

INSIDE NEWS

NOVEMBER 2022

WE ARE PROUDLY CERTIFIED AS AUSTRALIAN OWNED

Lincom and Thor recognised
for **stacker success**

Lincom Group's Rapid **reclaimer**
recovering concrete waste



WHAT A YEAR!

As 2022 draws to a close, we want to thank our customers and suppliers who played an essential role in our many outstanding achievements this year. We look forward to continued success and productivity together in 2023!

For starters, let's take a look back at how this year unfolded before we share updates on our projects and equipment deliveries throughout Australia! Plus of course, we'll talk about some highlights from within our business and branches.

Don't forget to stay connected with us via our social media pages on *LinkedIn*, *Facebook*, *Instagram* and *YouTube*.

Renata Hjelmstrom

Group Marketing Manager



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LINCOM'S DEDICATION TO AUSTRALIA BECOMES OFFICIAL

Article published by Australian Mining

Having recently been certified as an Australian Owned company, Lincom is focused on continuing to service its local customers and growing its business, with future expansions on the cards.

The company's support of the mining sector goes hand-in-hand with its support of the community, and so it was a significant milestone when Lincom was officially certified as an Australian Owned business in July.

The well-known certification assists customers to easily identify Australian Owned companies, providing them with greater confidence about investing in a company that benefits Australia first.

Lincom chief executive officer Stephen Watterson said that while the company has grown significantly since it was established in 1998, it has always remained grounded and true to its roots.

"The significance of getting the Australian Owned certification is that we are a proud Australian company," Watterson told Australian Mining.

"We want the Australian mark against our name so people know and can see that we are investing in the country, we're investing in the people and we're giving back to community through employment and by our continued growth in all those areas.

"For our customers, who are handing over a lot of cash for the equipment we supply, it's important for them to understand that we're investing in them as much as they're investing in us."

Watterson said providing employment is one of Lincom's biggest contributions to the community.

"First and foremost, we do as much as we can to offer employment opportunities to the local areas that we operate in," he said.

"We run an apprentice program for young school-leavers where we supply apprentices a kitted-out toolbox as soon as they sign up, which they use all the way through to getting their papers. We then hand that toolbox over to them when they become a qualified tradesperson.

"We want to give school-leavers employment and the opportunity to organically grow within Lincom because that's another way we can support the community."

Lincom recently supplied two radial stockpilers to Adani's Carmichael coal mine in Queensland, which Watterson said was a significant achievement for the company.

Lincom took full responsibility for the logistical intricacies of getting the stockpilers on-site by the deadline, which was no easy task given the supply-chain disruptions currently affecting the Australian mining industry.

But Lincom delivered the machines on budget and ahead of schedule.

"There were contracts and things in play, but we formed a strong relationship with Adani and the company felt comfortable because we were the decision-maker, and we were in control of our own destiny," Watterson said.

"What we said we would deliver, how we would deliver it and when we would deliver it—that was all on us. »



"When you're a family business like ours – where decisions can be made fast, and we can quickly act on issues that may arise – for us to be able to deliver the machinery on time gives them comfort that we certainly mean business."

"And it proves that we can deal with both big companies and small companies."

With a strong footprint in New South Wales and Queensland, Lincom is focused on growing its presence in Western Australia.

Lincom has a stockholding facility in the Perth suburb of Henderson where it has a rental fleet, sells new and used equipment, and offers spare parts and consumables.

The company has a WA-based service team capable of completing on-site repairs, as well as a rebuild facility, which Watterson said can give machines a "birthday", removing the need to invest in new equipment.

"For customers who struggle to get the capital needed for a new machine, we can refurbish their existing equipment," he said. "We've done quite a lot of rebuilds in our Henderson depot, which is fully kitted out to be able to accommodate that."

Watterson said the sky's the limit regarding Lincom's WA aspirations, which could even mean expanding into the resource-rich regions of the Pilbara.

"We've certainly got down growth plans for the west and other parts of the country as we continue to support our customers," he said.

"Anyone can sell a machine, but it's the back-up, it's the relationships, it's everything that goes with the journey, rather than just the machine sale."

"We want repeat business, and we get repeat business, and that philosophy is the same whether we're servicing customers on the west coast or the east coast."





Mark Watterson (National
Hire Fleet Coordinator)



SEAL OF APPROVAL

Article published by Waste Management Review

Strong relationships have always been a focus of Lincom Group. The family-owned recycling equipment business has built its foundation on earning the trust of its customers.

Now customers can have more confidence that they're investing in a company that benefits Australia first, with Lincom Group fully certified as an Australian Owned business.

The certification is part of a strategic plan to strengthen the business as it enters a new era.

Announcing the certification on the company's website, Stephen Watterson, Chief Executive Officer, said Lincom Group has always been proud of being an Australian company.

"For us, it's about being part of a community that supports one another," he said. "As we focus on serving the Australian customer, getting this certification feels like a step in the right direction and this year seems the perfect time to make it official and celebrate it."

"We're enthusiastic about giving back to our community and building on the opportunities ahead."

It's that value, says John Edwards, Chief Operations Officer, that has allowed the company to grow from a backyard operation 27 years ago to a business with more than 50 staff operating across Australia, New Zealand, Papua New Guinea and the Pacific Islands.



Lindsey Watterson (PA to CEO) and Ilka Swan (Accounts Officer)



Today, Lincom Group is a parent company for a range of specialised businesses supplying various industries with sales, service and hire of screening, crushing, bulk handling and recycling equipment.

The head office in Southern Queensland is also a manufacturing facility for custom fitouts, safety guards, machine rebuilds and repairs. A national spare parts distribution centre and field service fleet for after-sales support are based at the same site.

John says that Lincom Group has been good at understanding its clients, their needs, and their challenges.

"Lincom Group has been getting to know their clients well before it was a thing in management textbooks," he says.

"By talking with people we're leveraging our relationships with clients. If we see something we think we can help them with, we will."

John says company Founder Roy Watterson was a believer in seizing opportunities, so would have been proud of the Australian Owned certification as the company enters a new era under the guidance of the next generation.

"Roy was always saying that you can't withdraw from any opportunities or initiatives that pop up," John says. »



Jess Vosseler (Boilermaker)
and Alex Flanagan (Area
Sales Manager)

"We're looking at a number of things we could finetune, and certification was part of that."

The Australian Owned trademark is a high-value asset and a mark of Aussie authenticity. Qualifying for it is no easy feat.

John says that upon applying for the certification, a qualified compliance team broke down the company structures. While it was a rigorous procedure, he says the company felt it was important to *"make our home patch better"*.

Lincom Group works with manufacturers who are up to strict Australian quality standards across a diversified portfolio of brands.

"We are very parochial in Australia," John says. *"And there's a bit of a rise in nationality, which is important in these challenging times."*

"This certification demonstrates to people that we are Australian-owned, and all the profits are kept in Australia."

While proud of the Australian Owned certification, John is equally as proud of the company's recent Great Place to Work certification. He says it's testament to the values the company was built on, and that continue to be instilled today.

John says the lengthy certification process gave the company an insight into what staff thought was important and what could be improved.

More than 82 per cent of respondents to an employee survey said Lincom Group was a great place to work but the company is not resting on its laurels. A change group has been established to give state managers a forum to raise new ideas and more staff engagement is being encouraged.

It's the little things, John says, that make a difference for employees seeking a good work-life balance.

"We know we're good. We want to go that next step."



“THIS CERTIFICATION
DEMONSTRATES
TO PEOPLE THAT WE ARE
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ALL THE PROFITS ARE KEPT
IN AUSTRALIA.”



Grahame Noble (Warranty
Claims Manager), Renata
Hjelmstrom (Group Marketing
Manager) and Ilka Swan
(Accounts Officer)



LINCOM AND THOR RECOGNISED FOR STACKER SUCCESS

Article published by Australian Mining

When designing the materials handling component of a plant layout, engineers will often use database designs that are tried and tested.

These designs have proven to work over the years, which is why many product stockpile conveyors create a conical stockpile with a fixed boom length and fixed boom height.

To make life easier for mining companies, Lincom Group and Thor Global have collaborated to design a stacker that can be quickly and easily set up for this task.

The Thor Towerstacker Telescopic Cable Mast Conveyor is versatile and adaptable, allowing companies to easily integrate it into their operations.

Lincom chief executive officer Stephen Watterson said time is of the essence in the mining industry.

"It's that ease of getting it built quickly, getting it erected quickly and getting mines up and running quickly," he said.

Timing was a major factor for a Central Queensland thermal coal open pit mine, which purchased two Thor Towerstackers.

Fitted with luffing capability, the stacker can be raised or lowered to ensure that the material discharged is as close as operationally possible to mitigate material degradation or dust generation.

The stacker combines a radial and telescopic functionality to maximise the available real estate and substantial additional stockpile capacity. By slewing to a set point, it can also be used to transfer to another conveyor or create an emergency stockpile.



The successful project is recognised as a finalist for the Australian Bulk Handling Awards 2021, with winners to be announced on 25 August 2022 at BULK2022.

The Thor Towerstackers used an existing modular design and standard mechanical products to reduce the overall capital project cost, while reducing operational costs through non-proprietary components.

Watterson said the price point of the machine is what sets the towerstacker apart from the competition.

"The price point of that machine, bringing an off-the-shelf item in here, has been very competitive for us. It's a price-competitive machine that's doing 1800 tonnes an hour of coal – you're talking big tonnages," he said.

For the coal project, the structural design of the stacker and associated items conform with the engineering company structural design criteria and with the relevant Australian Standards (particularly AS1170 and AS4324.1).

"We've done enough of these machines in the country now that we meet all the Australian Standards for electrical, for structures, and in particular in Queensland, we meet the Registered Professional Engineer of Queensland (RPEQ) process," Watterson said.

"The RPEQ is a very stringent set of engineering checks from an independent party that has to do a sign-off on the design. It's not about just giving them a brochure, they get full structural drawings and more. So, for these machines to pass that – it's a huge feather in our cap.

"The Australian Standards are one thing, the RPEQ is another, so you're under very stringent controls there

to meet – that's from access to walkways, to any of the safety features that have to be factored into the hydraulics system, to the deflection of the actual conveyor itself, the structure."

The stacker is fitted with storm anchorage to prevent it moving during intense storm conditions. All maintenance points are easily accessible through a system of walkways or by bringing the machine to ground level.

Watterson expects the conveyor will continue to draw interest and as Lincom continues its collaborations with Thor, more opportunities will arise.

"For the Thor Towerstacker itself, there will be three of these Towerstackers in Australia, and we would continue to promote them in these new mines and/or mine expansions," he said.

"Thor also has another range, which is its standard radial stockpilers which are on wheels."

Lincom supplies Thor's Top Fold Portable Radial Conveyor, Telescopic Portable Radial Conveyor and Low Profile Telescopic Portable Radial Conveyor, each of which offer their own unique attributes for mining operations.

Watterson believes there are both cost and safety benefits by going with Thor.

"From a cost point of view, it's a great addition to any setup, saving money by reducing expenses on maintaining a wheel loader and an operator," Watterson said.

"You plug the thing in, the stacker's always going to be at work the next day, it's reliable and will get the job done."



LINCOM GROUP'S RAPID RECLAIMER RECOVERING CONCRETE WASTE

Article published by Waste Management Review

An estimated 10.1 billion cubic metres of concrete was produced in 2021. At a conservative estimate of three per cent returned as waste, that's more than 303 million m3 of waste concrete – or 7.5 times the Hoover Dam – every month, says Alan Dunbar, Technical Sales Engineer – Environment and Process for Lincom Group.

Traditionally, this waste concrete has made its way to landfills or is left to cure and re-crushed. But the industrial equipment supplier is improving the odds of waste recovery with its Rapid Reclaimer.

The Rapid Reclaimer receives returned concrete directly from the agitator and washes and recovers sand, aggregate and grey water. Separating it into its

constituent parts returns the concrete to the resource it is.

"Wet concrete has a very high pH level and is considered a waste and must be disposed of appropriately at a facility that is lawfully able to receive that waste," Alan says.

"Right now, the easiest way for producers to manage this is to discharge it in settling ponds, pay for its disposal or leave it to cure and re-crush it. The Rapid Reclaimer washes and separates the aggregate and sand for reuse immediately. We can get a 99 per cent recovery of materials, which we believe is the best on the market.



"The average truck can return from a job with up to half a cubic metre of concrete. That equates to volumes of concrete in settling ponds, pouring on the ground, and crushed or going to landfills. This can grow exponentially with cancelled orders."

Alan says the Rapid Reclaimer can process up to 20 m³ of slurried concrete per hour – that's about five minutes per truck, depending on how much concrete is returned.

The Rapid Reclaimer automatically regulates its infeed to suit working conditions and throughput. It will also turn off its secondary sand screw when feeds are low. It has a specially designed trommel screen and dual sand screws, which Alan says is "one-of-a-kind". An 11kW electric motor coupled with hydraulic pumps drives the drum screen, sand screws and conveyors.

The washing system consists of a submerged trommel screen, high-pressure water jets at fixed positions and includes final rinsing of sand in the dual dewatering screws and aggregates on the aggregate conveyor. Twin water giraffes load recycled/clean water into truck mixers before cleaning.

An Integral control panel provides start-stop and emergency stop buttons on each side of the reclaimer. The system incorporates an overload automatic shut-off system that will regulate the feed to the machine if the machine is overloading. If this happens, the feed will automatically increase again as the surge of materials is processed, Alan says.

"The machine is fully PLC (programmable logic controller) controlled."

"It's designed so operators can back the truck up, push the on button and discharge the slurried concrete and

washout directly into the machine. Hoses are installed so you don't have to drag equipment anywhere.

"The machine will even clean itself when it's finished."

Alan says reclaiming base materials from unused concrete is gaining popularity globally. Concrete is the highest consumed product on earth, second to water, so recycling and reusing as efficiently and environmentally responsibly as possible should be a consideration for everyone. He believes the Rapid Reclaimer will play a key role as Australia moves to a circular economy.

The reclaimer is compact and portable, allowing small and medium-sized businesses to play their role in resource recovery and larger producers to manage and recover as much valuable resources as possible.

"You can pick this machine up and take it with you," Alan says. "It's designed so you can have it as a static plant, or you can put it on a truck and drive it to a work site. There is no requirement for elevated platforms, ramps or inground installations."

"It's ideal for building sites and mobile plants. It's small enough not to be in the way and easy enough to move around. You're cutting down the number of full trucks on the road and the distance unused concrete is being transported."

"Once people become aware of its capabilities, I think it will be very popular," Alan says. "The original Rapid Reclaimer was an award-winning machine, but the updated version features an upgraded control system, improved design and more power to meet the demands of modern producers."



COMMITMENT TO SERVICE ON DISPLAY AT TAYLORS CIVIL CONSTRUCTION

Article published by Quarry

Supplying throughout the quarrying industry, Lincom Group has seen great success from installations across Australia, with Taylors Civil Construction speaking volumes of the commitment to customers that Lincom Group displays.

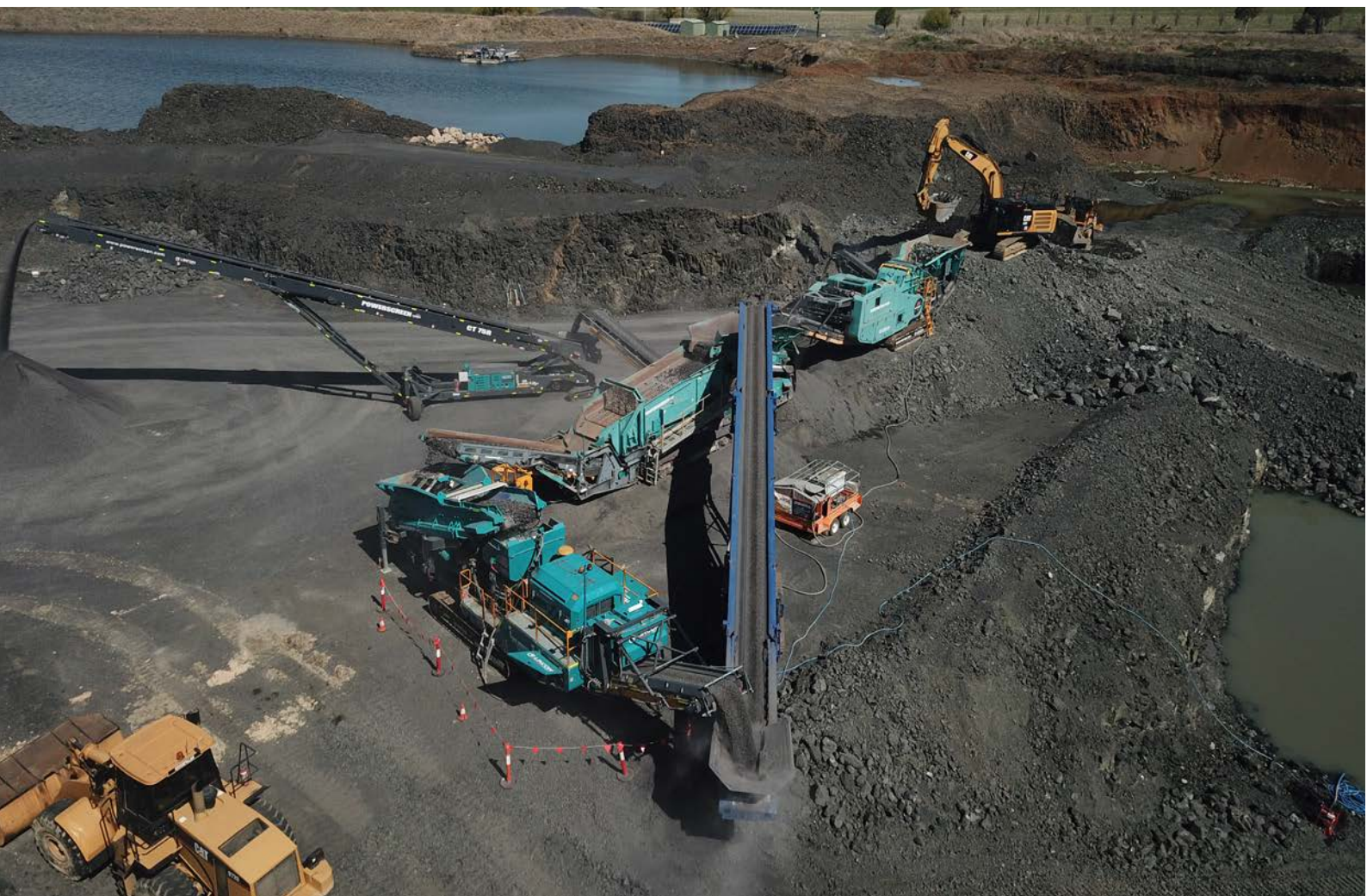
A family-owned business and leader in the industry for close to 20 years, Taylors Civil Construction has branched out into crushing and screening in order to complement existing business operations.

Given this considerable development in business operations, owners Jen and Luke Taylor placed great

thought and consideration into which company would be best to supply equipment, eventually landing on Lincom Group as the most fitting for their needs.

Through research and enquiries into various companies who supply the industry, Taylors Civil Construction also spoke to others working in the industry, seeking their thoughts, views and past experiences of suppliers.

This research cemented Lincom Group as the most applicable choice for the company.



Luke Taylor told Quarry of the ways in which Lincom Group exceeded expectations when it came to providing customer-focused solutions for his business.

"Lincom went above and beyond our expectations, in all aspects, not only when it came to the performance of their equipment, but also with regards to the business integrity and customer service they displayed towards us," he said.

"As a result of that, we entrusted our business expansion to their hands. From the moment we

engaged with Lincom to discuss potential purchases they demonstrated high levels of professionalism and support and went above and beyond with providing us with advice and guidance, despite the fact that, at this particular point in time, they essentially had no prior business dealings with us and we had never purchased an item of machinery from them prior."

Jen and Luke eventually bought a Premiertrak 400X mobile jaw crusher, Maxtrak 1150 pre-screen, Chieftain 2100X two-deck screen, Chieftain 2100X three deck screen and Powerscreen CT-75R



radial conveyor from Lincom Group. Taylors Civil Construction now relies on these machines to produce high tonnages of clean aggregates and various quarry products, with minimal set-up time being required to get the machines running.

Making the leap towards purchasing a bulk order of machines was not easy, but a decision that could be done in confidence through the support of the quality team that makes up Lincom Group.

Offering original equipment manufacturer parts for the machines it services and sells, Lincom Group delivers on the commitment to aftersales support, across the entire lifecycle of the equipment.

"When we made the decision to purchase, in the first instance a cone crusher, Lincom repeatedly demonstrated their true commitment to their customers," Luke said.

"They provided standards which, having been in the construction industry for considerable years, were above and beyond what we could have ever expected from an equipment supplier.

"It is a great credit to them to provide not only exceptional, reliable and state-of-the-art machinery, but also to be a business which has enabled us to feel we have a genuine and positive relationship with them and also have the complete and utter confidence in our equipment each and every single day."

As an Australian-owned family business, Lincom Group understands the needs and requirements of the quarrying, aggregates and mining industries, matching impressive equipment servicing options with equally competent personal service.

"It's not just the service when it comes to equipment but the service when it comes to Lincom being always available to talk, no matter what time of the day and with any requests and queries being responded to promptly," Luke said.





Lincom Group area sales manager Alex Flanagan and owner of Taylor's Crushing and Screening Luke Taylor



THE JOURNEY CONTINUES IN WA

Over our 27-year history, we have invested heavily in expanding our operations in all major cities in Australia, allowing us to focus on getting what the customer needs with fast and reliable customer service.

We combine our experience with our product offering to help solve material processing needs within different industry sectors. We believe there is no one-size-fits-all solution. Instead, our team provides their expertise to find the correct equipment depending on the customers' requirements.

We have been supporting the WA region for many years, and in 2017 we relocated to bigger premises in Henderson. Today the branch is a one-stop-shop, with sales, hire, spare parts, and service all under one roof. The fully equipped workshop also caters for machine rebuilds and repairs.

To improve our support and simplify regional transactions, we have made internal adjustments that will offer an easier process of doing business. Therefore, while our logo will remain the same, our business name will change to Lincom WA Pty Ltd.

"Through the formation of a new entity in WA, we are building on our initial investment and transforming our

operations that will play a significant role in the future of our business," said Stephen Watterson, CEO.

"While initial efforts will be focused on expanding our current team and stocking up the right inventory, we look forward to successfully developing Lincom WA."

The local knowledge we have so far is extremely valuable in developing our strategy moving forward. We have customers from all industries – large contractors to smaller businesses – and the common ground is that local service and support are critical.

To ensure we execute and stay on the planned growth roadmap, Mark Crestani will be relocating to WA in early 2023 as the General Manager. Mark has been a valuable part of our team for over 10 years and has a business diploma with an ongoing bachelor of organisational leadership. His journey started as a parts interpreter, then as the QLD Stores Manager, and progressed to his current role as Group Parts Manager. Under his leadership, we will leverage the existing traction in the region to profoundly grow the business and brand.

We couldn't be more excited for what our future holds, and we thank all those who have played a role in helping us along the way.





LIAM WILSON — A CHAMPION AT WORK

As part of our commitment to support the community locally and nationally, in 2023, we are immensely proud to continue to sponsor professional boxer Liam Wilson on his quest to be the next world champion in the super featherweight division.

Throughout our three years of supporting Liam, we have seen him fly high as he works towards his career goals. His unrivalled dedication to being recognised as a world champion and the best in his division keeps him focused on always giving his best.

Liam embodies everything about resilience and modesty - qualities that we find admirable. This year he won the WBO Asia Pacific Super Featherweight Championship, and it doesn't look like he'll stop there.

We look forward to seeing what else he achieves next year!





1 YEAR IN TOWNSVILLE, MANY MORE YEARS TO GO

In November, our branch in Townsville completed one successful year in business. So, let's celebrate being able to make a significant space for ourselves in such a competitive market and hope to keep achieving new milestones and breaking additional records.

The facility, strategically located in the industrial precinct of Garbutt, is conveniently close to our customers, reducing logistic costs while offering peace of mind that our service team is just a call away. The warehouse is stocked with original OEM and locally sourced spare parts. In addition, our

inventory management and superior order system have allowed us to be proactive and responsive to regional operational demands.

While we are so proud of what our first year has entailed, most of all, we are motivated and excited about what next year will bring.

Thank you to all our local customers, we work hard to ensure that the equipment and the after-sale support you receive are both top-notch and state-of-the-art, and we promise to continue improving them even further.





REFURBISHMENT AND OVERHAUL

GET THE BEST RETURN ON YOUR INVESTMENT

We support you in the selection and supply of the most suitable upgrade for your equipment. We combine your needs with our technical expertise, from the evaluation to a fully transparent quote so that you are complete certain about your investment.

Our refurbishment and overhaul service starts with a complete inspection of your equipment, followed by on-site recommendation and a quote based on your needs. A complete overhaul includes full

machine disassembly, cleaning, replacement of its components, repainting of the equipment, machine reassembly and custom modifications as required.

You are in control of your budget; we can also perform target repairs to suit your specific needs with minimal downtime.

Contact us to book in a free on-site inspection.

Contact us to book
in a free on-site
inspection.





GREAT TRAINING HELPS YOU STAY ON TOP

Once you have invested in a Powerscreen, we are with you every step to assist you in caring for your investment and ensuring it performs to the highest standards.

This month we hosted a Powerscreen accredited training for our employees and customers in New South Wales and Queensland. Our interactive program is guided by our team of industry-qualified trainers and offers the skills and tools needed to understand how to operate and maintain crushing and screening equipment safely.

Our on-site training program consists of several units that are fun and deliver practical knowledge that sticks! Participants have a mix of classroom and hands-on learning on electrical and hydraulic

schematics and fault finding with all instructional resources designed by the Powerscreen expert engineers.

During the equipment walk-through, the participants and trainers share best practices offering real-world knowledge. We also discuss safety features, providing the skills needed to prevent accidents and injuries.

In the end, participants get to walk away with their brand-new skills, the ability to operate their equipment safely, and a lifetime of confidence.







2022 EVENTS WRAP UP!

Our team are pumped with the amount of one-on-one interaction they got with customers and suppliers this year, meeting up again in person across many cities has been amazing. It's always so busy but so worth it too!

Did you know
that you can view
the upcoming
Conferences and
Expos we are
participating in on
our website?



OCTOBER

Waste Expo Australia
Melbourne



OCTOBER

**NT Major Projects
Conference**
Darwin



SEPTEMBER

**Waste & Recycle
Conference**
Perth



AUGUST

Bulk2022

Melbourne



JULY

**Queensland Mining &
Engineering Exhibition
(QME)**

Mackay



JUNE

**AORA 2022 Annual
Conference**

Adelaide



MARCH

IQA National Conference

Newcastle

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