

December
2020

RAM
SPREADERS

Newsletter

Keeping you up to date with the latest news

OSMAG
GROUP COMPANY

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Business as usual

We continue with orders, deliveries and after sales support during pandemic

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Colouring competition winner

We announce the winner of our recent calendar colouring competition launched a short while ago, helping our customers families through these challenging times.



Message

By **Philip Lee**,
Chief Executive Officer

Dear Friends & Colleagues

Since our last newsletter, we have all had to come to terms the effects of the pandemic personally and also professionally. I wish you all a safe festive season. Our team have been busy putting in place measures to continue offering you our products, services and support during these difficult times.

The Show Must Go On

The Ports industry, like other industries, have experienced the effects of the pandemic, with business leaders around the world hesitant on whether their business will survive the economic situation.

My main focus to you, our customers and friends is to continue offering our products and after-sales services without too much disruption.

After rigorous planning and a lot of hard work by our team, we are still capable of meeting your demands, with the continuation of manufacturing, spare part sales and after-sales services.

Our sales team are actively seeking new ways to keep in touch with our customers through various media platforms, and you may have already seen some of our webinar and virtual exhibition events we have sponsored and attended.

Our global After-Sales team have continued with a 'hands-on' approach by still being able to support customers service and support needs during various levels of restrictions, and are also adapting to new methods to continue their high level of support.

First-Class Deliveries

Our manufacturing facility has been hard at work, maintaining high production levels. Amongst other spreader deliveries, our RAM SingFlex Tandem Headblock is maintaining popularity with the recent deployment again at ports in Europe and China and Middle East.

Through hard work and commitment of our project management teams and supporting our customers' needs, we see a simple trend over years of Single > Twin >> Tandem.

New Products

Fully Automated Twistlock Handling

We recently sponsored a webinar event on Automation for Ports and Terminals in which we showcased our new PinSmart II. The fully automated machine can remove all types of twistlocks and replace them onto the container.



PinSmart II | Fully Automatic Twistlock Handling Machine

Message

By **Philip Lee**,
Chief Executive Officer

New Products

Tilting Spreader

We are also introducing our tilting spreader for containerised bulk handling which can also be used as a conventional 20ft container spreader.

Please get in touch with your local RAM Sales Agent for further details.



Team News

New appointments

In a drive to further strengthen our spare parts and after-sales service and support, we welcome:

Steven Lee

Spare Parts Manager

Since joining RAM, Steven has been busy working on strategies and implementations to help further streamline our global spare parts services.



Babuchandran Balakrishnan

After Sales Service & Support Manager

Bala has now joined our Team of Service and Support Managers.

Bala will be instrumental in providing a high level of service supporting our customers with spreader refurbishments, servicing, training, health checks and upgrades.



RAM Service & Support

Spare Parts | Service | Upgrades | Spreader Health Checks | Refurbishments

Enjoy reading the following newsletter, and look forward to you incorporating RAM's newest technology in your cargo handling operations.

Philip Lee

Customer Focus

Business as usual @ RAM Spreaders

Earlier this year, amidst the coronavirus pandemic, RAM Spreaders managed to deliver their spreaders and spare parts on time and to a high standard.

Factory Measures

At the time of the outbreak, RAM's factory workers were leaving for 2 weeks to celebrate the Chinese New Year with their family members. Soon the virus had a grip on the country resulting in travel restrictions; RAM Spreaders had to adapt.

Patrick Wong, RAM's General Operations Manager, planned and implemented strategies to avoid delays to customer deliveries.

With the contingency measures put in place, RAM's production capacity is at 98% and with a number of spreaders recently delivered, this is testament to RAM's "business as usual" declaration.



Deliveries Included:

Qingdao Port

The port took delivery of the RAM SingFlex Tandem Headblock for their single hoist ship to shore cranes, allowing the port to handle multiple containers in a single lift cycle operation.



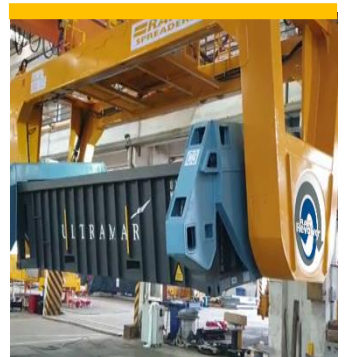
PSA Terminal

A total of 40 RAM heavy-duty electro-hydraulic twin lift spreaders were delivered to the terminal for their double trolley quay cranes and 85 all-electric telescopic spreaders for their yard cranes.



Ultramar Russia

Following the success of RAM Revolver, Ultramar in Russia took delivery of the RAM's Revolver spreader for their Containerised Bulk Handling operations.



"With hard work and good planning, RAM has managed to deliver all its orders on time in the current Coronavirus pandemic."

Patrick Wong - General Manager Manufacturing

Customer News

On the double with RAM SingFlex

With more than 100 units delivered, and more on order, it is the only proven tandem option | *RAM SingFlex*

The success of Tandem is continuing with RAM's SingFlex Twin 40 headblock reaching far and wide from new orders in Europe, Middle East and China.

RAM have already enjoyed the success of SingFlex in Europe and are pleased to see other terminals in Europe adopting the tandem40 headblock, enabling them to handle more containers per lift cycle.

Rotterdam World Gateway

In the heart of the EU's busiest port, these cranes feature SingFlex Tandem Lift Headblock with 2 RAM twin lift spreaders below and a 3rd RAM spreader on the second trolley (pictured right).

Le Havre

The port's 3 quay cranes, equipped with the RAM Tandem Headblock, have a lift height of 54 meters above rail, 22 meters below rail and a waterside outreach of 72 meters.

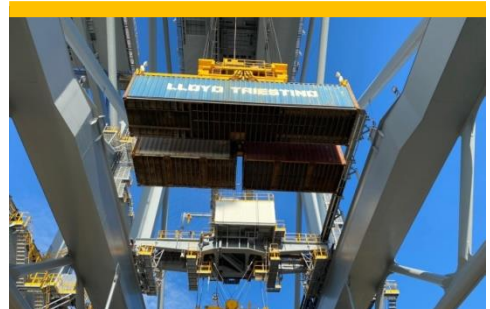
Also, in the Middle East and China RAM SingFlex has been deployed, helping them also to adopt what will soon become the new norm in container handling.

Qatar

After trying dual-hoist in phase 1 of their port development, phase II of Qatar Hamad Port has RAM tandem for un/loading big ships fast.

China

A repeat order of RAM SingFlex, the Port of Qingdao can easily accommodate the world's biggest vessels dealing with large volumes of cargo.



Rotterdam



Qatar



Le Havre

Customer News

Latin America

DP World Posorja

RAM was proud to be awarded the contract of providing STS and RTG spreaders for the new DP World Posorja Deepwater terminal.

The global terminal and logistics operator, DP World, has completed the first, of the two-phase operation, on the new Greenfield port in Posorja, Ecuador. RAM was awarded the contract of providing the terminal with STS and RTG spreaders, which are now in action at the port.

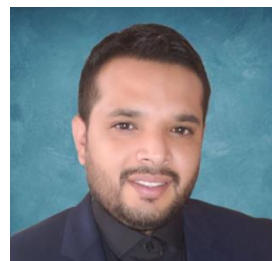
RAM's 2940 separating twin lift spreaders were supplied for the STS cranes. While RAM's 3520 all-electric spreaders were supplied for the RTG cranes featuring twistlock load sensing, enabling the terminal to weigh all the containers in the yard and data sent back to the crane management system (CMS) via Profinet communication.



Commissioning of the RAM STS Spreaders at DP World Posorja

Both STS and RTG spreaders include a diagnostic system via an on-board screen or Wi-Fi browser access.

Also, RAM is committed to providing the finest customer care to help their clients achieve their goals. RAM's Latin America Team worked closely with DP World to determine the best local support for the terminal in Posorja.



RAM's Service Manager, Hector Pozo Alban who commissioned the DP World spreaders, commented:

"I am pleased to be able to support one of the latest Greenfield terminals in Latin America operated by DP World, especially in my home country."

Customer News

Latin America

TPC Coquimbo

Terminal Puerto Coquimbo (TPC) enhances their loading and storing of copper concentrate, after adopting Containerised Bulk Handling (CBH) technology.

TPC is part of the Ultramar group and is a multipurpose terminal in the Coquimbo region, who provide their services to tourism, the fruit and vegetable industry and mining.

With a rise in demand to export copper concentrate, TPC have been looking for innovative ways to cope with increasing demands, meet environmental regulations and maintain product quality. The company had to look no further than RAM Spreader's proven track record with the lightweight MHC RAM Revolver for a containerised bulk handling solution.

Shed to Ship Bulk Operation

The containerised bulk handling system introduced by TPC is a Shed to Ship operation. It begins at the shed, where the copper concentrate is unloaded, and stored in an existing conventional bulk warehouse at the port.

Upon the arrival of the ship, the Intermodal Solution Group (ISG) bulk containers are each loaded with 30 tons of copper concentrate.

The containers are then sealed shut with a lid preventing the product being exposed to the environment; loss of commodity or product quality being degraded. 10 containers are then transported to the quayside in a loop, waiting to be unloaded by the RAM Revolver directly into the ship.

As TPC opted for the lightweight MHC RAM Revolver, their mobile harbour crane can unload a greater payload of copper concentrate per cycle. The RAM Revolver automatically removes the lid before rotating the container 360 degrees at the bottom of the hatch reducing dust plume. When the container is emptied, the RAM Revolver replaces the lid back onto the container, which is then placed back on the truck to be reloaded at the shed.

The TPC operation demonstrates how CBH technology can flexibly integrate into a Port with an existing bulk warehouse to produce a more efficient bulk cycle. This technology can integrate with any Port or a bulk logistics system to sharply reduce both loss and contamination of the commodity.



RAM's MHC Revolver unloading 30 tonnes of copper concentrate at TPC

Customer News

Latin America

Puerto Mejillones

The world's first pit to ship loader operation has been introduced at Puerto Mejillones.

With mines and bulk terminals in the Americas becoming more conscious of their environmental standards, they are innovating to find new ways to be more efficient.

At Puerto Mejillones, in Chile, the port has adopted the latest evolution of the Revolver system to help with their unloading process.

The port owns 2400 purpose-built bulk containers, which are the Chilean standard. At the Chilean mine, containers are filled with copper concentrate, sealed shut and then transported to the port via train.

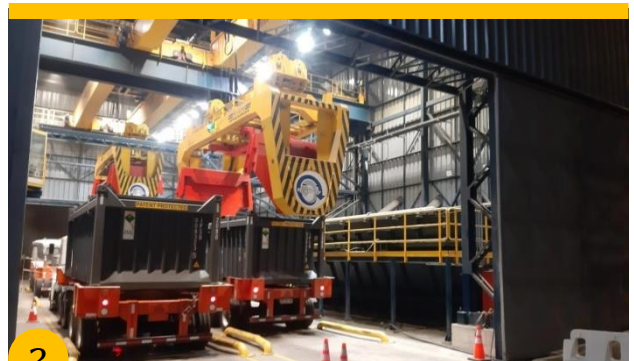
Process

- Containers arrive at the port and stockpiled at the yard waiting for the arrival of the vessel (*this arrangement prevents loss of copper, cross-contamination of commodities and exposure to the environment*)
- Upon arrival of the vessel, the containers are transported to the warehouse by trucks where the terminals hoppers are situated.
- 2 warehouse gantry cranes with Revolvers lift the containers from the trucks and removes the lid from the container in a semi-automatic process.
- Containers are rotated through a full 360 degrees by the Revolvers, unloading the copper concentrate gently into the warehouse hoppers (*The 360 rotation process ensure all commodity is decanted from the containers*).



1

Sealed containers arrive from mine and stockpiled at terminal yard ready for vessel



2

Vessel arrives, trucks take containers to warehouse for unloading



3

Revolver picks up container from truck, removes lid, rotates contents into terminal hoppers

Customer News

Latin America

This cycle is repeated in a continuous loop, allowing the hoppers to feed the commodity to the port's ship loader, where 1500 tonnes is loaded per hour.

Like many other mining logistics, CBH using Revolver has proven how it can flexibly integrate into existing port infrastructure to improve efficiency. This is the world's first pit to ship loader operation giving zero material loss.

During a visit to the port, **Eddie Mills, from RAM**, commented:

"This is the first project to unload the containers into a hopper to feed a ship loader direct at 1,500 TPH."

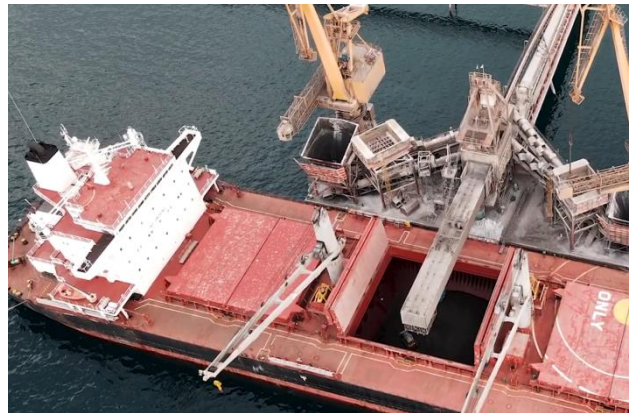


Blending

When ports and traders sell concentrate, they need to blend it to meet client specification for the grade of concentrate as different clients need different concentrations of minerals and moisture.

By using containers, you can store & segregate specific grades of concentrate effectively. Once you know the required grade you can blend each hatch much more effectively using this system.

Puerto Mejillones also has the option to blend minerals recording the container reference vs concentrate grade to know what is going in the hoppers, and then take a sample of the commodity, on the conveyor system, before it enters the ship.



Ship loader at Puerto Mejillones exporting 1500 tonnes of commodity by RAM Revolver fed hoppers

Special Feature

RAM's New MHC Spreader

How we achieved success producing latest MHC Heavy-Duty Spreader

Sogester - Angola

Leading Angola terminal operator Sogester invests in new large MHC cranes, and RAM's heavy-duty spreader's to service container volume increase.

Critical to the success of the terminal is reliable spreaders. In 2019, RAM Spreaders supplied the terminal with four (4) mobile harbour crane spreaders (MHC).

Given how busy the terminal is, the spreaders suffered some heavy impacts, so the terminal's engineering manager called RAM with some suggestions.

The changing face of MHC

Traditionally mobile harbour cranes are mainly considered for smaller ports with lower lifting capacity and speeds. This convention is changing with the advent of big MHC cranes, such as the LHM 600 and more recently the giant LHM 800, with larger container terminals now using these types of crane.

Terminals are now able to work vessels harder and faster, and as a result, the traditional designs of the MHC spreader are becoming less suitable.

Listening to the customer

After delivering several spreaders to Sogester terminal in 2019, RAM's technical manager for Africa Louis du Plessis made several upgrades to protect the spreaders integrity and further boost performance in a demanding environment.



Engineers assessing the new heavy duty RAM MHC (inset: RAM's Technical Manager, Louis du Plessis)

Sogester's terminal engineering team and technical manager Adil Bennani identified some aspects of the design that required improvements to give the spreaders increased reliability.

After listening carefully to Sogester, spending time in the workshop and observing vessel loading, Louis and Adil came up with several changes to improve the performance of the spreaders. Louis and the RAM design team got straight to work to develop a new design for the 2750 model heavy-duty MHC spreader.

The Terminal's Engineering Manager, Adil Bennani commented after the consultation:

"Louis arrived on site, and we both carefully analysed the problems together."

Louis listened to our concerns, and we are really pleased with the new heavy-duty design."



Special Feature

RAM's New MHC Spreader

New heavy-duty design

The new design features of the RAM MHC maximise uptime and reduces maintenance costs, with upgrades including:

- **Structural design upgrade** to increase reliability and meet demanding conditions.
- **Heavy-duty thicker profile telescopic arms** for higher lifting capacity, achieved with vertically increasing the centre body section.
- **Stainless steel hydraulic cylinder rods** providing corrosion resistance to increase the lifespan of the hydraulic centre of gravity mechanism.
- **RAM 'ShockAbsorb'** designed to instantly absorb the high energy from the impact force of spreader landing on the container.

It enables the spreader to land fast on containers while reducing noise without mitigating potential damage on the spreader. In turn, the shock absorber further improves operational efficiency and extends the component's life.

- **Wireless diagnostic system** that can be remotely accessed by an iPad or tablet. This empowers maintenance staff to quickly identify the fault to minimise spreader downtime.
- **Bigger bash/slide plates** to outer impact zones of the spreader twistlock housings on the end beams. RAM's consultation with Sogester revealed that side impacts occur by over-swinging during high volume loading operations. This new design has proven to be successful in other terminals in reducing land pin damage effectively.
- **Electrical & Hydraulic Protection Plates** to minimise the damage to both hydraulic and electrical equipment on the spreader.

Putting the customer first

After delivering several spreaders to Sogester terminal in 2019, RAM's technical manager for Africa Louis du Plessis made several upgrades to protect the spreaders integrity and further boost performance in a demanding environment.

Louis commented during the handing over of the new MHC spreader:

"Listening to customers is a key part to RAM's success, as it not only allows us to develop a good relationship with our customer but also our products, ensuring the customer gets the best possible product and after-sales service support."



RAM's new design 2750 MHC spreader for Sogester Terminal

Special Feature

RAM in Russia

RAM still beating the big freeze in Russia

With over 50 years of experience in manufacturing container handling equipment, RAM continues to keep Russian ports and railroad terminals moving with the steady supply of spreaders capable of operating in the harshest of conditions.

For 20 years, RAM have built a reputation for supplying resilient and reliable spreaders capable of withstanding the freezing arctic conditions experienced in Russia with terminals operating in temperatures of minus 40 degrees Celsius.

The spark of success

A hydraulically powered spreader would quickly run into difficulties operating at such low temperatures with oil viscosity being affected, seals hardening over time, pumps failing to prime.

That's why RAM's all-electric spreader that's been specially designed for low temperatures has been so popular in Russia, with their structure, electric motors and components tested and proven to work at such low temperatures, and their end beam designed to cope with snowy conditions ensuring twistlock engagement with containers is not compromised.



RAM's All-Electric Single Lift Telescopic Spreader

Spread far and wide

The RAM 3500 All-Electric Telescopic Spreader

The success of the RAM 3500 series spreader has not all been down to the capabilities of the machine itself, but by forming strong relationships over the years with key equipment manufacturers.

RAM treat their customers like members of the family by listening and supporting their ideas to create superior products helping them achieve their objectives and boost productivity.

RAM's personal relationship with customers have resulted in 164 spreaders being deployed at many container terminals in Russia.



RAM's All-Electric Telescopic Spreader with rotation

Special Feature

RAM in Russia

Evgenii Kudriavtcev, Senior Manager for Russia and CIS Region for RAM, commented: *“These OEM’s like the independence of RAM, rather than buying from their own competitors.”*



“The RAM 3500 all-electric telescopic spreader also have options such as rotation and centre of gravity adjustment. Also, the spreader is simple and maintainable, which is important for railway stations located far from large cities throughout the vast region of Russia.”

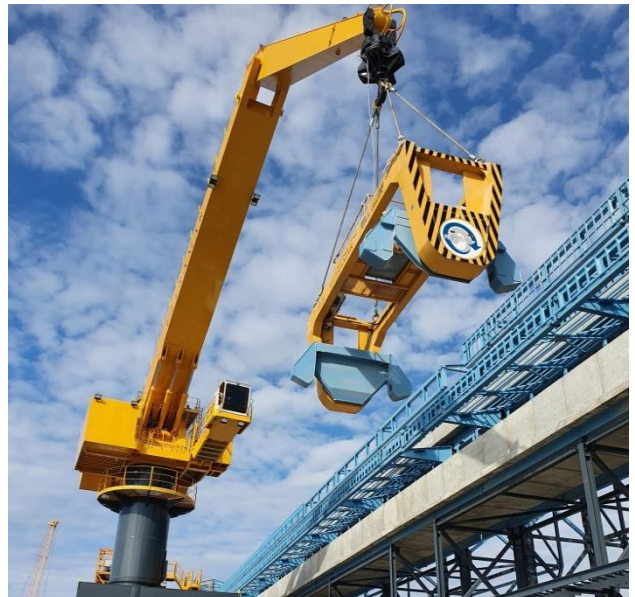


RAM equipment located at many terminals along the Trans-Siberian Rail Network

RAM also emerge as proven Russian bulk export solution

Since its introduction in 2011, the RAM Revolver containerized bulk handling (CBH) has become a popular solution for ports and terminals to export bulk safely and securely, with its low contamination and environmental impact from the commodity only seeing the light of day at its destination.

From revolver’s CBH successes in the Americas, Africa, Australasia and Northern Europe, RAM anticipates Russia to be the next emerging market for using revolver CBH, with the deployment of the system in Ust-Luga, allowing the port to export bulk at low cost-efficiently.



RAM Revolver commissioning at Ust-Luga

Revolver’s robust single unit design and full 360-degree rotation ensure that all commodity is decanted from the container, and prevents any unnecessary forces or strains on components.



Special Feature

RAM in Russia

A tilt in the right direction

RAM have also seen an interest in Russia for their recently introduced tilting spreader with the spreader already deployed in Nakhodka.

The spreader serves as an alternative practical containerised bulk handling solution and conventional 20ft ISO container spreader.

The RAM 2780 Tilting Spreader being used as a bulk handler

The RAM tilting spreader enables ports and terminals the opportunity to handle high grain flow bulk by tipping the bulk container up to 45 degrees and then used to handle 20' containers in the conventional way.

RAM's insight into promoting innovative solutions for the Russia ports and terminals is also thanks to their dedicated regional sales manager for the Russia and CIS region Evgenii Kudriavtcev, who has a wealth of experience and an understanding of the needs of container and bulk handling in Russia.



RAM 2780 Tilting Spreader in action

Evgenii from RAM summarised the products offered by RAM for Russia *"Russian clients are increasingly interested in containerized bulk handling, and various companies are now offering many new solutions for this technology.*

Our gain, is we produce specialized spreaders only for time-tested containerized bulk handling technologies. Producing products such as the rotating spreader and tilting spreader from the wealth of having over 45 years of experience in producing more than 5,000 automatic spreaders, we use advanced design technology and safety standards to produce reliable and robust spreader machines."

Evgenii further added *"One of the facts confirming reliability, especially with the 'revolver' rotating spreader is the recent example (which is covered in this Newsletter) of the first revolver's delivered to Australia 10 years ago, which are still in operation. I doubt other companies producing similar machines can match this performance."*



RAM Revolver at DP World Adelaide is still in operation today

Other News

Africa Region

New Appointment of Regional Manager for Africa



Earlier this year we announced the appointment of Javier Cazin as the new sales manager for the region of Africa.

With several years of experience in the container handling industry, Javier brings with him a wealth of expertise and insight into the growing African market.

Besides his experience, Javier holds a Masters in both Management and Law and is fluent in French, Spanish and English.

The appointment comes following our recent commitment to providing customers with a world-class sales service and products for ports and terminals in a bid to help further boost the African economy.

Sharing our enthusiasm for listening to customers' needs and to find the best solution for their operations, Javier commented: *"I am looking forward to working closely with our sales agents in Africa to maintain relationships with existing clients as well as developing new market opportunities in the region."*

In addition, Javier will use his experience to support the Southern European sales team.

Return visit for Louis Du Plessis to Transnet Port

Following the recent delivery of the RAM Revolver at Transnet Port Terminals (TPT), RAM's Technical Manager for Africa, Louis Du Plessis re-visited Transnet at Port Elizabeth Container Terminal (PECT). The visit was to install a remote diagnosis system, allowing fault diagnosis from a mobile, tablet or laptop up to 100 meters away.



The TPT Revolver now with remote diagnostic system

During the visit, Louis presented a large scale edition of the RAM Spare Parts Poster for their Revolver machine, designed as a quick and easy visual reference for ordering genuine RAM spare parts.



Louis on his return visit to Transnet Port Terminals

In Focus

The tests of time – Revolver in Adelaide

A decade of success

To mark the upcoming decennial anniversary of the start of DP World Adelaide's RAM Revolver Containerised Bulk Handling operation, Cameron Hay, who was the project manager for Revolver at the time and instrumental in promoting the new concept of bulk handling to the port, took time recently to visit DPW Adelaide to help celebrate RAM Revolver's achievements during the 10 years of iron ore bulk handling operations.

The environmental test

The introduction of bulk handling at the port of Adelaide had been met with mixed reactions. The local community had raised concerns on air quality from when they believed the bulk handling operations were about to start.

Ray Lee, who was Director at the time at DPW Adelaide recalled *"The sailing squadron adjacent to the port came to me to protest about the bulk handling system, and said they would not agree to such operations taking place, due to the red dust generated from handling iron ore covering their sailing boats. They had 'slack jaws' when I said to them the operations have already started."*

A test of mettle

The original version of Revolver at DPW Adelaide hasn't changed very much over a decade in production. The same overall structure and full 360-degree rotation to reduce stress on structure and components remain key parts of Revolver's construction today. From 10 years of service and still going strong, it is a testament to the high build quality of the equipment that RAM continue to produce.



Cameron (pictured above) commented during his visit to the port: *"The longevity of Revolver CBH operations can clearly be seen at DPW Adelaide. It is a great case study for us to demonstrate the environmental benefits and excellent return of investment that Revolver CBH can offer."*

Summary



Date: 2011

Location: DPW Adelaide – Australia

Application: Ship to Shore Crane

Commodity Handled: Iron Ore

Power: Electro-Hydraulic (from crane supply)

And finally!

RAM's Colouring Competition winner

RAM Colouring Competition

A big thank you to all of you who entered our RAM Calendar Colouring Competition.

Entries are now closed, but you still have the chance to download and use our RAM 2021 Calendar.

The winning entry

We are really pleased to see the high level of interest in our competition launched in May this year, as a way of saying a big thank you for your help and support over the years, and our support back to you by helping to keep your children entertained during the pandemic lockdown periods.

From the many entries we received, our Senior Management panel of judges have been busy judging the best coloured pictures from the 2021 RAM Calendar.

The shortlists of winners were chosen from the many entries received, and we are pleased to announce the winner of our competition Reuel aged 8, who's picture was chosen for the fantastic colouring technique and range of vibrant colours used to complete the RAM MHC spreader picture.

As the competition winner, Reuel will receive this fantastic prize of a Kids Tablet.



From us all at RAM, we thank you all for sending in your entries and hope you enjoyed receiving your RAM 2021 Calendar.

Download the RAM 2021 Calendar

Even though our competition has closed, click the link below to download and print off the RAM 2021 Calendar.

We would still very much like to hear from that our calendar is being put to good use, so feel free to send in your pictures to:
marketing@ramspreaders.com



Download your RAM 2021 Calendar here today

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