

TELL US HOW WE RATE...

...and be eligible to win this remote control model forklift



Your business is important to us but so is your opinion and - even more importantly - so is your level of satisfaction with the service we offer. We ask you to help us to help you by letting us know how satisfied you are with your dealings with Chess Flameproof. Please take a few minutes to fill in the questionnaire below then fax or post it back to reach us by 13th January 2006 in time to enter our prize draw.

1. In your most recent experience with Chess, was the quality of customer service you received:

- Superior Very Satisfactory
- Average Unsatisfactory
- Very Poor Never Used

2. Would you say that Chess Flameproof's products are:

- Extra High Quality High quality
- Average Poor
- Don't know or never used

3. Would you say that Chess Flameproof's turn-round times are:

- Very Fast Fast
- Average Slow
- Extremely Slow Don't know

4. On delivery dates, would you say that

Chess Flameproof is:

- Extremely Reliable Reliable
- Average Poor
- Don't know

5. How satisfied are you with Chess Flameproof's handling of warranty issues?

- Extremely Satisfied Very Satisfied
- Satisfied Unsatisfied
- Very Unsatisfied Don't know

6. How satisfied are you with Chess Flameproof's product support?

- Extremely Satisfied Very Satisfied
- Not Very Satisfied Unsatisfied
- Very Unsatisfied Never used

7. How likely are you to recommend Chess Flameproof's products to others?

- Definitely Probably
- Not sure Probably not
- Definitely not Never used

8. Have you visited our website on www.chessflameproof.com.au?

- Yes No

Name:.....
 Company:.....
 Position:.....
 Address:.....
Post Code.....
 Ph:.....Fax:.....
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THE TIMES THEY ARE A'CHANGING

Accessorised forklifts - not the product of a vivid imagination but serious stuff. Increasingly, over the last year, accessories are becoming a necessity on the machines that Chess Flameproof modifies for use in hazardous areas.

Driven in part by the changes from regulatory to prescriptive OH&S legislation, we are experiencing increased demand for flameproofed accessories. These include speed limiters, flashing beacons, reverse sounders and work lights, all of which must comply with the appropriate hazardous area equipment standards. Initial feasibility assessments are underway to assess demand for other accessories such as flameproofed driver ID, load weight indicators and collision detectors. With high-rise forklifts now being increasingly used in warehouse situations, we are also examining the use of flameproofed fork-mounted camera assemblies.

IN-HOUSE CHANGES

2005 saw some major changes at Chess Flameproof. By far the most important was the renewed focus on customer service. Starting with a

major housekeeping effort, we have enlarged and reorganised our workshop and store, allowing us to offer more rapid turn-round times and provide a wider range of off-the-shelf and to-order spare parts. Dedicated machining and fabrication facilities have been installed. We have added credit card and Eftpos facilities to our payment options and installed a new IT system to improve communications and to track jobs from initial order to delivery. Our customers can expect to see more face-to-face contacts to establish improved communications with our customers and a better understanding of their needs and requirements.

All of us at Chess Flameproof wish all of you - our valued customers - the very best of Christmases and a peaceful and prosperous New Year. Our sincere thanks for your support. We look forward to being of further service to you in the coming year and will try to keep you abreast of legislative and safety developments as we become aware of them.



DUTY OF CARE - MAZE OR MINEFIELD?

A Google search on the internet yields almost half a million Australian references to the expression 'duty of care'. They cover a wide range of social and legal topics and seem to embrace every facet of daily life. From heroin overdoses to lost Aussie tourists, it seems that every man and his dog has a duty of care to stop something happening to someone else.

It's a much used and overworked phrase which is in danger of being devalued because

of over familiarity. In an engineering context, it places the onus on everyone in a workplace to be responsible for the prevention of accidents. To quote the National Occupational Health and Safety Commission: "Duty of care requires everything 'reasonably practical' to be done to protect the health and safety of others at the workplace. There follows a 'responsibility hierarchy' stretching all the way back to manufacturers, importers, suppliers and designers of the plant, equipment or materials that may be used in the workplace. Which is all as it should be. No-one, ever,



actually *wants* a workplace accident and, human nature being what it is, the constant indoctrination of safe working practices is a vital part of a proprietor's duty of care.

But those who draft the legislation and those who write the standards and codes of practice could make life easier for those of us on the workshop floor.

In our own field of expertise - flameproofing vehicles for use in hazardous areas - we are well aware that the published standards are living documents and therefore subject to constant change. All too frequently, codes of practice refer to standards that may be under review, already superseded or refer us back to the

code of practice. Far too frequently, the documentation we need to read, understand and pass on to the shop floor is couched in language that is far from plain. As engineers we must exercise our duty of care responsibilities in the most effective manner, therefore we need clear and unequivocal guidelines. Surely, those who draft the rules have their own duty of care to ensure that accidents do not occur because of ineffectual documentation.



HAIL & FAREWELL



A warm welcome to new manager, Dimitrios Harakidas (*above, right*) and 'au revoir' to Mike Robbins (*left, above*) who is off to Queensland roving - but we will 'know where he are'!

Following increased interest for flameproofing in the Sunshine state, Mike is to establish a small office for us near Gladstone. His sound advice will still be available to all our customers.

Dimitri has an Advanced Diploma in Mechanical Engineering and is experienced in passenger jet engine maintenance and repair. He has excellent communication skills and extensive knowledge of hazard protection.

A customer-focused team leader, he has been instrumental in improving our service delivery by overseeing changes in our workshop.

SERVICING NOTES

Given the cost of a forklift these days, we can assume that regular inspection and servicing is the norm not the exception.

Recommended service intervals and procedures are included in manufacturers' user manuals and Chess Flameproof supplies a supplementary manual covering the modifications on vehicles destined for use in hazardous areas.

As most of our work is undertaken for manufacturers, we have no idea where those machines will end up. However, machines used in mines have a much harder life than those used in warehouses.

The maintenance of electrical equipment for use in hazardous areas is governed by standard AS/NZS 3800 which requires that any servicing be carried out by a competent person who must meet the national Electrical Equipment in Hazardous Areas competency standards. Three levels of inspection are required - Visual, Close and Detailed all of which must be carried out by a qualified technician.

Chess recommends a minimum schedule for these inspections but it is ultimately up to the end user to implement and enforce a suitable schedule.

A daily visual check is required by OHS laws for all forklifts flameproofed or otherwise. This is not the same as a flameproof "visual" inspection.

