





Azerbaijan

UAE

India

Sri Lanka

Thailand

Malaysia

Indonesia

Singapore

Cambodia

Vietnam

Hong Kong

China

Taiwan

Philippines

South Korea

Japan

Australia

New Zealand



## A Dynamic Force Supporting Asia's Finest Companies

One of Asia's leading logistics service providers, Toll Logistics is the partner of choice of over 1,000 corporations, including some of Asia's best known brands.

Our strength and credibility rests on our ability to provide total integrated logistics solutions, backed by innovative technologies and world-class processes.

Offering global logistics solutions that encompass air, land, rail and sea services, Toll Logistics excels in providing quality solutions that bring greater operating efficiency and savings to your supply chains.

A unique strength is our network. With some 300 distribution centres across all major markets, we operate one of the largest and most extensive logistics networks in the Asia-Pacific.

With the outstanding breadth of our geographical coverage and our wide spectrum of services, we are a catalyst to service quality and growth, and an enabler of innovative supply chains.





## Behind Toll Logistics: Australia's Largest Transport and Logistics Company

Toll Logistics is part of Toll Holdings, Australia's largest transport group and one of the world's most established logistics operators.

Founded more than 120 years ago, Toll has, over the years, developed a unique logistics model in response to increasing customer acceptance of our complete end-to-end logistics solutions. Incorporating critical components of operational expertise, scale, and diversity of services and technology solutions, this approach propelled Toll to become a global brand and leader in the field.

Today, the Toll Group generates annual consolidated revenues in excess of A\$7.5 billion and operates a network of over 650 sites throughout 18 countries. Toll's access to transport and infrastructure assets includes road fleets, warehousing, ships, air freight capacity, ports and rail rolling stock. These assets, when combined with world-class operational expertise and technology solutions, drive supply chain efficiency to deliver best practice in supply chain management for our diverse customer base.





## Our Points of Difference



Toll Logistics builds its solutions and services around three spheres of activity, namely: Supply Chain Management; Energy, Resources and Marine Logistics; and Innovation, Technology and Operations Development.

Featuring advanced technology, entrenched operations and a vast, established global network, our Supply Chain Management (SCM) portfolio of services help clients around the world to realise market growth and higher performance. We work with our customers throughout the entire supply chain, spanning 4PL consultancy, supply chain re-engineering, demand forecasting, procurement, vendor managed inventory (VMI), merge-in-transit operations, on-demand manufacturing support, inventory management, inter-modal distribution services and value-added services like repackaging, preservation, shelf-life management and reverse logistics. Through our extensive freight network, we link our customers' supply chains in Asia to global markets in the most cost-effective and efficient way.

Toll Logistics is also a dominant player in the regional Energy, Resources and Marine Logistics sector, with a track record of over 30 years. We operate Asia's premier oil & gas supply base in Singapore, providing one-stop support to some 200 companies including GlobalSantaFe, Halliburton and Weatherford. Our ability to develop creative solutions to difficult exploration and production challenges coupled with our fleet of purpose-built vessels and heavy lift equipment have enabled us to become a trusted long-term partner of the world's most respected resources companies including Rio Tinto and BHP Billiton.

We are a firm believer in harnessing technology to benefit our customers and we offer leading-edge and revolutionary technology-enabled solutions that bring competitive advantages to our customers.





## Supply Chain Management: We Understand Your Industry

We understand the ever-increasing complexities of today's supply chain requirements and that excellence must be delivered at every point throughout the supply chain. That is why we established more than 300 warehousing and distribution centres across all major markets in Asia, providing one of the largest and most extensive supply chain and physical fulfilment networks in the region. Operating more than 12 million square feet of warehousing area and with a distribution network covering more than 3,000 Asian cities and towns, we are better able to organise our customers' supply chains, making it easier and more efficient for companies to get their goods to destination.

To further assure excellence, we have developed dedicated resources and skill sets to offer expert support to many industry sectors. These include consumer products and healthcare, high-tech, retail, automotive, industrial and the public sector; as well as project logistics and specialised logistics services.





## The Consumer Products and Healthcare Sector

Access to multiple distribution channels and efficient distribution to retailers and distributors are critical factors for the consumer goods and healthcare industries. By leveraging on our extensive networks, our clients enjoy faster time-to-market, greater market penetration, access to new markets without incurring high start-up costs and greater economies of scale, allowing them to achieve brand dominance at competitive prices. In particular, our customers depend on our immense network coverage to reach consumers in regional markets where distribution outside the metropolitan areas remains a big challenge.

Our distribution capabilities enable us to reach consumers across vast geographies directly. This allows our customers to eliminate the middlemen, to enjoy cost and time savings and better inventory visibility, as well as gain greater control of the selling process.

In healthcare, major brands rely on our domain knowledge to ensure the safe delivery of products and materials that range from medical and surgical devices to pharmaceuticals and medical equipment. Our healthcare supply chain management solutions address the specific needs of manufacturers as well as users like hospitals, clinics and other healthcare organisations.



With these distinctive strengths, we are the preferred partner of some of the world's biggest consumer goods and healthcare giants including Colgate-Palmolive, Unilever, Johnson & Johnson, Nestle and Kimberly-Clarke.

Our services include:

- 4PL SCM consultancy/projects
- Promotional packaging
- Product recall management
- Product disposal
- Customisation
- Vendor Managed Hub for raw materials
- Last mile delivery and services
- Hub & Spoke logistics
- Production feed logistics
- Procurement
- Hospital logistical support
- Temperature controlled storage
- Tracking of controlled drugs
- Tracking of equipment usage
- Storage of equipment, records and documents





## The High-tech Sector

The high-tech sector is highly dynamic, with new products and technologies rolling out to market at ever increasing speed. With our ability to provide solutions that ensure a shorter time-to-market, reduced inventory holding, and greater efficiency and visibility throughout the supply chain, Toll Logistics is recognised by the high-tech sector as a valuable partner in growth.

Our services include:

- 4PL SCM consultancy/projects
- QA testing
- Vendor managed inventory
- Product quality management
- Express metropolitan distribution
- Reverse logistics (returns and repairs)
- Light assembly of components
- Home deliveries
- Call centre services





## The Retail Sector

In retail, we offer tailored services that enable our customers to improve their inventory-to-cash cycle, meet seasonal selling peaks, and ensure point-of-sale availability, boosting their ability to compete in a dynamic retail environment. For example, in China, our widespread operations allow us to offer purchase consolidation services and offshore inventory hubbing, bringing even more cost savings to our customers.

Our services include:

- 4PL SCM consultancy/projects
- Repackaging and labelling
- Distribution to retail outlets
- Distribution hub management
- Overflows management
- In-store replenishment
- Home delivery and installation
- RFID (radio frequency identification) services
- Port splitting at overseas consolidation points



## The Industrial Sector

With our versatile operations and flexibility in developing customised solutions, we are able to handle a wide diversity of industrial products from raw materials to cables, water pumps and machinery, while meeting strict international Safety, Health and Environment (HSE) standards.

Our services include:

- 4PL SCM consultancy/projects
- Hazardous product handling
- Onsite management
- Heavy lift capabilities
- Handling and storage of bulk and liquid products
- Project Logistics





## The Automotive Sector

Toll Logistics offers auto-makers and auto-vendors cost-effective and value-added services that support new product development, just-in-time deliverables within the manufacturing cycle, spare parts management and after-market operations.

Our services include:

- 4PL SCM consultancy/projects
- Sourcing and procurement
- Quality assurance
- Parts distribution
- Bill of Material (BOM) packaging
- Parts preservation
- Just-in-time production feed logistics
- Vehicle transportation
- Export processing zone for de-registered vehicles in Singapore
- Pre-export packing, clearances, import/export of vehicles





## The Public Sector

We are a trusted partner for various government agencies for the last three decades, providing a wide range of logistics services to support the critical functions of the public sector in Singapore. Key to our success in serving the unique needs of the public sector is our commitment to service quality and our ability to continually introduce innovative solutions and new technologies in everything we do.

Our services include:

- 4PL SCM consultancy/projects
- Warehousing, inventory management and distribution
- Material planning and procurement
- Lead logistics provider for forward and overseas support
- Emergency relief and aid logistics
- Dangerous and hazardous goods management
- Design, build and operate projects





## The Specialised Logistics Sector

In partnership with niche service providers, we also offer highly specialised services in very sophisticated areas.

These include collateral management, metals logistics, aviation fuel logistics, dangerous goods management, and wine logistics.

### **Collateral Management and Metal Logistics**

In partnership with Pacorini, Toll Logistics serves banks and other financial institutions in the management of collateralised goods and commodities in countries spanning Singapore, China, Malaysia, Thailand, Vietnam, South Korea and Indonesia. To support our metals logistics business, we also operate London Metals Exchange-approved warehouses in Singapore, Malaysia, Thailand and South Korea.

### **Aviation Fuel Logistics**

With our partner Air BP, we provide full-service solutions including the supply, distribution and transport of aviation fuel, into-plane refuelling, the operations and maintenance of fuel storage facilities and hydrant systems as well as consulting services across Asia.

### **Dangerous Goods Management**

Toll Logistics also provides the full range of services for the safe handling and transportation of all classes of hazardous goods, including classification, packing, labelling and documentation in accordance with global safety standards.

### **Wine Logistics**

Toll Logistics has a comprehensive range of logistics solutions for the wine and spirits industry, including bonded warehousing, temperature and humidity-controlled storage, consolidation services, customs documentation and transshipment.





## Freight Management

With direct access to Toll's immense global forwarding network spanning Australia, Asia, Europe, the Middle East, Africa and North America, Toll Logistics connects our customers in Asia to the world.

By linking our customers' supply chains across regions via our efficient freight network, we are able to provide cross-border and regional supply chain solutions. For example, goods, parts and components can be sourced from all over Asia and consolidated at strategic hubs for onward freighting to Australia, Europe and the US. Such comprehensive consolidation and hubbing solutions bring economies of scale, and improved visibility and control to our customers' supply chains.

Our services include:

- Global freight forwarding and NVOCC services
- Express services
- Reefer and bulk cargo
- Consolidation and bulk break, including port splitting
- Transshipment and multi-modal transportation
- Charters and split charters
- Project logistics and infrastructure project shipment, including heavy haulage
- Transportation of dangerous and hazardous cargo





## A Winning Partnership: Toll Logistics and the Energy, Resources and Marine Sector

In the Energy, Resources and Marine sector, Toll Logistics stands apart from other logistics service providers in both capabilities and resources. We are unique in possessing the capabilities and resources to support the entire logistics value chain of a mining operation. In addition, we operate the leading oil and gas offshore services hub in Asia.

We are also recognised as a market leader in the resource sector. Boasting outstanding capabilities in marine logistics, we are supported by a large fleet of purpose-built barges, tugs and landing craft. In Indonesia, we support the majority of mines in the country which are located in remote, hard-to-reach inland regions. Leveraging on our project logistics capabilities, we also provide global consolidation and delivery of sophisticated mining equipment, spares and consumables. Toll Logistics boasts an outstanding track record in serving mines located in remote regions like Irian Jaya, Papua New Guinea, Kalimantan and Sulawesi.

We are also a specialist provider in coal logistics. Leveraging on our engineering and operational capabilities and our fleet of specialised self-discharging barges, we provide optimal efficiency in the handling and transportation of coal.



logistics, shore-based services, ocean towing and transportation, offshore construction support and energy support services.

We operate Asia's premier oil and gas hub in Singapore, called Singapore Offshore Petroleum Services, together with satellite bases in Thailand, Cambodia and Azerbaijan. With expertise built up over 30 years, we count global oil and gas companies such as Halliburton, GlobalSantaFe, Weatherford, Tidewater Marine and Seadrill among our customers. We specialise in the delivery of oilfield equipment, platforms and supplies to oilfields and gas industries in the Asian region.

With our modern fleet of vessels that includes flat top barges, tugs, container vessels, landing craft and crane barges, Toll Logistics is the single point of contact for intergrated services, thereby eliminating third-party and middlemen costs, and maximising productivity and potential returns for our customers.

Our services include:

- 4PL SCM consultancy/projects
- Supply chain management
- Inventory management
- Preservation and packing
- International freight management
- Ship agency services
- Supply of bulk materials
- Explosive/radioactive material storage
- Jetty services
- Project logistics management
- Procurement services
- Roll-on-roll-off facilities
- Ship handling and stevedoring services
- Specialised shipping and transportation services via self-propelled, self-discharging, flat top and crane barges and landing craft
- Harbour and ocean tugging services
- Barging
- Global consolidation and delivery of mining equipment, spares and consumables
- Transportation of oilfield equipment, platform and supplies
- Upstream logistics
- Shorebase services
- Offshore construction support and energy support services





## Regional Leader in Innovation and Technology

Technology is the foundation upon which Toll Logistics is built, and today, technology continues to be the engine that drives us towards greater excellence. By leveraging on the technological assets of our parent, we have established ourselves among customers in the region as an innovative partner.

As a forward-looking company, we seek to continually inspire our customers to greater growth. And one of the most effective ways to do this is through technological innovation.

We work with customers to innovate in problem solving. This means creating customised technology solutions and developing smart new technology to reduce waste, cut cost, maximise efficiency and streamline the operations of our customers. Some of our successfully deployed technology enablement includes:

- Multi-modular systems integration that streamlines procurement, order processing, shipment delivery and inventory management.
- Mobile technology that tracks transit shipment and collects real-time delivery data to shorten cash flow cycle time
- Demand forecasting and inventory planning system to automate inventory replenishment and reduce loss of sales and over buffering of inventory
- Vendor Management Inventory (VMI) for just-in-time manufacturing support
- Autologistics Transport & Operations Management (ATOM) – a supply chain event management application that provides visibility by part number throughout the entire supply chain for the automotive industry
- Inventory Capital Solutions (ICS) – advanced risk management methodology and software tools to assist organisations in substantially enhancing their inventory yields and capital productivity
- Toll Automotive Sequencing System (TASS) – a real-time production control and direction system for sequencing/picking, container movement, and shipping for automotive assembly plants. It provides an error proofing system that prevents customer defects and/or downtime.





## The Innovation Behind Our Technology

Technology is applied in a multitude of ways at Toll Logistics. Our Customer Transition Integration (CTI) programmes ensure seamless engagement experience and successful implementation of the full solutions suite for our customers. With our synergised and team centric approach, we are able to help our customers:

- Translate proven and innovative industry best practices into efficient initiatives that are customised to their unique business models
- Embark on regular benchmarking exercises to enhance service quality across the Asia-Pacific
- Perform Key Performance Indicators (KPIs) management to enable consistent operational deliverables
- Improve workflow design, network analysis and resource utilisation through project management and consultancy services

We are also committed to lead by innovation through cutting edge research and development to serve our customers better. Our RFID Centre has developed several technologies to improve asset tracking and inventory management in the supply chain. Some of the projects initiated include:

### **CertHub™**

CertHub™ is a recent patent awarded initiative that enables the handling of large shipments of cargo through a secured supply chain to help our customers achieve faster custom clearance.

### **Safety Equipment Asset Tracking System (SEATS)**

SEATS monitors the maintenance schedule of safety equipment stored in warehouses and issued for operational use. It automatically triggers maintenance work orders to ensure safety equipment remains operational.

### **Linen Asset Management Platform (LAMP™)**

Our latest innovation, LAMP™ is a patent pending system that tracks linen items in the cyclical movement within hospitals from storage, wards to laundry. This system radically shortens turnaround time, improves the accuracy of inventory and reduces the workload of staff in hospital when it comes to providing patients with clothing and bedlinen items.



In the integrated logistics industry, Toll Logistics' capabilities and strength forms its key competitive advantages. In seven words, these are choices, integration, infrastructure, relationships, innovation, people and brand.



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