



Masterpieces

It's all about the Myner details.

Mastermyne

August 2010

QUEENSLAND MINING EXHIBITION (QME) 2010



The Mastermyne Group were participants in the 2010 Queensland Mining Exhibition (QME) held in July at the Mackay Showgrounds. QME 2010 boasted over 550 exhibitors and was attended by over 10,700 visitors which offered an excellent opportunity to display our new rebranding as the Mastermyne Group. All divisions, Underground, Services and Engineering, were represented at the exhibition including a number of staff from the HR section.



Engineering had the opportunity to showcase a number of their new innovations (ventilation control devices) and products (Victaulic) in addition to their more traditional range of mining consumables and QDS attachments. Gavin Welsh and Allan Busk used the occasion to introduce Brett Hooley to our product range in anticipation of his role as Engineering's NSW State Co-ordinator. Services took the opportunity to showcase the EnviroMist product range and outline their new direction in surface operations.

The HR division, under the professional guidance of Lee Jansen, seized the chance to outline the exciting employment opportunities available within the Mastermyne Group whilst Brenda Witt was on hand to promote the new training facility, currently being constructed in Mackay, which will allow for the SAFE and PRODUCTIVE in-house training of our most valuable asset, our people! Brenda also took this opportunity to talk to a number of OEMs who committed to donating equipment that can be used for training of new starters. A big thank you to those who donated some of their time and products to this endeavour; it was fantastic

to see companies putting something back into the industry that supports them.

Despite the fact that the stand, at first, appeared relatively small we had a large number of visitors who spent a quality amount of time on the stand chatting with our team. In addition to this it was great to see a large number of Mastermyne Group employees call in to say G'day and have a bit of a laugh which was not dampened by the rain which always seems to turn up during QME.

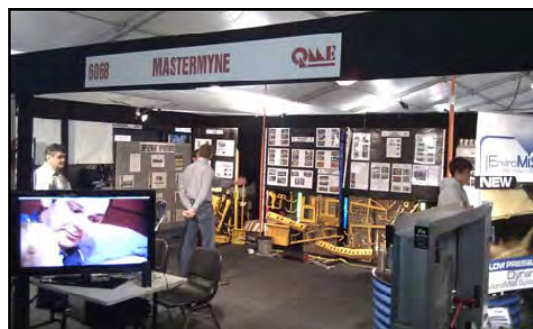
As an attraction to our stand, a business card draw was run with the prize of a 1.75 litre bottle of Jack Daniels in a special commemorative frame being won by Matt Kennedy from Oaky Creek.

Many thanks go the Chelsea Ivory and the Corporate Services team for the ordering and organising of the Mastermyne folders and showbags which were put together to hand out to

visitors.

Last but by no means least, thanks to John Hayward (Business Development Manager) for coordinating the event at such short notice and managing to get everyone to the right place at the right time and, most importantly, having a good time promoting the Mastermyne Group.

We look forward to doing it all again in 2012!



(Article provided by Dave Fitzpatrick and John Hayward.)

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Managing Director's Report - Tony Caruso



Welcome again to the Mastermyne newsletter. Since the last newsletter we have had a busy couple of months at Mastermyne and all of it has been positive.

In leading with safety I am pleased to report that we actually finished the 2010 financial year with a TRIFR of 24.9 against our target of 35. I'm not going to down play this achievement as it is a great result but we all know we have to do better. That 24.9 number represents our mates getting hurt at work.

As we launch into the new financial year with TRIFR targets reset the message is still the same; Stop and think before you do your work. Working safely is behavioural and we have to consistently remind ourselves to behave safely.

There are some interesting statistics around about humans and risk taking; we are inherently by nature risk takers so we have to work hard to change this behaviour. And complacency is our biggest threat. For our leaders it's about leading from the front. What you value and what you place the greatest importance on is what the crews around you place the greatest importance on. Leading from the

front is about the messages we send. Think about the conversations you have with your crews, workforce or managers. Is the first thing you talk about how safely you've worked for the shift, or what's been done to make the job safer, or is it about production results. If it is the latter the message you're sending is that production matters more!!

However as a contractor we must be productive as well and we all know we get measured by our performance so the challenge is to combine safety and productivity. Not easy, but achieving one without the other doesn't work for any of us. What I've come to understand about safety management is that there is no silver bullet and we have to stay focused on doing a number of things right and the best place to start is to stop...and think about the task you're about to perform. When it's all boiled down and at the end of the day we work to live and you can't do that if you're injured.

On the operational front I can report that we're off to a very solid start to the financial year of 2010 / 2011. We have a full order book and the HR people are busily recruiting for new projects. We have a number of large drivage contracts kicking off

between now and December and the Services division also has new projects kicking off. Last month the Services guys moved into their new workshop and Engineering will also be moving to larger premises in the near future.

During September we will also take delivery of the first new directional drill rig. Getting into Directional Drilling is part of our strategy to expand the business in the underground area; the ventilation acquisition is another example of this strategy at work. As I said, everyone's been busy and it's all positive.

In finishing I would like to say thanks to everyone for the contribution to last financial year's safety results; it was a 40% improvement on the previous 12 months and this is even more significant given how many more operational man hours we did. Every division and site improved and I'm confident we can improve again this year.

Cheers.

Introducing.....Vivienne Gayton and Nick Endress

Vivienne recent joined the Mastermyne team as the HR Manager. For the past twelve years Vivienne has held management roles in an employer's union and group training organisations and has a proven ability to "simply get things done". Vivienne is committed to aligning Mastermyne's HR activities to our business strategy through her broad business acumen and by building solid relationships with operational teams and business partners. Viv's leadership style is underpinned by walking the talk, endorsing appropriate behaviours and a workplace that demonstrates trust and respect.



Vivienne has completed a Diploma in Business (HR), post graduate studies in Industrial Relations and Alternative Dispute Resolution and is currently completing her MBA with a Risk Management specialisation.

Joining Mastermyne in July 2010 in the role of Finance Manager, Nick has almost 16 years accounting experience across various industries including construction, mining, defence and engineering. During the last 16 years Nick has worked in a number of countries around the world such as Europe, Peru/Chile, the United States and Africa, just to name a few.



Nick's role is to provide support to the Financial Controller in the management of finances across the Mastermyne Group and to assist in the implementation of systems in order to produce practical and meaningful financial reporting for management. Nick is accountancy qualified holding the qualification of ACCA UK Qualified Accountant.

We welcome Vivienne and Nick to the Mastermyne Team



Congratulations everyone! July saw the group Total Recordable Injury Frequency rate (TRIFR) drop to 24.9 for the 2010 financial year. Over the past 2.5 years Mastermyne's TRIFR has reduced from 117 to the current rate of 24.9. This is a fantastic result but it can be further improved with your individual help.

In the past 2 months we have had 2 serious pinch point injuries. Both of these resulted in lacerations and one resulted in a fractured finger. In both cases the injured worker had done a Take 5 and a SLAM.

The first pinch point was caused because the work environment changed mid task and the injured worker was required to utilise a shifter (not initially identified) to complete the process. A revised risk assessment should have occurred once this change had been identified and thus this incident could have been prevented.

In the second injury the lifting of a H Frame without lifting handles was identified as a hazard and the control was a team lift. One operator lost grip when the team lift went wrong, causing the other operator to take the full weight of the frame, thus crushing his finger between the H Frame and the pod.

Simple hazards can be overcome and easily addressed by putting more thought into the assessment. The **controls** are the most important thing in the risk assessment. These controls are what you are going to do to make the task safe. These controls need to be well thought out and actioned exactly to make sure they are effective.

- What hazards are involved in the task?
- What if questions need to be asked?
- What if he drops it?

- What if this moves unexpectedly?
- Am I in the line of fire if this moves?

Take the time to do it right every time and go home as you came to work - SAFE.

Remember you are doing the risk assessment for yourself and those around you. Quality risk assessments result in quality controls. Don't just fill them out for the sake of having them filled in to meet required numbers – do them properly for yourself so that you can go home safe and uninjured.

I must thank all of you for the continued development of the Mastermyne safety culture. It is reassuring to me and the Senior Management team that you are all continuing to focus on the hazards and controlling them. Keep up the good work and remember zero harm will only come as a result of everyone having zero tolerance for poor safety attitude and behaviour.

Stay safe and think, talk, discuss and debate the safety of what you're doing until you are convinced it's safe. Then do it! It doesn't take long.

The more we are discussing safety the more we are focused on it and this means we are not taking safety for granted. Taking safety for granted means we are assuming that it is safe and this is not a CONTROL.

Our team's consistent improvement in safety performance can be attributed to good practice and quality recognition of hazards in the workplace. We have demonstrated that our focus towards zero harm is achievable and our teams are to be congratulated on the improvements achieved over the last 2 years.

"I'm Watching You - Please Watch Me"
Zero Harm = Zero Tolerance for Bad Safety Behaviour and Attitude

Why Safety Matters to me!

- Weekends with Family
- Motor Bike Riding
- Boating and Fishing
- Ensuring everyone can go home and enjoy the same things

Mastermyne
Underground • Services • Engineering

"I'm Watching You - Please Watch Me"
Zero Harm = Zero Tolerance for Bad Safety Behaviour and Attitude

Why Safety Matters to me!

- Spending time with my Partner
- Lifestyle
- Travelling
- Family

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Meet the Mastermyne HR Recruiting Team

Wow what a busy start to the financial year it has been for the entire Mastermyne Group. It's been a very exciting past few months with the company listing on the ASX and some exciting new ventures in the pipeline. With the Group nearing 600 employees it's no surprise that the Mastermyne HR team has been very busy filling positions throughout Queensland and NSW. The Group has the potential to increase the current numbers by over 200, manning up for new contracts and increasing the size of existing ones. Due to this demand the HR team has expanded with Vivienne Gayton coming on board as Mastermyne's HR Manager and Jeff Loro joining us as a HR Officer.

We thought this would be a good time to let you know a little bit more about our HR Team members involved in the recruiting for our business:-

Vivienne Gayton – As we mentioned earlier in this Newsletter Vivienne joined us earlier this month to lead the HR Team, bringing with her a wealth of experience in management roles. With her proven ability to 'simply get things done' Vivienne is busy working with her team to achieve a few quick wins. Importantly, she is also assessing bigger picture processes and capability to eventually introduce strategies to improve efficiency and employee retention. She leads by the mantra "It's all about relationships!" and has hit the ground running by arranging for the HR team to get to site and spend more time supporting and listening to the crews that keep the machine running day to day. Vivienne is working closely with the payroll team and gathering input from site management and other executive managers to ensure any new systems are user friendly and things are done smarter and not harder. Currently, Vivienne's leading her team to build systems to improve our recruitment and induction processes, and introduce remuneration, workplace equity policies and study support policies.

Lee Jansen – Starting with Mastermyne almost 3 years ago, Lee took on the HR Co-ordinator role earlier this year. Previous to this Lee held the role of HR Officer involved in the day-to-day recruitment of employees within the Mastermyne Group. Lee is degree qualified in Business Management.

Selena Harvison – Joining the Mastermyne HR Team in September 2009, Selena's background is in administration. Selena is currently studying a Diploma in Human Resources through the Central Queensland Institute of TAFE, which she is due to complete in November this year.

Sally Board – Sally commenced with Mastermyne in April 2010 and has a background in recruitment and a degree in Human Resources. During her time with us, Sally has proven to be the "go to" person for problem solving solutions within the HR Team.

Jeff Loro – Jeff is the newest of our HR recruits, joining us in August this year. Jeff has a background in recruitment and is also degree qualified in Human Resources.

Selena, Sally and Jeff will take on the entire recruitment needs across all sites in the business.

Since January this year both Selena and Sally have placed over 200 people throughout the Group, which broken down is nearly 1 person per day. This is an extremely pleasing effort and shows that their dedication and hard work continues to go a long way into growing this company.

Due to the high number of employees needed, in addition to our usual ways of recruiting such as newspaper ads and via the website on "Seek", the HR Team has had to look at using alternative means of sourcing candidates. One of the initiatives utilised has been overseas recruitment. In June this year HR Coordinator Lee Jansen and Kestrel Project Manager Cleave Williams travelled to West Virginia in the USA to conduct presentations to experienced underground miners with the intent of offering them visa sponsorship. As a result, seven (7) candidates were offered employment and are currently going through the immigration process.

To further the good results achieved in the USA, Selena and Cleave made the trek across the ditch in July this year to conduct similar presentations to experienced New Zealand miners, and already seven (7) candidates have been made offers and will commence in the next few weeks.

As Mastermyne goes from strength to strength we will always be looking for people with the right attitude, cultural fit and experience to join the Mastermyne Group. So if you know of anyone looking for a job, feel free to pass their information onto any member of the HR team or ask them to contact us either over the phone or via the link on the Mastermyne website.



Jeff Loro, Selena Harvison, Sally Board, Vivienne Gayton and Lee Jansen



Keep an eye out....

...for your HR site champion!

The HR team will start spending time on-site to grow their knowledge of daily site operations and provide assistance to on-site support teams. Their presence on-site will provide you with direct access to ask questions, provide feedback or raise issues. Your site champion will deliver information direct to site about employee benefits and Mastermyne processes – and it is anticipated they will do some "cool stuff" too! (exactly what is yet to be decided – suggestions welcomed!)

Your site champion is:

- Sally: Carborough, MNC, Training Complex
- Jeff: OCC, Crinum (North and East)
- Selena: Services Division, KME, Kestrel
- Lee: Dendrobium, Westcliff, Hunter Valley, Engineering

Whether it be good, bad or ugly, your HR site champion is here to gain feedback from you to help us "keep it human" (to quote Tony Caruso) and make Mastermyne a workplace we are all proud to be part of. Take advantage of your champion's site visits or give them a call on 4963 0400.



In our article posted in February 2010, we indicated that some of our existing workshop personnel were signed up as mature age apprentices. We are pleased to announce that Matty Chin has completed the requirements and is now a qualified boilermaker. Well done Matty; we are sure that Marty and Darryl will not be far behind you!

To reaffirm Mastermyne's commitment to training Jay Ahuriri has been signed up as a mature apprentice with an additional young apprentice being signed up later this month. Welcome to Anthony McCleary who has joined our Qld workshop personnel.

Big congratulations to Mike Ikeda who has graduated from university and is now a fully qualified Mechanical Engineer.



**Mastermyne
Engineering**

In addition to this, Mike has joined us on a full time basis as an invaluable member of Nick's team.

In the previous newsletter we indicated that Mariah had left us to pursue a career down on the Sunshine Coast however, we are happy to inform you that Mariah has rejoined our company and has moved down to our Newcastle operations as Administration and Engineering Support with John and his team. Brett Hooley has officially joined the Newcastle operations and brings with him a wealth of underground experience, charm, charisma and a low golf handicap. The NSW operations now have all the key personnel in place and feel that it will not be long before they are a force to be reckoned with! We are continuing to recruit trades personnel in NSW as part of our community commitments.

One of Mastermyne Engineering's strengths is TEAM spirit. This is proving to be effective since the sales figures are on budget and our safety record is constantly improving. Busky's, Carla's and the "Moose's" teams have gone the extra yard to ensure the workshop team receives the support they deserve. Well done to all; it is great to be part of such a young team that is growing quickly and having such a positive attitude.

No newsletter article would be the same without mentioning the "Flying Scotsman" who has recently returned from undertaking a quality assurance check in China. While in China, Gavin sent me a text indicating "*Bull frog, chicken feet or ox liver mmmmm help*" despite my reply the bull frog was consumed. This is not really surprising when you look at the contents of the famous Scottish haggis (see recipe below).

HAGGIS

1 Sheep's pluck (heart, lungs, liver) and bag.
2 teacupful toasted oatmeal
1 teaspoonful salt.

8 oz. Shredded suet
2 small onions
½ teaspoonful black pepper

Method

1. Scrape and clean bag in cold then warm water, soak in salt water overnight.
2. Wash pluck then boil for two hours with windpipe draining over the side of pot. Retain 1 pint of stock.
3. Cut off windpipe, remove surplus gristle, chop or mince heart and lungs, grate best part of liver (about half only).
4. Parboil and chop onions, mix all together with oatmeal, suet, salt, pepper and stock to moisten.
5. Pack the mixture into bag, allowing for swelling. Boil for three hours, pricking regularly all over.
6. If bag not available, steam in greased basin covered by greaseproof paper and cloth for four to five hours.

Introducing..... Brett Hooley



Brett Hooley joined Mastermyne in July, taking up a role within Mastermyne Engineering's NSW Operations.

Brett has excellent knowledge of our industry having spent 21 years in the New South Wales underground mining industry as a qualified fitter/miner. Over the last 9 years he has played more of a marketing role which has exposed him to a large range of products, applications and technologies.

Brett is an avid, low handicap golfer and has been happily married for 23.5 years with three adult children. In addition to golf Brett is very active in the Surf Lifesaving movement notably rowing surf boats and training the up and coming youngsters. Brett "huk" is excited about being a part of our team and will further enhance Mastermyne Engineering's presence in New South Wales by ensuring that our customers' needs are met safely, on-budget and on-time.

**We welcome Brett to the
Mastermyne Team.**

Health Checks....Have you had yours recently?



FOR HIM



Men, how often do you take your car in for a service?

Now, think about the last time you had a complete body check?

If you can't recall when, then it's time to have a general check up, pick up on any conditions at an early and (hopefully) treatable stage, and most of all, learn more about preventing illness.

A "Well Man Check" involves:-

1. Blood Pressure
2. Heart and Lung Check
3. Blood Sugar Level
4. Skin Check
5. Testes, prostate and STD check (if appropriate)
6. Height and weight Check (and waist to hip ratio)
7. Urine Check
8. Advice regarding "Lifestyle", including smoking, alcohol, drug use (if appropriate)
9. Referral for cholesterol check and other tests (if appropriate)

FOR HER



Ladies, how much time do you spend worrying that your family and friends are keeping healthy? When was the last time you had your own health checked?

If you can't recall when, then it's time to have a general check up, pick up on any conditions at an early and (hopefully) treatable stage, and most of all, learn more about preventing illness.

A "Well Woman Check" involves:-

1. Height and weight check
2. Blood Pressure
3. Blood Sugar Level
4. Skin Check; Thyroid Check
5. Breast Examination (+/- referral for mammogram if appropriate)
6. Pap Smear and Vaginal Examination
7. STD Check (if appropriate)
8. Urine Check
9. Advice regarding "Lifestyle", including smoking, alcohol (if appropriate)
10. Referral for cholesterol check or other tests, if appropriate

These simple checks up will only take up about 30 minutes of your time.
So don't delay - make an appointment to see your GP today!

New Starters to the Mastermyne Team are.....



Andrew Anastasis	MNC Umbrella Contract
Darren Anderton	MNC Umbrella Contract
Desmond Bryce	MNC Umbrella Contract
Josh Cannan	MNC Umbrella Contract
Stephen Cantwell	MNC Umbrella Contract
Mac Chandler	Kestrel Project
Gary Chapman	Mastermyne Services
Ross Clark	Kestrel Project
Michael Cottome	MNC Umbrella Contract
Gary Dickson	MNC Umbrella Contract
Darrel Egan	Kestrel Project
Nicolae Endress	Mastermyne Mackay
Vivienne Gayton	Mastermyne Mackay
Michael Goodfellow	Dendrobium Project
Craig Goodwin	MNC Umbrella Contract

Mick Gravino	MNC Umbrella Contract
Kieren Greeneberg	MNC Umbrella Contract
Christopher Hanley	MNC Umbrella Contract
Shanon Hassan (NZ)	Kestrel Project
Donald Heslin	Kestrel Project
Mitch Heumiller	Crinum North Project
Brett Hooley	Mastermyne Engineering
Bradley Hughes	Crinum North Project
Mariah Huisman	Mastermyne Engineering
Lauren Hunn	Mastermyne Services
Michael Kennedy	MNC Umbrella Contract
Paul Keys	Dendrobium Project
Lyle Kunst	MNC Umbrella Contract
Karl Lavis	Westcliff Project
Christopher Lawler	Dendrobium Project

Welcome to the Mastermyne Team



Our teams across all projects commence this next reporting year with challenges ahead. The bar has been set high with the completed financial year yielding better than budgeted performances across the board in *Safety* – improved at all sites, *Productivity* – record metres driven, improved labour resource management and 9 longwall relocations, and *Growth* – increase in projects, clients, contracts and employees in all districts. Not to mention a successful transition from a privately owned company to a publically listed company. Our expectations are that we will continue to improve on these benchmarks, certainly a challenge our teams have demonstrated is achievable.

Safety will continue to push the diligence and self awareness of all employees and supervisory staff, particularly as new employees and projects come on line. The efforts to achieve the current level of safety performance will need to be maintained and further momentum gained to reach the expectation of zero harm. All employees will be revisiting behavioural management and issued the mandate to challenge all levels of the organisation in this area.

Our Northern Districts teams in NSW are the latest crews to join the Mastermyne group and are spread across several operations in this area. Growth has been experienced in the short time these teams have been with us and expectations are that this trend will continue given their reputation in the district.

Westcliff crews continue to display flexibility by way of labour resource leveling in all areas of the operation working with the client to improve site efficiencies. Works continue in the areas of supplementary labour, secondary support, gas drainage, underground infrastructure and ventilation. This project continues to bring new people into the industry whilst maintaining productivity requirements at this mine.

Dendrobium continues to maintain the longwall float in line with the client's

long term planning needs. Recently these crews have achieved shift, daily, weekly and monthly metres mined records at this mine. Notably these achievements have not been at the expense of safety, which is currently amongst the best in the group. This site has continued to remain extremely stable and has been an excellent proving ground for bringing standout employees through to higher levels of supervision.

Kestrel crews have successfully completed the latest longwall relocation and now move to panel preparations for the next production panel. Safety focus remains consistent and site interaction, performance and flexibility continue to remain the strong points of this team. These teams are assisting in the long term planning requirements and mine infrastructure needs at this operation.

Moranbah crews are continuing to work closely with the client to align works and resources to enable the changing mine schedule to be achieved. Safety continues to be excellent on this site, which has the greatest diversity of tasks performed on one site in the group. These teams have successfully completed the latest longwall relocation whilst maintaining the large workload in all areas of the operation under this Umbrella contract. The drivage crews have commenced at site and are currently negotiating faulted ground as these works ramp up.

Crinum Ventilation teams have secured a contract extension as they work with consistency on ventilation appliances, as they have done over the last year. Standards achieved are a credit to this small tight team and allow the retreating and advancing faces to remain compliant in the ventilation areas.

Crinum North conveyor crews continue to demonstrate what can be achieved with experienced crews, attention to safety, detailed planning and old fashioned hard work. These crews are on target on these works, being the first 2 maingate installations at new Crinum North Mine. Some members of this crew have worked on projects at Oaky North, Moranbah North, Carborough Downs and Kestrel Mine

extension - a good example of the depth of experience within our ranks.

Carborough Downs conveyor crew has demonstrated the consistency we expect from these experienced teams. Works at this site have assisted the client achieve the conveyor availabilities required for the project. These crews will transition to a newly won contract over the following month and are expected to continue to deliver as planned at this new site.

The Kestrel Mine Extension Joint Venture (KME) project will see the bulk of drivage crews start to come on line towards year's end. The project continues to set benchmarks in standards and innovation in what is the biggest underground expansion presently in the Bowen Basin.

Recruitment pressures have remained as newly won contracts are being manned up at present. The simulated training centre being developed will supplement our recruitment requirements and will bring new employees into the industry generally. Retention has been steady with the revised remuneration and bonus options now available. Extensive opportunities for employment in the Mastermyne Underground group extend from Bowen Basin in Qld through to the Illawarra, Hunter Valley and Western Districts in NSW.

The growth of our fleet will continue with several loaders, man transporters, drill rigs, place change bolter and continuous miners being added to the group this year. Recently one of our ABM continuous miners was placed at Pike River in NZ and mined record metres straight off the boat; a well done must be awarded to our fleet manager in facilitating this offshore achievement. The fleet continues to be well managed and exceeds our clients' expectations for utilisation at all sites.

All areas of the underground projects are in good shape as we look forward to the challenges ahead, whilst numerous opportunities exist for employees and the business alike.



Mastermyne Underground Employee Profile - Matt Gordon

Q1. What is your role at Mastermyne?

Safety Co-ordinator.

Q2. How long have you worked for Mastermyne?

Total of 3 ½ years.

Q3. What influenced you in choosing this career?

My father has been involved in mining for a number of years, and an attractive pay cheque.

Q4. What is your favourite job at work? Getting lunch.

Q5. What is your least favourite job?

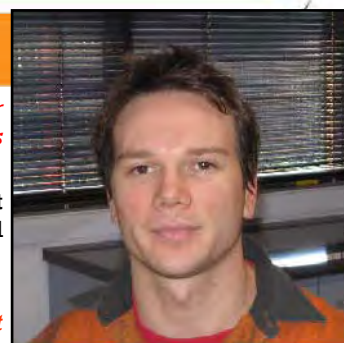
Jack picking large stone slabs on a long wall face after a roof fall.

Q6. What would you consider your best achievement in this industry?

Being involved in a crew that broke a development record and getting this job.

Q7. What has been your most embarrassing moment working at Mastermyne?

(Could not be printed!)





Following on from our previous Newsletter, here is the next instalment in our series on Body Language. We hope that all the readers will find the information useful and interesting.

(Article contributed by Dave Fitzpatrick)

Signal	Possible Meaning	Detailed Explanation
pasted smile	faked smile	A pasted smile is one which appears quickly, is fixed for longer than a natural smile, and seems not to extend to the eyes. This typically indicates suppressed displeasure or forced agreement of some sort.
tight-lipped smile	secrecy or withheld feelings	Stretched across face in a straight line, teeth concealed. The smiler has a secret they are not going to share, possibly due to dislike or distrust. Can also be a rejection signal.
twisted smile	mixed feelings or sarcasm	Shows opposite emotions on each side of the face.
dropped-jaw smile	faked smile	More of a practised fake smile than an instinctive one. The jaw is dropped lower than in a natural smile, the act of which creates a smile.
bottom lip jutting out	upset	Like rubbing eyes can be an adult version of crying, so jutting or pushing the bottom lip forward is a part of the crying face and impulse. Bear in mind that people cry for reasons of genuine upset, or to avert attack and seek sympathy or kind treatment.
laughter	relaxation	Laughter deserves a section in its own right because it's such an interesting area. In terms of body language genuine laughter is a sign of relaxation and feeling at ease. Natural laughter can extend to all the upper body or whole body. The physiology of laughter is significant. Endorphins are released. Pain and stress reduces. Also vulnerabilities show and can become more visible because people's guard drops when laughing.
forced laughter	nervousness, cooperation	Unnatural laughter is often a signal of nervousness or stress, as an effort to dispel tension or change the atmosphere. Artificial laughter is a signal of cooperation and a wish to maintain empathy.
biting lip	tension	One of many signals suggesting tension or stress, which can be due to high concentration, but more likely to be anxiousness.
teeth grinding	tension, suppression	Inwardly-directed 'displacement' due to suppression of natural reaction due to fear or other suppressant.
chewing gum	tension, suppression	As above - an inwardly-directed 'displacement' sign, due to suppression of natural reaction. Otherwise however can simply be to freshen breath, or as a smoking replacement.
smoking	self-comforting	Smoking obviously becomes habitual and addictive, but aside from this people put things into their mouths because it's comforting like thumb-sucking is to a child, in turn rooted in baby experiences of feeding and especially breastfeeding.
thumbsucking	self-comforting	A self-comforting impulse in babies and children, substituting breast-feeding, which can persist as a habit into adulthood.
chewing pen or pencil	self-comforting	Like smoking and infant thumbsucking. The pen is the teat. Remember that next time you chew the end of your pen...
pursing lips	thoughtfulness, or upset	As if holding the words in the mouth until they are ready to be released. Can also indicate anxiousness or impatience at not being able to speak. Or quite differently can indicate upset, as if suppressing crying.
tongue poke	disapproval, rejection	The tongue extends briefly and slightly at the centre of the mouth as if tasting something nasty. The gesture may be extremely subtle. An extreme version may be accompanied by a wrinkling of the nose, and a squint of the eyes.
hand clamped over mouth	suppression, holding back, shock	Often an unconscious gesture of self-regulation - stopping speech for reasons of shock, embarrassment, or for more tactical reasons. The gesture is reminiscent of the 'speak no evil' wise monkey. The action can be observed very clearly in young children when they witness something 'unspeakably' naughty or shocking. Extreme versions of the same effect would involve both hands.
nail biting	frustration, suppression	Nail-biting is an inwardly-redirected aggression borne of fear, or some other suppression of behaviour. Later nail-biting becomes reinforced as a comforting habit, again typically prompted by frustration or fear. Stress in this context is an outcome. Stress doesn't cause nail-biting; nail-biting is the outward demonstration of stress. The cause of the stress can be various things (stressors).



Laughter is the best medicine; it takes more muscles to frown than it does to smile.



I am pleased to report that the Services Division continues to grow and expand with the taking over of permanent workshop facilities located at 2 Elvin Ave Paget on the 7th of July. The move from the previous temporary workshop was necessary due to increased business interest and on the back of being awarded new projects. These larger facilities will help us grow from what was primarily an electrical focused business, to, through some diversification and restructuring, a business that will offer both electrical and mechanical facets to support our growing number of clients.

These workshop facilities will allow us to support our existing longer term field projects as well as help us in securing the projects that Mastermyne Services had not previously been able to secure, ie projects that require design, assembly, light fabrication, commissioning both electrical and mechanical prior to being sent to site. While these areas are crucial to the further growth of Mastermyne Services, the workshop facilities will also offer what is referred to as the bread and butter of a workshop such as overhauls, repairs, parts and maintenance on items from coal cutting and support equipment, diesel fleets, right through down as far as general air operated equipment such as diaphragm pumps etc. Though some of these items are not yet ready to be



conducted in the workshop, we anticipate these services would be available over the next few months.

In addition to this we are actively looking for products both within Australian and international markets that drive cost cutting initiatives, or just identifying new products that would benefit the coal industry to give us that niche in the market. These opportunities would not be gained without the appropriate facilities to allow us to show both the coal industry and the proposed respective OEM supplier that we are setting ourselves up to appropriately support the mentioned areas of growth and entice such suppliers to our organisation.

As you may be aware Mastermyne Services has had quite a tumultuous period, taking into account the impact of the GFC and the exiting of key people within the division. However, I am proud to say that over the last 5 months we have seen significant changes, all of which have been for the better.

Some of these changes include:-

- The 5 year Business Strategy was developed utilizing all senior managers, followed by the formulation of the 1 year Business Plan, again involving the senior managers as well as the project managers and a

number of key personnel within the business. These documents provide the foundation for us as a group to progress our growth, with KPI's, goals and measures put in place to keep us on the path we need to follow as a group.

- A small but effective team has been established to ensure the wheels continue to turn, with a structure established in line with our growth forecast; these positions will be filled as the growth continues. To date we have a workforce of trades and support personnel who have a vast knowledge in their field and are eager to watch the projects come in and watch them go out with the confidence that the product delivered is of the utmost quality and within the expectations of the client.
- The sourcing of a workshop suitable for the next 5 years growth forecast and the diversification of services within that facility.

So as you can see there are some new and exciting times ahead for Mastermyne Services and we all look forward to the challenges that these will bring.

HAPPY BIRTHDAY WISHES TO OUR AUGUST BABIES!!

Curt Aarsen	Dendrobium Project	Gary Holden	MNC Umbrella Project
Matthew Arnold	Kestrel Project	Stuart Kemp	Westcliff Project
Adam Banks	Dendrobium Project	Stephen Langford	Dendrobium Project
Mark Bercini	Hunter Valley Projects	Ross Matthews	Carborough Conveyor Project
Sally Board	Mackay Office	Matt Merrin	MNC Umbrella Project
Luke Brajkovich	Dendrobium Project	Luke Parkinson	Hunter Valley Projects
Benny Brookfield	Westcliff Project	Adrian Patti	MNC Umbrella Project
Luke Burke	Westcliff Project	Kelly Plate	Mackay Office
Tony Caruso	Mackay Office	Troy Quilkey	Kestrel Project
Thomas Coombs	Services	Luke Rebbeck	MNC Umbrella Project
Madelaine Crigan	Engineering	Joshua Schmidt	MNC Umbrella Project
Gordon Danastas	MNC Umbrella Project	Michael Simon	Westcliff Project
Joshua Dineen	MNC Umbrella Project	Joshua Skipp	Westcliff Project
James Dunn	Westcliff Project	Colleen Taket	Engineering
Matthew Gordon	Dendrobium Project	Richard Thomas	Hunter Valley Projects
Bobby Gulabovski	Westcliff Project	John Warren	Kestrel Project
Philip Hansen	Westcliff Project	Stephen Weaver	Dendrobium Project
Scott Hazzard	MNC Umbrella Project	Paul Wilford	Hunter Valley Projects
David Hill	Engineering	Vincent Wilson	MNC Umbrella Project



More New Starters to the Mastermyne Team

Jeff Loro	Mastermyne Mackay
Ian Mallyon	Crinum North Project
Cameron Matthews	MNC Umbrella Contract
Anthony McCleary	Mastermyne Engineering
Gene Mitton	Mastermyne Services
Clayton Motts	Crinum North Project
Peter Nicholson	Dendrobium Project
Ben Nielsen	Crinum Ventilation Project
Leon Nystrom	Kestrel Project
Ryan O'Connor	Kestrel Project
Tammy Potter	Hunter Valley Project
Ben Pownall	Kestrel Project
Grant Purdie	Kestrel Project
Ray Raihe (NZ)	MNC Umbrella Contract

Peter Reeve	Crinum North Project
Shaun Rennie	Crinum North Project
Neil Schreiber	Mastermyne Services
Brad Shadlow	Westcliff Project
Ian Sherriffs	MNC Umbrella Contract
Andrew Skinner	Crinum North Project
Mick Steedman	Hunter Valley Project
Nick Stewart	MNC Umbrella Contract
Steve Suckling	Hunter Valley Project
Justin Wall	Westcliff Project
Chris Wallis	MNC Umbrella Contract
Glenn Williams	Kestrel Project
Steve Wilson	MNC Umbrella Contract
Craig Wilson	Westcliff Project

Welcome to the Mastermyne Team

New Directional Drill Rig

Mastermyne will take delivery of their first LMC90 Boart Longyear directional drill rig in September 2010. This Machine has been designed and built in Adelaide SA by Boart Longyear. It is only the second to be built for the underground coal industry and offers higher capacity than what is currently being offered by other contract companies. Current available capacity by other contractors 1200m, Mastermyne directional drilling 1500m.

As this is the first Directional drill rig for the company we would like to invite employees to obtain the "naming rights" to this machine.

Please send your suggestions, by the end of September, to:-
jeff.okeeffe@mastermyne.com.au

The winning entry will receive a \$50 shopping voucher.



Get ahead!

Do you drive from home to site? One of your workmates is taking home an extra \$512 a month just by driving his current car to site! How would you spend that money?

Many of your workmates are already experiencing the benefits of salary packaging. How much **more money** could you be taking home and what would you do with it?

Contact Kate today on 0451 110 007 and let her show you how to **get ahead with more in your take home pay.**



SALARIS
CONSULTING

Camp Quality Volunteers - Paula McNamara



A number of Westcliff employees work as volunteers for a variety of organisations. This month I have chosen two guys who volunteer with Camp Quality to appear in our newsletter. I chose them because I believe that the work that they do with young people who have the misfortune to have cancer is worth recognising. I also know that they don't do it for the glory; they do it because they care.

Glenn Noakes

What influenced you to become a Camp Quality Volunteer?

I saw an ad on TV when I was 18, thought that it would be cool to help children with cancer, who are less fortunate than me, anyway I could.

How long have you been a volunteer? 10 years.

What do you do as a volunteer?

We have various functions and camps throughout the year. We do all kinds of activities, giving the children and their families a break from hospital and treatments.

What do you get out of being a volunteer?

I suppose I get the satisfaction of helping children less fortunate than me, by pumping up a situation and making sure the kids are having a blast.



Matt Freeman

What influenced you to become a Camp Quality Volunteer?

I knew of a few young kids who had cancer and one even died. It hit me hard back then so as soon as I turned 18 I volunteered.

How long have you been a volunteer? 10 years.

What do you do as a volunteer?

The level of involvement is up to you. There are a few camps each year plus other events and fundraisers. A few years ago my mate and I did a 24 hour swim which raised \$50,000 so it was a great feeling to be able to do something like that.

What do you get out of being a volunteer?

It is an amazing feeling. The kids are so tough and no matter what they are going through at the time they always have a smile on their face. It really makes you appreciate how lucky you are just to be fit and healthy.

Camp Quality are the children's family cancer charity that believes in bringing optimism and happiness to the lives of children and families affected by cancer through fun therapy.

If you would like to become a volunteer with Camp Quality, or perhaps make a donation or help out in some way, visit the Camp Quality website:-

www.campquality.org.au



HAPPY BIRTHDAY TO ALL CELEBRATING BIRTHDAYS IN SEPTEMBER!!

Darren Anderton	MNC Umbrella Project
Danielle Baker	Mackay Office
Brad Beeson	Hunter Valley Projects
Brendan Berginey	MNC Umbrella Project
Barry Brown	Westcliff Project
Jason Cardona	MNC Umbrella Project
Steven Chalmers	MNC Umbrella Project
Jason Chilly	Crinum North Project
Michael Cottome	MNC Umbrella Project
Michael Doyle	MNC Umbrella Project
Myles Fogarty	Westcliff Project
Michael Goodfellow	Dendrobium Project
Thomas Hart	Westcliff Project
Luke Huzyliak	Westcliff Project
Danniel Jenkins	Westcliff Project
Karl Lavis	Westcliff Project
Michael Lawler	Dendrobium Project
Christopher Lawler	Dendrobium Project

Bayden Lindsay	Carborough Conveyor Project
Daniel Livingston	Kestrel Project
Jeffrey Loro	Mackay Office
Cameron Marsen	Hunter Valley Projects
Ben Nielsen	Crinum East Ventilation Project
Edward Phillott	MNC Umbrella Project
Shaun Rennie	Crinum North Project
Jared Rose	MNC Umbrella Project
John Schmidt	MNC Umbrella Project
Ian Scott	Dendrobium Project
Michael Shepherd	Mackay Office
Michael Shields	Hunter Valley Projects
Peter Slaughter	Mackay Office
Mitchell Small	Hunter Valley Projects
Bradley Stebbeings	MNC Umbrella Project
Lawrence Walford	Kestrel Project
Michael Went	Hunter Valley Projects
John Wilson	MNC Umbrella Project

Employment

If you are interested in applying for employment within any of our divisions please email your résumé to:

master@mastermyne.com.au

Contact Us

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FISHING CORNER



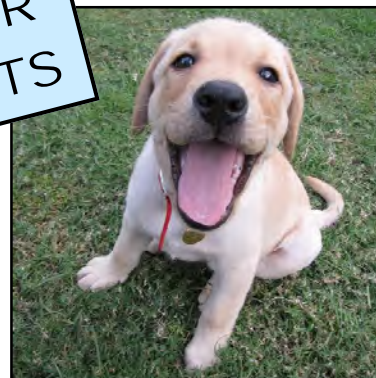
Sophie Kneipp
getting some tips from Dad

Community Sponsorships

In line with Mastermyne's commitment to contribute positively to the Community, we are happy to advise that sponsorships and/or donations were recently provided to the following organisations:-

- Moranbah Miners Jnr Rugby League Under 11's Team
- Illawarra 12's Representative Netball Team
- Tieri Day Care Committee
- Lifeline Mackay-Whitsunday
- Surf Lifesaving Foundation
- Mackay Eight Ball Association
- Hail Creek Mine / MAIN Charity Golf Day
- Variety Bash 2010 - Red Baron Team
- Bike for Bibles
- BMA Gregory Crinum Mine Community Charity Fun Run / Walk 2010
- Walkerston State School Year 7 Excursion
- Mackay Community Visitors Association
- Illawarra Cancer Carers (Dendrobium Oz Tag Team)
- Illawarra Cancer Carers (Westcliff Oz Tag Team)
- Brothers Netball Club Inc

OUR
PETS



Meet...

Toby
Kneipp
Owners:
Chris, Bec
and Sophie