

Border Express NEWS



From Max's Desk

IT SEEMS TO HAVE BEEN SOME TIME SINCE OUR LAST NEWSLETTER AND A LOT HAS HAPPENED. I THINK THAT THE ALL IMPORTANT ACHIEVEMENT IS THAT WE HAVE SURVIVED THE AFTERMATH OF THE GLOBAL FINANCIAL CRISIS WHEN MANY COMPANIES IN OUR FIELD HAVE NOT.

How we managed that? At no time did the company lose faith or elect to go back into its shell. Instead the senior management continued to work very hard on change and improvement, at the same time identifying and eliminating waste. The going might have been tough but we continued to invest in people and processes and now the "patient" appears to be recovering.

Having said that it is reasonable to ask ourselves what happens now?

Again the answer is fairly simple. More of the same with an even greater concentration on the basics. For starters there has been a re-engineering of both the depot management structure and the sales team. State managers (formally Regional Managers) are now responsible for all the activities within their depots. Sales personnel are now structured to work more closely with the State Managers, resulting in greatly improved communications between sales and operations. This translates into better customer service, and importantly, greater accountability for all.

The ultimate target for the company is 100% delivered in full, on time (DIFOT) and no damages. The board believes that if we are to encourage customers to collaborate with us to eliminate wasteful delays etc. and in due course to accept the correct rates we must in turn be able to guarantee them a DELIVERY that is completed with no damages and on TIME.

By the time you get this newsletter everyone in the team will have been briefed on our very own set of core values. The VALUES are the basis of the culture that we think best represents who Border Express is, and essential for taking us from a good organisation to a great one. We want to be recognised by our customers as the industry leader for service, delivery and value. Be you a forklift operator, truck driver, administration or a General Manager, we want you to be better every day, to help the company be better and to strive to deliver 100% DIFOT every time. **BE Brave** and be prepared to stand up for the company

values and make a difference. **BE One** and work as a team that is going to help each other to deliver superior service to our customers every day which will in turn ensure our sustainability. Security is a pretty nice thing to have and for this reason I cannot imagine anyone not embracing the company culture. If the culture does not suit you there is of course an alternative. No passengers, we're in this together. Hopefully you will choose to be part of this exciting journey.

Naturally the owners and managers are not exempted from living these same values. Senior management in Sales and Operations have been prepared to accept change and enthusiastically embrace the path we are going down. The second generation owners have embraced a major switch in their roles. They have accepted management change because they believe the company will **BE Better** as a result.

A most significant management change has been the appointment of Bryan Fitt as our Chief Operating Officer (COO). Geoff, Mark and Jon will report to Bryan whilst he in turn reports to our Managing Director. In practice I believe we have a group of five now working very closely together to take the company forward and ensure its success and sustainability. Again it is well to remember that there are a lot more families

directly interested in that result than those having the name of Luff.

Bryan initially joined the board as a non executive director and provided enormous value. Before joining us he enjoyed a very successful career as COO of Startrack, and was instrumental in building that company into the industry leader it is today. It is a big compliment to Border and all who sail in her that he has a lot of faith in the future of our organisation and wants to help us reach our potential. He has the full executive authority required to achieve this so if he does put some pressure on in you, he will be doing it with the full backing of the board. As he is already putting pressure on the brothers you will be in good company. We really look forward to working with Bryan and trust that you do too.

So as we complete another financial year I feel that we are racing towards the next one with plenty of wind in our sails. 2011-12 marks the 30th anniversary of Border Express so let's make it a great one.



Max
Max Luff
Chairman



Ron Barassi couldn't believe his luck when presented with a photo opportunity with members of the BEx finance team; Shane Cundy and Shaun Dulhunty.



True North

TWENTY10 IS NOW WELL BEHIND US, REPLACED BY THE TWENTY20 STRATEGIC PLAN.

By now everybody will have received a presentation on the first stage, our Vision, Mission and Core Values. Hopefully you enjoyed the presentation, more importantly you understand the direction the company is heading and are happy to embrace it.

I really enjoyed meeting all our staff, old and new. The tour reinforced to me the quality of the people we have in the company and their commitment to see Border Express become **recognised by our customers as an industry leader for service, delivery and value.** Our core values are exactly that, our core values. They are what we feel comfortable with and they will set us apart from the competition. I trust that you too can embrace the Border Express values.

The year has started at a fair clip, with many changes already having taken place. Bryan Fitt has joined the organisation in the role of Chief Operating Officer (COO), bringing to the company a vast amount of express freight experience through his association with StarTrack Express. Bryan held senior roles in the company as it grew from a successful medium sized carrier to a highly profitable and successful large organisation.

Vision, Mission and Core Values

Vision To be recognised by our customers as the industry leader for service, delivery and value. To achieve this we will leverage off our greatest assets – people, process, innovation and technology, in an environment that is focused on safety and sustainability.

Mission Committed to Deliver

Values

- BE Proud
- BE Brave
- BE Real
- BE One
- BE Better

A critical element to the success was getting the basics right and finding ways to get better every day.

Our change is already underway. Over the past six months we have restructured the sales team, changed the roles and responsibilities of the depot managers and shuffled up their depots. Barry Macnee moved from Brisbane to Melbourne, Tracie Kachel from Adelaide to Brisbane and Paul Casotti has moved from Perth to Adelaide. A difficult task to keep up! Geoff, Mark and Jon now report into Bryan, rather than directly to the board. All designed to help us become a better organisation.

Are the changes for the better? Ask me in 12 months.

We are however committed to the direction we have taken, our True North. This will require a very real commitment by all to:

- Our core values
- Getting back to the basics and knowing the role you play
- Commit to deliver. Do what you say you'll do and get better, everyday
- Deliver value to our customers, everyday

The family has never been more confident of the future. Whilst the last 12 months have been challenging for the express freight industry, Border Express has not only managed to weather an unprecedented storm, we have continued to invest in the company in order to take advantage of the recovery. Everyone has a role to play; we need your help to be successful.

Grant Luff
Director

Customers Demand Quality

WHEN WAS THE LAST TIME YOU PURCHASED A TELEVISION OR ELECTRICAL PRODUCT FROM A DEPARTMENT STORE?

Do you remember the time and effort you took to compare value and price with similar products until you made that final decision to purchase with the expectation of years of happiness from the product. Can you remember the joy of looking at the unopened box once you got it home, its tentative opening and the sense of relief when you first turn it on ...and it works.

Will you buy again from the same manufacturer, from the same department store at the same price? What really went into getting the product, generic in its delivery, to you through the manufacturing and logistics chain? How many things were 100% correct in their performance to be able to have that product work correctly?

Manufacturing is well noted for its process integrity and structured procedures that reinforce the perspective that repetition creates uniformity. Quality control of the manufacturing process has many standards such as ISO, MRP etc.

Logistics Supply Chain faces a different set of variables that can be difficult to direct and control. Logistics Supply Chain is about the supply of services and meeting set customer expectations. Providing a service rather than a commodity creates an environment of varying perceptions of value, quality and integrity of product delivery.

Border Express is just one link in a very long logistics supply chain for many of our customer's. Our ability to handle and deliver our customers products, meeting their individual requirements and expectations in a consistent and predictable manner is what creates a difference.

This difference does not come by accident. Training, IT developments such as Gateway, our Business Improvement Team, Compliance, HR and Employee Welfare are all structures within Border Express that are working on improving our processes and ensuring that we deliver a consistent value.

Our service is contributed to by the efforts of every individual within Border Express. Our support structure is there to ensure that the processes and outcomes are clear. It is the individual who determines the quality of their own input.

Customers have the right to demand that we produce a consistency in our services. It is the Border Express employee as an individual who delivers the value. It is the individual that creates value in our products.

Our customers enjoy dealing with Border Express when the product they have bought works and has no issues. We all enjoy a product that works whether it is an electrical product or a transport service.

We all can make a difference when it comes to quality at Border Express.

This is one of the strongest attributes of Border Express.

Peter Anderson
General Manager – Sales & Marketing



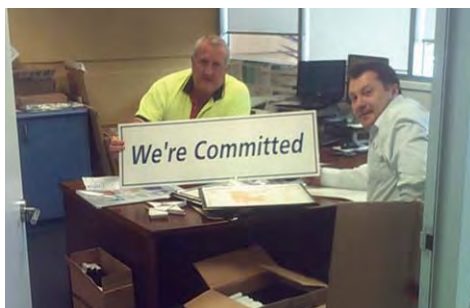
Business Improvement

EXCITING TIMES IN THE BUSINESS IMPROVEMENT TEAM OVER THE PAST FEW MONTHS, LED BY A SIGNIFICANT SHIFT IN THE WAY WE OPERATE.

In the past, the team largely gathered good ideas and went about developing and implementing them. This approach had some issues with gaining acceptance of change, as it often lacked buy-in to the idea. We have now changed our approach, in that the team will only develop and implement changes at the request of a process owner. It is now really about rolling up our sleeves and working alongside people who work the process every day and understanding how things "really" happen. Then we support the process owner with the design and implementation. Early days with the change, but initial support has been great.

One of the key initiatives where a process owner has come to us recently requesting support has been around getting a clearer understanding of our Service Quality and improving our service levels. We are very much looking forward to the challenge in supporting the process owner to make their process more effective and produce even better results for our customers.

Significant effort by the Team has also recently gone into supporting the Board with the development of the company's Mission, Vision and Core Values. It has been very valuable from many perspectives to have a wide range of our people from across the company involved in the strategic planning sessions, to take the Board's vision and develop the key initiatives that will make the vision a reality. To become a more value driven company has also required a high level of awareness of the changes,



Brian Mann & Mark Haley packing the Vision, Mission, Values promotional items to send to all our depots.

so a range of promotional items are being distributed to all depots so our values are seen and hopefully lived, every day.

Other changes to the team include the recent announcement of the appointment of Paul Dillon to the new position of Operations Auditor. The position is the lead person in the Audit for Action program, which is a new Border Express initiative to support our depots towards, and subsequently to maintain, best practice. Paul joined the company as a driver with Merritt's Transport before we acquired it, so he has collectively been with Border Express for 21 years. During that time Paul has worked his way up to be Depot Manager, and has built up strong and well respected depot. To take on this new challenge, Paul relinquished his role as Canberra Depot Manager and took on the new role effective early May. Congratulations Paul.

Mark Chaston and the BIT



Derrimut Management Team: L to R: Jeff Silvey, Adrian Postma, Mark Wandel, Vance Evans, Dale McBean, Arnold Dumapias and Shane McTigue.



Board of Directors: L to R: Bryan Fitt, Tom Vukovic, Mark Luff, Stephen Hogg, Geoff Luff, Peter Anderson, Grant Luff and Jon Luff.

Beyond the call of duty

The following letter was received from the Lions Club in Clayton where we helped them to bring down some gear from Sydney for the Licola village.

10 May 2011

The Manager
Border Express
86 Whiteside Road
Clayton South Vic 3168



Dear Colin

Assistance with transportation of Special Needs Equipment.

Licola Wilderness Village is a not for profit camp fully owned by the Lions Clubs of Victoria and Southern N.S.W. and has been operational since the early 1970's.

The timber cutting town of Licola was originally purchased in the 1970's when the timber mill was transferred to Heyfield Vic.

The original purpose of Licola was to become a holiday camp for disadvantaged children throughout Victoria and N.S.W. and these children would be sponsored by various Lions Clubs.

Since that time Licola Wilderness Village has grown a lot and we now are able to provide camps for visitors with very special needs, and by the end of this year we hope to have completed the construction of two purpose built Special Needs Houses.

Early in March a family in N.S.W. advised a member of our Board that they had a number of good quality Special Needs pieces of furniture and equipment following the death of a family member and would it be suitable for the new project.

The answer was an immediate Yes, the catch was that the equipment was in Sydney and the cost to freight it down would have made it difficult to manage.

This is where Border Express stepped in and with just a phone call and a couple of emails this equipment was picked up from Sydney and delivered to your Clayton office in a matter of days, and at absolutely no cost to Licola.

As a member of the Licola Board I cannot express sufficient thanks to all the Border Express team members involved, nor can I hope to explain the benefits that the equipment, which you transported for us, will have for the Disabled visitors when they visit and enjoy the facilities at Licola.

If any members of your staff would like to learn more about Licola Wilderness Village please visit the website www.licola.org.au

Yours sincerely,

Ian Bjorkman
On behalf of the
Licola Wilderness Village



Global Corporate Challenge

THE GLOBAL CORPORATE CHALLENGE (GCC) COMMENCES THIS WEEK ON THURSDAY UNTIL SEPTEMBER.

Our three Border Express Teams are kitted out and ready to start walking. This year the challenge starts in New Zealand from Milford Sound as we start walking our way around the world. The daily step count for each team member is entered into the virtual site and the individual and team tally will be displayed against all the teams from around the world. Please see the attached photos of our three teams with Border Globetrotters in Albury/Clayton (captain is Leanne Kearney), Walking Warriors Albury/Clayton, (captain is Mark Haley) and Border Patrol from Sydney (captain is Kathy Smith).

Please support your team members and encourage them by going for a walk with them before or after work or on your lunch break or give them a task that requires them to get up from their desk and walk around the depot.

Good Luck Teams.

Jacinta Macaulay
Senior Welfare Officer – Case Management



Walking Warriors.



Border Globetrotters.



Border Patrol.

How well does your DWG communicate

... with staff on OHS matters?

With consultation being such a key focus of the OHS Regulation it is important to have an internal process for communicating with staff on OHS issues. The newsletter is one way to ensure employees are aware of workplace safety issues and other information. OHS committees, HSR's and noticeboards are another way in which we can relay and communicate important information and services to our employees. Valuable information can also be obtained by accessing the OHS tab of our internal intranet.

Do you have any good ideas about improving consultation in the workplace? If so, please send your ideas to your HSR or the OHS department for consideration.

Darren Horsburgh
Senior Health & Safety Officer

Investigations

Investigating and Incident

While we always strive to provide a safe and healthy workplace and not cause harm to our employees or any other person, sometimes things do go wrong and people are injured or placed in a hazardous situation.

When that happens we need to conduct an investigation. The reason for doing this is not to blame anyone or find fault with people, but to identify the gaps that exist in our system, so that we can fix them and make the workplace safer.

Who conducts investigations?

Ideally it is the supervisor in charge of the area where the incident occurred that leads the investigation. The supervisor is the one who knows the process best. They are also the person who usually allocates work and they have a good understanding of the people who do the work.

Investigations are always done as part of a team. It helps to have more than one perspective when you are looking at problems, so the next obvious choice is the injured or affected person. We also include

the Health and Safety Representative (HSR), witnesses and/or First Aider Officers, as they often have valuable information to contribute. The team can be as small as two people, in the case of a simple incident, or it may have many people, depending on the nature and severity.

When do you do an investigation?

Every incident needs to be investigated. What changes is the size of the investigation. For a paper cut, the investigation may be as simple as asking the person what happened, and advising them how to avoid the paper cut next time!

Investigations should always be done as soon as possible after the event. Taking too long means peoples' memories fade and you may not get all the information you need to understand the problem.

What should an investigation look at?

There is no limit to what an investigation can look at. Of course the incident details themselves are the most important but it may also include historical incident data, training records, procedures and standard work practices (SWPs), witness statements, maintenance records or any other relevant thing.

Do you have to be involved in an investigation if asked?

Yes. It is an obligation under law for Border Express to identify the hazards in its operations. If that means we have to conduct an investigation and you are required to participate, you can't unreasonably refuse.

What is the objective of an investigation?

To find the primary causes of an incident, every incident has at least one, and usually several, primary causes. If we can identify them, then we can make better decisions about how to manage the Safety Management System.

If you are involved in an incident at Border Express, make sure you report it in the proper manner and be prepared to be involved in an investigation. It makes the workplace a better place and more enjoyable for all employees and may stop someone else being injured.

The Incident Reporting and Investigation procedure and the 5.1 Incident report form and 5.2 Incident Investigation forms are available on the intranet under the OHS tab.

Mal Waters, Senior Health & Safety Officer



A New Look and a New Team

APRIL 2011 WAS THE START OF A NEW SALES STRUCTURE FOR BORDER EXPRESS NATIONALLY. WHY CHANGE?

As a wise man once said "Sometimes you need to look in the ugly mirror". In September of 2010 the Sales Department did and it didn't like what it saw. Our new business results were well behind expectation and our management of accounts was poor. We identified that the sales structure that had given us many years of success and growth was now not working and required an immediate review.

Like any review it did not go without some pain. Our core values of "BE Real" and "BE Brave" were certainly tested as we evaluated what was the best way forward for the organisation. A review of sales management, account managers and administration was done and we made several decisions. One of which was to separate the duties and responsibilities of the Account Manager into two roles. Account Managers (AM's) and Business Development Managers (BDM's). As a result we now have dedicated BDM's whose sole objective is to generate new business opportunities for Border Express. The Account Managers relinquished that responsibility and now manage a dedicated portfolio of clients, accountable for retaining, growing and adding additional value to those accounts.

We also created and appointed State Sales Managers in both NSW and VIC and centralised our Sales Administration, with the exception of NSW. The National Sales Manager now takes accountability and responsibility for sales results and performance whilst our GM Sales & Marketing drives sales process / procedure and marketing direction.

Unfortunately restructures often see personnel change with some choosing not to be part of the new sales restructure. However, this creates opportunity and we have recruited several top quality sales professionals to fill the new or vacant positions.

Express

THE PERIOD LEADING INTO EASTER HAS SEEN SOLID VOLUMES FROM MOST LOCATIONS. AFTER A RELATIVELY QUIET RUN INTO THE CHRISTMAS PERIOD IT WAS CERTAINLY PLEASING TO SEE THE ACTIVITY THROUGH THE DEPOTS.

The express industry continues to shake out with a number of carriers shutting the doors. In some of the global research that we have been doing it is apparent the express industry is depressed across the world. It is a tough industry that we are in and we need to make sure that we are at our very best to survive and prosper.

We currently have a real focus on reducing our level of service failures. Our objective is to achieve a 98% delivery completion rate and all members of the team need to contribute to this task.



State Managers (formerly Regional Managers), have recently assumed responsibility for their respective state's revenue. This breaks down the silos that existed between Sales & Operations.

Whilst it is still early days, we are starting to see a number of positives coming from the new sales restructure. Our customers are being called on and serviced more regularly, providing the opportunity for us to add real value to their business. Our new business pipelines are being populated with quality qualified opportunities that meet our stringent freight profile. All sales people are now being measured and held accountable for their activity and results. Sales and Operations are now working together as one under the guidance of the State Manager to discuss both existing and new business opportunities.

Providing we continue to hold true to our company Vision, Mission and Core Values, I am extremely confident that the new sales structure will provide a better result for our sales team, company and customer.

Bill Canty
National Sales Manager

The April-June quarter is traditionally the industry quiet period so it is an opportunity to fine tune our processes to ensure they are robust enough to hold up during the busy period. I am looking forward to the contribution of Paul Dillon in this area as he takes on an internal role of auditing depot procedures.

Thank you to the depots that hosted me in the Vision/Mission/Core Values (VMC) road show. It was pleasing to see that the presentations were received positively and I am sure it augurs well for the future.

Mark Luff

Melbourne Sales and Administration Team:

Back Row L to R: Peter Anderson (GM Sales & Marketing), Tom McNamara (BDM), Libby Lang (Nat Sales Admin Mgr), Melina Edwards (S Admin) and Bill Canty (Nat Sales Mgr).

Middle Row L to R: Craig Ragland (VIC Sales Mgr), Toni Cheatham (Acc Mgr), Michael Firth (BDM) Edwin Poynton (Acc Mgr), Matt Howlett (Quote Mgr) and Stephen Brauze (S Admin).

Front Row L to R: Vanessa Wicks (S Admin), Rocco Lombardi (Acc Mgr) and Sharon Taylor (S Admin).

Quarantined!



Hazardous substance bag found in Adelaide. Believed to belong to Bill Canty.

Federal Quarantine Inspector Mr. Richard Speck found one hairy brown toothbrush and one hair brush containing lots of grey particles.

Bill left his toiletry bag at the Mawson Lakes Hotel and was worried about using his toothbrush when it was returned. We have promised him that it has not been used for any other purpose, but cleaning... of what?? He will never know.

We haven't told him to be careful with the hair brush...!!!

Thanks must go to Kev (Bluey) in Adelaide for allowing us to use the demo personal protective equipment (PPE) for this and taking the shot.



Employee Welfare Department

Annual Audit Results

It is a Comcare requirement that we are audited annually to ensure BEx conforms to and is compliant with the conditions of our self insurance licence, the requirements of the Safety Rehabilitation and Compensation Act 1988 and the OHS Act 1991.

From January to March this year the audits were undertaken at Albury, Derrimut and Brisbane, with the following results;

Licence Function	No. Criteria Audited	Non Conformances
Prevention (OHS)	112	14
Claims	42	0
Rehabilitation	32	0

There were also opportunities for improvement with some non conformances identified in the process and these are being addressed through corrective action plans. The organisation needs everyone to be proactive in working safely to achieve 100% next time round.

Congratulations

A fantastic result in the Claims and Rehabilitation functions with 100% conformance. Not only a credit to Jacinta and Wendy and the depot Return to Work Co-ordinators, but to the co-operation and support of the depot Supervisors, Managers and the injured employees. A great job was done by the depots that were audited. A lot of time and effort went into the preparation, participation and presentation of the depots so well done to Tracie, Barry, Chris and Team Brisbane; Adrian, Dale, Jeff, Collin and Team Derrimut; Jimmy, Britto, Jason Dixon and Team Albury.

*Cheryl Miller
Employee Welfare Manager*

Rehabilitation & Return to Work

2010 was a good year for rehabilitation and return to work and we are happy to report that we had no serious injuries during the year. The results achieved by the rehabilitation team nationally have been

outstanding with some of the highlights including:

- 100% in Comcare Rehabilitation audit.
- Three star rating on the Rehabilitation Commission Indicators, as performances exceeded the targets set. Outstanding.

We welcomed a new Return to Work Co-ordinator to the Derrimut depot as Jeff Silvey has commenced training. On a sad note we said goodbye to Neil Chrimes from Derrimut, Shane Hickford from Clayton and Kevin Dettmann announced his retirement from the Adelaide depot. Kevin has been our Return to Work Co-ordinator of the year and he leaves big shoes to be filled. He will also leave behind his rose garden in the Adelaide depot for the employees to enjoy.



Kev's Legacy.

*Jacinta Macaulay
Senior Welfare Officer – Case Management*

Healthy Eating Recipe Beef & Guinness Pasties

Preparation Time 35 minutes

Cooking Time 20 minutes

Makes 6

700g beef chuck (casserole) steak, cut into 2.5cm pieces

1 tbs olive oil

200g bacon rashers, rind removed, coarsely chopped

1 brown onion, coarsely chopped

70g (1/4 cup) tomato paste

2 tbs plain flour

1 x 440ml can Guinness beer

250ml (1 cup) beef stock

2 tsp chopped fresh thyme

1 tbs brown sugar

3 sheets (25 x 25cm) frozen ready-rolled butter puff pastry, just thawed

1 egg, lightly whisked

1. Season beef with salt and pepper. Heat oil in a saucepan over medium-high heat. Add half the beef and cook for 3-4 minutes or until browned. Transfer to a bowl. Repeat with remaining beef.

2. Reduce heat to medium-low. Add bacon and onion and cook, stirring, for 5 minutes or until onion is soft. Reduce heat to low. Add tomato paste and flour and cook, stirring, for 5 minutes. Gradually add Guinness, whisking until the mixture thickens.



3. Add the beef, stock, thyme and sugar. Bring to a simmer over medium-high heat. Reduce heat to low. Cook, stirring occasionally, for 3 hours. Season with salt and pepper. Set aside to cool completely.

4. Line 2 baking trays with non-stick baking paper. Use a round 11cm-diameter pastry cutter to cut 12 discs from the pastry. Place 1/3 cup of beef mixture in the centre of half the pastry discs. Top with the remaining pastry discs and press edges together to seal. Place on the lined trays. Brush with egg.

5. Preheat oven to 220°C. Bake in oven, swapping trays halfway through cooking, for 20 minutes or until golden. Serve.

Notes

Time plan tip: Prepare this dish to the end of step 4 up to 1 day ahead.

Cover and place in the fridge. Continue from step 5, 30 minutes before serving.

Heart health tip of the month:

Have fish at least twice a week



How Can I Prevent High Blood Pressure?

You can prevent high blood pressure by:

Maintaining a healthy weight. Being overweight can make you two to six times more likely to develop high blood pressure than if you are at your desirable weight. Even small amounts of weight loss can make a big difference in helping to prevent and treat high blood pressure.

Getting regular exercise. People who are physically active have a lower risk of getting high blood pressure – 20%–50% lower – than people who are not active. You don't have to be a marathon runner to benefit from physical activity. Even light activities, if done daily, can help lower your risk.

Reducing salt intake. Often, when people with high blood pressure cut back on salt, their blood pressure falls. Cutting back on salt also prevents blood pressure from rising.

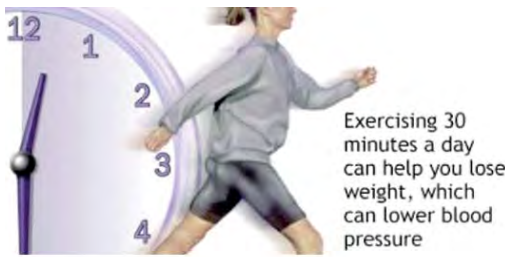
Drinking alcohol in moderation, if at all. Drinking too much alcohol can raise your blood pressure. So to help prevent high blood pressure, if you drink alcohol, limit how much you drink to no more than two drinks a day. The "Dietary Guidelines for Americans" recommend that for overall health, women should limit their alcohol to no more than one drink a day.

Reduce Stress. Stress can make blood pressure go up and over time may contribute to the cause of high blood pressure. There are many steps you can take to reduce your stress. Other things, like dietary supplements, may also help prevent high blood pressure. Here's a roundup of what's being said about them.

Potassium. Eating foods rich in potassium will help protect some people from developing high blood pressure. You probably can get enough potassium from your diet, so a supplement isn't necessary. Many fruits, vegetables, dairy foods, and fish are good sources of potassium.

Calcium. Populations with low calcium intakes have high rates of high blood pressure. However, it has not been proven that taking calcium tablets will prevent high blood pressure. But it is important to be sure to get at least the recommended amount of calcium – 1,000 milligrams per day for adults 19 to 50 years old and 1,200 mg for those over 50 (pregnant and breastfeeding women also need more) – from the foods you eat. Dairy foods like low-fat selections of milk, yogurt, and cheese are good sources of calcium. Low-fat and non-fat dairy products have even more calcium than the high-fat types.

Magnesium. A diet low in magnesium may make your blood pressure rise. But doctors don't recommend taking extra magnesium



to help prevent high blood pressure – the amount you get in a healthy diet is enough. Magnesium is found in whole grains, green leafy vegetables, nuts, seeds, and dry peas and beans.

Fish oils. A type of fat called "omega-3 fatty acids" is found in fatty fish like mackerel and salmon. Large amounts of fish oils may help reduce high blood pressure, but their role in prevention is unclear. Taking fish oil pills is not recommended because high doses can cause unpleasant side effects. The pills are also high in fat and calories. Of course, most fish, if not fried or made with added fat, is low in saturated fat and calories and can be eaten often.

Garlic. There has been some evidence to suggest garlic's effect in lowering blood pressure in addition to improving cholesterol and reducing some cancers. Further research is being conducted to fully assess garlic's potential health benefits.

Always talk to your doctor before taking a dietary supplement or alternative herbal treatment. Some may interact with other medications you may be taking or have harmful side effects.

Learn the warning signs



Warning signs vary from person to person and they may not always be sudden or severe. Although chest pain or discomfort is the most common symptom of a heart attack, some people will not experience chest pain at all, while others will experience only mild chest pain or discomfort.

When having a heart attack you may experience pain, pressure, heaviness or tightness in one or more parts of your upper body, in combination with other symptoms. People have described feeling generally unwell or 'not quite right'.

If you experience the warning signs of a heart attack for 10 minutes, if they are severe or get progressively worse, call Triple Zero (000) immediately and ask for an ambulance.

It's ok to call

If you think you could be having a heart attack, call Triple Zero (000)*. Because the longer you wait the more your heart muscle dies. Treatment starts the minute you call, and if the operator thinks you need an ambulance they will send one.

And remember, it's okay if it's a false alarm – that's the best thing that could happen.

*If calling Triple Zero (000) does not work on your mobile phone, try 112.

Cheryl Miller
Employee Welfare Manager

Will you recognise your heart attack?

Do you feel any

pain

pressure

heaviness

tightness

In one or more of your

chest

neck

jaw

arm/s

back

shoulders

You may also feel

nauseous

a cold sweat

dizzy

short of breath

YES!

1 STOP and rest now

2 TALK Tell someone how you feel

Are your symptoms severe or getting worse?

or

Have your symptoms lasted 10 minutes?

YES!

3 CALL 000* Triple Zero

Ask for an ambulance. Don't hang up. Wait for the operator's instructions.

*If calling Triple Zero (000) does not work on your mobile phone, try 112.



The Forklift Factor

THE HUMAN AND FINANCIAL COST OF FORKLIFT-RELATED INCIDENTS FOR EMPLOYEES, INDUSTRY AND THE COMMUNITY IS SUBSTANTIAL.

Forklifts can cause fatalities and serious injuries if not used properly. In addition, property damage causes thousands of dollars in losses each year. However, forklift incidents can be prevented, especially when employees and employers work together to improve health and safety at work.

Border Express has approximately 139 forklift and reach trucks and 135 forklift operators, operating every day throughout our 12 depots across the country which means our company exposure and the potential for accidents involving forklifts to occur remains high.

"Comcare CEO Paul O'Connor said that on average more than 1,000 work-related injuries are reported each year involving forklifts."

During 2010 we investigated 54 incidents directly involving forklift trucks. Of these incidents 31 were from forklift misuse or 57.4% of all reported incidents while seven were forklift contact freight/pedestrian, 25.92% of all reported incidents.

All of these incidents were preventable. Be vigilant and follow the rules;

- Wear seat belts
- Keep a three metre distance between operating forklifts and pedestrians.
- Follow the directions of your site traffic management plan.
- Never drive forward when a load obscures your vision
- Obey site speed limits
- BE Safe

*Mal Waters
Senior Health & Safety Officer*



National Compliance Department

Safe Roads... Safe Speeds... Safe Vehicles... Safe People

THE NATIONAL ROAD SAFETY STRATEGY 2011-2020 HAS BEEN DEVELOPED TO REDUCE ROAD TRAUMA THROUGH IMPROVEMENTS AND INTERVENTIONS RELATING TO SAFE ROADS, SAFE SPEEDS, SAFE VEHICLES AND SAFE PEOPLE.

Every year about 1500 lives are lost and 30,000 people are hospitalised as a result of crashes on Australian Roads. Everyone has been touched in some way by road crashes, which cut lives short and leave many people with permanent injuries and cost the nation around \$27 billion each year. Over the past decade there has been a 20% decrease in the number of people killed on Australian Roads, the future vision is to reduce deaths and serious injuries by 30% by 2020.

The National Road Safety Strategy 2011-2020 focuses on a Safe System approach where error is anticipated and catered for through improved roads, vehicles and drivers.

Effective improvement so far

- Improved Infrastructure
- Graduated Licensing Schemes for young drivers
- Safety Technology and Safer cars
- Random roadside Drug & Alcohol testing
- Safety Cameras

Australia has a strong record of road safety achievement. We have been world leaders in some areas, particularly in introducing key behavioural measures such as compulsory seat belt wearing, random



breath testing and intensive speed camera programs. Between 2001 and 2010 behavioural causes of serious road crashes were targeted along with systematic problems in the road transport system.

The Next Step

Four key intervention strategies have been developed and over the next three years the first steps have been identified. Some examples are:

- **Safe Roads** – Authorities will ensure all new road projects are designed and built to reduce the risk of crashes.

- **Safe Speeds** – Review Speed limits on poor quality roads or roads with poor crash records; Improve speed management for trucks including cross border speeds.
- **Safe Vehicles** – Develop safety-driven fleet purchasing policies; Promote the installation of more safety features in new vehicles including seatbelt reminders, airbags and Electronic Stability Control (ESC).
- **Safe People** – Develop new assessment processes around medical conditions and 'Fitness to Drive'; Trial technologies that detect driver fatigue, including electronic work diaries for truck drivers.

More steps, goals and objectives are proposed as the Safety Strategy is introduced nationally through to 2020. These can be viewed on the Australian Transport Council website.

This Safety Strategy 2011-2020 is important to Border Express as the Safety of our drivers is our first priority. If you would like any further information on the Safety Strategy 2011-2020, please contact the National Compliance Department and we will be happy to forward the document to you.

*Leonie Dye
Compliance Officer*



Training Department

THE TRAINING DEPARTMENT (AKA BE LOGISTICS TRAINING) HAVE BEEN VERY BUSY SINCE THE LAST NEWSLETTER.

Not only within the departments staff but also our trainees and apprentices have been busily completing qualifications and, in some cases, shining within their peers. A notable inclusion to this is Jason Dawson who won the Most Outstanding Student over all stages – Cert III in Heavy Vehicle Mechanic Road Transport (Hartwigs Perpetual Trophy 2010). This seems to be an award that is being handed over by our Albury Apprentices with David Krueztberger being the 2008 recipient. Jason has also been shortlisted for the NSW Training Awards for the Apprentice of the year 2011. We wish Jason all the best.

Also on the award front, Border Express was nominated for the NSW Training Awards – Large Employer of the year 2011. We have been lucky enough to be shortlisted, with Craig Olsson attending an interview with Department of Training NSW on the 16th of May in Sydney. The winners will be announced at the NSW Training Awards Presentation Event on the 15th of September 2011. We will be waiting in anticipation to see if we are listed as finalists and therefore able to represent the company at the awards. Both these nominations are important as it provides us with the recognition for the training culture that has been implemented across the company.

Talking about recognition, earlier this year the training department was audited by the registering authority (VETAB). This audit was undertaken as part of an application to add qualifications to our scope of registration (Cert III in Driving Operations and Cert III in Transport and Logistics (Warehouse and Storage)). The audit was conducted with no non-compliance recorded against any of the elements of the Australian Quality Training Framework. This is quite an achievement as many RTOs do not pass these audits without minor non-compliances occurring. This surely proves the "5 Ps," Prior Preparation Prevents a Poor Performance. The three week preparation for the audit proved to be of good value. Well done for those involved.

Since the beginning of the year we have also been busy implementing training partnerships with Hume Transport and Crouch Transport. Both arrangements are slightly different in the manner they are undertaken (Crouch has their own Trainers, Hume is serviced by our WTA), but both involve traineeships in Cert III qualifications. This has been a big step forward for the RTO as providing external training has been a goal for a number of years. This has involved the development of resources to suit generalised transport skills and knowledge instead of Border Express specific. So far we have three trainees from Hume and two from Crouch. This number is expected to rise over the next twelve months.



Jason Dawson receiving his award at Riverina Institute of TAFE Awards.

Our Trainers have also been involved in providing Dangerous Goods training to Doble Express and Tasfreight in Sydney. BE Logistics Training is also able to conduct Dangerous Goods Licence courses within NSW and VIC. By adding this accredited course to our scope of registration, we have been able to provide the training in house at a reduced cost based on external providers.

We welcome Dave Moore back to the team, who was originally in Sydney before taking a brief sabbatical and then the role of the Brisbane WTA.

Our RTO Compliance and Funding Officer, Julie has been busy in the last month conducting both EXCEL and WORD training. At this stage the training has been conducted in the Albury, Clayton and Derrimut depots with plans to conduct the training at the other depots later this year. Even though the training was at the advanced level, many of the participants went away with a better understanding of utilising both programmes. The basic level courses are available on-line (PowerPoint presentations) for anyone to go through self paced. If anyone needs any assistance with EXCEL or WORD, Julie is happy to help.

Transport Suite training will also be available online shortly. We are just waiting for a few additions to the screens due to upgrades to the system. Once this has occurred, an email will be sent out to the world to let you all know how to access the training.

In line with all this online training, we are still working on developing a BE Logistics Training website. This will allow us to provide online training to our external clients (at a cost of course), plus allow Border Express staff to access a one stop shop for all our e-learning and e-assessments. This will also

Congratulations

Max and the family would like to congratulate the following employees on their service to Border Express:



Alan Dyke Michael Kane
Gus Facal Murray Noble
Naume Janeski Carol Porter
Brett Johnson



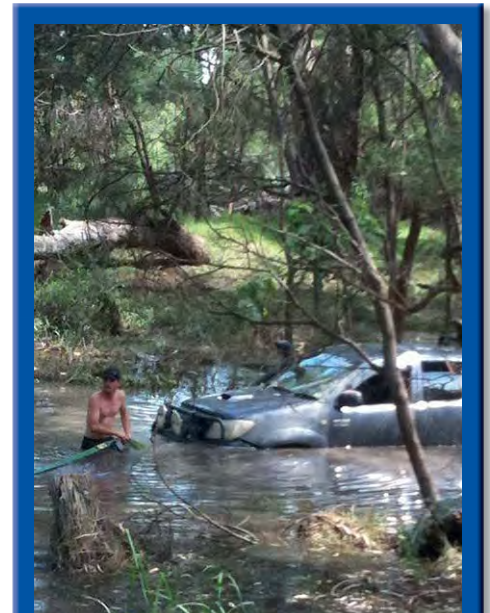
John Oswald
John Todd

allow us to advertise our services to the world, including external day courses, DG licence courses and the details for the Cert III traineeship qualifications. It is hoped that it will also allow us to streamline our enrolment processes for day courses by implementing online enrolments. This should be finalised by the end of the financial year.

So as you can see we have been very busy since the last newsletter. We are looking forward to the next six months as it is a very exciting time ahead.

Gravin Rowell

STOP PRESS: We are down to the last three for the NSW Training Awards; an outstanding achievement.



Jeff Quinn, IT Manager.
Our computer system is in safe hands.



Free Money – The Super Co-Contribution

THE SUPERANNUATION CO-CONTRIBUTION IS A GOVERNMENT INITIATIVE TO HELP ELIGIBLE INDIVIDUALS BOOST THEIR SUPER SAVINGS FOR THE FUTURE.

If you are working and earning less than \$61,920, you can take advantage of the super co-contribution payment by making a personal (after-tax) contribution to your super fund.

The government will then match up to \$1,000 of your personal super contributions.

You don't need to apply. If you're eligible, all you need to do is make the contribution to your super and lodge an income tax return.

You must use the fund your employer contributes to, in most cases that will be Spectrum Super.

The super co-contribution is never taxed when it is paid to your super fund or when you access it. It is preserved in a super fund and can only be accessed when other preserved amounts can be accessed, usually after age 55.

How to do it

1. Pay – Arrange for a lump sum or regular amount of \$19 a week (over a full financial year) to be deducted from your pay – just contact the payroll team at Albury to arrange this.
2. Cheque – Arrange for a cheque to be credited to your account – noting your

member number and name on the Additional Contributions form at this link www.spectrumsuper.com.au/_data/assets/pdf_file/0003/12972/Additional_Lump_Sum_Contribution.pdf. In section three, complete the amount you are contributing as a Personal (after tax salary or wages) contribution.

3. Bpay – you can also make contributions via Bpay – check your last super statement for details on additional contributions – there is a biller code and reference number for personal contributions on your statements.

Otherwise, for Spectrum fund members, please contact us for free help and advice on 1300 668 600 – Paul Tynan CFP Authorised Representative of Wealthsure Pty Ltd.

Paul Tynan

Authorised representative of WealthSure Pty Ltd

This is general advice only and has been prepared without taking into account your particular objectives, needs, and financial circumstances. Before making any decision based on this information you should assess your own circumstances or consult a licensed financial adviser. You should obtain and consider a copy of the product disclosure statement relating to each financial product, before you acquire the financial product. You may obtain the product disclosure statement from your licensed financial adviser or by contacting Spectrum Super Customer Service on 1800 333 500.

Human Resources

THE SEASONS ARE ROLLING BY SO QUICKLY; HARD TO BELIEVE THAT IT'S ALREADY TIME FOR WOOLLY JUMPERS AND COATS AS THE DAYS GROW SHORTER AND COOLER.

With another big year planned the HR Department has been busy keeping up with the day to day activities of looking after our 700 employees, to provide a HR and Payroll service that meets the needs of our people and of Border Express.

In February Melissa Quick joined the HR team working two days per week assisting with recruitment and selection, new employees, changes of conditions and general HR support. Mel is a qualified HR practitioner with experience in recruitment and selection, time and attendance systems and Payroll. She has quickly become a valuable addition to the team – Welcome Mel!

The Paid Parental Leave scheme commenced on 1 January 2011. The scheme provides eligible working parents with up to 18 weeks paid leave at the minimum national wage (currently \$570 per week before tax). The scheme financed through the Family Assistance Office, further information including details on eligibility can be obtained by contacting the Family Assistance Office on 13 13 94 or www.familyassist.gov.au.

The Company Leave Policy was updated in March 2011 to ensure it met

the National Employment Standards and Modern Awards. The updated leave policy can be found under the HR tab on the Intranet.

Four depots renewed their Enterprise Bargaining Agreement's (EBA's) during 2010 under the Fair Work Australia framework. Negotiations officially commenced in January to develop an EBA for the Albury site. The Adelaide agreement is due for renewal in September 2011, followed by Brisbane and Canberra which both expire in December 2011.

Further improvements are planned for the company HR/Payroll system (Empower) within the next month with version 10 testing currently underway. Initially the functionality will remain the same, however features such as: online HR forms, a recruitment job board which links to ESS, performance appraisal and management, event notifications together with additional MSS functionality will be implemented during the year.

On a lighter note, the HR team has been developing their skills in another arena, and learned we are not half bad at netball. Thinking they would show us up at our own game, the men decided we needed to

A few thoughts on Common Sense

HOW MANY TIMES DO WE HEAR IN THE AROUND THE WORKPLACE, "SAFETY IS JUST COMMON SENSE"?

Well, if it were so common there would be a lot fewer injuries. Implying that safety is common sense relegates it to those areas in our life which don't require much thought or close attention. We know otherwise. When we treat safety as common sense we make it a mindless act.

Common sense is not so common.

~Voltaire

A couple of factors affect something appearing to be common sense. The first is perspective. Usually when we do an incident analysis after someone has been injured or a close call is reported we are looking back on the behaviour, condition or event. From this viewpoint looking into the past we can often see things which are obvious to us that weren't as obvious to the people involved.

As with many things in life, hindsight is 20/20. With the advantage of hindsight things often seem clear because they are not clouded by the pressures and stress of the everyday workplace.

A second factor that affects common sense is that common sense changes over time.

So the next time someone tells you safety is common sense ask them "when and why?" This ought to get them thinking and after all safety is something we must think about if we expect to act safely. Safety deserves more than common sense; it deserves mindfulness.

*Darren Horsburgh
Senior Health & Safety Officer*

prove ourselves and set a challenge which became known as the "Clash of the Titan's" (see article on page 12). Obviously the men were confident in the lead up, selecting only the finest of talent for the big game. Uniforms were debated, dates selected, changed and then re-scheduled. We finally got them on the court one chilly Wednesday night.

They tried hard, and I must admit (in the words of their vice captain) "On raw statistics the men had more inside 50's, won more hard ball gets, controlled the air, were much faster and had far more scoring shots. There was just the wee small problem of getting the ball in the hoop". Excuses aside, the ladies won by two goals. It was a fabulous game and certainly gave the ladies bragging rights for a full 12 months, something we shall not be letting go of easily!

*Neisha Webster
National HR Manager*



Brisbane

What a great part of the country to be in... that's why they call it 'Gods Country'.

Brisbane has certainly been through many challenging months with Cyclone Yasi, the Brisbane floods and the departure of Jeff Mann as the Brisbane AM Manager; all bringing about a separate set of issues and opportunities.

The beginning of the year witnessed Qld at its lowest ebb with water and disaster everywhere; there was not one person in Qld who was left unscathed in some way by the floods. The depot closed for a few days, we were inundated with freight and encouraged our people to stay indoors in a safe place. Fortunately for most staff their houses remained dry on the inside. However, just after moving to Melbourne, Barry's apartment was under a considerable amount of water... not a nice thing to come home to, but all good now!



Jindalee overpass looking toward Centenary Bridge.



Spine Street, Sumner Park. 200 metres past Jijaws Street.



A cold day in Melbourne – Rick Callender.



New recruits looking happy as ever :) Chris Bromley; Colin Russell and Wayne Brisbane.

Since our last newsletter, many new faces and sales structure in the Brisbane depot –

Cameron Spencer has taken up the challenge as AM/Fleet Supervisor after Jeff Mann stepped down from the role to 'cross over' and become a subbie for Border Express. Whilst Cameron has big shoes to fill, I'm confident he will maintain the quality of service in the Brisbane depot. Best of luck to both Cameron and Jeff with their new career paths.

Wayne Brisbane has taken up the challenging role of PM Supervisor. Wayne has been very successful in the past organising our onforwarding to QLD country. Whilst this is familiar territory for Wayne from a previous life, I'm sure he will enjoy his new role at Border Express.

Justin Hogan has stepped up as Fleet Supervisor... and yes he has a blue shirt! Justin has worked for the company for many years and whilst ADD at times (in the nicest of ways), Justin will ensure his growing team keeps up with the company changes and customer challenges.

We welcome Elsa Chircop as our new Account Manager. Elsa joins the company with a wealth of sales experience and will assist Stella (now Business Development Manager) and Ngaire (Account Manager) to secure and maintain our growing customer base in QLD.

Brisbane now has a fulltime WTA – we welcome Dave Moore to this role. Dave was originally in the Sydney depot and has relocated to the sunny state for a climate change :)

Chris Bromley has taken up the role of Warehouse Team Leader. Chris has been in the warehouse industry for many years and I'm sure good things will come from the warehouse with his appointment, working alongside Vernon.

With Rick Callender heading back south for the start of winter, Colin Russell has joined the Fleet Office Team. Whilst Colin finds his feet, he will be under the helpful watch of Gavin and the team.

February saw Brisbane encounter their first Comcare Audit. A special thanks to Chris Long and to Cheryl and her team for their continued support and commitment to the cause. Brisbane made it through with flying colours. A special mention to Ziggy (AM Leading Hand) for your encouragement during the audit!

The first five months of 2011 have certainly been 'big ones' for Brisbane. I'm sure with the role out of our Core Values and Bryan Fitt to following up, we will go from strength to strength. Thanks to all in the Brisbane depot for making me welcome. I look forward to the challenges and opportunities that await us!

Tracie Kachel

Gold Coast

I was told to say 'the Gold Coast was awesome'. Thanks Ros for the input and so glad you love your job :)

Not a lot to report from the GC branch except that the turnover in this depot is NIL; a great continuing result from Shannon and the Team.

After struggling with inbound shuttle times from Sydney, it's a credit to Jim and the Sydney team for working in with GC to improve the service tenfold. I'm sure the opposition won't like the changes!

Stella has been very focused on sales at the Coast; the fruits of her labour already starting to flow through. Thanks Stella :)

We welcome Warren Stanton (*Wazza*) to the team as our part time subcontractor. Shannon is sure that Warren will be busy with the new business Stella brings on board. (No Pressure Stella.)

Tracie Kachel



Albury

The biggest news out of the Albury depot is the fact that the boys completely outplayed the girls in the BEx Albury Netball game only to narrowly go down. See match report for all the details.

A busy start to the year with a number of new team members to assist us in getting the work completed. These include Chris Condron in a tray truck and Jessica Leskie who is doing a great job organising the boys in the operations office. Vanessa Wicks has moved to Clayton, which given Megan Keith (reception) the opportunity to step up. We now have a new receptionist in Breannan Boyd. The changes don't stop there however with Maxine Vale's departure (even though they brought her back for the Netball) we have found a magnificent replacement in Anthony Hunter. Don't know what sort of an accountant he is but his previous job was a golf professional. We believe Max is now spending more time with the Finance Department.

Through the work of Noel Shepherd we have moved into Contract Logistics in Albury with the winning of the BlueScope Steel contract, commencing 1 July for Albury, Wodonga and Wagga Wagga. It will mean the additional employment for eight drivers.

John Britton in his new role of Operations Manager looks splendid in his management clothes!

Border Express Albury will be 30 on the 8th of October so we look forward to that milestone.

The monthly BBQ's had a hick up last month, with only veggie burgers left by the time I got to eat. They were marked down accordingly.



Sam 'knockover' Nusser, Leonie 'destroyer' Dye, Maxine 'violent' Vale, Jill 'outta my way' O'Donnell, Ali 'hurricane' Hutchinson. Front: Neisha 'whirlpool' Webster, Megan 'kick butt' Keith, Breannan 'ball breaker' Boyd, Michelle 'cracka' Conroy, Jess 'dominator' Dempsey, Leanne 'killer' Kearney. Absent: Mel 'super' Quick.

Clash of the Titans – Netball

Under perfect conditions for Netball, if there is such a thing, the men of Border Express went into battle with the girls. On raw statistics the men had more inside 50's, won more hard ball gets, controlled the air, were much faster and had far more scoring shots. There was just the wee small problem of getting the ball in the hoop.

Captain Craig was immovable in defence; as a matter of fact he didn't move. Noel obviously had the pace maker tweaked as he was extremely quick off the mark and Gavin on the wing was the surprise packet whilst ever he was standing. Tim in the centre was the octopus man with arms and legs everywhere and it would be fair to say he was the fittest member of our side. Off half back Shaun dominated while up forward Mark Haley played the perfect foil to our glittering forward line.

Our reserve bench of one looked very lonely sitting with their bench of six and it would be fair to say that one new receptionist has had a very short career at Border Express. Breannan, never having played for the girls before, came on and threw two goals, something that took us half a game to do. We were probably fortunate that Jess went off early in the night as she was proving too quick for our defence. It was interesting to note that her replacement at B/E, Maxine must be still on the payroll as she kept dropping in the goals.

It was difficult to play our normally aggressive game because the whole HR Department was there!! However the backhander given out by Michelle to the Managing Director will not look good on her resume!

Congratulations to the girls on their win by two goals and many thanks to Leanne and Craig for organising. We have 12 months in which to come up with someone who can actually throw a goal!

Geoff Luff

Perth

It has been a rollercoaster year so far for the Perth depot with the ups and downs of freight volumes due to various transport companies around the nation closing their doors, not to mention the impact of the weather.

We would firstly like to welcome our new fleet controller David Searle. We will certainly keep him busy in the fleet office as the volumes have increased and he has already shown a lot of promise. At the same time, we are very sad to see one of the old original Perth crew leave us, Stephen Scarey. You will be missed and we wish you well in your new endeavours.

We now have 29 employees enrolled in their certificate III, five people have already completed this and we will have another eight potential people to complete this by June, which will certainly keep Annette very busy. The smurf box has also finally become too small for papa smurf (Gary Davis) and he has

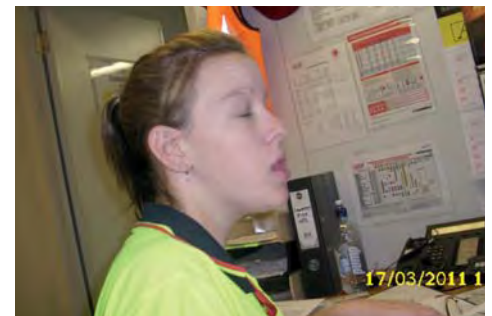


Aaron Holly, February Employee of the month.

had to take his coffee pot and relocate to the front admin office. The girls in the office now have fresh coffee brewing daily, which adds a nice fresh smell to the office, not to mention unlimited coffee to keep them all awake and hard at work.

The Perth depot's "employee of the month" have been a great success, with people being awarded for their dedication and committed to the company and its customers.

January 2011 – Tiarne Pett
February 2011 – Aaron Holly
March 2011 – Aaron Holly



Tiarne Pett, January Employee of the month.

April 2011 – Chris Collins

We look forward to this year's Family Barbeque Fun Day at Burswood by the sea on Saturday the 4th June. Depending on the weather, we will be up to all our normal shenanigans and we are all hoping to defeat the Treasure family at cricket.

Personally, a BIG thank you goes out to the Perth team for all your efforts this year and look forward to the rest of the 2011.

Damian Cristodero



Sydney

Well the summer weather has been and gone, however it is pleasant to see the seasonal volumes have stayed around. Currently the Sydney depot is processing approximately 1800 – 2000 tonne of freight a day through the depot. With our current staff of 170, we rely on the efforts of each and every one of our team to achieve this task. It is pleasing to see that the efforts of all staff contribute to providing a service to our customers. There have been a number of both operational and procedural changes that have taken place over the past couple of months. Greg Harding (Jack) has recently moved to the PM shift along with Michael McCrimmon. Tim Lamb and Alicia Jeffrey have migrated back to the East, joining us back in the Sydney depot. Tim is working on the AM shift and Alicia has joined the customer service team. We also would like to warmly welcome Colin Fletcher as our State Sales Manager and new Business Development Manager, James Penrose.

Transport companies are dependent on their fleet being serviced and available at all times. The fleet has to be maintained at the highest standard in order to meet both operational demands and legislative requirements. This is not an easy task. Our team in the Sydney workshop are currently servicing 110 vehicles, consisting of both line haul and local equipment. Gary, Dean, Rob and Antonio have the enormous task of keeping our fleet on the road. We appreciate their dedication and commitment which contributes greatly to servicing our customers.



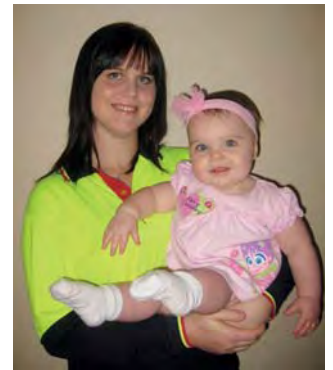
Sydney workshop: Gary, Dean, Rob and Antonio.



Kelly and Isabella Redmayne.



Lisa and Maddison Fullagar.



Melissa and Phoebe Askie.

With 'something in the water' last year, we are particularly delighted to welcome back three new mums into the workplace. Congratulations to Lisa Fullagar, Kelly Redmayne and Melissa Askie, who all now have additional members

to their families. It is great to see that all are well, and with only a few small changes, have managed to return to work whilst juggling the challenge of motherhood.

Anthony Hart

Derrimut

Well another six months has gone by since our last newsletter and there has certainly been a lot of changes in Derrimut but also in Melbourne overall. The flow of freight through the Derrimut facility has been on a constant increase due mainly to the larger volumes of freight from customers being on the west side of town, but also due to the fact that the Clayton facility is restricted due to the volumes they are already processing. That being said, to incorporate the extra volume we have had the need to recruit extra staff and some new strategies to improve efficiencies through the facility.

We would like to welcome Shane McTigue to the organisation as our AM Ops manager. Shane has already had an influence on the facility introducing new ideas and a great attitude. We have had a number of role changes within the depot and I have listed them below. Congratulations to you all and hope you have great success in them.

We have begun a 3am shift working until midday for the unloading of the line haul and preloading our local fleet. This is working very well, so congratulations to Richard Jansen (who we have made leading hand and shift leader) and his team, Andrew and Peter.

The Melbourne customer service team has relocated to Derrimut. Charles is slowly but surely getting his team together which now includes Sue Clayton and Anita La Rosa. Along with Charles they have had a fairly busy initiation to customer service in transport but have risen to the challenge, well done to all.

Donna and Matt have been working hard on the Social Club which included an Easter raffle and a footy tipping competition. Hopefully we will be able to enjoy an extra drink at Christmas time. Donna has relocated to a down stairs office to be closer to the action. It has certainly made it quieter in the upstairs office area.

It has been a reasonably quiet time on new arrivals (babies). Congratulations to Andrew Silvey and his partner Skye. Rebecca Sharrock has left on maternity leave and has had a little girl, so again congratulations.

We had cause to celebrate a 40th birthday for one of our old favourites, Robert Bob Vance. Charlie Evans and without giving too much information away it was quite a wet evening and I am in doubt that the Beroccas took a pounding in the morning. Well done mate.

In closing, it has been a busy six months for our facility. We are sure to keep improving as we

go along to achieve greater efficiencies and service to our customers.

New Staff

Shane McTigue	AM Operations Manager
David Hoffman	DC Manager
Daniel Batty	PM Loader
Norman West	PM Loader
Shayne Speakman	PM Loader
Camillo Tumburrino	CWC Station
Susan Clayton	Customer Service
Shay Horsburgh	Manifest Clerk
Gareth Blacklaws	AM Forklift
Loc Van Nguyen	AM Forklift

Change of roles

Adam Parsons	D.F.O.
Adrian Justin	PM Leading Hand
Mike Smith	CWC Leading Hand
Jeff Silvey	H.S.R & Compliance Officer
Jason Mangan	AM Supervisor
Richard Jansen	AM Leading
Anita La Rosa	Customer Service

Dale McBean



Newcastle

It has now been three years since we began here servicing the Hunter and Central Coast regions and the Newcastle Depot has already out grown our home. As a result, will be moving to new premises into another section of the current building. The larger section of the site, with an extra 800 square metres has more operational floor space and double the current office space. Our address and contact details will remain the same. The move will also give us more hardstand on the external of the building, including off street parking for all, including visitors.

There will be minor changes to the footprint in operations. All the staff are looking forward to the changes and more space in which to process the freight. The warehouse will remain in its current position in the original site for the time being.

With the growth we are experiencing, we are looking at our current linehaul structures, type of vehicles and both arrival and departure times. Any changes will assist freight flow though the depot and minimise the time the freight is stationary before travelling to Sydney.



Newcastle new premises.

The size and set up of the local fleet including the types of PUD vehicles are also being considered to ensure we have the best resources available for our core business. The operational depot structure is also under review with staff roles and time spans being reassessed with possible changes in the near future.

We would also like to congratulate Steve Clarke and his wife Alison as they are expecting their first child. Alison is doing well, but Steve's another story. Well done guys.

Dave Watts

Clayton

What a whirlwind start to the year it was for 2011. While Queensland battled Cyclone Yasi, Western Australia and Northern Territory dealt with Cyclone Carlos, everyone at Clayton had to batten down for Cyclone Barry. Of course I refer to Barry Macnee who has moved down to Melbourne from Brisbane and assumed the new role of Victorian State Manager. He certainly hasn't weaved a path of destruction like Yasi or Carlos but it is fair to say that a lot of things are no longer in the same place as when he arrived. In all seriousness we welcome Barry to Melbourne and all changes made so far this year have been for the better and shown positive results with no doubt a lot more to come. While we have adapted to Baz, I think it's taking him a while to get used to the crisper southern mornings again.

Volumes were higher than expected early in the year particularly through February and March, seeing totals at the same level as November. As usual at this time of the year a lot of people were taking some well-earned leave, so right from the start of the year we were working under the intensity of what we are accustomed to prior to Christmas. Everyone at the depot has done a great job particularly when our staff numbers were down a bit.

We have recently installed a new set of scales at one of the Freight Assurance Stations, which is being run as a Business Improvement project. The scales will give us a certified print out of the freight being weighed,



Clayton Dispatch Team. Back row left to right Andrew Bedford, Craig Prestage, Mike Cross. Front row left to right Adam Gerrard, Anthony Villani, Nick Bene, Len Clausen.

combined with the charge copy ensures the weights are recorded accurately and customers charged accordingly. If the project goes as expected we will most likely see more of these scales around the depots in the near future.

Having two depots in one city can have its benefits, however can certainly throw up its challenges also. Apart from the difficulties for other depots managing inbound freight to us, we have our own internal elements as well, that we need to work around. One of the main challenges has been managing two fleets in one city. From the start of this year we went to one radio room (based at Clayton) which is responsible for allocating all the Melbourne pick ups. This transition has been a difficult

move for people on both side of the bridge however we are making some ground and can see long term benefits with this set up. Another significant change has been the relocation of Customer Service over to Derrimut from Clayton.

We welcome back Bob Churchill Jnr after an extended period away due to a knee injury and also Rick Callender has made is may back to Melbourne after stint in Brisbane, good to have you back fellas. Last but certainly not least congratulations also goes out to Matt Austin, Shanka Chokalingham and their wives who have all welcomed new additions to their families this year.

Brett Crowe



Adelaide

At the start of the year with great regret Adelaide farewelled Tracie Kachel. Our little city lost Tracie to her home state and depots of Border Express Queensland. All of the staff thanks Tracie for her experience, knowledge and assistance over the years at Border Express South Australia.

Adelaide also farewelled, with the fondest of memories, one of our oldest sons, Kevin Dettman.

Kevin provided for our OH & S, Compliance and Return to Work facilities. His decision to retire from the work force has left a big emotional and professional hole to fill in Adelaide.

We wish you many happy years of retirement Kevin.

Congratulations to Kim Hillier who was appointed the Administration Supervisor at the start of April. Kim also facilitates our Pallet and Hire Equipment Control and has still managed to keep our accounts in the black even with the addition of her new administration duties.



Debbie Rowe and Halley Bisset proudly display the BEx values.

Thank you to Mark Luff for the introduction of the Core Values, we have them proudly displayed in our reception and playing on the TV presentation we have looping for all customers and staff to see as they enter the premises.

A big welcome to two new staff members; Dale Tully our OH&S and Compliance officer and Haylee Bisset, our receptionist.

Thank you from Adelaide.

Paul Casotti

Canberra

Well goodbye summer and hello snow. It is that time of year again in Canberra and as usual after the Easter break the weather turns cold. On the positive side the mountain lakes are starting to fire and hello to the trout season. Oh sorry this is a transport newsletter!

Since our last column back in December, we have undergone a few significant changes, more notably the addition of our fully functional warehouse. John (Chopper) Lillingston has taken on this role of looking after our logistical needs for the warehouse and has been involved in the setup and the picking and stock put away for Seeley. Well done Chop, keep up the good work!

James Turner has joined our team as our Yard/Forklift Operator. James is a greenhorn at the moment and has never been involved in transport but from all reports he is doing a great job. Hang in there James you are already proving yourself to be a great asset to our crew.

Stuart Shands has joined us as well late last year as a local subcontractor driving a brand new 8 tonne tailgate taught liner for A & J Wells. Stuart has a wealth of experience in transport and has an extensive knowledge of the local Canberra region; again Stuart is doing a great job. As I move into my new position within Border Express congratulations go to Steve McNally. Steve will take over the day to day operations of the Canberra branch and has been the Operations Manager for the past six or seven years. Well done mate I'm sure you will succeed. I would also like to thank Katrina for



James Turner.



Stuart Shand.

her efforts. Katrina has now left Border Express to move interstate or back home to Nowra so her husband can expand his knowledge within the Royal Australian Navy.

Till next time everyone keep up the good work and look after our customers. They are our future.

Paul Dillon

Darwin

Usually the Darwin updates are sunny, sunny and sunny. This year it's been a different story, with a much longer wet season than usual. NT too has had its fair share of floods with roads and rail lines being blocked for days on end... it really is another world in the 'top end'.

Needless to say things are still pumping along for Nick and his team. Bomber (*alias Doug Caporne*) is now famous thanks to his appearance in the Core Values rollout and what a great data entry person he makes, well done Bomber!

We welcome Cindy Holden to the team.

Nick and the team are looking forward to taking photos for the next newsletter of their new fleet when they arrive soon... we hope!

Tracie Kachel

CATCH A CROOK

If you see something suspicious going on, don't hesitate! Pick up the phone and call the Border Express crime hotline on

1800 149 429

It's completely anonymous and it is helping to secure the future of our employees and the business.



The Border Express Community Pillow Drive

WE HAVE ALL BEEN MOVED BY THE DEVASTATING FLOODS IN QUEENSLAND AND VICTORIA.

Bethany Dodgshun, Megan Keith and Mark Haley team members at Albury Wodonga Branch, really wanted to help out.

With a few hours of brainstorming, an idea was born: **The Border Express Albury Wodonga Community Pillow Drive**

We parked a truck parked on Dean Street for ten days and everyone from the Albury Branch volunteered some truck time. Via the local media we invited the Albury Wodonga community to bring down new pillows to 'chuck on the truck'!

Because pillows are such an important and personal thing, we're also invited people to write a message on the plastic packaging to send their thoughts to the receiver.

By the end of the event, we had received just under 4000 pillows which is an awesome result.



Back Row L to R: Mitchell Parlevliet, Mark Chaston, Megan Keith, Mark Haley, Neisha Webster, Geoff Luff and Michelle Luff. Back Row L to R: Nicholas Parlevliet, Bethany Dodgshun, Vanessa Wicks, Aileen Parlevliet.

We have since been working with the Brisbane Depot and QLD CWA to arrange for the distribution of these pillows. This process has been delayed a little as we needed to wait until communities were

actually at the stage of moving back into their homes and needing to restock with items such as pillows.

Mark Haley

sids and kids red nose day

24th June 2011

RED NOSE DAY, HELD ANNUALLY ON THE LAST FRIDAY IN JUNE, IS THE MAJOR FUNDRAISING ACTIVITY FOR SIDS AND KIDS.

The concept of donning a red nose was first introduced back in Australia in 1988. Now in its 24th year, the event has grown and captured Australian's hearts and shown willingness to be silly for a serious cause.

Proceeds from Red Nose Day assist SIDS and Kids in providing vital services and programs in your local Australian community including:

- Free ongoing bereavement support and crisis outreach to thousands of families and the Australian community following the sudden and unexpected death of a baby, infant or child – 24 hours a day, 365 days a year!
- Education to thousands of parents, carers and health professionals on how to reduce the risk of SIDS and fatal sleeping accidents through our world class, evidence based SIDS and Kids safe sleeping program. To date through this education SIDS and Kids has saved over 6,500 Australian babies' lives!



- Research into the causes and prevention of sudden and unexpected death of babies during pregnancy, birth, infancy and childhood.

SIDS and Kids is non-government funded and relies on the generosity of Red Nose Day partners like Border Express to continue this important work.

For over 15 years, Border Express has donated it's time and service to deliver Red Nose Day merchandise around the country to partners and supporters free of charge, saving SIDS and Kids thousands of dollars in transport costs each year.

Thank you to the team at Border Express for helping continue to save Australian babies' lives! We just couldn't do it without you.

Christine DiPetta
National Red Nose Day Manager
SIDS and Kids® Australia



Border Express

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Canberra	(02) 6123 3100
Clayton	(03) 9263 3700
Darwin	(08) 8944 5200
Gold Coast	(07) 5656 1500
Derrimut	(03) 8368 7200
Newcastle	(02) 4903 4700
Perth	(08) 9351 5900
Sydney	(02) 9732 7300

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Any comments or feedback contributions are welcome.
Email: newsletter@borderexpress.com.au

