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New Team Members and Family Additions

- Congratulations to Sydney's Justin Aldridge and his wife Erika on the birth of their baby boy Brodie Tyler born 7 pounds 6 ounces, 50 cm long.
- Welcome back Michelle Steel, the Melbourne office missed you.
- Sydney would like to welcome the following people to the company; Alan Younger, Robyn Murray, Melanie Pasina and Joerg Greshake.
- Get well soon Gary Holden from our Perth Branch and we wish you a speedy recovery.
- Crystal without you this newsletter would not be possible, thankyou again for your efforts.

WELL DONE DAVE!!!

ThyssenKrupp Elevator aims to provide excellent and productive service to all of our clients at all times. There are incidents however that can occur in which we are required to respond immediately. On the 21st of May 2002 we received a trapped passenger call to 167 Macquarie St (Hambros House) and responded to the passenger's needs quickly and effectively. A short time later Keith Powell received a warm call thanking the Company for its rapid response time, congratulating the technician for acting with a "cool head under pressure." This call demonstrates our continuous efforts to respond to our clients needs as a showcase of our professionalism. The occupant was suitably impressed, and as a result, left a considerable donation with the property manager. This has been passed onto the Children's Hospital to assist others in need.

Did you know?

Research shows that a satisfied customer will tell 5 other people about their positive experience with ThyssenKrupp Elevator, but a dissatisfied customer will 10 or more people about their ThyssenKrupp Elevator experience. This is called "The Ripple Effect."

SERVICE WITH A SMILE A day in the Sydney Service Centre

Monday 29th July 2002

Let's spend a day with Shelley Robb (Customer Service Supervisor), Sia Taoipu and Crystal Boza to see what it is like to work in ThyssenKrupp Elevator's busiest Call Centre.

The first shift starts at 7.00 am. with Shelley opening up, her description of the day by 08.30 is "crazy". Shelley explains that Monday is the busiest day of the week. This morning there was a Mods and Construction meeting, an Apprentice meeting and the weekend rostered Technician's meeting. As our building is a secured premises, the call centre staff are responsible for providing access to the building. It can at times be very distracting as this adds to the pressure of the morning having both the phones ringing and the security door entry constantly buzzing. By the next shift Shelley already has logged 24 calls into the system.

Today Crystal starts at 8.00 am. and reiterates Shelley's comment with her description of the start of the day as "hectic". Crystal is entering the weekend calls, fault reports and shutdowns into the main database in between taking

calls and paging technicians.

Rostered on the late shift, Sia's should normally start at 9.30 am. but today sees her start at 9.00 am. Sia is currently undergoing a Call Centre Traineeship with ThyssenKrupp Elevator and today she has an assessment with an out-sourced assessor, Gary. This assessment involves explaining ThyssenKrupp systems and procedures, with back up evidence and employment statements she must show Gary that she is proficient in her role within ThyssenKrupp Elevator. Gary describes Sia's presentation as extremely competent, and he says he is "blown away" and impressed with her skills. Well done Sia!

Ask Shelley how she describes the team and her answer is "team orientated and resourceful, we focus on a high level of customer requirements and information sharing between the three of us. Even though we have specific tasks that must be done on a daily basis, there are also unexpected tasks that arise during the day. This can require us to change our schedule but that is what makes the day challenging.

The afternoon calms down giving every-

one a chance to catch up on paperwork, this includes obtaining fault reports from the technicians, keying maintenance / break-down sheets and general filing. As Shelley started at 7.00 a.m. Her shift finishes at 3.30 p.m. leaving Crystal and Sia behind to keep the Service Centre running. With Crystal starting at 8.00 am. her shift finishes at 4.30 pm. leaving Sia to answer the phone, record any shutdowns and advise the evening shift of the day's occurrences.

ThyssenKrupp Elevator's Service Centre runs 24-hours, ensuring our clients can contact us at anytime, with any problems being rectified regardless of time.

Our 24-hour contact number is 1300 799 599.



ThyssenKrupp Elevator Australia

WELCOME TO OUR
FOURTH ISSUE

THYSSENKRUPP IN MOTION

VOLUME 2, ISSUE 2
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Newsletter of ThyssenKrupp Elevator
Australia Pty Ltd

THYSSENKRUPP'S LS-2 IS FOR YOU

If you are looking for power savings, reliability and floor levelling accuracy ThyssenKrupp Elevator's LS-2 is for you.

The LS-2 lift controller® is designed as a modular system, making changes and extensions simpler and less costly. It consists of the Main Unit, the Central Processing Unit of the LS-2 and the associated input/output units.

The Main Unit permits a variety of adjustments via an easy to use monitor system. It displays maintenance and fault information and stores it to allow exact fault diagnosis to be carried out by the Service Team. With its compact design the LS-2 can be combined with all drive control systems and as standard we offer frequency control systems and voltage control systems.

The input/output units take care of controlling the operator panels and displays, and can be configured to the specific requirements and size of the lift. Each input/output unit is fitted with its own CPU, ensuring a rapid response through local signal processing.

In the case of multiple lifts the LS-2 can be equipped with "Group Modules". These act not only as an interface to the individual lift controllers but also calculate the optimum load distribution in order to achieve maximum transporting capacity.

This alternative controller is the simple and inexpensive answer to your needs, especially in the case of modernisation of existing lift equipment.

With decades of experience in engineering and with the efficiency and potential of

ThyssenKrupp Elevator, we develop and produce not only all of the mechanical and electrical high power components ourselves, but we also develop the software for our control systems. We guarantee cooperation to our customers with full support – from the planning stage to completion to reliable after sales service. We are on hand and trained to support our state of the art transport systems. Our customers can rely on modern products that prove to be the right solution with regard to safety, long service life and high efficiency.

For further details on the LS-2 lift controller®, please contact Jim Manos on 02 8303 9000.

THYSSENKRUPPELEVATOR TAKES OVER KONE'S ACTIVITIES

Under its internationalisation program, ThyssenKrupp Elevator, the third biggest elevator manufacturer in the world with sales of €3.5 billion and 28,000 employees, has continued its expansion growth track by taking over activities of elevator manufacturer Kone, in this region. This acquisition focuses on Brazil, Argentina, Venezuela and Chile where the company has a service base of 24,000 installations, taking sales to €165 million and the number of employees to 2,200.

Following the acquisition of the Brazilian elevator manufacturer 'Elevadores Sur' in 1999, the present takeover will further enhance ThyssenKrupp Elevator's strategic position in the South American markets. The expansion will increase the current service base by 33%.

Reference: ThyssenKrupp Global Exchange Special Edition



LS-2 Controller Cabinet

MELBOURNE OFFICE LEADING THE WAY

The news continues to be positive for the Victorian Branch. In fact so much is happening that it is hard to decide what to write the most about.

On the installation, modernisation and repairs front we have sold another LS2 upgrade on an ANZ Bank Job at 570 Church St in Richmond. Furthermore, a 3 Car Gearless Swift modernisation at 456 Lonsdale St for the Macquarie Bank and three Thyssen F2 operators at the University of Melbourne, as well as numerous small jobs. Also inquiries are coming in thick and fast from builders for the Evolution Lift.

With new maintenance contracts, ThyssenKrupp Elevator Victoria is proud to have been selected by Napier & Blakely Consulting as the lift maintenance contractor for 140 William St. The Building is 41 stories high with 3 rises of lifts and a car park. Units on site are 16 Gearless TMS900, 1 Gearless TMS900, 1 Geared TMS 9000 & 1 Hydraulic lift. In a competitive tender situation were selected as contractor



to maintain the 19 Lifts for the next 5 years starting from the first of August. We look forward to a long and mutually beneficial relationship with the client.

Knox Shopping Centre is on schedule with lift 1 completed, lifts 2 & 3 in various stages of completion and lift 4 yet to be started. Of the other equipment on site the 4 pathways and two of the escalators have been installed with the other two escalators going in shortly.

At 461 Bourke St the first lift, the new Swift Controller and Group, is in service and running exceptionally. All items have been pre-tested with no



problems prior to the big day. Despite some small difficulties that were quickly and easily attended to, the lift is now in service and running admirably.

SYDNEY ATTAINS SKYGARDEN

ThyssenKrupp NSW has shown its competitive side as exemplified through their recent gain. Partnering with Lloyd Collins Property Consultants and owners Citadin Pty Ltd, ThyssenKrupp Elevator secured the SkyGarden 5+5 performance contract with special thanks going out to Maarten de Vries, David Husoy and Martin Doyle (WA branch) for their premium efforts. This contract was won from KONE and commenced on the 1st of July.



Although the lifts initially required quite a lot of attention they have now settled down. This outstanding portfolio consists of 8 x lifts and 18 x escalators in the SkyGarden Shopping and Office complexes as well as 3 x Schindler lifts on a separate contract in another building in Elizabeth Street with the same owners. A big thankyou to all those who were involved and assisted in the settling in period.

NEW LEGISLATION

Letters have gone out to all our NSW clients advising them of new legislative changes brought about by the new OH&S regulations as well as changes to the AS1735 elevator code. Under this new legislation all owners of plants, who re-register their plant, are required to provide a statement that the plant is safe to operate. We will be carrying out Hazard and Risk analysis on sites where we are requested by the client, and will be working with them to develop a plan to control or eliminate any risks or hazards. Service personnel can assist greatly by ensuring their maintenance tasks/activities are up to date and all required documentation is accurate and timely.

BRISBANE OFFICES HAVE MERGED FORCES

The Brisbane operations of ThyssenKrupp Elevator have merged Administration and Service into one office operating out of Stratton Street in Newstead, Brisbane.

The move went to plan and we are now fully operational as one combined team. Having all of our operations at one site is a huge benefit and has

improved our internal communications and access to information. With the consolidation of our office our next step was to update our technology involving a complete upgrade of our IT hardware and software and we are all seeing the benefits being part of the internal communication's system

We have had two victories to add to our maintenance schedules. These include obtaining Rainbow Place, Coolangatta which comprises of 2 lifts and Edgewater Gardens, Surfers Paradise also containing 2 lifts, both ex Otis contracts.

We are concentrating on expanding and look forward to

further victories across the Sunshine State.



Rainbow Place

WA WINS PRESTIGE BUILDING SERVICE CONTRACT

ThyssenKrupp Elevator Perth continues to achieve success in the elevator service market.

May was a premier month for TKE Perth with our team being awarded the service contract for the Governor Stirling Complex. This complex consists of three separate buildings containing 15 elevators in total. These are Kone TMS 9000's, EPL Thyro 2B's and EPL Thyrodynes. The Governor Stirling Tower is an especially prestigious building containing the offices of the Premier of Western Australia and numerous Government Ministers.



Governor Stirling Towers

Not stopping at Kone brand equipment, we took over the service of two Otis brand elevators in June and then the Parmelia Hilton Hotel in July. The Parmelia Hilton Hotel containing 9 Otis eleva-

tors has been known as one of the prestigious hotels in Perth for many years. ThyssenKrupp Elevator has facilitated our entry into the Parmelia Hilton Hotel to a large extent through the upgrade works carried out by our dedicated repairs crew earlier in the year.

With our continued expansion we welcome Raymond Toy to our multi-skilled service team. Ray's extensive experience as an Otis trained adjuster further strengthens our service department. Not restricting ourselves to the Perth elevator market only,



Parmelia Hilton Hotel

THYSSENKRUPP BACKS WINNERS

Congratulations to the Sydney Olympic Sharks who defeated Perth Glory in the 2001-2002 NSL Grand Final on Sunday 12th May 2002.

Against all odds the Olympic Sharks crushed the dreams of most of the 43,000 spectators and of the entire city at Subiaco Oval in Perth with the score 1-0. Even though



they had the home team disadvantage, the Olympic Sharks captured its second championship in 12 years with No: 19 Striker Ante Milicic's goal in the 47th minute, being



enough for them to earn the title "Champions of Australia". ThyssenKrupp Elevator is fortunate to have formed a relationship with the Olympic sharks through their long term client Mr. Lapouris, a director of Olympic Sharks. We are proud sponsors of the Olympic Sharks and look forward to another successful season.



MEET THYSSENKRUPP'S AEA APPRENTICE OF THE YEAR

Adam Cook is ThyssenKrupp Elevator's "Australian Elevator Association's" Apprentice of the Year.

Ask Adam's colleagues of their opinion of him and the response is "Conscientious, Punctual and a Good Listener".

Adam is 18 years old and a 3rd year apprentice who started with ThyssenKrupp Elevator in November 1999. His ambition is to get his own run and to exceed any personal goal he has set for himself.

During his second year, Adam worked in Mods and Construction working on sites like Telopea Housing Estate (which won ThyssenKrupp's coveted "Most Successful Modernisation" in 2001), South Sydney Corporate Estate, the installation of ThyssenKrupp's latest technology, the Evolution® at Manly, and aided in the total refurbishment of 107 Pitt Street and 109 Pitt Street, Sydney.

Adam is now working in the Service Department, mainly in the Southern Suburbs where he is assisting on maintenance and repair work.

One of three brothers, Adam enjoys cricket, football and snowboarding in the Winter.

Well done Adam and keep up the good work, you are a good example for those apprentices establishing themselves in the Company.

