

Brisbane Branch in Focus



In this issue we'd like to tell you a little more about the Brisbane Branch, one of our flagship locations. Re-Car Brisbane was established at its current Colebard St, Archerfield address in 1975 after relocating from initial premises in Coopers Plains.

Since then, the Brisbane branch has flourished into one of the largest and most successful heavy vehicle repair workshops in Queensland with a facility encompassing over 10,000 square metres on two separate properties in the Colebard Street East industrial precinct. With capacity to repair up to 18 heavy vehicles at any given time and a dedicated staff of over 30 people, the Brisbane branch has led the way in the "new" Re-car operations since the January 2005 acquisition.

Branch Manager Tony McDonald leads the team by drawing on some 20 years of experience at Re-Car having started as a mechanic in Brisbane in 1985. Since then he has filled a diverse range of roles in purchasing, estimating and workshop management before his appointment as Branch Manager when Re-Car was acquired in January 2005.

"I guess I do know the place pretty well" says Tony. "But the success of this business is entirely due to the really professional group of people who work here. It's very much a team culture and we try to keep everyone multi skilled so we can get various people onto whatever task is at hand to get the work done in a timely manner."



"In this game, you never know what the next job will be. It's not as if it's Kenworth K104s in and out all day. We get all kinds of prime movers, earthmoving equipment, tippers, trailers, rigid trucks, light commercials and of course, the Hanson re-branding contract so it's vital to have the ability to bend a bit and focus on getting the customer's requirements filled. This team of people is not precious about who does what, we work together and get the results".

Good results too. The Brisbane branch has been "top of the class" in the Re-Car network over the last six months in terms of revenue, workshop efficiency and profitability. "It's about concentrating on the simple things" Tony says. "To some degree, this business is ours. Treating the place with a sense of ownership means that costs are kept in check, people work smart and customers are looked after so that we're at the top of their mind next time they need repair services. A great job delivered on time at the quoted price is all we need to deliver."

The Brisbane team seem to have the formula right.



"Driven by Quality, Powered by Pride"



BJ's Banter

As we fast approach Christmas and the first anniversary of the acquisition of Re-Car, it's appropriate to reflect on what we've achieved during this first year of the "new" Re-Car.

Undoubtedly, the most important achievement is that we have kept this substantial business operating and viable despite some big challenges that were thrown at us along the way. Some of these challenges were overcome by the many suppliers who had confidence in what we were doing and stood by us when their support was needed, thank you all.

We've re-structured to a leaner and more efficient administrative system, made systems and procedures at branch level more effective, launched and developed a new business in ISS, put in place new arrangements with insurers and serviced the needs of many, many valued customers. In doing that, we've kept together a team of people who I am convinced are without peer in this industry.

As we look toward the end of the year, I'd like to say that we must and will be better next year in everything we do. I know from business and I know from motor sport that complacency is a road to disaster. Our competitors are looking at us, our industry is changing rapidly and we at Re-Car must innovate and stay focused on our results. The New Year will be a great one for Re-Car, its employees and its customers. I for one am looking forward to the ride. I hope you all enjoy it with me. I wish you all merry Christmas and a safe and prosperous New Year. **Bob Jones**

New Manager at Wagga Branch

Re-Car is pleased to announce the appointment of Hayden Pullen as the Manager of the Wagga Wagga Branch. Hayden has a good deal of knowledge of the Re-Car business and has the distinction of being the first tow operator to bring a vehicle into the Wagga Branch back in 1989. In those days his small transport company also did general freight and engine repairs. After a brief stint working direct for Re-Car in the towing operation, Hayden established HP Race Engines in 1996 where he specialised in high performance engine building. It was through that enterprise that he met up with Bob Jones and has been a key member of the Car-Trek Racing crew ever since. "I'm delighted to be back at Re-Car" says Hayden "I have a passion for this industry and really look forward to working with the guys here as we get the Wagga branch back to the level of success it enjoyed a few years ago". All at Re-Car extend Hayden a warm welcome to the team.



Hayden Pullen

Editor's Note:

As you can see, we have chosen the name "Re-Car Reporter" for our quarterly newsletter. Several staff members, customers and associates put forward some great suggestions, thank you all. The winning suggestion came from long-time friend of Re-Car and Car-Trek, Accountant Norm Framstad. To him go the victor's spoils, a selection of race gear! Thanks Norm, you're in the wrong game!

Vale Kaitlyn Wright

It is with profound sorrow that we acknowledge the passing of Kaitlyn Wright, a valued member of staff at our Townsville Branch and the daughter of Branch Manager Greg. She will be fondly remembered as a beautiful girl with a ready smile and an approach to her work that belied her youth. Our deepest sympathy goes to Greg, his wife Glenda and their family.

All Re-Car locations will be open over the Christmas/New Year period

Mulgrave - 252 Wellington Road, Mulgrave VIC 3170 Ph: 03 8545 1000 Fax: 03 8562 0205

Newcastle - Cnr Ailsa & Denney Street, Broadmeadow NSW 2292 Ph: 02 4969 3644 Fax: 02 4969 6939

Wagga - 360 Edward Street, Wagga Wagga NSW 2650 Ph: 02 6925 3233 Fax: 02 6925 3106

Brisbane - 72 Colebard Street East, Archerfield QLD 4108 Ph: 07 3277 6666 Fax: 07 3875 1570

Townsville - 621 Ingham Road, Bohle QLD 4818 Ph: 07 4774 8077 Fax: 07 4774 8074

Head Office - 10-14 Tower Court, Noble Park VIC 3174 Ph: 03 8769 0200 Fax: 03 8769 0230

New Product - The Quicksilver® Liner

Quicksilver
THE RIGHT BRAND

Consistent with our strategy of developing further non-repair offerings at Re-Car Locations, we are pleased to announce the introduction of the Quicksilver® liner to our range of products and services.

Quicksilver® is a continuous length polymer liner for tipper that provides an ultra slippery floor surface which promotes load release and reduces the likelihood of a tipper falling on its side due to load hang-up during discharge. This high tech plastic also out wears both aluminum and steel and is the perfect alternative to replacing worn tipper floors. It's suitable for all types of tipper loads from hot mix, to clay, gravel, fertilizer, or sand and has been well received in the Australian market since its introduction here last year. With a long track record in North America where over 28,000 vehicles now have the product installed, Quicksilver® is distributed Australia wide from our Mulgrave branch and is available fully installed from all Re-Car workshops.

Call Ian Pendlebury on 0412 437676 or email ian.pendlebury@recar.com.au for quotations or further information.



Racing Report

Since we went to press with the last issue, the Re-Car/Spies Hecker race team has hit the track at Willowbank (QLD), Mallala (SA) & Bathurst (NSW) with some pleasing results both on and off the track.

The first outing at Eastern Creek was really a shake down event for driver and crew. The car had been sitting in the workshop for a while, Robbie hadn't had any time behind the wheel and the whole package needed to "dust off the cobwebs".

That all changed for Willowbank where the team hit the ground running and qualified 19th but had some issues with the car's suspension that needed to be sorted out. In the reverse grid race 2, Robbie led the field for 6 laps and got some great television coverage for Spies Hecker before the big teams caught up. At this level, the competition is fierce and to hold them off as long as he did was a great effort. Special thanks go to Malcolm Warren from the Brisbane weld shop who joined the crew for the meeting.

Mallala was next and some drastic adjustments to the suspension improved the car markedly, but it was a weekend where Robbie got caught up in traffic a few times, was hit in race 2 and had to fight hard to win back field position. To finish 10th overall for the meeting was just fine in the circumstances.

The big one was Bathurst of course and the whole team couldn't have come away from the mountain much happier than it did. The car performed superbly after some further suspension and gearbox improvements in the workshop. Robbie drove better than he's ever done (particularly in some greasy and wet conditions) and to come away from qualifying 13th and finish 6th in the final race with the car unscathed was wonderful result. It was great to see our sponsors at Bathurst; Peter Slack from Spies Hecker and Steve Corna and Rick Naylor from Thales. Thanks for your support.

As for Robbie behind the wheel, he too is happy with what he's done so far. "It was always going to be tough coming into this level of competition a bit underdone, but I know we've surprised a lot of people with a superbly presented car, a crew that is more professional and experienced than many of the larger teams and yeah, I'm pleased that I've been driving well.

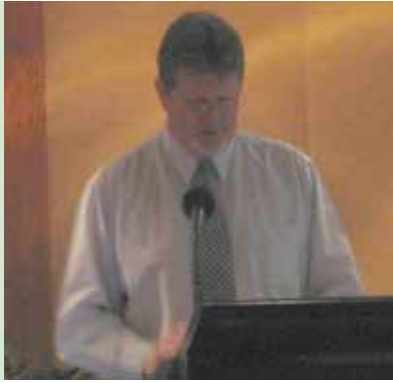
Bathurst was fantastic. We didn't crack the magic 300 kilometres per hour barrier, but got very close with a fastest speed of 291 kph and it was a weekend that finally ran our way. It was the first time we had completed a Bathurst race with a clean car, and with consistently fast lap times. Behind the scenes the weekend was blast too, everyone always enjoys themselves and our morale was boosted with the attendance of numerous sponsor VIP guests from Thales, Re-Car and Spies Hecker. I've never raced a better car than what we had at Bathurst this year." One race to go this year at Phillip Island, bring it on!

Detailed race reports and further photos can be found at www.cartrek.com.au. Signed race car posters are also available by emailing cameron.jones@recar.com.au



Annual APADA Conference

ISS was represented by Bob Jones and Alan Hawkins at the APADA (Australian Petroleum Agents & Distributors Association) conference held in Cairns in August. Bob addressed the conference and specifically updated delegates on the ISS Emergency Response programme, developments in the ISS call centre and the introduction of the ISS Sentinel system.



Bob Jones

Emergency Response Training

Alan Hawkins and Frank Amoroso were involved in two large scale mock Emergency Response incidents as training exercises for staff of ISS clients during September.

Firstly, Access Fuels of Wodonga put together a successful and spectacular programme which was attended by all local emergency services and served as a timely update for all participants. ISS were invited along as observers and played a part in the debriefing process.

Next, it was down to Selfs Point in Tasmania where Norvac hosted a day and training session with the Tasmanian Fire Service, Police, the EPA and Norvac carrier Linfox. ISS was involved in the design and development of this live, real time exercise that put the procedures of all players to the test including those of ISS itself. Several important improvements in the response plans of all participants in the event of a serious life and environment threatening fuel spill were identified. The result is a far better prepared team in the event of a real incident of this type occurring in the future.



ISS First Response Continued Growth

ISS First Response claimed its 100th customer during September and at the time of going to press, this milestone had been well surpassed by the signing of a further 10. ISS first response now deals with 25-30 road and rail incidents per month and is increasingly being recognized as experts in this field

ISS Sentinel Exhibits at Freight 2005

A high quality exhibition booth at Melbourne's Freight 2005 exhibition in September helped firmly established the new ISS Sentinel as a leading transport GPS solution. ISS, Thales and other channel partner personnel were on hand to present the benefits and features of this award winning system which received considerable interest from attendees from all over Australia. Thanks go to Rohan De Silva who put this project together.

