

JUNE 2013

DOWN TO EARTH

ISSUE 61



- » BGC TAKES NEW KOMATSU FLEET
- » KOMPLIMENTARY MAINTENANCE EXPANDED
- » JAMIE WHINCUP KOMATSU'S APPRENTICE MENTOR

KOMATSU
Driven by your success

The Future of Earthmoving

Our Hybrid power
innovations are leading
the way to a better future



Komatsu Australia received two prestigious awards for its Hybrid technology



www.komatsu.com.au 1300 566 287

KOMATSU
Hybrid



COMMENTS

Welcome to the latest issue of Komatsu Australia's Down To Earth Magazine.

So far, 2013 is proving to be a very interesting year – business conditions continue to shift, commodity prices have fallen, and the currency has dropped back from its peaks.

However these changes may impact your business, I am confident that Komatsu can continue to help achieve your business's goals – after all, we're driven by your success.

In this issue of D2E we announce the expansion of the 'Komplimentary Maintenance Program' which now covers all Komatsu construction equipment. By providing complimentary maintenance, Komatsu can help to lower your cost of ownership, enhance uptime and protect the value of your capital investment.

In addition, you'll read about how we have recently expanded our customer support offering in Queensland and also opened a new branch in Morwell, Victoria. These new additions are part of Komatsu's ongoing nationwide expansion of our capacity and capability – and there's more expansions to come in the year ahead, that you'll read about in future issues of D2E.

You'll also read about one of our up and coming team members, Jaime Alden, who works in the Construction Equipment Sales team in Sydney. Jaime is very passionate about her job and our products, and is a perfect example of Komatsu's approach to putting the customer at the center of everything we do.

We're also continuing our investment in the technicians of the future. Komatsu Australia and V8 Supercar Champion, Jamie Whincup have partnered to launch a new Apprentice Mentor Program, designed to encourage and support Komatsu apprentices to be the best they can be. This new initiative and also our relationship with the Beacon Foundation emphasises our commitment to the industry and to our customers.

I hope you enjoy reading this edition of Down To Earth.

Sean Taylor
Managing Director & CEO



CONTENT

KOMATSU FEATURE

Komplimentary Maintenance Covers Now All Komatsu Construction Machines **3 - 4**

KOMATSU NEWS

Four More Resident Fitters For Queensland **5**

Komatsu Opens New Premises In Morwell, Victoria **5**

Global Presidents Award For Training Program **6**

Eiji Fukuda Appointed MD Of Komatsu Forklift Australia **6**

Hunter Valley Beacon Students Get Great Value From Komatsu **7**

Recognising Excellence: Komatsu Apprentice Awards NSW **8**

Komatsu's Beacon Queensland Program Rolled Out **9**

Jaime Alden Profile: Komatsu's Newest NSW Sales Rep **10**

"Jamie Whincup," Komatsu's Apprentice Mentor **11**

The Clever Australian, Komatsu Pioneers With Telstra **25**

KOMATSU CUSTOMER

Ozcon Has Strong Preference For D375 Dozers In Mine Work **12**

Keogh Transport Fantastic Run With Komatsu Loaders **13**

Move To Wheeled Excavator Pays For Divall's Earthmoving **14**

Coonamble Shire Wins Big Time With Move To Komatsu **15**

Streamline Stay Ahead With Komatsu **17- 18**

Remote Shire Loves The Reliability And Efficiency Of Komatsu Excavators **19 - 20**

Good Operator Acceptance As New Komatsu Fleet Moves Into BGC Mine Site **21 - 22**

Menai Civil, "We Will Continue To Buy Komatsu Fleets " **23**

Versatile PC88MR-8 Diggers Help Allscope In Tricky Projects **24**

KOMATSU KIDS

Kids Corner **26**

CONTRIBUTORS



Editor
Wafaa Ghali, Komatsu Australia
Copywriter
Mark Cherrington,
Construction Communications
Graphic Design
Ania Maslanka, Komatsu Australia

Printed by
Dominion Colanco Print Group
Komatsu Australia Pty Ltd.
PO Box 943, North Ryde,
NSW BC 1670, AUSTRALIA
Web AUS. www.komatsu.com.au
Web NZ. www.komatsu.co.nz



FRONT COVER
BGC Takes New Komatsu Fleet

© Komatsu Australia Pty Ltd
Down to Earth Magazine is
a Komatsu Australia Pty Ltd
publication.



KOMPLIMENTARY MAINTENANCE

KOMPLIMENTARY MAINTENANCE COVERS ALL

KOMATSU AUSTRALIA HAS ANNOUNCED SIGNIFICANT ENHANCEMENTS TO ITS "KOMPLIMENTARY MAINTENANCE" PROGRAM, WITH SCHEDULED MAINTENANCE COVERAGE EXPANDED FROM EXCAVATORS AND WHEEL LOADERS TO NOW INCLUDE ITS ENTIRE RANGE OF NEW CONSTRUCTION MACHINES, AS WELL AS SELECTED UTILITY MODELS.

Designed to further reduce the owning and operating costs of Komatsu equipment, "Komplimentary Maintenance" provides free scheduled maintenance for the first three years or 2000 hours (whichever occurs first), to all construction and selected utility sized models leased or purchased through Komatsu Australia and New Zealand.

Products covered by the program include:

- Backhoe loaders (WB97R and WB97S)
- Dozers (D39 to D275)
- Mobile crushers (BR380 & BZ210)
- Dump trucks; rigid (HD405 and HD605)
- Dump truck; articulated (HM300 and HM400)

- Excavators (PC88 to PC850)
- Motor graders (GD555 and GD655)
- Wheel loaders (WA65 to WA700)

"When a customer decides to purchase Komatsu equipment, they get more than a high-tech, hard working machine," said Aaron Kumar, Komatsu Australia's National Sales and Business Development Manager, Service and Contracts.

"They also get a strong commitment from Komatsu to deliver an ownership experience that is second to none."

Items covered under the Komplimentary Maintenance program include:

- Regular Preventative Maintenance servicing by Komatsu Australia technicians at 500, 1000, 1500 and 2000 hour intervals
- Complete machine inspections and service reports
- Komatsu Oil Wear Analysis (KOWA) oil sampling
- Technician labour

- Genuine Komatsu lubricants (excluding hydraulic oil and coolant)
- Pro-active management and advance service scheduling
- Technician travel up to 50 km (each way) from a Komatsu service facility

Aaron described Komplimentary Maintenance as a complete service and advanced product support solution provided by Komatsu Australia.

"Our commitment to all our customers is to deliver durable parts and reliable service in a timely manner to ensure their machine's performance is never compromised," he said.

"Our mission is to deliver true end-to-end solutions from a single supplier – and Komplimentary Maintenance is the latest offering from Komatsu to ensure we achieve this."

In addition to the standard Komplimentary Maintenance package, which is included on all eligible models, Komatsu also offers



KOMATSU CONSTRUCTION MACHINES

Komplimentary Maintenance Plus, an extended maintenance option which customers must select at time of purchase. "Komplimentary Maintenance Plus includes all the benefits of our standard Komplimentary Maintenance package, extended out to 6000 hours, therefore aligning it with the full machine warranty period.

"It allows customers to incorporate the cost of Komplimentary Maintenance Plus into the machine sale price – helping them avoid any unforeseen costs."

Aaron said Komatsu Australia's enhanced line of Komplimentary Maintenance offerings has been designed to provide a number of key benefits to customers.

"These include lowering the cost of ownership, improving equipment uptime and reliability, protecting the value of our customers' capital investment, and ensuring that proper maintenance is carried out by factory-certified technicians using OEM parts," he said.

"As a result, purchasers of all new Komatsu construction machines in Australia and New Zealand now have the added peace of mind in knowing that their scheduled maintenance costs will be zero for the first three years or 2000 hours of that machine's life.

"In addition, because each machine has been serviced by trained Komatsu technicians using genuine OEM parts and consumables, they can be confident that it remains in optimum operating condition."

An important element of Komplimentary Maintenance is Komatsu's KOMTRAX remote monitoring system, which provides complete online access to machine operating data, accessible via computer or tablet.

KOMTRAX works with Komplimentary Maintenance to notify customers and their local Komatsu branch when a machine is due for a service.

"This helps ensure equipment is kept in peak operating condition and also enables customers to monitor and manage their fleets," said Aaron.

Once the Komplimentary Maintenance program concludes, Komatsu Australia offers extended maintenance programs to continue genuine servicing of a machine.

"By using a Komatsu branch to perform servicing, this complete solution ensures that only genuine parts and lubricants are used during regular maintenance intervals.

"It also means that only highly skilled and efficient factory-certified technicians perform the repair and maintenance work necessary to keep Komatsu equipment running like new," he said.



FOUR MORE RESIDENT FITTERS FOR QUEENSLAND'S WESTERN DOWNS



Above: The new fitters will provide greater support to Western Downs.

KOMATSU AUSTRALIA HAS RECENTLY APPOINTED FOUR ADDITIONAL RESIDENT FITTERS IN QUEENSLAND'S WESTERN DOWNS REGION – WEST OF BRISBANE – TO CATER FOR A SIGNIFICANT INCREASE IN ITS MACHINE POPULATION AS A RESULT OF THE COAL SEAM GAS BOOM IN THE REGION.

The new resident fitters – who were put on just before Christmas – are located as follows: Two in Toowoomba and one each in Dalby and Chinchilla. They are in addition to resident fitters already based in Roma and Miles.

"All our resident fitters live in these towns, have their own fully

"THEY ARE THE FRONTLINE OF OUR CUSTOMER SUPPORT FOR THE REGION"

equipped Komatsu service vehicles, and have completed Komatsu technical training," said Jacob Meams, Komatsu Australia's Brisbane Service Manager.

"They the frontline of our customer support for the region, liaising directly with customers and ensuring their Komatsu machines are kept operating in optimum condition."

Jacob said the additional fitters had been put on in the region due to the strong growth of Komatsu machines.

"We now have more than 120 piece of Komatsu equipment working in the Western Downs, as a result of the pipeline and mining growth in the region.

"Currently under construction is the main Dalby-Gladstone pipeline, and then there is likely to be constant work for the next few years putting in feeder pipelines to the CSG wells as they open up and then close down," he said.

"This represents a significant increase in our service capabilities

in the Western Downs, and our customers are loving it. It's just what was needed out there."

Komatsu Australia's six resident fitters in the region are:

Jack Reddan, Roma (appointed April 2010); James Bolt, Miles (July 2012); Tim Scroop, Chinchilla (who started with Komatsu in March 2012 and has been at Chinchilla since November); Nick Shepherd, Dalby (November 2012); Stewart Selby, Toowoomba (November 2012); Marco Magnani, Toowoomba (who originally started with Komatsu in 1998, left for few years, then rejoined the company in December 2012).

KOMATSU OPENS NEW PREMISES IN MORWELL, VICTORIA



Above: Street view of our Gippsland Branch, Victoria

KOMATSU AUSTRALIA HAS OPENED NEW STAND ALONE PREMISES IN MORWELL, IN THE LATROBE VALLEY REGION OF VICTORIA'S GIPPSLAND.

Located at 55 Tramway Road, Morwell, between the Princes Highway and Princes Drive, the new premises include nearly 5000sqm of land, with 143sqm of office space, 350sqm of warehouse space and a 650sqm service workshop including 5 tonne overhead crane.

The new premises includes plenty of room to display new and used Komatsu equipment, as well as ample parts storage facilities to

service the company's growing customer base throughout the Latrobe Valley and Gippsland.

"Komatsu has had a presence in the Latrobe Valley for a long time, but this has always been within a customer's site at the Loy Yang mine and power station," said Paul Kneebone, Komatsu Morwell's Branch Manager.

"We have a strong and growing market share in the Valley, and having our own standalone premises will give us increased visibility to customers and allow us to better meet their service and support needs," he said.



Above: Peter Clark receiving his President's Award from Komatsu Ltd President & CEO Mr. Tetsuji Ohashi.

PRESIDENT'S AWARD TO PETER CLARK

PETER CLARK, KOMATSU AUSTRALIA'S TECHNICAL TRAINING MANAGER HAS BEEN AWARDED THE PRESTIGIOUS PRESIDENT'S AWARD FOR 'EMPLOYEE OF MERIT WITH CONSISTENT AND DILIGENT EFFORT' FOR 2012.

Peter started his career with Komatsu Australia in 1980 as a diesel fitter, and during his tenure he has worked in several technical roles ranging from a supervisory role, fleet manager in Komatsu New Caledonia, project manager, learning and development manager and his current position as a technical training manager.

guarantees success for both," Peter said. Peter states that he has enjoyed the different experiences and challenges during the last 32 years with the organisation. Especially seeing it grow from its infancy in the early 1980's when Komatsu employed approximately 200 people to one of Australia's largest factory owned branch networks employing over 2000 people and 40 branches.

"As my career progressed with the company my responsibilities and challenges increased. My current role as technical training manager allows me to give back to the industry the knowledge I have gained.

"MY CURRENT ROLE ALLOWS ME TO GIVE BACK TO THE INDUSTRY"

Due to his broad range of experience, Peter has developed and delivered training programs that strongly demonstrate the Komatsu 'Dantotsu' (unique and unrivalled) products and continuous improvement way.

"Komatsu Australia's 'Driven by your success' philosophy illustrates how each Komatsu employee works towards satisfying the customer. Putting it simply, it's the personal achievement of each employee and making sure the customers needs are met that

"I am honoured to receive the Komatsu President's Award and would like to thank the training group for their efforts and support in achieving the training milestones.

"However it doesn't stop there, during my career my wife has also been a tremendous support to me and the family. Whilst I'm away on business she holds the fort," he said.



EIJI FUKUDA APPOINTED MD OF KOMATSU FORKLIFT AUSTRALIA

Komatsu Forklift Australia welcomed Mr Eiji Fukuda on 1 April 2013 as the newly appointed Managing Director, replacing Mr Ted Ishikawa who returned to Japan after serving 4 years as Managing Director for Komatsu Forklift Australia. Ted's new role in the business is President of Overseas Marketing in Forklift Marketing Division.

Eiji brings a wealth of experience with him. He joined Komatsu Japan in December 1989 and since that time has held numerous positions within the Forklift Division including positions in Thailand, Singapore and 5 years as General Manager of Komatsu Forklift Europe based in Milan, Italy.

Eiji's appointment to Australia is an exciting time for Komatsu Forklift Australia as we welcome his fresh ideas and global perspective in a tough climate. "I'm excited about taking this position and also in meeting Komatsu Forklift users right across the Country and growing the business." Eiji stated.

Eiji's appointment coincides with the release of the new Komatsu FH range of forklifts. The Komatsu FH series represents the heart of Komatsu's engineering and design capabilities. As the latest Dantotsu (unique and unrivalled) product - the Komatsu FH series brings unrivalled fuel efficiency, together with hydrostatic transmission, increased safety systems, industry leading warranty and Komtrax - Komatsu's machine information monitoring system. The FH series will be officially launched later in 2013.

For more information about Komatsu Forklift Australia
W: www.komatsu.com.au

or find us on Facebook

F: www.facebook.com/KomatsuForkliftAustralia



Above: Gavin Manning, National Apprentice System Manager taking students through the work preparation course. Jack Rothero-Weaver, and in the background, Jacob Ashley, both Year 12 Whitebridge High School students.

HUNTER VALLEY BEACON STUDENTS GET GREAT VALUE FROM KOMATSU

IN EARLY SEPTEMBER LAST YEAR, SIXTEEN YEAR 10, 11 AND 12 STUDENTS FROM NEWCASTLE AND LOWER HUNTER VALLEY HIGH SCHOOLS INVOLVED WITH THE BEACON FOUNDATION PARTICIPATED IN A KOMATSU PREPARE FOR WORK COURSE AT THE COMPANY'S TOMAGO BRANCH.

This program, which was hosted by Gavin Manning, Komatsu's National Apprentice Development Systems Manager, is designed to improve the interview and employability skills of students while connecting them with potential employers. Student feedback from the day was very positive, with all of them reporting they found it useful, gave

them a better understanding of and employers are looking for, and made them feel more confident about entering the workforce. The program also inspired the students to think about themselves, school and their future differently.

changing." Some of the comments from the students were:

"The program today has helped me prepare for the interviews coming up. It will also help for future interviews and helped on how to present yourself to other

"It will help me be more confident in any interviews in the future."

"Today I learnt about positive body language, first impressions and job interview behaviour."

For more than 20 years, the Beacon Foundation has been working with Australian schools and businesses to divert young people into meaningful work, training and educational opportunities – rather than welfare-based options.

For the past decade, Komatsu Australia has been an important supporter of Beacon and what it is aiming to achieve.

"THE PROGRAM TODAY HAS HELPED ME PREPARE FOR THE INTERVIEWS COMING UP. IT WILL ALSO HELP FOR FUTURE INTERVIEWS AND HELPED ON HOW TO PRESENT YOURSELF TO OTHERS"

Eight of the students reported the program had a significant impact on them with one stating it was "life

"I have learnt good communication skills that will be handy in an interview."

RECOGNISING EXCELLENCE: KOMATSU APPRENTICE AWARDS NSW



Above left to right: Ryan Taylor, Ben Mowat, Greg Payne, Trent Schumi with David Butler Komatsu's National Service Process Manager.

KOMATSU AUSTRALIA APPRENTICES, THEIR FAMILIES, GUESTS AND KOMATSU MANAGERS TRAVELLED FROM AROUND NSW TO ATTEND THE ANNUAL CENTRAL REGION APPRENTICE DEVELOPMENT SYSTEM (ADS) AWARDS NIGHT IN LATE NOVEMBER.

The venue was the Hunter Institute of TAFE's Hunter Valley Hotel Academy located on the Kurri Kurri Campus about 30 minutes east of Newcastle. This site is also home to TAFE's Mobile Plant and Commercial Truck section and Komatsu Central Region's Learning and Development Centre.

The awards night, which was attended by 135 people including guests from the Beacon Foundation, Toastmasters, Blackwoods and TAFE, recognised NSW Komatsu apprentices' achievements, both off-the-job at TAFE study and through their on-the-job learning activities in Years 1, 2, 3 and 4 of

their apprenticeships. The annual presentation night was planned, organised and presented by the 2012 Central Region Year 3 apprentices. Luke Robey, Year 3 apprentice and MC for the evening said the apprentices organised the whole evening, from the table settings and meals, lucky door prizes and invitations, through to the timing of the agenda and the guest speakers.

Addressing the audience, Rob Wolter, Hunter Institute of TAFE Faculty Director, congratulated Gavin Manning, Komatsu's ADS Manager and Paul Richardson, Komatsu's National Organisational Development Manager on the ADS program.

Rob also highlighted the benefits and importance of the Memorandum of Understanding (MOU) in place between Komatsu Australia and the Hunter Institute of TAFE.

Graduating fourth-year apprentice Rory Symonds spoke on behalf of all the 2009 pilot ADS apprentice

group who completed their fourth and final year in 2012. "The level of training here at TAFE and the opportunities we are given as apprentices at Komatsu is amazing and the friendships that have been made are great," he said.

Guest speaker for the evening was Judy Clark of Toastmasters Hunter Valley, who outlined how the relationship between Komatsu and Toastmasters had developed over the past four years.

"Training and watching all the apprentices, such as Luke and Rory, develop and mature in public speaking and as individuals has been a rewarding experience," said Judy.

Toastmasters Clubs have been engaged nationally to assist in the ADS program, with the Hunter division spending around 25 evenings a year training Central Region's ADS apprentices at Komatsu's Kurri Kurri

Learning and Development centre. While we don't have space to include details of all the winners, it is worth reproducing some of the remarks by the winner of the inaugural 2012 "ADS NSW Overall Apprentice of the Year Award", Ben George, who paid tribute to Komatsu, his managers, TAFE teachers and his fellow apprentices.

"I am sure that the other apprentices will agree that our success as apprentices is very much due to the support received from Gavin Manning our ADS Manager and other Komatsu managers including Reg Rogers, David Butler and Craig Burgess," he said.

"I would also like to thank our TAFE teachers here at Kurri Kurri and acknowledge that all the other apprentices in my group who completed their apprenticeships with me this year have put in a tremendous effort."

KOMATSU'S BEACON QUEENSLAND PROGRAM ROLLED OUT



Above: Dean Gaedtke, Komatsu's Regional General Manager Queensland and Brent Cue, Partnerships Manager Greater Brisbane / Gold Coast at the official cheque handover to the Beacon Foundation.

THE BEACON FOUNDATION WILL BE WORKING CLOSELY WITH KOMATSU'S WACOL OFFICE – WHERE ITS AUSTRALIAN MINING ACTIVITIES ARE HEADQUARTERED – DURING 2013, AS PART OF THE COMPANY'S COMMITMENT TO BUILDING CAREER OPPORTUNITIES FOR YOUNG AUSTRALIANS.

A key element of this will be the assigning of Komatsu Wacol team members to become a Beacon "Business Champion" for each of the three Beacon high schools close to the Wacol premises: Bundamba State Secondary College, Nyanda State High School and Loganlea State High School.

These champions are as follows:
Bundamba: Andy Newsam, Condition Monitoring Technician; Kerri Grose, Mining Business Analyst; Chris Collins, Boiler maker.
Nyanda: Wei Ming Ng, PDI Process Engineer; Chase Overend, Leading

Hand, East Reman; Dennis Mole, PDI Leading Hand. Loganlea: Jenny Hewitson, Customer Support Sales Manager, South QLD; Jacob Mearns, Service Manager, Wacol; James Semyraha, Apprentice Technician.

program to obtain up-to-date, first-hand information about their future options, through a range of businesses presenting to students about industry and career paths.

BEACON EXTENDS RELATIONSHIP WITH KOMATSU'S QLD REGIONAL HEADQUARTERS AND MINING HEAD OFFICE AT WACOL

These business champions will attend different events at these schools throughout the year, including Speed Careering and each school's Beacon Charter Signing. Speed Careering is a new Beacon initiative involving workshops designed to enable students involved in the Beacon

Charter Signings are Beacon's signature events, where Grade 10 students publicly make a pledge that by the following year they will be in further education, employment or training. Supporting adults attend the charter signing, including members of local, state and commonwealth

government, Beacon corporate partners and local business and community members.

In addition, a new "Business Blackboard" program is underway, with the business champions to deliver a classroom lesson aimed based on their roles at Komatsu, matching real life situations to the school curriculum.

During Term 3 this year, students from the three schools will apply to be a part of an inaugural Komatsu Wacol site tour, allowing them to learn more about the mining equipment supply and support industry and the careers available within it.

Komatsu's Wacol operation has been gearing up its support for Beacon's activities since it opened in March 2012 – and where a silent auction raised over \$850 for the organisation.

PROFILE: JAIME ALDEN-KOMATSU'S NEWEST NSW SALES REP

JAIME ALDEN, KOMATSU AUSTRALIA'S NORTHERN METROPOLITAN SYDNEY & CENTRAL COAST SALES REPRESENTATIVE, STARTED IN HER NEW ROLE IN MID-2012, HAVING BEEN WITH THE COMPANY FOR SIX AND A HALF YEARS.

Jaime has a real passion for the company, the people and industry she works in, and the Komatsu product range.

Originally from Exmouth in the North West of WA, she joined Komatsu Australia in the Perth branch in 2006 after studying a business degree.

"I started in an administration role, then David 'Dinny' Dinsdale, who was a bit of an industry legend in WA, offered me a job as Used Equipment Coordinator for the Western region.

"In that role I learnt a lot about customer service and developed a real interest and passion for our products and what they can do to help our customers," she said.

"Ian 'Smokey' Dawson was the Technical Services Manager at the time and he was a great teacher, sharing his knowledge about engines, transmissions and hydraulics. I spent a lot of time in the workshop and Reman learning how everything worked.

"Smokey was always willing to answer my many questions. Sadly he passed away last year.

"On reflection my biggest learning from Smokey was that product knowledge is important, but this must be combined with

great customer service to really make a difference," said Jaime.

"It didn't matter how big or small the customer was, Smokey would always take their phone calls, no matter what time of the day or night and, no matter what the problem was: he would always do the best he possibly could to find a solution."

Jaime had been in Perth for two and a half years, when she was offered a job in head office in Sydney as National Used Equipment Coordinator.

"In this role I had the opportunity to work in the branches around the country and this has helped me develop a great network throughout the organisation.

"That means now, if I have any issues at all, there are many people I can call for advice. It is great we have such a supportive team. Jaime says her biggest mentor in her new sales role is Grant Menhennett, Komatsu's Business Development Manager for Major Accounts in WA.

"He is the benchmark for serving customers; he has a very high work ethic and demands the same from everyone he works with at Komatsu.

"From talking to customers I know it can be a really tough industry for them and they are taking huge risks every day," she said.

"They expect a lot. They expect a lot from their equipment supplier, and it's really important that we do the very best we can to ensure they can meet their commitments."

"We also have strong leadership at Komatsu and this is great from a business perspective and also from a learning and development point of view.

"Sean Taylor, our MD, has driven our customer-centric strategy, which is focused around customer service, Jaime said.

"He has communicated that very well to all the staff – and he reinforces it all the time – which I think is very important, especially for those of us in sales."

Since taking on her role, Jaime has found that being the only female heavy equipment salesperson in NSW has not been a barrier to success.

"I've got a wide range of customers that have really been open-minded and great to work with. It's all about understanding the customer's business and solving problems – they want to work with people who can help them."

Jaime sees herself as having been very fortunate to land her current role. "I've managed to work in roles that I really love, and I think it's really important that people should enjoy what they are doing.

"Every day I wake up, I feel excited about going to work, and I think if people don't feel like that, it is a real shame; I am fortunate to work in a great industry that I am passionate about," she said.



*Above & Below:
Jaime Alden NSW
Sales Representative.*

"IT'S ALL ABOUT UNDERSTANDING THE CUSTOMER'S BUSINESS AND SOLVING PROBLEMS, THEY WANT TO WORK WITH PEOPLE WHO CAN HELP THEM."



JAMIE WHINCUP: KOMATSU'S APPRENTICE MENTOR



The Apprentice Mentor Program commenced at the Komatsu's Adelaide branch. Pictured Above Top row, (left) James McLennan, Rory Convey, Jamie Whincup, Alex King, Katherine Blair. Front Row, left to right - Nathan Stennett and Sam Noto.



Pictured above: Jamie with Katherine Blair.



RED BULL RACING STAR AND FOUR-TIME V8 SUPERCAR CHAMPION JAMIE WHINCUP HAS SIGNED ON AS THE MENTOR OF AN AWARD-WINNING PROGRAM DESIGNED TO HELP AUSTRALIANS BECOME FUTURE BUSINESS LEADERS.

Jamie is taking 200 apprentices under his wing nationally as Komatsu's official apprentice mentor, visiting them personally as he tours Australia as part of the V8 Supercar season.

Jamie was buoyant about the program after his first meeting in Adelaide in the lead-up to finishing on the podium at the Clipsal 500.

"I'm so happy to be able to give these young Komatsu apprentices a leg-up at the beginning of their new careers," he said.

"By mentoring them throughout this first stage, we are assisting them to develop the skills they need to go on to be the best in their fields.

"V8 Supercar racing is not a single-person sport – without the rest of my team, I'd never be able to succeed." It's great to be able to demonstrate the benefits of teamwork to the apprentices."

Komatsu's National Apprentice Development Manager, Gavin Manning, said he couldn't be happier with the early results of Jamie's mentorship.

"Our apprentices here really look up to Jamie, so it's fantastic for him to devote his time to support them in their careers," Gavin said.

He explained that Jamie discussed the importance of teamwork and effective communication between all team members.

According to Gavin, Jamie and Komatsu want the apprentices to learn skills that extend beyond the workplace. "We want our apprentices to develop as a whole person and the apprentice mentor program will be an important part of this process."

Gavin explained Jamie and Komatsu's focus with the apprentices is to focus on three distinct pillars of learning.

"We teach our apprentices technical skills, life skills and business skills, because we expect them to take up senior positions in Komatsu within six years of finishing their apprenticeships," Gavin said.

Daryl Bennett Komatsu's Area Manager for South Australia says, "The Adelaide apprentice had a great chat with Jamie and came away grinning and as pumped up as I've ever seen them."

First-year Heavy Diesel Fitter Apprentice Katherine Blair said Jamie spoke with her group about continuing support throughout their careers.

"Having Jamie speak with us about what it took to get from go-karts to the top of V8 Supercars really showed us what's possible with the right support and attitude."

"He never talked down to us; it always felt like he was interested in our careers, and I think the fact that he was so approachable made it much easier to learn from his experience."

Jamie will meet apprentices from Perth in May, Brisbane in July, Melbourne in September and Sydney in November as he defends his V8 Supercar title over the course of this year's race season.

"I'M SO HAPPY TO BE ABLE TO GIVE THESE YOUNG KOMATSU APPRENTICES A LEG-UP AT THE BEGINNING OF THEIR NEW CAREERS,"

OZCON HAS STRONG PREFERENCE FOR D375 DOZERS IN MINE WORK

OZCON HAS STRONG PREFERENCE FOR D375 DOZER IN MINE WORK. PAUL MOLINARI, OWNER OF WA-BASED MINE REHABILITATION SPECIALIST OZCON ENTERPRISES, HAS A STRONG PREFERENCE FOR KOMATSU D375A DOZERS OVER ANY OTHER MODEL – HAVING OWNED MORE THAN 30 OF THE UNITS OVER THE PAST 20 YEARS.

Paul is currently working on projects in the Pilbara region as well as Perth subdivisions, after starting out in the Kalgoorlie and Eastern Goldfields region, where on one mine he had six D375As working around the clock for 11 years.

Currently he owns two D375A-5s, three D375A-5EOs and a D375A-6 delivered in March 2012.

"The main reason I go with the D375As is the reliability and machine life before you have to start spending big money on them," he said.

"I've run these dozers up to 22,000 hours and put no replacement components into them.

"They can certainly rip; they'll out perform any other dozer by far in ripping and they are as good as any other machine in dozing," said Paul.

"I GO WITH D375 DOZERS BECAUSE OF THE RELIABILITY AND MACHINE LIFE..."

"For example, in our Perth subdivision work we rip that hard limestone, which people think they need the larger dozer for, but the D375As handle it quite well. He also finds that more experienced operators prefer the Komatsu dozer.

"The more experienced blokes, who really can operate a dozer, they really like them."

"I'm talking about the older, experienced operators – some of who have been with me for 11 years – and they sit in them and do their 2000-2500 hours each year and they are still going."

"Now, whether it is a myth or whatever that gets into these kids' heads, they do say that Komatsu dozers are rougher to ride in, but like I said, you get more experienced blokes and they reckon that they are more comfortable, have better vision, are quieter and have a nicer feel."

"If the ground is rough, they just slow down a bit – and when you are tramming over bloody big blue rocks, it doesn't matter what machine you are in, it's going to be rough," Paul said and while

he hasn't driven the latest Dash-6 dozer, reports from his operators are very positive.

"The feedback from the guys is that it's very nice inside the cab, plus they have another 100hp more, so they are certainly a very powerful machine," he said.

In terms of service and support from Komatsu Australia, Paul "has never had a drama".

"We do a lot of the servicing work ourselves, but I've never had any issues with Komatsu."

"Under warranty, they do what they have to do, and if I ever call their fitters or electricians, I don't have any dramas."

"They've always given me good service and support; it's all good," said Paul.

Below: Paul Molinari, owner of WA based mine, Ozcon with his D375A dozer



FANTASTIC RUN WITH KOMATSU LOADERS



Komatsu wheel loaders have been reliable for Keogh.

ONE OF VICTORIA'S OLDEST COMPANIES KEOGH TRANSPORT, FOUNDED IN THE 1898 – HAS HAD AN OUTSTANDING RUN WITH ITS KOMATSU LOADERS, INCLUDING A WA120-2 IT PURCHASED USED IN THE MID-1980S AND HAS "NEVER SPENT A CENT ON".

Keogh Transport is a family-owned and operated company now being operated by fourth-generation members of the family, Greg and Michael Keogh.

For much of its history, the company – which began operations in the horse-and-cart days hauling salt, briquettes and other materials – has specialised in hauling gypsum for the state's major quarry companies.

Gypsum haulage for Gypsum Resources Australia (GRA) makes up about 90% of its work, with the remainder of its work today being carting material for landfill and recycling plants.

Keogh Transport's Komatsu loaders include the mid-1980s vintage WA120-2, a WA470-3H purchased in 2000, and a WA380-3H for its waste management operations that it's had since 2002.

"The WA120 was our primary loader until 2000, and today it's a backup loader for the WA470," said Greg.

"We've hardly ever needed to do any maintenance on the WA120 since we got it; the engine, hydraulics, transmission and steering are all good.

"It hasn't cost us a bob; nothing has ever gone wrong with her.

"WE'VE HARDLY EVER NEEDED TO DO ANY MAINTENANCE ON THE WA120"

"We've kept up the maintenance on the brakes, and we had the ram done on it once or twice, but mechanically it hasn't put a foot wrong.

"It will still lift around 7 tonnes no problem, and if we need it to do a day's work, it can easily handle 1000 tonnes a day," he said.

"About the only thing that needs doing at the moment is a seal kit through it, and the battery's now a bit run down."

Greg's comments were backed up by his father Brian Keogh, who purchased the WA120 from the SECV at Yallourn in the mid-1980s when it only had about 3000 hours on it. "It's been the best machine we've ever owned," he said. "Over the years, it's done an enormous amount of work, and we've never spent a cent on the motor; never touched it.

"Certainly because it's all been gypsum work, there's been no rocks or really tough digging, but the amount of tonnages that it's done over the years has just been fantastic," said Brian.

The company has had a similar performance from its 12 year old WA470.

"It's been fantastic as well," Greg Keogh said. "It's now got around 18,000 hours on it, and doesn't owe us anything.

"Our relationship with Komatsu has also always been good, and if there's ever an issue, we've been able to sort it out.

"I don't think I would change from Komatsu; I really can't fault them. It's been pretty much a dream run really," said Greg.

Bill Guirguis, Komatsu Australia's Customer Support Sales Representative in Melbourne, who looks after the Keogh Transport account, has recently signed the WA380 and WA470 loaders up with Komatsu service agreements.

It can be seen that, Quality, Reliability and longevity of components are key factors of Komatsu products. Great products backed up with regular scheduled services, which includes KOWA oil sampling to monitor major components condition, has proven its worth.

This goes a long way to avoiding costly failures and keeping Komatsu's customers happy and their machines working.

Keogh Transport has been around since 1898.



MOVE TO WHEELED EXCAVATOR PAYS OFF FOR DIVALL'S EARTHMOVING

MOVE TO WHEELED EXCAVATOR PAYS OFF FOR DIVALL'S EARTHMOVING—AND ITS CLIENTS. A NSW SOUTHERN HIGHLANDS CONTRACTOR HAS FOUND ITS RECENT PURCHASE OF ONE OF THE FIRST KOMATSU PW98MR-8 WHEELED EXCAVATORS IN THE STATE HAS PAID OFF, WITH STRONG DEMAND FOR THE MACHINE FROM ITS LOCAL GOVERNMENT CLIENTS IN THE SURROUNDING REGION.

Divall's Earthmoving & Bulk Haulage, based in Goulburn, south of Sydney, purchased the excavator in July last year, shortly after its release on the Australian market.

Company principal Andy Divall had long considered there was a good potential market for a wheeled excavator among councils in the Goulburn and Southern Highlands regions, and this had proved to be the case, said company project manager Dave Matthews.

"Andy had been keen on this type of machine for a while, and he'd always thought it would be a fantastic machine for our clients," Dave said.

"Once we'd established there would be a market, and that there were the projects to utilise it, we took the opportunity to purchase the Komatsu wheel excavator when it became available.

"Since taking delivery, we have been very pleased with this machine. It has performed extremely well; it's been a very cost-efficient, economical machine for us in terms of fuel consumption, plus it has the mobility to get around by itself, saving our customers the float costs," he said.

"We initially purchased it to carry out a few kilometres of drainage work for a local council.

"We didn't need a float to manoeuvre it up and down the road, so it was saving the council that cost, plus it was moving the project along a lot quicker, and we weren't disturbing the road pavement at all compared with a crawler excavator," said Dave.

"Since then, it's continued to be successful in that we have won a lot more work with the councils, because we can get around projects now quite quickly.

"And we are not damaging curbs, roads, even good grass: we can get in and do a project quickly, then move out."

Dave said Divall's operators got used to the wheeled excavator very quickly, understanding that it has different stability characteristics to a conventional crawler machine.

"Having experienced operators understanding the machine and making sure the feet and blade are put down at the appropriate times and being able to understand how it moves is essential," he said.

"You can't just put anybody in it, but once you've got the right operator, they can do anything with it. It's a fantastic machine." More recently, Divalls put a tilt bucket on the excavator to increase its versatility.

"We were finding it was very hard to get all the angles, so we purchased a tilt bucket to work with it; now it works very well in getting all different angles and shapes, as well as not having to put the machine at risk by working it at a bad angle," Dave said.

He described the Komatsu package of support, sales and service as "excellent".

"They are very good at bringing their service vehicles to site, working their way through the machine, and ensuring that the machine is operating and working well.

"The spare parts department is very good and really the Komatsu product sells itself.

"They are great machines; they never seem to break down for us. They go forever," he said.

In addition to the latest PW98MR-8, Divalls has two Komatsu Hybrid excavators, part of a considerable fleet of 16 Komatsu 20 tonne machines, three Komatsu mini excavators, plus three 30 tonne articulated dump trucks.

"We have a great relationship with Komatsu and their product, which is fantastic.

"And we've got excavator operators who will only operate Komatsu excavators," said Dave.



*Pictured Left:
Dave Matthews, Divalls
Project Manager, with the PW98 Wheeled Excavator.*



COONAMBLE SHIRE WINS BIG TIME WITH MOVE TO KOMATSU

A DELIVERY OF TWO NEW KOMATSU MACHINES TO COONAMBLE SHIRE IN THE CENTRAL WEST OF NSW HAS DELIVERED HIGHER PRODUCTIVITY, SIGNIFICANTLY LOWER FUEL CONSUMPTION AND BETTER OPERATOR ACCEPTANCE COMPARED WITH THE MACHINES THEY REPLACED.

The two machines, a WA430-6 Wheel Loader and a PC270-8 Excavator, were delivered to the council's quarry operation in August - September 2012.

The excavator is used at the bottom of the quarry, excavating blasted material to feed the crusher, as well as feeding crushed material to the quarry's slipscreen – which produces the council's DGB20 roadbase product.

The loader works around the stockpile area, stockpiling and mixing materials, loading out trucks, and cleaning up the area. Quarry manager John Smith said operator acceptance of both machines had been outstanding.

"I will tell you something," he said. "If I suggested I was going to take either one of these machines off the boys, I would have had a mass walkout

"Bryan Thurston, our loader operator has had four loaders since he has been here at the quarry, and he reckons this one far outweighs all of them," said John.

He said the operators appreciated the performance and stability of the excavator – which is bit larger than the machine it replaced – while the loader "basically is a really nice machine to drive.

"Mate, it's quick, it's quiet; I couldn't recommend it more highly to be quite honest with you. We are pretty stoked with it," John said.

"With the previous loader, every day we put 220 to 230 litres of fuel in it; every second day with this Komatsu which is a size larger, we are putting 265 to 270 litres of fuel – so we are getting two days' work for the nearly the same amount of fuel," John said.

"And it's even better with the excavator. Our previous machine was a 20 tonner, and we used to fill it up twice a week. This Komatsu, we can only fill up once a week."

Having opted for larger machines, the council is also seeing improved production – all the while cutting its fuel bill.

can load our truck in nine buckets, against the previous excavator, which took 13.

"So we are saving time there And with the loader, because we went up a size, when loading a road train, we are down two movements.

"We used to use five buckets to load a trailer, but now we can load it in four a trailer, so again, we are picking up time and money there, he said.

Another area where the quarry is saving money on the new machines is in the service agreements it has with Komatsu.

"Both machines are around the \$6 an hour mark under our service agreement with Komatsu – which we can opt out of any time we want. With our previous excavator, the service agreement was more than twice that, so over the life of that machine it cost us a lot of money," said John.

"I sat down and worked out that if we keep both machines for 7000 hours, we'll just about have one of those machines for nothing due to the fuel and service savings we are seeing."

"OPERATORS APPRECIATE THE PERFORMANCE AND STABILITY OF THE MACHINES."

"Bryan has got a bit of professionalism in him and he likes to see our work area nice and neat, which is why he is on the loader."

Fuel consumption of the two new machines is also significantly less than the machines they replaced, despite the two Komatsu units being larger than their predecessors.

"The excavator sits up on a metre-high pad taking all the material out of the rock face and loading it onto the truck. It's nice and stable, so there's no rocking about," said John.

"The bucket on it is a metre and a half, so it is a fairly decent sized bucket that we have on it, and it

Komatsu's WA430-6 working for Coonamble Shire in the North West.



KOMATSU WHEEL LOADERS *= THE PROVEN FORMULA*



Komatsu's WA500-6 Wheel Loaders deliver the build-quality and productivity guaranteed to reduce your total cost of ownership.

Contact your Komatsu representative to find out more about the quarry wheel loaders-
The Proven Formula.

Call 1300 566 287
www.komatsu.com.au

KOMATSU



STREAMLINE STAYS AHEAD

WESTERN AUSTRALIAN BASED UNDERGROUND CABLE INSTALLATION SPECIALIST STREAMLINE UNDERGROUND SERVICES HAS BEEN A LOYAL BUYER OF KOMATSU EXCAVATORS FOR 20 YEARS – AS WELL AS USING KOMATSU DOZERS WHEN PRE-RIPPING FOR ITS OPTICAL FIBRE CABLE LAYING ACTIVITIES.

Streamline has just taken delivery of two PC450LC-8SE quarry spec excavators, matched to Rammer 4099 rock breakers to make short work of most heavy rock.

Based in Busselton, the company has been built up over the last 20 years from a small family business by brothers Brad and Greg Christian along with father Barry

to what is today a successful civil infrastructure installation business carrying out works all over Western Australia, as well as projects in South Australia and the Cocos Islands.

These works include the installation of high-voltage and low-voltage power cables, copper and optic fibre communication cables, as well as unique projects such as the installation of nuclear monitoring stations for Geoscience Australia.

Optical fibre cable laying now makes up the bulk of Streamline's work, with clients including major mining companies and several national telecommunications companies, said Greg Christian.

"Over the past three years, Streamline has installed over 1000 km of optical fibre cable," he said. Its current Komatsu fleet consists of a PC14R-2HS, a PC30MR-2, two PC78UU-6s, two PC78UU-8s, a PC300LC-7, a PC300LC-8 and two PC450LC-8SEs, the second of which was delivered in February 2013.

"With the new 45 tonne excavators, we have gone for the short-stick SE versions of the PC450-8, which are essentially a quarry spec machine, giving them significantly increased breakout power."

Greg said the process in laying optical fibre cable is that the ground is pre-ripped using Komatsu D375 or D475 dozers.

"Where the ground can't be ripped, we open it up then introduce our new PC450LC-8SE with a Rammer 4099 hydraulic rock breaker – supplied by Breakers and Attachments in Perth – to break the rock in order to get the maximum specified depth," said Greg.

Once the rip line has been established, one of Streamline's purpose-built zero-tension optical fibre cable layers comes along, ploughs in the cable, after which it is reinstated and compacted.

Brad Christian said that, despite working throughout WA – including very remote areas – service and support from Komatsu hasn't been an issue.



WITH KOMATSU

Above: Two Komatsu PC450-8 Excavators are used to install long distance cable for Streamline Underground Services in WA.

"We work in the Pilbara, and Komatsu has branches in Port Hedland and Newman," he said.

"We have had excellent performance from our machines and because of this we will continue to go with Komatsu.

"It makes it extremely easy running with one brand, because if ever we need back up support or onsite maintenance, they are always there to help us out." Streamline is also increasingly using Komatsu's KOMTRAX remote monitoring system to fine-tune their maintenance procedures.

"We are just learning how to utilise KOMTRAX more, and the feedback we get from it is excellent," said Brad.

"For example, our hour meter may say a machine has been working 10 hours in a day, whereas KOMTRAX can show us it has produced seven hours of heavy work and three hours of tracking. "Our jobs are generally over quite some distance, meaning often we need to track the machines for several kilometres.

"WE HAVE HAD EXCELLENT PERFORMANCE FROM OUR MACHINES & BECAUSE OF THIS WE WILL CONTINUE TO GO WITH KOMATSU"

"With KOMTRAX, we can easily identify machines that have been doing extra tracking," he said.

"Final drive oil changes are usually at 2000 hours, but our machines that are tracking a fair bit would have their final drive oil changed at 1000 hours.

"Our maintenance program is becoming more based around information that comes back from KOMTRAX."

Brad said that, as a result of Streamline's experience with Komatsu excavators in terms of

performance, reliability and support, the company would continue to use Komatsu in the future.

"We found the service and the backup from Komatsu to be very good, right from the beginning of our relationship.

"I deal with Curtis Bateman in Bunbury and he is always there to help us," said Brad.



REMOTE SHIRE LOVES THE RELIABILITY AND EFFICIENCY OF KOMATSU FLEET

THE SHIRE OF ROEBOURNE, BASED AROUND THE MINING PORT OF KARRATHA IN THE REMOTE PILBARA REGION OF NORTH WESTERN AUSTRALIA, IS FINDING SIGNIFICANT COST-SAVING, PERFORMANCE AND RELIABILITY BENEFITS FROM THE COMPLETE KOMATSU "PACKAGE" IT RECEIVES – NOT ONLY FOR ITS EQUIPMENT BUT ALSO THE ASSOCIATED SERVICE AND SUPPORT.

Located around 200km from the nearest Komatsu branch at Port Hedland, the shire is subject to extremes of heat, dust, humidity and tropical rain, so it requires equipment that is reliable and durable, as well as being able to handle the tough conditions.

It has recently taken delivery of three new items of Komatsu equipment, a WA250PZ-6 loader, a GD655-5 grader and a D85EX-15E0

dozer – following their experience with a PC200-8 excavator purchased in 2010 and its first GD655-5 grader delivered in 2011.

The excavator, loader and dozer are primarily used in its waste management operations, while the two graders are used in road construction and maintenance applications throughout the shire.

George Popa, Plant Co-ordinator with the Shire of Roebourne, is enthusiastic about the quality of the shire's Komatsu machines, their cost-effectiveness, and the service and support backing them up.

George said the relationship began some years ago, when Dean Jones, Komatsu Australia's Business Development Manager in WA contacted him about the shire's need for a new 20 tonne excavator.

"We found Dean extremely easy and pleasant to deal with. The information we wanted, we got without any fuss or pressure.

"As for the machine, when we looked at its specs, what it was and what we got, it was real dollar-value-for-money.

"So we opted for the PC200-8, and our people here were amazed with how quiet, efficient and smooth it was," said George.

Then in 2011, Dean invited George and his leading hand Shane Edwards to a grader/dozer field demonstration day in Perth.

"Shane has been in the field for 20 or 30 years, and he'd always driven another make of grader.

"He just couldn't believe how good it was, how smooth and quiet it was," said George.

"Things like the visibility of the blades from the cabin, the total visibility of the machine and what you can do with, he was pretty excited about it."

"The whole package just blew him away, and we know that if the operators are happy, we are going to go pretty well with a machine. For us, that was a big decision to switch to Komatsu, but it was one we have been very happy with.

"The operator who was assigned to the machine, we couldn't get him out of it." "It did everything he wanted it to do, it was quiet, it was easy on the operator, it performed great; everybody was thoroughly excited about it up here.

"So when the time came to replace the other grader, straight away it was 'let's talk to Komatsu'.



Left to Right: Shire Roebourne's Steve Wachter, Waste Manager and George Popa, Plant Coordinator with Dean Jones, Business Development Manager Murchison Midwest WA at the handover of the new D85EX-15EO, WA250-6, and GD655-5.

And when we looked at pricing and value for money, the Komatsu was just right out in front. The only problem we now have is that the operators fight to operate it. You know, they genuinely love the machine."

Reliability of the two Komatsu graders has also been a high point for George. "The biggest problem we have had with them is flat tyres and a spare wheel winch that played up one time, but that's been it.

"Up here in the Pilbara, it gets pretty harsh, you know, with 40 degree-plus temperatures, sometimes 45 out the back or even higher – but the machines still operate; they don't mind the heat, off they go," he said.

"And while we don't want to give out litres of fuel used, the guys find they are not refuelling them as much as the other machines we used to have."

The shire's experiences to date with the new WA250-6 loader and D65EX-16 dozer at its waste depot have been equally positive.

"With the loader, it's giving us real value for money; we didn't realise just how good it is until we got the machine," said George.

"The guys love driving it, especially because it's so quiet, and even standing alongside of it, it is bloody quiet. And the dozer cops a fair hiding; it works pretty hard. Initially we had a couple of minor hiccups with some of the options we fitted to it, but apart from that, it's going great.

"Again, it's so quiet; having a machine that you have working, and you can stand alongside and have a conversation – that's just incredible."

George has also been very impressed with the dealings he's had with Komatsu at all levels.

"Obviously on the sales side, they are right up there; otherwise we wouldn't be buying them.

"And in terms of the service side – well, we haven't had a bad Komatsu mechanic come on site." But, actually, the guys that come out in the field are fantastic. I take my hat off to all of them.

"The guys who come out here have to work in high temperatures, and the humidity can be through the roof, and they still plod along and work away.

"We get on with them very well. They've all been great, they talk to us, do what we want them to do."

This service culture has also extend to helping the shire sort out machine issues. "With the PC200-8, when we first got it, we had some hiccups, and it turned out not to be the machine but some operator issues.

"We got Komatsu's trainer back up here; he's an extremely patient person, he retrained two of the guys, so that now everything is great, and the machine doesn't have any so-called breakdowns anymore—which weren't breakdowns anyway."

As Plant Co-ordinator, George has been delighted that the shire's Komatsu equipment is not having any unscheduled breakdowns.

"We are not getting anything breaking down and conking out on the side of the road, for example.

"The machines are just running; like I said, with the first grader, the major problem that we had was flat tyres, which was nothing. You expect that up here," he said.

"They've been fantastic, reliability wise. There have been no transmission, driveline, engine, hydraulics failures – nothing like that. "We are not getting hydraulic valves jamming, blowing, or breaking, or whatever.

"In fact, the operators rave about the hydraulics and about how smooth they are. "We are extremely happy with our Komatsu machines," said George. "While the initial purchase price, is what council loves to see, then if we can save money on maintenance, things like that – beauty!

"We need equipment that's designed and built to suit our conditions because, to get any major work repaired up here in the Pilbara, it's bloody expensive. So, if we can just do routine maintenance, well, we are laughing," he said.

GOOD OPERATOR

AS NEW KOMATSU FLEET MOVES INTO BGC MINE SITE

KOMATSU MINING EQUIPMENT, INTRODUCED TO AN IRON-ORE MINE IN SOUTH AUSTRALIA BY BGC CONTRACTING, IS GETTING GOOD ACCEPTANCE FROM OPERATORS PREVIOUSLY WEDDED TO OTHER BRANDS, AS WELL AS ACHIEVING OUTSTANDING PERFORMANCE FROM THE NEW MACHINES.

Last year BGC Contracting won a five-year contract to mine iron-ore at Arrium Mining's South Middleback Ranges (SMR) site, which required it to purchase a significant fleet of new Komatsu equipment to handle the project when it started on November 1, 2012.

New Komatsu equipment on the project includes five 150 tonne HD1500 dump trucks, seven WA900-3 wheel loaders, five D375A-6 dozers, one HD405 water cart and one HD785-7 water cart, along with a number of used Komatsu equipment including seven HD785-7 dump trucks, WA500 and WA600 wheel loaders and three HD785-5 water carts.

The SMR mine is located approximately 50 km from Whyalla in South Australia, and is one of three mines owned by Arrium Mining (formerly known as OneSteel) in the Middleback Ranges area.

According to Peter Tejchman, Executive General Manager Plant with BGC Contracting, the HD1500s are used for hauling ore to stockpile areas, as well as hauling overburden to waste dumps. The dozers are used for haul road, dump and pit floor area maintenance, and the WA900s for train loading, rehandle and hopper feed operations.

"The WA900s are critical to this operation," he said. "Train loading is the pointy end of the operation; if you don't get this stuff on the train, basically you don't get the profit."

The seven WA900s are loading up to five trains a day, seven days a week.

"We recognise the WA900 as a really good machine," said Peter. "I think it's probably the best loading tool around in this size."

His comments were backed up by Frank Wightman, BGC's Plant Operations Manager at the SMR site.

"We are more than impressed with the WA900s."

"Certainly it helps that they are new, they are more reliable, plus they incorporate some of the BGC smarts with the bucket design. That is different to what the site had been using, that's made it a bit easier for the operators to keep their work areas clean and flat, so they are more than happy with them."

Frank said the big surprise to him had been the operator acceptance of the HD1500s and D375A-6s at SMR.

"At this site, the previous contractor was 99% another brand, and we've introduced a

lot of new Komatsu machines to the operators. The HD1500s have been accepted pretty well by the operators; we've had good reports from all parts of the operation, from management and the operators.

"They are a new size of Komatsu truck for us, and we didn't really know how they were going to perform in this operation, but they are exceeding expectations. Everyone at the site is very happy with them."

"We are really impressed with the speed of the HD1500 compared with its competitors, plus their reliability has been good. However, the big thing that has surprised me has been the acceptance of the D375s with these operators," Frank said.

"The word back from the operators is that they really don't mind operating this tractor. I think the fact that Komatsu has done a lot of work on improving the comfort of this dozer with the latest Dash



ACCEPTANCE

6 version has a lot to do with this," he said. In opting to have a significant Komatsu fleet at SMR, BGC Contracting laid down a major challenge to Komatsu Australia in providing the required levels of service and support.

"Previously this site was predominantly one supplier, so there has not been a lot of Komatsu support in Whyalla in the past," said Peter.

"We have a long-standing alliance relationship with Komatsu, so they were always going to be our first port of call. But we had to weigh this up with trusting that Komatsu could set up a new operation in Whyalla and deliver what we needed.

"So far, I think it is fair to say that they have delivered," he said.

"They built the parts store on the back of this contract and now they've got a branch depot in Whyalla, so it's been a win/win I think for Komatsu and us.

"Komatsu now probably have a bigger presence in the mining industry in South Australia than

it had before, and it's a credit to them that they've done this.

"The service and support we are getting from the local Komatsu branch in Whyalla is good, very good."

As with other significant Komatsu purchases, BGC used Komatsu Australia Corporate Finance KACF to fund the fleet.

"We have a long-term relationship with Komatsu Finance; they have always given us very competitive terms to the point where a high percentage of our business is financed through them," said Peter. "They have a good understanding of our business and the way we operate, and it's a historical relationship that goes to the very top of our company."

ABOUT BGC CONTRACTING:

BGC Contracting is part of BGC (Australia) Pty Ltd, a privately Australian owned and diversified industrial group. The BGC Group is one of Australia's largest privately owned companies, which currently employs more than 4000 people. BGC Contracting's two operational

business units (Mining and Civil) deliver a wide range of mining and construction services across the resources, government infrastructure, building and manufacturing sectors.

ABOUT ARRIUM MINING:

Arrium Mining currently exports approximately six million tonnes per year of hematite ore to China from its Middleback Ranges mining operations in South Australia.

"KOMATSU HAS DONE A LOT OF WORK ON IMPROVING THE COMFORT OF THE DOZER"

The mining operations, including significant iron-ore mining activities in Western Australia and now South Australia, provide surface mining, drill and blast, off-road and on-road haulage, crushing and screening, and train loading services.

Established in April 1992, and with offices in Perth and Brisbane and depots in key regional areas, the company has extensive experience on major mining and civil construction projects nationwide.

BGC Contracting's vision is to be the leader in mining and civil solutions that deliver successful projects for its clients.

The business expects to increase its export sales run rate to approximately 12 million tonnes per annum by mid-2013. This is being made possible through bringing on-line additional sales from its Southern Iron operations near Coober Pedy in South Australia, and the doubling of its port capacity at Whyalla to around 13 million tonnes per annum.

Below: BGC Contracting has taken five D375A-6 dozers to work at Arrium Mining's South Middleback Ranges operation, in South Australia.





MENAI CIVIL: 'WE CONTINUE TO BUY KOMATSU EXCAVATORS'

SYDNEY-BASED MENAI CIVIL CONTRACTORS HAS RECENTLY TAKEN DELIVERY OF THREE NEW KOMATSU DASH 8 EXCAVATORS, AT THE SAME TIME IT HAS COMPLETELY REBUILT A 1999 PC350-6 TO BRING IT INTO LINE WITH CURRENT SITE AND SAFETY REQUIREMENTS – ESSENTIALLY GETTING A SECOND LIFE FROM THE MACHINE.

It's latest machines are a PC270LC-8, a PC220LC-8 and a PC138-8, which will predominantly be used for bulk earthworks along with services and stormwater installation in subdivision works.

All three machines are covered by Komatsu's new Komplimentary Maintenance package, which was launched late last year.

Menai Civil Contractors is owned by Lee Fahey, who purchased the company in 2002 when it was known as Menai Excavations, and at the time specialising in plant hire.

Under Lee's management, the company has grown substantially over the past 10 years – from around a dozen employees in 2002, it now has 65 – while changing its focus to a civil construction company carrying out infrastructure projects, rail work, residential subdivisions for a number of major developers, as well as demolition and remediation work for Sydney Water and other government clients.

It operates primarily in the Sydney Basin and Illawarra regions. The core of Menai Civil's fleet is 20 excavators – the great majority of which are Komatsu machines – with the relationship preceding Lee's ownership of the company.

"We've continued to buy Komatsu excavators since I took over, because they are a great product," Lee said.

"One of the big advantages with Komatsu is their customer support through their customer support sales representatives, and that has made a big difference to us across the company, from our initial sales negotiations with Knox Walmsley, right through to the service side of things.

"We run our own internal workshop, so we don't use Komatsu's service department very often, but we do find our customer support sales rep Myles Garner to be very supportive of us in terms of being able to get the right parts and the right information for our workshop," said Lee.

At the same time as Menai Civil took delivery of its three new excavators, it was putting the finishing touches on its rebuilt PC350-6, which will be used primarily for demolition work.

"The machine needed an engine rebuild when it spun a bearing after getting bogged pretty badly on site and running at a pretty severe angle, which probably starved the bearings of oil," he said.

"We rebuilt the engine, plus we're in the process of adding a roll over protective structure, safety handrails and other safety equipment, so it will fully comply with all current safety requirements."

Lee said the company looked at a range of options with the machine, including disposing of it, but decided it would be ideal to have a second life if set up with the right equipment.

"Sydney Water demolition work requires some pretty specialist guarding and protection, and we decided that, rather than set up a new machine and do all that work, this unit could have a good second life, set up with the right equipment.

"So we have decided to go through and put a ROPS cab and demolition guards on it, primarily for Sydney Water demolition work, but of course it brings it into compliance with current requirements on all sites anyway and enables it to be used in a wide range of applications."

With its three latest excavators, Menai Civil is taking advantage of Komatsu Australia's Komplimentary

Maintenance package, which provides free preventative maintenance servicing for the first three years or 2000 hours (whichever comes first) of a machine's life and Komatsu Premium warranty.

"I am very curious to see how this works out," said Lee.

"In the past, we've done all our servicing and maintenance ourselves, but that causes issues at times with resourcing, so if we can get an option to use external resources at a cost effective rate, it is certainly something that we would look at.

"Komatsu will be using KOMTRAX to monitor the usage and hours of these machines, then coming out and doing the servicing according to the information they are getting back.

"For example, we've always done our engine oil changes at 250 hours, which has kept our guys pretty busy in terms of trying to get around all the gear.

"Now we will leave these at 500 hours and watch with interest to see how the Komatsu boys go in terms of getting the servicing done and keeping the machines productive on site," he said.

VERSATILE PC88MR-8 HELPS ALLSCOPE SUCCEED IN TRICKY PROJECTS

SYDNEY-BASED ALLSCOPE CONSTRUCTIONS CERTAINLY LIVES UP TO ITS NAME, CARRYING OUT WORKS THROUGHOUT AUSTRALIA AND BEING PREPARED TO WORK ON TRICKY PROJECTS OTHER CONTRACTORS AND PLANT HIRERS ARE NOT ABLE OR PREPARED TO DO.

And to help it work efficiently and productively in tight or difficult sites, it has two Komatsu PC88MR-8 excavators – one delivered in early February as a result of its experiences with the first of these which Allscope has had for about three years.

Established by Lachlan Matthews and Ryan Jones four years ago, the company has worked in remote areas of Australia, in a wide range of projects, including power stations, wind farms, tourist resorts, architectural housing, indigenous community housing and civic works.

"We normally contract to the bigger companies and contractors, and quite often we get the weird

and wonderful things that not many other contractors will do.

"Such as wind farms, stormwater work, which is quite often a little bit unusual – under buildings and structures, upper-end, architect-designed housing where it is a little bit more important that everything is spot-on, and the like"

"We try to go for the more challenging and unusual jobs rather than the more mundane ones, and that is what we want to be known for."

"We've worked in Far North Queensland, remote South Australia, and the Northern Territory, including places you can only get to by plane or boat," he said.

Lachlan and Ryan are builders by trade, working in the construction and civil sectors for the past 12 years. They saw opportunities and a "huge opening there for anyone who is willing to have a go.

"Working in the industry, you realise that good help is hard to find, as they say."

Their team consists of a close-knit crew of 12 – operators, carpenters, concreters – who move around with him from project to project.

"Because we work away so much, you always have to live together, so you've got to make sure you work with your best mates as well," Lachlan said.

"We go away for months on end, so everyone has to get on well. During work hours, we are the bosses, but after that..."

Lachlan said he and Ryan went for the Komatsu PC88MR-8 because of the nature of the work the company frequently carries out.

"On the smaller type works, the zero-swing is the way to go for what we need it for.

"We find we can sneak them into places where a five tonner will do the job, and we can get in there a little bit quicker.

"But then we can move as much dirt almost as you can with a 12 tonner due to its operating speed," he said.

"We find them really good to operate; they are good machines, and that's why we bought the new one.

"The best thing about them would be their creature comforts and the fact that they are strong; they don't break.

"We also find the service and support from Komatsu to be pretty good; we've had to call on it with the older machine, and the guys from Komatsu know what they are on about," said Lachlan.

His original decision to purchase Komatsu was based on the time he'd spent in the industry working with all makes of equipment.

"We did have an excavator from another brand originally, but we weren't overly impressed with it, so we went for the Komatsu instead."



THE CLEVER AUSTRALIAN

Moving mountains with the cloud

Innovation is part of the Komatsu DNA, and it's a passion that's enabled them to build some of the most technically advanced earthmoving machinery in the world – including Australia's first hybrid excavator.

CEO, Sean Taylor and CIO, Ian Harvison's unrelenting pursuit of new technology also saw Komatsu Australia being among the first in the country to move their entire ICT infrastructure to the cloud.

Telstra Cloud Services provide Komatsu with a smarter, safer, and more productive way to work.

And without the distraction of having to manage their ICT, they can focus their attention on doing what they do best – leading the innovation of their industry.

We believe in The Clever Australian, and want to create partnerships that ensure Australian thinking and skills remain in demand the world over.

Search 'Clever Australian' to find out more.



IT'S HOW
WE CONNECT



THE CLEVER AUSTRALIAN: KOMATSU PIONEERS WITH TELSTRA

Komatsu Australia was among the first in the country to move its entire ICT management to Telstra Cloud Services.

It has been a successful move for Komatsu as Telstra Cloud Services help provide smarter, safer and a more productive way to work and without the distraction of having to manage their ICT - Komatsu Australia can focus on providing its customers the best product and after sale service it can deliver.


Recently Telstra launched a new campaign called "Komatsu Is Moving Mountains With The Clouds".

Komatsu's CEO and MD Sean Taylor and CIO Ian Harvison are illustrated in the campaign as featured above in the advertising campaign. The campaign can be viewed **online** @ telstra.com/komatsu and in major media channels.

KOMATSU

MAKE YOUR OWN KOMATSU'S MINI SET OF CARDS

Guess each machine & write your answers on each card.

<p>1. ♣</p>  <p>.....</p> <p>♣ 1.</p>	<p>2. ♣</p>  <p>.....</p> <p>♣ 2.</p>	<p>3. ♣</p>  <p>.....</p> <p>♣ 3.</p>	<p>4. ♣</p>  <p>.....</p> <p>♣ 4.</p>	<p>5. ♣</p>  <p>.....</p> <p>♣ 5.</p>
<p>6. ♣</p>  <p>.....</p> <p>♣</p>	<p>7. ♣</p>  <p>.....</p> <p>♣ 7.</p>	<p>8. ♣</p>  <p>.....</p> <p>♣ 8.</p>	<p>9. ♣</p>  <p>.....</p> <p>♣ 9.</p>	<p>10. ♣</p>  <p>.....</p> <p>♣ 10.</p>
<p>K.</p>  <p>K _ NG</p>	<p>Q.</p>  <p>Q _ EE</p>	<p>J.</p>  <p>J _ CK</p>	<p>J.</p>  <p>J _ KE</p>	<p>A.</p> <p>A.</p> <p>A _ E</p>



GUESS

Matt believes you can guess what type of machine and model each playing card? fill in the missing letters on the dotted line on each card.

COUNT


Kim would like you to count the number of machines and write your answer on the dotted line on each card.



PLAY

Sue wants you ask Mum and Dads help to cut along the dotted lines around each card to have your own komatsu mini set of playing cards.

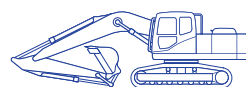




This is Mario, genuine Komatsu service technician. He's got over 10,000 hours on the clock too

Mario is more comfortable looking after your Komatsu than he is at this photo shoot. Like all of our technicians, Mario has completed extensive industry and Komatsu training. He'll keep your Komatsu like new for maximum uptime and efficiency, using only genuine Komatsu parts. And he'll perform quality workmanship at an affordable price. So whether you need a general service or a complete machine overhaul, we've got you covered.

Genuine parts. Genuine people. Call 1300 566 287 or visit www.komatsu.com.au



KOMATSU