

Prime Contractor  
Integrated Solutions  
End-to-end Solutions  
Tailored Solutions  
Customer Centric  
Safety Obsessed  
Rapid Mobilisation  
We Understand  
Veteran Employment  
Growth Mindset  
Collaborative  
Professional  
Customised  
Innovative  
Adaptable  
Reliable

We deliver customised and integrated solutions enabling our partners to achieve success.

# Anywhere. Anytime.



Aviation



Theatre Supply Chain



Healthcare Logistics



Managed Services

**TOLL**

GOVERNMENT  
AND DEFENCE

# At Toll Government and Defence, we deliver customised and integrated solutions enabling our partners to achieve success. Anywhere. Anytime.

We are a trusted partner for Defence and Government, delivering innovative solutions for operational excellence and mission success.

We have a deep understanding of the Government and Defence client requirements, through managing multiple contracts within Australia, whilst also assisting on international projects when required.

We have vast expertise within the Government and Defence regulatory environment and required accreditation and have built a strong relationship with key industry stakeholders over many years, with an enviable track record of operational excellence.

## How we achieve success



### Product Portfolio Expertise

An organisation driven by its products, we strive to be masters of our craft, constantly refining products for operational excellence, competitiveness, and inspiring growth.



### Innovation and Technology

Pioneering cutting-edge solutions tailored to the unique challenges of Defence and Government missions.



### Leadership and Culture

Cultivating a diverse, high-performing workforce dedicated to exceeding expectations and delivering excellence.



### Corporate Citizenship

Ethical team, upholding the highest standards of social responsibility and governance in service to the nation.



### Safety Obsessed

Unwavering commitment to the safety and well-being of personnel, communities, and the environment in every operation.







We deliver success on the back of our unique experience, adaptable technology portfolio and innovative culture.

Whether it's relocating crucial resources and infrastructure, establishing and maintaining remote base camps at speed, co-ordinating complex logistics programs, providing world-class training or delivering critical rotary wing or port agency services - we deliver what our clients need.

Our focus is always to be customer centric, and to deliver the solutions our clients need. This is through a commitment to maintaining, enhancing and creating Australian industry, but also engaging and leading a capable, experienced and reliable consortium of partners towards customised and adaptable outcomes that can scale up or down to meet the needs of our customers.

We are experts with dedicated resource to support federal and state government departments, ADF, UKDF, USDF, NZDF, as well as the broader industry and network of suppliers.

Our experience and expertise ensure that we offer services and capabilities that solve the problems that our Government and Defence customers require to be solved.

## We're experts in



Aviation



Theatre Supply Chain



Healthcare Logistics



Managed Services

### Network Supply Chain



#### Distribution

- Air
- Sea
- Road
- Explosive ordnance
- Bulk fuel
- Specialised movements
- Global freight forwarding



#### Warehousing

- Dedicated or shared warehousing
- Cross-docking
- Ambient and temperature controlled
- Explosive ordnance



#### Sourcing & Procurement

- Strategic sourcing
- Procure to pay and order management
- Category management
- Supplier relationship management



#### Inventory Management

- Forecasting and planning
- Stock optimisation
- Product management
- Fleet management

### Theatre Supply Chain



#### Specialised Managed Services

- Case management
- Customised services
- Search and rescue
- Data driven solutions
- Training



#### Asset & Base Management

- Airport management
- Marine port services
- Temporary camps
- Garrison support
- Facility management
- Remote deployments
- Expeditionary logistics



## Theatre Supply Chain

# We're experts in



**Expeditionary Logistics**



**Agency Services**  
providing on-ground support to Naval Ship and Air Force Aircraft



**Base Logistics Services**



**Garrison Support Services**



### Our Mission:

**To enable Government and Defence operational effects by providing logistics solutions that matter, wherever the need.**

In the realm of Theatre Supply Chain, Toll provides integrated logistics solutions to both domestic and international customers, with a primary focus on the mission of Defence agencies.

We're experts in core supply chain services such as warehousing and distribution, as well as sustainment services such as the management of key infrastructure assets, provision of food, fuel and ports facilities.

From specialist logistics services such as the global transport of explosive ordnance and expeditionary logistics, to our contingency logistics services where we can respond at short notice to logistics requirements across the land, air and sea - Toll's expertise, coverage and scale ensures operational readiness whilst driving efficiencies in cost, resource and time.

# 1 Department of Infrastructure, Transport, Regional Development and Communications | Airport Management

Since 2008 Toll has provided a team of highly experienced and qualified airport operations personnel who manage every facet of the Christmas Island and Cocos (Keeling) Island airport operations. The airports form a critical part of the air bridge connecting these island communities to the rest of the world.

Toll has delivered a complete range of airport management services from development and implementation of regulatory compliance documentation through to daily compliance management of the CASA Manual of Standards and Aviation Security Regulations. The airport management services are delivered through Airport Reporting Officers (AROs) who are highly experienced and focussed on delivering operational solutions that are complete, flexible and reliable. Toll's AROs are fully trained Work Safety Officers and qualified Security Screeners.

Toll utilises a comprehensive asset management system to provide visibility of asset maintenance requirements, routine inspection callouts, asset maintenance histories, part consumption, costs and asset locations.

Toll is an approved screening authority and ASIC issuing authority and has delivered comprehensive airport security services to each of the airports located in the Indian Ocean Territories. Through the delivery of this service Toll has developed on behalf of the Department tailored Transport Security Programs that are audited and approved by the Office of Transport Security.

# 2 Department of Defence | Garrison support for Operation Astute in Timor Leste

In 2006 Toll commenced logistics and garrison support within 10 days of the deployment of operation Astute. Toll was the interim logistics support contractor to the ADF before expanding its operation to provide support to the ADF in its role as the international stabilisation force supporting the Timorese government and the United Nations Mission in Timor.

Toll provided a full asset management service to the ADF encompassing deployment, operation, maintenance, upgrades, and disposal. As operational imperatives fluctuated, Toll surged and contracted the rate of effort, supporting three bases and over 2,000 personnel at the height of the operation with ongoing support up to the extraction of 400 personnel as sustainment operations ended.

To aid in the movement of equipment, packages and communications Toll managed an end-to-end logistics support, warehouse, and distribution service. Toll arranged for the transport of goods out of the country via air, road, and sea. Toll also managed all customs and clearance requirements and ensured that items were delivered safely to their destination.

Toll provided a full range of services to the ADF throughout its deployment in Timor Leste. This contract was comprehensive in its logistical support parameters and provided Toll with more experience in providing staff at varying levels depending on needs and occupancy.

# 3 Singapore Defence, Government and Healthcare | Warehousing & Distribution

Toll is a trusted provider of premium warehousing services to a diverse range of sectors including Defence, Government, and Healthcare. Our expertise extends to offering comprehensive solutions such as design, build, operate, and transfer services for purpose-built facilities tailored to meet our customers' exact specifications, such as the Singapore Armed Forces' Army Logistics Base and the Ministry of Health's medical storage.

With a strong focus on security and reliability, we provide dedicated warehousing for highly secure items, medical drugs, and hazardous materials. Our commitment to technological advancements is evident through our state-of-the-art warehousing technologies, developed in collaboration with our IT partners. These cutting-edge solutions enable effective automation, granting our clients real-time visibility, tracking, traceability, complete audit trails, and accurate accounting.

We play a pivotal role in providing crucial support to Government agencies by ensuring capacity to activate resources swiftly, particularly in times of crisis. We are fully equipped to assist the Singapore Government's Humanitarian Assistance and Disaster Relief Operations, offering relief supplies such as food, drinking water, medical essentials, blankets, and other necessary items.

Our comprehensive services encompass kitting, packing, shipping, and distribution to the affected regions. Toll ensures utmost efficiency and peace of mind for all warehousing needs, as well as for critical operations in times of need.



Theatre Supply Chain

## Case studies







## Managed Services

# We're experts in



### Case Management Services



### 4th Party Logistics and Supply Chain Services



### Sourcing, procurement and delivery of commodities required by the Department of Defence



### Relocation Management Services for Government, Defence and Corporate organisations



## Our Mission:

**We partner with our clients and industry to identify and provide secure, customised and flexible solutions tailored to their requirements.**

Toll Managed Services is a premier provider of managed services, specialising in global relocation management for defence personnel, corporate and government employees; 4PL (Fourth Party Logistics) solutions; and humanitarian services.

As organisations face growing complexities in their business needs and requirements, Toll provides innovative, efficient, and tailored solutions. We specialise in analysing and addressing our clients' challenges by designing bespoke solutions that consistently meet these needs with a safe, compliant, and customer-focused approach.

Serving as a Prime Contractor, Toll ensures accountability and control throughout the entire service delivery process and supply chain network, providing our clients with a single point of contact. We leverage our extensive capabilities to develop specialised and tailored solutions focused on enhancing the end-user experience.

Our motto, "We move the businesses that move the world," encapsulates our mission to address our clients' most intricate requirements, whether it involves moving their people, goods, or services. Our commitment is to assist clients in navigating and leveraging sophisticated supply chain networks to deliver solutions that offer holistic value for money and exceptional customer care, enabling them to focus on their core business and achieve strategic objectives.



Managed  
Services

## Case studies

### 1 Australian Defence Force | Procurement and Distribution of Commodities

When Defence sought a partner for their Commodity Reform Program (CRP), Toll leveraged its strong 4PL capabilities and industry collaboration to create the STOCCMANS system, specifically for Defence's needs.

The key objective of CRP was to harness smart-buying principles from multiple suppliers across Australia to reduce costs and significantly improve the procurement, delivery and management of Defence commodities.

Toll combined capability, experience, and resources to effectively deliver on Defence requirements, creating a bespoke 4PL ordering system dubbed 'the Amazon of Defence' due to the breadth and functionality of its procurement and logistical capabilities.

By simplifying the end-to-end creation, optimisation and management of the commodity supply chain, Toll has reduced complexity and administration burden of procurement activities to enable Defence to focus on core operational activities

### 2 Australian Defence Force | Relocations

For more than 12 years, Toll has been delivering relocation and management services to Commonwealth and State Governments. Toll's relocation management services support Defence members and their families through each stage of their relocation process with minimal disruption and maximum efficiency.

Toll's 4PL management model provides services in accordance with Commonwealth procurement rules. This model provides Defence with compliance in terms of risk, quality, and best practice while ensuring Defence achieves optimal results with cost savings and member satisfaction.

Toll has fostered multi-level relationships with Defence Housing Australia (DHA) and has assisted both Toll and DHA in understanding each other's business operations and how to work effectively together to support Defence and its members.

Toll maximises Australian industry participation across the entire supply chain and provides all panel providers with equal opportunity to quote and win work based on eligibility to perform the services, proven track record and best value for money.

### 3 Ministry of Defence and Singapore Armed Forces | 4PL Services

Toll provides clothing and footwear as part of its centralised logistics services which include sourcing, procurement, inventory management, warehousing operations, distribution services and retail outlet services to the Singapore Armed Forces (SAF).

In providing this service to the Singapore Ministry of Defence, Toll leverages its procurement capabilities to source, undertake supplier vetting, maintain a supplier database and purchase over 70,000 products including SAF clothing, footwear, and related equipment. Toll delivers the following services to the Singapore Ministry of Defence:

- Integrated supply chain services
- Procurement services
- Retail services
- Secure Disposal
- Product development

Toll leverages its established 4PL capability and experience, and a customised online platform, to create an ecosystem that fully integrates suppliers and customers.





## Aviation



## We're experts in



### Helicopter Flight Operations



### Fixed Wing Flight Operations



### UAS Flight Operations



### Aviation Training at The ACE Training Centre



### Aviation Maintenance



### Aviation Projects and Consultancy

### Our Mission:

**To be sought out as the trusted integrated aviation capability partner in support of critical services.**

Toll Aviation is a leader in Australian and regional aviation, specialising in crewed and uncrewed system operations and training.

Toll Aviation is at the forefront, delivering accelerated capability for Australia.

With extensive experience in Government and Defence, including aeromedical, SAR, military support, policing, disaster response, firefighting, and utility operations, we understand the needs of first responders and the military.

We offer flight operations, civil and military flight training, and aircraft maintenance for fixed and rotary wing aircraft and uncrewed systems. We strive to be the trusted partner for critical services, providing comprehensive training, from initial endorsements to advanced and customised flight programs.

Our ACE Training Centre in Sydney is focused on the delivery of, and the training in support of, mission critical or time sensitive services and certified both by CASA and recognised as a Government-approved Training Organisation.



# 1 **NSW Dept. Of Health, NSW & ACT Ambulance | Aeromedical Emergency and Search and Rescue services**

The NSW government was seeking a solution to a standardised retrieval capability that addressed the inefficiencies resulting from multiple operators and multiple aircraft types across the state.

Toll Helicopters commenced operations in January 2017, to deliver reliable mission-critical aeromedical and Search and Rescue (SAR) helicopter services for the NSW and ACT ambulance services and is now a major part of one of the most advanced aeromedical capabilities in the world.

The service includes patient rescue, retrieval, and treatment services, operating from new Toll ambulance rescue helicopter bases in Sydney, Wollongong, Orange and Canberra.

Toll's solution now assists NSW Ambulance helicopter doctors and paramedics to reach patients in remote areas, much faster than ever before. All these activities have been conducted safely and accident free.

# 2 **Uncrewed and Automated Systems | V-BAT integration into Australia**

Toll Aviation is accelerating the integration of the V-BAT into Australia through training and demonstration opportunities. Toll Aviation and Shield AI have partnered to bring the next generation of UAS to Australia.

The V-BAT provides unparalleled maritime UAS capability though increased capability coupled with reduced complexity, logistical and personnel requirements and is approved to operate across a wide spectrum of environments and mission profiles, to meet unique customer requirements.

In current operations with multiple coalition partners, including the US Marine Corp and US Coast Guard, this partnering approach brings this technology and experience to Australia.

Toll Aviation and Shield AI are committed to integration of Australian sovereign technology on V-BAT, to foster domestic technological growth, achieve greater investment in and export opportunities for Australian technology companies, collectively building national resilience. Shield AI is currently demonstrating this commitment through development and integration of a Wide Area Motion Imagery (WAMI) capability in partnership with Australian Company Sentient Vision, and with support of this teaming agreement will collaboratively integrate the AVT-Australia CM234 gimbal.

Toll Aviation will provide customised domestic training and operations in Australia, with civilian or military accreditation at customer preference. This Team and this UAS platform will normalise seamless Group 3 UAS operations across civil and military airspace in Australia and the Region.

# 3 **NSW Health | ACE Training Centre**

The (Aeromedical Crewing Excellence) ACE Training Centre is an innovative vision for safety and standards.

After reviewing an aligned tender submission, NSW Health recognised Toll Helicopters' vision and awarded Toll a ten-year contract, a core element of which was the requirement to raise and sustain a state-of-the-art training capability that supported the continued development of both operator and clinical crews.

This vision gave rise to Toll's Aeromedical Crewing Excellence (ACE) Training Centre in Bankstown, Sydney which commenced operations in October 2016. It remains one of the most advanced aeromedical training centres in the world.

ACE allowed Toll to deliver a step change in the industry's training systems to provide a higher level of professionalism in Australian aviation and medical operations than had been seen previously. The ACE Training Centre remains an example of best practice solutions.

Training at the Centre provides helicopter pilots, aircrew and specialist medical personnel with a wide variety of world class, realistic training experiences at the one location with the aid of world-class equipment. Training guarantees crew training outcomes to ensure compliance and regulatory approval to keep flying.

Since opening its doors and training almost 3000 people, The ACE Training Centre not only sets the aeromedical training benchmark in Australia but also internationally. This is the first of its kind in the Asia/Pacific region and one of the most significant investments in Helicopter Aeromedical operations in the world.



Aviation

## Case studies





## Healthcare Logistics

# We're experts in



**3PL Warehousing & Distribution**



**4PL Healthcare Services**



**Freight and Cold Chain Transport Management**



**Supply Chain Consultancy Services**



**GMP Value Added Services**



### Our Mission:

**We are a trusted partner providing healthcare specific supply chain and logistics solutions whilst delivering innovative, agile and technologically robust solutions customised to our customer needs.**

**In healthcare logistics, Toll improves access to critical healthcare and lifesaving products.**

With a national footprint operating from 5 TGA-licensed facilities, we provide multi-temperature warehouses – from controlled ambient, to cold chain, to frozen products – plus schedule drugs.

Toll Healthcare provides integrated logistics solutions for the storage and distribution of a wide range of medical, pharmaceutical, biological and surgical products to hospitals, medical clinicians, pharmacies and patients across Australia.

Our team delivers comprehensive supply chain solutions tailored to the needs of the healthcare sector. We provide reliable, patient first, quality assured logistics solutions that cater for time critical and high-value pharmaceutical products and medical devices.

Toll Healthcare provides reliable and customised supply chain and logistics solutions tailored to the needs of patients and healthcare professionals.



Healthcare  
Logistics

## Case studies

### 1 Australian Department of Health | National Medical Stockpile

In 2016, the Department of Health engaged Toll to provide warehousing and logistical services for the National Medical Stockpile, a life-saving build-up of medical supplies to be utilised in an emergency. As these services are critical to Australia's welfare, the Department sought an experienced provider able to deliver full operational capability during both BAU and Emergency periods.

The critical nature of the NMS and its life-saving products required a significant ongoing investment in time and best practice warehousing, including temperature-controlled storage, monitoring and transport. Toll invested significantly in research, systems and operational support to ensure the infrastructure, processes, people and capabilities are in place to meet the Department's needs.

Toll's solution put quality systems in place to ensure the integrity of all products and the timely delivery of critical goods within emergency timeframes. It reduced risks through chain of custody ownership by providing a single point of contact and accountability for all aspects of delivering the NMS contract.

With the largest transport network in the country, Toll delivered a range of transport modes across Australia to meet both BAU and emergency deployments and brought to this contract our vast experience storing and moving temperature-controlled pharmaceuticals, PPE and medical equipment.

### 2 Australian Department of Health | Flu Vaccine Distribution

Each year, Australians prepare themselves for the Influenza season by getting vaccinated. This massive and growing demand is driven by the State Health Immunisation programmes, and each year the demand has grown between 20-30 per cent.

Toll holds the contracts with QLD, NSW, TAS, SA and WA to receive and distribute vaccines to doctors, pharmacies and hospitals. Distribution is governed by the relevant immunisation programs in each state health department.

Toll has five warehouses located across Australia with pharmaceutical cold chain, TGA approved facilities, all with experienced pharmaceutical trained personnel, and is responsible for distributing millions of doses of vaccine around the nation every influenza season.

The 2020 Influenza season saw 8.1 million doses Cold Chain (2-8oC) distributed to all areas of Australia. This included disparate locations such as Thursday Island, Katherine, Gove, as well as the major metro and regional hubs in each state. Norfolk Island also presented unique COVID-related challenges due to cessation of conventional links to the mainland.

Despite these logistical challenges, Toll remained successful in delivering the required outcome safely and on-time. Toll's focus on quality control, coupled with our extensive geographical reach and the ability to pivot existing networks, has proven invaluable not just to state governments, but to all our customers with cold chain needs.





Beyond our services, Toll is committed to sustainability through effective social responsibility and meaningful community engagement.

We strive to drive diversity amongst our team and throughout our industries.

We're committed to supporting Veterans inside and outside of active service and we prioritise the well-being of our team members and local communities throughout all our operations and projects.

## Shaping the future of Service through our innovative, problem-solving and agile solutions, delivered within a socially responsible partnership



### Meet our Team



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At Toll Government and Defence we care, we compete, and we grow.  
Because excellence isn't just a goal. It's our commitment. Anywhere. Anytime.