



the **Beattie Times**



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Message from the CEO



Welcome to the first edition of the Beattie Times in 2016!

In 1969, at the age of 16 our Managing Director started his career with an SL Bedford carting for TNT

Railfast. Today, we proudly continue his journey, building upon a successful track record of client satisfaction, financial stability and growth, and employees with a workplace that breeds excellence.

Although last year was challenging, we achieved a lot and I would like to thank everyone for their contributions to our success as a business. In 2015, our strategy focused on improving customer service as well as focusing on the growth of the businesses in new markets, and extending our network of strategic partnerships.

I am pleased to announce that our customer service ratings from our annual customer survey confirmed that we have improved in many areas of our business, particularly in terms of our communication prior, during and post freight movements. We have also formed two new strategic alliances, in Darwin and in Perth, which have seen us move to bigger and better premises in those two locations. Moreover, we extended our partnerships in Melbourne and Sydney, enabling us to deliver a better service to our clients. We now have locations on both sides of Melbourne and are exploring opportunities at two locations in Sydney.

Looking ahead, 2016 has commenced strongly in most states, particularly Western Australia, however we expect it to be another challenging year with the economic climate remaining challenging in many sectors. Nevertheless, our strategy and vision are strong and we are starting to make progress in new markets where I am confident that we will beat the testing trading conditions by continuing to improve, expand and inno-

vate, and by continuing to engage with our customers to understand their needs and strengthen our partnerships.

Continuous improvement has been an important part of the business strategy ever since I joined BT in 2011 and it will continue to be the foundation of our pillars of success. As part of this program, we had a business adviser from Business SA attend our annual sales meeting in December, and we received valuable feedback on our sales pitch, sales process and marketing approach which as stated above is already delivering the desired results in many areas of our business.

Remember, everyone at BT Transport & Logistics is a salesperson, representing our company at every customer contact, with our drivers being one of the best resources we have. If you see an opportunity, pass the information on to the Strategic Partnership Team or your direct line manager, who will follow the opportunity through and provide you feedback on the results.

Steve Moore, our GM Strategic Partnerships will monitor all leads provided and reward all drivers and staff who present an opportunity that results in additional revenue to the business. Speak to Steve today about how this can benefit you.

Every single job in a company has vast importance, and far too often people lack an appreciation or an understanding of just how impactful each position is to the overall success or failure of a business. To ensure everyone at BT understands their importance in the overall success of our business, we continue to evolve our HR platform, ensuring all job descriptions and position outcomes are aligned with the overall strategy of the business.

Therefore, over the coming months all employees will receive an updated job description and position outcome along with training to ensure there is a sound understanding of the position expectations and how this fits into the overall company strategy to drive both growth and continuous improvement, ensuring our continued success. If you have any questions on this process please make contact with our HR Manager Kristen Martin (kristen@kmconsult.com.au).

At BT, we take great pride in continually improving quality performance, consistently earning our clients' respect. We continue to recruit and retain the most qualified employees, the driving force behind our success. Today, BT has over 80 employees, more than 200 pieces of equipment and engages over 80 contractors, continuing the dream of a 16 year-old boy over 46 years ago.

Once again, thank you for your continued support and I look forward to working alongside our employees, contractors and customers to continue our companies' and personal growth and new developments. As always, I appreciate your time and welcome your feedback and suggestions.

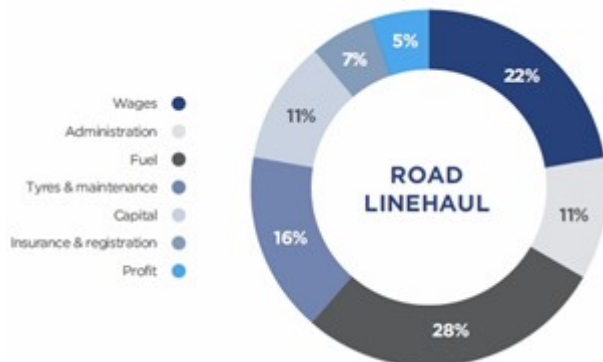
Phillip Mills
Chief Executive Officer



Subcontractors - 7 Day Payments Terms

By Todd Newmarch (Company Accountant)

BT Transport & Logistics have an excellent reputation in the industry of paying subcontractors on time as we understand fuel is subbies biggest expense (28%) and only large volume operators are given credit by Petrol Companies. After these costs are tyre & maintenance (16%), finance costs (11%), insurance & registration (7%) and if all things go well with the job there is a small profit (5%) that is generally ploughed back into the business. To make matters worse all these costs need paid before the jobs is complete.



We at BT understand this causes a massive strain on the business of a small operator; to further improve a subbie's cash flow BT are offering our preferred subcontractors 7 Day Payment Terms from receipt of POD and invoice (terms and conditions apply).

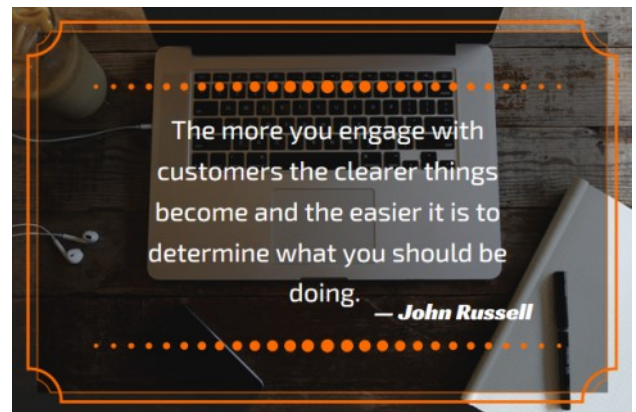
If you are a regular subcontractor at BT and cashflow is an issue please contact Todd Newmarch on (08) 8169 1300 and we will put in place the option of 7 Day Payment Terms.

Source: Ferrier Hodgson – The Way Ahead 2014

Customer Feedback

At BT, customer satisfaction is our true measure of quality. We work hard every day to live up to our promise, delivering innovative distribution solutions that are driven by service, and we would like to share some recent customer feedback.

Every person within our business contributes their part, directly or indirectly, to achieving a result that meets or even exceeds customer expectations. Therefore, well done to everyone for delivering excellent service, not only on these projects but on all those that you handle every day!



In December, the Brisbane team received a bouquet of flowers, together with a thank you note. A lovely gesture that was highly appreciated. The feedback shows the ripple effect of quality customer service: We made our client's client look good in front of their client. Well done to all involved!

"The transport company delivering the reamer **exceeded my expectations**, arriving early Sunday morning rather than last minute late Sunday afternoon.

A **sensational effort** by them. Very much **appreciated by the client**, please thank them on my behalf."

And another satisfied customer said:

"[...] I just wanted to reach out and send **a big thank you** to you and your team **for making this happen**.

We were under the pump to have this **delivered by 31/12** and given the **size of the load** and the time of the year it was a **special effort** by Beattie."



Health & Wellbeing Corner

www.bttransportlogistics.co

12 Strange-But-True Health Tips

as found on www.health.com

For the full article go to <http://www.health.com/health/gallery/0,,20857218,00.html>

Drink coffee to have a better nap

A Japanese study found the 'coffee nap' to be more effective than an ordinary one: Have one to two cups of coffee (about 200mg of caffeine), immediately followed by a 20 minute nap (that's how long it takes for the caffeine to kick in).

For healthy teeth, don't brush after eating

Food and drinks, particularly acidic ones like citrus fruits, sports drinks, tomatoes, or soft drinks, can soften tooth enamel. Brushing your teeth immediately after eating or drinking can therefore cause more harm than good—best wait 30 to 60 minutes.



To wear a smaller size, gain weight

The catch: It needs to be muscle weight. The reason: Although muscle weighs as much as fat, it takes up less space. In order to avoid a bulky appearance, cut back on calories to lose fat and add weight to the workout to lose inches.



To eat less, eat more

Small serves of carbohydrates, such as a snack pack of pretzels, only spike your blood sugar levels and cause a craving for more carbs. So overall you're better off eating something more substantial.

For snacks, choose a protein like peanut butter or string cheese with an apple—although higher in calories per serving, the protein and fat combo makes you full faster and stay full for longer, eating fewer calories overall.

Ditch diet soft drinks to lose weight

Basically, you should ditch all soft drinks, but especially diet drinks have been found to make people consume more calories from food than people who drank normal soft drinks.



'Low fat', 'low-sugar' or 'light' might sound like fewer calories, but that's not always the case. Usually, when something is cut out but the drink still tastes just as good, it means that something else is added.



Handwrite notes to boost your brainpower

Although typing might seem like the more efficient method of notetaking, you're more likely to remember things you wrote down by hand. To learn something means you have processed it, and when handwriting notes you 'process' or learn more information. You begin learning by listening, plus, looking at the page on which you are writing, you naturally review the material and reinforce the information you have already processed.

Drink water when you're bloated

It sounds contradictory, but drinking water can actually relieve symptoms of bloating. Being on a high-fibre diet, for example, means your body needs more water to work efficiently. Drinking water also helps when bloating is caused by dehydration, when the body clings on to the water in your body which causes you to puff up.

Skip energy drinks when you're tired

Up to five times more caffeine than coffee may provide you with a boost, but a fleeting one that likely brings along side effects like nervousness, irritability, and rapid heartbeat. High levels of taurine in some products and excessive amounts of sugar will send you crashing down soon after the high, feeling sluggish and foggy-headed.



Exercise when you're tired

It sounds like the last thing you want to do after a long, exhausting day at work, but exercising will actually energise you. Studies have shown that fatigue, but also mental function, mood or depression improved after a single 30-minute workout of moderate intensity.

Everything we do uses oxygen, so when you exercise it helps you work more efficiently and you don't tire as easily.

Ditch antibacterial soap to prevent illness

There is no evidence that antibacterial soaps are more effective than regular ones. Rather, long-term exposure to some ingredients in antibacterial products may pose health risks like bacterial resistance or hormonal effects.

Drink a hot beverage to cool off

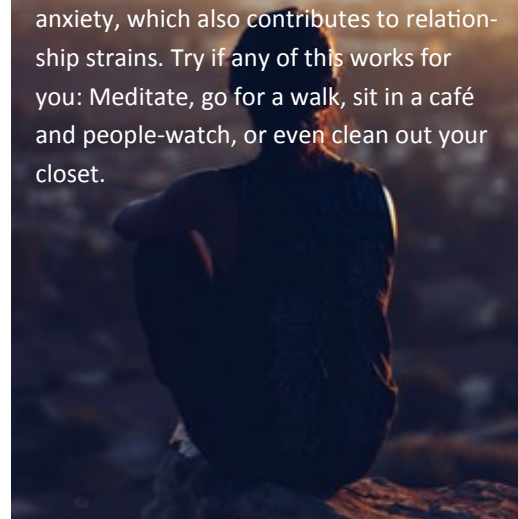
Studies have shown that hot beverages cool you off faster than cold ones. Also, in many cultures drinking hot beverages in hot climates is the norm.

A possible explanation is that when sipping a hot drink the body senses the change in temperature and increases sweat production, which cools you down naturally as the sweat evaporates.

To improve your relationship, spend less time together

Or in other words: Make sure you spend time alone, allowing you to process your thoughts rather than act impulsively, as a result you get to know yourself better, enabling you to give and receive better.

Additionally, me-time reduces stress and anxiety, which also contributes to relationship strains. Try if any of this works for you: Meditate, go for a walk, sit in a café and people-watch, or even clean out your closet.



Meet the team: Chen-Kuo Chou

Intern at BT Adelaide (September–December 2015)

Chen worked on two projects during his internship at BT, investigating the efficiency of the sales and workshop departments

A message from Chen: Hi Team! It was a pleasure to work with you all here at BT. I came to Australia 5 years ago. My wife Pei and I recognised that Australia is the best country for living so we decided to settle down here for our next generation.

Previous position and background:

I worked as business analyst in the Business Intelligence and the Information System Department of Santos. I have experience in data visualisation and process optimization and have a passion for business analysis to improve profitability.

Qualifications: Master of ICT Management & Master of IT

How I feel about my work at BT: Autonomy and Flexibility. Since I worked independently, I needed to be proactive for most of the tasks assigned by myself and frequently talk with colleagues.

People at BT are very collaborative and knowledgeable. It's a nice and friendly working environment. It is greatly appreciated that as a young professional the experience I gained is useful and invaluable. I enjoyed the job and thank all the people at BT who assisted me during my internship.

Hobbies & interests outside of work: Baseball and Internet marketing.

The first thing I did when I got to work:

Find a good square to place my old car with a little reindeer nose at the front.

Something I would not like to work without:

A laptop without good WiFi signal.

What I think influences my success at work the most:

People and experiences. There are always new ways/ thinking to do things, people are the key to drive success, and I am always driven and inspired by those models for better outcomes.

Regarding this internship, management was the theme of my project. I realised that only if the voice from the bottom is heard, the improvement can be as valuable as planned.

Exciting Times

BT Projects

BT Defence & Military Logistics continues to support the (JLU) Joint Logistics Units through (ADF) Australian Defence Force – standing Order panel with recent Defence Tactical manoeuvres and community health support services, coordinating the uplift and safe delivery of the our defence operations vehicles, Tricon containers and heavy vehicles to and from their remote operations.

By Syd Redfern
General Manager Projects & Defence

Every now and again, you see something new and exciting in the defence commodities such as the replacement logistics vehicles for the ADF which will see the old versions retired. In December 2015 BT were fortunate enough to perform one of the very first moves of the new L121 ADF logistics vehicles from Monegeetta VIC to Garden Island, NSW. This exercise and BT there was a strictly monitored distribution plan and time table established via the ADF to achieve this important deployment to the Garden Island facility. This task required a team commitment by BT nationally to support the onsite ADF teams in Monegeetta and Garden Island with the correct equipment in a timely manner in readiness for the (ADF) Australian Defence Force – Standing Order panel. The L121 movements were then required to be returned from Garden Island to Monegeetta at the close of this defence event.



Right on track



BT is proudly supporting CFCLA—CF Rail with its Queensland expansion programs and assisting the Queensland Government with their massive rail infrastructure remediation programs after the recent devastation and floods. This project delivery has seen many engineering variations going back and forth in order to control the strict guidelines on the suppliers to the project, for which BT Transport & Logistics out of Adelaide became the lead on this project. Our team worked closely with the CFCLA fabrication, distribution and delivery project team in their Kilburn operations where sophisticated and specialist rail fabrication works were undertaken to build these railway infrastructure work horses designed to perform the switch out function when replacing rail sleepers on new and existing rail corridors.

BT worked on all the angles in developing a strong value proposition for CFCLA—CF Rail on this project which saw the land based freight requirements out of South Australia into Queensland with only

Part of BT's commitment to the ADF is to create unique and distinctive value propositions that drive efficiencies into beneficial outcomes that support 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 Defence & Military Logistics team ensure 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 the appropriate equipment levels are supplied. Additionally this meant the placement of Load Masters on the defence sites to ensure vehicles, equipment and consolidations were all accommodated by the our BT defence SMEs (Specific Materials Experts) in terms load restraints, load placement and overall safety.

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 (RDD) Required Deliver Date.

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, 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 team are our customer service centres with direct online contact with both defence (POC) Points of Contact ensuring that the drivers arrive on time to consolidate, depart safety, monitoring each consignment in transit, on time delivery and reporting back to the JLU's with the (FO) Freight Order in-transit

data as required by the ADF and JLU. Again well done to 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.



minutes to spare given the "under hook" bookings—all time slot receives complete with inline sequencing in Brisbane. The BT on road systems supported the inline sequencing process with active utilisation of our IVMS (In Vehicle Monitoring Systems) which was critical in ensuring each item arrived on time.

The BT team all worked together to ensure the safe on road travel of these oversize rail units to site. This journey required detailed planning on the BT operations and compliance teams initially, as the rail units 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 to ensure vehicles, equipment and consolidations were not mixed up in terms of exacting distribution specifications as each item had an install schedule that needed to be maintained.

CFCLA – CF Rail 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 with huge amounts of infrastructure planning, fleet capability, dedicated "Can Do People" to manage from

uplift to the end delivery and working the specific routes are extremely complex in delivering a great outcome with multiple road managers across three states towards a common goal.

Congratulations to the BT Team in delivering another great value proposition to our partners in CFCLA—CF Rail.

BT - Can Do.





BT Transport & Logistics have always participated within the export / import cargo movements between land based clients and the national sea terminals throughout Australia, working closely with international freight forwarders and shipping lines direct.

BT have developed a strong capability in catering for the import and export cargo markets regardless of being break bulk or in container formats. Our operations teams in each state cater for specific market needs which cover off on receiving or loading from under ships hook direct to / from our vehicles on wharf.

By Syd Redfern
General Manager Projects & Defence



The precision required by our Resource Logistics team to ensure that the vessel discharge while “under the ships hooks” is performed efficiently, safely and cost effectively on wharf, to the linehaul operations ensuring correctly consolidated vehicles delivered to site safely and on-time with correctly positioned load restraints, supported by onsite marine survey capability as required.

The photos on this page show some recent import / export freight, such as cable drums for the Hornsdale Wind Farm, evaporators for Nyrstar in Port Pirie and electronic switch rooms that are going to Indonesia via Port Adelaide.



BT cater for a range of commodities from drill casing, steel piping, modular buildings, over size flat racks and all manner of drill rigs to the everyday container consolidation and destuffing operations which mix in with our national linehaul networks. The BT Resource Logistics team coordinates with the ships master, stevedores, owners and lease operators of the inbound vessels—even with our own people to ensure that “under ships hook” arrangements are delivered onto the appropriate type of equipment to minimise the requirement for on wharf laydown usage.

The BT Resource Logistics team ensures that the level of dedication and commitment to these important

delivery 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 with exposure externally to ensure a range of vehicles could be utilised where legally possible and physically practical to deliver the best out comes to our client.



At BT Resource logistics we remain focused on the future of the international cargo sector which has seen BT remain busy in our supply bases catering with both export and import cargos.

Again well done to our drivers, operations and compliance teams for the resource import tasks that we perform regularly in all ports across Australia—great work, team.



BT Drives On With Help Of Professional Interns

By Richard Cowley (Internship Placement Coordinator at Navitas)

Adelaide's BT Transport & Logistics is in top gear despite the trying economic times, and management value the worth that Navitas Professional's interns add to the company.

Navitas Professional offers post-university, soft skills development courses to international students who realise they have to get ahead of their graduating colleagues in the hunt for employment. Since 2012, BT has taken seven interns from Navitas Professional.

Mr Mills, Chief Executive Officer of BT, said it was a two-way street with benefit to both the host company and young professional.

"Across the disciplines of accounting, IT and engineering we've always found the skills sets these young professionals bring to be something the company can leverage, as we mentor them in their internships," Mr Mills said.

"As a business, we're responsible for offering a safe environment where the interns can practice what they've learnt at university," Mr Mills continued, adding "and they often bring unique or more up-to-date knowledge than the business is able to effectively tap into."

"In their interview we gauge the potential intern's interest and capabilities,

ties, paint a picture of the goal of the project we'd like them to accomplish and make sure there is a 'fit' between their expectations and what the company can provide," he added.

Mr Chen Chou (pictured, second from right) recently graduated from the University of South Australia with dual qualifications in Business Intelligence and Enterprise Systems, under his Master of Information Technology degree.

Formerly from Taiwan, Chen had served in the Taiwanese Army in the Public Relations sector, so his confidence and skills sets immediately caught the eye of Mr Mills.

"We've had Chen working on Business Intelligence, Process Mapping our sales department and workshop processes," he said.

For his part, Chen was grateful for the experience provided by Navitas. "The two projects I worked on highly align with my background and professional skills," Mr Chou said. "The projects were well constructed and outlined, I was able to work independently but get help when I needed it."

"Overall the internship provided me with valuable experiences for career development."

But it's no wonder that BT is so passionate and offer such excellent internships.

Grinning amiably the CEO added, "When I was 21, I had an internship myself. I attribute the fact that I'm a CEO now to much of what I was able to learn in that environment," Mr Mills concluded.



Four young interns and a CEO who started his career with an internship.

Front: L-R Hitendra Gullapalli (IT); Max Hong (IT); Chen Chou (IT); Sylvia Fu (Accounting)

Back: Phillip Mills, CEO BT Transport & Logistics.

About Navitas Professional Careers and Internships

Navitas Professional has been delivering career readiness solutions to tertiary students, graduates and young professionals since 2008. A leader in the private education industry, we recognise that graduates need a competitive edge to gain employment.

Our programs encompass professional workplace training and mentoring, internships, industry networking, business communication, team-building and leadership skills.

We deliver training in Adelaide, Brisbane, Melbourne, Perth and Sydney. navitas-internships.com

For further information about Navitas Professional Year Internships in South Australia please contact:

Richard Cowley, Internship Placement Coordinator, M: 0448 064 755 E: richard.cowley@navitas.com



Any Type Of Pipe

At BT, we support the Resources sector on a daily basis. These photos show 18m pipe that we picked up from the Melbourne wharf and delivered to Port Bonython in South Australia.

Using System 88, we can flexibly secure all manners and sizes of pipe, whether coated or uncoated, without pipes being damaged or left with marks.



Old Is New Again



Everything old is new again (with some elbow grease).

Well done Jeff Hobin on the clean and polish he gave his allocated rig.

Western Australia News

In October 2015 the BT Perth depot moved to a new location. Still in Maddington, the new facilities at 26 Jade Street offer extended capacities that live up to the requirements brought on by new opportunities and business growth in WA.



At the same time, BT entered a strategic alliance with Award Logistics, a Western Australian specialist in open trailer accommodation transport.

The alliance draws upon the combined strengths of each company—BT Transport & Logistics' national footprint, experience and knowledge, particularly of the Australian Eastern states, and Award Logistics local knowledge of the Western Australian market, as well as both companies' experi-

ence and expertise in open trailer specialised transport and logistics services. Working together will enhance both companies' service capabilities and customer experience.

Both BT and Award Logistics are excited by the potential of this alliance to deliver significant benefits to our clients. We look forward to working together to further develop our capabilities that enable our teams to deliver real value to our clients nationally whilst expanding on the services offered.

On 20 January 2016, John Dale was promoted to the position of Depot Manager of the BT Transport & Logistics Perth location. Over the coming weeks, John will transition from his current position to his new position, in-line with the announcement of the new Perth Operations Manager.

John has held the Perth Operations Managers position since January 2013 and over this time has successfully navigated the business through extremely challenging trading conditions. John's commitment and endeavour has seen the Perth operations continue to grow and strengthen, which instigated a review of the operation with John in December 2015, ensuring the Perth operation has the key people and resources to support the continued success of the Western Australian business. Reporting to the Chief Executive Officer Phillip Mills, John will be responsible for the overall activity of the Perth operation focusing on all operational activities, OHS compliance and enforcement, achieving maximum profitability, prospecting and obtaining new accounts as well as servicing existing ones.

Congratulations on the very challenging but rewarding promotion John!

Marketing News

By Annie Broecker (Marketing Manager)

In the ongoing pursuit to win new business, marketing, IT and sales have been working together on print and online advertising, and in addition to getting our name out there, we updated what is the first point of contact for many clients: our website.

Changes were made for a number of reasons, a key objective being mobile friendliness, with the pages adjusting automatically to different screen sizes of mobile devices. Other benefits can be found in regards to content updating and maintenance.

Our domain has now changed to bttransportlogistics.com.au in line with our company's development. There were no drastic changes in terms of website content, and the main menu is very similar to the previous version. We have added a Projects tab and a large number of additional projects with photos and descriptions,

some of which are still being completed. Earlier in 2015, the services section was redeveloped and extended to additional logistics services and service specific capabilities in areas such as Supply Chain Solutions, Rig Moves or Resource Logistics.

The page navigation has changed a bit more, with all main menu items now being included on the homepage. When clicking on an item in the menu bar, visitors are sent to the respective section on the homepage. Here they get an overview of the section and can either read more by going to the respective page, or they can continue browsing the homepage. This can be done via the main menu or by scrolling up and down.

New to the website is the search, which can be found in the website footer as

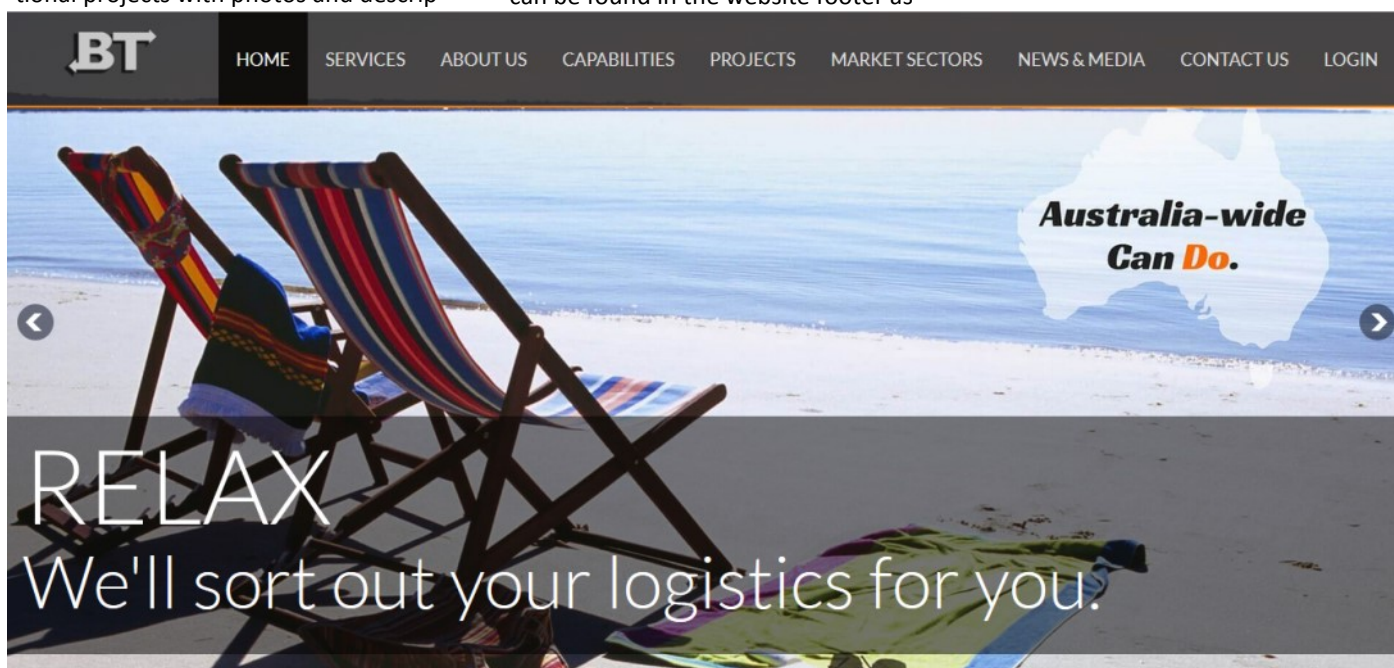
New Logos



We have started updating our marketing material and stationary with the new Ecaas accreditation logos. If you see anything we missed or need assistance with changing your documents, please let Annie know.

well as on the login page. On the latter, site visitors can create a login, which will allow them to see content specific to the access level they are assigned. The access level is assigned by the IT department, and users are encouraged to use their work email addresses to help us identify whether they are staff, customers or contractors.

As technology changes and our business adapts to its changing environment, the website is a constant work in progress and we are continuing to work towards improving the visitor experience—you can help us by providing feedback.



What is your experience with the new website, which features would you like to see and how do you feel about the changes that we have made? Do you find everything you are looking for? Or do you have general suggestions?

Your feedback is greatly appreciated, and if you would like to get in touch please email marketing@bttransportlogistics.com.au.

To complement the online presence, BT Transport & Logistics has recently introduced an official Facebook page. While it is still relatively new, it has seen a few people check in at the Adelaide depot, share news and rate their experience with us. We invite all of you to join in and share your stories, news, photos or comments—please consider

social media etiquette when posting or commenting and keep in mind that our online actions influence how people view our business.

Last but not least, we continue to tell our stories in the Beattie Times, and I hope you all enjoy this issue!

New Locations, Same Can Do

Visit us in SA, QLD, WA, NT or VIC

While we have been servicing all of Australia for a long time, 2015 has seen BT Transport & Logistics expand to new terrain with a depot location in Victoria at 16 -24 Berends Drive in Dandenong South.

In October 2015, BT entered a strategic alliance with Western Australian company Award Logistics, and this coincided with the move to new, bigger premises at 26 Jade Street in Maddington. Read more about this in the Western Australia News story on page 11.

In December, BT entered another strategic alliance, this time in the Northern Territory. The new partner, TLC is a Darwin based warehousing, transport and distribution business. Both companies contribute their own strengths to the partnership, with BT's national footprint, experience and knowledge, particularly of the Australian Eastern states and Western Australia and TLC's local knowledge of the Northern Territory's market.

Both companies have extensive experience and expertise in warehousing, logistics and transport services. Working together will enhance both company's service capabilities and customer experience. The new BT Darwin depot can be found at 1703 McKinnon Road in Pinelands.

The directors of BT Transport & Logistics and TLC are excited by the potential of this alliance to deliver significant benefit to their clients and growth to their businesses. They look forward to working together to further develop their capabilities that enable their teams to deliver real value to their clients nationally, whilst expanding on the services offered.



Our depot locations at a glance:

South Australia 25 Sharp Court, Cavan SA 5094

Western Australia 26 Jade Street, Maddington WA 6109

Queensland 182 Tile Street, Wacol QLD 4076

Victoria 16 -24 Berends Drive Dandenong South VIC 3175

Northern Territory 1703 McKinnon Road, Pinelands NT 0829

And our new location online:

www.bttransportlogistics.com.au



Meet the team: Hitendra Gullapalli

IT Intern at BT Adelaide

Hitendra has a Masters in Information Systems at Federation University. He joined BT Transport & Logistics in November 2015 as an intern working with the newly launched company website. He is also working on a project to develop an Android Mobile Application for the company.

Qualifications: Masters in Information Systems.

Things I like most about working at BT: People are very understanding and supportive at BT, especially when you are having a hard time outside of work (personal experience).

Hobbies/interests outside of work: Playing Cricket, Watching Footy

The first thing I do when I arrive at work: I check the company's e-mail if I have missed any the previous day.

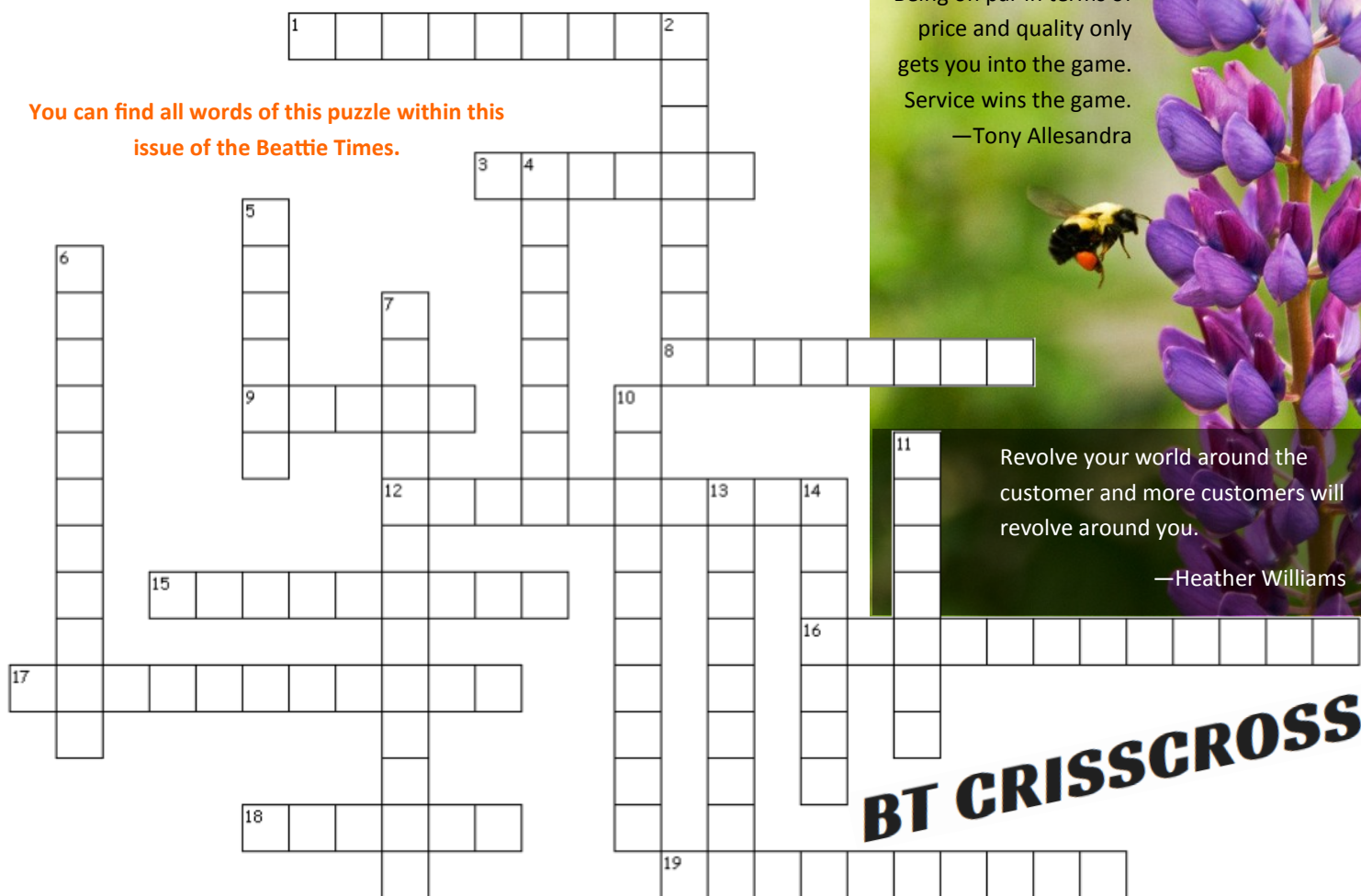
Favorite place to eat in Adelaide: The Original Pancake Kitchen.

Favourite place for a drink in Adelaide: Rosemont Hotel, having drinks watching English Premier League Football.

Best thing about living in Adelaide: Less traffic and quiet after 6:00 pm.

Favourite destination for a holiday / weekend away in Australia: Melbourne, the road trip is very beautiful. Blue Lake in Mt. Gambier, Great Ocean Road (12 Apostles) are my favourites.

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



Being on par in terms of price and quality only gets you into the game. Service wins the game.
—Tony Allesandra

Revolve your world around the customer and more customers will revolve around you.

—Heather Williams

BT CRISSCROSS

Across

1. Type of freight / large shipping box (P8) | 3. Of or relating to the sea (P8) | 8. One of our services (2 words) (P12) | 9. Part of the arm (P11) | 12. Formal program to provide practical experience for beginners in a profession (P10) | 15. Suburb home to our new NT depot (P13) | 16. Harmonious combination or interaction, as of functions or parts (P7) | 17. Articles of trade or commerce (P9) | 18. Organised structure; "88" is used to secure pipes on trailers (P11) | 19. The estimation in which a person or thing is held, especially by the community or the public generally (P3)

Down

2. Type of northern European deer, usually associated with Santa (P5) | 4. BT entered to new strategic ones in 2015 (P13) | 5. Drink this before a nap to sleep better (P4) | 6. Correction of something defective; QLD infrastructure program (P6) | 7. An essential business objective (P11) | 10. A planned and regulated movement or evolution of troops, warships, etc. (P6) | 11. Activity that can energise you when you're tired (P5) | 13. Location of an SA wind farm (P8) | 14. Adelaide has a famous Kitchen where you can get this delicious breakfast /dessert food (P13)

At BT, customer service is at the core of everything we do. In this issue, we bring you some inspirational customer service quotes!

Your customer doesn't care how much you know until they know how much you care.—*Damon Richards*

You'll never have a product or price advantage again. They can be easily duplicated, but a strong customer service culture can't be copied.—*Jerry Fritz*

If you work just for money, you'll never make it, but if you love what you're doing and you always put the customer first, success will be yours.—*Ray Kroc*

this and that.



Loyal customers,
they don't just come
back, they don't
simply recommend
you, they insist that
their friends do
business with you.

— Chip Bell



Whether you
think you can

or whether you
think you can't,

you're right!

15

* **BT** Can Do.

— Henry Ford



Your most unhappy
customers are your greatest
source of learning.

— Bill Gates



BT by Numbers FY 2015/16

Litres of fuel— 1,500,000 *

Pieces of Equipment- 249

Km Travelled – 3,700,000 *

Active Customers - 163

Tyres Purchased - 350

Drug & Alcohol tests – 158

No. of Jobs - 3,400

Tool Box Talks - 44

* BT Equipment only

Adelaide Workshop in New Hands

Welcome to the team, Bill Mettyear!

With John Kells retiring at the end of February, the Adelaide Workshop is getting a new manager: Bill Mettyear.

A qualified mechanic with 40 years experience in heavy vehicle maintenance, Bill also brings extensive experience with the Fleetmanager Maintenance Program, which is used by workshops for preventative maintenance and NHVAS requirements.



Having worked in various positions including Mechanic, Service Manager and National Workshop Systems Coordinator, Bill is equipped with the knowledge and expertise that will ensure successful continuity of the Adelaide workshop operations .

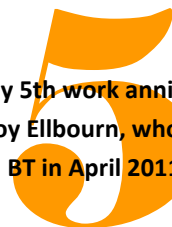
We would like to thank John Kells for six years of service and wish him all the best for his retirement!



Happy Birthday to Michael
Chamberlain who's turning
30 in March!

Anniversaries & Birthdays

Happy 5th work anniversary
to Troy Ellbourn, who joined
BT in April 2011!



Choose to deliver amazing service to your customers. You'll
stand out because they don't get it anywhere else.

—Kevin Stirtz

Well done is better than well said.—Benjamin Franklin



Do what you do so well that
they will want to see
it again and bring
their friends.

— Walt Disney

There is only one boss: the customer. And
he can fire everybody in the company from
the chairman on down, simply by spending
his money somewhere else.—Sam Walton

Good customer service costs less than bad
customer service.—Sally Gronow





Transport &
Logistics

Supply Chain
Solutions

Storage &
Warehousing

Defence & Military
Logistics

Rig Moves &
Resource Logistics

Consulting

Can Do.

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), Victoria (Melbourne) 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, our accreditations include the following: ISO14001, ISO9001, AS/NZS4801, CSG Level 1, and Bechtel A+.

No job is too big or too small!

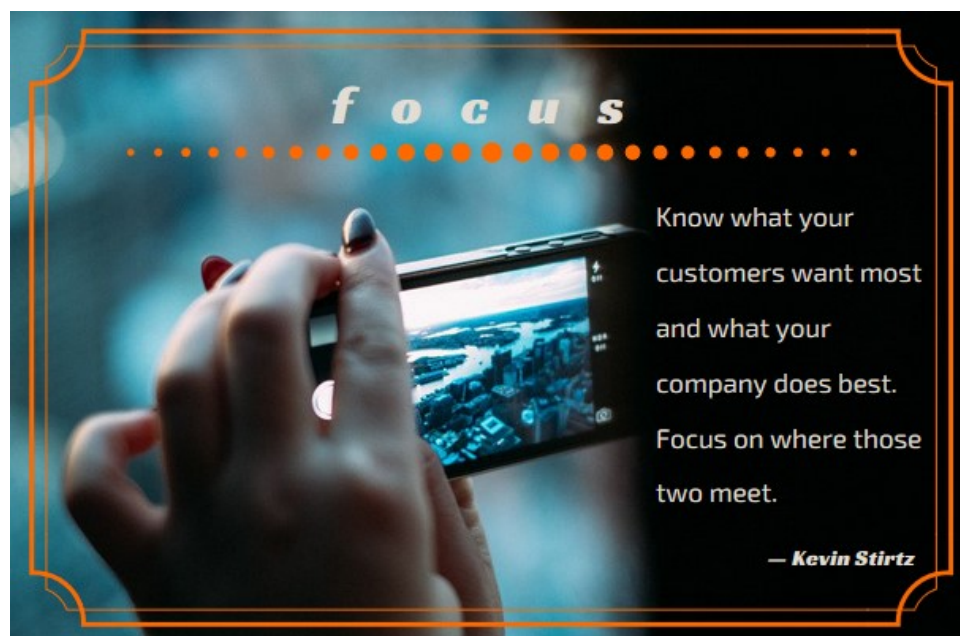
Contact us today to discuss your logistical requirements:

www.bttransportlogistics.com.au



We hope you've enjoyed this issue of the Beattie Times!

What would you like to read about in the next quarter? Do you have stories or photos that you would like to share? Let us know at marketing@bttransportlogistics.com.au!



Australia-wide innovative distribution solutions, driven by service.

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