Glenn Collier has taken on the challenging new role of fleet controller.

DEPOT CHANGES

Mid May we welcomed **Jeff Quinn** and his toolbox to the west. Jeff spent several days enhancing the phone system, getting his hands dirty and meeting some of the multi legged little creatures in, around, and under our office. Jeff and his IT team will take Perth from the previous single line phone system to multi line ISDN system which will enable us to expand our communication to all our customers both external and internal.



Brisbane:

Geoff Hoppner
Newly appointed
Fleet Manager and
member of the
Safety Committee.



Brisbane:

Wayne Knudsen
Forklift operator, AM
Shift, member of the
Safety Committee.

Border Express

SYDNEY**SALES POWER**

A big congratulations to our sales team who have recently secured significant new accounts including Kuehne & Nagel, Benq, Coates Ink, Southside Logistics, Markitforce and Sembcorp Logistics. Our sales team are capitalising on BEX's excellent service, attracting new customers disillusioned with the service they are receiving elsewhere.

NEW FACES

Richard Lucas has joined the Milperra Sales Team.

Melanie Dailey joined us in March in the newly created "Internal Sales & Sales Support" position.



David Watts joined "Team Sydney" in June as the Milperra Linehaul Manager. David continues the recent trend of only employing people over 6' 4" in key positions in Sydney.

LONG SERVICE

Keith Canning joined Border Express when we purchased Presto Transport and has racked up 24 years service to the combined entity!



Gwen Whitford joined the company as a result of the merger with Marsden Transport and now has 16 years of service.

DEPOT CHANGES

The single drive prime movers, pulling 30ft mezzanine trailers, are proving very successful.

We now have four of these units operating. Anthony and his team utilise this equipment in high volume areas where the maneuverability and 18t payload are best utilised.

**Border
Express****Contact Points:**

Adelaide
(08) 8444 8100

Albury
(02) 6022 6000

Brisbane
(07) 3373 9100

Clayton
(03) 9552 1600

Canberra
(02) 6123 3100

Laverton
(03) 8368 7200

Perth
(08) 9350 5985

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