# DOWN TO EARTH®

Celebrating





# INSIDE THIS ISSUE:

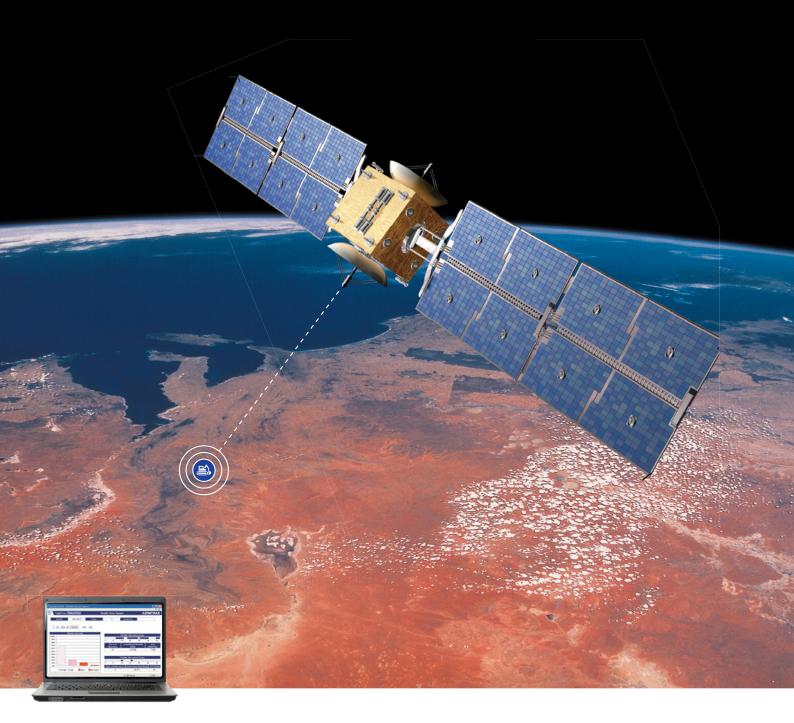
» RIO TINTO Take Another 150 AHS Dump Trucks

» Construction Fixed Pricing Servicing Launched

» Technical Support Hotline 24/7



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# **KOMATSU COMMENTS**

### I don't care what anybody says; this year there has definitely been only six months since last Christmas.

I am not sure if this is how you feel, but hopefully you have experienced a much busier year this year than last. Certainly from Komatsu's perspective we have seen a significant increase in the utilisation of the Komatsu fleet across all of our territories and more than 50% higher new equipment sales than last year. It has kept our whole team very busy as we work hard to get you your new machine in the dirt as fast as possible and keep the rest of your fleet running: the more Komatsu machines clocking up hours on your jobs the more money in the bank for you.

Personally I would like to thank all of my employees and customers for your tremendous support this year. My job is only ever possible with your support. Your positive comments and feedback during my first year has motivated me to keep pursuing the changes needed at Komatsu Australia. Please make sure you read the story on Smokey Dawson in this edition of D2E. It was very sad to lose Smokey this year, but he has left an incredible legacy for all of us at Komatsu to emulate. He typified the unwavering customer focus needed to be successful in our business.

As part of our 90 years celebration, I was very happy to extend a helping hand to Foodbank NSW recently. I was always reminded as a kid not to waste the food on your plate as there are needy people even here in Australia. Foodbank is an organistation that delivers the spare food that would otherwise be wasted to those that would go hungry. It was also great to have the support from the V8 Supercars Triple Eight Team. As we go to press Jamie has just won the championship with Craig hot on his tail, great champions and a great inspiration for us to strive for excellence.

Possibly the biggest announcement for Komatsu this year was made by Tom Albanese and Kunio Noji, the Chief Executives of Rio Tinto and Komatsu on the large scale implementation of the Komatsu Autonomous Haulage System. I was fortunate enough to be at the meeting on 1 November between the two CEO's because the Pilbara and Rio Tinto iron ore expansion there is the location for the new 150 autonomous trucks.

Finally for this year at least, thank you sincerely to all of our incredible customers and loyal Komatsu owners. It has been a privilege from all of us at Komatsu to serve you this year. To all of you and your employees please except our good wishes over the festive season and please be assured that we will re-double our efforts in 2012 to keep your machines running and remain driven by your success.



Sean Taylor, Managing Director & CEO



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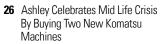
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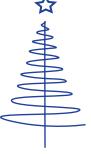
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### **KOMATSU GLOBAL**

# KOMATSU & RIO TINTO ENTER INTO AGREEMENT

Komatsu Ltd and Rio Tinto signed a Memorandum of Understanding (MOU) in regards to the large scale implementation of the Komatsu Autonomous Haulage System (AHS).

The deal will see the deployment of at least 150 Komatsu AHS mining trucks into Rio Tinto's Iron Ore Pilbara operations in Western Australia by the end of 2015, with the initial deployment commencing in 2012.

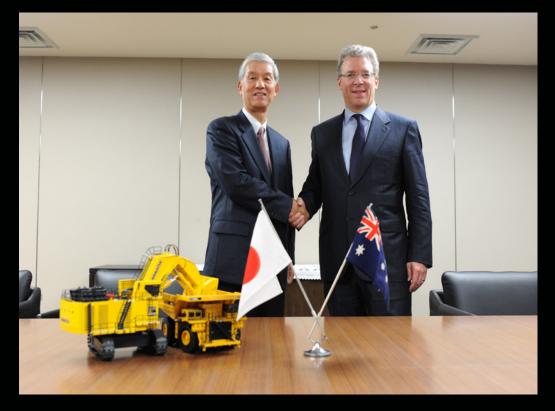
Rio Tinto has been testing Komatsu AHS trucks, the world's first commercial autonomous mining haulage system, in the Pilbara since December 2008. During the trials the AHS technology demonstrated clear value to the business especially in the areas of health, safety and productivity. The MOU was signed in Tokyo by Komatsu President and CEO, Kunio Noji, and Rio Tinto Chief Executive, Tom Albanese, in the presence of Rio Tinto Iron Ore President Pilbara Operations Greg Lilleyman and Komatsu Australia's Managing Director, Sean Taylor.

Komatsu Australia Managing Director, Sean Taylor noted that scale of this deal is unprecedented, and is a direct result of the company's continued investment in research & development: "We're very proud of our autonomous program, and the benefits it offers in a mining application. The scale of this rollout demonstrates clearly what the future of mining will look like"

"Komatsu is setting up an Autonomous Support Centre in Perth which will be co-located with Rio Tinto's Mine of The Future team, further underlining our joint approach to this technology" added Taylor.

Komatsu Global CEO further noted that "Komatsu and Rio Tinto are global partners and have developed a strong alliance throughout the years. We are confident that our leading-edge AHS Technology will accelerate Rio Tinto's Mine of the Future<sup>TM</sup> objectives through improving safety and mine operations."

The Komatsu AHS trucks are variations of its large electric mining trucks already in use throughout Australia's booming mining industry. The 930E Electric truck weighs 210 tonnes and has a payload of 320 tonnes. The truck is powered by a 60 Litre V16 Turbo Diesel engine which produces 1900kw of power creating electricity to drive the electric wheel motors.



LEFT TO RIGHT: Komatsu Global CEO, Kunio Noji with Tom Albanese Rio Tinto's Chief Executive at the offical signing of the Memorandum of Understanding of at least 150 Komatsu AHS Mining Trucks



### KOMATSU GLOBAL

# **RIOTINTO** & KOMATSU SCHOLARSHIPS to disaster-stricken STUDENTS OF TOHOKU UNIVERSITY

Komatsu Ltd, President & CEO, Kunio Noji and Rio Tinto's Chief Executive, Tom Albanese, have agreed to jointly offer scholarships to Tohoku University, a national university corporation in Sendai, Japan.

This scholarship will be offered to the students who have suffered financially from the Great East Japan earthquake and tsunami disaster.

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The Rio Tinto-Komatsu Scholarship amount will be a total of JPY400 million (AUD 5.3m), continuous assistance for duration of 10 years.

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### **GLOBAL NEWS**

# DOW JONES SUSTAINABILITY AGAIN FOR KOMATSU

Komatsu Ltd has once again been selected as a component of the Dow Jones Sustainability World Indexes (DJSI) again this year, the second year in a row.

The DJSI is the world's leading corporate social responsibility index, and has been developed jointly by the US-based Dow Jones and Sustainability Asset Management (SAM) Group, a research and rating company in Switzerland.

For DJSI selection, companies are analysed and evaluated across a diverse range of factors covering the three areas of economic performance, environmental conservation efforts and social activities.

In 2011, Dow Jones and SAM surveyed a total of 2500 major companies around the world, from which 342 companies were selected, including 25 Japanese companies.

"At Komatsu, we believe that our corporate value is the total sum of trust given to us by society and all stakeholders," said Kunio Nojii President & CEO "To continue our sustainable growth, the company is determined to maintain our efforts to stay a company trusted by society, while improving our business performance and sound and transparent management," he said

# FURTHER AID TO JAPANESE EARTH-QUAKE & TSUNAMI

The aid is focussed on charge-free lending of its equipment and facilities. Komatsu Ltd is engaged in keeping construction equipment in operation in the affected areas as well as offering relief assistance largely in the form of lending construction equipment, forklift trucks, temporary housing units, power generators and other equipment, all free of charge. It has also donated prefabricated structures for use as a temporary clinic and care centers, and provided other assistance.

Komatsu is anticipating the need for equipment from the municipal governments will take some time and will continue to donate additional assistance in a similar form by lending of Komatsu Group's equipment and facilities, worth JPY800m (AUD 10.4m), bringing the value of the total assistance to JPY1.6bn (AUD 20.8m).

Komatsu is determined to continue into the future the group-wide assistance aimed at reconstructing of the affected areas.



# **KOMATSU** CELEBRATES 90TH ANNIVERSARY WITH GIFT TO FOODBANK

**Global manufacturer of** 

earthmoving equipment, Komatsu is celebrating its 90th anniversary in 2011, and to mark the occasion is expanding its support of Foodbank NSW, by donating a brand new Ute to the hunger relief organization.

Komatsu Australia Managing Director, Sean Taylor, presented the keys to Foodbank NSW's CEO, Gerry Andersen, at a brief ceremony in Sydney today. "Komatsu this year is celebrating its 90th anniversary, and we wanted to mark the occasion through a gesture of community support" Taylor said. "Komatsu has a long and rich history of supporting the communities in which we operate, and we have been very impressed with the good work that Foodbank does, so we are proud to extend this support to the team at Foodbank NSW."

Assisting with the ceremony were V8 Supercar champions, Mark Skaife, Craig Lowndes & Jamie Whincup, who were in Sydney in the lead up to the Bathurst 1000 this weekend. "Komatsu is a long term partner of Team Vodafone, and so we often work together in community events around Australia" said Lowndes. "Foodbank did an amazing job during the floods earlier this year, so together with Komatsu we congratulate them on their tireless dedication to the community" commented, Lowndes.

Foodbank NSW CEO, Gerry Andersen used the occasion to outline the organisation's goals for the coming years. "In the past 12 months, Foodbank has delivered 4 million meals to those in need in NSW, and with Komatsu's generous support we are well on the way to growing this to over 22 million meals by the end of 2015" said Andersen. "A key element of this growth will be collecting produce from the NSW Riverina district, which is where this new Ute will be utilised" added Andersen.

Komatsu, who earlier this year launched the world's first Hybrid Excavator, is currently undertaking its largest ever expansion in the Australian market, opening new branches and factories around Australia, and increasing its workforce significantly. "The mining boom is certainly driving strong growth for Komatsu, however we firmly believe that our commitment to technology as seen in our Hybrid Excavator and our Driverless Electric Mining Dump Trucks are also major factors behind our growth" said Taylor.

FAR RIGHT: Gerry Andersen, Foodbank's CEO, accepting the new UTE keys from Sean Taylor, Komatsu Australia's Managing Director and CEO. Also attending was the Triple Eight team LEFT: Andrew Thompson, Craig Lowndes and Jamie Whincup.

# BEACON FOUNDATION HAS BEEN WORKING TOGETHER WITH KOMATSU



Again, throughout 2011, the Beacon Foundation has been working together with Komatsu and other national companies to help address the issues of poor school retention, disengagement and youth unemployment – with around the 14,000 students undertaking the Beacon program in 120 Australian schools this year, writes Jo Breen, Beacon's National Communications Manager.

Too many young Australians are leaving school without a positive pathway to further education, training or employment.

Currently, around 18,000 of Australia's 16 year olds are not in full time work, education or training, and the issue of disengagement is further exacerbated in areas of socioeconomic disadvantage.

Established as a not-for-profit over 21 years ago, Beacon

works directly with schools and communities to help young people transition from school to work, equipped with the skills, knowledge, confidence and opportunities to reach their full potential.

Critical to Beacon's success is the support of local and national business partners, such as Komatsu Australia, working together to provide mentoring, work experience, mock job interviews, site tours and even real job opportunities through the Komatsu Apprenticeship Program.

This year Komatsu's relationship with Beacon Australia-wide has been significant.

In South Australia, Komatsu's Daryl Bennett and Sean Candy have met with Beacon to discuss work experience opportunities and the Komatsu Apprenticeship Program, and are keen to provide 40 work experience placements for students at two of the state's Beacon schools, Mark Oliphant



Tim Freestone, Tasmanian State Manager with a Geilston High School student at the 'Industry Unconvered 'event College and Oceanview College.

In Tasmania during November, Komatsu Manager Tim Freestone and his team participated in an "Industry Uncovered" day where students from Geilston Bay High School and Geeveston High School were able to climb aboard a Komatsu 3 tonne excavator as part of the experience.

Tasmanian Beacon Partnerships Manager Anthony Stewart said the experience of being behind the controls just "blew the kids away" and one student, previously identified as a disengaged student, is now seeking employment with the Flagstaff Gully Quarry after the day captured his interest.

For young people to be able to navigate their options, and understand the relevance of life beyond the school gate, they need to experience first hand what is out in the real world of work.

"These sorts of events and experiences where young people can climb aboard an excavator and make the link to how this could one day be a viable job option is invaluable," Anthony said.

In NSW, during Term One this year, Komatsu's National Apprenticeships Manager Gavin Manning addressed eight Beacon schools in the Hunter and Port Stephens area on the Central Coast, to talk about work experience and the Komatsu Apprenticeship Program.

An open day and sausage sizzle at the Tomago plant for approximately 90 students, resulted in 43 students attending work experience at Komatsu's Tomago and Mt Thorley Plants during Terms Two and Three.

Former Beacon student and now Komatsu second-year apprentice Luke Robey, who's based at Komatsu's Tomago Plant, addressed students participating in Beacon charter signing ceremonies at two Newcastle-region schools: Francis Greenway High School in Beresfield and Irrawang High School in Raymond Terrace.

Under these charter-signing ceremonies, students sign a pledge to pursue further education, training or employment beyond Year 10.

At Irrawang High School, first-year

Komatsu apprentice and former student Scott Bell also spoke about his lead-in to Komatsu's Apprenticeship Program.

Additionally, Tomago Branch Manager Craig Burgess, along with Komatsu's Newcastle service administrator April Finlay and Gavin Manning have attended various business events, charter signings and speed careering events around the state.

A highlight this year was Team Vodaphone V8 Supercar drivers Jamie Whincup and Craig Lowndes visiting Rutherford High School near Maitland, in the NSW Hunter Valley, organised by Mt Thorley Branch Manager Reg Rogers.

Beacon Partnerships Manager for the Hunter and Central Coast region, Dyan Thais, is extremely proud of the Komatsu relationship and recently announced that Hunter River HS work experience student Drew Farrell was successful with his apprenticeship application at Komatsu, to start in 2012.

"For young people to transition onto positive pathways they need to be personally equipped with knowledge, skills and confidence to make informed decisions, and to have appropriate postschool opportunities available and accessible," said Scott Harris, Chief Executive of the Beacon Foundation.

"They also need support to navigate their options and disappointments throughout the transition period.

"Beacon's recent Outcomes Report shows that we are having great success with the program and the whole-of-community approach," he said.

"Beacon students are six times less likely to be disengaged than students who have not participated in the program, and the unemployment rate for Beacon students, is five times lower than the national rate for 16 year olds.

"Beacon schools also report an above average progression of students from year 10 to year 11.

"It is companies such as Komatsu Australia, working together with Beacon, who are helping to help make a difference," said Scott.

# KOMATSU LAUNCHES FIXED-PRICE SERVICING ACROSS ITS ENTIRE RANGE

Komatsu Australia has recently announced the release of its comprehensive Fixed Price Servicing program that now covers it entire machine range, in what the company says is a first for an Australian supplier of construction and earthmoving equipment.

Applicable to all Komatsu construction and utility earthmoving machines, our Fixed Price Servicing program has been designed to provide operators with the ability to better control maintenance costs over the life of a machine.

Komatsu Australia's Business Development Manager – Service, Aaron Kumar, said Komatsu first introduced Fixed Price Servicing across a range of hydraulic excavator models in 2010.

"Fixed Price Servicing has proven a very effective way for us to assist customers in avoiding unexpected downtime and costly repairs that are often the result of poor maintenance practice," he said. "To better serve our customers, we've now introduced Fixed Price Servicing across the our entire range of earthmoving equipment, including: – Bulldozers, Wheel Loaders, Motor Graders, Articulated Dump Trucks, Rigid Dump Trucks, Backhoe Loaders, Crushers and Skidsteers.

"This is in addition to the full range of hydraulic excavators already covered.

"The Fixed Prices are available for 250, 500, 1000 and 2000-hour services and they all include a number of additional servicing components as part of the standard rate.

"Fully-certified Komatsu technicians will perform all applicable scheduled maintenance for the relevant service, provide a comprehensive condition report for the machine and conduct a KOWA (Komatsu Oil Wear Analysis) oilsample analysis. "As an operator you'll know exactly what the job will cost before you book the work, allowing you to better control your costs and machine downtime," said Aaron.

Komatsu operates more than 300 fully equipped mobile service vehicles across Australia, conducting routine service work on any in-field site that suits the machine operator.

As part of Komatsu's environmental commitment, all waste oils and used filters gathered during mobile service are removed from the site – also eliminating potential OH&S issues.

Komatsu can also carry out fixed-price servicing at any of its permanent facilities.

All service work is conducted to Komatsu factory specifications, using genuine Komatsu parts and lubricants.

All maintenance records are updated after each service and maintained in an electronic database for the life of the machine. Aaron said Fixed Price Servicing includes KOWA oil sampling and condition monitoring reports which are important tools to assist operators in identifying potential mechanical issues before they become problematic.

"KOWA oil analysis is like a bloodtest for your machine," he said.

"By sampling fluids and checking for any abnormal wear, major mechanical failure can be prevented.

"It's just another reason Komatsu Fixed Price Servicing makes real sense to any machine operator – large or small.

"Fixed Price Servicing is easy to plan and budget for. Not only are you guaranteed quality genuine Komatsu parts and service, you will have skilled Komatsu technicians carrying out the work taking the hassle out of machine maintenance," he said.



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### **KOMATSU NEWS**

# NEW TECHNICAL SUPPORT HOTLINE RUNS 24/7



**Barry Burke** 



Allan Bickerton



**Brad Akin** 



Russell Lamb

# Komatsu has launched a new service offering 24/7 technical support. From the 1st November 2011 a one-stop shop for all technical support enquiries will be available.

Komatsu staff and customers can phone at any time for technical assistance and the available support will include everything from answering a quick shop manual question, right through to a lengthy more technical troubleshooting solution session.

All internal staff of Komatsu Australia, such as field service technicians, workshop service technicians and after-hour service technicians on job sites will be able to utilise this new technical support, which will help streamline processes and save time.

This service will also give some relief to regional technical representatives, allowing them to focus on their primary job of assisting technicians in rectifying customers' machine issues on site, rather than supporting internal enquiries from technicians and customers.

Customers will also be able to contact the Komatsu Technical Coordination Centre for all technical enquiries by phone. This will also save time for them having to look for the phone number for the Komatsu Branch and then find the technical person to help the enquiry.

### Equipment

This service applies to all Komatsu Utility, Construction & Mining equipment

For Technical Support call 1300 566 287

### Team:

The team that will be offering this new 24/7 technical support for all products consists of four qualified Technical Specialists:

### **Barry Burke:**

Barry has worked for Komatsu Australia for 14 years. He started with KAL as a Plant Mechanic in Fairfield workshop in 1996 and has since worked in a number of roles within Komatsu, including: parts interpreter, service department support and most recently he was the Technical Parts Officer in Head Office from July 2000, until he joined this new technical support team.

### **Allan Bickerton**

Allan is a fully qualified Diesel Mechanic and has been working in the heavy machinery industry since 1981. Allan has been with Komatsu for 5 years, starting as the Senior Condition Monitoring Technician in our CMS Lab in Brisbane. In 2010 he moved to Newcastle NSW to start up and run the new Komatsu CMS Lab. We now welcome Allan and his technical knowledge into our new technical support team.

### **Brad Akin**

Brad started with Komatsu Australia in January 2003 as an apprentice plant mechanic and completed his apprenticeship in April 2006. Once a fully qualified mechanic, Brad started in Field Service for the Fairfield branch. The experience gained during this time is a significant stepping stone into the role as a Technical Specialist for the new Komatsu technical support team.

### **Russell Lamb**

Russell has been with Komatsu for 8 years and he also started with Komatsu Australia as an apprentice plant mechanic. In 2006 he was awarded 2nd place in Stage III Automotive Plant Mechanics at South Western Sydney Institute of TAFE. He worked with Komatsu until April 2008, when he left to gain further industry experience and returned to Komatsu in April 2011 to join the new Komatsu technical support team.



# ALISON EMERY, TASMANIAN STATE SALES CO-ORDINATOR

In this edition of D2E, we profile Alison Emery, Komatsu Australia's Tasmanian state sales co-ordinator, and a long-time employee of the company – having started with it in March 1990, when it was known as NS Komatsu.

Alison – whose other claim to fame is as the cousin of Denmark's Crown Princess Mary (Princess Mary and Crown Prince Frederick attended her wedding in 2005) – started work with Komatsu as a receptionist. Alison began her career in the legal industry dealing with company law and probate. Gaining employment with Komatsu was a total industry change.

When she started with the company, much of the business revolved around the forestry sector, plus the Hyster forklift hire fleet which NS Komatsu/Komatsu Australia ran for a number of years.

"As the business grew, my role changed to a sales administrator role – taking on the new and used equipment sales process for the state, as well as looking after the Hyster business," said Alison.

"Looking back, there have been a lot of changes in the past 20 years.

"Probably one of the biggest changes that occurred during my Komatsu years was the change of management in Tasmania in 2005-6. John Alps, who was then state manager, retired, Leigh Hollingsworth - a very well respected account manager passed away after a long illness, and Jim Playsted took over from John as state manager," she said.

"When I started, the operating system was all based around handwritten orders; everything was manual. Imagine the difference with what we have today, when I arrive at work and log into the SAP integrated operating system.

"Now we can track a customer's machine, by logging into our KOMTRAX machine management system and straight away have real-time information on where the machine is and how it is performing," she said.

"More recently, we've had the introduction to Komatsu Marketing Support Australia (KMSA), which has added another element to the business, giving the customer a more efficient machine delivery process."

Alison particularly enjoys being in an industry which by nature is friendly and down-to-earth, Tasmania has a very unique diverse customer base; "All our customers are on a first-name basis and will regularly drop in just for a coffee and a chat".

"Being in a remote branch, you have to be multi-skilled from arranging field days, functions, interpreting parts, liaising with all departments, co-ordinating new and used machine deliveries for Tassie, being your own yard woman and spending time with Customers viewing machines when required. "It's an exciting and ever-changing role that keeps me on my toes every day of the week, all my colleagues are great to work with and I have developed lifelong friends over the years", she said When Alison is not in the office she enjoys travel, food, fly fishing, clay target shooting, hunting and growing roses.



Alison Emery at the Launceston Branch

# GLENN WHELAN, KOMATSU AREA MANAGER, VICTORIA, PARTS & SERVICE OPERATIONS

### In July this year, Komatsu Australia appointed Glenn Whelan as its Victorian area manager for parts and service operations.

Glenn came to Komatsu after four years with Rio Tinto, working at its West Angelas mine in North Western Australia as a Mobile Equipment Maintenance Superintendent, which included working with Rio's Komatsu autonomous truck operations in the Pilbara.

Before joining Rio, he had worked with another major mining and construction equipment OEM in Victoria and Western Australia for many years.

Glenn has worked with earthmoving equipment since 1975, when he started his apprenticeship as a Diesel mechanic.

"I worked as a mechanic until 1984, then had a complete change and started managing a hotel in Victoria – including handling up to 130 staff during the peak summer months," he said. "Then in 1988, I thought it would be a good idea to buy a pub, so I went to the WA mines to make a few dollars in order to buy my own pub.

"But getting back on the tools, doing Field Service out of Kalgoorlie for the OEM made me realise how much I'd missed that work, so I stayed in Kalgoorlie until 1993, then moved to Newman, continuing doing Field Service.

"I moved back to Victoria in 1996 with the same OEM, worked through various supervisory roles and finally became the Operations Manager for the western region of Victoria.

Glenn stayed with this OEM in Victoria for 12 years before heading back to the West and doing fly-in/ fly-out work for Rio Tinto for the next four years.

"This was a challenging role as I was looking after 200 people with a maintenance budget of around \$146 million," he said. "We ran a fleet of 45 dump trucks – comprising Komatsu 930E autonomous trucks, along with 830Es and 730Es, plus 10 major dig units, of which four were Komatsu WA1200 wheel loaders.

"It was amazing to see how Komatsu's technology allows a single operator to remotely control the five autonomous trucks from a remote operations centre," Glenn said.

Personal circumstances meant he had to move back to Victoria earlier this year, and with it an opportunity arose to join Komatsu Australia.

"Having worked with Komatsu people on site in the Pilbara with Rio, I really wanted to be part of that team.

"I'm now working out of Komatsu's Campbellfield branch in Victoria as Area Manager, looking after the parts and service operations for the state.

"During the past few months, my feet have hardly touched the ground; however, I am now settling into the role and looking forward to further improving and developing our customer support and service department capabilities," said Glenn.



Glenn Whelan at the Campbellfield branch

# KOMATSU AUSTRALIA TRAINS GLOBAL SERVICE ENGINEERS



**Ronald Palma, Hunter Valley** 



James Baccaro, Perth



Ferdinand Manding, Perth



Joseph Dawal, Perth



Melmar Baluran, Mackay

### Komatsu Australia is training engineering degree graduates of Komatsu Japan's Human Resource Development Centre (KHRDC) in Manila, the Philippines.

Komatsu Australia is currently training five graduates from KHRDC in Australia within our mining and construction businesses.

KHRDC recruits the highest calibre mechanical engineering degree graduates from a spread of universities in the Philippines. The graduates undertake a rigorous four year training regime in the Philippines, Japan and host Komatsu businesses in other countries.

As well as needing to meet the highest levels of academic achievement the graduates must meet other important criteria such as business acumen, country mobility and outstanding on and off-the-job skills and competency standards specified by Komatsu.

The first year of the training program for the engineers consists of on and off-the-job training in the Philippines at the KHRDC and with the Komatsu dealership in that country, Maxima Machineries Incorporated. This is followed by intensive mining equipment training in the Komatsu Central Technical Training Institute in Komatsu City, Japan.

After the first year the engineers are assigned to Komatsu host companies globally. Komatsu Australia is training five engineers at present and will accept another four in 2012. Two KHRDC graduates started in Australia in 2010 and three in 2011. The engineers remain with the host businesses for three years after which the host company may choose to permanently employ or return the engineers to Komatsu Limited for deployment in other Komatsu businesses globally. Komatsu Australia has developed a challenging structured training program to cover the skills development the engineers need to achieve whilst in Australia. The program consists of advanced formal technical training conducted by Komatsu Australia's technical training function. This is followed by planned experiential learning episodes on-the-job, complemented by engineering work at Komatsu branches Australia wide.

When the engineers first arrive in Australia they undertake a broad induction program designed to help them settle into their new country and new company.

During the induction period the KHRDC engineers meet with Sean Taylor, Managing Director of Komatsu Australia (KAL); Nick Fujishima, President of Komatsu Marketing Services Australia (KMSA); Chris Cassettari, Director Regions and Steve Schofield, General Manager Human Resources.

Whilst at Komatsu in Australia the first year training and experience follows a ramp learning cycle from assembly to workshop service to REMAN to field service to technical services with an emphasis on mining equipment. The second year concentrates more on engineering work with the engineering and technical services functions as well as engineering work in the Komatsu branches and on customer mine sites.

KHRDC in the Philippines recruits 16-20 graduate engineers each year. Since 2009, 72 engineers have entered the program. The KHRDC program produces significant benefits for Komatsu Australia and Komatsu Limited Japan in meeting the skills needs of both organisations both locally and globally.

Komatsu Limited Japan chose the Philippines as the base for the program due to the number and high standards of engineering degrees in that country, the prevalence of the English language and the relative mobility of Philippines residents. Philippines mechanical engineering degrees are recognised as equivalent to Australian mechanical engineering degrees by the Federal Government agency the National Office of Overseas Recognition (NOOSR).

Ronald Palma and Melmar Baluren, from KHRDC started with KAL in 2010 and are now working in the Hunter Valley and Mackay respectively. Ferdinand Manding, James Baccaro and Joseph Dawal started in Perth 2011. Four new KHRDC graduates will start with KAL in February 2012.

Paul Richardson, Komatsu's Organisational Development Manager recently visited KHRDC in Manila to meet the new intake of graduates and organise further placements in Australia with Mr Shinichiro Ono, General Manager, Komatsu Human Resources Development Centre (KHRDC). Paul says, "the engineers placed in Australia consistently score in the top 5 positions globally against their counterparts in other countries".

### Melmar Baluran graduated from the College of Science and Engineering University in

**PROFILE: Melmar Baluran** 

and Engineering University in Philippines. He has been working with Komatsu in Queensland, Australia for one and half years ago. Under the flaming sun, huge dump trucks come and go on the mine sites all day and night. He is there as a Komatsu service engineer. Komatsu HRDC received the first group of students three years ago. Melmar is one of them. He has received training and stayed together with 15 other graduate engineers of the company. After one year, students were dispatched to the mining regions in several different countries for the purpose of training in the field. Melmar is a hard working service engineer for Komatsu. He will be active in global mining business when he completes his mining training on the job.

Recently Melmar temporarily returned to the Philippines for visa

work. On 26th October, Melmar visited the Komatsu office in the Philippines and met Mr Ono, General Manager, Komatsu HRDC after a long separation. Melmar said that "I want to continue to work in Australia. I do not care even if I am many years there" in fluent English. Mr Ono is very satisfied with Melmar and his reassuring conversation.

Acknowledgement Extract from an article in one of the most respected and popular Japanese weekly business magazines, Nikkei Business, dated 14 November 2011, page 43.

# VERSATILE RANGE OF MACHINES IN KOMATSU'S 13 TONNE EXCAVATOR OFFERINGS

Komatsu Australia offers an unprecedented degree of versatility – backed with its industry leading service and support packages – in its Dash 8 range of 13 tonne excavators.

It offers two models within this range, the PC130-8 and the PC138US-8 short-tail swing excavator.

Standard features of the PC130-8 and PC138US-8 include:

- Full size ROPS certified cabin with optional bolt on OPG Level 2 guarding to provide falling object protection
- Low sound levels of 68dB(A) at the operator's ear
- Large easy-to-read TFT liquid crystal display monitor communicating all key machine functions and alerting the operator to abnormalities and maintenance intervals
- Komatsu ecot3 Tier III-compliant low emission diesel engine
- Five mode engine/hydraulic management system, ensuring optimum operational and fuel efficiency and including power and economy settings, a low-speed precision mode for lifting operations, a breaker mode for hammer operation and an attachment mode that

- can be fine-tuned to the needs of a particular attachment
- Komatsu's KOMTRAX remote monitoring system enabling web-based monitoring of machine location, condition and usage and including security features to protect against theft and unauthorised use

Both units can be supplied with Komatsu Genuine Attachments (KGA) buckets and guick hitches.

As with other models in the Dash 8 range sold in Australia and NZ, the PC130-8 and PC138US-8 also come factory-fitted with a number of what are usually "extras" as standard.

These include dual flow quick hitch and hammer piping, hose burst protection on the boom and arm, rear view camera and emergency stop buttons (one in the cab and two on the exterior).

Since their release in 2007 (PC138US-8) and 2008 (PC130-8), these machines have proved to be very popular with Australian contractors, plant hirers, utility companies and local government, says Amber Mahoney, Komatsu Australia's National Business Manager, Construction.

"They are an ideal size for smaller

jobs, but where you still need a machine with considerable grunt, digging performance and production," she says.

"And in applications where you have very tight conditions – for example in built up areas or when working on roads and highways, the short-tail swing PC138US-8 provides a very versatile option."

Both machines are also each now available in an additional configuration to increase their versatility and productivity.

"The PC130-8 now features a dozer blade option, which will provide extra versatility in trench backfilling and other small earthmoving operations," Amber says.

"And with the PC138US-8, we've introduced an offset boom configuration, making it more flexible when used in confined spaces, such as when digging alongside walls or buildings.

"The offset boom incorporates a robust cast linkage system for increased durability and is available with a standard 2130 mm arm for increased breakout, or a longer 2400 mm arm when greater digging depth is needed," she says.

"Essentially Komatsu's 13 tonne excavator range consists of four variants, the PC130-8 with or without blade and the PC138US-8 with standard or offset boom," says Amber. "Komatsu Australia sales representatives are fully qualified to offer advice on selecting the right machine for a customer's application."

# Brief specs of the PC130-8

**Operating weight**, 12,380-13,430 kg (depending on configuration); powered by Komatsu ecot3 Tier III-compliant SAA4D95LE-5 diesel engine rated at 68.4 kW; SAE-rated digging depth, 5.32 m (with 2.5 m arm); arm breakout, 6580 kgf; bucket breakout, 8250 kgf, bucket size range, 0.18-0.6 cu m.

# PC130US-8

**Operating weight**, 13.48-13.91 tonnes (depending on configuration); powered by Komatsu ecot3 Tier III -compliant SAA4D95LE-5 diesel rated at 68.4 kW; SAE-rated digging depth (with standard boom and 2.5 m arm), 5.265 m; arm breakout, 6200 kgf; bucket breakout, 8300 kgf, bucket size range, 0.18-0.6 cu m.



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# KOMATSU'S DASH 6 EXCAVATORS

Chris Tweedie, Komatsu Australia's NSW used equipment sales representative, gives an overview of the long-lived Komatsu Dash 6 excavator range – and how it's still performing stellar service today, over 10 years since it was discontinued.

Komatsu's Dash 6 excavator range can truly be regarded as a "classic" line of machines.

It was ahead of its time when it was first released, and much of the technology incorporated within it still features on today's Komatsu equipment.

Just think of our "HydrauMind" closed circuit hydraulic system which continues to be used on our newest Dash 8 excavators, along with our wheel loaders, dozers, backhoes, graders and other equipment – and can't be beaten for responsiveness, efficiency and low fuel consumption.

The initial Dash 6 machines came out in late 1991, when the first Dash 6 excavator – the PC200-6 – was delivered in October 1991. Just under a year later, the first PC220-6 was delivered, in August 1992.

By the time we sold our last PC200-6 in July 2002, we'd delivered 484 of them; our final delivery of a PC220-6 was in January 2003, and we'd sold 427 of these.

With nearly 1000 of just those two models sold in Australia alone, there are still plenty of them around – and they can still give you a good ROI if you choose wisely.

Of course, the Dash 6 line was more than just two machines, ranging from the 12 tonne PC120-6 to the 110 tonne PC1100-6, but throughout the 1990s, 20 and 22 tonne class excavators were the most popular in the market.

And because of their technology, and the durability and reliability built into them, Dash 6 excavators are continuing to operate around Australia and around the world.

Bearing in mind that the first Dash 6 machines are now nearly 20 years old, you can expect that, assuming 1000-1500 hours a year, they'd have a good 20,000-plus hours on the clock.

You'll still find a few of these in civil construction and earthmoving applications today, but many have been sold to farmers who appreciate their reliability and ease of spares availability in what are usually fairly undemanding applications.

Quite a few have also been sold to developing markets overseas, particularly in China (more on that shortly).

The later model Dash 6s will be closer to 10,000-15,000 hours, and therefore still good reliable workhorses.

### So, if you have a Dash 6 excavator – or you're looking at purchasing one – what should you be looking out for?

The most important element – because it's the most costly –is the track gear. That's where you'll have to spend a lot of money if it needs replacing or a major overhaul.

If you own a Dash 6 (or any piece of tracked equipment, for that matter), look after your tracks. If you're looking at buying one, look closely at the tracks (and seek advice if you are unsure).

The next thing to look at is the engine. The Komatsu engines used on the Dash 6 excavators are good for at least 15,000 hours before requiring a major rebuild or other expensive attention – assuming they've been looked after, of course, with regular servicing, oil and filter changes, and so on.

Similarly, the Komatsu HydrauMind hydraulic pumps will go for 12,000-15,000 hours providing the oils have been kept clean.

That means that older Dash 6 excavators may well have gone through an engine rebuild or exchange, or had new pumps fitted; if they haven't, that's something you may have to budget for...

Through our Komatsu Used Equipment division, we are still selling Dash 6 excavators; for one of these machines with 12,000-15,000 hours and in pretty good condition, you can expect to pay \$25,000-30,000.

Parts are still readily available for them, so you won't need to worry about having a machine go down and being unable to put in replacement parts.

There's also reasonable numbers of Dash 6 machines out there that have been maintained and serviced by Komatsu Australia throughout their working lives – so if you are offered one of these, you can be assured that it will be in good working order, and with a complete maintenance history.

And if you own a Dash 6 machine, you can be secure in the knowledge that they have kept their resale value all along; a 15-year-old unit is still going to be worth a decent amount of money.

Even if you have an older machine, which is really starting to get on, don't consign it to the scrap heap just yet.

There is still good strong demand for this line overseas. For example, in China, there is high demand for high-hour – even 15,000-20,000 hours – machines. Basically, they don't care what sort of machine it is, so long as it works.

The exception to all this will of course be machines used in heavy duty hammer applications, in demolition or scrap handling. That sort of severe work takes it out of any excavator, and I would expect that machines used in these applications would have long since been retired.

But for machines that have spent most of their lives in general earthmoving and digging/loading applications, with a bit of hammer work (but not too much!), there is still good demand.

All in all, the Komatsu Dash 6 excavator was a good solid, reliable design, and still has good resale value.

So, in summary, things to look when evaluating a Dash 6 excavator:

- Track condition sprockets, idlers, plates, drive motors and other components.
- Engine service and oil analysis records will give you a good indication of how good it is.
- Hydraulics again, oil analysis records and service history will be your best guide.
- Overall service history if it's been serviced by Komatsu over all its life, that's a pointer to a machine that will continue to operate reliably for years to come.

If you want to know more, please give me a call, or just contact your local Komatsu Used Equipment branch.

# A TRUE"CLASSIC"RANGE









"The first Dash 6 Excavators were Launched in 1991 and this "Classic" range still has strong demand in today's market ...

Dash 6 Excavators are continuing to operate around Australia and around the world."

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### **KOMATSU NEWS**

# IAN"SMOKEY"DAWSON'S MEMORY HONOURED KALGOORLIE SHOVEL DELIVERY



IAN DAWSON 1 Aug 1957-2 Feb, 2011

Ian"Smokey" Dawson, who had was Komatsu Australia's Western Region Technical Manager in Perth, and highly respected and much-loved figure within the mining and construction industry for more than 20 years. In Edition 55 of D2E, we wrote about the sad passing of Ian "Smokey" Dawson, who had been Komatsu Australia's Western Region Technical Manager in Perth, and highly respected and much-loved figure within the mining and construction industry for more than 20 years.

Ian's contribution to the mining industry, and his dedication to customer service have now been commemorated in Kalgoorlie, when the newest Komatsu PC8000 mining shovel delivered to Kalgoorlie Consolidated Gold Mines (KCGM) was named "Smokey" in his memory.

Launched by Ian's widow Eileen, the \$17 million shovel began work at the Kalgoorlie Super Pit in early September – an event recorded on the front page of the local newspaper, The Kalgoorlie Miner.

At the launching ceremony for Smokey the shovel, representatives of Komatsu and KCGM highlighted lan's contribution in forging a productive relationship between the two companies.

KCGM general manager Russell Cole paid tribute to lan when interviewed in The Kalgoorlie Miner.

"Smokey had been a fantastic supporter of KCGM and Komatsu for well over 10 years, just a fantastic person to have on-site.

"He always spent a lot of time with the apprentices on-site – he was a great supporter of young people and a real gentleman," Russell said.

"Ian would treat everyone as an equal and when he came to site he always brought a smile to everyone's face," said Garry Giles, Komatsu Australia's Project Manager at KCGM.

"This tribute shows Smokey will never be forgotten at KCGM and Komatsu. "Ian was a great mate of mine and his guidance has made me who and what I am today; this was a fitting gesture to a man that will be in my memories for the rest of my years," Garry said.

"What Russell and others from KCGM and Komatsu have done in organising this tribute has been extremely special for Eileen and myself, and goes well beyond what happens in the mining industry these days.

"It shows people in the industry what a people business we are really in and made myself and my team at site extremely proud of the operation and how working together as one team can achieve the flow-on effects are beneficial to all parties," he said.

Komatsu has also created the Ian Dawson Western Region Apprentice of the Year award to celebrate Ian's memory.

Acknowledgements: This image was supplied the KALGOORLIE MINER ©



# MACHINE & FINANCE SERVICE KEEPS INNOTECH SITE SERVICES COMING BACK TO KOMATSU

"Faultless" service, both for its Komatsu machines and through Komatsu Australia Corporate Finance, has kept Western Australian-based Innotech Site Services Pty Ltd purchasing the brand since it started operations in 2007.

Innotech Site Services, founded by directors Dan Hunt and Matt Reese, specialises in supply and installation of HDPE pipeline and dam liner utilised in water supply and processing systems for mining, industrial and rural applications.

Most of Innotech's work is currently in the mineral resources sector, predominantly gold and iron ore.

Its fleet includes three WA250PZ-6 loaders, two WA320PZ-6 loaders; two PC220LC-8 excavators and a CK35-1 track skid steer, with two additional WA250PZ-6 loaders on order for delivery by early December.

According to Matt Reese, Innotech opted for Komatsu's tool carriertype PZ loaders because the majority of the work involves using them with fork tynes to handle polyethylene pipes, which are up to 1 m in diameter and 20 m long.

"Generally we handle all the pipes using the loaders or track skidsteers, then we can quickly change attachments for excavation backfills and other civil works – but the loaders are predominantly used for HDPE pipe installation and HDPE dam linings," he said.

"For HDPE dam linings, we use a spreader beam, which we've got a jib attachment for, and roll out the linings with the loaders.

"We've been buying Komatsu now for about three and a half years, and we started Innotech about four and a half years ago.

"The reason that we have chosen and remained with Komatsu is based largely on the service that we get, both through Komatsu Finance as well as the Komatsu Australia sales team," said Matt.

"The Komtrax system is also very good, because with the equipment being in remote areas, such as the East Pilbara, we can monitor the performance of the equipment on a daily basis from our Perth office.

"Komtrax also assists our programmed maintenance scheduling personnel with the ordering of spares kits, preventative maintenance filter packs and replacement parts as they are approaching due dates.

"The Komtrax system works really well for both ourselves and our clients, considering the majority of our clients are located in remote areas of Western Australia," he said.

Matt rated the all round reliability, performance and ergonomics of the Komatsu machines as "very good".

"We've had a lot of our operators comment on how ergonomic the cabs are, the smoothness of operation, plus they find the interchanging of attachments is very easy.

"We've worked pretty hard with Komatsu in building a relationship on their product support side.

Matt and Dan have used Komatsu Finance for every piece of Komatsu equipment they have purchased, with Matt describing it as "one of the best facilities that we have in place".

"We deal solely with John Meakins through Komatsu Finance in Perth and I'd have to say that John is a credit to the company.

"He is always proactive, as is the whole Komatsu Finance team there, in keeping credit lines in place enabling our fleet to grow as the demand for our services increases.

"I'd like to state, from the Innotech directors' point of view, that the reason we have stuck with Komatsu is predominantly the personnel, especially Colin Brindle, Steve Maffescioni and John Meakins; they are outstanding," said Matt.

"Even in our early days, when we had just purchased our second piece of plant, the Komatsu Perth team had the foresight to see our potential, taking the initiative in promoting the relationship.

"The result is now rewarding for both ourselves and Komatsu," he said.











elebrating

Technological innovation is at the core of Komatsu's history. The below excerpt ( highlights Komatsu's technological advancement from the pioneering years, when the first Komatsu 450 tonne press machinery was produced, through to the worlds first Komatsu Hybrid excavator. Komatsu strives to deliver the technology, innovation and service our customers need in order for them to succeed.

grader to Argentina (Komatsu's first 1954 export of construction Topped equipment) cumulative production of 1956 1000 bulldozers 1947 **Began production** Introduced the 1938 of shovel loader D50 Bulldozer 1931 Established the 1965 Produced the first Awazu Plant Began production Japanese of wheel loader farm tractor 1952 Established the Himi Plant following the acquisition of Chestsu Electro Chemical Co. Ltd currently, Komatsu 1952 1952 1962 Established Castex Ltd **Began production** Established the Oyama the Osaka Plant Plant motor graders 1962 Yoshinari Kawai, former chairman was welcomed by Zhou Enlai, the first Premier of the People's 1921 Republic of China Komatsu Iron Works separated from 1924 Takeuchi Mining **Produced the first Press** Industry to become machinery a 450 Ton

1964

1955

Exported motor

Signed the agreement

for the joint venture

with International

Harvester of US

NB: This is an excerpt of the Komatsu Ltd timeline. If you wish to view the 90 years growth of the company go to Komatsu's website: www.komatsu.com.au

Sheet-forming press

Komatsu Ltd



1970 **Established America** Corp & Komatsu Brasil Ltda

1964 **Received the Deming Prize for** quality control

on

S

1971 Established Komastu Singapore Pty Ltd

1989 Introduced fine plasma cutting machines



1996

Established Demag Komatsu GmbH (renamed Komatsu Mining Germany GhmH)



2011 Opened the Osaka Technical Center in the Osaka Plant.

### 2010

2007

Established the Ibaraki Plant&

the Kanazawa

Japan's Society of Mechanical Engineers awards for New Technology





2008 **Began operation** of the Autonomous Haulage System in Australia

2006 Enacted the **KOMATSU** Way

> 2001 Began Equipping Construction Equipment with the KOMTRAX as a Standard feature





1968 **Began production** of hydraulic excavators



1967 Established N.V Komatsu Europe S.A in Belguim, the first overseas subsidiary



1981 **Received the Japan Quality Control Prize** 



1991 Established NS Komatsu Pty Ltd in Australia Renamed Komatsu Australia Pty Ltd



**Technological** innovation is at the core of our DNA

1994

**Established Komatsu Industries Corporation** & Komatsu Machinery Corporation

### **KOMATSU CUSTOMERS**

# PREMIUM USED WARRANTY PROMPTS ALLWEST FOR KOMATSU ADTS

Western Australia's Allwest Plant Hire has recently purchased four low-hour Komatsu HM400-2 articulated dump trucks, along with a PC800-8 excavator.

All the machines were purchased as Premium Used equipment through Komatsu Australia's Used Equipment division.

Allwest Plant Hire operates throughout Western Australia, hiring equipment to mining and civil construction projects around the state, according to owner Ian Priday.

"We have been in the plant hire business since 2006, but we've also been doing drainage construction for the past 28 years through an associated company, Ultimate Drainage," said lan.

The move into articulated dump trucks is a first for the company, after it identified a need from potential clients. "We had some interest from our customer base for ADTs and we were able to offer the hire terms that they wanted.

"As a result, we were able to secure some good long-term hires.

"Our first two machines have gone up to a mid-west rail project, after which they'll be heading for Port Hedland to work on a project for NRW," he said.

"The other two machines, plus the excavator, are just about to be delivered."

Ian said that traditionally he was a new equipment buyer, but lead times on new machines lead him to look at low-hour used machines.

"There is a very big shortage of plant equipment over in WA, so we just wanted to go with a reputable brand like Komatsu. "Because there was no new equipment available in the time we wanted it, we talked to Komatsu Used Equipment.

"We were after a warranty, they offer a warranty and we were happy with that.

"The warranty looks good and

comprehensive, and so we have gone with those machines," Ian said.

"We've been very happy with our dealings with Komatsu's Used Equipment division in Perth, particularly Alister Dale (Business Development Manager - Used Equipment), and his colleague John Makin."



# TANDY TAKE LOADER AFTER BOOTS ON

Following a visit to Komatsu's Boots-On event in the NSW Hunter Valley in May, Queensland-based Tandy Group recently purchased a Komatsu WA380-6 wheel loader as a batch loader in its Mackay-based concrete batching plant.

The Tandy Group operates throughout Central Queensland.

Its operations include Tandy Concrete operations in Mackay, Marian, Rockhampton and Yeppoon, along with its raw material division Mackay Sand and Gravel Sales, Dolomite Distributions, which mines and manufactures dolomite products, plus a transport division.

Mitchell Flor, Tandy Group's general manager, said that since taking delivery of the new WA380-6 in early October, it had performed to expectations.

"It's a very well-presented machine, it operates very well, and our operators are very pleased with it," he said.

"We opted for this machine after Ray Vella, [Komatsu Australia's NQ Sales Manager - Construction & Utility Equipment] invited us to Boots-On earlier in the year.

"Similar loaders were there, we

got to understand the machine a bit better; at the end of the day, it's a well-specced machine, plus Komatsu is putting a really big effort into after sales service.

"We weighed up all those things, and

decided it represented good value for money, including the support Komatsu is offering," said Mitchell.

"The machine has only 250 hours and is operating nicely. "The appropriate service and support people from Komatsu came out and introduced themselves, so we now have the contacts if we ever need to discuss any particular item or issue.

"It has been a very good experience," he said. ■



# DEDICATED KOMATSU PORTABLE TRACK PRESS CUTS DOWNTIME AND REDUCES SERVICE COSTS

Komatsu Australia has been able to dramatically reduce downtime and servicing costs for a Victorian sand-mining operation by providing a dedicated project supervisor and specialist service personnel to the customer's sites.

Komatsu recently shaved more than three days off a PC2000-8 excavator's scheduled undercarriage replacement downtime, utilising a mobile trackpress unique to Komatsu. The benefit of having the machine back to work early enabled ABI Group to move 41,000 cubic meters of sand in the three days.

ABI Group's Kulwin Mineral Sand Mine project in Victoria's Mallee region is a 24-hour, 365-day operation, running 13 Komatsu machines. A full-time maintenance crew works around the clock to maintain mine production.

Komatsu Australia ABI Group Kulwin project supervisor Paul Maieron said Komatsu responded to the specific needs of this customer by providing dedicated technical and service personnel that could back-up the 24-hour onsite maintenance crew.

"Working with our customers to maintain production and maximising their operational potential is a key Komatsu principle," he said.

"This site is unique in that the machines work in very harsh conditions, with highly abrasive sands and a moist saline environment.

"The services we offer on site include; labour hire, machine maintenance, technical and service support, spare parts supply and logistical support – and a fortnightly undercarriage inspection and report service to monitor wear rates," he said.

Paul is supported on site by a team of Komatsu parts and service personnel, headed up by Komatsu Campbellfield parts manager Ron Maxwell and service manager Kieran Sheridan. The scheduled undercarriage replacement program on the site's PC2000-8 took just seven days in total, returning the machine to production in record time.

This work was conducted by a team of Komatsu and ABI Group technicians, making use of Komatsu's mobile track press facility that was temporarily relocated to the site for the job.

Paul Maieron said transporting the press to site took days off the job, as the normal process for replacing undercarriage involves removing the tracks from the machine and transporting them to a specialist workshop.

"Komatsu's revolutionary portable track press is a service we're offering all customers to ensure their machine is back in service in the quickest possible time.

"Field service technicians from Adelaide, Dandenong and Tasmania were drafted in to assist on this job – a service only a company with Komatsu's extensive national coverage can provide," he said.

In addition to heavy maintenance work, Komatsu assists in the day-to-day running of the ABI Group site, including spareparts planning and supply– from long-term stocking to immediate breakdown parts supply.

Freight logistics to the site has proven challenging in the past, with a daily spare parts run now conducted to improve supply.

Paul said Komatsu worked hard to prevent machine downtime on site with its parts and service backup.

"We have been able to fulfil critical and general parts demands from our onsite stock, preventing costly downtime.

"I've got a terrific team of Komatsu personnel supporting me that are second to none in the equipment industry.

"Tested on numerous occasions, the team is always ready to spring into action – no matter what time of day or night." said Paul.



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### **KOMATSU CUSTOMERS**

# WOLFE LEADS THE PACK WITH PURCHASE OF LATEST KOMATSU GRADER IN WA

Leading Western Australian contractor Wolfe Civil has recently become the first contractor in the state to purchase Komatsu's latest "Vantage" range of graders – and since being delivered has made the operator a convert to Komatsu.

Founded over 33 years ago by Alex Wolfe, Wolfe Civil offers a wide range of construction services for subdivision developments and public infrastructure, including stormwater drainage, water main reticulation, deep sewerage and underground utilities.

In 2010, the company moved to a new management structure under managing director Lindsay Honey, with Alex taking on the role of chairman.

Wolfe Civil prides itself on its focus on quality assurance, and has attained certification for safety, environmental management, and quality management through the international certification body NCS International Pty Ltd.

Today it offers clients a quality assured company which has

achieved the highest standards in professionalism, making it a preferred contractor with such organisations as Telstra, Western Power and Alinta, as well as holding accreditation for traffic management to Main Roads WA standards.

Wolfe Civil is a long-term purchaser of Komatsu equipment, with a fleet of many Komatsu machines including PC200 excavators, and WA250 and WA320 wheel loaders.

Its latest purchase is the GD555A-5 Vantage grader, which was bought in July.

The grader is also fitted with Topcon's GPS-based 3D machine control system, which was transferred across from the machine it replaced.

According to Lindsay Honey, the new grader is being used for roadworks and earthworks – including final trim – on many projects throughout Western Australia.

Lindsay said the main reason the company looked at the Komatsu grader was that it wanted to remain

with the conventional steeringwheel type grader operation.

"I've just been down to Lake Clifton, where the new grader is carrying out a very large cut in a V-drain situation on a rural type subdivision and I spoke to our operator about it.

"He absolutely loves it," said Lindsay.

"He loves the power he gets out of the transmission; the power that it gives out for that size machine is phenomenal.

"It will idle off with a full blade, it will cut a full blade in front of it all day long, and the traction on very steep batters, which is what we are cutting at the moment in an open V-drain situation, is excellent."

Lindsay said his operator is also impressed with the visibility.

"It's a chamfered-type cab at the front and so the glass area is far greater than on other makes, so the vision is so much better."

Coupled with the Topcon machine control system, Lindsay said the grader was easily delivering

accuracies to ±5 mm to meet the local shires' specifications.

"The Topcon system works really well on the Komatsu; we basically transferred the system from our old grader to this one.

"Obviously, we had to put some new fittings on, but the actual system itself is identical to the one we had on the previous machine, and we're definitely getting the accuracies and reliability we need," he said.





# BPE CONTRACTORS FOCUS ON HYBRID BENEFITS – FUTURE GROWTH

BPE Contractors, based on the North Coast of NSW, is one of the latest Australian contractors to purchase a Komatsu Hybrid excavator, purchasing a HB215LC-1 in October for its combination of increased fuel efficiency and high-power electric slew.

"We purchased our new Hybrid to give us a fuel-efficient and environmentally friendly earthmoving machine," said BPE Contractors owner Brad Pemberton.

"We really see that this is the future for the industry, as bids for government projects today require a strong focus on sustainability and the environment to be awarded a contract."

BPE's hybrid will be working on the Sapphire to Woolgoolga Pacific Highway upgrade, a 25 km, \$705 million project under construction by a Leighton Fulton Hogan Joint Venture for the NSW and Federal Governments. It is due for completion in early 2014.

"The Hybrid is being used for

batter trimming and catchment drain construction – and because it's often working on a steep incline, the power of the Hybrid's electric slew makes its operation more efficient," Brad said.

"The other very beneficial aspect for us is the low fuel usage; as diesel prices fluctuate, it is very important to have a more fuelefficient machine."

Brad established BPE Contractors in 1988, initially as an owner-operator, starting off with a crawler loader.

With the recession of the early 1990s, which saw many private sector developers and clients go out of business, the company had to change direction somewhat in order to survive, so he made the decision to focus more on government-funded works.

"We have continued this approach until today, and we are currently working on various road construction projects throughout northern NSW, stretching from Sydney to the Queensland border.

"Today, we have a fleet of 50

pieces of equipment ranging from low loaders, excavators, wheel loaders, dozers, side tippers and concrete agitators," he said.

"We purchased our first Komatsu excavator back in 2003. As the business was growing, we could see we needed to focus more on civil construction – and it was the reliability and reputation of the Komatsu excavator that made us decide to purchase it."

Brad has also set up his company so it can continue as a family owned business.

Brad's son Tylerw started in 2006 and is set to take on a broader role "His interest in plant and equipment has grown and he completed his heavy vehicle plant equipment apprenticeship a year ago, and now he's my maintenance co-ordinator," Brad said.

Tyler is very enthusiastic about his move into the business his father started.

"After I finished my trade last year, I'm now learning the ropes of how the family business is run," he said. "It's an exciting time as there are so many different jobs that we do from day to day."



Brad Pemberton with son Tyler Pemberton



# KOMTRAX RECOVERS STOLEN MACHINE IN NEW ZEALAND

Komatsu's KOMTRAX satellite monitoring system has once again helped a New Zealand customer recover a stolen machine.

The PC18MR-3 excavator and its attachments were stolen from a fenced and patrolled secure site in Christchurch.

The excavator was on a trailer and the thieves used another 9 tonne truck also on the site to tow it away late at night.

Security guards did see them exiting the property, but the thieves did not appear conspicuous as they were wearing high vis clothing and waved to the security guards as they drove away.

Branch Manager Paul Stockdale from Clarke Machine Hire became aware of the theft around 6:45am the following morning, when security guards found the keys to the truck and machine still hanging on the wall in the office.

Police and Komatsu NZ were notified by 7am and they assisted the owner and the police to track the machine to an address using the KOMTRAX system.

"It was a shock to hear the machine was missing," Mr Stockdale said.

It took Komatsu less than 30 minutes to provide the police and Clarke Hire with the address of the stolen machine, plus an aerial photo sent to Paul's phone showing its location.

The excavator was at the address

provided by Komatsu. By chance, while driving to the address provided by KOMTRAX, the stolen 9 tonne truck was also spotted 2 blocks away from the excavators location and was also recovered.

Police indicated it was a relatively significant arrest, with not only the excavator found on the premises, but also drugs of interest, suspicious cash and a cannabis farm.

The truck and excavator were released back to Clarke Hire that afternoon.

Paul said the police advised that other small machines and skid steers had been stolen recently in Christchurch.

"Out of the four stolen in recent times, Clarke Machine Hire's was

the only one recovered, because of KOMTRAX," he said.

The PC18MR-3 excavator has KOMTRAX as standard fitment.

KOMTRAX Satellite Monitoring uses state-of-the-art GPS tracking and specialised diagnostic sensors to monitor a machine's critical operating data, including machine location, working conditions, engine temperature and fuel consumption.

By monitoring a machine's working status, KOMTRAX is able to help prevent mechanical damage because it alerts the operator to imminent problems - such as overheating, or simply low fuel levels.

One of KOMTRAX's significant benefits is its ability to locate the machine to which it is fitted, no matter where it may be.



# HOBART FAMILY STAY WITH KOMATSU

### Tasmanian-based sand mining company RNB Trading is a longtime user of Komatsu equipment, having purchased its first Komatsu unit, a WA200-1 in 1986.

The company now owns a WA300-1 standby loader with over 17,000 hours, and an engine that has never been touched, plus a WA420-1 and a WA430-6.

The family owned company gets its name from the first names of the Barry Palmer's sons – Roger, Nicholas (Nic) and Ben.

"Our involvement in sand mining commenced in about 1970 as part of our interstate transport company Palmer Searoad based in Hobart", said managing director Barry Palmer. "Producing sand for concrete and asphalt for Southern Tasmania was retained as a family interest after the takeover of the transport business in 1979".

Pioneer Concrete (now Hanson) who had their concrete plant next door to our Hobart transport terminal engaged our cartage services. They became our first supply customer after we established a sand resource at their prompting. We are now the major supplier in the region.

In 2009 RNB commenced a new operation at Llanherne 13 kilometres from Hobart with a predicted life of 50 years at current production levels.

"The demanding Environment Permit conditions are largely to repair damage caused by previous unrestricted farming and pine plantation activities," said Barry.

General Manager Nicholas (Nic) Palmer said, "Our Integrated Management System (IMS) is certified for Quality (ISO 9001), Occupational Health and Safety (AS 4801) and sustainable Environment management (ISO 14001) as a basis whereby we can expect to reliably supply our customers over the long term."

### So why does RNB buy Komatsu machines?

"When we first looked to purchase a new machine back in 1986 when the new (RNB) family company started, the operator standards of Komatsu loaders were in our view far superior to alternative suppliers," said Barry.

"In those days we had a close relationship with Komatsu's regional management which has continued over the years with good responses to our service needs and prompt attention to our plant upgrade requirements. It is also a factor that their southern Tasmania establishment is very convenient to our operating site", stated Nick.

"Due to operational changes at the new Llanherne site and the specific needs of the environmental conditions with longer loader transiting distances there has been a need to increase the capacity of our loaders which is reflected in the WA420 and WA430. It is our expectation that we will upgrade to a larger loader if demand increases".

"As long as there are no adverse changes in Komatsu's product philosophy, their location and service standards we foresee moving forward with them as ongoing suppliers," he said.

Wayne Rowe, RNB's Operations Manager for the past eight years, looks after the day-to-day operations of the company, and has nothing but praise for Komatsu loaders from the operator's perspective.

"I'm very comfortable with them," he said.

"Over the years they have given us minimal hassles, while we have the security that Komatsu will provide the after-sales service that we require.

"They'll be here when I need them, especially when they know I need them," said Wayne.



### **KOMATSU CUSTOMERS**

# ASHLEY CELEBRATES "MID-LIFE" CRISIS BY BUYING TWO NEW KOMATSU MACHINES

Victorian contractor Ashley Gunn, who has been buying Komatsu equipment for the past 10 years, recently celebrated what he calls "a bit of a mid-life crisis" by buying a new PC300-8 excavator and a GD555-5 grader and downsizing to an owner-operator business.

Ashley's company Timboon Earthmoving today mainly concentrates on working for local farmers and the council, including building dams, cattle tracks, drainage systems, roadworks and final trim.

Currently he is building a trotting track for a local farmer who breaks in horses for trainers from around the district and interstate.

Ashley's first Komatsu was a PC270-7, followed by a PC160-7, then a PC220-7, and now the latest two machines.

"I bought a secondhand dozer off Komatsu about 10 years ago, and then went and bought a brand-new 27 tonner, then the other machines over the years, until these latest two," said Ashley. "I've been in the business 20 years and in the industry for 30 years. Along the way we have achieved a number of local and regional business awards.

"I'm in a bit of a midlife crisis I suppose; I can't find decent operators anymore, and no amount of money seems to keep them around," he said.

"We don't lose them locally, it's always to WA or some major construction job. So we decided that we would sell everything and start over with new equipment.

"Apart from the new machines, I've only got the dozer and one dump truck to go and then it's all gone, and I'll just hire in and use subbies when needed.

"Now I just operate the grader and the excavator myself to keep the business going, but I won't take as much on."

"At the same time as buying the new

Komatsu machines, I also bought a new Landcruiser, and my long-term aim is to work locally during the summer months, and in winter, head off interstate on a working holiday."

Ashley said a large part of his sticking with Komatsu has been due to the service and support he's received – which has been far better than what he's had from other suppliers.

"On the service and support side, everything is great; I haven't got a problem. The only time I had one, it was all fixed up very quickly with a couple of phone calls and emails."

He's also very impressed with the machine performance from his Komatsu units.

"Again, not a problem; they are really good.

"This new Komatsu is my third grader; I've traditionally driven another make but the price was a bit dear and I just didn't want to deal with them again," he said.

"When the new Komatsu grader was delivered to Corangamite Shire, I saw it come off the float there, then a couple of weeks later I went up to Skipton where it was working and I jumped on it for half an hour and I fell in love with it.

"It's a great machine; it's absolutely terrific."



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# HARD-WORKING WA600-6 GETS TO 30,000 HOURS WITH NO BREAKDOWNS

A Komatsu WA600-6 loader purchased by Geraldton-based Central Earthmoving nearly five years ago has reached 30,000 hours working double shifts, 24 hours a day, seven days a week in a load-and-haul operation feeding a crusher with no major repairs needed.

As a result of the loader's performance, Central Earthmoving has just purchased a new WA600-6LC loader, with the older machine moving to a support role.

The family-owned company, which has been in business since 1985, carries out a full range of civil construction works – including land development and road construction – along with mine servicing and infrastructure works throughout Western Australia.

It operates as far north as Halls Creek, south to Pinjarra and east to the Goldfields region around Kalgoorlie.

According to Craig Patterson, Managing Director of Central Earthmoving, the company has owned and operated Komatsu equipment for over 10 years.

In addition to the two WA600-6 loaders, its equipment includes a WA470-6, three PC300s – one Dash 6 and two Dash 7s – P200-7 and two PC270-7s, two GD555A-3 graders and three WA250PT-5 toolcarriers.

Craig said the original WA600-6 has been the primary loading machine on a ROM feed contract for MMG's Golden Grove underground base and precious metals mine, located approximately 450 kilometres north-east of Perth.

The mine consists of the Scuddles and Gossan Hill underground mines along with surface processing operations.

"On that loader, we've made it to 30,000 hours without undertaking any significant repairs and then we had to upgrade the transmission and took the opportunity to rebuild the engine as well.

"Over that period, all that stopped it was a couple of worn-out clutch packs," he said.

"At the 30,000 hour mark, we took the opportunity to do a rebuild on the transmission, while the engine, which was going fine, we decided to have rebuilt by Komatsu at the same time."

The WA600, fitted with a 6 cu m bucket, has been doing load-andcarry crusher feed, over distances ranging from 60 to 200 m.

"It's handling zinc and copper concentrate which is very heavy – at about 3 t/cu m – as well as being very abrasive, resulting in us wearing out three buckets over the past five years.

"MMG Golden Grove is a 24-hour operation, so really the only rest the loader got was for servicing and the occasional shut down on the crusher or mill," said Craig.

"Each day it works two 12-hour shifts, with the team guys on site doing two weeks on and one week off.

"That is an outstanding performance from that loader; it's superior to any of the manufacturer's estimations for the life of any of the components.

"We have exceeded all of those significantly."

Throughout the loader's life, Central Earthmoving has serviced it on site, bringing Komatsu field service personnel out for specific service and support needs.

Craig said that in addition to the quality and reliability built into the Komatsu loader, a couple of other factors contributed to its performance.

"I think our operators need recognition for how well they have looked after the machine," he said.

"Both our Komatsu sales representative and our people on site say that the way it has been operated and maintained, and the way our operators have looked after it, certainly helped to achieve this.

"We have a core of three or four operators on the machine, and our leading hand Les Curley – who is also one of our indigenous mentors – has been key in setting the operating standards for how people treat the machine," said Craig.

"The other things we have done included putting an auto-greaser on the loader first up, which has given us exemplary life, plus we have always maintained Komatsu oil sampling and they have monitored it closely."

Given the performance of the original WA600-6 over the past five years, Craig said the new loader pretty much chose itself.

"Their support and service has been outstanding," he said.

"Our intention now is to keep the existing loader in a support role and to replace it with this new loader to continue on as we have just gained a three-year extension on the contract at MMG Golden Grove."

Mark Jones Les Curley and Gerald Olsen (or better known as PAP) Les and PAP are two of the WA600 operators that were on this shift. Les also acts as an aboriginal mentor to young men and women from the Bayalgu Training Program. Les also completed a Certificate 3 in workplace training this year



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# RCCC CIVIL CONTRACTING BOOSTED ITS FLEET OF KOMATSU PC200-8 EXCAVATORS

Tasmanian contractor RCCC Civil Contracting recently boosted its fleet of Komatsu PC200-8 excavators due to superior performance, ease of maintenance, the KOMTRAX remote monitoring system and the service and support from Komatsu Australia.

The company – which operates three PC200-8 excavators, the latest of which was purchased in February this year, along with a PC35MR-3 first purchased in 2007 carries out subdivision development, roadworks and building construction projects throughout southern Tasmania.

Its machines are used for trenching, bulk earthworks and final trim across a wide range of jobs.

Today it is co-owned by Marc Duggan, RCCC's works supervisor/director, and his business partner Peter Campbell, project manager/director.

Marc started with the company, then known as Ron Carthew Civil Contracting, in 1994, and then he and Peter who started with the company in 1999 purchased it from Ron over a period of 9 years as part of a successful business succession plan.

Marc has been in the civil construction industry for over 30 years, and before starting work with Ron Carthew, was a foreman/ operator with major Tasmanian contractor Hazel Bros.

"We focus on jobs with a value between \$50,000 and \$2 million," said Marc.

"Our way of doing business is to offer clients a total solutions package involving both project management and construction.

"For subdivisions that enables us to continue on with the next stage without the need of going back to tender, as our client can appreciate the value and can see the quality of finished product we deliver," he said.

RCCC has been a Komatsu purchaser since 2003, when it purchased its first machine, a PC200-7. In 2010, Marc went to Japan to see some of Komatsu's main manufacturing plants.

"That experience confirmed to me the value of buying Komatsu," he said. "We were able to see the processes that go into each machine, and the high quality of the manufacturing.

"This was recently backed up when we were looking to buy our latest 20 tonner. We tested a PC200-8 against another competitor's machine, and the Komatsu had a much better breakout force.

"They are also extremely fuelefficient machines, particularly when you compare them with others in the market."

RCCC has taken delivery of a replacement PC35MR-3, which is used for tidy-up work on building and subdivision sites, replacing the need to hire in a machine for this purpose.

"The other thing I like about Komatsu machines is how easy they are to maintain and that's become even more so since KOMTRAX was introduced," Marc said.

"We now get reports on all of our dash 8 excavators, so we can see how they are performing, and whether any issues are arising. We have also been able to monitor fuel efficiencies as well as operator awareness of choosing the correct working modes for each type of work.

"When we purchased our first KOMTRAX machine, Komatsu's trainer operator, Aaron Marsh ran our guys through the on-board computer, the website, and gave our operators a real insight into how the system works.

"We do all our own servicing, while maintaining a good relationship with Komatsu's workshop in Hobart through the workshop supervisor Brendan Coad.

"We also get excellent after-sales service from the team there, including our local rep Doug Fulton. ■



# KOMATSU FORKLIFTS FOR BRADKEN



### Foundry work is tough work. Many forklifts would fail under the stress and strain of this environment. So why does Bradken, one of Australia's largest foundries and mining businesses, chose Komatsu?

Komatsu Forklift Australia has been providing Bradken with fully maintained forklifts and associated equipment across Australia since 2004. Bradken has recently renewed their Group Supply Agreement signifying both parties' long term commitment to Komatsu's ongoing provision of first class equipment and service levels in a competitive environment.

Bradken is a leading global supplier of differentiated consumable and capital products to international markets. Bradken uses its years of experience to develop innovative products for the mining, freight rail, steel making, smelting, transport, cement, oil & gas, power generation and sugar industries.

Supply Contracts Manager for Bradken Resources Pty Limited, Terry Sinclair said "As a leading heavy engineering company, Bradken can manufacture fully machined cast iron and steel products from a mass of 1 kg to over 25 tonne. Efficient and safe handling of these products means the forklift applications at Bradken sites are varied and in some cases quite demanding. Komatsu has assisted Bradken to specify material handling equipment most fit for its specific applications." Currently there are 128 Komatsu forklifts in the Bradken fleet.

Bradken management recognises that health, safety and the environment are its highest priority and to reinforce its commitment to environmental sustainability, the Company maintains certification to ISO14001 at all of its major facilities. Komatsu Forklift provides the equipment, specialist knowledge and planning assistance for us to comply with our legal obligations and achieve our safety and environmental goals.

Bradken commends the use of Komatsu forklifts to any company contemplating its material handling requirements and diverse applications for transporting products.



# KOMATSU NEWS TEAM KOMATSU RAISES OVER \$16,000 FOR MOVEMBER



THANK FOR YOUR SUPPORT















Movember is a worldwide event that focuses on raising important funds for men's health issues. In Australia funds raised go towards supporting prostate cancer and depression.

Team Komatsu took part in this year's Movember and also focused on raising awareness of these issues

to help encourage men to visit their doctors when they have health concerns. This year there was a consolidated effort to form a holistic team for the Komatsu participants.

We have had record participation this year with 50 employees signing up as either Mo-Bros or Mo-Sistas, and have also held many activities and events these included;

- BBQ Lunch
- Auction
- Melon Breakfast
- Raffle of a V8 Boot Lid
- Meatz & Sweetz Lunch
- Imac Breakfast
- Newsletter

The Komatsu Movember team has shown true dedication and commitment throughout November raising \$16,744. We would like to take this opportunity to thank our customers, colleagues, vendors, family, donors and friends for their support. Your effort can not be under estimated

# **JAMIE WHINCUP CROWNED V8 CHAMPION**



OT rodafone

Jamie Whincup has become the second driver in V8 Supercar/ Australia Touring Car history to win the coveted Championship in both a Holden and a Ford, taking the 2011 **V8 Supercar Championship title** ahead of teammate Craig Lowndes who gallantly fought to second in today's final leg of the Sydney Telstra 500 final.

After 10 race wins, 9 pole positions and 19 podium finishes, Whincup has written himself into the history books with a third V8 Supercar Championship title, tying with Peter Brock and TeamVodafone teammate Lowndes.

After an incredible end to a dramatic season which has seen 30 | DOWN TO EARTH ISSUE 57

the TeamVodafone teammates trade the championship lead with only 35 points between the pair, Lowndes has recorded his seventh consecutive top four championship finish.

In what has been a stellar season for Lowndes, the three-time champion has enjoyed 5 pole positions, 5 race wins and 14 podium finishes.

With a total of 14 pole positions, 15 race wins and 33 podium finishes, TeamVodafone are unbeaten in their field, also now holding the record for having one of their drivers in the top-two of the Championship for the last seven season, a new record in V8 Supercar history.

Top Ten Race 28 of the V8 Supercar **Championship Series Results -**Sydney Telstra 500

- 1: Mark Winterbottom
- 2: Craig Lowndes
- 3: Shane Van Gisbergen
- 4: Jonathon Webb
- 5: Russell Ingall
- 6: Michael Caruso
- 7: James Courtney

## 9: Jason Bright

10: Tim Slade

V8 Supercar **Championship Standings** 

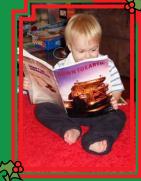
### w1: Jamie Whincup, 3168 pts.

2: Craig Lowndes, 3133 pts. 3: Mark Winterbottom, 2710 pts. 4: Shane Van Gisbergen, 2672 pts. 5: Garth Tander, 2574 pts. 6: Rick Kelly, 2358 pts. 7: Will Davison, 2345 pts. 8: Lee Holdsworth, 1920 pts. 9: Tim Slade, 1904 pts. 10: James Courtney, 1869 pts.

# CHRISTMAS KOMATSU

COLUMBED I

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Toby Reis, 1 year old



Send your photo to kids@komatsu.com.au and go into the draw to win a Hap-Snappy camera valued at \$250

Entries will close on 1st March 2012. The winner will be announced in the next issue.

CHRISTMAS CREATIONS

# Hello Komatsu KIDS

It's time to get your creative pencils and start decorating your CHRISTMAS TREE

- Colour inside the dotted lines then Cut around Santa Helpers
- 2. Fold in half

KOMATSU

3. Poke a hold through the dotted circle

4. Grab some string and thread it through the hole & hang on your tree.

Ask mum or dad to help with your cutting. Your scissors maybe sharp, so cut with care





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www.komatsuhybrid.com.au

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