

Issue 21 April 2000

Down to Earth

Magazine

How do we Shape up?

An interview with Ian Olivieri

Savage River

Customer profile

E@commerce

NS Komatsu enters a brave new world

Team Komatsu

Take Five

Initiative launch

NS KOMATSU

Our People Are Our Power

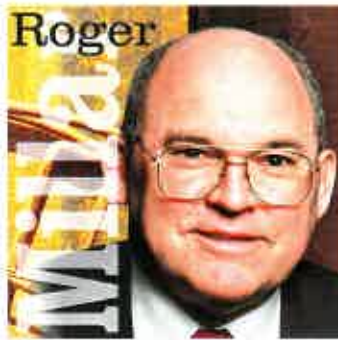
This issue's feature

On Tasmania's West Coast, the Savage River Mine is running a fleet of eight Komatsu machines. Read about the operations in the cutomer profile.

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Welcome



The way ahead for everyone is very different from where we have been. Rightly or wrongly the new millennium has become a watershed in so many ways; it has in itself become a catalyst for change.

In business, many people are reviewing the methods and paradigms that formed the basis of how we worked previously. There is now a need to be much more aware of the changing world around us.

Our company is looking much harder at areas where we can add value, and although that phrase is somewhat overused, it clearly states our goal. At NS Komatsu one of the main issues being considered is how we deal with our customers, our people and our suppliers.

Within my area of responsibility we are looking closely at the issue of product support, which is vital to the success of the organisation and its customers. Today, our equipment is of a very high standard, and we need to build on this and continue to deliver quality for the complete life of every machine we sell and maintain.

Within the next month or two, we will be launching a new concept for NS Komatsu that is known as Condition Monitoring. This involves the analysis of oil, coolant and grease etc, as well as failure analysis and other services that will assist us in providing greater operating predictability for machines. Together with Komatsu, we will be working towards onboard monitoring that will allow for safer, lower cost operation, resulting in longer component lives, higher productivity and better performance. It's a great step forward.

This is just one example of how NS Komatsu is rethinking the way we support the stakeholders. In reality, we are all partners in business and the success of every one of our customers is important to us.

Ian Oliveri's interview on the following two pages provides a further insight into our company and its direction - I hope you enjoy reading it and I wish you all a Happy New Millennium.

Roger Millar
Director, Product Support

Cover

Detail of a railway carriage taken from "Heavy Metal" courtesy of Digital Vision.

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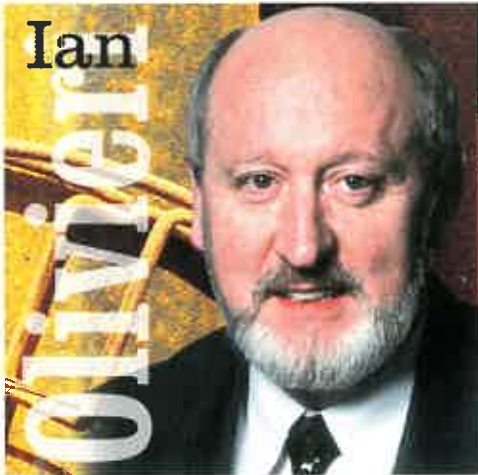
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INTERVIEW

How are we shaping up?

Advertising and promotions manager, **Annemaree Gear** talks to CEO **Ian Oliveri** about the company, its performance and its future directions. The answers provide an interesting insight into our organisation

AMG: Looking back over 1999, what were the company's major areas of achievement?

IO: Well, Annemaree, I think the fact that we toughed out what was a difficult year with almost 50 per cent of our business coming from the depressed mining sector.

We did well to push through and achieve the result we did. We also achieved some very good orders, despite the market. For example, Anaconda with the complete fleet and maintenance contract, KCGM with three PC8000's and their maintenance contract, and Ernest Henry with a similar structure and similar fleet. Mining wise, what also topped off the year was our display at Aimex and the release of the WA1200, which we think will perform very well when that sector finally picks up.

In construction, it was a very good year, although we were pressured by the strength of the yen. It's just something that we have to battle through, and, it's good to look back and see that despite these challenges we will achieve a commendable profit and sales result, and probably slightly exceed our revenue budget.

AMG: Do you expect these successes to be duplicated this year?

IO: Yes I do, but it will be a tougher year again. In respect to the mining sector, calendar year 2000 will be much the same as the year we just had, while we expect the construction segment will soften up in the second half. There have been various theories on the post Olympics impact and what effect the change of Government in

Victoria will bring. Other factors such as the GST and the introduction of the changes outlined in the Ralph Report will bring some uncertainty in 2000.

I think we have to be optimistic and hope the changes are much like the Y2K bug.... that in the end had no adverse effects and in fact probably forced us to update our overall IT systems, in a way that will continue to benefit the company for some years ahead.

"Within the mining sector, the biggest challenge is obviously ... to achieve better pricing for their products."

AMG: What do you consider to be the biggest challenges facing the mining and construction industry?

IO: That's a broad question. Within mining, the biggest challenge is obviously for the resource sector to achieve better pricing for their products. To see the gold price stabilize, hopefully well on the high side of \$US300, would increase confidence and lead to better fleet utilization for the major contractors and miners in general. Down the chain, that will of course have a flow on effect and improve our business.

The construction industry's biggest challenge will be simply getting through the changes I just talked about, and maintaining a good level of activity without moving to a

down cycle, as is usually the case with the Australian economy. We know there has been a strong pull forward in housing, pre -GST, and the weaker Aussie dollar will further increase pricing pressures. Just what impact that will have on the construction sector in the second half of the year, remains to be seen.

"We see our people as being the long term competitive strength of NS Komatsu."

AMG: During 1999, the company had a G2005 conference. What is G2005 and what objectives were set? How are we progressing?

IO: Basically G2005 follows on from the G2000 conference two years ago. We set the agenda then for the way we thought our company needed to change and the things we needed to achieve during that period. We have worked toward these objectives, and G2005 takes that process further forward.

We have set ourselves a target of being the number one company in Australia by 2005, by focusing on customer service, safety performance, financial strength, development of our IT systems and in our relationship management. If we can achieve that goal the growth of NS Komatsu and its strength will continue. G2005 involves five broad strategies, underpinned by a number of detailed objectives, many of which are already in progress. Additional strategies will be put into effect and continually refreshed throughout the five-year period to ensure we achieve the goals.

AMG: NS Komatsu is currently running a promotions campaign 'Our People Are Our Power'. Can you explain the relevance of these words?

IO: We see our people as being the long-term competitive strength of NS Komatsu, and are consequently putting more resources into their training and development.

We believe they are already a committed, enthusiastic team and that much of what NS Komatsu has achieved has been because of the efforts of our staff. The organisation needs to nurture this culture, as well as making sure we have the best people in the industry working for our company. The 'our people are our power' campaign is designed to challenge our staff to accept their personal roles in driving NS Komatsu forward.

AMG: As the Australian distributor for Komatsu, how does NS Komatsu rank as a global company. Does it have a significant share of voice globally and at what level?

IO: I'm pleased to say that NS Komatsu ranks very highly in the Komatsu global network. We are one of its most successful dealers and one of the first to operate as a fully integrated mining and construction dealer operation.

The company is fortunate to have a national network in Australia, as well as substantial construction and mining markets.

We have a voice that, I think, is very effective. For example, Komatsu's factory engineers work hard to develop products that are suitable for this country. The practical things, like being in the same time zone, also help our relationship with Japan.

The strong customer relationships we have built in this country are also a major benefit, and have helped build credibility with Komatsu's development engineers. I think that it is very important for NS Komatsu to be part of this development process.

Some people may have read that Komatsu restructured its board last year and reduced the number of directors but increased the ability for subsidiaries to have input by establishing what is known as Global Officer Groups. I'm pleased to be a global officer and thus ensure that NS Komatsu's voice, and the voices of our customers and staff, are well represented.

AMG: What are the key business imperatives for NS Komatsu?

IO: In terms of the year ahead, the main business imperatives are to focus on the five long-term goals that we identified in our G2005 review. While at the same time maintaining our profitability and aiming high to further increase the professionalism of our staff.

"The construction industry's biggest challenge will be ... maintaining a good level of activity without moving to a down cycle..."

Showing the way with Team Komatsu Take Five



Photo: (left to right) National Reman Manager Peter Dokmanovic; Central Region's Product Support Manager Brendan Moore; Queensland Region's Product Support Supervisor, Bob Coleman; General Manager, Human Resources, Peter Knight; Western Region, Safety, Training & Apprentice Master, Ross Graham; Cadia Project Manager, Gary Lusty; Southern Region, Training Manager, Dave Field; IT operations Manager, Kevin Hall; Training & Materials Manager, Ned Yuksel.

Stop, look and do. That's the message from a new workplace safety program launched by NS Komatsu at the beginning of February.

Team Komatsu Take Five evolved from the *Take Five* concept that was introduced by Peter Knight, general manager of Human Resources and reminds people to stop and think about the job they going to do before actually doing it – whether they work in the office, the field or the workshop.

Maximising safety awareness and performance – for the company and its employees, as well as during the servicing of customers, is one of NS Komatsu's major management strategies.

The national Safety Management Committee's evolution of *Take Five* into *Team Komatsu Take Five*, is a significant achievement, and one which should contribute significantly to NS Komatsu's goal of eliminating all lost time injuries by 2005.

The Safety Management Committee officially launched the program on 1 February, at a gathering of directors, management and staff from Corporate Services and Fairfield Branch, with committee members taking an active role in the launch.

Peter Dokmanovic, National Reman Manager, said that everyone has a responsibility to themselves and their colleagues. In the introductory message on a video presentation Managing Director Ian Olivieri, said safety is a vital issue, and there is an absolute need to create a safe working environment for NS Komatsu and through our performance, for our customers. This applies not only in workshop and field service activities, but also in every job situation, including the office environment.

Peter Dokmanovic went on to say that every employee is asked to learn the concept of *Team Komatsu Take Five*, and to apply it in their job. *Take Five* means to think through the task ahead. "Stop, think and do", Peter said. He added that the target of *Team Komatsu Take*

Five is to reduce our national injury rate this year from the current level to a lost time injury frequency rate of 12 or lower (which equates to less than 22 injuries per year), and to eliminate all lost time injuries by 2005.

Brendan Moore, Central Region's Product Support Administration Manager, took the floor and explained the workings of *Team Komatsu Take Five*. "The five steps in *Take Five*, are:

- 1 stop, look and walk around the machine;
- 2 think through the task;
- 3 identify the hazards involved (use "what-if scenarios in your mind");
- 4 control and communicate; and
- 5 do the job safely."

Following the formal launch, a spirited discussion demonstrated that *Team Komatsu Take Five* had made a genuine impact with all members of the audience, and they were enthusiastic to start promoting the objectives and benefit of the program. Line managers throughout the company have been charged with introducing it to all levels of the organisation, in all locations, starting in February.

Production of the *Team Komatsu Take Five* launch kit, which consists of the video, posters, banners, toolbox stickers and individual reminder cards for all employees was coordinated by Ned Yuksel, Corporate Services' Training and Materials Manager.

FOOTNOTE

This article is dedicated to the memory of NS Komatsu's Human Resources Manager, Peter Knight. Sadly, Peter passed away on Monday evening 13 March 2000 after succumbing to an aggressive form of cancer. Peter's commitment and passion to lift NS Komatsu's safety performance will always be held in high regard by all at NS Komatsu and especially those committed to its success.

NS Komatsu management and staff are deeply saddened by Peter's death and pass on their condolences to Kay, Tim and Jessica. Peter will be greatly missed by us all.

focus on Savage River

On Tasmania's rugged and isolated north west coast, NS Komatsu is going the extra mile to help keep the Savage River Mine running smoothly and efficiently.



"Averaging 92 to 95 per cent availability, the two PC1600s operate for over 7,000 hours a year".

The iron ore mine is owned and operated by Australian Bulk Minerals (ABM), but the fleet of mobile plant used at the mine is owned and maintained by Henry Walker Eltin (HWE), with ABM supplying the operators.

NS Komatsu equipment on-site comprises two PC1600SP-1 excavators, one PC800SE-6 excavator and five HD785-3 dump trucks. The 176 tonne weight PC1600SP-1s are critical to the mine operations, with each loading a team of 85 ton and 150 ton capacity trucks.

Bruce Young, HWE's Maintenance Superintendent, said that the matching of excavators and trucks is usually essential. "There was some consideration towards bringing in 300 tonne excavators to load the bigger trucks. However, when we looked at the running costs and the performance and high availability of the PC1600s, we decided to leave things as they are. The PC1600s have been here a little over two years and one has 15,000 hours on the clock and the other, 17,000. They easily reach the mine's requirement to operate for a combined minimum of 550 hours per fortnight. Averaging 92 to 95 per cent availability, they operate for over 7,000 hours a year."

The PC800SE-6, which is used for general clean up work, also achieves high availability figures and is well regarded as a stable and versatile machine.

HWE maintain the equipment, with NS Komatsu supplying parts and, when required, fitters, particularly during busy periods. Bruce Young commented, "We're pretty comfortable with NS Komatsu. At the beginning, NS Komatsu was new to open cut mining in Tasmania, but we now know we can rely on their support. We have an NS Komatsu fitter working here on-site five days a week, who works on all brands of our equipment."

Chris Gough, NS Komatsu's Product Support Representative for northern Tasmania visits the



mine on a regular basis, to ensure the level of service is maintained. The NS Komatsu fitter on-site is also a good communication channel, passing back any necessary information to the Service and Parts Department.

Due to the good support offered by NS Komatsu and Chris Gough's efforts, one of the PC1600 buckets is now fitted with Hensley GET for a trial period. HWE carry consumables, with adequate stocks of back up parts carried by NS Komatsu. This is an important break-through, as it provides an opportunity to demonstrate the superiority of the Hensley product and NS Komatsu's ability to provide the best support.

According to Bruce, one of the biggest difficulties for this operation is achieving fast transport from mainland Australia. "We can get parts to Melbourne overnight from anywhere in the country, but then we have to wait several days for them to cross Bass Strait. As a result product support from companies is critical. NS Komatsu have continued to demonstrate their commitment to us, even to the extent of flying an engine in from Japan on one occasion."

Magnetite was first discovered at Savage River in 1887, but mining only started in 1965, using a slurry pipeline to overcome the problem of high cost of transporting the ore out through the rugged country. The original mine operated for the full term of its 30-year lease, after which it closed and ownership of the site transferred to the Tasmanian Government.

In March 1997, ABM purchased the assets and after introducing modern mining processes such as relocating the original crusher in the pit and a new conveyor belt system to transport the ore out of the pit, the mine commenced operations again. ABM is continuing to deepen and expand the original open cuts. In addition to the current ore production, over the next eight months, over four million cubic metres of overburden will be moved, opening up new ore reserves. The current mine plan is based on approximately 80 million tonnes of ore reserves, with up to 190 million tonnes measured and indicated reserves.

Magnetite is different from the hematite of Western Australia's Pilbara iron ore mines. Savage River's ore has less phosphorus, aluminium and other impurities and is highly suited for production of high quality steels for fooling etc.

Ore is crushed at the mine, then mixed to a concentrated ore slurry and pumped 83



kilometres through an eight inch pipe to Port Latta on Tasmania's north coast. It is then processed into pellet form and loaded onto ships for transport to BHP Port Kembla, Korea, China and Japan. Annual production volume is 2.4 million tonnes of pellets and approximately 100,000 tonnes of iron ore concentrate.

One of the biggest considerations for the operators at Savage River is the protection of the surrounding pristine environment. Leon Taylor, ABM's Pit Superintendent said, "The Savage River feeds into the Pieman River, which is very eco-sensitive and part of Tasmania's wilderness area. Protection of the environment is an absolute top priority for us and we meet strict constraints on waste dump design and construction. Water quality is continually monitored at five locations – upstream, at the mine and downstream. All rubbish such as metal, timber, tyres and household rubbish is removed from site." ABM's careful management of the mining operation and its care for the environment is readily apparent with rainforests of myrtle and sassafras continuing to thrive adjacent to the mine.

Clockwise from left: Just a small sample of the operations at Savage River. A PC800-6 performs general cleanup operations on the mine face. A PC1600-1 works well in partnership with a Komatsu HD785-3 dump truck.

NS Komatsu is proud to be involved with HWE and ABM at Savage River and thanks both companies for their cooperation and assistance in the preparation of this article.

Mobile Crusher deployed to East Timor

NS Komatsu's rapid response and national support strength has resulted in a BR350JG-1 being purchased by the Australian Army for use in East Timor.

Through the New South Wales Corporate Account Manager (Industrial), David Stuart, the crusher was initially secured for 17 Construction Squadron, which is currently based in Timor. NS Komatsu was able to prepare the crusher in Sydney to the required configuration and deliver it to Enoggera Army Base in Queensland within three days.

An intense program was conducted by expert trainers in Brisbane, thus enabling the Army to load the 35 ton mobile crusher on HMAS Tobruk within their tight schedule. Whilst this mammoth task was being conducted, spares parts were despatched to the Army forwarding depot in the Northern Territory, with an additional parts holding and 24 hour support for the Army set up by NS Komatsu Darwin.

The crusher arrived in Timor together with relieving unit 21 Construction Squadron whose role was to supply engineering support to the Interfet forces in East Timor.

This squadron has a specialist quarry operations role that includes drilling, blasting, and crushing of material, and one of their main tasks in East Timor was the repair and upgrade of the Dili to Alieu road. The road had been poorly maintained and, as a result, had developed numerous road slips that prevented the passage of vehicles delivering aid to the mountains.



The BR350JG-1 Mobile Crusher and team on the job in East Timor.

The second area was Baukau, 120 kilometres east of Dili where two large slips were repaired. In addition, the crusher was utilised for numerous smaller tasks within the Dili area, such as the installation of power facilities and general road maintenance.

The Komatsu BR 350 JG Mobile Crusher was used for the production of aggregate for the batching of concrete, and road base material, and its design and mobility made this task effortless. Warrant Officer Two, Tony Rawson, claimed that during the time it was in use by 21 Construction Squadron there was no downtime, thus allowing all projects to remain on schedule.

In addition, as a result of the lack of downtime on the crusher the workshops were able to spend their time on repairing other equipment.

e@commerce Entering a brave new world

NS Komatsu has embarked on the path of adopting e-commerce for its various operations. The decision to move down this path is a major decision, but one that is receiving a high level of commitment within the organisation.

Spearheading the project is Malcolm Barnes who joined the company at the beginning of January. Malcolm has been involved in e-commerce for many years, having been Head of Product Development in the Asia Pacific region for the Bank of America. His key focus in this position was to develop e-business products and services.

The scope of the position within NS Komatsu relates to three main areas of opportunity. "It is not about building web pages, but revolves around looking at the total organisation and its e-commercialisation," Malcolm noted.

The first goal is to streamline external interfaces with the company's customers, suppliers and business partners. For example putting in place the means for customers to order spare parts via the internet. It also seeks to achieve supply chain efficiencies with suppliers.

Internal business processes and business efficiencies are the second objective. This focus is involved with ensuring the business can process transactions efficiently and seamlessly. Ultimately, this area should achieve cost savings that can be passed on to customers.

Finally, Malcolm will be addressing communications, both internally and externally by looking for ways of promoting the sharing of information and knowledge. This could include such concepts as online training and product information and will have a direct and very positive impact on the way NS Komatsu communicates with customers and staff.

According to Malcolm it will take between six and 12 months for the e-commerce project to achieve significant benefits but he will be looking for some short term wins. "We need to strike a balance between strategy and tactics and do it properly. But, at the end of the day, the benefits are enormous and will position NS Komatsu at the cutting edge of technology and customer service."

Customer Service, the key to NS Komatsu's future growth



As NS Komatsu's General Manager, Sales and Marketing, Jim Playsted espouses some very interesting views on the way forward in his industry.

Rather than focussing on the sales numbers game that has become commonplace, Jim is looking to NS Komatsu's people and their behaviour as the way of moving forward.

Jim brings to NS Komatsu 30 years of experience in the machinery business, all of which has taught him a great deal about customer expectations and human nature – not to mention an enormous depth of knowledge about the equipment itself.

Known for his perceptive and friendly nature, Jim takes particular pride in the personal success of the many people he has introduced to the industry and coached during his career.

"Ours is a service industry, and people buy from people", Jim said. "During the '90s customers have found choosing between brands increasingly difficult as, with few exceptions, build quality and machine integrity have reduced the risk of downside to almost nil."

"The key to differentiation", he continued, "is increasingly in the quality of the customer/supplier relationship. In simple terms – the future of purchase decisions rests as much with the quality of customer service experience as with who built the product."

Right on track PW130 Road Railer

In South Australia, a new piece of machinery is playing a valuable role keeping the Port Augusta to Leigh Creek Mine trains running.

The Komatsu PW130 Road Railer is responsible for maintaining the 150 kilometre rail line that carries an 80 carriage / 100 tonne per carriage coal train every day of the week. Designed to enable the maintenance team of eight to operate fully independently, the vehicle carries all the necessary maintenance equipment. When a particular machine is needed it is simply plugged into the hydraulic outlet on the Road Railer and it is ready to go straight away.

Previously maintained by a team of 30 fettlers, the rail line is a vital link in Leigh Creek Mine's operations. According to Reg Stephen, Operator Safety Trainer for NS Komatsu, the most problematic aspect of the operation include the weight of the train, upwards of 8,000 tonnes and running over sandy soil and bulldust - all of which results in the rail sinking continually.

Using an electromagnet, the Road Railer runs along and picks up the rail dogs and spikes that are left beside the rail line. It

Jim believes that customers are choosing to deal with people who truly demonstrate caring about them and their business. That recipe starts with choosing employees with personal qualities to match the values of their particular company. Whether in tourism, banking, machinery supply or the restaurant trade – provided the product is of acceptable quality – repeat business is more about a genuine and caring relationship than who built the product."

"Our goal at NS Komatsu must be to lead and coach every member of the organisation to understand how their contribution affects the customer and what that person can do to help." According to Jim, NS Komatsu has achieved remarkably since it was formed in 1991. "The company has doubled in size, and through extensive investment in infrastructure and personnel is now a valued and reliable supplier to Australian industry."

"But just wanting to be 'Number One' isn't enough. To succeed we have to be our industry's 'Number One' customer service provider, which has more to do with understanding customers' needs and how to lead, develop and motivate others in our teams, rather than simply counting statistics", he said.

Jim quotes Abraham Lincoln, "To give real service you must give of yourself and add something which cannot be bought or measured with money, and that is sincerity and integrity."



also has a tamper head that vibrates and packs rail ballast back underneath the sleepers, thus lifting the rails to the correct height. A loader that travels with the Railer carries a sleeper puller that pulls the sleepers out, the railer lifts up the rails and the loader then pushes the sleeper back into place.

All of these operations were once done manually, but these days, thanks to the PW130, it is a fully automated operation. The first of its kind in Australia, the Road Railer travels on either road or rail at 30 kilometres per hour and is diesel powered with a dual wheel system running eight tyres that is used to navigate level crossings.

Second PC1100SP-6 delivered to spillway project

A new PC1100SP-6 Excavator has been delivered to Hoare Brothers to work at the Warragamba Dam Auxiliary Spillway Project, west of Sydney.

The machine replaces an older PC1000SE which has been relocated to another job.

Robert Collyer of Hoare Brothers said the new machine has exceeded their expectations with high performance, breakout and operator comfort.

Hoare Brothers currently operate a PC650SE, a PC800SE, two PC1000SEs and a PC1600, together with the new PC1100SP, bringing their fleet total to six large Komatsu machines.



The new machine has exceeded their expectations with high performance, breakout and operator comfort.

Robert is also a strong supporter of Hensley teeth, having used them on the PC1000SE and now on the PC1100SP, saying the wear rates are fantastic, outdoing other competitors by almost 100 per cent.

The new machine is working alongside another PC1100SP owned by Emeco, on hire to Abigroup and loading a fleet of over 20 50 tonne dump trucks.



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Our People Are Our Power

Speaking of Sponsorships

Sydney to Hobart mostly plain sailing

The latest Sydney-Hobart yacht race was a far cry from its predecessor – for at least some of the trip.

Shane Kearns, the skipper of *Komatsu Blue Lady* spoke to *Down to Earth* enthusiastically about this year's trip. Together with a crew of seven, Shane sailed the boat to Hobart in seven days, finishing 47th overall and 24th on handicap.

The *Komatsu Blue Lady* is a Challenger 39 and as well as being one of the smaller boats in the race, it is set up for cruising, not racing.

"The race this year was split into two very distinct sections. The first two thirds to Flinders Island were completed in just two days, but the last third took another five days. During



the last part the boats battled 50 knot winds and 12 metre seas – conditions that were very akin to the previous year. It was a relief to reach Hobart and the calm waters of the Derwent River," Shane said.

Shane has an annual schedule that is the envy of most people. He competes in every major yacht race right up the eastern seaboard, and in between uses the boat for teaching and charter work, as well as supporting his NS Komatsu sponsorship.

In addition (probably on rainy days!) he gives talks at conferences on boat preparation and racing. But it is the offshore racing that is the driving force for him and chasing better and better results each time.

Hunter girls in the swim

In the highly competitive world of club swimming, achieving long term success is no mean feat - simply having the financial support to meet the travel costs to competitions all over the country is hard.

But in Newcastle, New South Wales, the local swim team continues to benefit from a joint sponsorship arrangement with NS Komatsu, Sydney branch (Parts Department) and customers Eyre & Smith of Maitland.

With a squad of 19, the NS Komatsu National Swim Team has been chalking up some impressive results at meets all around the country, as well as overseas.



Most members are within the New South Wales and Australian Top Ten in their respective age groups, and six are members of the prestigious New South Wales State Swimming Team.

Part of the sponsorship money goes into special NS Komatsu branded gear, but only the top swimmers are allowed to wear it, so it has become a big reward that the junior members strive hard to reach.

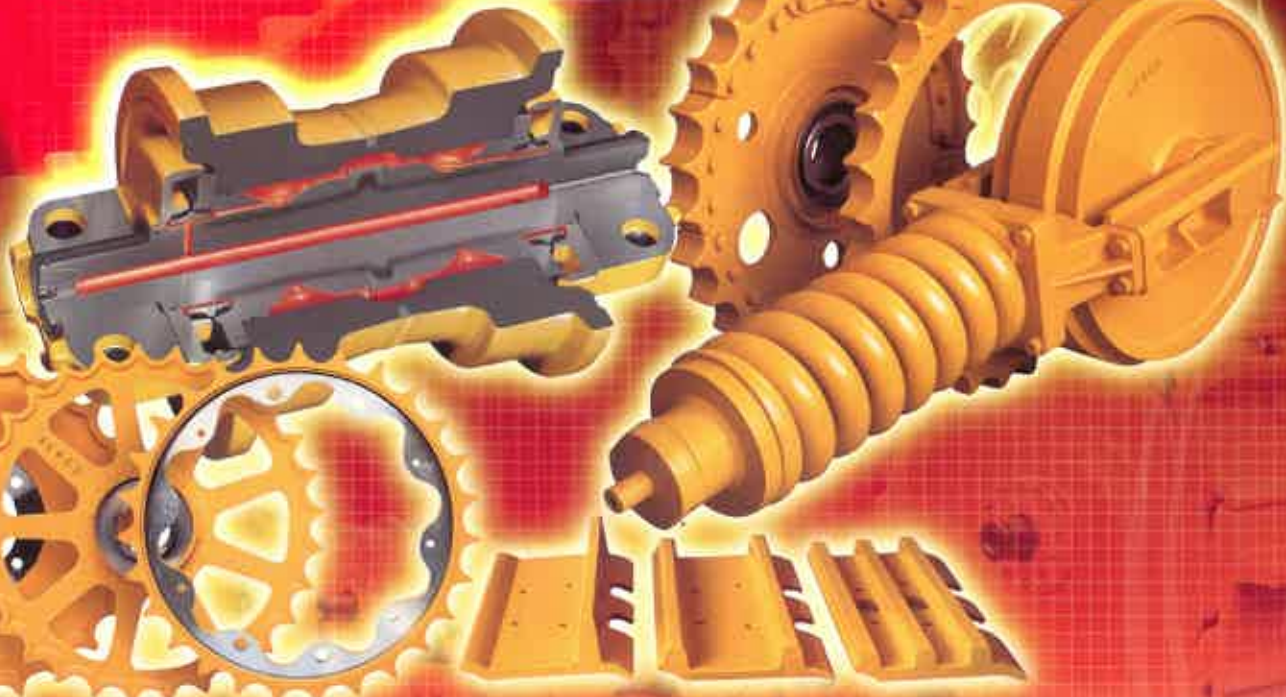
Swimmers wearing the distinctive clothing are a highly visible force at meets all over the country.

Looking to the future, the team has its sights firmly set on a number of high profile events including the Commonwealth Games in 2002.

Everyone at NS Komatsu and Eyre & Smith wish them well.

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