

THE NO.1 ON-SITE
REFUELLING SOLUTION



VISION

NEWS

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NATIONWIDE REFUELLING SOLUTIONS FOR ASCIANO



MINI-TANKERS' SPECIAL PROJECTS DIVISION, REFUELLING SOLUTIONS HAS BEEN APPOINTED AS A SUPPLIER TO AUSTRALIA'S LEADING TRANSPORT INFRASTRUCTURE COMPANY, ASCIANO.

Asciano, a conglomerate of Pacific National rail network and Patrick ports and stevedoring, commenced trading with Refuelling Solutions on 1 September 2009 after a year in negotiations.

Refuelling Solutions' National Accounts and Special Projects Manager, Duncan Cole said this is the largest contract the company has ever undertaken, and presents an exciting opportunity. "We have teamed up with Shell to deliver a flexible, reliable, 24/7 service to Asciano's complex rail and ports infrastructure. It

is imperative that their operations run to schedule, and Refuelling Solutions is able to meet their exacting requirements on a national scale.

"The scope of our work includes 'direct to loco' refuelling for Adelaide and Melbourne freight trains, Mackay mining trains, and The Ghan at both ends of its journey – Adelaide and Darwin. We will also service container terminal equipment in Melbourne and onsite storage tanks in Brisbane and Sydney.

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IN IT FOR THE LONG HAUL WITH LEIGHTONS

LEIGHTONS HAS APPOINTED MINI-TANKERS AS FUEL SUPPLIER FOR THE 12 MONTH CONSTRUCTION OF THE MANDALONG HAUL ROAD LINKING CENTENNIAL COAL'S MINE TO THE NEWSTAN COAL PREPARATION PLANT NEAR THE PORT OF NEWCASTLE.

Upon completion of the 3.5 kilometre road in early 2010, Centennial Coal intends to export one million tonnes of coal in the first year.

We would like to say a big thank you to our Upper Central Coast operator, Craig Perrin who was instrumental in getting this project over the line.



MINI-TANKERS

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"Refuelling Solutions approaches projects with the same professional and friendly service that Mini-Tankers' customers have come to expect. The difference is that for large scale projects such as Asciano, we provide dedicated tankers and operators. For example, in Adelaide where the bulk of this contract is based, we have purchased a 30,000L tanker, opened a small office and appointed four operators and a Project Support Officer specifically for the Asciano account.

"One of the major aims of this project is to ensure that there is no delay to Asciano's train fleet. We need to keep those trains rolling to avoid chaos on the lines, and financial penalties to our client. Refuelling Solutions is on hand any hour of the day or night ready to refuel the locomotives as quickly as possible. Our fill rate in Adelaide is 500L/minute, so it takes just 20 minutes to refuel a typical 10,000L loco."

Along with Duncan Cole, Mini-Tankers' Managing Director, Tony Hartin and General Manager, Greg Strom were instrumental in negotiating the contract.

Duncan Cole said, "We have worked very closely with Greg Green of Asciano and Manfred Rosenthal of Shell for some time to manage logistics and overcome various issues. Refuelling Solutions has tailored our ordering and reporting computer systems to engage seamlessly with Shell's programs, so that we can manage the delicate process of monitoring each litre of fuel. It's been a challenging but enjoyable process and we look forward to the ongoing relationship.

"We're now two months into the contract and so far, so good. After the first few weeks we'd developed a good pattern according to Kevin Clements, Manager WA,SA,NT and our new Rail Operations and Project Support Officer Leigh Entwistle is doing a terrific job of managing Adelaide. We haven't missed a train yet!"

MINI-TANKERS CEMENTS RELATIONSHIP WITH CEMEX

IN ANOTHER EXCITING 'WIN', MINI-TANKERS WAS RECENTLY AWARDED THE CONTRACT TO SUPPLY DIESEL TO 60 CEMEX SITES AROUND AUSTRALIA.

Cemex's hard rock, sand and gravel quarries mine materials and distribute aggregates to its various plants for the production of concrete, asphalt and mortar, marketed under their well known Readymix brand. Since 1 June 2009, Mini-Tankers has been directly fuelling equipment in both the quarries and plants, including loaders, excavators, dump trucks and concrete batching equipment.

Mini-Tankers' National Accounts and Special Projects Manager, Duncan Cole said, "Mini-Tankers is proud once again to be the only company of our kind offering a truly national service. We have a co-ordinated network

in place to deliver to Cemex's operations in Victoria, New South Wales, Queensland, Northern Territory, Western Australia, South Australian and the Australian Capital Territory.

"Cemex is a wonderful company to deal with - a lot of great characters, and a very switched on team. In particular the relationship developed with Cemex's National Procurement Manager, Bruce Davis and Sourcing Manager, Cesar Camargo has been tremendous and assisted in the process of developing and implementing our partnership."

REBUILDING COMMUNITIES

FOLLOWING THE DEVASTATING LOSS OF LIFE AND PROPERTY IN THE BLACK SATURDAY BUSHFIRES ON 7 FEBRUARY 2009, MINI-TANKERS MADE A COMMITMENT TO HELP REBUILD LIVES.

Seven months on, and significant change has happened in Marysville, King Lake and Christmas Hills. Lush, green growth is now visible on the burnt trees and paddocks, rubble from burnt out buildings has been removed and new structures are being erected.

During this period Mini-Tankers has been proud to support the efforts of companies such as Delta, HWM, Gravity Demolitions and JM Aldridge, just to name a few, in their efforts to clear all the effected sites in preparation for rebuilding. This first stage of the rebuilding process has been difficult, as crews had to contend with confined areas,



the possibility of asbestos, and working in conditions varying from extremely hot and windy to snowy, sub-zero temperatures.

Mini-Tankers would like to congratulate everyone involved in the fire recovery effort for their professionalism and community spirit in rebuilding the townships.

CONGRATULATIONS!

MINI-TANKERS RANKS IN BRW TOP 500



MINI-TANKERS HAS ONCE AGAIN GAINED A POSITION IN THE AUSTRALIAN BUSINESS COMMUNITY WITH A RANKING OF #364 IN THE 2009 BRW TOP 500 PRIVATE COMPANIES LIST.

General Manager, Greg Strom said, "This is an excellent achievement in an economic climate where certain markets have slowed and revenues reduced due to falling crude oil prices. I would like to thank all of our staff members, franchisees and customers who continue to support Mini-Tankers and have contributed to our success."

GREG STROM 10 YEARS OF DEDICATION

MINI-TANKERS CONGRATULATES GENERAL MANAGER, GREG STROM UPON ACHIEVING 10 YEARS OF SERVICE TO THE COMPANY, AND THANKS HIM FOR HIS DEDICATION, WORK AND ENDLESS ENTHUSIASM.

Managing Director, Tony Hartin said, "Greg's drive, management skills, sound judgement and his ability to continually introduce new technologies are the fundamental reasons why Mini-Tankers is the #1 on-site refueller in Australia. I congratulate Greg on every level."



Tony Hartin and Greg Strom

SEEING DOUBLE!

THE GATEWAY UPGRADE PROJECT, QUEENSLAND'S LARGEST EVER ROAD AND BRIDGE CONSTRUCTION WORKS, IS WELL UNDERWAY WITH THE DUPLICATE GATEWAY BRIDGE RAPIDLY RISING OVER THE BRISBANE RIVER, ADJACENT TO THE EXISTING BRIDGE.

The \$1.88 billion Queensland Motorways project, under the design and construction management of Leighton Abigroup Joint Venture (LAJV), has already opened seven kilometres of new motorway from the north side of the bridge to Nudgee Road, and is on track to complete the bridge plus 12 kilometres of motorway south to Mt Gravatt – Capalaba Road by mid-2010.

Mini-Tankers has been involved from the start and it has proved to be an interesting exercise in logistics. Queensland State Manager, Brent Herrick said, "Just about every piece of plant ever designed can be found at this project, and is spread out over a 20 kilometre corridor. Currently Mini-Tankers is servicing approximately 200 pieces of equipment, each labeled with its own unique fuel authorisation code so that we can track every drop of fuel.

"This capability is vital for LAJV's tracking and reporting systems. The Gateway Upgrade Project has been broken down into five 'sub-zones', and Mini-Tankers' weekly reports can provide fuel consumption per machine and per zone. With this information, the management team on each zone can monitor

fuel costs, plus easily meet the government's environmental reporting requirements."

Mini-Tankers is authorised to drive on both sides of the bridge during the construction process, and as LAJV rapidly approaches the moment of closing the gap between the two, Brent comments that it is no place for the faint hearted. "In some places there are four inch gaps between segments of road, so as you look down you can see the Brisbane River beneath your feet. It is certainly a safe worksite, but I'll admit it's pretty scary being up that high! We also had interesting experiences at the start of the project when we were transporting fuel to the purpose-made piling construction island in the middle of the river. When the weather got rough, water would flow over the causeway, so we found ourselves timing deliveries around the Brisbane River's tides. The Gateway Upgrade Project is a mammoth undertaking with plenty of challenges for LAJV – they are to be commended on their management."

Mini-Tankers would like to thank all staff involved in this project, in particular, company operator Zaine Moses and new franchisee, Steven Bakkar.



STARLIGHT EXPRESS ROOMS

THE STARLIGHT CHILDREN'S FOUNDATION HAS CREATED KIDS-ONLY ROOMS TO PROVIDE A FUN ESCAPE FROM THE ROUTINE OF LIFE IN AUSTRALIA'S MAJOR PAEDIATRIC HOSPITALS.

The Starlight Express Rooms are filled with activities, computer games, crafts and movies, offering a medical-free respite for sick children and their siblings. The rooms are so popular that Starlight has recorded an average 30,000 visits per month.

Mini-Tankers is a long time supporter of Starlight, and recently donated \$10,000

towards the inspirational Starlight Express Room project. We would like to take this opportunity to thank all our staff and supporters for their continued efforts towards our success; enabling us to share our good fortune to help others. Please visit www.starlight.org.au if you are interested in donating or volunteering for this fantastic project.

"IT'S TOUGH WORK, BUT SOMEONE'S GOTTA DO IT!"



Grant Broomhall, Rory MacKenzie and Kevin Clements

MINI-TANKERS WAS THIS YEAR AGAIN CALLED UPON BY KBR TO PROVIDE FUEL FOR ALL ONSITE GENERATORS AT THE MAJOR MOTOR SPORTS EVENT THE ADELAIDE CLIPSAL 500.

The generators kept all the important equipment at the race powered – pit lane workshops, big screen televisions, and of course, the commercial fridges filled with alcohol.

Deliveries commenced three days prior to the event and continued in two shifts during the four days of racing. The two Mini-Tankers were manned by SA Field Support Officer (FSO), Garth Azollini and WA FSO, Grant Broomhall, with the help of WA/SA State Manager, Kevin Clements and WA/SA Business Development Executive, Rory MacKenzie who volunteered to get out of the office and get their hands dirty!

Rory said, "This event is a great way to experience the ground level operations of our business, and a fantastic bonding experience for the guys involved."

Finally, for those more interested in the racing than the pretty girls; the winner, for a second year in a row was Jamie Whincup in a Ford FG Falcon.

MEET OUR FRANCHISEES: JASSON ASPLET

JASSON TOOK OVER MINI-TANKERS' NEWCASTLE FRANCHISE IN MARCH 2009 AND IN SIX SHORT MONTHS HAS SIGNIFICANTLY INCREASED THE VOLUME OF FUEL DELIVERIES FOR THE REGION.

Group Commercial Manager, Michael Vamos said Jasson was enthusiastic from the start and handled the transition process well. "Jasson was prepared to work with us through our comprehensive Franchise Discovery Program, and since coming on board both he and his wife Alana have been presenting great ideas to grow their business. He's putting in the hard yards and already seeing the fruits of his labour."

WHEN DID YOU FIRST HEAR ABOUT MINI-TANKERS?

I owned a concrete truck in Sydney and worked with Cliff, father of Sydney franchisee, Corey Forster. Cliff talked a lot about how Corey enjoyed his business.

WHAT PROMPTED YOUR MOVE TO NEWCASTLE?

A lot of my family and friends had made the move north, and while I was spending long hours out in the concrete truck, my wife, Alana was stuck home alone with our son, Riley, 2, everyday. We decided to make a

lifestyle change so I took up an offer to play football for Maitland, and we moved closer to Alana's family.

AND YOUR FRANCHISE WAS BORN FROM A SERIES OF FLUKE EVENTS...

The job I had lined up in Newcastle fell through and I found myself looking for work. After my experiences with the concrete truck, I wasn't keen to go into business again. I was searching the Internet for jobs when a chance occurrence changed everything: my young son was playing in the cupboard and a Mini-Tankers stubby cooler fell out. This made me wonder whether there was any chance of a job with Mini-Tankers so I immediately searched online. I could not believe it when I read that the current Newcastle franchisee had his business on the market.

HOW DID YOUR RELATIONSHIP WITH MINI-TANKERS START?

Alana and I met with the whole management team, and that first meeting sold it for us – they



were professional, enthusiastic and positive. I started the Discovery Program in late January and took over the run on 1 March 2009.

HOW DO YOU COMPARE OWNING A MINI-TANKERS FRANCHISE TO OWNING A CONCRETE TRUCK?

As a contractor I had little input into the amount of work I did or how concrete loads were allocated. There was no opportunity for me to grow, and it was a sure way to go broke. My Mini-Tankers experience is completely different. I have constant communication and support from state office. They listen to my ideas and help source customers.

WHERE DO YOU SEE YOUR FRANCHISE TAKING YOU?

The Hunter Valley region is rapidly growing - there is so much construction and development going on. I am the only operator in the area and there are so many opportunities. I've already improved the volumes from the previous owner and there are so many places I can take my business.

MEET OUR FRANCHISEES: ANDREW WHITEHEAD

MINI-TANKERS HAS ESTABLISHED A NEW TERRITORY IN THE PERTH EAST REGION FOR OUR NEWEST FRANCHISEE.

Michael Vamos said of Andrew, "When taking on new franchisees, we look for people who are service focused and have a genuine interest in our customers. Andrew definitely fit into this mould. He's a great character and an asset to our franchise network – we need more people like him!"

WHAT MADE YOU INVESTIGATE A MINI-TANKERS FRANCHISE?

For twenty-five years I have been driving trucks: long distance driving, local express driving, and most recently, for a skip bin company. However there was not enough work in the skip industry to survive and little support from the company. I needed to find something new, something with good, regular work.

WHAT WERE THE FIRST STEPS?

My wife, Sharon discovered Mini-Tankers on the Internet so I called up and met with the State Manager. The first meeting went well and I decided to proceed with the Discovery Program. I took my time doing this as I was still working at my other job, and Mini-Tankers was very helpful. While going through this process, I spent a few days in a tanker with

a company operator so I had a good idea of what was involved. I've talked with a lot of the franchisees and they all seem happy with their work.

AND A NEW TERRITORY WAS CREATED FOR YOU...

I originally applied for the Perth North territory, however when Mini-Tankers realised I lived in Gidgegannup (40km north-east of the city), they did a bit of research. They had key customers in the north-east corridor and eastern suburbs, and it certainly suited me better to work close to where I live, so it worked out mutually beneficial.

HAVE YOU FOUND THE GOOD, REGULAR WORK YOU WERE SEARCHING FOR?

Straight away I was doing a lot better than I had been with the previous company. I have projects that I service on a daily or weekly basis such as McMahon's Reid Highway and bridge construction in Middle Swan, the BlueScope Steel plant, a subdivision in Gidgegannup and most recently I've picked up regular work for catering suppliers



and luggage handling companies at the airport.

AND WHAT DO YOU DO OUTSIDE OF WORK?

Sharon and I live on seven acres along with our sons, Nicholas, 17 and Daniel 14, two dogs and scores of birds. The birds are my hobby - we breed heaps of varieties including budgies, crimson rosellas, galahs, parrots and alexandrines.

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