

**TOLL HOLDINGS:  
AUSTRALIA'S LEADING  
PROVIDER OF INTEGRATED  
TRANSPORT AND  
LOGISTICS SERVICES  
NEEDS A HEAVY  
DUTY PARTNER**



TOLL's relationship with ORIX began in 1998 when TOLL underwent a considerable expansion, acquiring TNT. TOLL needed a quick and easy way to increase the size of its commercial vehicle fleet in order to meet new demands and realise the full potential of its rapidly expanding business.

#### **A long haul**

TOLL Holdings (TOLL) has come a long way since its birth in 1888 as a horse and cart outfit hauling coal throughout Newcastle and the Hunter region. TOLL's growth has been aggressive and continues in the same vein today. With nearly two decades of experience, TOLL is now considered Australia's leading 'Integrated Total Logistics Provider', delivering innovative supply chain solutions to a wide range of customers throughout the Australasian region.

#### **Business of asset management**

The nature of TOLL's business means balance sheet management is a critical priority. In order to meet customer demands, TOLL is constantly required to acquire assets, and business success hinges on the most efficient use of those assets.

At times however, contract start-up times are shorter than vehicle delivery times, leaving TOLL with an ongoing need to urgently access vehicles in the short term. TOLL realised it needed a quick and easy way to increase the size of its commercial vehicle fleet for short periods.



# Realise More

## Flexibility and understanding have real value

"We needed a supplier committed to understanding our business and the pressures we were under. We wanted someone prepared to understand our customers and their demands in the same depth we did and be flexible and ready to act outside the square to meet them," says Steve Granland, General Manager Equipment, TOLL Holdings Limited.

In light of its acquisitions and emerging opportunities, TOLL went in search of an alternate vehicle leasing partner more willing to understand its business needs and pursue objectives with the same passion it had. "A supplier who can listen and share the spirit of a company's business goals is a supplier who can think innovatively to meet demands. That's the kind of supplier we found in ORIX; we knew they were exactly what our expanding business needed," said Granland.

"We decided to begin with a trial and were blown away with the interest ORIX took in our business and our business goals. ORIX took the time to listen to where we needed additional support, to critique those needs and to adapt its service offerings specifically to meet them. This crucial quality is rarely demonstrated by other suppliers."

## Strength through partnership

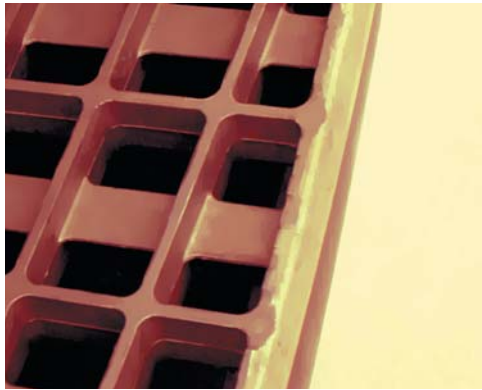
Seven years on and the service offering now provided by ORIX is as diverse as the business demands TOLL experiences. The relationship began on a Truck & Trailer Rental basis with ORIX providing trailers for TOLL's Automotive Division and rigid trucks for its Cadbury Schweppes contract.

Since the trial period ended, the two companies have developed a national agreement whereby all businesses within TOLL have access to ORIX's nationwide fleet of commercial vehicles through the ORIX Truck & Trailer Rental service.

## Passenger vehicles as well

In addition to offering ORIX Truck & Trailer Rental solutions, ORIX now funds and manages TOLL's growing fleet of more than 400 passenger vehicles across Australia.

In December 2002, ORIX enabled TOLL to put in place a company wide Executive Vehicle Policy through its Novated Lease offering, which helps TOLL employees to lower their income tax and increase their net salary. "ORIX Novated Leasing gives us the ability to offer a powerful salary package to new and existing employees by letting them select the vehicle of their choice. It's a great way for us to attract and keep the best people at no additional cost to TOLL," said Peter O'Brien, Financial Controller, Toll Holdings Limited.



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## Endorsement of a continued relationship

The decision to choose ORIX was not only about size, expertise and flexibility but also the transparent relationship ORIX built with TOLL and fostered through face-to-face visits. "ORIX is a very user-friendly company. It is unusual for a company to make itself so transparent to the client, and from the Managing Director down I believe ORIX has made an effort to do that. As a result, TOLL better understands ORIX and ORIX better understands TOLL, which makes for better business for both parties," said Granland.

The integrity of the business relationship ORIX has established with TOLL has prompted them to refer several major contacts within the transport industry to ORIX. TOLL continues to recommend ORIX to their corporate partners and look forward to continuing the growth of their business with support from ORIX Australia.

To find out how ORIX can help you Realise More from your business, call **1300 366 749** or visit [www.orix.com.au](http://www.orix.com.au)

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This publication is produced by ORIX Australia Corporation Limited. It is intended to provide general information on truck & trailer rental, current at the time of printing (January 2005) but could change without notice. The contents do not constitute financial or taxation advice and should not be relied upon as such.

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