

news

Managing Director's Report

Vin Stenta Managing Director, International Energy Services

I would like to start this edition of the IES Newsletter by welcoming all of the staff of **SAFAS Trucking Pty Ltd** to the IES team. SAFAS is a Perth based bitumen transport business and was acquired on the 1st February. This business along with a new contracts with Shell Bitumen for cartage in NSW & QLD provides Cootes with a national bitumen business. SAFAS also adds significantly to our capabilities in WA and strengthens the longer term future of our business there.

SAFAS is very similar in values and culture to that of the Cootes business. In fact when the previous owner started the business he came to the eastern states, saw the Cootes operation and decided to model his business on it. **Greg Geier** is the manager of the business and I welcome he and his assistant **Soibhan Glover** (better known as Shev) to IES. I know everyone at IES will make them feel at home.

I was fortunate enough to attend the Liquip Domestic Distributors conference in March. I was very pleased to see everyone participate in what was a very supportive and constructive conference. It never ceases to amaze me how innovative people can be when presented with a challenge. The Liquip team has developed several new products which will be released soon all of which were very well received. As we move to a more global market this becomes even more important. The new products and process Liquip released at the conference will certainly provide us with the edge we need to stay several steps ahead of the competition. The work done by **Jason Wileman** at Sunshine with Orix and Shell is ground breaking congratulations. My thanks to **Miro, Andrew, Jason, Greg** and in particular **Tracey** for putting together a fantastic show and I thank our Distributors for their involvement and commitment to Liquip.

At a recent IES Board meeting this year's vehicle replacement program for Cootes was approved. We will be spending almost **\$16 million** for replacement prime movers and fuel trailers. Since

the formation of IES, which is just over a year ago the Board has approved over **\$25 million** in replacement equipment for the Cootes business. No wonder **Alan Yates** always has a smile on his face. In fact there is another reason for this smile and that is because of the fantastic effort by him and his team of workshops this year. They have continually month on month come in under budget and have also significantly improved equipment reliability. My thanks goes to **Alan, Greg Burke, Brian Layton, Phil Wenn** and all of the workshop teams in all states for all their efforts.



All of the above continues to highlight that our most valuable assets are our people, our expertise and the values that we have. IES through both Cootes and Liquip continues to strive to improve our safety performance either through improved procedures and process or through innovative engineering solutions. However, no matter how innovative the solution the individual performing the task remains in control of the process. It is vitally important for that individual to maintain focus on following the correct procedure and not be distracted. If you find this is happening to you please use your TAKE 5 skills to stop, make things safe and start again.

Talking about our most valuable assets it is with a sad heart that I must say farewell to **Ken "Chook" Hennessy**. I want to thank Ken for his support and service during my time at Cootes and IES. Ken you really are a tower of strength and your knowledge and skills will be missed. I know you will still be around lending a helping hand to us but I want to thank you for your 30 plus years of invaluable service to Cootes. I wish you and your family all the very best in the future and I hope you don't have to wait another 72 years for a SWANS Premiership.

Finally, you will notice a new look to the newsletter. I want to thank Anne Doherty for her efforts, I am sure you will agree with me that this edition is a vast improvement.

TAKE 5 - Vin Stenta



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Cootes Website

February 2006 saw the launch of the new Cootes website www.cootes.com.au

The website contains the history of Cootes, pictures of the trucks over the year starting from the very first truck purchase by Ian Cootes in 1965, to our modern new trucks seen on the roads today.

The website has introduced a careers section allowing those interested in career opportunities with Cootes can email through their resume and expression of interest.

The website is updated with media releases and the latest newsletters.

If you have any feedback on the website send an email to Anne Doherty at anne.doherty@ienergyservices.com



National LPG Overview

Mark Anderson National LPG & Bitumen Manager, Cootes Transport Group

In this industry there are always changes taking place and in particular some notable changes are happenings within Cootes Transport Group.

David Haynes, the current SA/WA State Manager, is now taking up the role of National Contracts Manager. David has done a fantastic job in SA and WA and will now work a lot closer with all Fuels, LPG and Bitumen customers. I wish David all the best in this new role and hold the up most respect and confidence in David ability to do all that's required.

Karl Swoboda, will move from Contract Manager NSW to SA State Manager. Karl brings a wealth of knowledge gained through starting as a driver with Cootes to moving up to his new role. Karl has done all tasks form Bitumen to Fuels and LPG. This role change for Karl is well overdue and I am sure with guidance from David we will see Karl excel and take up any challenge the role will produce.

Andrew Triffet, will move from LPG Contract Manager to Fuels Contract Manager in Queensland. This will see some new challenges for Andrew and see his overall knowledge expand. I have the confidence

Andrew will also take on all task.

Kellie Hennessy will look after any local LPG issues in Queensland along with the LPG Terminal Management.

Rob Shiel has left the Cootes Transport Group after 18 years employment. Rob has decided to go into the Trucking business and has purchased a truck and will be transporting fresh Fruit and Vegetables from Footscray to metro Supermarkets. I would like to thank Rob for all the great work and his dedication to the Cootes business and totally believe his dedication will not replaced 100%

Ken Hennessy will be retiring as of end June and I will write more about Ken in the next Newsletter as Ken is a story in himself.

Over the next months some new appointment will be made and we will introduce the appointee's as they are confirmed.

Please take care, think of those you work with and ensure everyone goes home SAFE!

SA / WA Update

David Haynes, Manager SA/WA, Cootes Transport Group

On the first of February, IES purchased transport Company **SAFAS Trucking**, a specialist bitumen transport company based in Western Australia.

The SAFAS team provides a service to quality specialized local companies such as Asphalt Surfaces, Asphalttech, Bituminous Products and RnR Contracting in addition to national companies such as Emoleum, Pioneer Road Services & Hot Mix.

A well established relationship has continued to be built on an impeccable level of customer service, immaculate vehicle presentation and importantly a high caliber of staff focused on an uncompromising level of safety.



SAFAS was founded by **Geoff & Christine Bell** as a family owned and operated business. In its early days, Geoff made his debut in the bitumen industry contracting to Pioneer hauling a Company owned trailer. The first 'SAFAS' bitumen trailer was purchased in 1994 and steadily built up to a fleet of 5 company owned pocket road trains and one sub-contractor. The design of the pocket road train has been unique to SAFAS to comply with

MainRoads WA regulations and provide the most efficient method of transport to its customers.

Interestingly enough, Geoff originally modeled his business on the Cootes Company when owned by Ian Cootes!

Services provided include bridging of product between supply points to customer facilities for specialist product blending as well as road side deliveries all over the Perth landscape. All products is sourced from BP Kwinana Refinery or as far up as Port Headland and Broom requiring drivers to work away from home for extended periods during the peak bitumen season.



Welcome to **Greg Geier** (Operations Manager, SAFAS), **Shev Glover** (Administration) and their experienced driver group who will continue to operate this high quality business under the IES structure.

On an SA note, **Kylie Wingard** will start her new career as 'mum' from April. We wish Kylie all the best on the forthcoming arrival of her healthy little boy or girl, and thank her for her efforts as a LPG Contract Manager over a four year stint.

Welcome to **Glenn Williams** who will be filling Kylie's role in looking after the SA autogas fleet.

Northern LPG Update

Brett Southgate Northern LPG Manager, Cootes Transport Group

Our friends in the oil refineries or LPG supply have continued to keep us on our toes in the Northern Region over the first quarter. This has included periods of either minimal or no product supply in QLD. From all reports the creative solutions our dedicated teams in QLD, NSW and Victoria resulted in many end customers completely unaware of any shortfall. As always, our driver's flexibility is a crucial factor, without their cooperation, often at their family's expense, we couldn't achieve some of these at times minor miracles.

A number of staff changes have, or are about to occur in the LPG division. With David Haynes moving into a National role, **Karl Swoboda** aka "The Rock", currently NSW LPG Operations Manager, will be transferring to fill David's role as S.A. State Manager. Karl's wealth of knowledge is not limited to LPG, having many years experience as a driver including time on Fuel, Bitumen and LPG. He started as a Contract Manager in August 2001 after a short absence from Cootes working for Gateway Computers, (a time well spent, saving our IT department many hours over the years with someone who could actually understand them in NSW). Karl's experience, dedication and eye for detail will be missed by both staff and customers in NSW and QLD

although have him in good stead to carry on from David in the S.A. business. We wish him all the best in his new role. Other changes will see **Aaron Bailey** take up Karl's responsibilities in Operations as well as NSW/QLD B-doubles and QLD bulk triaxles. **Rob Bartlett** will move into NSW Bulk Contract Manager (he seems to think one drop loads are going to be a walk in the park compared with his last two and half years managing the multiple drop Sydney Autogas market; will see after our winter peak!). The lovely **Kellie Hennessey** (yes, the name is familiar, daughter of the infamous "Chook", who recently achieved 30 years service) will take over managing the Brisbane Autogas. I would lastly like to welcome **Dean Gorman** and **Lionel Stewart** who will shortly come off the road to manage the Metro Sydney Autogas and Country Autogas / local bulk tasks respectively.

As you can probably imagine all of the above involves an extremely high focus on training at the same time ensuring our customer service levels remain at the highest possible standard. This team of young dedicated people will I'm sure take the Northern Region LPG business to new heights.

New Product Training

Tracey Hourd, General Manager, NSW, Liquip International



Picture shows Single Product Meterless Delivery System Demonstration to NSW Sales team in February 2006

The Liquip sales team gathered in the Diptronic test/training bay in February for product training on the functions and features of Liquip's new Meterless Delivery System (MDS). This training will also be provided to Liquips Domestic Distributor's at our Sydney conference in March.

Miroslaw Lapinski, and **Nick Horley** from our Electronic Engineering team, provided a step-by-step demonstration and explanation of the benefits. Liquip invest over \$1M in R&D per annum and employ 11 personnel in the Engineering team. Testing equipment is crucial and once design is complete, this allows Liquip to demonstrate the product to customers, and train customers and sales personnel. For this very reason, Liquip have a sophisticated rig, which simulates a tanker and gantry process.

The Single Diptronic MDS system was developed as a result of market feedback, and Liquip's customers have been providing feedback and recommendations through out the development of the new product. The meterless delivery system uses the electronic dipsticks of the Diptronic system and a simple PLC to measure the fluid that is dropped, automating inventory control. It removes the need for a meter and air eliminator, providing cost and weight benefits and the need to calibrate the meter frequently.

The Single compartment MDS provides additional benefits to those already enjoyed with Diptronics, and is now available for sale.

Business Development in Singapore

Tracey Hourd, General Manager NSW, Liquip International

It is with great pleasure Liquip announce the appointment of Mr. **Ivan Lawrie** to the new position of Business Development Manager (Asia) with Liquip International NSW Division.

As Business Development Manager, Ivan will be located in the Liquip International Office in Singapore. This position, in conjunction with our existing Export Sales Team, is key in developing our regional growth opportunities in Asia.

Ivan brings to the position energy and drive coupled with extensive industry experience having previously worked with Liquip from 1997 to 2004. Most recently Ivan has been Marketing Manager with Chubb Security where he has enjoyed much success and assisted Chubb to strengthen their market position.

Ivan held the position of Marketing and Export Manager at Liquip for 5 years, and during this time Ivan worked with a team of four, together growing export sales to new levels, profitably built an international distribution network across 35 countries, and focused the development of the Liquip brand.

We look forward to welcoming Ivan back to Liquip in April 2006 and wish him all the very best in this exciting new position.



Spotswood Update

John McMillan & Jason Nichols Cootes Transport Group

The first quarter of 2006 brought some unusual challenges to the Spotswood business. After the usual downturn straight after Christmas, we have gone from strength to strength. Some of the highlights were;

- Driver **Rob Minns** delivered a 25m B Double of AVCAT to Darwin to meet a ship with a delivery window of 5 hours. Rob completed the journey without incident and on time, arriving on the scheduled day to meet a RAN warship.
- The Commonwealth games brought the challenge of meeting nearly the normal annual volume of Jet fuel to RAAF bases in Victoria in only 11 days. This enabled the defence forces to patrol Melbourne 24/7 and ensure the safety of the games.
- The games were also responsible for road closures, diversions and increased traffic volume, which all our local fuels drivers had to contend with, all without incident. Congratulations to all of the drivers for the patience and professionalism shown during this period.
- Our congratulations go to Driver **Paul Harrington** who received a watch from BHP Billiton for outstanding customer service on our condensate task from Minerva. Paul has no excuse for being late for work now!
- We welcome Exxon Mobil lubes into our major customer list after a successful tender. This contract is for a

period of five years and will provide employment for 4 dedicated vehicles.

- We welcome ex company employees **Craig Wyld** and **Frank Mason** as Tow Hauliers into the Spotswood business.

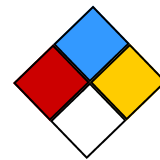
The Spotswood office would like to say farewell to **Matt Blundell** who has transferred to Cootes Queensland office, taking on the role of Northern Region Fuels Manager.



Left to Right: Paul Harrington receiving a watch from John McMillan for Outstanding Customer Services.

Compliance / Health & Safety

Peter Pill Aviation and Compliance National Manager, Cootes Transport Group



Main areas Cootes employees undertake their daily task such as workshops, offices, loading locations, customer delivery locations and driving, the driving component is the greatest challenge they face. In all the areas other than driving, there are controlled work environments and procedures to provide protection whilst working, but on the road the somewhat unpredictable public and other adverse variables is another matter.

It is on the road our employees have to deal with congested freeways, poor road conditions, all weather conditions, various driving skill levels of other road users and increased traffic on country roads during holiday periods. Because of these challenges, all the skills developed from the defensive driving training undertaken by Cootes employees must be implemented.

Travelling at safe speeds that suit the conditions is a fundamental approach to defensive driving. If the road is wet then travelling at a lesser speed than the posted speed limit is the best and safest approach. Appropriate distances between vehicles whilst driving enables effective braking that will avoid an accident if the vehicle in front stops or reduces speed suddenly. If the roads are congested then a bigger distance between both vehicles must be adopted.

It is Cootes and our customers view there is no reason for an unsafe act on the road. By driving at a safe speed, accepting other road users will make mistakes and being ready by driving defensively, everybody will arrive home safely and accident free.

Finance Team - Cootes

Manish Chopra, Accountant, Cootes Transport Group

Under the Leadership of Rhett Parker (Group Accountant), the Finance team is committed to continuously improving core business processes and promoting best practices to improve the way services are delivered to our customers.

Our role is to achieve company policy objectives by contributing to three key outcomes: sustainable company finances, improved and more efficient company operations and effective and efficient use of information and communication technology.

The Finance team is divided into 3 departments led by **Rhett Parker** who has been working with Cootes Transport for more than 7 years and is deputised by Manish Chopra Assistant Accountant who joined the finance team in 2004.

Accounts Receivable department led by **Jeanette Mitchell** & assisted by **Linda Austin** & **Suzy Irvine**. This department ensures that high quality services are delivered to our customers.

Accounts Payable led by **Lisa Mitchell** and assisted by **Luisa Oriolo**, **Julia Huang**, **Laura Blain** and **Kim Pham**. This department ensures that all costs are allocated to the correct cost centres.

Payroll is managed by **Karen Black** and assisted by Kim Pham. The department is dedicated to deliver high quality service to company employees.

Renee Dabb is responsible for administration duties, handling all customer queries and managing reception.



Left to Right: Renee, Kim, Julia, Luisa, Linda, Manish, Karen, Lisa, Laura & Jeanette

An upgrade for Liquip Queensland

Tracey Hourd, General Manager, NSW

On December 16th 2005, Liquip Queensland officially opened their new facilities. This additional expansion comes as a much needed remedy to the thriving growth Liquip Queensland has been experiencing.



The front view of Liquip QLD's new factory

The company had been operating on the crowded old site for over 15 years and desperately needed the expansion. 15 years ago when trade was moderate, only 8 tradesmen were employed on the floor. Since then, the business has progressed significantly with nearly 30 tradesmen now working in the team.

The new factory is 1700 square meters, accommodating a total of 15 bays, consisting of 5 double length bays which can take up to 10 trucks at a time and 6 single bays which can cater for 6 trucks or 6 semi-trailers. The total size is 9500 square meters. The brand new facility provides an on-site state of the art paint shop, an aluminum fabrication bay, a steel fabrication bay, an unloading bay and two degassing bays.

One of the main advantages of these new premises is the practical drive through facility of the workshop, which incorporates roller doors down both sides. This is a key benefit as the convenience of driving in one gate and out another, provides significant timesavings.

Another clever new feature, is a 26,000 litre water tank that can be filled from the roof of the degassing bay with underground pipe work running from the tank to the degas bay. A petrol driven pump allows for water to be pumped from the tank into a tanker and then be pumped back again, allowing the water to be cycled through a separator for purification

Furthermore, the factory has an insulated roof and is oriented to get the North East summer breeze, which acts as a natural coolant keeping the shed temperatures well down. Conversely, the orientation allows the winter sun to shine into the factory providing natural heating and the roof is fitted with full-length clear panels in each bay taking advantage of natural light, resulting in cost savings on electric lighting.

This upgrade of facilities provides Liquip Queensland with significant advantages and offers the essential resources needed for future growth. It furthermore ensures that the business will continue to thrive.



The Liquip QLD team assembly in front of the new factory on opening day

Northern Region Fuels Update

Matt Blundell, Northern Region Fuels Manager, Cootes Transport Group

The biggest challenge which we face in our business remains combating increased congestions at sites while continuing to improve our HSSE performance. Distractions on site are ever present and the challenge is for all of us to continue to maintain our standards, trust our procedures and ensure we are heading in the one direction. Like any good footy team (and I'm glad to say I can think once again of rugby league when saying this) we need to play as we practice. Our training is second to none and our people are the best in the business and the improvements are coming. Our HSSE delivery performance is on the improve and this can only continue through the whole group doing a great job. Collectively all the drivers in both QLD and NSW are committed to ensuring Cootes Transport Group remains the preferred carrier for the major customer group and it is this attitude of personal pride in the job which means we are starting at the front of the pack. To all at Banksmeadow, Parramatta, Newcastle and Pinkenba thanks for the welcome and I look forward to working with you

in ensuring we set our own goals and achieve them.

The values of a good operator can never be underestimated, and I'd like to outline the contribution of one of Cootes' stalwarts.

To all in Cootes he is more likely to be known to you as "Chook" but he has been a range of things to all of us in the business from colleague to boss, from driving partner to mentor and to some lucky enough to call him a friend. **Ken Hennessy** passed the 30 year service mark this March and it is a story of dedication and loyalty that is rarely seen in the current era.

Starting as Ian Cootes' second driver Ken went on to take up the challenge as a Contract Manager, Depot Manager and State Manager before relocating to Queensland to secure the business there and develop any opportunities which may arise. That was nearly nine years ago with what began with 12 trucks and 20 drivers, and this month Ken hands over the reigns of a business which employs 52 trucks and

120 drivers to take on the ever increasing challenge of compliance by putting his knowledge and experience down on paper to assist those who will follow in his steps.

Celebrated with a lunch with Ian, Ken's 30 years with Cootes has left an invaluable impression on all those associated with the company and I can only thank him for the guidance and opportunity he has given me and along with all the team here wish him well in his new role. Each step Ken has made in his career he has made a success of and I'm sure this won't be any different. Congratulations.



Stories To Tell



John Ellis

When talking of good operators in our business it is no surprise to hear the name **John Ellis** mentioned. When Hail Creek mine celebrated 200 LTI free days John was presented with a Health and Safety Award from them for his service he provides and being seen as a major contributor to this significant HSSE achievement. More recently while traveling in Central Queensland John encountered some mechanical problems which could have meant considerable lost time and substantial recovery costs. With little phone coverage in the area and knowing full well what would be involved in the recovery John located the problem and managed to get himself to the nearest town and convince a local tradesman to help him out, he then found his way back to his truck and completed the delivery. When he returned to the depot he didn't quite understand what all the fuss was about, to him he was just "doing his job". It doesn't matter whether he's pulling a fuel barrel or delivering oil, gas or bitumen, the customer is at the forefront of his thoughts and it is this that keeps Cootes as the benchmark in customer service.

Rig of the Month

Congratulations to **Michael Anderson** and **Mark Papalii** for the time and effort spent on HELIX. The dedication and pride taken in the presentation of HELIX earns them nomination in the inaugural "Rig of the Month".



Welcome Aboard!

We would like to welcome to the IES Group of Companies the following new employees:

Cootes Transport Group

- Laura Bain
- Tad O'Biegly
- Christie Hafner
- Daniel Stead
- Kal Underwood
- Brendan Fulton
- Jeffrey Sultana
- Ian Palmer
- John Wade
- Bradley Dixon
- Tony Pellicano

International Energy Services

- Greg Kaye

Liquip International

- Geralyn Saldanha
- Matthew Deer
- Alan Cole
- Robert Orosz
- Cliffon Higgins
- Pisani Salvatore
- Lloyd Fenn
- Rade Kosanovic
- Kylie Ellmers
- Robert Andujar
- Danijela Andric
- Maolian Xu
- Moussa El-Esh
- Simon Lee

SAFAS Trucking

- Gregory Geier
- Peter Aitken
- Maurice Martin
- Siobhan Glover
- Marion Rodino
- Andrew Evans
- Shane Kenna

REMINDER!

A reminder to all staff with year end is coming up please make sure you have advised Payroll of your current address details, to ensure your Payment Summaries are sent to the correct address.

SAFETY TIPS

TAKE



FIVE

1 Stop and Look

2 Think through the Task

3 Identify Hazards

4 Control & Communicate

5 Do the Job Safely

Stop, Think, Do