



Beattie Times

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and much more...

We are BT

Another issue from us, about us—the BT team works as one and we are showing you a couple of our recent projects, introducing some of our staff, and sharing our stories in words and pictures. This quarter, our theme is teamwork and many of our writers have explored this topic creatively. The result is a refreshing mix of metaphors and comparisons of business with other areas from team sports to nature. Get to know more about us and what makes up BT's Can Do Culture, and most of all enjoy the read!



Message from the CEO

Welcome to the third edition of the Beattie Times in 2015! In this issue, we decided to take a closer look at one of the factors that has greatly influenced the success of our company and has brought us to where we are today: teamwork.

Just recently our Marketing Manager wrote an article for one of our sponsorship magazines which I thought reflected the BT ideology and success ex-

tremely closely. Therefore I thought I would share it with you all as my CEO message for this month's Beattie Times:

What makes the Contax Netball Club inspiring for business?

Is there a secret to success? In netball as in business, knowing your opponent's strategy and tactics can help you win that game (or job). But in the long run, it's all the hard work that your individual

members put in, the team spirit and can do attitude they show, and their perseverance and determination to excel that will put you in a place to win the league.

If you look at complex logistics projects or supply chain solutions, they have much in common with a team sport. Firstly, in order to win a job, it takes thorough preparation, a strategy and tactical plans, and then perseverance and

Continues on p. 2 »

Contributions, feedback or suggestions:

What would you like to read about in the next issue of the Beattie Times?

Do you have stories or photos that you would like to share?

Let us know at marketing@beattietransport.com.au!



6 Essentials of Workplace Wellbeing

From a Robertson Cooper report available on www.robertsoncooper.com

This quarter, our Health and Wellbeing Corner (p. 6) looks at factors around the workplace that influence our psychological wellbeing and in turn individual and organisational outcomes.

Robinson Cooper offer some Do's and Don'ts for both managers and individuals, and we have included these tips throughout this issue of the Beattie Times for you to learn more about how you can make a difference in your organisation.

For further reading download the free chapter from the files section of Robinson Cooper's website mentioned above.

Message from the CEO (cont.)

determination in following through with those plans. Once on the ball, people across various departments of the company, from project managers and operations staff to WHS and compliance teams, ideally work hand in hand with clients, suppliers, and official bodies in order to arrange a smooth flow of things. Each and every person in the business undergoes ongoing training to perform ideally in their role, they understand what is expected of them and how their job fits into the big picture. Communication is key in coordinating the process so that the ball isn't dropped.

Individual performance is a critical component to any successful team, but it's the

team spirit and coordination that makes it all come together.

At BT, we believe in the potential of all our staff and stakeholders, and we acknowledge that our people make the difference. We are proud of having developed a culture of 'can do', where we believe that any challenge can be overcome. While this is usually related to transport and logistics, we also aim to nurture a generally positive attitude and culture that extends to the daily life outside of work. There might be drawbacks along the way, but we believe that in any situation, we should all keep a positive outlook and believe that our efforts and endeavours will

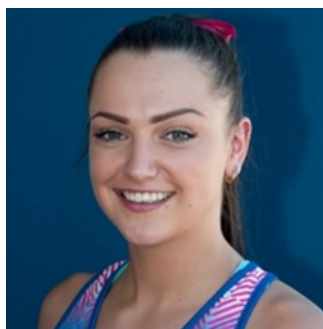
ultimately lead to success. At BT, we're all about can do, and achieving what we set out to do is the best motivator for our team to keep up the good work and the positive spirit. And that's what we see throughout the Contax Netball Club and Premier League, where talent meets teamwork to create something exceptional, where a good challenge is always appreciated, and where people are enthusiastic and enjoy what they do.

Phillip Mills, CEO



BT Sponsorship—Contax wins Grand Final

On Thursday 9 July, the Contax Netball League squad won the Nine News Netball Cup Grand Final in front of the packed Netball SA Stadium. One of their players, Kailah Greenwell, is proudly sponsored by BT. Congratulations to their 51-39 win!



Sponsored by BT: Kailah Greenwell

Kailah's career highlight so far have been winning the U/19 Nationals and doing the double premiership for Contax in 2012 (League and Reserves).



Lessons We Can Learn From Geese

By Todd Newmarch (Company Accountant)

Fact #1 – As each bird flaps its wings, it creates uplift for the bird following. By flying in a "V" formation, the whole flock adds 71 percent greater flying range than if one bird flew alone.

Lesson Learned – People who share a common direction and sense of community can get where they are going quicker and easier because they are traveling on the strength of one another.

Fact #2 – Whenever a goose falls out of formation, it suddenly feels the drag and resistance of trying to fly alone and quickly gets back into formation to take advantage of the lifting power of the bird immediately in front.

Lesson Learned – If we have as much sense as geese, we will stay in formation with those who are ahead of where we want to go and be willing to accept their help as well as give ours to others.

Fact #3 – When the lead goose gets tired, it rotates back into the formation and another goose flies at the point position.

Lesson Learned – It pays to take turns doing the hard tasks and sharing leadership.

Fact #4 – The geese in formation honk from behind to encourage those up front to keep up their speed.

Lesson Learned – We need to make sure our honking from behind is encouraging, and not something else.

Fact #5 – When a goose gets sick or wounded or shot down, two geese drop out of formation and follow it down to help and protect it. They stay with it until it is able to fly again, or dies. Then they launch out on their own, with another formation, or they catch up with their flock.

Lesson Learned – If we have as much sense as geese do, we too will stand by each other in difficult times as well as when we are strong.



Figuratively:
Our executive team and
state managers in V-
formation

Fun Fact:

When in flight, geese are called a skein; when not in flight, a gaggle; and when flying in a V-formation, they are referred to as a wedge.

Source: Wordsmith.org

SIX ESSENTIALS OF WORKPLACE WELL-BEING

1

Resources & Communication

Individuals

DO: Take the initiative to ask your manager for information—when you show an interest you can be confident that he/she will communicate with you and the team once he/she is in a position to do so.

DON'T: Use email badly—ensure clear subject headings, provide dates for action and avoid a 'cc culture' whereby managers and colleagues are unnecessarily included in emails.

Managers

DO: Use different methods of communication—a mixture of emails, meetings, forums, suggestion boxes, etc. will provide the opportunity for more people to feel informed and equipped.

DON'T: Just tell people—communication needs to go in both directions, so encourage and afford them the opportunity to take ownership of issues.



Teamwork & Workplace Health & Safety

By Liz Boyce (WHS Manager)

So here's two words you'll often hear in the workplace. Teamwork and Safety!

You will have seen many inspirational quotes plastered on workplace walls.

2

Control

Individuals

DO: Take advantage of opportunities, such as appraisals, to discuss your role in-depth and collaborate on goals, targets and ways of working.

DON'T: Be afraid to share your ideas—if you've thought of an innovative approach, big or small, share it with your team or manager to make it happen. If you want more control—ask for it!

Managers

DO: Delegate and involve effectively—not just the menial tasks, but offer people the chance to take on some genuine responsibility.

DON'T: Micro-manage—people need to feel they are trusted to do their jobs and if they aren't meeting expectations, feedback and personal development should be managed.

What does it take to put those words into action? Some people are leaders, some are followers. These personal qualities make a difference to how we contribute as part of a team. Many people are happy to help with a project but they have no desire to be the decision maker, while others will always step to the front with their ideas and beliefs. No matter who is leading and who is following, the members of the team should all be looking to achieve the same outcome.

Over the past year at BT, we've come a long way towards working as a team. We're learning more about what each section of the business is responsible for and how our own roles make a difference to the big picture. We're all on this journey together to provide a service to the public, while earning a living as part of a happy and safe workplace. We cannot isolate ourselves in the belief we will just do our little bit and not get involved in what another section is doing. We need to

understand how what we do will impact other work-mates.

Safety is the entire team's business. Every section of the business has a safety component incorporated into the role and responsibilities of that position. So while many members of the team can simply look at another section of the business without impacting on the day to day running of that section, every member of the team has a major impact on the Safety Department.

For the majority of this team involvement the impact is very positive. Pre-start and workplace inspections are a vital link between Operations, the Workshop and the Safety Department. It's the first step in identifying issues which may cause the risk of injury or illness. Another vital link between all sections is reporting incidents and near misses. Without this reporting from the entire team, gaps start to appear and little issues can become

big ones. The next link that has an impact is communication of safety alerts, toolbox talks and Safe Work Instructions. Teamwork from Section Managers helps communicate the safety message to the entire workforce.

There is a workplace training tool called Cog's Ladder, used throughout workplaces to identify and promote the five stages a group will go through before they are able to work efficiently together. Cog's Ladder identifies the following stages:

Polite Stage

This is an introductory phase where members are getting to know each other. The basis for the group structure is established via polite interactions between the team colleagues. Members behave and do not want to disclose too much to each other. Conflict is usually absent. Members want to be liked and are actively participating in various tasks. Controversy and

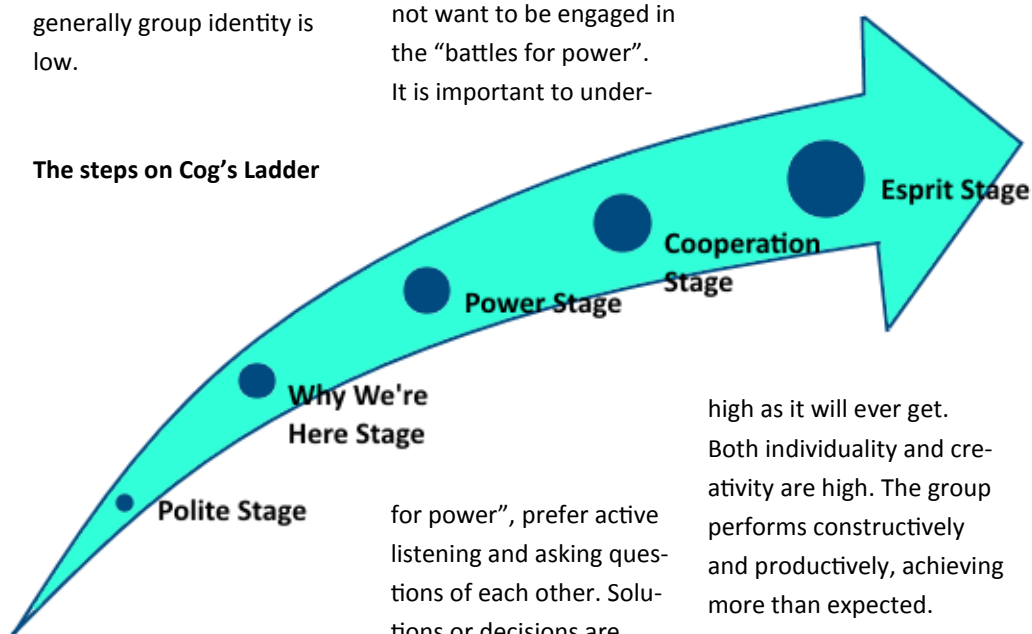
Teamwork & WHS (cont.)

serious topics are avoided. Ideas are simple and feedback is kept to a minimum.

Why We're Here Stage

At this stage group members are trying to find out 'why they are there'. The goal and objectives are set and the purpose of the team is defined. All members start to actively participate in given tasks and display commitment. Hidden agendas are still present at this stage and generally group identity is low.

The steps on Cog's Ladder



Group identity starts to be important. Conflicts become a mutual problem, rather than a win-lose battle. If new members are introduced, they will be viewed as intruders and will not be accepted straight away. The team may need to evolve and go through the above stages again. Leadership is shared and the group is comfortable using the abilities of any individual who can contribute effectively. Individuals don't want to be involved in "race

Power Stage

This is a time when Team members start to compete for power, attention, recognition and influence. They are trying to convince each other that their resolution to the problem or opinion is correct. At this moment some of the team members who enthusiastically participated in previous stages now remain silent as they do not want to be engaged in the "battles for power". It is important to under-

stand that the ideas at this stage are not always the optimal ones, therefore discussion structure and patience is crucial. The number of conflicts rises. Team spirit is low and some members may feel uncomfortable (due to "race for power"). Group identity still doesn't exist.

Esprit Stage

There is high group morale and intense group loyalty. All team members are motivated by each other's performance and empathy. The team shows mutual acceptance and fully understands its diversity. Participation is as

high as it will ever get. Both individuality and creativity are high. The group performs constructively and productively, achieving more than expected.

Cooperation Stage

Team spirit emerges and replaces vested interest.

The Cog Ladder shows the challenge ahead for our team at BT will be to recognize the interaction and contribution of each team member with the Safety Department. A valuable tool we have created recently is our **Employee Online Portal** which can be accessed via our website. Our team can find safety alerts and toolbox topics along with policies and procedures putting vital information at their fingertips.

3

Balanced workload

Individuals

DO: Make time to prioritise—trying to do everything at once is impossible and will lead to more stress and possibly mistakes. And learn to say 'no' if you have to...or 'yes, but not right now'.

DON'T: Miss opportunities to take respite—leave and lunch breaks need to be taken if you are to perform at your best. Work-life balance is a state of mind!

Managers

DO: Offer fair and flexible working wherever possible; and reassure people that it's ok to use it—model the behaviours you want to see yourself.

DON'T: Be too supportive! This may sound strange, but it's good for people to be set challenges, as long as they are achievable and they feel they can draw on support if needed. Use pressure positively!

Employee Login:

[www.beattietransport.com](http://www.beattietransport.com.au)

[.au](http://www.beattietransport.com.au)—Login: on the right hand side of the page is the employee log in. If you need a log in and password please contact the compliance team in Adelaide on 08 81691300 or email compliance@beattietransport.com.au

4

Job security and change

Individuals

DO: Take advantage of your social support network and any support services your employers are offering.

DON'T: Assume the worst—even if your instinct is to resist, try to see change in a realistic and, if possible, positive light. It may seem difficult but bear in mind the long term benefits and opportunities. If you see the point of the change be part of it, don't block it because you are married to how things are done now.

Managers

DO: Communicate as much and as frequently as you can about the change. Even if the information is negative, employees would much rather know than be kept in the dark. Don't worry about over-communicating.

DON'T: Implement change for change's sake—make sure that restructures and new processes are for the benefit of the company and the team. Consult with those who will be affected and explain how things will be better after the change. If you can't, maybe it's the wrong change!



Health & Wellbeing Corner

We spend a considerable time of our lives at work; consequently what we do for a living can have a great impact on how we feel overall.

The physiological wellbeing of staff has been the focus point of management for a very long time now, with ongoing development in Workplace Health and Safety. At the same time, in many businesses much less thought is given to psychological wellbeing, the lack of which can have negative outcomes not only for the individual but also for organisations.

In order to enable psychological wellbeing, according to Robinson Cooper there are six essentials that need to be in place. These relate to resources and communication, control, a balanced workload, job security and change, work relationships and job conditions.

While it is the organisation that is in charge of creating the conditions needed to enable wellbeing, employees are taking responsibility in the way that they respond to their surroundings.

Throughout this issue, you find text boxes with the six

essentials for workplace wellbeing, including actionable do's and don'ts for individuals and managers.



In some of the tips, you will see the link to this edition's theme—teamwork; emphasising the importance of working together, not only for the sake of productivity but also for individual wellbeing.

Meet the team: Wendy Greenwell

Payroll—Procurement—Credit Officer at BT Adelaide

At BT since:

2008.

Previous position and background:

Worked in the Liquor Industry for over 10+ years. Manager within the Liquorland Group then Sales Manager for numerous beverage firms.

Qualifications:

Certificate in Frontline Management and Supervision, numerous Liquor Industry Certificates.

What I like most about working at BT:

The ever changing tasks at hand and challenges.

Hobbies & interests outside of work:

Event Planning and Design, numerous sports.

The first thing I do when I get to work:

Scan my finger.

Something I would not like to work without:

A sense of humor.

What I think influences my success at work the most:

Time management.

My favourite place to eat in Adelaide:

Cardones Seafood & Grill Glenelg

Favourite place for a drink in Adelaide:

Grange Hotel

Best thing about living in Adelaide:

The city is easy to get around and pretty.

Favourite destination for a holiday or weekend away in Australia:

Any holiday home on the Gold Coast Riverfronts. It's great as all the family can fit in one house and enjoy time away together.

Teamwork—Game Day Game Play

By Kent Egglestone (Compliance Manager)

Oxford Dictionary Definition of *teamwork*:

noun

The combined action of a group, especially when effective and efficient
"my group has a good sense of teamwork"

Teamwork is instrumental to the successful performing of any multi-person task. It does not matter if it is in the field of sport, the military or everyday work in general, teamwork is a key component in the successful completion of any task. It is team sporting endeavours where this is most clearly brought to us and is most visual, e.g. watching an AFL game or ANZ national netball game.

Vince Lombardi, one of the best and most successful coaches in American Na-

tional Football League history, said of teamwork:

"Individual commitment to a group effort—that is what makes a team work, a company work, a society work, a civilisation work."

"The achievements of an organization are the results of the combined effort of each individual."

Teamwork at BT is no different to being a player

in a sporting team—each person and section of this organisation strives to successfully complete all aspects of their work so the company as a whole always delivers efficient and effective transport and logistics solutions to our clients.

From a Compliance perspective—

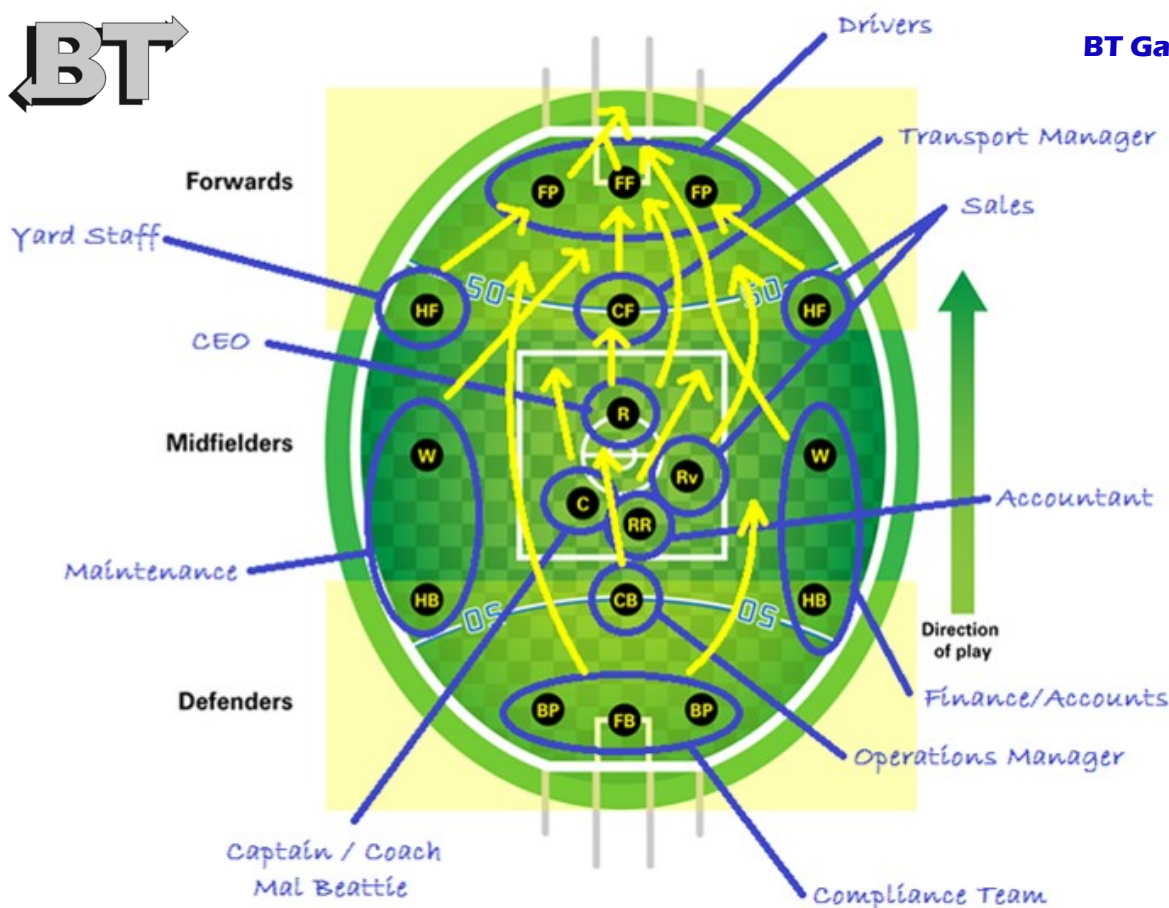
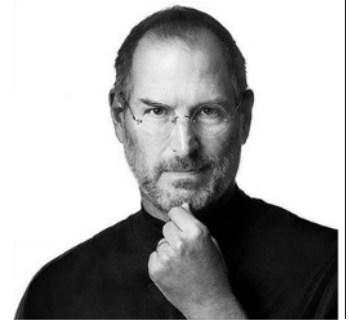
Beattie Transport, a team above all, above all a team.

Together
Everyone
Achieves
More

Making the most of your most valuable resource—your team:

"It doesn't make sense to hire smart people and then tell them what to do; we hire smart people so they can tell us what to do"

—Steve Jobs



BT Game Day Game Play

- CF Centre half-forward
- HF Half-forward
- FP Forward pocket
- FF Full-forward

- R Ruck
- C Centre
- RR Ruck-rover
- Rv Rover
- W Wing

- CB Centre half-back
- HB Half-back
- BP Back pocket
- FB Full-back

Work Hardening Placements at BT

By Liz Boyce (WHS Manager)

Over the past year we have been able to provide several people work hardening placements at Beattie Transport. This has been a positive rewarding experience for all concerned. The program involves giving people who have been injured at another workplace a chance to get back into the workforce. For various reasons an employee may not be able to continue working at their normal workplace after they are injured. This could be because their previous employer does not have work suitable for them to perform or the position has been made redundant. For many injured people this can be devastating and harmful to their rehabilitation.

Roles in the transport industry can be physically challenging so finding a placement for an injured employee must take into account the type of injury they are recovering from and their physical capabilities. The process is gradual as each person progresses within a different time frame. This can be mentally challenging for many, es-

pecially if they are used to being very fit and able. There is also an added pressure on supervisors to be patient and watchful so the recovering person does not try to do too much too quickly. Taking all these things into account, it is easy to see why Beattie Transport has been gaining so much gratitude and respect for the placements we have facilitated.

Our first work hardening placement was Ben Snipper. Ben had been working for a small company for over 20 years and was unfortunate to sustain a shoulder injury. His employer was unable to provide suitable duties for him and he stayed with us until he was able to return to his workplace. He worked with the warehouse loading staff checking trailer equipment and performing light forklift duties. Paul Stokes came to us in December 2014 and stayed 5 months, gradually increasing his hours and duties. Paul has recently won a full-time role with Bunnings. We hope the skills he learned while here with us, such as loading and

transporting local deliveries, helped him win that role.

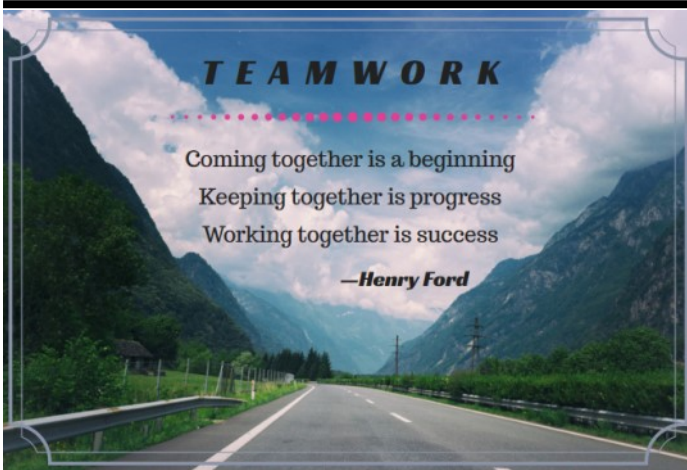
At our Wacol Depot in Queensland we have just started our 3rd work hardening placement. Jan Weyer has slotted into a full-time role as a yard person and we look forward to helping him return to the workforce as well. In a few weeks, we have James Scobel starting with us at the Cavan Depot. James has been a road train driver for several years but a shoulder injury has also meant changes for him. We will work with him to find roles that gradually ease him back into his pre-injury role.

There are often obstacles put in the way of an injured person that mean their return to work can be even harder than we might realize. We can help these people get back into the workforce and restore meaning and that sense of stability and security which many of us take for granted. There is also the flow-on-effect for an injured person's family and friends. Getting an injured employee back into the workforce can benefit many people.

In our fast-paced, physically challenging industry, it is great to see our team at Beattie Transport involved in such a useful program. While there are benefits for both Beattie Transport and the work hardening placement person, commitment and co-ordination between the entire team is needed to make it work. The powerful result of an encouraging word or a moment of patience cannot be underestimated. Well done to our team at Beattie Transport! We are helping make a positive difference in many people's lives, our business and the community as a whole.



Paul Stokes gives BT the 'thumbs up', as he leaves us to begin his return to work in a new full-time role with Bunnings



Staff initiative: Aaron Meredith is making a stencil to paint the pedestrian walkways at the Cavan Depot. We have recently had a major ECAAS audit and the warehouse and workshop employees worked well together to present the site in a very professional state.

Putting the Can Do in BT: Four of our drivers working together on a job in WA—Michael White, Russell Taylor, James Allen and Mark Wilson. Keep up the great work, guys!



The BT Defence Team at Work

BT Defence & Military Logistics continues to support the Joint Logistics Units (JLU) through Australian Defence Force (ADF) - Standing Order Panel with recent Defence Tactical Manoeuvres and Community Health Support Services, coordinating the uplift and safe delivery of the defence operations vehicles, Tricon containers and heavy vehicles to and from their remote operations.

Annually, the Joint Logistics Unit nationally support a remote community in terms of their day to day health and physical infrastructure; this year the supportive community is Titjikala, NT. This community is located some 120 kilometres due south of Alice Springs, with supporting equipment being uplifted from both the Holsworthy Army Barracks (NSW) and RAAF Base Edinburgh (SA) to go directly to site with a strict RDD (Required Delivery Date), which saw both JLU and BT working closely together with the Army personnel at uplift and delivery.



NORFORCE based in Alice Springs became the overall command centre in terms of performing the exacting deliveries of these oversize vehicles, machinery and equipment to specific locations within this community. Between the JLU and BT there was a strictly monitored distribution plan and timetable established via the ADF to achieve this important deployment to the remote community in Titjikala, NT. This task required a team commitment by BT nationally to support the JLU teams in Holsworthy, Edinburgh and Titjikala with the correct equipment in a timely manner in readiness for the Australian Defence Force – Standing Order Panel. Additionally to support this Commonwealth Community Health project, BT also supported the non-defence sector by way of providing a number of road train distribution services to the construction sector out of Adelaide to this project, for suppliers who will work alongside ADF engineering teams to build new health care facilities in this community that will remain long after the defence health support teams of 2015 have left the region and returned to their home base operations in Adelaide and Sydney.

Part of BT's commitment to the ADF is to create unique and distinctive value propositions that drive efficiencies into beneficial outcomes, supporting our defence sector in the delivery of its many national programs throughout our Australian Army, Air Force, Navy and Aerospace Infield Whole of Life Sustainment Programs.

BT's Defence & Military Logistics Team ensures that the level of dedication and commitment to these programs fits within our core business model, "The Can Do People", as all these journeys required detailed planning on the part of our national operations and compliance teams internally and exposure externally to ensure OOG road trains could be utilised where legally possible and physically practical to deliver better cost outcomes into and out of the Northern Territory. Additionally, this meant the placement of Load Masters on the defence sites to ensure vehicles, equipment (such as cranes) and consolidations were all accommodated by the our BT Defence SMEs (Specific Materials Experts) in terms of load restraints, lifting studies, load placement and overall safety.



BT Projects

By Syd Redfern

General Manager Projects & Defence



The precision required by our Defence & Military Logistics teams to ensure that all defence movements travel safely to and from site is simply no accident; at BT Defence & Military Logistics we take all consolidations seriously. Our client is the ultimate client in the ADF, and the JLU place strict demands on BT in terms of the on-time movements—uplift date and times as well as Required Deliver Date (RDD).

Importantly, at BT our drivers remain the face of our business on the ground with the defence personnel and suppliers at uplift and delivery points nationally around Australia, demonstrating their commitment to “The Can Do People” and willingness to assist the defence personnel on site, compliance to fatigue regulations and importantly ensuring no damage in transit. The BT national operations teams are our customer service centres with direct online contact with both defence Points of Contact (POC), ensuring that the drivers arrive on time to consolidate and depart safely, monitoring each consignment in transit, on time delivery and reporting back to the JLUs with the freight order (FO) in-transit data as required by the ADF and JLU. Again, well done to the our BT Drivers, Operations and Compliance teams for all the defence tasks that we perform weekly—great work, team.

Defence & Military projects like these don’t just happen without huge amounts of preplanning, scheduling, constant review / updating of these plans and most importantly effectively communicating to all stakeholders involved; as a reward for our efforts BT make them appear to be quite simple in the effective delivery of our pursuit to support the national defence of our wonderful country.

Taking You Higher—Genie

By Chris Bergin (State Manager Queensland)

At BT, we are proud of our relationship with Genie. Recently, BT Group was invited to move the first ever SX 180 imported into the country. Genie engaged BT Group to deliver its first units and deliver direct to their customer in Darwin.

The Genie® SX-180 boom lift is the highest reaching self-propelled boom lift in the Genie Super Boom™ lineup, capable of reaching an astonishing 180 feet (54.86 m). The SX-180 is built not only to be the company's tallest boom lift, but to safely and quickly lift operators.

When you choose Genie® products, you get more than equipment designed for reliability, easy operation, convenient service and uncompromising safety. You also get tailored service and support from a team that understands your challenges. The team at Genie believe their job is to make your business better. From small portable material lifts to telehandlers, scissor lifts, telescopic and articulating booms, Genie® products offer you exceptional performance, safety and reliability.

It's the BT Group's "Can Do" attitude and high customer service levels that Genie recognises as the key to success.



Standing tall: The Genie® SX-180 boom lift can reach an astonishing 54 metres.

Genie
A TEREX BRAND

For more information,
visit the Genie website:
<http://genielift.com.au/>



BT Defence Capability

Solid Defence Value Propositions

—Delivering performance direct to the ADF



We have started updating our Statement of Capability Documents which are now emphasising our specific Defence Services and Capabilities. Moreover, BT Defence & Military Logistics are currently working towards ITAR certification.



more Projects

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Sunset in the West

BT are proudly supporting NMT Projects with its Western Australian Pilbara region 3PL expansion with The Samsung—Roy Hill Iron Ore Project sites, commonly known as Package 1 in Newman and Package 3 in Port Hedland. This project has seen many engineering suppliers from the eastern sea board distributing their materials, products and structural items in a range of triple road trains out of Rockhampton, QLD (over the top of Australia) into Port Hedland. Additionally, BT have positioned fleet into Sydney and Nowra each week to accommodate the huge amounts of electrical cabling that a large build program of this magnitude requires almost daily to keep up with the demanding installation across these sites: Multiple trailers each week out of Prysmian Cables direct to site with a huge amount of critical lead time deliveries which almost certainly become 2 driver hot shot deliveries in order to maintain the install programs.



BT have developed a strong value proposition for NMT on this project which sees all the land based freight requirements out of Victoria, New South Wales, Queensland and South Australia coordinated through the BT supply bases handling and cross docking freight into mixed dedicated trailers into this remote region almost daily. The BT systems support the cost efficiencies and distribution lead time KPIs that the stack holders are looking to achieve over the lifetime of the build program, across three sites. The dedicated national operations team manage the movements from East to West via our central supply base in Adelaide to ensure that where possible BT distribute in road train configuration direct to site, either package 1 or 3 RHIO. Additionally, BT support the interstate oversize consignments inclusive of escorts, along with our onsite load masters and drivers—our teams all work together to ensure the safe on-road travel of these large structural modules, switch rooms and buildings to site.

This journey required detailed planning on the BT operations and compliance teams initially, as the building modules, heavy equipment and structural modules range in weight and size which means that the ODOM permits required specific coordination to ensure precise equipment was in place for each and every item as planned. The placement of BT Load Masters on the client's site was required to ensure vehicles, equipment and consolidations were not mixed up in terms of exacting distribution specifications, as each item has an install schedule that needs to be maintain. Delivery into the Pilbara region can be made complex when performing crane lifts due the extreme wind conditions in this area, which caused a number of issues with the larger cranes operating on each of these receiving sites.

Our client in NMT Projects via the ECPM received a range of accolades in terms of the on-time delivery, our drivers not pushing too hard to get there and no damage in transit—well done to our drivers, operations and compliance teams for a job well done. Projects like these don't just happen—they require huge amounts of infrastructure planning, fleet capability, and dedicated "Can Do People" to manage everything from uplift to the end delivery, and working the specific routes is extremely complex in delivering a great outcome with multiple road managers across six states all working towards a common goal.

Congratulations to the BT team in delivering another great value proposition to our partners in NMT Projects and Roy Hill Iron Ore.

By Syd Redfern GM Projects and Defence

Productivity Increases for BT Road Train Operations

By Kent Egglestone (Compliance Manager)

South Australia has the opportunity to see significant productivity gains from recently introduced road network access improvements and from a Beattie Transport perspective couldn't come at a better time. The recent amendment to the national road train notice to allow tri-axle dollies on road trains in South Australia that came into effect on 29 June 2015 and Beattie are commissioning 4 triaxle dollies into service as these words are written.

NHVR Chief Executive, Sal Petrocchio has said that the productivity improvements introduced for heavy vehicles in South Australia will have flow-on national benefits from this initiative. A key reason for establishing the NHVR was to eliminate cross-border differences and inconsistencies and work cooperatively with industry and state governments for positive and productive outcomes.

"Road trains will now be able to use tri-axle dollies for interstate trips into and out of South Australia. This brings South Australia into line with the rest of the nation. "This removes previous suspension, draw bar and turntable require-

ments for tri-axle dollies in South Australia, and for such vehicles to go through the Performance Based Standards (PBS) scheme. "Tri-axle dollies are generally speaking as safe, if not safer, than tandem-axle dollies, and operators will be able to gain an additional 7t for a triple road train," Mr Petrocchio said.

A South Australian Government report has recently forecast the delivery of at least a six percent productivity boost through the use of tri-axle dollies in road train configurations. Other pluses for Beattie Transport are a reduction in vehicles on the road



network for certain taskings whilst carrying more paying payload, which in turn sees reduced overall company fuel consumption and reductions in harmful greenhouse emissions.

An example of what this can mean to a road train operator is illustrated below.

PRODUCTIVITY GAINS - TANDEM DOLLY VS TRI-AXLE DOLLY

TYPE 1 ROAD TRAIN W/- TANDEM DOLLY



TYPE 1 ROAD TRAIN W/- TRI-AXLE DOLLY



TYPE 2 ROAD TRAIN W/- TANDEM DOLLIES



TYPE 2 ROAD TRAIN W/- TRI-AXLE DOLLIES



NHVR and DPTI implemented significant changes on 29 June, allowing tri-axle dollies to be used in road train combinations in SA without an operator being tied to PBS.



A quad road train can carry about the same freight as 3.5 semi-trailers—

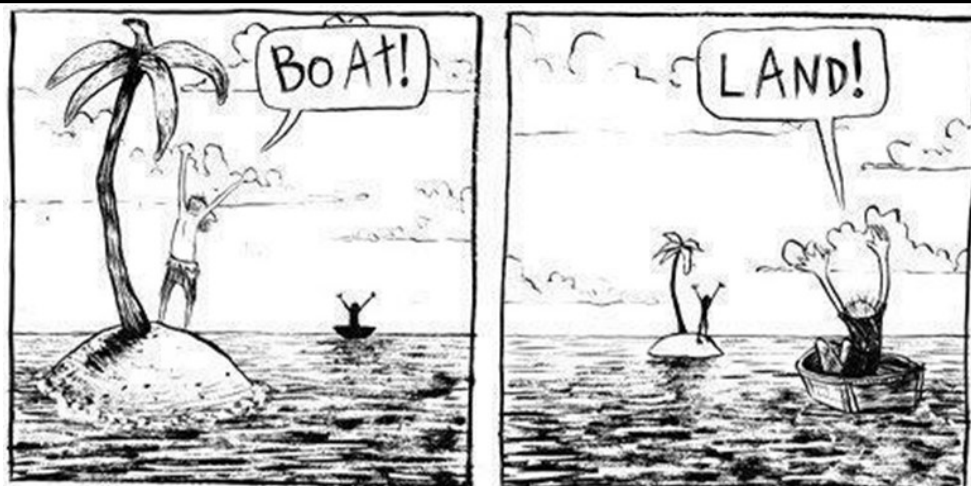
Advantages: Productivity gains & additional operational flexibility when they are broken up for onward journeys.

Some key points made in the NHVR notice from 2 July 2015:

"Prior to this, quad road trains could not be used for the Adelaide to Darwin route. One of these combinations can now be used for all 3,000 km of that route to carry up to 20 t of extra mass over the traditional triple road train."

"It's been estimated that freight is up to 40% of the total cost of food basics like meat and bread, so harmonising rules like these will ultimately benefit the families who buy whatever comes into their communities by truck."

"A key reason for setting up the NHVR (National Heavy Vehicle Regulator) was to remove cross-border inconsistencies, so it's great to see initiatives like these coming from the cooperative approach of the NHVR, state governments and industry working together."



Never compare yourself with others, you never know what they are going through.

It's a bit like the chicken and the egg really—depending on one's thinking this can represent a couple of viewpoints.

1) People's short-sightedness —this depicts the common

view that the grass is always greener on the other side—or that others are far better off than we are ourselves. In this situation neither is better than the other.

2) Or perhaps with some

insight this could be the beginning of collaboration and teamwork whereby both parties are assisting each other to achieve common goals and objectives?

Meet the team: Josie Young

Receptionist at BT Head Office in Adelaide

Previous position and background:

I have been working in Transport for 12 years. 5 years as my husband's offsider and 7 years with various Transport companies in customer service, data entry, reception and administrative roles.

What I like most about working at BT:

The people.

Hobbies & interests outside of work:

Family takes up most of my free time, but I do enjoy the movies, entertaining with friends, and just hanging out and relaxing with good company. I have just experienced my first cruise and I am looking forward to my next.

The first thing I do when I get to work:

Turn on my computer.

Something I would not like to work without:

People, and my computer.

What I think influences my success at work the most:

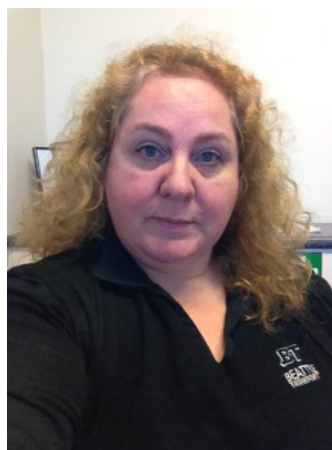
Me loving my job and the people I work with!

My favourite place to eat in Adelaide:

Any place that makes a great pizza or burger – not McDonalds or Hungry Jacks.

Favourite place for a drink in Adelaide:

At someone's home with friends.



Josie has been with BT since January 2013. She is the friendly first point of contact for many callers and visitors to the Adelaide Head Office.

Best thing about living in Adelaide:

Traffic is the best compared to other states.

Favourite destination for a holiday or weekend away in Australia:

Anywhere where there's no housework.

#5

Work relationships

Individuals

DO: Participate in team development activities —'organised fun' is not everyone's cup of tea, but deciding you won't enjoy it ahead of time will probably create a self-fulfilling prophecy. By taking the initiative to get to know your colleagues (and your manager) you may discover there is much more to them than meets the eye.

DON'T: Respond in the heat of the moment if a colleague has done something that has aggrieved you. It can take a long time to undo the damage a hastily sent email can cause.

Managers

DO: Get to know your staff—individuals have different motivations and working styles, which may not be the same as your own, but are just as valid. Be alert to any changes in behaviour which could signal people aren't coping.

DON'T: Inspire unhealthy competition—it's good to reward success, but not to the extent that team work is abandoned in favour of individual ends.

A Positive Company Culture—Win Win for All

'Can Do' is just part of what makes up BT's culture

Every business aspires a positive culture, as this is a key ingredient to employee satisfaction, motivation and ultimately company performance. At BT, we aim to foster positive employee behaviour, with a few examples being the following, as described in a Chron—Small Business article by M. Cooper.

1+1>2

When X is greater than the sum of its parts,
there's an effective team at work.

6

Job conditions

Individuals

DO: Remember what you enjoy about going to work—not just pay day!—whether that's providing a valuable service, having fun with friendly colleagues, or an inspiring manager.

DON'T: Over-react—no job will feel great all the time, but if something doesn't go your way make sure your evaluation of the situation is based on fact rather than just emotion. Try to see the other person's point of view to understand why and how this has come about.

Managers

DO: Inspire your team—create a real vision of why you exist and how you fit into the organisation; paint the bigger picture so employees understand how their contribution makes a difference.

DON'T: Forget to say thank you—it might sound obvious, but it doesn't happen enough. Reward doesn't always have to be financial, a personal thanks and some recognition will be well appreciated—and is likely to be remembered the next time you want something done.

Positive 'Can-Do' Attitude

Being ready, available and willing to get the job done, and done well, should be traits that employees keep on the front burner. BT commits to appreciating employees who seek out quality work to remain busy and productive for the company and who eagerly desire to go above and beyond their normal duties to bring further success to BT.

Courteous and Friendly

Employees who do their best to be courteous and friendly to their co-workers, managers and customers make office life much more pleasant than those who seek to cause disturbances or drama. These employees brighten the office and leave their egos and outside problems at the door in the name of being good workers and trying to maintain a good work atmosphere. While no one is perfect and everyone has bad days, these employees manage to rise above the fray. BT commits to acknowledging these employees, ensuring we continue to foster a positive work environment for all.

Meets Deadlines

Employees who meet deadlines will also likely be well organised and responsible. Since you have given your employee a particular deadline, you expect that the employee will meet it. If the employee maintains a clean, organised work space and is present at work—particularly at meetings pertaining to their project deadline, they will very likely timely meet their deadlines.

Takes Responsibility

While confessing an error can strike fear in the hearts of employees, those who value their work, their word and their future with BT will take responsibility and tell the truth. Making errors may or may not cause great problems with a project or with BT, in general, but when an employee honestly and earnestly explains an oversight or mistake they have made, BT will have a better understanding of the issue and, even better, understand that our employee values their integrity and BT trust in them.

Good Attendance and Punctuality

Being at the office and arriving on time helps you know that you can trust your employee to be there each day. Employers know all too well about employees who frequently arrive late with a variety of excuses, possibly missing or at least being late for early morning meetings, so a punctual and available employee will provide peace of mind.

At BT, we acknowledge that it is our people who make the difference. We would not be as successful as a business if it wasn't for the hard work of each and every member of staff and how they work together as a team on often complex projects with tight timeframes.

All of you put the Can Do in BT and we are lucky to have you on our team!

The full article on Chron—Small Business can be found here: <http://smallbusiness.chron.com/examples-good-employee-behavior-13805.html>.

Beattie Times—A Product of Teamwork

By Annie Broecker (Marketing Manager)

This Beattie Times issue is dedicated to teamwork and to the team spirit that our staff demonstrate on a daily basis. At the same time, the newsletter is an excellent example of such teamwork, and it is great to see the involvement of staff across all areas who have contributed to this newsletter since its comeback in January 2014.

Whether it is a regular contribution or a one-off article or photo, every story adds to the big picture. After

all, everyone in the company contributes their part to the larger whole, but normally not everyone would get a chance to see the results—a tricky delivery made on time and damage-free, a complex logistical challenge overcome and completed, or a thank-you note from a client after a job well done. Sharing a little bit of all of this in our newsletter lets everyone see a little more of that big picture and of

how we are all working towards our common goal.

For my part, I am excited to welcome David into the team, who will be doing a marketing internship with BT for the next three months. Also a big thank you to Max, who has completed his IT internship with us which he started in April and who has been a great support to myself and to various other departments at BT. Good to have you on board!

Client Feedback

One example of positive feedback we received from a client in the resources industry recently:

Hi Stan,

Thanks for the email, I've previously dealt with Syd and Steve on some previous project work, and I've always been impressed with the level of service your company provides.

I'll keep your details on hand should something come along in the future.

Said the little red rooster *"Gosh, things are tough"*
Seems that worms are getting scarcer and I cannot find enough
What's become of all those fat ones is a mystery to me:
There were thousands through that rainy spell, but now "where can they be?"

The old black hen who heard him didn't grumble or complain
 She had gone through lots of dry spells, she had lived through floods of rain
 So she flew up on the grind stone and gave her claws a whet
 As she said *"I've never seen the time when there were no worms to get"*

She picked a new undug spot, the earth was hard and firm,
 The little rooster jeered *"New ground: That's no place for a worm"*
 The old black hen just spread her feet and dug both fast and free
"I must go to the worms" she said, *"the worms won't come to me"*.

The rooster mainly spent his day, through habit, by the ways
 Where fat worms had passed in squads, back in the rainy days
 When nightfall found him supperless, he growled in accents rough
"I'm hungry as a fowl can be, conditions sure are tough"

He turned to the old black hen and said *"It's worse with you,*
For you're not only hungry, but you must be tired too.
I rested while I watched for worms, so I feel fairly perk,
But how are you, 'without worms too' and after all that work!"

The old black hen hopped to her perch and dropped her eyes to sleep
 And murmured in a drowsy tone *"Young man hear this and sleep—*
I'm full of worms and happy, for I've dined both long and well
The worms are there as always, but I had to dig like hell!"

Oh, here and there, red roosters are still holding sales positions.
 They cannot do much business now because of poor conditions
 But soon as things get right again, they'll sell a hundred firms
 Meanwhile, the old black hens are out and gobbling up the worms.

The Old Black Hen

Business should be booming!

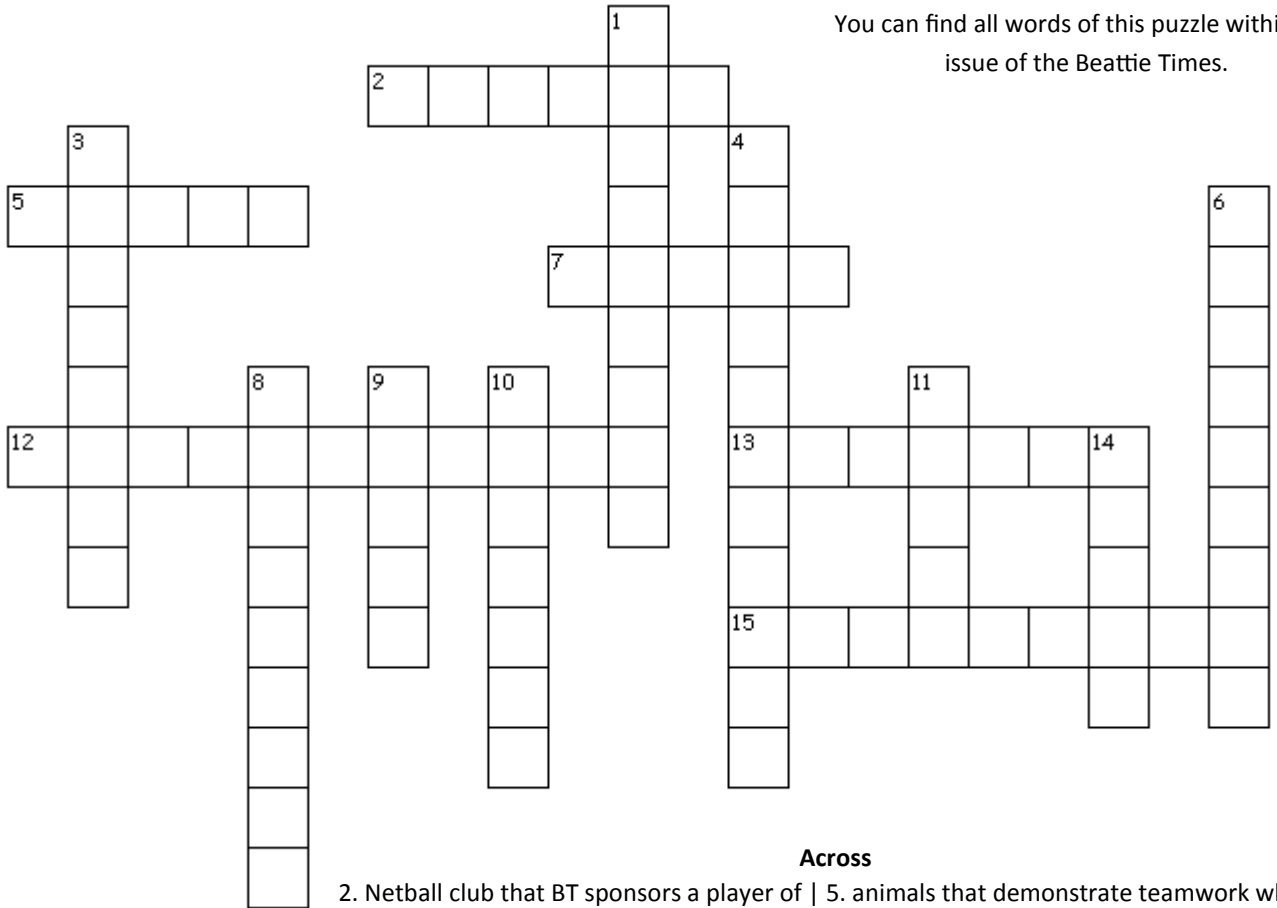
Thanks to John Kells for providing an excellent article and a timely reminder to us all with this poem.





Four BT trucks on a recent WA job carting ATCO huts from Hope Valley in Perth up to Onslow for Bechtel

BT CRISSCROSS



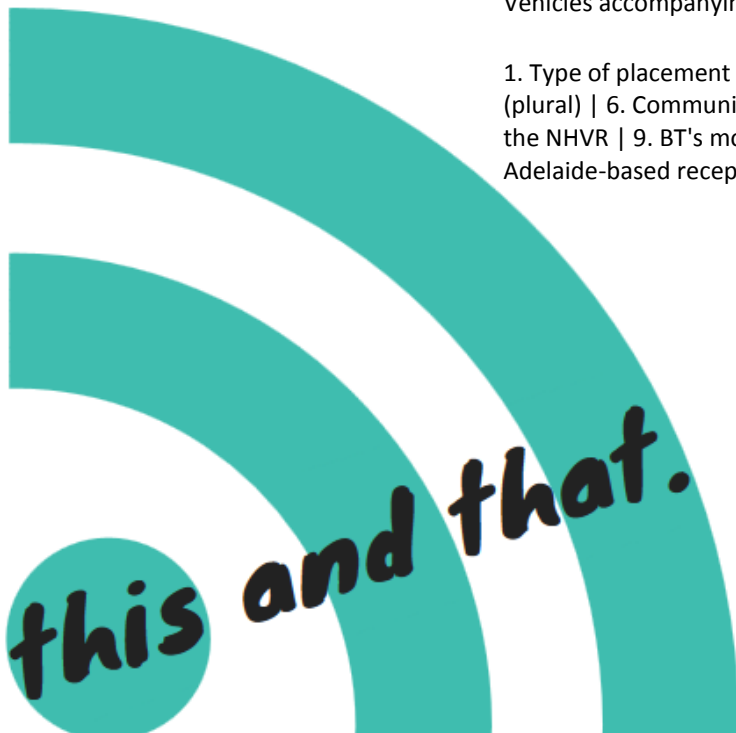
You can find all words of this puzzle within this issue of the Beattie Times.

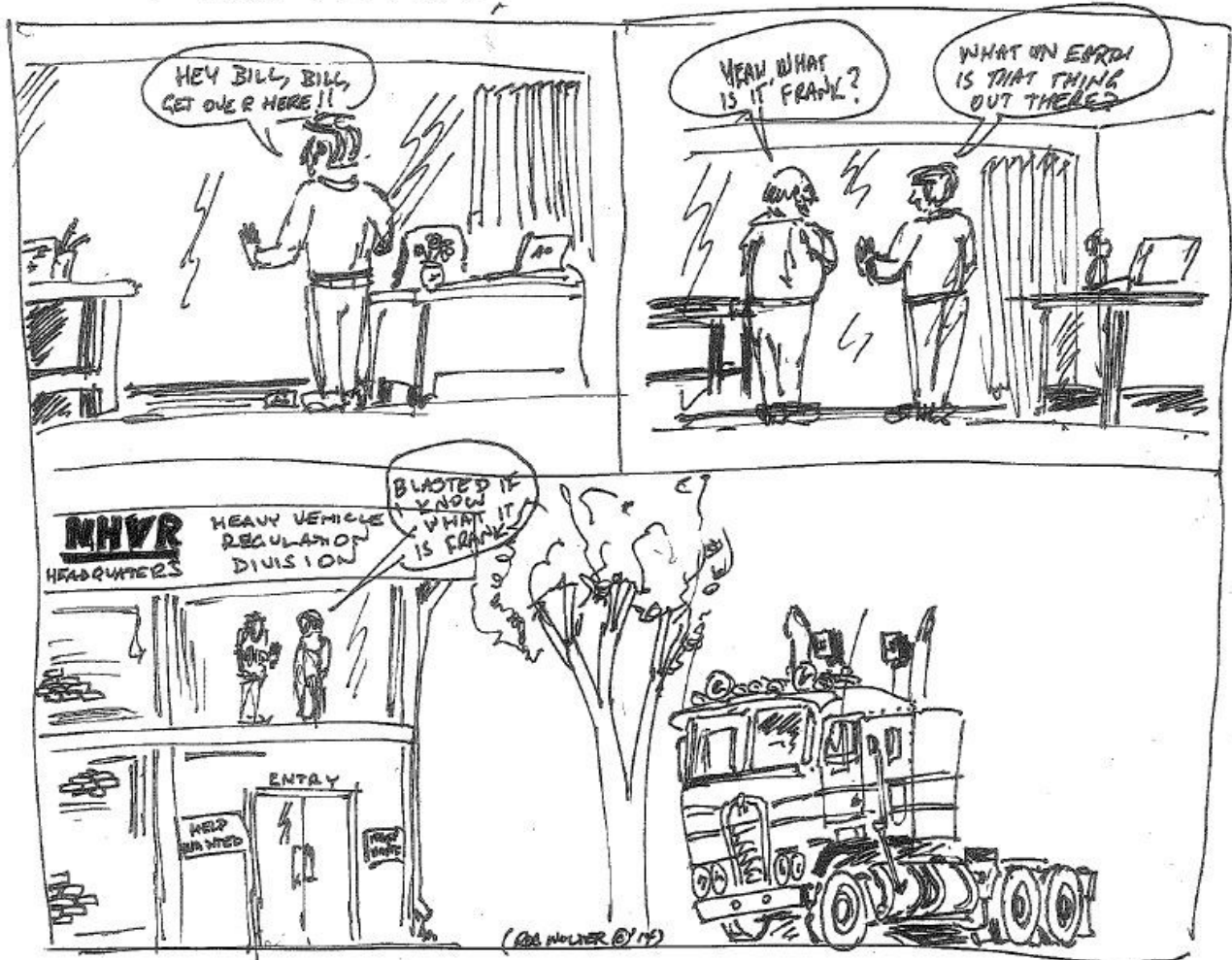
Across

2. Netball club that BT sponsors a player of | 5. animals that demonstrate teamwork when travelling | 7. She scans her finger first thing at work | 12. 4th stage on Cog's ladder | 13. Vehicles accompanying over-sized trucks | 15. Synonym for necessity, prerequisite

Down

1. Type of placement offered by BT (p. 8) | 3. Theme of this issue | 4. Position in football (plural) | 6. Community in the NT supported by a defence Joint Logistics Unit | 8. The R of the NHVR | 9. BT's motto (2 words) | 10. Region in WA (Roy Hill Iron Ore Project) | 11. BT's Adelaide-based receptionist | 14. Word for a flock of geese in flight





Congratulations!!

to our newly-wed drivers

Karran
&
Andrew



BT Love Story

Andrew and Karran met over the UHF 2 years ago and they met up at Yunta for lunch. Their wedding was on the 2nd anniversary of their first meeting.

Congratulations from all of us!



Congratulations to Chris Bergin and Ron McGuire for reaching this milestone in July 2015!

marketing@beattietransport.com.au

Your address for questions and suggestions, e.g. crossword puzzle solution, photos for the next issue, inspirational stories, anecdotes...

We look forward to hearing from you!

A common dilemma of businesses today—Syd's analysis of the 3 services: "To me this depicts the challenges in defining how BT positions itself in terms of our value proposition to market and then how we and others perceive it through simple logic breakdown or analysis."

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At BT, we provide Australia-wide innovative distribution solutions. With nearly five decades of experience and expertise in specialised transport, we offer end-to-end solutions for all your logistical challenges, from transport and logistics services and logistics consulting to storage and warehousing services and supply chain solutions.

With depots and offices in South Australia (Adelaide), Queensland (Brisbane), Western Australia (Perth) and the Northern Territory (Darwin) and a national network of strategic partners, we service all Australian states and territories.

Mining industry transport, transportable building transport, pipeline transport, truck transport, defence projects and drilling rig shifts are a few examples of our daily business. In addition to our expertise and Can Do Culture, we have the following accreditations: ISO14001, ISO9001, AS/NZS4801, CSG Level 1, Bechtel A+ and Achilles FPS.

No job is too big or too small!

Contact us today to discuss your logistical requirements:

www.beattietransport.com.au



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We hope you've enjoyed this issue of the Beattie Times! We look forward to more great stories in the next quarter and fare you well with some impressions captured by our driver Steve Hanson:

