

# Hiab method

CUSTOMER MAGAZINE 1/2011



An extended reach  
with the new  
Hiab XS 622

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solutions for cities

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moves Cargotec ahead

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in crane design

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PHOTOS Siemens and Cargotec

## Global trends set the stage for Cargotec's refined strategy

Urbanisation, the rise of emerging markets and the acceleration of technological change are impacting the future direction.

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Cover: The new Hiab XS 622 was photographed by Per Trané

Hiab  
**method**

**Hiab Method** is Cargotec's customer magazine with a distribution of approximately 20,000 issues. **Editorial board:** Maija Eklöf (Editor-in-chief), Johan Bohman, Paulo Cardoso, Elizabeth Gibson, Katarina Hoel, Tarjei Isaksen, Bettina Kuppert, Hervé Lherondel, Roger Macknish, Zaloa Malaxetxebarria, Ludmila Timonina and Letty Wong. **Email** at [majja.eklof@cargotec.com](mailto:majja.eklof@cargotec.com) **Layout:** Maggie/Zeland **Printed** by Punamusta, Finland. The opinions expressed by the authors or individuals interviewed do not necessarily represent the views of Cargotec.



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## Foreword

Refined strategy brings customers, new solutions to the foreground

2010 was a year of new beginnings for Cargotec, and it is encouraging to see a tide of positive momentum rolling through many of the cargo and load handling segments we serve. Although not all industries and market areas have fully recovered, Cargotec's industrial and terminal business has picked up significantly compared to a year ago.

In the autumn, Cargotec refined its strategy underlining the importance of emerging markets, services, internal clarity, and – most importantly – customers. To enhance our ability to serve customers and build withstanding customer relationships, the EMEA (Europe, Middle East and Africa) region reorganised its business by establishing a management structure in each country.

These changes are already starting to bear fruit within our industrial business segment, namely Hiab loader cranes, truck-mounted forklifts and demountables, especially in Scandinavian countries, Germany and France, where activity in construction and infrastructure has increased. The terminal business has also perked up with year-on-year global container handling volumes increasing 14.5 percent in 2010. This has put many large port projects back on the table, allowing Cargotec to show its expertise as an experienced provider of total port solutions, including automated terminals.

We are constantly looking for new ways to enhance our customers' businesses. The frame agreement signed with Siemens Wind Power this spring is a case in point. It demonstrates our competence and capability to provide complete solutions that meet the demands of the high-end wind power generation and service application, and shows our commitment to servicing the entire renewable energy industry.

This spring we are also launching a new product in the Hiab XS family. The new Hiab XS 622 is claimed to be the best crane ever made in the 58tm capacity range, combining light weight with extremely good capacity. The new product marks an important technological milestone in this range.

Our goal is to make the customer's life easier while improving efficiency. We are continuously striving to design safer and user-friendlier products in compliance with the latest regulations. With a global distribution and service network of unmatched coverage, we are just around the corner, or a phone call away, ready to meet any challenges our customers may have encountered.

**Harald de Graaf**

Executive Vice President, EMEA



Hiab is the global market leading brand in on-road load handling solutions. The offering includes Hiab loader cranes, Hiab Loglift and Hiab Jonsered forestry and recycling cranes, Hiab Multilift demountable systems, Zepro, Waltco, Focolift and Del tail lifts and Hiab Moffett and Princeton PiggyBack® truck-mounted forklifts.



## Dedicated design brings long-term cooperation

TEXT Randel Wells | PHOTOS Siemens

Cargotec has entered into a long-term frame agreement with Siemens Wind Power A/S, one of the world's leading suppliers of wind power solutions. Cargotec will supply custom-made cranes for new Siemens wind turbines.

Wind is fast becoming a serious, successful clean energy alternative. The Global Wind Energy Council (GWEC) estimates as much as 22 percent of the world's energy could be met by wind by 2030.

According to the 2010 Global Wind Report put together by the GWEC, the wind energy market slowed for the first time. Hit by the global economic recession, the market grew a mere 22.5 percent in 2010 – still very healthy. With a spike in investments and huge orders placed for new turbines around the world during 2010, the forecast is for strong growth over the coming years.

Wind turbines need to be serviced on a reg-

ular basis, usually at least once a year. Maintenance requires hoisting tools and eventually spare parts to great heights from a very confined space, namely the wind turbine nacelle. On average these nacelles are 90–100 metres in the air, and equipment may need to be hoisted or lowered from the ground or ship decks at offshore wind farms.

Each individual wind turbine therefore needs its own hoisting device, tucked neatly into the nacelle. Before Cargotec came on the scene, Siemens Wind Power was using more or less standard cranes with some minor modifications. But there were a few design changes required, and Siemens took the opportu-

“This is an industry that has been booming over the last few years and still has a huge potential for growth.”

nity to look around for other suppliers. “That was conveniently at the same time we came around the corner,” recalls **Marcel Boxem**, Business Support Manager at Cargotec.

“Cargotec’s global presence and acknowledged position as a technology leader in its field were key factors behind our decision to choose Cargotec as the frame agreement supplier. Cargotec’s closeness to the markets, as well as flexibility and ability to deliver reliable and safe solutions in a short delivery time were also highly valued,” says **Kai Foecking**, Global Commodity Manager for service cranes at Siemens Wind Power.

Cooperation with Siemens started with the designing of a crane solution specifically for Siemens Wind Power turbines. The resulting design is completely new and tailor-made for their application, based on Cargotec’s experience in truck-mounted loader cranes. The success of this work led to the long-term frame agreement.

“The agreement not only demonstrates Cargotec’s competence and capability to provide complete solutions that meet the demands of the high-end wind power generation and service application, but also shows our commitment to servicing the entire renewable energy industry,” says **Unto Ahtola**, Executive Vice President, Industrial & Terminal, at Cargotec.

### Unique solution

The main purpose of these service cranes is to hoist up tools and spare parts. Hoisting is done from the outside, using a telescoping boom system. A special hoist provides the power to lift and lower. Both the boom system and hoist are installed inside the turbine nacelle. In this solution, the hydraulic system used to control the yaw and pitch gears of the wind turbine also drives the crane and the hoist.

“What really set us apart is the fact that other suppliers were using standard cranes and making adaptations, whereas we started from scratch,” notes Boxem. “We were more flexible and really able to tailor the solution to their exact needs.”

The new design was both unique to Siemens and particularly tailored for the turbines Siemens produces. Though smaller crane applications similar to this are familiar territory for Cargotec, nothing has been done before on this size and scale. The special T-boom design, unusual in Hiab cranes, and a new hoist, along with software and remote control systems, all add up to a major step forward for Siemens wind turbine service cranes.

Siemens realised they needed a service crane with high lifting capacity for their wind turbines. “Rather than just using existing ideas, we took the requirements and started a totally new concept,” says Boxem.

The results are impressive. Compared to their previous solution, Cargotec’s unique solution doubles the lifting capacity over Siemens previous service cranes, from 3.5 to nearly 8.0 ton/metres, in addition to more outreach. The Hiab service cranes give Siemens more flexibility with their turbine designs with the ability to handle equipment and spare parts in a larger work area.

The first Hiab service cranes have already been delivered from Cargotec’s multi-assembly unit in Stargard Szczeciński, Poland. Cargotec has so far secured orders for over 100 units and the product development for other turbine sizes is ongoing. The volumes are

expected to reach up to one thousand units of Hiab cranes per year.

### Expanding production

In addition to the better crane performance, Cargotec’s global production footprint brings further advantages. With production sites around the world, Cargotec can assemble the cranes near to customers’ manufacturing sites.

“These cranes will not only be assembled in Poland, rather the intention is to assemble the cranes wherever Siemens needs them,” explains Boxem.

The Hiab service cranes will be used in both offshore and onshore wind turbines. The cranes are fully assembled by Cargotec and sent to Siemens’ production sites. The crane system is installed into the nacelle during production, and then the complete nacelle is transported to the final destination for final installation.

Only new wind turbines will use the Hiab service cranes. While it would be nice to have them in all Siemens wind turbines, retrofitting is next to impossible. “Given the average height of these wind turbine towers would be too costly to replace them,” points out Boxem.

With the exceptional growth of wind energy, the lack of a retrofit option is really no concern. “This is an industry that has been booming over the last few years and still has a huge potential for growth. All regions are expanding rapidly, and we expect this to continue at least for the next decade,” he says.

“So this is an area we definitely aim to develop,” continues Boxem. “We want to have a complete line-up of products suitable for wind turbine applications. We have a number of crane models available already, but we will expand the range to ensure we can meet all the needs of the wind energy industry.” ■

“Cargotec’s global presence and acknowledged position as a technology leader in its field were key factors behind our decision.”

## About Cargotec

Cargotec improves the efficiency of cargo flows on land and at sea – wherever cargo is on the move.

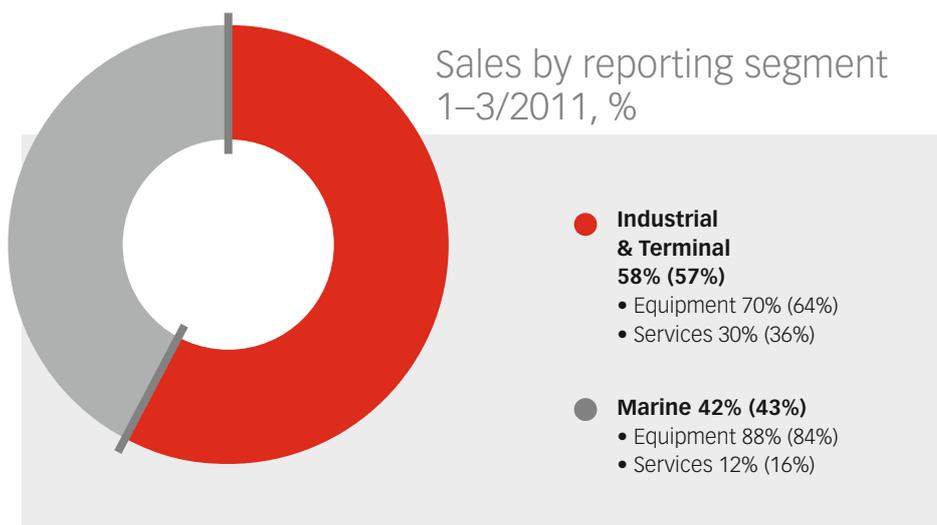
Cargotec's daughter brands, Hiab, Kalmar and MacGregor, are recognised leaders in cargo and load-handling solutions around the world.

Cargotec's global network is positioned close to customers and offers extensive services that ensure the continuous, reliable and sustainable performance of equipment.

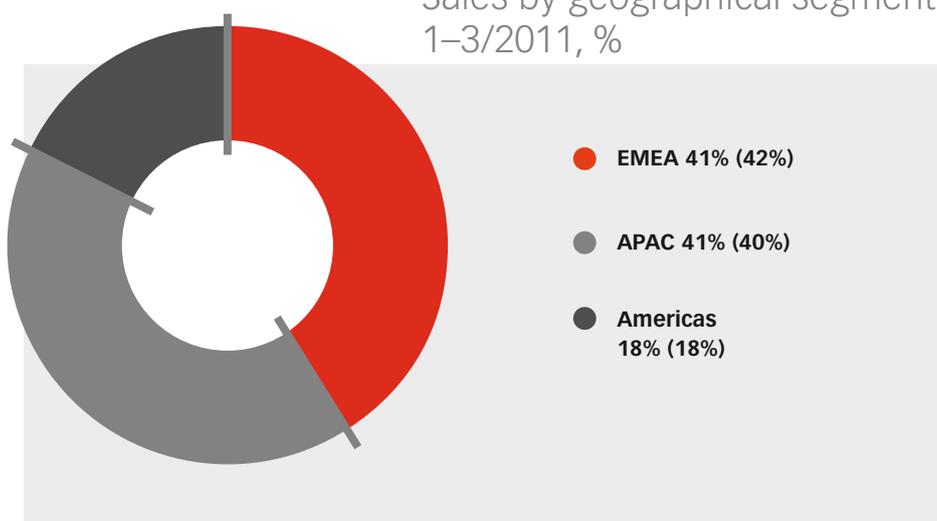
The company employs approximately 10,500 people.

[www.cargotec.com](http://www.cargotec.com)

Sales by reporting segment  
1–3/2011, %



Sales by geographical segment  
1–3/2011, %



Key figures in January–March 2011	Q1 2011	Q1/2010	2010	2009
Orders received, MEUR	819	598	2,729	1,828
Order book, MEUR	2,373	2,239	2,356	2,149
Sales, MEUR	763	555	2,575	2,581
Operating profit, MEUR	50.6	13.5	131.4	0.3
Operating profit margin, %	6.6	2.4	5.1	0.0
Income before taxes, MEUR	46.4	6.8	101.4	-26.7
Cash flow from operations, MEUR	36.2	46.5	292.9	289.7
Interest-bearing net debt, MEUR	335	336	171	335
Net income for the period, MEUR	36.2	9.8	78.0	7.1
Earnings per share, EUR	0.59	0.13	1.21	0.05



## Lessons learned in China

Cargotec's Pekka Vauramo, Chief Operating Officer and Deputy to the CEO, moved from his native Finland to Hong Kong at the beginning this year to help drive the company's development initiatives in the Asia-Pacific region. *Hiab Method* recently caught up with him to see how it's going so far.

### **ASIA'S – ESPECIALLY CHINA'S – RAPID GROWTH HAS AMAZED PEOPLE ALL OVER THE WORLD. WHAT HAVE YOU LEARNED ABOUT BUSINESS IN ASIA SO FAR?**

Asia's rapid growth rate has certainly surprised us. Growth rates remain mere figures until you visit the region and compare the present situation with that of 10 or 15 years ago. The pace of change has been incredible, especially in China.

If we seek growth in Asia, we have to act in time. We have to use proactive recruiting methods. I would like to say to those coming here that China is no longer a low-cost country. You have to pay the going rate for top talent, regardless of the nationality indicated on their passport.

### **HOW WOULD YOU DESCRIBE THE BUSINESS OPPORTUNITIES AND CHALLENGES THAT CHINA OFFERS CARGOTEC?**

China offers ample business opportunities, but competition is tough. There are also local competitors, and all those coming from outside China compete with them as well. It is not easy for anyone to do business here – China has really been discovered.

### **WHERE IS CARGOTEC HEADING TO WHEN IT COMES TO ASIAN MARKETS?**

Companies coming from outside China often pay attention to the area along the coast with the most vigorous growth. The average annual growth of the economy is 8–10 percent, but in some parts of the country the figure can be considerably higher – or lower.

It is easy to forget that inland areas also experience growth, and that the growth rate can be very high there, too. It is important for us to familiarise ourselves with the local business life and get access to the riversides and the railway network.

We are examining these areas more closely. We have employed more than a thousand people in China. In addition, we have reliable partners.

Delivery chains are becoming increasingly important in China. They are currently being built as part of business and logistic solutions. We want to be involved in this, and we will have to keep our own sales and service network up to the challenge.

### **WHY IS UNDERSTANDING LOCAL CONDITIONS AND CHALLENGES SO IMPORTANT IN CHINA?**

It is absolutely necessary to respect and follow local customs. For example, we use no language other than Chinese in China when we agree on important matters. I think that, as Europeans, we should encourage our local personnel here to make decisions. At the same time, we must ensure that they have the support of the headquarters. In this way, we can also show our partners that although we come from a different country and culture, we are doing business in earnest.

# Hiab takes precision to **completely new heights**



The new Hiab XS 622 is lighter than its predecessor the XS 600. This means that, despite the performance being better, there is 400 kg extra remaining for the payload.

## This spring Cargotec has introduced a completely new loader crane model in the 58 tm capacity range: Hiab XS 622. The new Hiab XS 622 takes precision at long reaches to a completely new level.

“Great precision can sometimes be hard to come by at long outreach. But not with Hiab XS 622. Even at maximum reach lateral deflection is negligible,” says **Mikael Rietz**, Vice President, Loader Cranes, at Cargotec. New technical solutions make the boom system more stable. For instance, the design of the full sequence cylinders is refined to prevent the crane from unexpected jerky movements during extension or retraction. On each boom extension, new type of side supports stabilise the boom laterally.

A major difference in the Hiab XS 622 compared to its predecessors is the fact the new generation of Hiab cranes in this segment is slimmer and lighter. They are compact and low and can also be installed on 3-axle vehicles. “Crane operators want to have bigger cranes with the highest possible lifting capacity, while at the same time keeping the truck size reasonable. This means that the crane has to be light but able to offer the highest possible capacity and long outreach. This is the combination that we are now offering with Hiab XS 622,” continues Rietz.

Nevertheless, above all, the Hiab XS 622 is distinguished by its performance and precision. By mounting a Hiab Jib 150 X on the crane, load can be placed in spots previously inaccessible for

a crane this size. In the most powerful configuration, the maximum outreach will be 32 metres. The jib is exceedingly flexible and can be angled 25 degrees upwards. The jib is monitored by JDC, Jib Dual Capacity. This function is invaluable if the operator wants to deliver goods at further outreach. With the boom fully extended at an angle of 70 degrees and with the jib horizontal, 680 kg can be lifted. With JDC, the capacity increases automatically to 960 kg when the last extension on the crane is retracted.

### Delivering goods at further reach

Thanks to new couplings, new seals and optimised piping diameters ensuring that the gear is kept cool, Hiab XS 622 has less risk of leakage and longer service life. E-link and HiPro control system are standard and will automatically generate the extra capacity needed for heavy lifts up close. By fitting a P-boom, the crane will be perfect for loading and unloading boats, mobile offices and containers. Transportation is often part of the job, which makes weight an important factor.

Both the E and EP versions can be equipped with a winch, and an innovation here is that the winch can be moved to the side with the help of a hydraulic cylinder, which is operated via the remote control. As a result, the winch can be placed in line with the boom when it is active, which gives perfect cable movement. When the crane is lowered, the winch is moved sideways to its parking position. BDA, Boom Deployment Assistant, is a standard integrated safety function on all of these crane models, and it makes incorrect operation impossible during parking or raising.

As standard, the Hiab XS 622 is variable pump ready, which greatly reduces fuel costs and, at the same time, gives lower carbon dioxide emissions, which is good for the environment.

All of the versions, moreover, have double motors for continuous slewing, which provides increased power and precision in the slew and makes the crane flexible and smoother for use in restricted working spaces.

The CombiDrive2 remote control can be chosen with six or eight levers. With the eight-lever control unit, the operator can run several hydraulic functions, at the same time, without changing menu.

“Despite its robustness, Hiab XS 622 is still a light crane. It may sound like a contradiction. And in a way it is. But with great engineering we could achieve both,” concludes Rietz. ▶

# A different boat life

Stockholm-based **Jim Aaltonen** is a well-known name when it comes to demanding lifts and transport. With hired vehicles, Aaltonen AB now manages more than eight truck cranes in the range 24 to 95 tonne-metres, but he usually drives for his subsidiary, ComEast Logistik AB, which specialises in the transport of boats and other objects that are bulky and fragile. Here, he has great use of his new Hiab XS 622 EP-5 HiPro. “Despite the capacity, it feels like driving a small crane and is very sleek. Having a crane this size on a 3-axle vehicle is no doubt unique,” he says.

The advantage of working with the trailer solution is that he can hook up the right trailer for the job. His working days mainly involve transporting boats and, for this purpose, he has a specially built boat trailer.

“Previously I had a dedicated truck unit without crane, but then you have to depend on others. In contrast, my new concept is perfect, because now I can lift on and off myself. More boats than you could believe are moved about on land all year round,” he says.

“Apart from driving transport for a couple of boat builders, there are many boats that need moving around, not least when it comes to those that have run aground and suffered damage that is covered by insurance. Even in the winter, there is a lot to do, for then the boat fairs come one after another.

“For my part, I am always on the go the week before and the week after the fairs. Loads of boats have to be transported to and from the exhibition halls.”

At these times, it is not just transport within the country; there is also a great deal of driving to Finland, Denmark, Estonia, and Norway. Many new and second-hand boats also find new owners far from the place of sale and then, Aaltonen is a natural partner.

“There are always more and more boats and they have a tendency to be larger and larger in every year that passes.”

It is not everybody who can handle and trans-



“It is unique to have a crane as powerful as this on a 3-axle vehicle,” says Jim Aaltonen.

port a ten-tonne yacht by themselves, but Aaltonen can with his EP-5, which, together with the HiPro system, delivers the necessary lifting power, precision, and gentleness. At the same time, the crane has the speed that is needed to cope with simpler jobs efficiently.

Aaltonen also takes care of other marine tasks, such as lifting inboard engines in and out for repair work. It is then that the precision and stability come into their own, for in this case it usually concerns very small margins.

Aaltonen's new crane is a Hiab XS 622 EP-5 HiPro, and it is mounted behind the cab of a 3-axle Man TGA truck unit with steerable bogie. The trailer can handle an 18-tonne load, but since the support legs require space, Aaltonen cannot stand up close when he is lifting boats. Therefore, motorboats are limited to eight tonnes, and yachts – where he can partly get the support leg past the keel – are limited to ten tonnes. At full outreach, the crane reaches 14.7 metres, and in that position, it can lift 3350kg.

### Working in tight spaces

“I also drive a lot of containers and concrete items. For example, there is a lot of work with the long bollards that are set up alongside road-works, and there the speed is an advantage. On the whole, there is a lot of building going on now in and around Stockholm, so there is no lack of work,” says Aaltonen. In fact, the opposite is true. Just the two gigantic arenas that are now being built attract enormous volumes of transport.

Much is built from concrete parts, and for this category of material, Aaltonen has a specially built trailer.

“Just recently, I was assembling concrete parts indoors, in UPS's new warehouse premises. The blocks were 11.5 metres long, so they had to be moved by trailer. Even so, it was very demanding work to get them into place. To be sure, they only had to go five metres up, but they weighed six tonnes each and the working space was very cramped.”

The crane has unlimited slewing with double slewing motors for better precision and more power in the slew, which is excellent for these types of tasks.



Special transport is Jim Aaltonen's niche. Above all, there are many boats to lift on and off for transport across the whole of Europe. “There is a lot to do all year round, not least during the boat fairs in the winter,” he says.

Other refinements are that the entire Hiab XS 622 series is equipped with soft-sealing couplings, which reduce the risk of leaks while, at the same time, facilitating maintenance. The crane is adapted for variable pump, which reduces fuel consumption and thus reduces emissions when driving. The variable pump, together with HiPro, makes flows of up to 120 l/min possible and reduces the wear in the hydraulic system, thanks to a 20-degree lower oil temperature in the system.

The EP cranes, with their longer extension, are optimised for fast and exact work within shorter reaches.

A great deal has happened since Jim Aaltonen entered the haulage industry in 1980 and bought a second-hand concrete truck, a 1973 Scania LS 85. Seven years later, he acquired

his first truck crane and over time the fleet has grown to four truck cranes.

“However, I only have three of my own vehicles left now and I am expanding via hired vehicles instead.”

In total, eight vehicles are included in Jim Aaltonen Åkeri AB and the subsidiary ComEast AB, a logistics company that includes

four specialist hauliers with experience in special lifts and transport. Both low-built trailers and wide load handling are available.

All of Aaltonen's vehicles operate under the same colours, white or blue for the base colour, with stripes in

purple, cerise, and clear blue. The company's motto says the rest: “Lift the receiver and we lift the rest”. ■

**Hiab XS 622 series is equipped with soft-sealing couplings, which reduce the risk of leaks.**



## BOCM Pauls trusts Hiab Moffett – a stable feed supply guaranteed

UK's leading animal-feed manufacturer and supplier BOCM Pauls Ltd chooses Cargotec's Hiab Moffett M10 20.3N truck-mounted forklifts. In addition to twelve new forklifts that have been supplied already, there is an order for twelve more truck-mounted forklifts to be delivered during this year.

BOCM Pauls has sixteen mills located throughout the United Kingdom, producing either cattle or pig and poultry feed. The company produces in excess of two million tonnes of feed annually, with a turnover of over £500 million. Recently acquired Hiab Moffett forklifts join the company's existing fleet of 130 rigid vehicles and 50 tractors and trailers.

### Tailor made to highest standards

Cargotec won the business by tailoring the Hiab Moffett product to the customer's requirements. BOCM Pauls wanted a truck-mounted forklift that could off load the vehicle from one side. It

had to be able to lift a full pallet of animal feed (1030kg at 1800mm load centre), have the ability to deliver products into farm buildings with a restricted access height of below 2500mm, and the ability to offer a good off road capability with good stability. More importantly, the product should meet extracting Health & Safety requirements such as interlocking seat belts, a fully FOPS & ROPS approved roll cage and a remote control mount and dismounting system for attaching the Hiab Moffett to the prime mover to remove the need to work at height.

After some initial testing in the factory, a prototype M10 20.3N was installed on one of BOCM Pauls existing fleet for evaluation. Following two weeks of trials the three delivery drivers who had trailed the M10 were asked to fill in a questionnaire regarding the equipments performance, its handling, the driver compartment ergonomics, stability and overall styling. Out

of 35 questions the lowest score was 8 out of 10.

### The Ground Mount™ system for safety

One particular feature that scored 10 by all the operators was Hiab Moffett's Ground Mount™ remote control mounting / dismounting system. With changing legislation regarding working at height and increased customers requests, Hiab Moffett have been working on a solutions that would enable the truck-mounted forklift to be mounted and dismantled without the operator having to climb into a raised machine.

The Ground Mount™ system increases safety and reduces time to mount and dismount. The operator has full control of the Moffett via the hand held remote control unit.

The procedure is very simple: to dismount the operator keys in the security code, he then presses the heat button that is held until the Hiab Moffett gives off an audi-

ble warning that the engine is now warm enough to start. The operator then holds down the start button on the hand held unit while simultaneously pressing a secondary start button on the side of the Hiab Moffett. Once the engine is running the operator now has control of the six hydraulic functions used to mount and dismount.

"The Hiab Moffett M10 is without doubt the suitable choice for our operation. Delivering to farms down narrow tracks and over poor terrain, often in bad weather, requires a reliable, robust truck and the M10 fits the bill. With its safety features and more than capable lifting capacity they are just what our drivers need to get the job done," explains Fleet and Procurement Manager **Andy Stanfield**.

BOCM Pauls opted to Contract Lease the equipment over a five-year period with a full repair and maintenance package included. The whole Hiab Moffett fleet will be maintained by Cargotec's engineers based around the United Kingdom.

## Hooklifts to the rescue

A new hooklift vehicle, a four-axle Scania P400 with a radio-controlled Hiab Multilift XR 20SL-56, is now operating at the Fire and Rescue Service in Ängelholm, Sweden. During major incidents, such as forest fires, two fire-fighters drive the vehicle and operate the tank, whilst a third manages the pumps on site. It then becomes a standalone unit whilst the fire is put out.

The hooklift vehicle carries a tank holding 12.5 cubic meters of water and 1,000 litres of foam. If necessary, an additional tank can be taken out using the same vehicle, making the operation more effective. Incident Controller **Lars Hansson** believes hooklifts will become increasingly popu-



lar since emergency vehicles rarely get a lot of miles on clock.

The fire and rescue service also deals with around 100 traffic accidents a year, enabling the use of vehicle fleet to be more efficient.

“In addition to water tanks, we also have a container for the hooklift vehicle that is used for major incidents where there has been a landslide or an accident involving a bus or a train,” explains Hansson.

## Hiab HiPro crane series enter a new era

Cargotec’s Hiab HiPro crane is now available in a new version with the XSDrive remote control. This efficient and user-friendly control system is named HiPro XSD. The first crane to come out with the new system is Hiab XS 111.

XSDrive remote control is a light weight controller that is available with shoulder hook, slide belt, and harness. HiPro XSD offers

HiPro XS 111 first-class control properties and highest productivity.

The Hiab XS 111, a 12-tonne-metre work-horse, is built to withstand rough tasks such as digging and grapple work. As a light weight crane that takes up little space, it’s the optimal choice for customers in the medium-capacity range.

The first Hiab control system was introduced in the beginning of the 90’s, and a few years later Cargotec introduced electronics in their Hiab cranes. Fine-tuned hydraulics and an intelligent control system paved the way for a synthesis of precision, speed, and safety. The first Hiab HiPro was launched in 2001, and became an instant success.

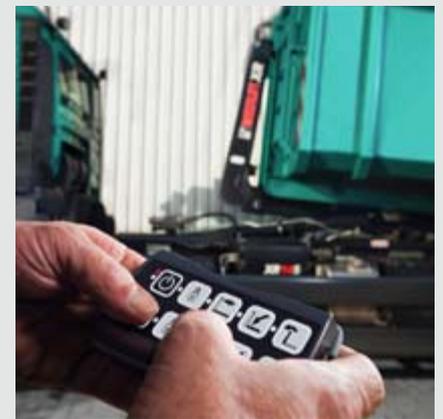
“It was an intense decade of research and development, but in the end we were able to give our customers a top-notch solution such as HiPro. We have now arrived at the second stop of this journey,” says **Bengt Söderholm**, Product Manager for Loader Cranes.



## New mini-radio control system

Cargotec offers its latest innovation in the Hiab Multilift demountable product family, a radio control system in a handy mini-version. Hiab Multilift XR Power range hooklifts are available with a radio control system that allows the driver to operate the demountable not only from the normal position inside the cabin, but also from outside. This radio feature allows the operator to be outside of the danger zone, ensuring security and a safe working clearance.

“We had been receiving requests from more and more customers asking for a compact and simple radio controller, and the result to this customer need is the Mini-Radio controller. The Mini-Radio controller has eight function buttons that can be freely programmed to operate hooklift movements or to functions meeting the customer’s specific needs. The Mini-Radio controller is aimed at applications where limited or very specific movements or functions are needed,” explains **Mark Davies**, Product Manager for Hiab Multilift solutions.



The mini-radio controller allows the operator to perform a simple hooklift movement without the need to jump in and out of the cabin, which will result in savings in time and increased productivity.



## A brave rescue operation in Chile

PHOTO © Aliosha Marquez / AP Photo / Lehtikuva



A Hiab XS 215 crane was used in test runs of the capsule supplied for the rescue operation in Chile that saved the lives of 33 miners trapped 7,000 metres underground. All men were brought to the surface on 13 October 2010 following 69 days in the mine.

## Working together to rebuild Haiti

Cargotec has participated in the relief efforts in Haiti by providing a Hiab Moffett truck-mounted forklift to help building 120 new homes. Also, several Kalmar rough terrain container handlers initiated the opening of Haiti port by moving the relief goods at five operation centres.

## Lending a helping hand

Cargotec Hiab has performed an active part in the recovery process of Fukushima Daiichi nuclear plant accident. A fire department rescue team has dispatched two special types of fire engines to the site as a recovery programme: Hiab XS 077 loader crane and a Hiab Multilift demountable were used in the process to draw water from the sea for cooling the nuclear power plant. Hiab XS 077 crane is for pumping water from the sea, while the Hiab Multilift XR 7J is installed on a special vehicle used for reeling in the hose used.

## Hiab Moffett helps out after Cyclone Yasi batters Australian towns

A Hiab Moffett M5 truck mounted forklift proved to be a very handy addition to the Queensland emergency services fleet after Category 5 Tropical Cyclone Yasi devastated communities between the northern Australian towns of Cairns and Townsville in early February.

After the cyclone left a 100km wide path of destruction across the coast, many residents were left with unliveable homes and no power. Roads into the area were cut by flooding caused by the cyclone's heavy rain. Once roads were re-opened, the Hiab Moffett was used to unload much needed emergency equipment and tent style accommodation. The truck mounted forklift's off road capabilities and versatility were highly praised by the local emergency services personnel.

## Hiab Roadshow demonstrates capabilities in Singapore

The integration of Hiab, Kalmar, Macgregor and Bromma underwent successfully as the new Cargotec office opened in Singapore. Integration was the perfect moment to market Cargotec's strong capabilities to the industry at the Hiab Roadshow 2010.

The event brought together more than 300 customers and industrial participants in aim to reaffirm Cargotec's commitment to load handling industry. Participants enjoyed a day of live product demonstrations and fun activities.



A Hiab roadshow in Singapore brings together more than 300 customers and industry participants.

## Building sites reach for perfect performance

TEXT Elizabeth Gibson  
The building construction industry in the United States is showing moderate signs of improvement. Cargotec's long-time customer Ryan Building Materials, Inc handles drywall ceiling tiles, steel studding and insulation with a fleet of Cargotec equipment. The company, serving in the Detroit, Michigan metro area,

ordered a new Hiab XS 335 K crane in order to balance the demand with its capabilities. The company currently operates with seven Hiab wall board cranes on flat bed trucks and three Hiab Moffett truck-mounted forklifts.

"The equipment from Cargotec is the perfect solution for delivering materials at the job

site," says **Bill Johnston**, CEO of Ryan Building Materials. "They handle quickly, smoothly and accurately, which allows us to perform efficiently."

A Hiab Moffett truck-mounted forklift detaches itself from the rear of a truck in less than a minute. The unit can traverse most terrain conditions allowing the operator to place materials where they can be easily accessed.

### Safety first

At the building site, Hiab wall board cranes reach safely and smoothly several stories high. Their optimised boom system affords greater lift capacity at higher levels and faster loading/unloading speeds. The system is operated by remote control which gives the operators freedom to survey the situation and perform with care and precision.

"The equipment is extremely efficient and trouble-free," Johnston continues. "Over the years, Cargotec has improved the technology of its cranes with better safety and control features. Each machine delivers consistent performance, which enables us to provide the high level of service that our customers have come to expect from us."

Regular maintenance is a must in a situation where the level of difficulty varies between the job sites. Cargotec performs all scheduled service on the units either at the customer's location or at its own workshop nearby.



Ryan Building Materials, a company in Detroit, Michigan that handles drywall ceiling tiles, steel studding and insulation, uses a fleet of Cargotec equipment.

# Keeping the city tidy

TEXT Satu Alavalkama | PHOTOS Cargotec

In 2050, over six billion people will live in cities. As economies and consumption grow, more efficient waste management is required.

It is estimated that by 2025, the global waste management industry market will amount to almost EUR 500–600 billion. More growth is anticipated from China, in particular, but also from other parts of Asia, Latin America, the Middle East and Russia.

The most robust growth will be seen in emerging markets and cities, where people become wealthier and consumption increases.

Supermarkets will be built in suburban areas, as in Western countries, and professional retail will increase the volume of packed products.

“In 2009, the value of the global waste management business totalled some EUR 300 billion, with municipal waste accounting for approximately half, at EUR 150 billion,” says Cargotec’s **Jukka Loikala**, Director, Environmental Business Solutions Development.

Approximately 90 percent of the world’s municipal waste management business is concentrated in four strongly urbanised market areas: the United States, Western Europe, Japan and China. If the 20 largest countries following these are included, as much as 95 percent of the total municipal waste management business is covered. The remaining countries of the world only



“In 2009, the value of the global waste management business totalled some EUR 300 billion.”

account for approximately five percent of the market.

### Respecting traditions in China

In waste management, the Chinese have great confidence in Western competence. This was demonstrated, for example, by the fact that certain waste management solutions for the Olympic Games in Beijing in 2008 were ordered from Cargotec.

Cargotec knows the huge dimensions and old traditions of the Chinese market. Only nearly 10 percent of the municipal waste produced is collected using modern vehicles and equipment.

“In China, millions of people obtain their

livelihood from the separation of recyclable waste at source. Almost all material that can be recycled and utilised is recovered. Only ‘actual waste’ ends up in waste containers: most organic material is not recovered.”

Biowaste is moist and heavy. It can be stored hygienically underground, and tight waste containers do not cause any environmental nuisance.

Hiab loader cranes are designed for emptying semi- and underground systems.

Upon emptying, waste collected in underground containers is compacted to reduce its volume with press containers installed on waste collection vehicles. Some 14–15 tonnes of pressed waste can be loaded on each container.

The quantity of waste produced in China is growing rapidly. The waste quantity produced by cities with more than a million inhabitants is expected to double by 2030. This means that the volume of business will triple in the same period.

“One can only imagine what will happen when the Chinese start to package their food products. Fortunately, many cities, such as Shenzhen, Shanghai, Beijing and Chongqing,

are developing their systems at a very high rate,” says Loikala.

### Europe at the forefront of recycling

In Western Europe, there are usually established waste collection and recycling infrastructures. However, more advanced logistics and cost-efficiency are needed. In the narrow streets of medieval towns, agile vehicles are required from which the waste is loaded onto larger vehicles. Hiab Multilift demountables enable

both transportation and collection.

The most efficient recyclers are Denmark, Germany, the Netherlands, Austria and Sweden, where only 1–4 percent of all municipal waste is landfilled.

Part of the waste produced is recycled and part is treated biologically, either by composting or by anaerobic digestion. Waste is also used to produce energy for residential areas and industry. Hiab Jonsered recycling cranes are ideal for both handling scrap sorted during the recycling process and lifting forest waste and residues to be burnt as biowaste.

In 2009, a total of 243 million tonnes of municipal waste were generated in the United States, or almost two kilos per capita per day. Around one third was recycled and composted.

### 800 kilometres to the landfill site

The trend all over the world is to place landfill sites even further away from urban areas. This requires more efficient solutions for long-distance transportation. At waste transfer stations in cities, waste is compacted into high-capacity containers, which are then transported by road, rail or water, or by combining these in intermodal transportation. A waste transfer station can also be constructed underground, leaving valuable building sites for more valuable use. This ensures that waste handling in the closed space does not cause

## The trend all over the world is to place landfill sites even further away from urban areas.



### Green footprints

A seamless transportation chain for municipal waste

- directs waste streams to the relevant facilities
- enables more efficient use of equipment throughout the collection and transportation process
- reduces investment and operating costs
- reduces environmental impact and carbon footprint
- enables more efficient use of waste streams as recycling materials or for energy production



Cargotec offers complete solutions for the disposal and management of waste in urban areas.

## SITA wastes no time thanks to Cargotec Contract Maintenance

SITA Netherland, part of Suez Environnement, is at the forefront of the waste processing industry in the Netherlands where demands on efficiency and sustainability are extremely high.

Recycling approximately 50 percent of the 100 million tonnes of household and industrial waste per annum, the Netherlands has one of the highest recycling rates in Europe. This is aided by companies such as SITA Netherland, which constantly strive for new ways to tackle sustainability issues.

Operating an extensive fleet of over 900 vehicles, SITA Netherland is a market leader in waste collection, recycling and treatment for businesses and municipalities. Fleet Manager **Eddy De Jong** has been instrumental in developing innovations that improve efficiency, help achieve SITA's sustainability targets and successfully reduce the total cost of ownership of the vehicle fleet.

Over the last 15 years he has worked with Cargotec to develop

a total maintenance concept for their fleet of Hiab loader cranes and Hiab Multilift demountables. It allows SITA to focus on its core activities while reducing major costs, especially fuel and equipment maintenance. A solution was introduced that runs for the life of the equipment, typically 10 years. The first permanent contract was signed in 2002 and new equipment is added on an ongoing basis – including 25 new products in 2010.

Under the agreement, Cargotec

is responsible for inspection, maintenance and repair. With a fixed monthly fee, SITA knows exactly what costs will be, with no unexpected financial surprises. A service level agreement ensures all costs are included and Cargotec takes responsibility for all maintenance management and activities through its extensive service network across the Netherlands.

Eddy De Jong said: "Because of the Cargotec maintenance contract, we are free to concentrate on improving our core activities. This helps meet

noise or other environmental nuisances in the area.

“In the United States, waste is transported over distances of even 800 kilometres, combining transportation by road, rail and water. The idea is to increase payloads as much as possible so as to decrease proportional fuel consumption,” says Cargotec’s **Kalevi Nurmi**, Vice President, Demountables and Environmental Solutions.

In Shanghai, China, waste is transported by dock to a landfill site at a distance of some 60 kilometres from the city centre. Some 1,000–2,000 tonnes of waste may be collected from an urban area of 1–2 million inhabitants within a few hours during the night and delivered to a waste transfer station. The waste collected by small vehicles is pressed into transport containers. Increasing waste container handling and intermodal transportation of waste are to increase demand of Kalmar-related products in waste and recycling logistics.

### A comprehensive solution pays off

To be successful in waste handling and recycling logistics, a company needs a comprehensive solution where all the components work well together. Cargotec examines the customer’s operations as a whole and seeks to identify the bottlenecks in the logistic chain. Then a seamless transportation chain is designed for

our business targets and has played a major role in increasing utilisation of the fleet.

“Total cost of ownership was also a major consideration. We now know our exact maintenance costs and as we no longer have to manage this process, we are far more efficient. This arrangement also helps us meet the tough target of reducing our carbon footprint by 20 percent over three years across our transportation activities.”

Cargotec’s Service Support Manager in the Benelux region,

Henk Bloemert said: “Regular review is the key to keeping the partnership on track and helping SITA to achieve its business goals. By minimising downtime and taking ownership of all maintenance and service issues we help SITA maximise utilisation of its fleet.”

Cargotec Netherland’s service network boasts around 160 technicians across the country. Operating from dedicated workshops or fully equipped service vehicles, the team offer rapid response for Cargotec’s customers.

## “Cargotec’s solutions improve logistics and may reduce costs by even more than 50 percent.”

the customer, paying attention to the composition and volume of waste at each stage: from local waste collection to transportation, and from waste handling at waste transfer stations to long-distance transportation. The solutions are always adapted to the local conditions and the waste management solutions used by the customer. The collected raw material streams are directed straight to their relevant treatment plants as efficiently as possible with no extra transportation.

“Cargotec’s solutions improve logistics and may reduce costs by even more than 50 percent compared to old methods. Our offering provides a solution for the majority of logistic challenges related to municipal, construction and demolition, and hazardous waste,” says Jukka Loikala.

One of Cargotec’s special strengths is its local presence and competence: a sales and service network of professionals speaking the customer’s language and understanding the local conditions in 120 countries. Other major assets include customer-driven products, high technology, quality and sustainability as well as determined product development. ■

### The Hiab Moffett truck-mounted forklift facilitates paper recycling

Cargotec’s Hiab Moffett truck-mounted forklifts enable considerably faster collection and recycling of scrap paper than conventional collection vehicles do. As the forks move up and down, it is easy to load and unload scrap paper bales, and the number of bales per load is higher.

The Moffet truck-mounted forklift offers a unique alternative. Its light-weight design and ability to mount/dismount in less than a minute allow users to pick up more bales, in less time, with increased payload capacity.

The Hiab Moffett is equipped with a street lighting kit which facilitates working after dark and enhances safety. For example, in the United States, cardboard boxes and paper products produced by shopping centres and supermarkets are flattened and baled on site and stacked on pallets behind the stores. The Hiab Moffett picks the bales up onto the transportation vehicle, which delivers them to a paper mill for material recovery.



# Global trends set the stage for Cargotec's strategy

Refined strategy with its four focus areas gives direction, and makes sure that Cargotec stays agile.

**Mikael Mäkinen**, President and CEO of Cargotec, stresses the importance of keeping in tune with the world and its changing environment. As Mäkinen explains, every company should appraise change regularly and make sure they are following the direction that the world is taking.

But when it comes to Mäkinen's own territory, the word follow is fast forgotten. In Cargotec's case, keeping up with the rest is never enough. Cargotec has always taken pride in being at least one step ahead of the rest, in tune with the times and when deemed wise by the people in charge on the first wave of renewal and changing the rules.

This outlook has paid off. Cargotec is one of the few companies that made it through the global credit crunch nearly untarnished, especially when compared to much of the competition.

"I think 2010 was a year when we stabilised the course and development of our company. Are we happy with our recent financial results? Let's say that we are happy with the development of the results," Mäkinen affirms.

Cargotec is currently working hard to incorporate its newly refined strategy. It is not a fully new way of thinking or acting more of a nudge to make sure Cargotec will be market leader in years to come as well. The strategy is both very clear and fuzzy at the same time, so that Car-

gotec will not lose its ability to agilely change when necessary, as Mäkinen emphasises.

During the strategy process, which was wrapped up in autumn 2010, Cargotec's experts identified four major trends. The global trends include the global economy's shift towards the east, urbanisation, the acceleration of technological change and the shortage or even lack of critical raw materials. Cargotec responds to these global trends by focusing on four areas: customers, services, emerging markets and internal clarity.

## Mega trends unravelled

The first of the global trends derived from Cargotec's strategy work is Asia's rise. A considerable part of Cargotec's clientele operates in growing markets, Mäkinen points out.

Asia has become the hub of global production, which has especially affected Cargotec's Terminal and Marine business. Most of Asia's production has traditionally been fed to Western markets, but the East is rapidly learning to consume in abundance as well. Major local economies are rising in Asia, with production and consumption concentrated in the same markets. As much as 37 percent of the world's container traffic can already be found within Asia. ▶



GLOBAL MEGATRENDS 1/4

GLOBAL ECONOMIC  
SHIFT TO ASIA

37%

Intra-Asian freight  
already accounts for  
37 percent of global  
container traffic.

URBANISATION

6 billion

It is estimated that over 6 billion people will live in cities by 2050.



“The world is changing, as evidenced by the fact that intra-Asian traffic, not intercontinental freight traffic, now accounts for the biggest container volumes,” Mäkinen says.

Urbanisation is another major trend affecting Cargotec’s business. Global urbanisation is accelerating, particularly in Asia and other developing areas, such as South and Central America and Africa.

This trend has many outcomes that will inevitably affect Cargotec’s business as urban life requires unparalleled material flows all the way from transporting foodstuff to sophisticated waste handling solutions, which is one of Cargotec’s key competence areas. Urbanisation is occurring hand in hand with a rapidly accelerating lack of raw materials, and tightening environmental legislation.

Expert sources have estimated that the next global crisis will not be about credit, it will be about raw materials. The shortage already has a huge impact, one which is expected to increase despite new materials and energy saving solutions that are being brought to the market. Consumption levels are simply rising so rapidly around the globe.

The lack of raw material clearly affects load and cargo handling, where reliable alternative fuel solutions are much sought after. Efforts to cut fuel consumption are also in the making by reducing friction or combin-

ing components to improve the overall efficiency ratio. Advances are being made in terms of equipment as well: from Cargotec’s perspective, one of the main objectives is reducing the weight of equipment. This can be achieved by, for example, developing the characteristics of steel and using alternative materials.

Finally, the fourth global trend is the acceleration of technological change, namely digitalisation. Foremost, digitalisation adds safety to both Cargotec’s customers and Cargotec’s personnel. Digitalisation is, for instance, opening possibilities for a full range of new safety features in cranes, as a heightened awareness of surroundings increases the safety of the equipment operator, as well as other people nearby. It is also the key to neighbouring safety work, such as a research project Cargotec is involved in where a system is being developed to use sensors to monitor the driver’s alertness.

All eyes on the customer

Cargotec’s four strategic focus areas, customers, services, emerging markets and internal clarity, all deal with the global trends and make the most of them in business. In each of the key focus areas, Cargotec is either already working hard to achieve a new balance, or has clear cut plans about when and where changes will start taking place.

Instead of individual products, customers increasingly expect complete solutions that include customised equipment, and service concepts that cover their entire life cycle.

Internal clarity is a prerequisite for all of the other focus areas to flourish. In services, the refined strategy entails that a stronger emphasis is put on developing services in line with the customers’ value chain, and on seeking growth when customers outsource their service operations.

In terms of matching services with geographical presence, Cargotec is already unrivalled. Yet much can be done to improve.

Mäkinen explains how today, instead of individual products, customers increasingly expect complete solutions that include customised equipment, and service concepts that cover their entire life cycle. Add on the powerful consolidation trend and a clear picture is painted: one where, as Mäkinen points out, Cargotec is in a unique position. Bigger global players want partners who can match their size and meet their needs. This is good news for Cargotec and its service and distribution network.

“The whole world is our market area. We can serve our customers wherever we are needed,” Mäkinen reminds.

In the upcoming years Cargotec is going to

TECHNOLOGICAL CHANGE

Digitalisation is a key driver of technological change, as evidenced by the spread of smart solutions. In Cargotec’s sector, this means equipment that is better able to communicate with both the operator, and the operating environment.

By acquiring Navis, the leading terminal operating system (TOS) provider, Cargotec will further strengthen its ability to provide total solutions for terminal customers.

strive to keep its current hold in established markets such as Europe and North America and work to take a stronger stance in China and in the other BRIC countries: Brazil, Russia and India.

Although Cargotec's strategy underlines the importance of emerging markets, services and internal clarity, Mäkinen reminds that the core of the strategy is the customer.

"We make constant efforts to better understand our customers through their business needs," Mäkinen says.

Cargotec's strategy is based on customer insight while flexibly adapting to changes in the world economy and Cargotec's industry.

"Focusing on customers and customer seg-

ments means that we are adapting our offering from a customer point of view. We will make decisions where to invest and what to divest. We are going to invest in the areas where we feel that we can be the world market leader. To strengthen selected offering and segments is our ongoing journey," Mäkinen explains.

The Navis acquisition supports Cargotec's strategy to focus on customers and invest in attractive customer segments. With this acquisition, the company has taken the first steps to develop its business according to customer needs. By acquiring Navis, the leading terminal operating system (TOS) provider, Cargotec will further strengthen its ability to provide total solutions for terminal customers.

The customer is at the heart of Cargotec's refined strategy and a genuine customer perspective is key to everything the company does. Cargotec's future is not set in stone, but one thing is certain: from a customer's perspective, the years to come look more promising than ever. Cargotec is going to serve its customers far better than competition can even aspire to, grow faster than the market – and keep cargo on the move. ■

## The refined strategy keeps old promises

Cargotec's customer promise 'we keep cargo on the move™' sounds simple enough, but when you take a look at the larger picture, it is anything but easy.

The promise drives business, guides behaviour – and is downright challenging to live by. It is difficult, because Cargotec never makes empty promises. Keeping cargo on the move requires genuinely understanding how the customers' businesses operate and fully appreciating all the nooks and crannies of their business environment.

Cargotec provides cargo handling solutions and services for on-road, industrial, harbour and marine cargo handling and offshore load handling. In practise, it means being on the cutting edge of technology whether the issue at hand is automated container handling or hydraulic hybrid drive terminal tractors. Cargotec needs to know how offshore support vessels operate day in and day out, how EU's machinery directive sets safety standards on new levels and how this affects crane operation businesses. Whatever happens in the customers' business environment, keeping cargo on the move means Cargotec needs to be on top of it.

Cargotec's mission is to improve the efficiency of cargo flows. The company does this by helping customers' operations run more efficiently: Cargotec delivers reliable equipment and services, maximises fleet and ship productivity, and can help in improving operations' total performance with complete systems, concepts and design.

Cargotec's goal to provide customer solutions in 2015 starts with a plan to focus globally on customers. In 2011, all eyes and ears are on the customer: listening, learning, and making sure Cargotec is up to speed when it comes to customer needs.

### GLOBAL MEGATRENDS 4/4

## LACK OF CRITICAL RAW MATERIALS

# 1.35 trillion

As of 2010, the US government estimates that the world has proved oil reserves in the neighbourhood of 1.35 trillion barrels.





# Bigger lift and longer reach

## in tricky forests of New Zealand

For New Zealand log-truck operator Steve Murphy, the Hiab Jonsered 1080 timber crane is proving its power lifting more than just timber.

Like practically all New Zealand forestry transport operators, **Steve Murphy's** company SML uses its cranes to not only to load up logs but to also lift full-size three-axle trailers onto the bed of their trucks when empty.

Rarely heard of elsewhere in the world, the practice allows operators access to difficult sites easier. It also saves wear on the trailers and significant amounts of money in road-use charges.

In New Zealand, trucks and trailers have a mileage meter attached to the wheels and operators must pay for every kilometre the vehicle travels, so carrying the trailer instead of towing it makes a difference.

However, Murphy says the main reason for carrying the trailer on the truck is improved access to



TEXT Leena Lavonius | PHOTO Shutterstock and Cargotec

ging sites after harvesting crews have moved on as self-loading provides stand-alone service.

“Self-loaders are especially good for servicing smaller growers who don’t have a huge amount of timber cut at any one time,” he says.

### Benefits depend on the task

Murphy has been using Hiab Jonsered machinery since 1971. His business currently employs 54 people and has 37 trucks, with five of them equipped for self-loading operations.

“The Christchurch area has been almost a testing ground for self-loading logging equipment. We have a high proportion of smaller growers and also of tricky sites,” Murphy says.

“A self-loader is more accurate and is well suited to jobs in tight spaces.”

One aspect of self-loading operations is the reduced payload capacity because the truck carries the crane.

“The benefits really depend on the nature of the operation. On certain types of jobs the reduced payload is offset by the independence this gives to the operator,” Murphy stresses.

He estimates that a typical complete self-loading crane unit weighs about 2.5 tonne. When that weight is deducted from the load the truck could otherwise carry, this must be reflected in the rates charged for payload and loading services.

### Forestry industry boom expands demand

**Ash McKnight**, Cargotec Manager in New Zealand, says Hiab Jonsered was the market leader in the country for timber cranes.

Since the new Hiab Jonsered 1080 model was introduced to New Zealand late last year, ten units had already been sold and two more had been ordered, McKnight says.

Murphy explains his Hiab Jonsered 1080 provided more lifting capacity.

“It offers a bigger lift and longer reach, but it is still light, meaning the jobs are still viable as it doesn’t reduce the payload too much.”

As the New Zealand forestry industry is booming, Cargotec representatives expect demand for the cranes to remain high.



“Hiab Jonsered 1080 offers a big lift and long reach, but it is still light,” says Steve Murphy.

**Barry Munro**, Cargotec Sales Manager on the South Island of New Zealand, says most of New Zealand timber harvested was destined for export.

“It’s all plantation timber here, and the market is just booming. Operators are really busy,” Munro says.

The nation’s timber industry is based on plantations of mainly fast-growing radiata pine. Many farmers are also involved in forestry on a smaller scale.

“Hiab Jonsered has been a favourite here for decades, because the machines are so versatile. New Zealand has a lot of challenging sites, and accurate loading and agility are really important,” Munro emphasises.

The road charges have also shaped the way operators work in New Zealand. Piggybacking trailers on trucks can save operators significant amounts of money.

Murphy estimates the road charges for an average log-hauling double at about NZ\$ 2,400, roughly EUR 1,300, per every 5,000 kilometres.

Because the charges have to be paid in advance, before the contractor has been paid, the transport industry believes they put extra strain on businesses.

“Piggybacking saves on the wear and tear on the trailer, and it also saves money, so that’s always been the New Zealand way,” Munro says. ■

steep and muddy sites.

“Some of the best timber grows in steep places and many logging sites are difficult to access so it is vital to carry the trailer. Trucks are also equipped with central tyre inflation as an added traction aid,” he points out.

He says his business, based outside Christchurch on the South Island, uses self-loading trucks mainly to service smaller timber growers.

“Self-loading gives the truck operator independence. They can drive up to the site, pick up a full load and drive away, just one man.”

Murphy feels a Hiab Jonsered 1080 is an excellent tool for cleaning up non-active log-

# Quality and confidence in one

When you think of Paris, likely the last thing that comes to mind is how much effort is needed to keep this beautiful city running efficiently. But Dominique Rouillard knows what it takes. With his two companies, he has been taking care of some important parts of the city for 25 years.

VOTP and STPE have a solid position in the drainage, waste collection and highway maintenance sectors of the northern Paris region. The vision that has led to success has remained the same throughout the years. With the full support of his 50 employees, **Dominique Rouillard** has always had just one aim: quality.

This objective can be seen all parts of the everyday life at these companies. It means hard, professional and disciplined work. The doors open at 4:45 a.m. and close at 7:00 p.m. This is the company director's daily routine. Building

sites start work at 7:30 a.m., and all drivers must be on-call every single day of the year.

## Confidence is essential

Complete confidence in your partners is absolutely fundamental when working 24 hours a day, 365 days a year. Rouillard's main customers are town councils with whom he signs tough contracts, such as on-call service, road sanding and immediate call-out. "Availability and a proactive approach are a part of the daily life of these companies," he says.

To meet these demands, Rouillard needs partners who think and act just as he does. Thus, the choice fell to Cargotec, who, along with Mercedes, is his most complete partner. "We started our cooperation 25 years ago. It has been based on trust from the very beginning, as all cranes Mr. Rouillard bought are Hiab cranes – and only Hiab," says **Hervé Lherondel**, the Key Account and Marketing Manager of Cargotec France S.A.S.

During these years, a dozen models of the Hiab crane have followed, one after the other, from the first orange models, to today's black versions. Rouillard currently has five Hiab XS 122 D2 Pro loader cranes mounted on Mer-

cedes 8x4 chassis, working eight hours a day. Pro is the most advanced manually operated control system in the Hiab XS family.

Equipped with the Valve 91, it offers high-load handling speed, fluidity of movements and maximum precision. It is a significant advantage when working quickly with a grab bucket or when pipes need positioning in concrete and delicate precision is essential.

## Going 100 percent Cargotec

Moreover, VOTP's five vehicles are equipped with demountables. Rouillard has, in fact, changed his suppliers of demountables since the Hiab Multilift XR21S was launched a few years ago. "Then when we had a demo truck with Hiab Multilift XR21, he changed his mind and bought 100 percent Cargotec," says Lherondel.

"Yes indeed, two years ago, we were given the opportunity for a few days to test a full-option demonstration vehicle equipped with a Hiab Multilift XR21S featuring automatic sequence control, fast speed, friction relief and so on. At the end of the trial period, I declared that I wanted one like that," reveals Rouillard.

Nowadays, VOTP does not have just one,



but three Hiab Multilift XR21S demountables. The vehicles are very versatile, and the high productivity of the product means that at the end of the day, an extra delivery round has been completed on the building site.

### Well-being and safety

Safety in the vehicles is reinforced with the inclusion of a reversing camera. “My drivers are no longer worried when they put a crane down. They are sure that nothing will come between them when manoeuvring. This makes work safer and easier and it is also a precious time-saver,” explains Rouillard.

Drivers’ well-being is essential. “I take the best the market has to offer. It is a win-win situation with my staff. To provide quality, you need quality equipment and good working conditions. My drivers are my best publicity. And customers are delighted with the benefits: no oil leaks from the cranes, no breakdowns blocking the building site, equipment that is in perfect condition at all times. Commitments made to customers are met – and that is the important thing.”

To achieve all this, service quality must meet the highest standards. But even with

“My drivers are sure that nothing will come between them when manoeuvring. This makes work safer and easier.”

high-performing equipment, nothing can be completely safe from breakdown. And if this happens, you have to react quickly to prevent building sites from coming to a standstill. Maintenance is provided by Cargotec, based in Argenteuil, to the north of Paris, which is responsible for all repairs in the event of breakdowns, servicing and all preventative maintenance. Prevention is always better than a cure. Prevention is always cheaper. Anticipation is the key.

Rouillard has a clear vision for future: “I do not plan to push the walls out too far; I want to keep the business on a human scale. And, I want to continue to work with Cargotec.” ■



### Paris Region

Paris Region is made up of 8 départements, including the city of Paris and its centre, and has a population of 11.6 million and more than 5 million jobs. The region accounts for 2% of the area of France compared with 20% of the French population.

Paris Region is Europe’s major motorway hub with 800km of motorways. The region has 12,000km of roads in total, connected with the national and international network: Europe’s second-largest road network.



VOTP’s five vehicles are equipped with Hiab loader cranes and Hiab Multilift demountables.

The vehicles are very versatile, and the high productivity of the product means that at the end of the day, an extra delivery round has been completed on the building site.



# Beyond the letter of the law on crane safety

## Putting safety at the heart of loader crane design

At the end of December 2009, the European Union introduced new rules covering the design and operation of on-road loader (sometimes known as knuckleboom or articulated) cranes, with the entry into force of the new Machinery Directive 2006/42/EC. In general terms the new MD marks a further significant shift towards a regulatory regime that is formulated to protect the safety of the operator as a priority.

As **Gaston van Kleef**, Director EMEA Customer Solutions for Cargotec, points out: “The new Machinery Directive, which is now law across the European Union, differs in some key respects to what was there before and includes a provision that requires crane manufacturers to include safety features that protect against ‘reasonable foreseeable misuse’. This represents a new regulatory theme that means we have to think ‘what could an operator do?’ – even if such actions go against common sense – and guard against it. This is an important change in approach.”

From the beginning of 2010, Cargotec moved swiftly to ensure that all of its Hiab loader cranes complied with the MD, as well as with the new harmonised loader crane standard EN 12999:2009, which came into effect in the second half of 2010. In particular, Cargotec has fitted all of its loader cranes with Variable Stability Limit (VSL) technology, an electronic system that automatically senses how far the stabiliser legs are extended and whether they are firmly secured on the ground, striking an optimum balance

between capacity and stability. Other enhancements have included the fitting of stabiliser warning lights on top of each stabiliser leg; a view confirmation button for remote controlled stabilisers; stabiliser indicators that give the operator information about stabiliser status; swivelling foot plates and an upgraded Operator Protection System (OPS).

**Bengt Söderholm**, Hiab loader cranes product manager, says: “The environment for a crane mounted behind the truck cabin or rear mounted is tough, so we looked for a well-protected solution. The result is a much safer machine that minimises the risk of an operator making mistakes and stops the crane before the vehicle’s stability reaches its limit. If, for example, the stabiliser leg is not fully extended due to limited space at the work site, or, in a worst case scenario, forgotten completely, then the truck will not tip over.”

VSL is a function that is included with Hiab’s SPACE system, which is effectively the ‘brain’ of the crane. All crane functions, safety, performance, and capacity related features are controlled through SPACE, which also supervises the stability of the vehicle.

### Playing field ‘uneven’

Although the new MD is law across all EU states, its enforcement has not been consistent – something that has created an ‘uneven playing field’ in this market. According to **Remco Tekstra**, Director Special Vehicles, of the RAI Association in the Netherlands,

“Even if the stabiliser leg is not fully extended due to limit space at the work site, the truck will not tip over.”

“The main issue we have seen with the new Machinery Directive is that there has in practice been quite a big variation when it comes to interpretation of the regulations. Some manufacturers have ensured all cranes are 100 per cent compliant with the new Directive from January 2010, while others have taken the view that they are OK as long as they were manufactured before that time.”

Despite the pan-European scope of the legislation, different countries have approached the new MD in different ways. The UK’s Health and Safety Executive has taken a particularly strong, proactive line, stating quite clearly that manufacturers and importers had to satisfy the new Directive, and issuing advice that “the existing European Standard EN12999:2002A2 does not provide presumption of conformity to the new Directive.” In particular, HSE has drawn attention to the fact that one example of foreseeable misuse is the failure to deploy stabilisers on a crane and that the position of the stabilisers has to be monitored by the rated capacity system for a crane to be compliant.

Other authorities outside the United Kingdom responsible for health and safety legislation have not, it seems, taken the view that the MD must take precedence over all other regulations. Van Kleef suggests: “To get a level playing field all health and safety authorities should be proactive, and not reactive, only taking action in the event of crane safety incidents.”

The delayed entry into force of the latest EN 12999 har-

monised safety standard – it was due in January 2010 but was eventually implemented in October – has been the source of some confusion which has perhaps been exploited. According to van Kleef: “Some have argued that equipment

based on the EN 12999 standard meets the MD. However we believe this approach is flawed as, while EN 12999 is a valuable tool through which to comply with the Directive, it is not in itself a guarantee of compliance.”

Söderholm agrees. He says: “The new Machinery Directive, issued on 29th December 2009, is the law, although there are requirements explained in more detail in the recently approved EN12999:2011. In other words a crane produced after that date is not legal if it does not fulfil the Machinery Directive.”

The new MD is short on technical detail and this is perhaps another part of the problem, opening up the possibility of varying interpretations. It does not state that cranes have to incorporate this feature, or that feature, but that they have to prevent ‘reasonable foreseeable misuse’, although stabiliser supervision is required within the MD.

This rather ‘open ended’ situation has perhaps had implications for the ‘level playing field’ in loader crane markets in Europe. As Tekstra says: “Fully meeting the new safety regulations involves an extra cost, so for those that try to ‘avoid’ them there can be a significant price difference. The thing to remember is that the MD is a framework, so there is room for different interpretations. For example, some stability

**“The new Machinery Directive has in practice been quite a big variation when it comes to interpretation of regulations.”**

**“The Hiab approach is based on integral safety systems, much like ABS in cars – there in the background until operational circumstances require their activation.”**



solutions like interlockers are a less costly way to go, but do perhaps meet the criteria of the Directive.”

### Stability is the key

For Tekstra, stability is the key issue with loader cranes, and one that can be resolved either in a technical way or through the actions of ‘professional’ users who are skilled and experienced in operating this type of crane. However, he points out: “For less professional users, to meet the new Directive, you have to set the safety bar higher, using technology which makes it impossible to go beyond a certain level.”

Despite the ‘mixed messages’ being sent over the past year, it is clear that more and more manufacturers and importers of loader cranes in the EU are now fully complying with the MD. However, van Kleef claims: “Cargotec has clearly led the way with Hiab loader cranes and achieved a level of compliance unmatched by any other crane.”

One particular issue that has to be acknowledged is the fact that many crane operators have themselves not fully embraced the new directive, seeing it as more bureaucracy that will hamper their operations in terms of speed and efficiency.

Cargotec has tried to address such operator concerns by making safety features on Hiab loader cranes as automatic, and integrated, as possible. “We have designed our cranes so that only when they are pushing their operational limits do they kick in. Crane

operators do not know they are there, until they are needed.”

Van Kleef continues: “The Hiab approach is based on integral safety systems, much like ABS in cars – there in the background until operational circumstances require their activation.”

### Ease of use

The Cargotec way has been to design loader cranes that make following the new EU rules as easy as they can be. Söderholm says: “Drivers are not against increased safety, but they don’t like safety functions that hamper their way of working. Consequently, we have focused on developing smart and user-friendly solutions that offer both increased safety and usability.”

Feedback from operators in the field to the new MD-compliant range of Hiab loader cranes has been increasingly positive. According to Mr Söderholm: “What our customers are saying to us is that the solution we have chosen gives the driver greater flexibility, as it is not always necessary to extend the stabilisers, but the truck and crane are still safe and will not tip over. This is not possible with simpler systems, such as stabiliser interlocking, where the stabilisers must be fully extended.”

He continues: “Hiab has always been at the front line with regards safety and will continue to follow that road, building security into our products. At the same time we will try to make life easier for our operator customers by designing cranes in such a way that they are easy to use.”

The bottom line is that safety within the sectors where loader cranes are used – construction, recycling and fire and rescue for example – are still very much regulatory driven, rather than being subject to operators demanding greater safety in the machines they purchase or lease. In this context, education has a key role to play. The RAI Association, for instance, last year organised a series of training sessions for its members on the new Machinery Directive and Cargotec is shouldering its responsibility in this area, providing operator training with every Hiab crane it sells. Van Kleef continues: “Our role as manufacturers is to raise the awareness of our customers when it comes to safety and persuade them that these safety features, which we have integrated in our machines, are there to help not hinder them.”

Cargotec is now inviting loader crane users to place safety higher up the agenda when selecting cranes. “I would recommend cus-

**“At the same time we will try to make life easier for our operator customers by designing cranes in such a way that they are easy to use.”**

tomers look into how we have designed and placed the sensors so that they are durable in tough and rough environments,” says Söderholm. “Also test run our cranes and compare them with others – you will get optimum capacity

in every position depending on the position of the stabilisers and the crane’s position in the slewing arc – and always to the limit – without there being any risk of the machine tipping over.”

Overall, Remco Tekstra believes the new directive has had a positive impact and that safety issues relating to loader cranes in the EU are generally ‘under control’. However, he

adds: “Nonetheless it is hard to tell whether this has changed things for good, as safety issues can come out of nowhere. We cannot afford to be complacent.”

## New rules in United States

In tackling crane safety through the new MD, the EU initiative is being mirrored elsewhere. For example, in the United States the Occupational Safety and Health Administration (OSHA) has published new rules, 29 CFR Part 1926, governing the use of cranes and derricks in the construction sector – the main market for knuckleboom type loader cranes in the United States – replacing former standards dating back to 1971. The significant number of fatalities associated with the use of various types of cranes used in construction – the number of casualties relating to articulating cranes is very small – led the OSHA to review its previous rules and replace them with the new regulations, which address the main causes of construction crane accidents, including electrocution, boom collapse and overturning.

The OSHA document has a specific section on knuckleboom cranes, and provides that these cranes can be exempt from the rules in certain situations. For example, if a knuckleboom is dropping building materials that are not in a staged order for subsequent lifting then the crane can be exempt from the new rule. Also, if a knuckleboom is placing packaged or sheet goods into, or onto, a structure and the crane is lifting the loads with a fork or cradle and the crane is equipped with an overload protection device, then that activity is exempt from the new rule.

OSHA head, Assistant Secretary for Labor, Dr. **David Michaels**, has said: “The goal of this standard is to prevent worker fatalities and injuries by keeping the cranes’ loads and workers in the places they are intended to be. The standard contains common-sense processes and mechanisms that reflect a considerable technologic change in equipment that has occurred since the publication of the old rule.” OSHA expects the new rule will save at least 22 lives a year, from all crane related accidents.

Most of the new regulation came into effect in November 2010. However, one key provision, a new requirement that construction crane operators must be certified through an accredited programme, will not become effective until 2014.

Cargotec welcomes the new US initiative and the changes it proposes. Söderholm says: “Up to now, there have been no recommended standards or laws requiring knucklebooms to have overload protection devices. The articulating crane industry has been using overload protection voluntarily, and selectively, manufacturer by manufacturer. Unfortunately this has meant everyone doing something different. With the new OSHA Regulation, and ASME B30.22 2010, the bar

has been set and we can see a more level playing field.”

Van Kleef agrees that the new regulation is a positive step forward, adding: “The new rule is an important change which will allow us to market cranes with integrated safety systems with greater confidence in future.”

Regulatory initiatives covering loader cranes are also being considered in other parts of the world, including China, Japan and India, while Australia has also implemented rules similar to the EU Machinery Directive, but which came into force even before the MD. “We can see the rest of the world is now looking at tighter safety regulations and the Hiab range is already well prepared for this trend,” concludes van Kleef. ■

## Pioneering safety levels on custom loader cranes for Australian mines

A leading Australian mining company has taken safety specifications to new levels its purchase of heavily customised light duty Hiab loader cranes.

One of the company’s key specifications was that the cranes complied not only with Australian Standards, but also with their own more stringent internal safety requirements. On this project, the customer liaised with Cargotec Australia to provide a solution to these specialised requirements. Working with the European design teams and Hiab production engineers, the resulting specification was effectively a first and leads the industry in safety features for cranes of this type. The customised Hiab 013T cranes will be used in various applications and be mounted on four-wheel drive utility vehicles.

Most significantly, the custom crane specification included two new safety

features proven on larger cranes but not previously incorporated into models of this type – a stabiliser lockout system preventing the cranes from operating without the stabilisers being properly deployed and a digital display of the weight being lifted.

Other safety features incorporated into the customised loader cranes include:

- Electronic overload protection system
- Stabiliser leg shut-off feature if inner boom load exceeds 30 percent of maximum capacity

- Audible horn warning device
- Data logging

The stipulation of such an advanced safety specification for this type of crane is further evidence of this customer’s commitment to safety and the company has made this specification a requirement for vehicle loading cranes that attend all their mine sites around Australia.





Operation and management workers at Koepsell Nutzfahrzeuge GmbH are proud of the work done in this family-run operation.

# Koepsell Nutzfahrzeuge at your service

## Cargotec's extensive dealer network guarantees local service

For many Cargotec customers around the world, the dealer is the first line contact. The closest dealer shop is often just around the corner, or a phone call away. For Cargotec, a reliable local partner is a key player in its global sales and service network. In many cases, this cooperation has grown and evolved throughout the years, resulting in genuine partnerships where all parties share the same values and goals: To offer customers the best possible service.

Koepsell Nutzfahrzeuge GmbH has been operating as a Cargotec dealer in Schleswig-Holstein, Germany's northernmost state, since 1969. About 40 years ago, the company was the region's first-ever dealer for Hiab loader cranes and still operates as an authorised Cargotec distributor and service point. Today, Koepsell is representing a full range of Hiab equipment, including Hiab loader cranes, Hiab Multilift demountables, Hiab Loglift and Hiab Jonsered forestry and recycling cranes, Hiab Moffett truck-mounted forklifts and Zepro tail lifts.

### From father to son

Koepsell Nutzfahrzeuge GmbH is a family business managed by **Jörg Koepsell** and his father **Jürgen Koepsell**. Jürgen Koepsell founded a small repair shop for lorries and tractors in 1963, in Neumünster, about 65 kilometres north of Hamburg. Starting out with only two assistants and an apprentice, the

small business began with gradual expansion. More staff were hired and the company moved to larger premises, including a repair shop, vehicle construction facilities, an office and its own paintshop. Today, the company employs a staff of 40 professionals and trains ten mechatronics apprentices.

### One-stop shop for all needs

The company's workshop in Neumünster serves as a perfect one-stop shop for Hiab crane operators. "We take care of the sales, servicing and installation of Hiab equipment. Our working day begins at 7 a.m. and ends at around 10 p.m. We operate 10–20 cranes per day," explains Jörg Koepsell. Outside these hours, Koepsell's 24-hour emergency service helps whenever needed.

Maintaining a high level of service is a key priority for the Koepsells. "The best way to improve customer satisfaction is through service availability. Because extra lay days can cause our customers major financial damage, they need to be constantly aware of the service status of their equipment. If you want to succeed, flexible and fast operations are essential," Jörg Koepsell says.

Koepsell is proud of the fact that his company is a full-range provider. "Nowadays, customers are seeking a comprehensive service package. We want to be a one-stop shop that can offer customers not only a premium product but also fast installations,

top-quality maintenance services and the fast delivery of spare parts."

### Satisfaction through close cooperation

When a customer makes a new sales inquiry, smooth cooperation between the local dealer, the Hiab sales company and the truck manufacturer is crucial. "The customer either calls our own sales people directly or our dealer. Once the customer has accepted our offer, it is up to our Hiab team in Langenhagen to create the technical drawings according to the specifications. This process, from the sales inquiry to the delivery of the crane, requires detailed planning, technical expertise and commitment ▶

Learning starts young in this family business. Jörg Koepsell shows his son how to operate heavy equipment.



from all parties,” says **Joachim Kovanda**, Cargotec’s Sales Manager for the northern Germany region.

“You need total confidence in your partner if you want to fulfil the customer’s expectations,” adds Jörg Koepsell. “This is a people business in the end, where soft skills are more valuable than you might think – not only during the sales process but throughout the whole customer life cycle.”

### Training for partners and own personnel

At least twice a year, Koepsell’s team attends training offered by Cargotec Germany GmbH in Langenhagen. The training is focused on a certain theme, such as electronics and hydraulics, while providing useful information on new features and technological benefits. “Training

is crucial, because a professional partner has to support its customers throughout the product life cycle. To our service engineers, this means continuous training and the opportunity to expand their skills,” Jörg Koepsell adds.

Cargotec has over 400 service stops throughout Germany. These include Cargotec’s own workshops, as well as distributors’ and other partners’ service points. Cargotec is currently expanding its service capabilities by organising joint training sessions for service personnel working with Hiab and Kalmar products.

Expanding know-how through joint training means, for instance, that Kalmar experts can respond to service requests from Hiab equipment customers in Germany. For our customers, this will further enhance the availability of Cargotec’s expert servicing and maintenance services. ■

“Training is crucial, because a professional partner has to support its customers throughout the product life cycle.”

## Cargotec Training Academy – The mobile academy

The Cargotec Training Academy has come full circle with regard to the training of service technicians.

“In the last year we had 425 participants take part in 121 training days across the world, meaning that we completed a full cycle for all key staff requiring training,” notes Global Training Manager **Magnus Englin**.

Englin is responsible for the industrial sector covering Hiab’s loader cranes, Hiab Jonsered and Hiab Loglift forestry and recycling cranes, Hiab Multilift

demountables and Hiab Moffett truck-mounted forklifts.

“We started by training

our service organisation across the whole world. Today it is largely about electronics and hydraulics, and training allows you to discover the advantages of the system. There is a lot of focus on the new VSL Variable Stability Limit programme because it is important for the settings to be correct so that you get the maximum performance from the crane. VSL provides more power than before from certain angles, but the main requirement is that the settings should be configured correctly,” says Englin.

Hiab is one step ahead of the competition with regard to compliance with the loader crane standard EN12999:2009 and the Machinery Directive 2006/42/EC. This also involves a need for

knowledge to be one step ahead, and this is where the Cargotec Training Academy comes in.

“We train key staff all over the world and then it is essential that they in turn cascade the information out in the organisation. Now that everyone who needed training has been trained, we are going to press ahead with more detailed training

because the system has, of course, developed further along the way. Recently we produced some really good training material that includes a training DVD we’re now going to launch,” reveals Englin.

“In the future we are also going to draw up training programmes for crane operators and the sales organisation.”



**Magnus Englin serves as a Global Training Manager at the Cargotec Training Academy.**

# Supporting sustainability in day-to-day work

Sustainability must be something that is done on an everyday basis, says Agnieszka Beyger, Facility Manager at Cargotec's multi-assembly unit in Stargard Szczeciński, Poland. She gives us many concrete examples from her own life.

Sustainability means a lot to me, both in my personal life and at work. I am fortunate to work for a company where I can implement sustainable practices on a daily basis. But what does this mean in practice?

I could start with the project I'm working on at the moment, which is the creation and implementation of a water and energy saving policy for our facility. The Stargard factory's daily routines include a waste policy dubbed "3R". We aim to reduce, recycle and re-use waste produced during operation. We also have implemented three ISO systems in parallel (9001, 14001, OHSAS 19001). Our top priority is the health and safety of our personnel and their well-being at work.

We also have a pellet heating system, recuperation and heat recovery systems and light photocells. We monitor the production hall constantly to minimise oil leakages, dust and pollution emissions and waste production.

"I think that sustainable solutions improve cost-efficiency as well as the environment. They also benefit employees' health and provide safety effectiveness for our customers' operations."

We also take great responsibility for our location close to the Baltic Sea. Cargotec, as a company, has been deeply involved in the work to save the sea.

Our actions here in Poland assembly unit

also go to other areas. We have an innovative new technology to clean our floors, the so-called 'HTC diamond pad method without chemicals'.

I think that sustainable solutions improve cost-efficiency as well as the environment. They also benefit employees' health and provide safety effectiveness for our customers' operations.

Our environmental improvement programmes increase ecological awareness. We do our best to design and develop ecological products, production processes and operating methods to reduce the impact of our assembly processes.

The huge advantage we have is a conscious staff. They all know their responsibilities towards sustainability and are willing to minimise their impact on the environment.

At the beginning of our operation in Stargard, we established an environmental policy and environmental improvement programmes.

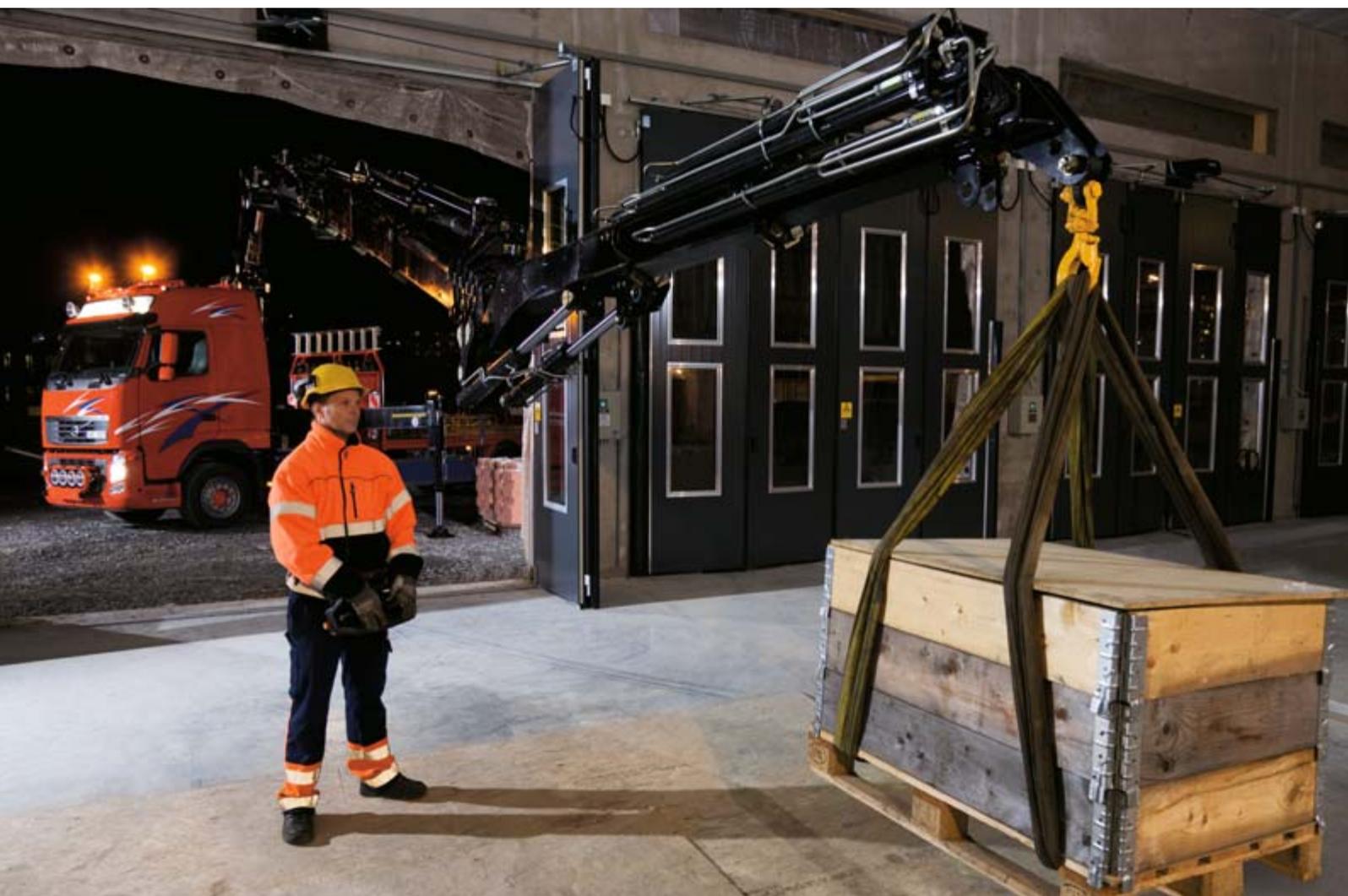
It is very important to keep an appropriate balance between development and a healthy environment. I also try to live by doing minimal harm. I segregate waste at home and work. I also print documents only when needed and consider carefully when to use water.

Sustainability helps us understand the inter-connections between humanity, the environment and the general economy. It means operating without doing harm to people and the environment. For me, small issues matter.



## Agnieszka Beyger

- Agnieszka Beyger works as a Facility Manager at Cargotec's multi-assembly unit (MAU).
- The company's Stargard Szczeciński location opened in September 2010.
- The 27,000 square metre factory has the same focus areas as all Cargotec MAUs this year – deliveries, quality and product cost.
- It employs almost 140 people.
- The new facility is a part of Cargotec's global supply network and is ideally positioned close to customers.
- Supporting the production of a wide range of Cargotec equipment, the MAU boasts the latest state-of-the-art facilities for sustainable production technology, processes, and quality.



## Best crane ever made?

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To help them move heavy bulky loads is fairly easy. But to do it swiftly and with great precision year after year is a different matter. It is like those lifts some customer wants you to do from a far distance. There is more to

them than overall outreach. Although 35 metres overall vertical reach of Hiab XS 622 is pretty impressive – especially when 12 metres are on the jib. But still, you need more. You need to be in total control.

Be blown away by the Hiab XS 622 HiPro. It is potentially the best crane we ever made.

*Cargotec improves the efficiency of cargo flows on land and at sea – wherever cargo is on the move. Cargotec's daughter brands Hiab, Kalmar and MacGregor are recognised leaders in cargo and load handling solutions around the world.*