



McLEOD NEWS

EDITION 1 DECEMBER 2009

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OVERVIEW

MESSAGE FROM THE OPERATIONS MANAGER

Welcome to the inaugural edition of McLeod News, the monthly newsletter of McLeod Rail. The main purpose of the newsletter is to inform our customers and other stakeholders about the services and products we provide for the management of rail infrastructure assets.

We will also include some interesting stories from the rail sector, and pass on relevant news and views about industry developments and issues.

The past three months have been extremely busy for McLeod Rail. As the team farewelled Garry and Karen McLeod, our company founders, we also welcomed our new owner, Mary Thompson.

We have spent much of this time meeting with our customers, and I know Mary greatly appreciates gaining a better understanding of both your work and reporting requirements.

We have mapped out a comprehensive "three month plan" which aims to position McLeod Rail for "Safe, Strong, Sustainable Growth in 2010 and Beyond". It all looks to add up to an exciting time for McLeod Rail and we hope to enjoy your continuing support.

In other recent developments, we have moved into a different office, still at our West Footscray Depot. There's been some major IT changes, including launching of a website and implementation of a new accounting system that provides customers with more flexibility in terms of invoicing content and delivery method.

We have also hired a number of new people including **Geoff Gwin**, Plant & Procurement Manager, **Glenda Naudi** our Administration Manager and



and **Kowle**, our part time depot superintendent. This month we also welcome two University of Melbourne engineering undergraduates, **Vincent Ngo** and **Aaron Chan**. Vincent and Aaron will be developing our management systems, starting with a project focussed on inspection processes during their summer break.

We look forward to profiling our staff throughout future editions of McLeod News, and we are sure you will enjoy hearing about what they do when they are not providing rail maintenance solutions!

The team's last working day is Wednesday 23rd December and they will be back on deck on Monday 4th January. During that time if you need assistance in relation to a derailment or urgent matter call the mobile on 0418 546 962 and we will be more than happy to assist.

Wishing you and yours a safe and enjoyable festive season, and a happy and prosperous New Year.

Ian O'Brien

McLeod Rail Operations Manager
E: ian.obrien@mcleodrail.com.au

Brand New

You may have noticed... our logo looks a bit ... *different!* We have rebranded McLeod Rail, adapting the very recognisable "track" logo of old, while modernising it and introducing a different colour palette.

(Now we are starting to sound like our graphic designer **Liana Luccarini** of Hired Gun Design who produced the new brand. And no, it did not cost \$20 million like the Commonwealth Bank Triangle!)

The idea we had in combining the old with some new is to acknowledge our past, while looking forward to the future. We hope you like our new brand (it is growing on us!).



Innovative Invoicing

We are happy to say that our new accounting system allows a high level of customisation of each customer's invoice to meet your specific requirements. We can also email, post, fax or all of the above.

Contact Glenda Naudi, Administration Manager, with your requirements.

e: glenda.naudi@mcleodrail.com.au

Do we know who you are?

If you have noticed that we have any contact details incorrect, for you or your company, please let us know by sending an email to admin@mcleodrail.com.au.

Christmas Operating Hours

McLeod Rail's last day of normal operations will be Wednesday 23 December 2009, and we will return to full capacity on Monday 4 January 2010.

During this period we will have a small team completing points inspections and cleaning.

Should you require emergency inspections or repairs during this time please phone **0418 546 962**.

Derailers More Readily Available

Following several large orders we have outsourced derailer production. This allows us to produce larger volumes of derailers in a shorter time frame than could be achieved "in-house". The finish of our new derailers has significantly improved as a result of using a powder coating process.

Some minor design enhancements have also been made following customer feedback. We will continue to keep small volumes of derailers on hand, but for larger orders allow 4 weeks approximately.

Website Launched

In November McLeod Rail launched our new website

www.mcleodrail.com.au

And you can now even search us on Google...check it out (boy, getting Google to list you is hard isn't it).

Tell us what you think. Or if you have any photos we can put on there, shoot them through to admin@mcleodrail.com.au.



GLENDA NAUDI

Administration Manager

Glenda joined McLeod Rail in August and brings extensive experience in private business as a result of running very successful holiday parks with husband Richard. Glenda is enjoying being back in Melbourne's inner suburbs, after many years in rural Victoria.

Life is currently very busy for Glenda with her family of husband, two daughters and their families. Glenda is also a volunteer mentor for the Caroline Chisholm Society, where she helps out a young family with their new baby. A newly acquired interest is sailing, or should we say relaxing while others do the sailing!

Glenda's focus at McLeod Rail is to ensure timely and accurate client and management reporting and accounts payable / receivable processing. Glenda has met with a number of our customers' accounting people to discuss their needs, and is more than happy to discuss your requirements.

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