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VOLUME 9 ISSUE 2

DECEMBER 2003



In the last issue of *Ship'n Shore* I discussed the possibility of potential business opportunities becoming available beyond our core Bass Strait operations.

Since then I have been pleased to welcome integration of The Interisland Line of New Zealand to the Toll group. This is a direct result of Toll Holdings' involvement with Tranz Rail. The development will bring substantial synergies and opportunities to employees of both businesses including the benefit to Toll of The Interisland Line's vast passenger service experience.

The Interisland Line operates daily ferry services across Cook Strait, linking New Zealand's North and South Islands. Further details of the service are shown on page 5 of this issue.

Next year will also see the implementation of extensions to our Bass Strait vessels which will provide exciting expansion opportunities in this part of the business.

As the eventful year draws to a close I would like to thank everyone for the way in which Toll Shipping has been seamlessly integrated into the Toll Group. There have been many outstanding individual and team achievements throughout the year and there remain numerous potential exciting developments on the immediate horizon.

There are also considerable challenges ahead such as those presented by legislative changes causing the possibility of some export cargoes being lost to flag vessels. This and other hurdles we will inevitably encounter leave no room for complacency and I have no doubt everyone will again rise to the occasion in 2004.

May I take this opportunity to thank you all for your commitment and dedication throughout the year, and to wish you and your families and our valued customers, a very happy and safe festive season and a prosperous New Year.

Paul Garaty
Divisional General Manager

Replacement vessel assures seamless transition through forthcoming extensions program



Ideal stand in: MV *Tor Futura* will ensure an uninterrupted Bass Strait service throughout the extensions program next year.

An outstanding replacement vessel has been obtained to stand in for *Tasmanian Achiever* and *Victorian Reliance* while undergoing consecutive extension fitouts and routine drydocking in Singapore, in the first half of next year. (See story page 4).

The 13,350 tDW roll on/roll off vessel *Tor Futura* owned by DFDS of Denmark will enter Bass Strait service in mid March.

The ship is currently trading between Immingham in the UK and Esbjerg in Denmark.

DFDS operate 56 ferries and Ro/Ros in Europe and the Baltic.

The 183.1m ship is almost the same length as existing vessels after extensions are completed.

The *Tor Futura* features fixed ramps to the upper and cellar decks. It has a service speed of 18.5 knots and is fully capable of uplifting all contract cargo in a seamless manner while extension works to existing vessels is carried out.

The vessel was built in Italy in 1996.

The replacement ship is scheduled to leave

Denmark in early February with cargo for New Zealand or Australia arriving early March.

It will undergo fitout and familiarisation for seafarers and stevedores prior to entering service in mid March.

MV *Tor Futura* Specifications

Length o.a.	183.1m
Length pp	166.5m
Beam	25.2m
Draft	7.36m
Tonnage	13,350 tDW
Service speed	18.5 knots
Main engine	11,120kW
Fuel consump.	35t/24H
Depth main deck	8.6m

Toll Shipping and Simplot – a total team effort



Team players: (L to R) Toll Shipping's Tasmanian Logistics Manager, **Jason Carpenter**, with Simplot's Despatch Coordinator, **Peter Stokes**, Production Manager, **David West**, and Regional Operations Manager, **Phil O'Keeffe**.

Simplot's Regional Operations Manager, Tasmania, Phil O'Keeffe, calls a spade a spade. When he says the Toll/Simplot partnership has led to "one of the slickest logistics operations for frozen foods anywhere in the world", you know for sure that both parties are "getting it right".

Simplot produces a range of potato products including french fries, chips, hash browns, gems and roast potatoes at their Ulverstone and Scottsdale plants and frozen vegetables at their Devonport operation.

Not only does Toll have the responsibility for shipping all production to the mainland, but also the task of coordinating deliveries via road and rail to customers and warehouses throughout Australia.

The task is made more complex because of the necessity to maintain products at the -18° C "cold chain" standard throughout the process and to ensure continuous twenty-four hour, seven day pick-up from plants and delivery to Toll's Burnie terminal throughout the year.

It is a finely tuned joint operation. So much so that Simplot is deliberately not geared to store more than three hours production stock in the plant at any one time.

As part of this requirement Toll has the complex and demanding responsibility of ensuring a continuity of supply of refrigerated containers at all times.

The efficiency of the operation and the close relationship between the two companies did not happen overnight. In fact it started some eight years ago when it was jointly resolved to "take costs out of the system to the fullest extent possible".

At the time Simplot Ulverstone held about three days' production in inventory in an old inefficient warehouse and it was recognised that something completely different had to be done to reduce stock levels and labour costs.



Since that time, Simplot has introduced a series of innovations, including advanced carton freezing technology, conveyor systems, palletisation and slip-sheeting (which was quite ground breaking at the time).

Simplot is rated a 'Class A' company with very predictable and reliable technology and methodology.

Toll responded with the development of a unique hydraulic loading dock/B-double trailer



Smart system: The unique Toll designed hydraulic loading dock allows the loading of refrigerated containers two at a time. Both are placed on single specially designed stretched B-Double trailers.

system which allows the loading of refrigerated containers two at a time on the same trailer.

This system works so well that operational hitches are extremely unusual. Phil maintains, "when problems are as rare as they are, we must be doing it right".

Simplot recognises Toll as one of its best and most reliable suppliers, which is about as good as it gets.

The innovations introduced on both sides have meant the relationship has cemented from one of customer/supplier to the strong strategic alliance that exists today.

Planning is key to the process. Regular reviews are conducted in which clear KPI's are established and closely monitored on an ongoing basis. This attention to detail inevitably results in a win/win for both Simplot and Toll.

“
...one of the slickest frozen
foods logistics operations
anywhere in the world”

From a factory perspective, Phil says he could not be happier with Toll's responsiveness, problem solving ability and approach to technical innovation. He also rates Toll's communications at all levels highly, with logistics management ability another strong plus.

Toll's advanced ships, terminals and stevedoring equipment are further key parts to an overall excellent service.

Phil believes that opportunities for improvement to the system lie more in fine tuning in such aspects as technology aided pallet control and the removal of duplication in procedures and administration. He maintains that these initiatives should be driven by Simplot with Toll's close collaboration. Additional gains may be available in shortening the supply chain to customers.

Ultimately, he maintains, the smooth ongoing operation of the system and the delivery of products in peak condition, relies on the skills, dedication and commitment of the people involved throughout both businesses, at all levels.

New trailer trestle system on the way



Safer system: The trailer is connected to the Autotrestle in the terminal before entering the vessel. On-board, the trestle is automatically clamped to the deck with a twistlock connection operated by the tractor driver.

AS PART of the ships extensions project a new European system for securing road trailers on vessels will be installed next year.

Six refurbished low-profile RT22 four wheel drive Terberg tractors will be introduced with 50 SAT system trestles and ancillary equipment.

This system is tried and tested in Scandanavia.

It reduces the need for lashing and in some cases dispenses with lashing

completely.

It also has important safety benefits as it eliminates the need to fit lashings under trailers.

Trailers will be locked to the deck with an autolock feature built-in to the trestles.

Information packs, including a video showing the system in operation, is available from National Manager - Cargo Handling Equipment Manager, Graham Griffiths.

Victorian Reliance shows her stuff!



Copping a spray: Bass Strait lived up to its reputation as one of the world's most treacherous stretches of water when this photo was taken from the bridge of *Victorian Reliance* in late September. The vessel was northbound an hour out of Burnie with wind speeds gusting to 120kph which is Force 10 on the Beaufort Scale. During the night even higher winds were experienced during squalls. Seas were very rough although swells were low to moderate (3-5 metres). The ship handled the seas admirably and was all fast at No.1 Webb Dock at 0703 - only about 10 minutes later than normal. Approximately 32,500 litres of fuel were used during the voyage - about 7,500 litres above average. (Picture: Courtesy Captain Mark Dudding).

Notice Board

Welcome

A warm welcome to **Gary Tobin**, Business Support Services, located at Webb Dock.

Well Done



Well done to **Roger Powell** and **Les Mayne** on their respective roles as Acting Terminal Managers, Webb Dock, standing in for **Steve Miller** while he was on extended leave recently.



Stork Report

Congratulations to **Roger Powell**, Equipment Manager Maintenance & Control, and his wife **Debbie** on the birth of their twin daughters **Jayde Amelia** (7lb 5oz) and **Erin Kealey** (6lb 13oz) (sisters to **Ryley**), on 30 October.



Farewell

■ Best wishes to **Andrew Carter** and **Ram Krishnashwamy** who have transferred to expanded roles in the Toll Group IT department. Andrew is based at Laverton North in a service delivery/ system support role while Ram is based in Dandenong as a database administrator.

■ Goodbye and good luck to OH&S Training & Coordinator, **Tony Novosad**.

OH&S

Project wins Trucksafe Workplace Award



THIS clay washbay installation at Australian Paper's Wesleyvale site has won a Trucksafe Workplace award for Toll Shipping.

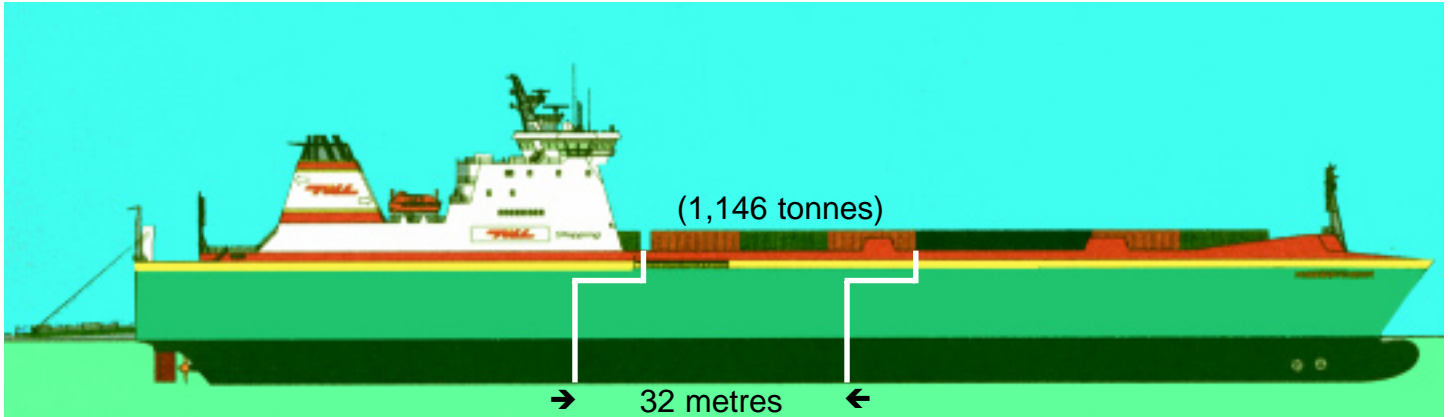
The bay was installed by Australian Paper in close collaboration with Toll drivers and managers.

The facility allows Toll drivers to safely wash clay residue in containers on-site as opposed to removal from the site which previously applied.

Toll had extensive input in all safety related issues including protective barriers and clothing, lighting, an eye wash station and positioning of equipment.

The clay is sourced from Pittong (near Ballarat in Victoria) and is used in the coating of the paper.

44 additional Mafis per sailing after vessels' extensions



Extensions to MV *Tasmanian Achiever* and MV *Victorian Reliance* will add an extra 44 Mafi's capacity to each vessel says National Manager Vessel Operations, Ian Graham.

The extensions were designed by Skipskonsulent of Norway who were also responsible for the original ships' designs.

The work will be carried out by ship repair yard Pan United in Singapore.

The extensions will be in Z sections of 1,146 tonnes and 32 metres in length.

Positioning of the sections will be forward of the ramp to the upper deck. Additional cargo space will be equivalent to 14 Mafis in each of the cellar, main and upper decks.

Tasmanian Achiever is scheduled for work immediately after arrival of replacement vessel *Tor Futura*.

Victorian Reliance will follow upon the first ship's return to Bass Strait operations.

It is expected that the duration of shipyard work will be 35 to 40 days for each vessel including programmed five year dry docking maintenance.

Teams of ships' personnel supervised by Captain Matt de Silva will assist with the project in Singapore. Captain de Silva also stood by the construction of the newbuildings in Korea.

It is expected there will be only a marginal difference to performance of the vessels with the longer ships as the propeller and manoeuvring systems were originally designed with provision for extensions.

This planning will provide substantial cost savings in the completion of the project.

Specifications after extensions

Length o.a.	184.40 m
Length b.p.	172.37 m
Breadth mid.	23.60 m
Depth mid.	16.10 m
upper deck	
Depth mid.	8.10 m
main deck	
Draught	6.35 m
Deadweight abt.	11,250 t

Project Timetable 2004

<i>Tor Futura</i> in service	Mid March
<i>T/A</i> in drydock	Late March
<i>T/A</i> completes works	End April
<i>T/A</i> re-enters service	Early May
<i>V/R</i> in drydock	Mid May
<i>V/R</i> completes works	Late June
<i>V/R</i> re-enters service	Early July



All tied up: Work is already well advanced on construction of a new mooring dolphin at Burnie terminal to accommodate the longer vessels. (Photo: Courtesy Captain Mark Dudding)

Toll welcomes *the interisland line*

Following Toll Holding's investment in TranzRail, New Zealand, Toll Shipping welcomes The Interisland Line to the Toll group of companies. This fact sheet shows the scale and magnitude of this extensive and efficient marine operation.

The Service

- Daily ferry services across Cook Strait linking New Zealand's North and South Islands.
- 5,200 sailings pa
- 1.2 m passengers pa
- 268,000 cars pa
- 0.7m 1m trucks pa
- 1.2m 1m rail wagons pa

The People

- 54 Deck officers
- 48 Engineering officers
- 118 Deck ratings
- 156 Catering staff
- 110 Terminal staff
- 66 Head office staff

The Terminals

- Two in Wellington and one in Picton.
- All three offer a wide range of facilities



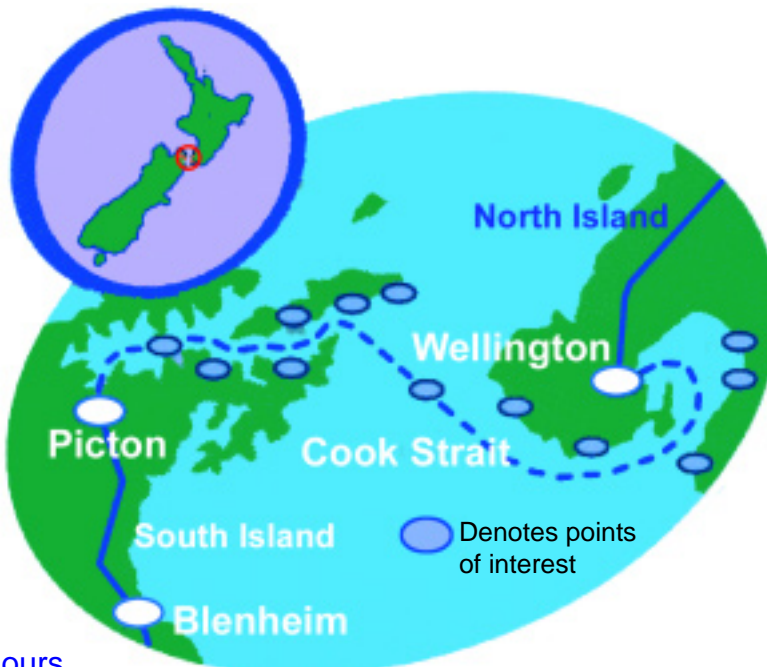
Aratere

350 passengers
140 cars
60 rail wagons
Crossing time 3 hours



Purbeck

50 passengers
435 vehicle lane metres
Crossing time 3 hours
35 minutes



Arahura

975 passengers
123 cars
30 rail wagons
Crossing time 3 hours



The Lynx

750 passengers
180 vehicles
Crossing time 2 hours
15 minutes



AROUND THE WORKPLACE



Safety first: Work SafeWeek was launched by The Hon. **Robb Hulls** MP, Minister for Workcover, at Toll Shipping's Webb Dock terminal on October 23. Toll Shipping was chosen as the site for the launch after winning WorkCovers' award for The Best Risk Solution in 2002 based on the two years of safety research that went into the operation of Fantuzzi forklifts prior to acceptance for terminal stevedoring operations. Seen at the launch were (L to R) Master *Victorian Reliance*, **Captain Matt de Silva**, Acting Operations Manager, **Les Mayne**, Toll Group Managing Director, **Paul Little**, Equipment Services Coordinator, **Robert Camilleri**, General Manager Bass Strait, **Ross Duncan**, National Manager Vessel Operations **Ian Graham** and Divisional General Manager, **Paul Garaty**.

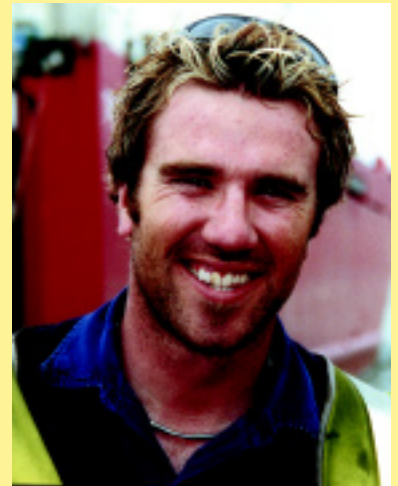


Bass Strait seafarers: Master and ship's complement *Tasmanian Achiever* (L to R back) **Luke Redmond**, Trainee IR, **Bruce McDonald**, First Engineer, **Mark Scott**, IR, **Dean Rafferty**, IR, **Darby Devine**, IR, **Priyalal Perera**, Third Officer, **Nick Hess**, Officer Cadet, **Matt Freston**, IR, **Jason Martin**, Second Engineer, **Stephen Morgan**, Second Officer, **Terry Fitzgerald**, Chief Steward, **Robbie Morrison**, Chief Engineer, **Malcolm Lee**, IR, (sitting) **Matt Gardner**, Chief Cook, **David Robertson**, First Officer, **Captain Alastair Will**, Master, **Brian Feeley**, Chief IR.



◀ **On the road again:** Cheerful Burnie B-Double driver and Employee Safety Representative, **Warren Young**, snapped on the road to McCains, Smithton with another delivery.

Personality Profile



Burnie Stevedore

Name: Nathan Hunt
Position: Stevedore, Burnie
Job function: Forklift and prime-mover driving.
Started: September 1996
Job likes: Working outside, variety and camaraderie.
Dislikes: Early mornings, hangovers and Carlton supporters.
Outside interests: Captain of Wynyard in NTFL. Plays centre half back.
Bad habits: Donating money to the TAB.
Favourite meals: Crayfish and other seafood.
Favourite music: Radiohead, The Strokes, Audioslaves and other alternative music.
AFL team: The mighty 'pies!
Favourite TV: Kath and Kim.
Favourite radio station: Triple J
Significant others: Partner Chantelle and 3 month old son Jesse.



To the victor goes the spoils: Tasmanian Client Services Manager, **Richard Douma**, presents the first prize trophy to **Stephen Pearce**, winner of the 2003 Toll Shipping Burnie 20 cycle race. Toll Shipping has held naming rights sponsorship of this prestigious annual event for the last two years. This year the event attracted a field of 40 cyclists. It is run as the lead-in to the Burnie 10, now recognised as Australia's premier 10km road race.