

A full-page background image showing an astronaut in a white spacesuit floating in space. The astronaut is positioned in the lower center of the frame, with their body angled towards the viewer. The background is a vast expanse of blue and white, representing the Earth's atmosphere and clouds as seen from space. The curvature of the Earth is visible at the bottom of the frame. In the upper right corner, a portion of a white spacecraft structure, possibly a solar panel or antenna, is visible. The overall scene is brightly lit, suggesting a clear view of the planet from orbit.

**Deloitte.**

One global vision.

One very different approach.

## One global vision

One very different approach

# Who we are.

Deloitte Touche Tohmatsu is an organisation of member firms devoted to excellence in providing professional services and advice. We focus on client service through a global strategy implemented locally in nearly 150 countries.

## Helping you in 5 Ways

You may already know about our expertise in audit, tax, consulting and financial advisory services.

What the market asks us is how we can help it solve the challenges that span business: **Compliance, Transactions, Governance, Risk and Performance.**

Compliance in today's regulatory environment, while transacting with other organisations, presents unique risks. To manage risk and build stakeholder confidence, you need a transparent reporting and governance framework to tell you what's happening inside your business. Once you've attended to the questions of compliance, governance, and risk, you can really focus on the overall performance of your business and how to create more value within it.

## Integrated services

Deloitte's integrated, holistic approach to client service combines expertise and innovative insights from multiple disciplines and industries. Under the leadership of a lead client service partner, each of our client service teams provides coordinated advice to create greater value across the enterprise. We also provide the only fully integrated consulting and advisory service in the country.

## Working globally. 24/7.

Deloitte OnLine™, our e-workspace of secure, private websites, gives clients immediate internet access to a Deloitte global engagement team, as well as the team's status reports and schedules of project-related events, tasks and milestones. This powerful tool enhances communication and collaboration between our clients and Deloitte, anytime and anywhere.

## Our shared values

Globally and within Australia we are shaped by values that are held in common by all of the people of Deloitte.

Our shared values are:

- integrity
- outstanding value to clients and markets
- commitment to each other
- strength from cultural diversity.

These values are part of the canvas on which we work and complement our Australian 'signals' – recruit and retain the best, talk straight, empower and trust, continuously grow and improve, aim to be famous, play to win: think globally, and have fun and celebrate.

Together these values inspire Deloitte to foster a collaborative culture that enables our clients and people to excel. With a clear focus on creating value for our clients, we are 'Out for glory . . . just not our own'.



## Insight, experience, knowledge

Deloitte's unique service offerings are delivered through focused industry programs. Our professionals know the market and are armed with in-depth knowledge about the specific business issues that drive them.

The global industries and sectors we serve are:

- Automotive
- Aviation & Transport Services
- Consumer Business
- Energy & Resources
- Financial Services
- Japanese Services
- Life Sciences & Healthcare
- Manufacturing
- Public Sector
- Real Estate
- Technology, Media & Telcos.

## Thought leadership

Deloitte Research – a think tank of leading economists and researchers – identifies, analyses and explains the major issues that drive business dynamics today and will shape the marketplace tomorrow. From provocative points of view about strategy and organisational change, to straight talk about economics, regulation and technology, Deloitte Research delivers innovative and practical insights that companies can use to improve their performance and gain a competitive advantage.

## Thinking innovatively

All over the globe, companies are being challenged to achieve growth rates in excess of historical performance. Studies tell us that innovative companies consistently outperform their competitors by rate and quality of growth.

Deloitte Research's Dr Michael E Raynor and Harvard Business School's Clayton M Christensen believe there should be more disruption in business. Not the kind of disruption that causes chaos or stops the trains from running, but the kind that gets innovation sparking.

"Successful disruptions are about less for less, creating new markets, and improving in ways to which incumbents can't respond. It's enormously difficult and to do it you need help", they say. In Deloitte we engage our people in the philosophy and practice of innovation, and equip them with the expertise to help our clients continuously grow and improve.

To get the total view, talk to us about the 5 Ways Deloitte can help you. Visit us at [www.deloitte.com.au](http://www.deloitte.com.au)

## Local strength: Global power

### Global overview (in billions)

	2004	2003
Revenues	US\$ 16.4	US\$ 15.1
People	117,000	120,000
Countries	148	148
Offices	670	656

### Regional overview



#### Asia Pacific/Japan

20,000 people in 26 countries



#### Americas

50,500 people in 30 countries



#### Europe/Middle East, Africa

46,500 people in 92 countries



**Giam Swiegers**  
Our CEO – Deloitte Australia

# The clients we serve.

Deloitte is proud of the client relationships we have established. Here is a representative list of clients our member firms serve locally in Australia and around the world. We serve 4 out of 5 of Australia's top 100 companies.

Accor  
ACI Packaging  
ADI  
AES  
AGL  
Air France  
Alcatel  
Alcoa  
Allianz  
Amcor  
American Airlines  
AMP  
ANZ Banking Group  
Aristocrat  
Australia Post  
Australian Federal Government  
Australian Pharmaceutical Industries  
Aventis  
AWB  
AXA Asia Pacific Holdings Limited  
Banco Nazionale del Lavoro  
Barloworld Group  
Bayard Capital  
Bayer Corporation  
BHP Billiton  
Bluescope Steel  
Boeing Corporation  
Boral  
BP  
Brambles  
British Telecommunications  
Burns Philp  
Cable & Wireless  
Cadbury Schweppes  
CHAMP  
Cheung Kong Infrastructure Holdings  
Coca-Cola Amatil Limited  
Commonwealth Bank of Australia  
Continental Airlines  
CSR  
David Jones  
DCA  
Department of Defence  
Deutsche Telekom  
Dow Chemical  
Downer EDI  
Eastman Kodak  
Electricité de France  
Electrolux  
Fairfax  
Fannie Mae  
Foster's  
France Telecom  
Futuris  
General Electric  
General Growth Properties  
General Motors  
Glencore International  
HBOS  
Hewlett-Packard Co.  
Hilton Group  
Hong Kong Electric Holdings Limited  
HSBC  
Hyatt  
Illinois Toolworks  
Ingram Micro  
Integral Energy  
ITOCHU Corporation  
Johnson & Johnson  
JP Morgan Chase  
Kaiser Foundation Health Plan  
Layne Christensen  
Lion Nathan  
Loews Corporation  
London Underground  
Macquarie Bank  
Mandalay Resort Group  
MBF Australia  
McGuigan Simeon  
Merrill Lynch & Co.  
MFS Group Ltd  
MGM Mirage  
Microsoft Corp.  
Mitsubishi Corporation  
Mitsubishi Tokyo Financial Group  
Mitsui & Co  
Morgan Stanley  
National Australia Bank  
New South Wales Government  
Newmont  
News Corporation  
Nortel Group  
Northrop Grumman  
Nylex  
OPSM  
Orica  
Origin Energy  
PacifiCare Health Systems  
Pernod Richard  
Prime Infrastructure  
Procter & Gamble  
Promina  
PZ Cussons  
Qantas  
Queensland Government  
Reliance Industries  
Remington  
ResortQuest International  
Rinker Group  
Rio Tinto  
Royal Bank of Scotland Group  
Royal Dutch/Shell Group  
Santos  
Saudi Aramco  
SBC Communications  
Siemens  
Skandia  
Smorgon Steel Group  
South Australian Government  
Spotless Group  
St. George Bank  
Starbucks  
Stockland  
Sumitomo Corporation  
Sun Life Financial  
Suncorp  
Sussan  
Sydney Water  
Tasmanian Government  
Tassal Group  
Telstra  
The Pratt Group  
Time Warner  
Tower Australia  
United Airlines  
UPS  
Verizon Communications  
Victorian Government  
Vodafone Group  
Vornado Realty Trust  
Warnaco Group  
Washington Group International  
Wesfarmers  
Western Australian Government  
Westfield Property Group  
WMC Resources  
Woodside Petroleum  
Woolworths  
Yum! Restaurants Australia

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