



## Dendrobium Achieves Safety Milestone



February was a great month for the Dendrobium Mastermyne site. We achieved 365 days injury free, which resulted in a TRIFR of 0; an outstanding milestone. This was due to a consistent effort across site from all employees to maintain our high standard in safety.

There were a few key elements that guided us toward this achievement. The safety tools available on site such as LAMPS (a behavioural observation tool) and Take 2's are used by all employees on site. These play an integral part of keeping our minds on the job and constantly identifying potential hazards. These are coupled with the Quick View System which monitors the tools and also provides a skills matrix to keep Operator competencies at their full potential. These tools, combined with positive attitudes towards safety and commitment, enables our management team, deputies and leading hands to continue to drive safety both underground and on the surface.

We recently took part in 'The Way We Work' program. Whilst building team morale it gave all of the crews an opportunity to voice their opinions and views on a variety of issues. This enabled us to formulate a charter which outlined each crew's commitments to 'zero harm', 'standards and behaviours' and 'efficiencies and results'.

The challenge ahead now is to work towards maintaining this high standard in safety, remain focused, continue to encourage safe behaviours and the ability to challenge.

I would once again like to thank all of the employees on site and congratulate them on achieving this goal.

**Darren Overall**



*Just some of the team at Dendrobium*

### More Safety Milestones.....

*Other sites that have generated the balance of safety and performance by achieving Zero TRIFR's include - Crinum Ventilation, Crinum North Conveyors, Oaky Creek Coal Conveyors and Mastermyne KME Drivage crews. These teams underline the fact that an injury free workplace is achievable with the appropriate weighting of behaviours, procedures, hazard identification, training and supervision.*

**Allan Purse**

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## Managing Director's Report - Tony Caruso



We recently held our group management meeting in Mackay and we spent a lot of time talking about the recent trend of injuries in the business. It was interesting to hear the feedback from the different sites about what we do well and where we need to improve. One thing that was very obvious was that every site is different and has its own unique issues, its own strengths and its own weaknesses. It was also very obvious that there were some very different approaches to safety management. But in all this there were also some very common themes. The two I really took notice of were that safety is about quality of risk management not quantity and that zero harm goes hand in hand with strong safety culture.

By now we all accept that local risk assessment tools ie Take 5's and SLAMS are a big part of our daily work routine. But more often than not when there is an injury the feedback is that it wasn't identified on the Take 5, or that a Take 5 was done but something changed on the job or with the environment. Jason Richardson, the Project Manager at Kestrel, put it very well when he said that some of us must think that the Take 5 book is like a shield of armour; once filled out at the start of shift you are invincible. These local risk assessment tools are only a catalyst to get us thinking about the job being done and identifying the hazards likely to be encountered for that job in those surroundings. Work environments and the tasks change all the time so don't think that filling one out at the start of the shift is going to keep you safe nor will filling out 50 a shift if they aren't thought through or used at the right time. So it is about quality not quantity. Use them at the right time and include the right information and they are much more likely to be a shield of armour.

The other point was around safety culture. Our sites with good safety performance have good safety culture. But what is culture? My definition of culture is what you are automatically driven to do without even thinking about it because the people around you just make you do it. Think of it like this; if you find yourself in a situation where you are hanging out with aggressive people you will instinctively behave aggressively or hanging out with sports minded people makes you want to get fit. So in terms of safety culture when people come into your crew, what do they instinctively do? Do they take short cuts or do they do things the right way? Do they think about a job before they do it or do they just rip in because that's the way it is on your crew? Do they challenge you because you challenge them? Until we get to that place where I drive a culture that make people around me think zero harm and they make you think zero harm and you make everyone around you think zero harm we will always be fighting an uphill battle.

In our business at the moment I think we have pockets of great safety culture but the challenge is to get that across the entire business. You can't issue an instruction to build a culture like you would to change uniforms or rosters; building a culture is not that easy. But like anything great it's built through hard work and perseverance and small steps and we all have a role to play in getting there.

*Tony Caruso*

## Group Management Meeting - Allan Purse



During February we held our 6 monthly Group Management meeting in Mackay which brought together attendees from underground projects in the Illawarra, Hunter, Qld and the Myne Start training centre as well as from the Mastermyne Engineering and Services divisions together with our Administration team.

Whilst this is predominately a business event, it's good to see the same faces in what is a stable management team as well as seeing the new faces of those supporting our new projects. Significantly these new faces come from within our ranks and align with our personal development opportunities that our employees enjoy.

Many successes were discussed but the dominant topic was the significant growth that has been achieved and the challenges this brought to all areas of the business. Several case studies were presented and in true Mastermyne fashion the learnings were bluntly outlined and subsequent solutions were put forward for all to consider. A number of debates focused on our safety culture and the dilution that

growth has generated. Whilst several sites have achieved exceptional results in this area unfortunately they are offset by the sites that require significant improvement. These results directly reflect the impact of supervisory interaction and planning compounded by the role that behaviours play in maintaining an acceptable safety performance.

An outstanding safety performance to note is that of our Dendrobium crews who recently achieved milestone with a 1 year recordable injury free performance and the resulting TRIFR of Zero.

The Hunter contingent continues to grow with several new projects since our last meeting in late 2010. The Engineering team has also moved to larger premises in both Qld and NSW to cater for the increased workload and fleet requirements of the area.

Our management meetings are the forums that allow all levels of management to voice opinions, to discuss potential group improvements, to honestly debate company direction, to review the challenges within the projects and to put names to faces. The event also allows reflection on results achieved and the good work that is being done, which is not always noticed or acknowledged due to the nature of the roles we have.



*Allan Purse*

## Group Safety Report - Anthony Aisthorpe



It has been a real wake up call for all of Mastermyne in relation to safety over the past 2 months. We have experienced a number of injuries across all areas of Mastermyne during the months of December and January. The injuries when analysed were all avoidable. The awakening for everyone is that there are no alarm bells that go off just before an accident happens; they just happen.

It's so important that everyone reading this understands that the choices we make are ours. The consequences of that choice are ours too. So take the time to make sure you understand the task, understand the procedure, you have risk assessed the task in the environment you are in right now and everything is controlled. Your Choice – Your Consequence.

Mastermyne has grown rapidly over the past 6 months and there have been many changes. We must continue to focus on our individual Safety Attitudes and Behaviours at work all of the time.

As Darren Overall (Project Manager) at Dendrobium says - it's a "24 hour focus – 1 Day at a Time". Dendrobium has just reached one year recordable injury free which is an outstanding achievement.

It shows that it is possible to achieve zero harm in parts of our business. So why do you ask is it not possible at other parts of the business.

The answer lies with you. You may get it but others in your crew haven't got it yet. We all have to focus on making sure everyone in the crew understands the importance of having the right safety attitude and safety behaviour at work. Don't be scared to challenge unsafe behaviour. You are helping your work mates "get it".

Please help me and your project managers achieve this safety attitude and behaviour. We can't be there watching you every minute of the day so we need you guys to look out for each other and make sure you are controlling your hazards.

If you have any suggestions on how to improve our safety performance please advise your project manager. One thing Mastermyne understands is that safety is a team effort and the team has many ideas that may help reach that goal of Zero Harm. Ask yourself what it is that annoys us about the way we do these tasks. This may help to improve the process.

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

**Why Safety Matters to me!**

- Family
- Surfing
- Football
- Healthy Lifestyle

**Mastermyne**  
Underground • Services • Engineering

**Eric Thompson  
and Luke Egan  
from  
Dendrobium**

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

**Why Safety Matters to me!**

- Family
- Surfing
- Football
- Wellbeing

**Mastermyne**  
Underground • Services • Engineering

## Mastermyne Business Plan - Yr 2010-2011



### How are we tracking against our Business Plan.....

For your information, each Newsletter we will keep you up to date with how we are tracking to our Business Plan for Year 2010-2011. Here's how we are tracking with the Operations Pillar:-

OPERATIONS	Exp	Stretch
<b>• To understand our Customers Business Drivers</b>		
- Number of contract non-compliances per Business Unit ☹️	1	0
- Success rate on contract options 😊	95%	100%
- Recurring works 😊	95%	+10%
- Original work scope increased 😊	10%	30%
<b>• Effective Project Startups</b>		
- Compliance against mobilisation plan 😊	90%	100%
<b>• Capitalize on Opportunities using Group capabilities</b>		
- Number of combined projects with ≥ 2 business units 😊	1	3

**Legend** 😊 On Target ☹️ In danger ☹️ Off Target

# "A Mix-Match of Employee Benefits"



Human Resource specialists promote that an employee's motivation and engagement is improved by offering a mix of both financial and non-financial benefits. As the competition for labour increases non-financial benefits will become as important as the dollar in inspiring an employee to join (and stay) with an employer.

Every individual places a different value on employer financial and non-financial offerings. Caution should be taken however not to compare them *just* on face value. The traditional focus on the dollar inevitably results in employees comparing remuneration and benefits offered by different employers in the region. In doing

so, employees often compare apples with oranges and end up with a misled opinion of the true value of employer's offerings. This occurs because employers structure their 'payment for labour' arrangements differently.

The only true way of comparing different employers' remuneration arrangements is to consider the total annual earnings plus the value of other monetary benefits. Other non-financial benefits then need to be considered to determine a true assessment of an employer's offerings.

With this in mind we wanted to remind you of the suite of Mastermyne Employee Benefits. Some are standard throughout the entire group, some site specific and others optional depending on an employee's personal circumstances, wants or needs. Below we have listed a few of these benefits, and provided examples that show how they add value to your take home pay. This mix of alternatives allows individual employees to mix and match their benefits package to best suit them. If you have any questions or need any further details of these benefits please give the HR team a call.

**Sick Leave**  
Accrued sick leave paid on termination of employment

**Superannuation**  
Super paid on all rostered hours

**Service Bonuses**  
Paid on individual sites based on operational needs

**Income Protection Insurance**  
To secure income if an employee is unable to work for an extended period of time (83% of employees have opted to participate in this recent initiative!)

**Training and Development**  
Approved professional training and development fully reimbursed upon successful completion. One paid study day per unit per semester.

**API Leisure Lifestyle**  
Providing Australian wide discounts on meals, accommodation, services and entertainment

**Salary Sacrifice Relocation Rent**  
This optional benefit is available for a six month period for employees that relocate to be closer to their place of employment or as part of their employment contract. Amount payable to employees is dependent on the rent of residence and the annual salary of the employee.  
**Example:** Based on an annual salary of \$100k and rent of \$480 an employee would take home an additional \$172.33 per week on top of their unpackaged weekly pay of \$1,414.42. Over a six month period the employee would take home an additional \$4,480.58 tax free  
**= commercial equivalent salary \$127,700**

**Salary Sacrifice Remote Area Rent**  
This optional benefit is available for employees that live in a remote area and:  
The amount payable is dependent on the rent of the residence and the annual salary of the employee.  
**Example:** Based on an annual salary of \$100k and weekly rent of \$480 an employee would take home an additional \$87.20 per week on top of their unpackaged weekly pay of \$1,414.42. An additional \$4,534.40 tax free per annum  
**= commercial equivalent salary \$154,200**

## Shave for a Cure - Brenton Wilson

G'day all. As you may know I have (or rather HAD) a rather enviable and luscious head of hair (depending on your perspective I guess). But, all good(?) things must come to an end and it was all removed recently when I participated in the Leukaemia Foundation Shave for a Cure. I've included the before and after photos below.

Thank you to all those who supported me this year. All proceeds raised go to a very worthy cause as the Leukaemia Foundation's vital work provides patients with practical support during their long and tough treatment, as well as funding important research.

### Did you know?

- Every hour of every day, at least one person in Australia is diagnosed with leukaemia, lymphoma or myeloma.
- Every two hours, someone loses their life to blood cancer.
- \$26 can provide emotional support to help someone overcome the shock of being diagnosed.
- \$40 can help improve treatments and find cures by funding a PhD student's laboratory costs for a day.
- \$57 can support patients who are too ill to drive by providing a day's transport to and from treatment.
- \$80 can give a regional family who've had to move closer to treatment, a place to call home for a night.

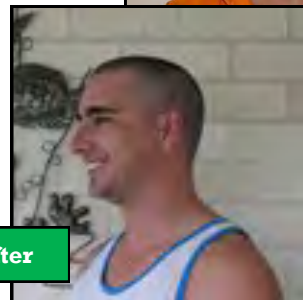
For more information about the Leukaemia Foundation or if you wish to donate to this very worthy charity, please visit their website: <http://www.leukaemia.org.au>

Brenton

Before



After





The commencement of 2011 has not been without challenges for families and employees alike. Most of us would know someone affected adversely by storms, floods or cyclones and we trust all of those impacted are on the road to recovery. In our Qld operations weather played a major part during the last 2 months, which has seen our employees on various forms of leave. At one site these crews played a major part in re-establishing full operations following a strata issue severely impacting production.

Total manning during this last year has increased across the group in excess of 320 employees; an outstanding result. Our Myne Start training facility continues to bring new employees into our industry, providing a solid platform for entry for these individuals.

Safety has been challenged by the influx of employees with this significant growth. These new employees will need supervisory mentoring and will also need to be provided with the skills to recognise hazards at all levels. These challenges have been met by Dendrobium drivage crews who have recently exceeded 1 year recordable injury free. This is a great example of what can be achieved when all facets of safety, personal performance, support and productivity are aligned. Other stand-out sites include Kestrel drivage and our Ventilation project at Crinum. The learnings from these sites and all projects will provide guidance for our sites to improve in this area.

The Hunter area continues to grow with a recently won gas drainage contract and several new submissions on the table at this time. Safety has been acceptable and our teams are operating in the professional manner that existing clients expect from the Mastermyne business. Newstan's conveyor project continues to progress to plan whilst providing support to the client.



Opportunity exists in this district and we will be focusing extensively on maximising our presence and providing a service to challenge our competitors.

The Illawarra crews at Dendrobium and West Cliff provide or are involved in all facets of their respective operations. These include drivage works, supplementary labour, gas drainage, ventilation, major maintenance projects, secondary support, long term planning needs and management support. As noted Dendrobium leads the safety performance for a large site and this is supported by a stable and strong management team. Both sites provide a pathway for standout individuals to progress within our company or indeed within the client teams.

Our Qld conveyor projects at Oaky No1, Oaky North and Crinum North continued to provide growth over the last 2 months. The Crinum North project was completed mid February with these crews and management returning to sites across the basin. This project, which included 2 maingate drive installations, was completed without a reportable injury and is a credit to the teams involved as acknowledged by the client. The crews at the Oaky complex are approaching full manning and continue to demonstrate what can be achieved with strong leadership with attention to safety and construction detail.

The drivage crews at Kestrel, KME and Moranbah have continued to gain momentum across all sites. Management on these teams are involved in medium to long term planning at their respective sites and focussed on the up skilling needs within these teams. The teams are regularly called to alternative duties and subsequently are constantly broadening their skills base.

Moranbah outbye crews continue to work with the greatest diversity of tasks, skills and supervision crews and have been undertaking the challenges of changing

priorities and significant resources management. Safety has been challenged with the growth in manning and is constantly under review to achieve an acceptable level of risk. Crinum Ventilation teams have continued with an unblemished safety record for an extended period. These crews provide ventilation works across 2 operating mines whilst maintaining ventilation devices to the highest standard.

Our robust recruitment strategies, structured processes, equitable remuneration and a partnering arrangement for global opportunities have allowed the successful growth achieved. This, coupled with the training facility, has enabled growth and also the confidence to satisfy our potential clients that we can fulfil our contractual needs. Training centre demand for potential candidates continues to be strong and numerous graduates are now within our crews across Qld.

Fleet management and growth have made for a busy few months for this team. A new ABM has joined our fleet this year and our 1038 Jeffrey and Fletcher bolter are coming into the market following a complete overhaul. Several new man transporters, LHD's and Shuttle cars are in the plan for growth this year including a couple of Joy 12cm12's due to be overhauled. Our underground mining fleet is one of the largest in our industry and enhances our position as the leading mining services company.

All projects have continued to experience growth and new ones are currently mobilising as we continue to perform in line with the Mastermyne Business Plan and meet the needs of our clients. Opportunities exist in our resources sector for individuals and suppliers alike and particularly those that have the ability to stand above the pack.

**Allan Purse**

## Mastermyne Underground Employee Profile - Fred Nicholson

**Q1. What is your role at Mastermyne?**

I am an Electrical Surface Competent Person at Newstan Colliery in the Hunter Valley.

**Q2. How long have you worked for Mastermyne?**

I started on the 15<sup>th</sup> November 2010.

**Q3. What influenced you in choosing this career?** I have been working in the mining industry for 38 years; initially the challenge and job security drew me to the industry.

**Q4. What is your favourite job at work?** Electrical fault finding.

**Q5. What is your least favourite job?** Responding to incidents.

**Q6. What would you consider your best achievement in this industry?** Being promoted to Development Electrical Co-ordinator at Mandalong Mine.

**Q7. What has been your most embarrassing moment working at Mastermyne?** When the boys on shift surprised me with a 60<sup>th</sup> birthday banner at start of shift.



# Mastermyne Engineering General Manager's Report - Dave Fitzpatrick



The festive season is now over and after a well deserved rest the team is safely back on board.

The NSW team began their move on the 4<sup>th</sup> January 2011 from Thornton to Cardiff. The move was completed safely within 5 days which was an outstanding achievement. Well done to John Dwyer and his team. The new office facilities can accommodate up to 10 personnel and it was great to see some of the NNSW underground team in the offices. Felicity and Kate have been a great help to John and his team and we would like to express our thanks for all their efforts.

The NSW team is currently recruiting for engineering, office and workshop

personnel to get on top of an already impressive order book.

The challenge for Engineering during this quarter will be to complete the move of the Queensland facility, previously at Yeppoon, to its new base in Rockhampton. The move has been carefully planned with the aim being to have a minimum impact on delivery dates and budget requirements.

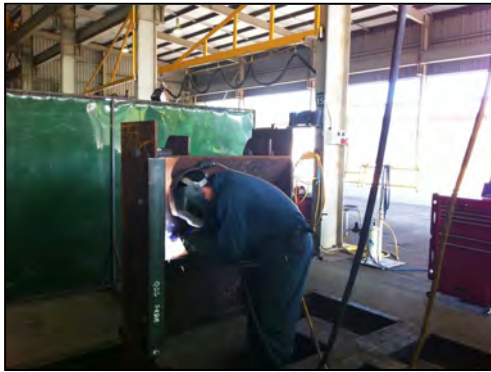
Nick "Moose" and his team recently secured a substantial QDS tender for KME. An inspection by mine personnel was carried out, in our premises, prior to despatch of equipment and they were give a "thumbs up" especially for the quality of the workmanship. This was due

to an excellent job carried out by Russell and his workshop team. Great work guys, keep it up!

Carla and her administration team are doing a brilliant job keeping the mountains of paperwork under control and still maintaining happy cheerful faces. Outstanding effort!

Our safety statistics are still looking good with one medical treatment injury in January; prior to that Engineering was injury free for 465 days. The safety record is across all sites which goes to prove that, with the right culture, we can achieve our goals no matter where our facilities are located.

Regards,  
Dave Fitzpatrick



Jay Ahuriri striking the first arc at our new Rockhampton facility. 16/2/2011 7.35am

David Borg (Mastermyne Services) is our first visitor from the Mastermyne Group in our operating Rockhampton workshop 16/2/2011 7.15am



The ever impressive sales team of Allan Busk, Gavin Welsh and Brett Hooley are still kicking goals. Allan and Gavin have recently returned from a quality control check of some of our products in China. They did have some fun however, the cool weather conditions of -14<sup>o</sup>C (yes that is a MINUS) made it a little tougher for Allan but Gavin felt right at home which may have something to do with his Scottish Highland heritage. Allan however, had no issues with sampling the diverse range of "exotic" foods available in China.



We welcome two new trades' assistants to our Queensland team Nathan Busk and Tristan Monaghan.



Keep an eye out for the next edition where Mastermyne Engineering will be releasing details of a new product that will be added to our already impressive mining consumables product line.

## Mastermyne Engineering Employee Profile - Blair Hellyer

**Q1. What is your role at Mastermyne Engineering?**

Storeperson.

**Q2. How long have you worked for Mastermyne Engineering?**

5 months.

**Q3. What influenced you in choosing this career?**

Challenge of a new industry and better conditions.

**Q4. What is your favourite job at work?**

Stock control.

**Q5. What is your least favourite job?** Packing acrow props.

**Q6. What would you consider your best achievement?**

Good stocktake results since starting here.

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

Splitting my pants!





No-one would argue it's been anything but a muddled start to the year. Between floods, cyclones and a ground fall at Moranbah North a number of operating divisions of the business were disrupted – including the operations of the HR team. Most notably, our recruitment activities slowed during this period. The team may say that this is not entirely a bad thing as it gave them an opportunity to take a breather from recruitment, after appointing a massive 503 new starters to the business between January and December 2010!

These natural disasters resulted in the stand down of some employees for a period of time. This was not a decision made without great consideration. Every effort was made to reassign employees to alternate duties and to get everyone back to regular duties as quickly as possible. We introduced SMS communication during this time which enabled us to keep employees updated. We will continue to use text messaging as a means to communicate with groups of employees so please keep payroll or HR updated should your mobile number change.

Some good news for early 2011 is that our *Group Income Protection Insurance* went live with 83% of our full-time employees taking up the offer. Two employees have already made claims and will have financial assurance during their period of illness.

Now that all sites are settled back into regular duties the HR team will start their site visits. Use their visits as an opportunity to give feedback - good, bad and ugly. Our priorities are largely steered by what is deemed most important by our employees. We don't know what you don't tell us, so feel confident in providing feedback to your HR Champs when you see them onsite.

**Regards,  
Vivienne**

## Who Celebrated a Birthday in FEBRUARY?

Benjamin Arnold	Oaky No 1 Project	Ian Jarvis	MNC Umbrella Project
Mark Barber	Hunter Valley	Mark Jenner	Oaky North Project
Shawn Borresen	MNC Umbrella Project	Daryl King	Engineering Qld
Kylie Bourke	Services	William Lawton	Crinum East Project
Phillip Bridgeman	Oaky No 1 Project	Walter Lieschke	Engineering Qld
Owen Bruner	MNC Umbrella Project	Michelle Mackenzie	Mackay Office
Desmond Bryce	MNC Umbrella Project	Darren Mattnews	Kestrel Project
Evan Burt	Services	Matthew McGrigor	Crinum North Project
Joshua Cannan	MNC Umbrella Project	Timothy Morris	Oaky North Project
Ross Carradus	West Cliff Project	David Morrison	Oaky No 1 Project
James Carter	Hunter Valley	Clayton Mott	Oaky No 1 Project
Leslie Cleary	Hunter Valley	Nathan Muscat	Hunter Valley
Nicole Degnian	Mackay Office	Fred Nicholson	Hunter Valley
John Dwyer	Engineering NSW	Peter Nicholson	Dendrobium Project
Michael Eden	Kestrel Project	Russell Perren	Engineering Qld
William Feirclough	MNC Umbrella Project	Matthew Phillips	Dendrobium Project
Robert Forland	Dendrobium Project	Tanya Quattrocchi	Mackay Office
Matthew Freeman	West Cliff Project	Angelia Scheuer	Mackay Office
Nathan Green	Oaky North Project	Grant Smith	West Cliff Project
Bryan Greenfield	Hunter Valley	Peter Smith	Oaky No 1 Project
Bernard Hancock	Hunter Valley	Peter Vella	Mackay Office
Taylor Hayes	Engineering Qld	Jason Watts	Kestrel Project
Murray Hepworth	Hunter Valley	Gavin Welsh	Engineering Qld
Mitchell Horn	Engineering Qld	John Whyte	KME Project
Bradley Hughes	Services	Tony Zahra	MNC Umbrella Project
Lee Jansen	Mackay Office		

### JOKES

*Once I'd finished reviewing my daughter's homework, I gave her an impromptu quiz. "What is a group of whales called?" I asked. "I'll give you a hint—it sounds like something you use to listen to music." "An iPod?" she guessed. "Close," I said. "But what I'm thinking of is a little smaller." "A Shuffle!"*

**What did the Zero say to the Eight?**

**"Nice belt!"**



Following on from previous Newsletters, 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)

Firmness of handshake is not the reliable indicator of firmness of character that many believe it to be. Firm handshakes tend to be those of confident people, especially those who have spent some time in business, and who realise that most people in business consider a firm handshake to be a good thing. Handshakes that are uncomfortably firm show a lack of respect or awareness, especially if used in cultures (Eastern especially) where firm handshaking is not normal.

Handshaking evolved from ancient times as an initial gesture of trust, to show that no weapon was being held. Naturally also the handshake offers the most obvious way to connect physically as a way to signal trust or friendship. In more recent times, especially from the 1800s onwards, a handshake became the way to confirm a commercial transaction. Handshaking by women became common practice much later, reflecting the change of social attitudes and the increasing equality of women, for whom a hundred years back such physical contact was considered improper. Women have throughout time generally been subservient to men, hence the very subservient female curtsy gesture (also spelled curtsy), which survives now only in traditional situations such as meeting royalty, or ending a stage performance.

Signal	Possible meaning(s)	Detailed explanation
<b>handshake - palm down</b>	dominance	Usually a firm handshake, the 'upper hand' tends to impose and/or create a dominant impression.
<b>handshake - palm up</b>	submission, accommodating	Usually not a strong handshake, the lower hand has submitted to the upper hand dominance. How all this ultimately translates into the subsequent relationship and outcomes can depend on more significant factors than the handshake.
<b>handshake - both hands</b>	seeking to convey trustworthiness and honesty, seeking to control	Whether genuine or not, this handshake is unduly physical and (often) uncomfortably domineering.
<b>handshake - equal and vertical</b>	non-threatening, relaxed	Most handshakes are like this, when neither person seeks to control or to yield.
<b>pumping handshake</b>	enthusiasm	A vigorous pumping handshake tends to indicate energy and enthusiasm of the shaker towards the other person, the meeting, situation or project, etc. There is a sense of attempting to transfer energy and enthusiasm, literally, from the vigorous handshaker to the shaken person, hence the behaviour is popular in motivational folk and evangelists, etc.
<b>weak handshake</b>	various	Avoid the common view that a weak handshake is the sign of a weak or submissive person. It is not. Weak handshakes can be due to various aspects of personality, mood, etc. People who use their hands in their profession, for example, musicians, artists, surgeons, etc., can have quite gentle sensitive handshakes. Strong but passive people can have gentle handshakes. Old people can have weak handshakes. A weak handshake might be due to arthritis. Young people unaccustomed to handshaking can have weak handshakes. It's potentially a very misleading signal.
<b>firm handshake</b>	outward confidence	Avoid the common view that a firm handshake is the sign of a strong solid person. It is not. Firm handshakes are a sign of outward confidence, which could mask deceit or a weak bullying nature, or indicate a strong solid person. Strength of a handshake is not by itself an indicator of positive 'good' mood or personality, and caution is required in reading this signal. It is widely misinterpreted.
<b>handshake with arm clasp</b>	seeking control, paternalism	When a handshake is accompanied by the left hand clasp the other person's right arm this indicates a wish to control or a feeling of care, which can be due to arrogance. To many this represents an unwanted invasion of <a href="#">personal space</a> , since touching 'permission' is for the handshake only.

# Mastermyne Sponsors 32nd Annual Catho Classic



During the first week of January this year, Mastermyne sponsored the 32rd Annual Catho Classic (Lake Macquarie's premier surfing event). Held in Catherine Hill Bay NSW, a town steeped in mining tradition and culture, Mastermyne was a perfect fit for Major Sponsor.

This year's event consisted of 9 divisions including Boys Under 13, Under 15 and Under 18, Open Women and Open Men, Men's Over 30s, Men's Over 40s, Men's Over 45s and Men's Over 50s - all run over an intense 3 days of competition.

A three metre shark sighted beyond the breakers at Catherine Hill Bay on the first day of competition did little to distract the surfers vying for a finals berth in their event. Even in spite of the shark sighting the Classic enjoyed one of its bigger fields in recent times.

Mastermyne Underground NNSW Project Manager, Tony Rae, represented Mastermyne in the over 40's division, making it through to the finals easily and taking home 4<sup>th</sup> place.

A big congratulations to Tony, who is pictured here with competition rival - Gary Brooks, Production Manager for Donaldson Coal, Abel Mine.



Thanks to Kate McCallum and Tony Rae for providing article and photo.



## March Birthdays - Happy Birthday!

Randolph Anderson	Kestrel Project
Nathan Bashforth	Engineering Qld
Joseph Bates	MNC Umbrella Project
Tyson Bliss	Oaky No 1 Project
Simon Bontoft	MNC Umbrella Project
Ian Bowes	MNC Umbrella Project
Frank Brieffies	Oaky North Project
Michael Cafferty	Hunter Valley
William Chandler	Kestrel Project
David Cox	Oaky North Project
John Crowley	MNC Umbrella Project
Martin Egan	Oaky North Project
Cecil Evans	Oaky No 1 Project
Bryan Eyre	Hunter Valley
Trent Fleming	West Cliff Project
Mark Harris	Services
Brodie Harris	Engineering Qld
Jamie Holditch	MNC Umbrella Project
Colin Hough	Kestrel Project
Christopher Jackson	Hunter Valley
Steve Johnston	West Cliff Project
Hendrik Kleingeld	West Cliff Project
Bradley Lemberg	Services
Gavin Leo	Kestrel Project
Lee Liebich	Kestrel Project

Mark Lowth	Oaky No 1 Project
Dayle Marriott	Oaky North Project
Dale McMahon	MNC Umbrella Project
Clint McMillan	MNC Umbrella Project
Mario Merlo	MNC Umbrella Project
Dwayne Mooney	Services
Nick Morley	Engineering Qld
Michael Muldoon	MNC Umbrella Project
Daniel Parker	MNC Umbrella Project
Darryl Peters	MNC Umbrella Project
Vanessa Pryce	Oaky North Project
Brad Purdon	Oaky North Project
Justin Quinn	MNC Umbrella Project
Robert Schultz	MNC Umbrella Project
Luke Sciani	MNC Umbrella Project
Joel Simpson	Dendrobium Project
Nathan Single	MNC Umbrella Project
Heinz Voegeler	West Cliff Project
Justin Wall	West Cliff Project
Graeme Willett	MNC Umbrella Project
Anna Willson	Hunter Valley
Alex Windisch	Dendrobium Project
Brenda Witt	Mackay Office
Craig Wyborn	Hunter Valley

## Mastermyne Services - Ross Chisholm

As Mastermyne Services continues to develop new markets in both mining and industrial areas, the workshop continues to provide the backbone for the business. Under the guidance of David (Borgy) Borg (see below), the Services workshop is undergoing transformation from a mechanical and electrical mecca to develop some specialised market skills. Two new Field Service vehicles have been acquired for immediate use to provide mechanical servicing to sites around the Bowen Basin. This will further supplement the servicing works already undertaken at the workshop.

The field work undertaken by Mastermyne Services over the past few months has been varied, ranging from the completion of installation of two Main Gate conveyors at Crinum North, maintenance and repair work for the coal wash facility at Red Mountain, upgrade of hazardous area electrical installation at Coppabella, and the ongoing electrical installation at the Nebo Rd Water Treatment Plant.



In addition, a number of development initiatives have been undertaken with the design and installation of an underground milling machine, or "Chock Cutter", and also installation of our first "Enviromist" dust suppression system. Both of these products open opportunities for Mastermyne Services to move into new market areas.

Of course, to support all of these activities, we have a dedicated team based in Mackay, together with a growing number of personnel on site. It is only through the hard work of the entire team that the business will continue to grow and prosper.

Feel free to drop into the workshop at Paget, or give us a call to discuss your upcoming requirements.

**Regards, Ross**

## Mastermyne Services - Field Services Division

Mastermyne Services now have a Field Services Division to complement our Workshop at 2 Elvin Street Paget.

With the recent purchase of two BMA compliant Ford Ranger 4WD tray backs, we can now offer a range of services including Mechanical and Electrical shift coverage, servicing and repairs to fixed plant and diesel machinery, repairs to de-watering pumps and hydraulic fault finding and rectification.

Please don't hesitate to contact David Borg (Workshop Co-ordinator) or Ross Chisholm (Operations Co-ordinator) on (07) 49 522 638 to see if we can assist you.



## Mastermyne Services Employee Profile - David Borg

**Q1. What is your role at Mastermyne?**  
Workshop Co-ordinator.

**Q2. How long have you worked for Mastermyne?**  
I started on the 1-11-10.

**Q3. What influenced you in choosing this career?**  
Better opportunities.

**Q4. What is your favourite job at work?**  
Liaising with happy customers.

**Q5. What is your least favourite job?**  
Liaising with not so happy customers. (It is good when it's sorted out though).



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

Creating good customer relations with former colleagues/workmates who have moved up through the ranks.

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

Not winning the colouring in competition. (It didn't even make it in to the calendar. LOL)



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## We welcome the following New Starters to the Mastermyne Team....

AS YOU CAN SEE FROM THE NUMBER OF NEW STARTERS LISTED BELOW, THE LAST FEW MONTHS HAVE AGAIN SEEN OUR HR AND PAYROLL TEAMS EXTREMELY BUSY WITH THE FOLLOWING NEW EMPLOYEES COMMENCING WITH MASTERMYNE SINCE THE LAST NEWSLETTER. WELL DONE TEAM!

Beau Allen	David Cook	Andrew Hunt	Dean Reed
Matt Allen	David Cox	Nick Hunt	Allan Reeves
Brock Allen	Anthony Dann	Andrew Hurley	Brett Renwick
Heath Amos	Mark Davies	Warren Jarvis	James Roughan - Misatec
Brad Anderson	Callan Douglas	Wilson Jefferson	Paul Scanlan
Ben Arnold	Joshua Eaves	Roger Jones	Mat Seery
Tosh Auer	Michael Eden	Mark Lowth	Jamie Shaw
Callum Bagnall	Melinda Elvin	Nick Lumsdale	Rebecca Sherry
John Bancroft	Justin English	Shaun Mahon	Brendan Short
James Barker	Dane Enright	Jeff Marriner	Thomas Siegmuth
Martin Bermingham	Cecil Evans	Priscilla McPherson	Roul Skipsey
Tyson Bliss	Dylan Eyres	Chris Meagher	Peter Smith
David Bourke	Boyd Fenton	Brett Melnacic	Shannon Soul
Stacy Bowtell	Matt Fish	Craig Mifsud	Mark Standen
Steven Brewster	Matt Fitzgerald	Adam Minchington	Scott Standen
Michael Brind	Rob Forland	Scott Mitchell	Mick Steedman
Paul Brophy	Ian German	Dean Morgan	Adam Stiffleet
Syd Brown	Justin Gibbons	Aaron Mountney	Chris Sturgeon
Shannon Brown	Nathan Green	Michael Muldoon	Lee Thomasson
Nathan Busk	Bryan Greenfield	Mick Nesbitt	Eric Thompson
Darren Byrnes	Bernie Hancock	Achilles Pantsos	Peter Vella
Matt Campbell	Craig Harris	Matthew Piper	Robbie Vormister
Josh Cash	Taylor Hayes	Adam Pollard	Jenna Whelan
Nathan Churchyard	Adam Hellyer	Johann Potgeiter	Jake White
Paul Clack	Murray Hepworth	John Quetti	Robert White
Frank Clair	Luke Hinds	Corey Rawiri	Reece Wilson
Brenden Clemments	Mark Hodgson	Brodie Raymond	Alex Windisch
Adam Convery	Evan Howell		William Wormall
			Adam Wright

# Welcome to Mastermyne



**Mastermyne**

## Employment

Are you an existing employee wanting to apply for a role internally? Please contact your site HR champion.

For friends and family wishing to join the Mastermyne Team please apply at:

[www.mastermyne.com.au](http://www.mastermyne.com.au)

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Or find us on the web:

[www.mastermyne.com.au](http://www.mastermyne.com.au)

## Winners of the Drawing Competition



By now all Mastermyne employees should have received their copy of the "Mastermyne 2011 Calendar" which features the wonderful artwork from the winners of the Drawing Competition held late last year. As well as having their own masterpieces included in the Mastermyne Calendar, the winners each received a \$50 gift voucher from Toys'R'Us.

### **Congratulations to these lucky winners.....**

- ◆ Jacob Grosskreutz - Age 10 years
- ◆ Harper Kerrisk - Age 6 years
- ◆ Abby Aisthorpe - Age 7 years
- ◆ Tate Harland - Age 2 years
- ◆ Kalani Francis - Age 5 years
- ◆ Ella Harland - Age 5 years
- ◆ Harry Burt - Age 7 years
- ◆ Matthew Grosskreutz - Age 7 years
- ◆ Xavier Kerrisk - Age 5 years
- ◆ Callum Burt - Age 7 years
- ◆ Billy Aisthorpe - Age 6 years

## 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:-**

- Movember Foundation
- Rotary Club of Fairymeadow Inc
- Mackay Comets - Under 12's Boys Basketball Team
- Hope Rwanda
- Surf Life Saving Foundation
- Leukaemia Foundation - World's Greatest Shave
- Lithgow Golf Club - Junior Golf