

NS KOMATSU

Down Earth  
Magazine

## Our Code of Conduct

As our company continues to grow and develop, we must maintain our conduct, to be truly regarded as a good corporate citizen. This was the subject of a booklet "Komatsu's Code of Worldwide Business Conduct", recently released by the President of Komatsu Limited, Mr Satoru Anzaki.

This booklet has already been widely distributed and further copies are available from Liz Carr at Corporate Services. We intend to Australianise its content for further distribution in future.

In the booklet, there are five principles, two of which are particularly relevant to us in NS Komatsu at this stage of our development:

- Contribute to the community as a corporate citizen.
- Provide employees with opportunities for challenge and creativity.

To be a good corporate citizen, we must correctly understand and observe laws, practices and customs. At all times we are an ambassador for the company, whether driving on the road, using the telephone, carrying out a repair, or negotiating to sell a machine. How we act in all aspects of our interaction with the community will influence our public image. NS Komatsu intends at all times for its employees to be a model of professionalism and good conduct.

I recognise that a successful company is one that utilises the skills and ideas of all its people. The company offers us all an opportunity for challenge and creativity, so I invite every employee to continue to contribute your ideas on how NS Komatsu can improve its business and range of services. I am sure you will also continue to present the company in the most professional manner.

Ian Olivieri  
Managing Director

## NS Komatsu donates Coastal Patrol Vessel



*"All hands on deck". The crew of Komatsu Rescue go over the ropes with NS Komatsu MD Ian Olivieri (at the helm) and Director of Finance and Accounting Doug Baskerville*

Since 1937, Sydney Division of the Royal Volunteer Coastal Patrol has operated using private and corporate owned vessels, including "hand-me-downs" from the Australian Navy.

On 21 March, NS Komatsu's Managing Director Ian Olivieri handed over "Komatsu Rescue", a \$55,000 7.6-metre vessel, powered by a 300 HP V8 Mercruiser engine, providing a top speed of 41 knots. Police Commissioner

Peter Ryan accepted the boat on behalf of the RVCP, in a traditional ceremony including blessing the vessel and pouring champagne over the bow.

Divisional Commander Gavin Fear said that "Komatsu Rescue" will operate in and around Sydney Harbour, helping people or vessels in trouble. "We envisage the boat will be called upon regularly for distress calls outside the Heads, because of the 41-knot top speed", he added.

Built specifically for search and rescue, she is equipped with the latest sat/nav global positioning systems, a hard chine planing Monohedron hull designed for soft riding, stability and excellent handling characteristics and an efficient surface-piercing bow. It also has a reinforced lower transom at the stern, allowing a door to be opened and a person easily extracted from the water.

Sydney Division RVCP base has the highest profile, as the largest number of recreational vessels use the waterways and many major events are held on Sydney Harbour. These include the annual Sydney-Hobart yacht race start, Australia Day and New Year's Eve celebrations, and special sporting events like the Olympic Yachting Trials, which have already commenced.

In the build up to the 2000 Olympics, "Komatsu Rescue" will become a familiar sight as she works in close cooperation with the Sydney Water Police, to maintain preservation of life and safety at sea.

NS Komatsu is proud to provide this vessel and to be associated with the Royal Volunteer Coastal Patrol, an organisation with a long and respected history of community service.

*Komatsu Rescue ready for action on Sydney's famous waterways.*



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# A Personal Goal Achieved

Doug DeCean is responsible for technical, parts and OH&S training in Central Region. He has a TAFE teaching background and has always been regarded as amongst the most professional of our training staff. Doug has now achieved another milestone in his career, being awarded the Graduate Diploma of Training and Development.

Because of the demands of his job with NS Komatsu, he has not been able to attend on-campus lectures, and so has completed this degree course by correspondence over the last four years, with Southern Cross University in Lismore.

Doug told "Down To Earth" that it has been a demanding challenge, with large assignments of up to 5,000 words, requiring massive

research. These were on macro issues relating to training – competency standards, teaching methods, training management and needs analysis. Every semester Doug has spent about 400 hours of study, on weekends or at night. While he was previously employed in Papua New Guinea, he often worked between 8 and 12 hours on Saturdays and Sundays, to meet the deadlines for his assignments.

Doug would like to stress the support he has obtained from NS Komatsu, in particular, his immediate superiors, Carl Pemberton, Dave Turnbull (now left NS Komatsu) and Phil Lehmann. "They have given me real moral support", says Doug.

"What message comes from this?" we asked Doug. "When a person is given encouragement with the right interest and direction, they can achieve their goals in life and be a better corporate citizen", he replied. "The skills learned in these environments are of immense value, in many ways. This correspondence course has helped me in the areas of writing comprehensive reports; for example, our Yearly Training Plan and supporting documentation.

"As a trainer, I must set the example on how to learn, so others can see and do the same. The Trainer's responsibility is to encourage others to achieve their personal goals", Doug added.

This new qualification strengthens Doug's potential in the areas of training management and research. He is now considering his next challenge. "A Master's Degree, then a Doctor of Training and Development, which is just two steps away."

"Down to Earth" congratulates Doug on this achievement and fully supports the idea – "if you have a goal, pursue it and you will achieve it".



*Doug receives his diploma*

## From the Editor

Last issue we included a survey form, inviting people to comment on the style and contents of "Down To Earth" and to suggest subject for future articles.

We received several replies, some suggesting less material of a historical nature, and some suggesting more! Some people have given us ideas for stories from the experience of our people in their jobs in the field. For example, field service in the opal fields in the remote north of South Australia, before the roads were sealed

- getting stuck in the wet for days on end and having to carry food and a rifle, just in case.

The strong message in the comments was that we need to continue to use "Down To Earth" as a means of developing a family culture in our company.

We will do that and again invite everybody, especially those with backgrounds in our newer products to help us to put the stories together. Remember that this is our employees' magazine and it should reflect your views.

Barry Potter.

# WA600-3 Launch



The WA600-3 emerges from behind a checkered paper wall with Komatsu Racing driver Alan Jones at the wheel.

On 30 April, customers, Head Office and Fairfield Branch staff were treated to the spectacle of race drivers Alan Jones and Tony Longhurst performing at the official launch of the new WA600-3 wheel loader.

There was a race day atmosphere, thanks to a "race track" complete with hay bales, tyres for barriers on the hairpin bends, Castrol oil drums in abundance, a grandstand full of excited spectators and a sign mounted across the buckets of three wheel loaders proclaiming "WELCOME TO KOMATSU FAIRFIELD RACEWAY".

Loudspeakers were playing the commentary normally heard on a race day as the pre-race excitement built up and "pit crew" moved among the crowd distributing hot dogs and cold drinks.

At last the sound of a roaring engine filled the air, Tony Longhurst drove his famous number 25 racecar out of the workshop, into the open and along the racetrack, around all the bends and pulled up at the end of the track.

As the audience settled back, the warehouse door opened, revealing a huge black and white chequered paper flag across the doorway. Again the audience heard the sound of an engine, this time it was the quiet sound of a Komatsu SA6D170E full emission-controlled engine, and a WA600-3 wheel loader driven by Alan Jones broke through the chequered flag and stopped in front of the audience.

Colin Chamberlain, Senior Product Manager - Wheel Loaders, took the

microphone and spoke, detailing the major sales features of this new model. As Colin mentioned each feature, two models each in turn took a large black or white block from the machine's new increased capacity bucket. They carried them around to Alan Jones and Tony Longhurst, waiting beside the machine, who assembled each block into a large chequered wall of black and white, with one of the sales features and benefits painted on each block.

After this, all the customers moved into the training centre, specially prepared into a theatre style for the occasion.



Tony Longhurst puts on a demonstration for the crowd.

Here they viewed a short video of car and bike racing segments, interspersed with images of the Alan Jones Team Komatsu race car and very powerful images, using the words "reliability" and "performance" flashing onto the screen, all set to hi-fi sound. Colin Chamberlain then made a PowerPoint presentation, detailing the WA600-3 features and its superiority over competitor A (also known as competitor "C").

Next, it was into a series of mini-buses and out to the School of Military Engineering operator training area at Moorebank. A barbecue lunch was served and customers were invited to have a close inspection of the WA600-3, see it operating, and to have a go themselves.

Colin has told "Down To Earth"

that the day was a huge success. Mr Terry Radford from Boral in South Australia said he was very impressed and confirmed his company's decision to take the first WA600-3, which will operate in their Para Hills quarry in Adelaide.

Colin has also told us that of the four machines recently arrived, three have already been sold. He expects the shipment due this month to be sold quickly as well.

Annemaree Gear, Advertising and Promotion Manager, was heavily involved in the planning and coordination of arrangements for the day. Many thanks, Annemaree. Two professional models were booked to assist with the launch, but at the last moment one was unavoidably delayed and Kristie Gallagher, Office Assistant from Fairfield Branch agreed to fill the role. Our thanks also to Kristie for helping.

These launch occasions around the country give our customers and staff a great opportunity to be involved and see and hear the benefits of Komatsu state of the art machines. **A TRUE TEAM KOMATSU EFFORT.**

The Sydney launch of the WA600-3 followed the successful Queensland customer launch of the WA600-3, held at Karreman Bros' Quarry in Brisbane the previous week. This is mentioned in Brisbane Branch's news in this issue.

**TEAM  
KOMATSU**

Kristie Gallagher (closest to camera) with Tony Longhurst and Alan Jones



# Who the hell is ZENOAH KOMATSU

Zenoah can trace it's history back to 1910 originally opening under the name of Tokyo Gas Kogyo Co. manufacturing a range of gas appliances.

In 1962 the factory formally linked up with Komatsu Ltd and commenced production of farm equipment engines, torque converters and gear pumps followed by backhoes in 1964.

The company formally changed names to Zenoah in 1973 and started production of chainsaws and mini-sized construction machinery.

In 1979 the name was changed to Komatsu Zenoah and started production of hydraulic cylinders and swivel joints. By 1985 1,000,000 cylinders had been produced.

In 1989 the company won a Grand Prix prize at a Louisville show in USA for a reciprocating Brushcutter design. This is currently the number one choice of most golf course maintenance crews particularly for edge cutting around bunkers etc...

The hydraulic cylinder manufacturing moved to a separate factory in 1994 to accommodate the growth in sales. About the same time the company commenced overhaul contracts of turbine aircraft engines.

Under the Komatsu Zenoah brand NSK sells Chainsaws, Brushcutters, Blowers, Pumps, Augers and Drills Why did we decide to sell this product? Easy question!

The demand forced us into it!

The product was previously promoted in Australia over many years and when the Yen rose against the dollar the then distributor couldn't maintain supply. With the Komatsu Zenoah brand visible on the equipment, NSK started to receive enquiries for spare parts and new machines. We decided that it is a quality product and the consumer demand must be addressed.

On April 1st, 1998 NSK formally commenced trading with the K-Z range and the first shipment of equipment is already diminishing as we satisfy demand.

Parts Department is handling all Sales and Marketing. If you have any enquiries contact Wayne Pelgrave at Head Office. No doubt some staff have already purchased their own domestic requirements and are extolling the finer points of all needle roller bearings in the engine and the easy starting ability of these machines.

Don't be surprised if your local golf course or shire council already has one.

Graeme Reid.

## Who Am I

1. I am quite good at communicating in "Pigeon" and love a chat.
2. This is my second stint with the company.
3. I have a son who is a master at finding rare Komatsu jigsaw puzzles.
4. I don't drink alcohol or smoke, but I have been heard to use profanities occasionally.
5. I drink a lot of Coke and eat sweets (just look where my waistline should be).
6. Although I'm not a good fisherman, I am a capable houseboat grounder.
7. My unruly grey hair is very thin (or thinner) around the cranium.
8. I have a distinct hatred for cats (the feline variety).
9. I learnt about punctuality whilst assisting with the "Air Training Corps".
10. I am well qualified in my profession, but am continuing my studies at university.
11. I have trouble tying a necktie. If I kept my idle hand off the handbrake and my mind off my wife's "Heartbreak" CD, I may succeed.
12. There is a pizza delivery person on television with the same first name as mine. I don't often get to see the advertisement though, due to my habit of sleeping in front of the TV.
13. A lot of my "off duty" hours are spent at Wetherill Park TAFE.

Send your written entry to Dave Field in Melbourne on fax (03) 9205 9350.

### Issue 13's Celebrity.

Last issue's celebrity was a special one, with a sting in the tail. It was Dave Field, Southern Region's Training Manager. Readers also know Dave as the regular author of this "Who Am I?" article.

Normally Dave uses his uncanny ability to find out all sorts of obscure secrets about the unfortunate victim, so last time with a lot of help from Geoff Deller, we decided to turn the tables on him, without Dave's knowledge. (Sorry, Dave!)

Dave asked us to be sure to tell readers that he knew nothing of this. He is far too modest to ever select himself in a guessing competition! - Editor

The following people sent in correct entries:

Mike "Smike" Auckland - Hobart  
John Bailey - Hobart  
Darryl Beall - Adelaide  
Darryl Bennet - Adelaide  
Marie Brambilla - Adelaide  
Di Burles - Hobart

Garry "the b.. subby" Campbell - Hobart  
Maree Careless - Hobart  
Doug "Ob" Cean - Fairfield  
Rachel Chapman - Adelaide  
David Cippolone - Melbourne  
Heather Coombes - Fairfield  
Tayne Cooper - Hobart

### Johnny Davis - Launceston

Geoff Deller - Head Office  
(Not eligible due to inside information - Co-author with the Editor. DF)

Stuart Direen - Hobart

Douglas Fulton - Hobart

Richard Locke - Hobart

Paul McMahon - Melbourne

Michael Pitcher - Melbourne

Albert Shield - Fairfield

Tina VanDoorn - Gippsland

Anthony Walker - Hobart

All the correct entries were placed in a hat as usual and the winning entry drawn out. The winner was Johnny Davis of Launceston and we have sent him a novelty prize. Congratulations, Johnny.



Last issue's celebrity Dave Field

## CADIA MINES

### A NEWCREST COMPANY LOCATION ORANGE N.S.W.

Central Region has a new location operating for the Cadia Mine at Orange. The initial contract is for two of the new Demag Komatsu H655S 650 tonne Hydraulic Shovels and a support Demag Komatsu H485 Shovel. Support for these units is for twelve (12) years.

We are also bidding Ingersoll-Rand DML drills to Cadia which would also require an NS Komatsu service contract.

Tim Callaghan, Project Supervisor, Helen Porter and Karl Heald have transferred from Townsville to commence with the project.

Tim is currently recruiting for the project team, while acclimatising from a Townsville Summer to a winter that will bring a new addition to the Callaghan family, along with probable snow.

We will include an article in the Cadia operation in our next issue.

## To those born before 1950...

*We are the survivors. Consider the changes we have witnessed. We were born before penicillin, polio shots, frozen food, Xerox, contact lenses, frisbees, the Pill and before television came to Australia.*

*We were before credit cards, ballpoint pens and laser beams, before pantyhose, dishwashers, clothes driers, electric blankets, air and hair conditioners, drip-dry clothes and before man walked on the moon.*

### **Togetherness**

*We got married first, then lived together. We were before househusbands, gay rights, computer dating, dual careers and computer marriages. We were before daycare centres, group therapy and nursing homes. We had never heard of FM radio, tape decks, electric typewriters, yoghurt, and guys wearing ear-rings.*

*For us, timesharing meant togetherness – not computers and motels; a “chip” meant a piece of wood, hardware meant household tools etc. and software wasn’t even a word.*

*In 1950, “Made in Japan” meant junk and “making out” referred to how you did in an exam. McDonalds, Kentucky Fried and instant coffee were unheard of.*

*In our day, cigarette smoking was fashionable, grass was mowed, coke was a soft drink and pot was something you cooked in. Rock music was Grandma’s lullaby, “Aids” were helpers and “gay” meant you were happy.*

### **Difference**

*We were certainly not before the difference between the sexes was discovered – but we were before the sex change. We made do with what we had and were dumb enough to think you needed a husband to have a baby.*

*No wonder we’re so confused and there’s such a generation gap! But we survived. What better reason to celebrate?*

*So – cheers!*

*Submitted with nostalgia by baby-boomer Geoff Deller. Thanks, Geoff.*

# Western Region Headquarters Opening



*The new \$13 million redevelopment of Western Region Headquarters*

In February, NS Komatsu opened the new Western Region headquarters in Welshpool, Perth. Premier Richard Court officially opened the new facility before an audience of more than 300 customers and industry representatives.

The new larger premises are necessary to service the demand for NS Komatsu’s products and services in Western Australia and the Northern Territory. NS Komatsu’s turnover has grown 10-fold in just 10 years, requiring the \$13 million redevelopment on the Welshpool site.

Managing director Ian Olivieri was formerly the Western Region General Manager and he said the redevelopment has created a comprehensive site for the regional headquarters. The buildings, car parks and waste management facilities cover 36,000 square metres, with 26,000 square metres available for future development. The total land area including landscaped gardens, covers 78,000 square metres.

Guests at the official opening were able to see some of our new machines, including the mechanical drive Komatsu 530M dump truck.

The new general assembly workshop and assembly area cover 7,000 square metres and in addition there is a 5,000 square metre component workshop for rebuilding engines, transmissions, pumps and electric wheel motors. The component area includes eight soundproofed bays, a 2,500 HP engine dynamometer, transmission bay and pump room. There is also a 350 tonne capacity track press and a new grouser rebar machine.

Les Healey, the new Western Region General Manager, believes the new facilities mean our customers will receive a more cohesive service and faster turnaround.

Les said the expansion converted the operation into a “one-stop shop in terms of

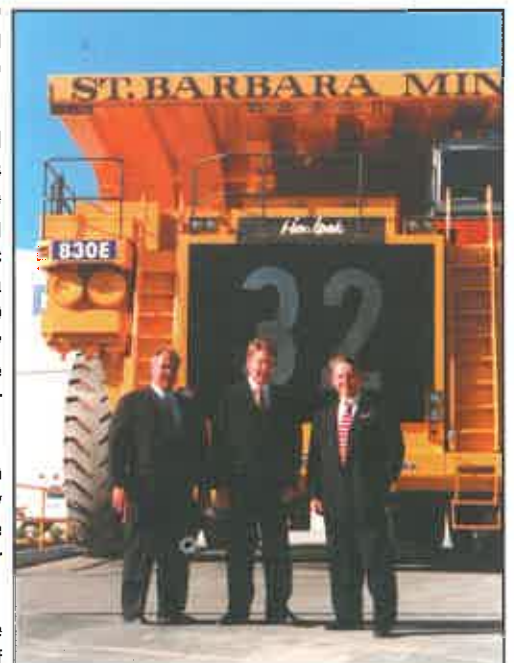
looking after the gear we have in W.A. and the Northern Territory”. He went on to say “the investment creates a great working environment for our people and quantifies our commitment to our customers”.

NS Komatsu now has the largest range of mining, construction and earthmoving available from a single supply source, due to our various product brands. Western Australia is predominantly a mining environment, but this wide range of equipment provides a buffer against the effect of a downturn in one industry sector. “We’re broadening our base to make sure we have a substantial presence in all markets, from local government, right through”, Les Healey said. “We’re also putting increased emphasis on parts and service marketing.”

The Western Region, which includes Western Australia and the Northern Territory, employs about 280 people. This number is expected to increase as NS Komatsu continues to grow, based on the improved support to all our customers, from this new facility.

“Down To Earth” congratulates all employees of Western Region on the new regional headquarters.

*(left to right) Ross Atkins, Executive Chairman - St Barbara Mines, Richard Court, Premier of Western Australia and Les Healey, General Manager NS Komatsu Western Region.*



# NS KOMATSU and Century Zinc



The Century Zinc Mine site 250km north west of Mt Isa North Queensland.

The Century Zinc mine, owned by Pasminco Ltd, is located 250 km north west of Mt Isa in the remote north of Queensland. Now under construction, it will be one of the largest zinc mines in the world, producing zinc, lead and silver, over the projected twenty-year life of the mine. The pre-strip period will see 70.25 million tonnes of material moved and then an initial mining rate of 82.5 million tonnes of material per year, over the first five years.

Pasminco has contracted the mining operation to the Roche Eltin Joint Venture (REJV), owned 50:50 by Roche Bros and Eltin. NS Komatsu is proud to be associated with this project, having been awarded the contract by REJV to supply and maintain mining and earthmoving equipment on-site. Pasminco have built the heavy equipment workshop and all facilities, including accommodation etc. Part of the requirement in the contract is for NS Komatsu to fit out the workshop with all necessary tools and equipment.

The machinery to be supplied is valued at approximately \$108 million and the service contract worth approximately \$90 million, giving a total contract of around

\$200 million. We will service and maintain all equipment for the initial contract period of six years, on a guaranteed cost per hour basis.

The equipment includes:

#### Pre-Strip Phase (1998)

- 2 Komatsu Demag H255S shovels
- 7 Komatsu 830E dump trucks
- 7 Komatsu 630E dump trucks
- 2 Komatsu D375 bulldozers
- 2 Komatsu WD900 tyre dozers
- 3 Komatsu GD825A motor graders
- 1 Komatsu WA900 wheel loader
- 1 Komatsu PC1000SP hydraulic excavator
- 2 Ingersoll-Rand DMH drills
- 1 Ingersoll-Rand DM45E drill
- 1 Ingersoll-Rand ECM690 drill
- 1 Ingersoll-Rand SD150 roller
- 2 Komatsu HD465 water carts
- 1 Komatsu WA320-1 stemming loader (used)
- 1 Komatsu WA500-1 tyre handler (used)

#### Mining Phase (1999 – 2003)

- 9 Komatsu 830E dump trucks
- 2 Komatsu 630E dump trucks
- 1 Komatsu D375 bulldozer
- 1 Ingersoll-Rand DM45SP drill

This deal was the result of extensive negotiations and credit should go to everyone involved. Several people didn't get much of a break last Christmas, as that was when a lot of the calculations, tender details and negotiations were finalised. In particular, Brian Thomasson, Major Accounts Manager in Brisbane should be mentioned, for his determination and efforts. So should Head Office's Robert Wilson, Service Administration Manager and Jeff Warton, Service Administrator, for the maintenance contract preparation, which was important in the final stage of us winning this deal.

To handle the assembly, preparation and delivery of machines, NS Komatsu established a nation-wide program, coordinated by Mark Lock in Brisbane Branch. At one stage, Mark's office walls were covered by project management charts, used to monitor the progress of the project in our various branches around the country. Mark explained that "because of the large number of machines to be prepared at the same time, the only way to do it was to share the work, mainly between Brisbane and Mackay, with Perth, Sydney and Townsville also assisting."

Our Mackay Branch will be responsible for the overall management of the total maintenance contract. North Queensland Region Product Support Manager Steve Green said it will be a challenging venture, due to the remoteness of the site and customer expectation of the mining fleet. As an example of the difficulties to contend with, wet weather and flooding caused transport vehicle delays during the delivery period and even forced the airstrip to close.

North Queensland Region has appointed Dave Patch to the position of Project Manager. Dave comes with over twenty years of fleet management experience within the mining industry. In addition, Rob Venema, who was previously our Technical Representative at Norwich Park supporting the D575A Superdozers there, has been as appointed as Maintenance Manager.



Home away from home. Living quarters on site.



*Workshop facilities under construction at the mine site.*

Steve Green told us "The management team that has been set up is very experienced and capable of dealing with any difficulties and challenges during the initial start-up phase and through to completion of the contract. It is of the utmost importance to closely monitor the complete contract (fleet performance, response time, on-site inventory etc.) in order to exceed the customer expectations."

Steve went on to say, "This style of contract mining will be the way of the future. We have an exciting opportunity to prove that our expertise is the most cost-effective way to maintain this equipment. This will enable NS Komatsu to remain as a leader in the competitive mining industry."

To meet the workload of maintaining, servicing and repair of all equipment on the mine-site, we will have a work force of over forty people by the year 2001. All productive employees will work 12-hour rotating day and night shifts. They will live on-site for four weeks and have one week off-site, flying in and out from Townsville on the shuttle flight service operated by the mining company.

Dianne Johns and Denis Arcand from Mackay and Paul Davies from Brisbane have transferred to Century, to take care of all clerical duties. They will be responsible for all parts and contract information management, including WIP (Work In Progress), machine maintenance scheduling, availability history recording and calculations, etc. They will work for three weeks on-site and have one week off.

Shane Whittington from Mackay Branch

designed the maintenance and planning program specifically for this project. It enables complete tracking of maintenance, availability and downtime and also provides automated scheduling of plant maintenance.

Maintenance will be on a planned basis. With most machines requiring oil changes every 500 hours and some every 250 hours,

there will be at least one machine to be serviced every day. The fleet will be on KOWA oil analysis and there will be scheduled change-out of components, based on machine condition monitoring.



*Dump Trucks being prepared by Brisbane Branch for Century Zinc.*

REJV will employ the operators of the mining equipment. As safety is of paramount importance, NS Komatsu will appoint a Safety Training Supervisor, who will implement our safety policy, audit the equipment condition, recommend any safety related activities and train the machine operators on safe operating practices.

The maintenance contract was put together under the responsibility of Robert Wilson, Service Administration Manager in Head Office in Fairfield.

Robert explained to "Down to Earth" that the prime machines will be required to operate around the clock and will only stop for refuelling and to change operators. Each category of machine in the fleet has a guaranteed availability. "For example, the trucks will run about 6700 hours a year. There are only 8760 hours in a year, so that shows the intensity of the operation", he said.

Robert is also arranging the purchase and supply of equipment for the maintenance contract, to be used by NS Komatsu. These include: a fuel truck and a lube truck, both based on the Komatsu HD465-5; lighting plants; mobile compressor; mobile crane; flat top truck; several four wheel drive service and managers' vehicles; welders; high pressure washer; pneumatic and diagnostic tools and workshop equipment.

Steve Thompson, North Queensland Parts Manager, and his staff ordered and installed the parts racking, prepared the support parts listings and arranged the delivery and stocking of the parts on site. All products were covered, with the total parts value on site of approximately \$1 million.

The Century Zinc project is an example of the increasing interdependence of each party in the supply and operation of equipment in our industry. There is a growing agreement that mining companies are the experts in mining, earthmoving contractors are the experts in operating machinery and moving earth, while the suppliers of the equipment are the experts who know and can maintain their own products best. This trend will continue and in the future, NS Komatsu will have opportunities to be involved more and more in maintaining equipment supplied to

mining operations.

"Down To Earth" extends congratulations to everybody involved in all phases of this project. We hope to provide further articles on the equipment and the people who look after them at Century Zinc, in future issues.



*One of two Komatsu Demag H255S Shovels being prepared for Century Zinc.*

# Tradition to Excellence

By Tony Holloway

It was pleasing to receive so many calls following the article on Komatsu in issue 13.

Most of the calls concerned the sale of the first Komatsu machines in Australia and although everyone agreed the second machine was sold to Ces Swords, there were many names put forward for the owner of the first machine sold by LeTourneau Westinghouse.

It is surprising the interest that is generated in these articles and how it prompts people to go looking for old records. See the separate article in this edition by Wayne Pelgrave. I also had a call from Peter Ford from Mt. Thorley branch telling me he found an old Equipment Register book in a bookshelf with some old Wabco parts books. This appears to be part of an old Wabco Rydalmere parts department register of equipment sales.

Unfortunately it is only one volume of a series of such registers that was prepared by the parts department in Rydalmere listing all machine sales in Australia and showing the relevant parts book number for that machine.

The book found by Peter only lists Scrapers and LW16 Tractors sold between 1955 and 1972. It also lists the sale of all Komatsu machines from 1965 to 1972. How it ended up in a book shelf at Mt. Thorley is a mystery. It does show us there could be more of these records among the old Wabco parts books in the shelves at the branches, especially if the books were passed on from the previous distributor. If you do know of any old record books that may be of assistance to me in preparation of the Wabco story they would be appreciated.

The register sent to me by Peter Ford shows the first Komatsu D60 was sold to Alf Leer, the second machine was sold to Ces Swords. The first D80 was sold to The Shire of Gudgegong. This should set the records straight for the first Komatsu machines sold in Australia by LeTourneau Westinghouse.

From this register we now have a record of all Komatsu machines sold by

LeTourneau Westinghouse from 1965 to 1972. It lists the machine serial number, customer, delivery date and the application.

Following is a summary of machine sales taken from that register.

D355A (5), D155A (14), D125A (20), D120A (2), D85A (96), D80A (54), D65A (20), D60A (142), D60P (16), D50A (49), D50P (3), D55S (63), D75S (33).

That is a total of 517 machines in seven years.



*Taken in 1966, this is the Komatsu D80 pioneer crawler tractor operator Arthur Rathborne fell in love with in Japan and brought to Australia. It is one of the first Komatsus to come to the country.*

Hopefully someone will find a register of Komatsu sales from June 1972 until Wabco ceased distribution in 1980 so we can complete this important link in the Wabco story.

It is not known how many machines were imported into Australia prior to LeTourneau Westinghouse Sales and Service being appointed Distributors for Komatsu.

In the June 1975 edition of Wabco News I found the following article on a D80 that was imported by Ken Rathborne of Grafton, NSW.

"A prominent North Coast, NSW, earthmoving contractor who says he was "born on a tractor seat" also says there is nothing to equal a Komatsu.

He is Ken Rathborne of Grafton who is currently operating a large fleet of Wabco equipment.

The fleet includes two D80 and two D60 Komatsu dozers and a Wabco 111A scraper.

Ken is the son of Arthur Rathborne, a sprightly 70 year old, who is one of the pioneer crawler tractor operators in NSW.

Arthur was the first man to use a crawler tractor in the timber industry at Dorrigo. That was in 1929.

He is also one of the first operators to use a Komatsu dozer in Australia.

He bought a Komatsu D80 when on a trip to Japan and worked it on the North Coast.

"I bought the Komatsu because I fell in love with it when I saw it working in Japan," Arthur said. "In fact I loved it so much I bought it back again after I sold it."

Ken also has great admiration for his Komatsu fleet.

"I have had experience with most makes and I don't think there is anything to equal Komatsu. Our two D80's and two D60's have kept us in business."

The Rathborne organisation, which has contracted all over NSW for years, is one of the key contractors working for the Clarence River County Council Flood Mitigation Authority. With its Komatsus' it has built three levee banks which should help make Grafton flood free in future."

There are many interesting stories about early Komatsu owners and their machines in old copies of the Wabco News which was a similar publication to our "Down to Earth".

## IDENTIFIED

In the last issue of "Down To Earth", we were unable to positively identify where the first Komatsu tractor was sold in Australia.

Thanks to Tony Thackray from Oatlands Golf Club NSW (a reader of Down To Earth) & Terry English (a retired employee from Central Region) they have identified where this machine was sold and to whom.

The first machine sold in Australia was a D60A-3 Serial No. 2992 was sold to A.E. & B.A. Leer at Manlyvale NSW in August 1965. This information has since been qualified with the discovery of the equipment register book.

According to Tony, this machine was always kept in pristine condition and was a credit to its owners.

You may be wondering why would the Golf Course Mechanic from Oatlands GC know about this? It turns out that Tony worked for 11 years in the Service Dept. of Wabco Distribution Villawood from 1963 through to 1974. With Tony's years of experience in the Komatsu product he knows good equipment when he sees it.

So, Oatlands GC has now invested in Komatsu Zenoh Equipment, namely Reciprocators, a Hedge Trimmer & Water Pump to take care of their top class Golf Course. Peter Lonard used to be the professional there so it has to be well kept.

*Thanks Tony & Terry for providing this information*



# National Sales Conference

The National Sales & Marketing Conference was held on the Gold Coast at Seaworld Nara Resort, from Sunday, 1<sup>st</sup> to Wednesday 4<sup>th</sup> of March. All Sales Managers, Major Account Managers, Sales Reps and Sales Trainees attended, plus Directors, Product Managers and staff from Head Office Marketing Department (74 people in all).

At this conference, we launched our new sales campaign "Go For Gold". The campaign will run for three years and will award the top Sales Reps with tickets to the Sydney Olympics in 2000.

The weather was just great, even though the majority of the time was spent in the conference room. We had 1<sup>1/2</sup> days of intensive presentations in which Product Managers informed the Sales force of new, updated or up-coming changes in Machinery.

We were all inspired and motivated by our special guest speaker Laurie Lawrence on the second day who led us all in team building exercises called Beach Olympics. This consisted of rigorous, challenging and fun activities such as squid throwing and surf races, with many of the contestants ending up bruised and battered but really lifting everyone's spirits.

The final day was spent at Burleigh Quarry, where In-Iron sessions



*The BR350 Crusher being demonstrated at Burleigh Quarry during the National Sales Conference*

were carried out on most machine ranges with a lot of interest shown in the BR350 Crusher.

Everyone enjoyed a hot day in the sun as the conference concluded on a high, with all delegates going away full of enthusiasm to try to outsell each other.

*Annemaree Gear.*

## TEAM KOMATSU



NS Komatsu has entered into a new arrangement for our racing sponsorship this year. Tony Longhurst Racing has developed a new car, which Alan Jones will drive in the 1998 series.

Tony Longhurst Racing will provide the engineering and design of the car, which will be presented in the familiar Team Komatsu colour scheme.

As is the case with a new car, some teething problems are to be expected. Brake bedding and suspension problems are normal. However, with ongoing development by TLR, we are assured that we will see a much faster and more competitive car, finishing in a better positions in the forthcoming races.

At the time of preparing this article, the next race the car will compete in will be at Mallala in South Australia on the 24<sup>th</sup> of May and at Barbagallo in Western Australia on the 31<sup>st</sup> of May. By the time this magazine is printed, we should know the results of both races. Let's hope for good news!

*Annemaree Gear*



## North Cronulla Surf Club

NS Komatsu is proud to have sponsored this surf lifesaving club over the past two seasons and we have received this testimonial from them:

"Our boat section has a very proud history, having been the most dominant for the past ten years and we have just won the premiership for the fourth season. The reason our boat section has been very dominant over the past few seasons, especially our U18 - U21 rowers, is through the support NS Komatsu has provided to our club.

I have no doubt that if we had not had the generous support of NS Komatsu, we would not be where we are today at the top of our sport.

We greatly appreciate the support from NS Komatsu as they continually help us to provide top young rowers and surf lifesavers, plus support surf lifesaving in the Sutherland Shire.

**"Thank you, NS Komatsu".**

Graham Cachia  
North Cronulla Boat Captain".

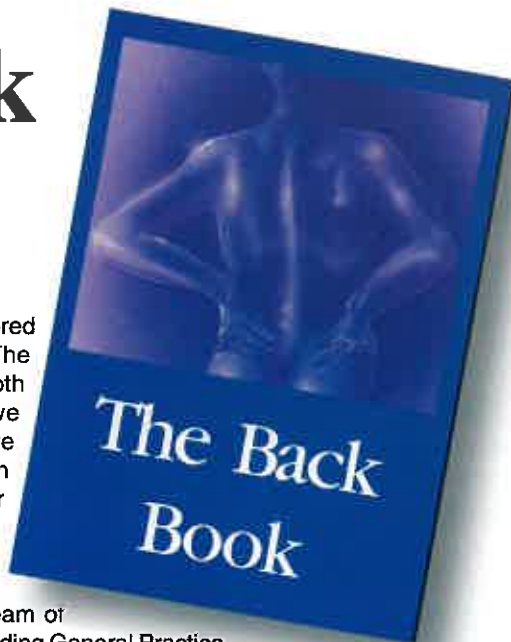
"Down to Earth" thanks North Cronulla Surf Lifesaving Club and congratulates them on their success, and also on their service to the community. We can all be very thankful for the efforts of volunteers such as these.

*The Editor.*

# The Back Book

Victorian WorkCover Authority sponsored a safety booklet last year, called "The Back Book". As its contents are both interesting and very worthwhile, we contacted Vic WorkCover, who have given us permission to use the book in "Down To earth", for the benefit of our readers' backs. We would like to thank Vic WorkCover for their permission.

"The Back Book" was written by a team of experts in the medical profession, including General Practice, Orthopaedics, Physiotherapy, Osteopathy, Psychology and Rehabilitation. Therefore, we commend this book to our readers, as we present various parts of it in this and future issues of "Down to Earth".



## The new approach to back pain



### Back facts

- Back pain or ache is usually not due to any serious disease.
- Most back pain settles quickly, at least enough to get on with your normal life.
- About half the people who get backache will have it again within a couple of years. But that still does not mean that it is serious. Between attacks most people return to normal activities with few if any symptoms.
- It can be very painful and you may need to reduce some activities for a time. But rest for more than a day or two usually does not help and may do more harm than good. So keep moving.
- Your back is designed for movement. The sooner you get back to normal activity the sooner your back will feel better.
- The people who cope best are those who stay active and get on with their life despite the pain.

Back pain need not cripple you unless you let it!

Back pain has always been very common and we have learned a great deal about it. There has been a revolution in thinking about back care, and we now approach it a different way.

Most people can and do deal with back pain themselves most of the time. This booklet gives you the most up to date advice on how to deal with it, avoid disability and recover quickly. It is based on the latest research.

There are lots of things you can do to help yourself.



We will include more from "The Back Book" in future issues of "Down To Earth".

## Head Office & Fairfield

David Curry celebrated his 50th birthday on April 3rd, by lunching with some of his friends. Congratulations David.



*Dave Curry celebrates his 50th birthday*

### Personnel News:

Welcome to our new Parts Interpreter Mathew Golby who commenced in February. Two new Sales Department personnel, Wolfgang Reinhard who has recently joined as a Major Accounts Manager and Matt Higgins who replaces Matt Watton as Sales Trainee. Matt Watton has been promoted to Sales Representative for Mini Excavators, congratulations Matt.

Happy 21st to Amber Rickard on 18th May.

Welcome to Ian John who joins us from Perth as Technical Service Manager.

Welcome Geoff Shoults who joins us as IS Manager.

Congratulations to Steve & Lee-Ann Jones on the birth of their son on Tues 5th May.

Belated welcome to our two apprentices Adrian Doyal and Andrew Grenfell. Also welcome to Brian Hansford who joins our permanent staff as Toolstore Person. Mackay's gain is Fairfield's loss - one of our top Field Service guys, Darryl McMullen, has transferred to the sunnier climes of Nth Queensland. All the best Darryl.

New members to our "10 year club", Linda Sunners on 16th May, Charlie Merhi on 23rd May, Lea Coleman on 19th January and Rhonda Summerhayes on 22nd March.



*Nigel and Kristen Newton*

### Hunter Valley:

Congratulations to Nigel Newton and Kristen Finlay for their wedding on 4th April. Their honeymoon was spent in beautiful Vanuatu.

Hunter Valley Branch wish Lesley McDonald farewell. Lesley finished with NS Komatsu in May. All the best for the future and her future endeavours.

# North Queensland

## Business News:

Golding Contractors have taken delivery of their four new Haulpak 530M Trucks.

BHP - Peak Downs Mine have purchased three new D475A-2 Dozers, delivered in late April.

## Social News:

Col Edwards, Parts Interpreter, is part of the Mackay Goldies team who attended the Golden Oldies International Cricket Carnival which ran for a week in February and was held in Capetown, South Africa. England, New Zealand, South Africa, West Indies, Pakistan and even a team from Hollywood attended. Seventeen teams from around Australia attended including Mackay, Gladstone, Brisbane and Townsville. Player's wives were invited and were kept busy with garden parties, fashion parades and the like. When not competing, they were enjoying game viewing, visiting past gold and coal mining towns, shopping at the local craft markets and touring through beautiful rainforest to see spectacular waterfalls. Col said that everyone had a great time and it was a very enriching experience.



Col Edwards

The Mackay Entertainment Centre (MEC) celebrated its 10th anniversary this year. One of MEC's supporters has been the Friends of the Theatre who are a unique group of volunteers. They give up their time freely, working as ushers and door-keepers, behind the bar and coffee bar and selling programs and raffle tickets. Three Komatsu employees, Denis Arcand (Parts Interpreter), Gavin Biggam (Parts Interpreter - Mount Isa) and Ernst Fluri (Storeman) are volunteers. Ernst's wife, Ericka is a full-time Bar Manager and has to be available before and after all shows. "Wages" for their services go to a fund, which has provided the MEC with light and sound equipment, foyer furniture and other accessories valued well in excess of \$300,000. Friends of the Theatre members receive a discount on ticket sales and working friends also earn points towards purchasing tickets. NS Komatsu - Mackay are very proud to have these volunteers as our employees.



Congratulations to Angela Holliday and James Arena who tied the knot on the 4th April. We wish them all the best in the future.

Congratulations also to Cameron DeGit on his engagement to his girlfriend, Rechell. They will marry in Bundaberg in November 1998.

## Staff Movements:

Farewell to Rodney Topping, Field Service Assistant, who has transferred to our Townsville Branch to work as a Field Fitter. Simon Ross has replaced him.

Farewell to Dianne Johns, Receptionist, who has left us to go to NSK Century Zinc.

Welcome to Sharon Scott who replaces Dianne on Reception.

Rob Venema has also taken a position at Century Zinc leaving Mark Ward to fill his position at BHP - Norwich Park Mine.

John Landauer has replaced Mark Ward in Rockhampton.

Denis Arcand is also going to Century Zinc.

Cameron DeGit has transferred to Brisbane Branch and is now a resident fitter at Bundaberg.

We wish all the above people the best of luck in their new positions!

## Townsville

After farewells to Tim Callaghan, Helen Porter and Karl Heald (all heading to NSK's Cadia project) we would like to welcome Allan Lewis (Sales), Rodney Topping and Darryl McMullan (Field Service Fitters) and Liz Fry (Spare Parts). Our "Turtle Head" (Kevin Munro) clocked up 16 years with NSK on the 19th April. All employees in Townsville Branch had a safe and relaxing Easter break.



Karl Heald and Tim Callaghan on the train heading South to the Cadia project.

# Southern Region

## Melbourne:

### Social Club News:

Due to the transfer of Darren Attard from Campbellfield to Head Office the NS Komatsu Social Club is without a Leader!!!! Congratulations on your new appointment Darren and on behalf of all the members thank you for your commitment as president of the NS Komatsu Social Club and your involvement over the past 15 years.

### Administration:

We have a new Afternoon Receptionist - Linda McLean welcome. Sharyne Andrews is a Nana (not Grandmother) for the first time. Her granddaughter's name is Paige.

### Sales:

There are several changes in our Sales Department - Karen Binos has been promoted to Sales Administrator. Vicky Sharp is now Sales Department Secretary.

We have lost Darren Attard from the Sales Department, now Used Equipment National Assistant Manager, Head Office.

Brett Tymensen (Sales Support Engineer) became engaged in April, congratulations to you and Donna.

### Service:

There is certain concern about the well being of mind of a female within the Service Dept. She has been caught on numerous occasions talking to inanimate objects around the office such as vending machines, photo copiers, fire extinguishers, Oh! we could go on for ever. Beware it could be contagious.

*By the way, welcome back Sema.*

## Adelaide

Adelaide branch would like to say farewell and good luck to Parts Interpreter, Greg Lockett. Greg has been with us for a few years and has decided to do a bit of travelling and on a working holiday overseas to Japan.

Welcome to Peter Burford and hope he enjoys working in Parts with the Adelaide team.

Also welcome to John Garvin and Lindsay Lawrence in Sales Department.

## Hobart & Launceston

All systems are "Go" at the moment in the southernmost branch. This is mainly due to the re-opening of the iron ore mine at the

## 12.

Savage River where our equipment consists of 2 x PC1600SP, 1 x PC800SE, 1 x PC1000SE and 9 x HD785. No doubt some of the more cynical readers will remark that with all this extra "iron", Tassy is very likely to sink, however we assure you that on the contrary, NS Komatsu Tas is flying high.

Our Forest Industries are now back to some degree of stability with the signing last year of the R.F.A. (Regional Forest Agreement) which guarantees a continuity of supply in return for additional reserves set aside. For the real Greenies reading this, we have some 42% of Tassy locked away in Parks, Reserves, World Heritage etc. which must give you some comfort. This R.F.A. signing has improved our sales of new and used hydraulic excavators to pleasing levels.

All this activity has resulted in an increase of personnel and we welcome the following and trust your stay will be long and fruitful:-

Peter Nicholas Field Service

John Bailey Diesel Fitter

Stuart Direen Diesel Fitter

Brendan Coad Diesel Fitter

Brendan Dean First Year Apprentice Mechanic.

Wendy Duncan has transferred from part time to full time Service Clerk and Johnny Davis has transferred from Service Clerk to Parts Interpreter.

We wish Jeremy Phelps (Hyster Field Service - Rocherlea) a speedy recovery after having recently undergone major heart surgery.

Congratulations to Tony Lynch who recently joined the "Big Five O" Club and Tayne Cooper who joined the growing brigade of grandparents at Cambridge Branch. Richard Locke is still crowing about his recent 3<sup>rd</sup> place in a 3 hour motorcycle enduro race. He won't tell us how many starters (or finishers!) there were! He did turn up for work the following day, however, he sat in his chair and didn't move much. You would think at 49 he'd retire gracefully! Finally congratulations to Brendan Coad and Stuart Direen for successfully completed their apprenticeships. Well done!

### **Gippsland:**

Ted Widdicombe is going through a difficult illness at the moment. All at NS Komatsu wish you a speedy recovery.

## **South Queensland**

### **Personnel News:**

We extend a welcome to Chris Reeves. Chris recently returned to Australia after working in Indonesia for many years to take up the new position of General Manager Queensland. April 6th will never be quite

the same for Chris again. Apart from being Chris' first day in the office, a very special gift was delivered to him mid-morning (one he possibly would have preferred not to have received). Every picture tells a story so they say..... if only we had a picture!!

Also welcome aboard the following personnel:-

Bruce Dumesny Sales Representative for our Western Territory.

Julian Genn - Workshop Clerk.

David Brichetto - Apprentice.

Farewell to:-

Paul Davies who has transferred to Century Zinc.

Kerry Beattie who is taking 12 months maternity leave from May 15.

New Appointments:-

Arthur Rogers has been appointed to Workshop Manager, Campbell Hay has taken over Arthurs' previous position as Field Service Supervisor.

Bob Coleman is now our new Product Support Supervisor. Ken MacDonald has taken over Bob's previous position as Product Support Service.

Congratulations to:-

Kathy Murchison (Payroll Supervisor) who recently became engaged to Karl Davies.

Robyn Duffy-Jones (Sales Secretary) and Craig who will be expecting their first visit from the stork in September. You'd better make it snappy Robyn, there's not much time left for you to finish the cross-stitch!!!

### **Business News:-**

Friday, 25th April saw the South Queensland launch of the new WA600-3 Wheel Loader at the Karreman Quarry, Mt Cotton. With comments like "high productivity", "leader in technology" plus the fact that Alan Jones drove the WA600-3 onto the demo site in full racing gear, signed Komatsu caps and addressed the gathering, the launch was extremely well received by approximately 60 attendees.

Robert Chaplin has won a further order from the Maroochy Shire Council for a third GD530A-2 Motor Grader. Council used to own twelve Cat 12G's but their last three purchases have been Komatsu's. Super "Chappie" turned them around once again.

## **Western Region**

### **Personnel News:-**

The hazards of dining out in the Western Region are on the increase and due care should be taken in case you meet up with a couple of Perth employees. It could be cause for great embarrassment for all concerned.

One of our Parts employees dined out recently, buffet style, at a new restaurant.

Whilst queuing around the dessert table she noticed a rather large finger bowl. Nothing loath, our fearless diner plunged in literally with both hands. Loud wispers of "Did you see that weird woman?" "She put her hands in the dessert!" echoed around the room. We are told the "weird woman" promptly craned her neck looking for the person with her hands in the desert. At about this stage she noticed the liquid in the finger bowl was not actually water, thicker and grainier than anticipated. Ooops! All we can say is thank goodness no-one knew where she worked.

Unfortunately the same can be said for the next incident, involving another of our suave and sophisticated employees. He was seen dining out in the south of the state recently. On his own and waiting for dinner to be served, our representative took the time to read the local paper. After a short time he noticed a very strange odour. The smell became stronger and the smoke started to drift into his line of sight. His paper had leaned against the candle and was beginning to light up his life. What can you do with a burning paper in the middle of a restaurant? There is obviously only one thing to do. Slam it down on the table and pound the living daylight (and any flames) out of it. It's a great pity that the waitress turned up at just this moment. With panache, our intrepid firefighter swept the paper from the table. Pity that the resultant draft caused all the ash to waft gently up, over the diner, the waitress and the food. We would like to know the comments made and excuses offered, but no-one is telling.

The NS Komatsu sponsored soccer team have won their third in row night series soccer tournament in Collie. All of the players work at Wesfarmers Coal Limited and have been playing in the Western Power sponsored event for the past five years. NS Komatsu's Site Representative Liam Sheahan also plays with the team which won the final by two goals to one - Well Done.

Congratulations to Gerry and Jenny Leonard on the arrival of their fourth child Jack Patrick, after having three gorgeous girls - finally a boy!

Congratulations to Sean and Paula Ashby on the arrival of their first child Brent.

Welcome to all newcomers to NS Komatsu Western Region!

### **Social Club News:-**

Our first event for 1998 was a dinner cruise on the Swan River on Friday 20th March. Despite the rainy weather everyone seemed to enjoy themselves and I'm pleased to report that nobody fell overboard!

### **Kalgoorlie Branch:**

We welcome Peter Allen, Branch Manager, Kalgoorlie, to NS Komatsu.

Congratulations, 10 years to Kevin Wilson 4th January, Barry Campbell 18th March and Michael Hodge 24th March.