

Border Express

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From Max's desk



By the time this newsletter hits your desks, trucks or forklifts, 2004 will just about be history. And what a year of achievements it's been, with the substantial investment in our terminals, our new national training program, our OH&S achievements, IT investment and our growing team of transport professionals. 2004 has been a year of growth and a year of learning.

We've learnt that if we have our sights set on the "big league" our preparation must be completely up to speed. It is not unlike a sporting contest. We must be properly trained, committed, competitive, have the right equipment and above all, have a vision and a passion to win.

This year we have moved into a new league of business with our interstate operations. In many ways we are now challenging many of the "big guys" and are faced daily with fierce pressure and competition. What a credit it is to our team that we have made some of the competitors a little nervous!

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Go Well, Go Shell

Have you heard the news? Border Express has recently won the tender to distribute lube and packaged product throughout Australia for Shell Australia!

Shell Australia had initiated a complete Supply Chain review including the delivery of product direct from warehouse to customer. The project has taken over 12 months of discussion, consultation and negotiation, and would not have been implemented with such efficiency and success without the

One such investment this year has been in our information technology systems, to firstly satisfy the demands of our customers, who need to be kept informed of their freight's whereabouts in a timely and efficient manner, and secondly to maintain our internal systems at the forefront, elevating us to a new level as we conduct our business.

What of 2005? The great terminals that we have delivered and the operations staff that we have assembled will ensure we will deliver continued outstanding service to our customers. Our focus on infrastructure investment throughout 2004 means that we can all look forward to further development in 2005 with great optimism.

So to all our staff (and there are now 500 of you, can you believe it!) and the many full time contractors that rely upon us, and importantly upon whom we rely, I say thank you for your support and efforts in 2004 as the year fades into history.

2005 is indeed a new year and we are looking forward to it being an interesting and rewarding one for the company and all those who work in it.

The directors wish you and your families a very Merry Christmas and a Happy New Year.

Best regards,
Max Luff.

dedication of all those who worked on the project.

Much of the work involves metropolitan deliveries and complements the resources already available in our depots, while also giving us the opportunity to increase our resources in Perth and Brisbane. We are currently averaging over 5000 deliveries per month with very few service difficulties.

Many people have worked extremely hard over the past 12 months to ensure a smooth transition into the program during the implementation phase of the project.

NEWS

What's Inside....

- Training News
- OH&S News
- Changing times
- On the Road
- Safety issues
- Employee News

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FAST, EFFICIENT INTERSTATE ROAD FREIGHT

Our National Training Program



NEWS

Look how far we've come!

Since its conception in January 2004:

Over 280 staff have commenced nationally accredited training

On 11 different sites (much of it on-line)

Covering nine training (or industry) streams

Each leading to national qualifications

And this number is constantly growing!

Our Training Program is attracting enormous attention across the industry, especially our on-line Transport Administration certificate, which is currently being undertaken by over 70 administration and operations staff.

Training, OHS and compliance have become an integral part of today's modern transport industry.

Our training program ensures we create a safe workplace in which everyone can go about his or her work competently and safely. But just as importantly, the training program gives all our employees the opportunity to develop professional skills for their own career and personal development - it's a win, win situation.

Training and assessing all 280+ participants is a complex task. That's why we now have dedicated Workplace Trainers/Assessors (WTAs), who have so far conducted over 900 individual assessments this year (only 2,200 to go!!).

Congratulations to our WTAs on a fantastic job, and thank you to each of you for your professionalism and commitment - it's by no means an easy task!

- Michael Brannigan and Ian Pearce (Sydney)
- Ben Van Der Plaet (Canberra)
- Rob Hartles (Albury)
- Collin Facey (Clayton)
- Graham Worrell (Adelaide)

Where to from here? In 2005 the training and development spotlight will be focused on our Sales and Management teams (two key areas of our business). Customised programs will assist our Sales and Management teams in continuing to grow and manage the business.

Drive safely this summer

With so many Border Express trucks on the road, there is always the potential for accidents.

The harsh reality is that accidents can potentially cost lives. This is the very worst-case scenario and one that we hope and pray every day never occurs. Even in minor accidents there are costs, such as:

- Cost of Insurance
- Replacement cost of equipment
- Legal costs
- Management costs dealing with Authorities, EPA, RTA, Police, Fire Department
- Recovery costs, not covered by insurance
- Costs due to customer loss
- Very bad press that does not fit the Border Express way of business.

When accidents occur, often the disappointing attitude is "it was only a matter of time."

IT IS NEVER JUST A MATTER OF TIME!!!!

With so many trucks travelling the highways everyday, it is our duty to watch out for potential danger so we can foresee and prevent accidents. In the interest of all concerned we have a responsibility (Duty of Care) to each other, Border Express and the general public to bring such observations to the attention of Management so we can deal with the issue and possibly prevent a tragedy. Please take care, especially over the Christmas period when there are many inexperienced drivers on the road.

Our Sales Team is Ship Shape

Barry Macnee continues to lead a keen and energetic sales force. We welcome four new members to the sales team:

In Brisbane - Jane Roeser has moved from an internal administration role and is now out on the road complementing the great work being carried out by Stella Earp.



In Adelaide - Barry Conlon is like a breath of fresh air for Adelaide. He comes to Border Express with over twenty years experience in sales in the transport industry.

In Melbourne - Christopher Thomson adds to the success of our Clayton branch joining Jo Quinn and Libby Edwards. Christopher is also an "old salt" and brings a new level of energy and skill.

In Albury - Noel Shepherd is our first specialist sale person located at head office. He too knows the ropes and will start with us in the New Year.



Times...they are a changing.....

The world stands still for no one, especially in the transport industry. Our environment is changing in many ways: new legislation, increased competitiveness in the marketplace and OH&S changes to name just a few. We must all be prepared to embrace change if we wish to stay ahead of the game. This means both "big picture" changes, such as the new training program, and individual changes, such as changes to the way we all go about our daily jobs.

Sometimes we do things merely out of habit without stopping to question why. When you're out on the job, stop and ask yourself, "Is there a better way to do this?" "Can processes be improved?" Just because it has always been done that way doesn't mean it is the right, or the only way.

In the future, you may be asked to make changes to such things as systems and processes, the way you work, the way you get and give information, management structures and roles out in the depots - this can be a great opportunity and we would ask that you participate actively in these discussions. Change can be frightening...but it can also be exciting, and it can open up new opportunities for everyone.

OH&S News

Here are some recent OH&S and Compliance achievements that we can all be proud of:

- The implementation of DG kits for vehicles
- Harness system for the Albury depot
- Forklift attachment upgrades to meet relevant legislative requirements
- Spill kits at the depots
- Standard safety signage for the entrances of all depots

Please take the time to read and understand these changes around the Depots.

CONSIDERED SUPER FOR YOUR PARTNER?

There are taxation and retirement benefits to be gained for you and your spouse if both of you have superannuation accounts. You may also be able to claim a taxation rebate on those contributions.

Contributing to super on behalf of your spouse is a very tax-efficient way for a couple to save for retirement. If you are employed and your 'eligible spouse' is either not working or earning less than \$10,800 per annum, you can contribute to their super and receive a tax offset of up to \$540 in each financial year. There is no limit to the amount you can contribute for your spouse, however, you can only claim a rebate of 18% on contributions of up to \$3,000 made for your spouse.

This tax benefit reduces when your spouse earns more than \$10,800pa, and cuts out when your spouse's assessable income reaches \$13,800pa.

Your spouse can also add to their account by consolidating their super, eg rolling over from a previous employer's fund into their Spouse Account. By consolidating super your spouse pays only one low set of fees, receives less paperwork, and can keep track of where their super is invested. For an information kit on spouse super call 1300 668 600. **Disclaimer: This is not personal financial advice.**

On the road with ... Paul (Digga) Anderson

Job: PUD Driver

What routes do you drive? Canberra Local

Where do you live?

Queanbeyan NSW

Duration at Border

Express: 20 months

First role in the industry? Delivering railway sleepers for a landscape supply company. **Other jobs held?** Loader Operator, Leading Hand at a timber mill

What do you like most about your job?

Work colleagues and the Bundy clock at the end of the day... **What music do you like to listen to while you drive?** Allan Jackson or any Country and Western provided it is not Chad Morgan even though I have his autograph. **What has been your funniest experience on the job?** Our yardman in Canberra (Blackie) has a new story everyday and each one is a funny experience... **How do you relax?** A few quiet ales on a Friday night.

What is the most unusual thing you have done in your life? Sorry, it's a secret...



ZERO TOLERANCE TO THEFT

Border Express has never had too many concerns with pilferage and theft. But that doesn't mean we should become complacent...

Recently we completed an assessment in the Clayton Depot and unfortunately, two employees were dismissed due to the evidence from the assessment. We expect everyone to have zero tolerance for pilferage and theft, and we must continue to defend our personal and company integrity.

As Border Express grows we expect many new opportunities and exciting times within the company.

This success will be shared by all, but depends on the honesty and integrity of every employee.

Clayton

Merritts last farewell A pizza and Coke lunch was held at Merritts Huntingdale depot in October to wave the Business goodbye (Border Express effectively ceased operations at Huntingdale at the end of October). Crowie and Howlett reminisced, and there were some tears.

Welcome From the closure Glen Murphy joins the Clayton team to assist in operations.

Jeff Ossel and Glen Johnson have joined our ranks as permanent Drivers. Both of these lads will further complement the growing band of very competent drivers at Clayton. Donna Brown has joined the Operations team in dispatch and works closely with Andrew and Jai.

Rebecca Nelson has joined us as a junior in Administration.

Laverton

Luke Abbott has just sold his house and is currently on the look out for new premises. He is in the yard so much we think he might move out to the property at the back of the depot.

Alan Dyke and Bob Evans had a weekend pub crawl up the bush and Alan ended up with a Kidney infection (I wonder how he got that).

A visit from the boys from Bega inspecting their product in the warehouse went well and they are very happy with our service.

Adelaide

Adelaide has just begun the local delivery contract for Watty/Solver, which is generating mass volumes into the suburbs.

Watty now lease 4300 sq metres of space in our warehouse and they also look after all of their own freight.

We are currently going through a restructuring period with staff in order to keep up with the growth we are currently experiencing.

All staff at Border Express Adelaide wish every one a Merry Christmas and a Happy New Year.

Perth

The business in Perth continues to grow at a very fast rate and as such changes are needed to keep up.

The new Shell contract has required a prime mover and semi trailer to service the daily pick up requirement. Glen Collier, a casual forklift/truck driver with many years of truck driving experience, was promoted to permanent semi driver.

Another PUD vehicle in Border Express livery is due late November and we are seeking a full time forklift operator, a supervisor and another sub-contractor to handle the increased demand.

From everyone at Border Perth we wish you a very Merry Christmas and a safe and prosperous New Year.

Sydney - Milperra

Work is commencing to improve the truck parking area on-site, as well as the loading area. A new 70,000 litre diesel tank has been installed on site and additional car parking is to be added shortly.

Welcome Mathew Gregory-Jones, John Henderson, Daniel Glover, William Borg, Robert Fortune, Dustin Ruegg, Oktay Testici and Paul Kerr have all joined the yard team. Gerald Szabo, Robert McMartin and Malcolm Campbell are new drivers.

Goodbye Rebecca Moon has opted for a sea change and will be greatly missed. Byrand Nitto has opted for the nomadic lifestyle of an interstate trucker and has gone and bought a flash new rig. Fortunately he is still part of the team on the Sydney - Brisbane shuttle.

Byrand has been replaced by Steve Featherstone.

Congratulations to Gavin Stokes on his latest addition, Bailey. Baby and grandfather (Kevin Glasson) are doing well.

Sydney - Homebush

Currently we are implementing a state-of-the-art warehouse management system, which includes Radio Frequency bar code readers. The warehouse has been in operation for only 12 months and is already operating at close to capacity. Congratulations to everyone involved, as there is a tremendous amount of work involved in setting up an operation like this from scratch.

Albury

We are slowly starting to see the effects of the NSW RTA resuming part of the Albury depot with the shortening of the waste paper warehouse and the construction of a new

waste paper warehouse. After completion in the 2nd week of December, the Laminex Warehouse will be demolished for additional trailer parking.

The Albury Christmas Party was held on Saturday 13 November and was a very successful night, with Max's speech exceeding all previous speeches in duration. Please call Albury if you want to book him for your function! The only disappointing part of the night was those people who committed to go and did not turn up as it is a cost.

Welcome Angus Maitland (Fork Lift Driver) and Mathew Hamilton (IT System Administrator).

Farewell It is with deep sadness that we announce the passing of Peter Grey who died suddenly at home on November 13. Peter was one of our Yass based drivers and we send our deepest sympathy to his wife and 3 children.

Brisbane

Births The Rutter household is not reporting any further additions to the team since the last newsletter.

Farewell A sad note on the passing of "Big" Jim Thompson in early October. Jim was a stalwart of the original Marsden depot in Brisbane, and will be sadly missed by all those who knew him. Sincere condolences to Jim's family.

Marriage Gary Gillam (Fleet Allocator) and his long time partner, Nora Turner wed on Saturday 23rd October.

Canberra

Congratulations During this year Matt Reed passed the 15 year service record and Johnny Gasperski passed the 16 year service record.

Steve McNally, our Fleet Controller,

headed off to Townsville in November to share his eldest son Jason's 21st birthday celebrations.

Greg and Alvina attended a Sids & Kids reception attended by the Governor General's wife, Mrs Jeffery. Mrs Jeffery expressed her gratitude to Greg for our work with the organisation.

BEX Canberra will have a large contingent of vehicles in the Convoy for Kids early next year...full report next edition.



Rick Webber, Mark Swift and Scott Tootell (Adelaide)



Steve McNally