



Foreword

By **Philip Lee**,
Chief Executive Officer

Welcome to the first ever RAM spreaders newsletter. We hope that the newsletter will help to engage our customers and friends, with details of the latest news and innovations from RAM.

With the recent merger of PEINER SMAG & RAM, we are now the world's largest crane attachment manufacturer with a notable history spanning over 100 years of service in the industry; and still, we remain fiercely independent.

Our new entity, RAM SMAG lifting technologies is founded on innovation and customer service, the two key principles of our organisation. I am very proud of our team and what we have achieved. We have stayed innovative by listening to our

customers needs and delivered new technology that provides our customers with a competitive edge.

We are particularly pleased with our tandem 40 system "SingFlex", which after more than 15 years of development is now in operation at DP World London Gateway and Jebel Ali T3, consistently achieving 60 boxes per hour. Other customers in China and Latin America will also soon see the benefits of being able to work larger ships at faster speeds, enabling them to gain a competitive foothold in the market.

I hope you will enjoy reading about the latest achievements and developments from the RAM family in the last quarter. We hope you will be inspired by our motivated people and the high levels of customer service they strive to achieve.

You can keep up to date on RAM's news with our recently revamped website at www.ramspreaders.com. We have specially designed the website to provide you, our customers and friends, with up-to-date information and comprehensive insight into the products we supply.



Customer News

By **Eddie Mills**, Senior Sales Manager - Americas

China, Asia

Ground-breaking deliveries of 15 units RAM SingFlex single hoist tandem 40 headblocks for the Chinese market, has set the standard for new levels of productivity. Qingdao Port ordered 7 units; Yanshan Port ordered 7 units and Waigaoqiao Port ordered 1 unit of RAM SingFlex for their terminals. Compared to dual hoist cranes, SingFlex provides high productivity and capital expenditure savings, positively impacting the terminal's bottom line. RAM's Changshu factory in China will be providing quality aftersales support for these ports.

Puerto Central, San Antonio, Chile

RAM delivered to Puerto Central 6 units of the RAM 2940 separating twinlift spreader for their new Ship-to-Shore Liebherr cranes. The 2940 model is RAM's best selling spreader and a sure bet for performance and reliability. This is an add-on to previous orders including 2 units of the RAM 2740 Twinlift Spreader for Mobile Harbour Crane and 2 RAM 2220 Automatic Overheight spreaders. With this expansion, Puerto Central will become one of the largest container terminals in Chile and the region.

APM Terminals Lázaro Cárdenas, Mexico

RAM delivered to APM Terminals (TEC2) in Lázaro Cárdenas, Mexico, a total of 45 spreaders consisting of 9 RAM 2940 Ship to Shore twinlift spreader's, 25 ARMG plus 2 RMG RAM 3540 All Electric spreader's, 7 RAM Twin40 SingFlex Headblocks and 2 RAM Overheight's.

Being a specialised semi-automated deep water container terminal, APM Terminals TEC2 is the first of its kind in Latin America. Another first for the Latin American region is the terminal's use of the RAM SingFlex Single Hoist Twin40 Headblock for their STS cranes. Being the first of its kind in Latin America, SingFlex provides outstanding performance, control and future proof capabilities to handle containers in twin 40ft mode, avoiding the need for expensive and complex dual hoist cranes.

Aftersales Group Meeting

By **Craig Gladwinfield**, Service Manager

October saw the global after sales support group meeting at our manufacturing base in China. This gave us a great opportunity to discuss ways to improve our customer support across all regions. Training and mentoring sessions were provided to help ensure that all of the valuable knowledge gained by our senior support engineers in the field is communicated throughout our organisation.



Commissioning In Mexico

By **Craig Gladwinfield**, Service Manager



In October we made our first visit to APMT Lázaro Cárdenas in Mexico to commence our pre-commissioning checks on the various spreaders and SingFlex headblocks that arrived via ZPMC. Initial checks and the set-up of our work areas went well. We are well placed to provide seamless support to ZPMC and APMT throughout the commissioning, testing and handover stages of the contract.

“How To” Videos

By **Craig Gladwinfield**, Service Manager

In an effort to provide guidance on the maintenance of our spreaders after commissioning, we launched our very own “How To” YouTube channel in February. The channel was designed as a guide to help customers with servicing and maintaining their purchased spreaders. The first video “How To replace actuator seals on the RAM hydraulic spreader” is now available for viewing.



Case Study

By **Johnny Medranda**, Regional Sales Manager - Latin Americas

ANGAMOS – CONTAINERISED BULK HANDLING

CODELCO, the largest copper producing company in the world, in partnership with RAM Spreaders and Puerto Angamos in Mejillones, Chile, have re-engineered bulk handling in the region using a completely sealed zero material loss system from the mine to the hatch of the ship. While the old method results in material loss and pollution, the new Containerised Bulk Handling (CBH) system ensures zero material loss.



**CLICK HERE TO SEE CODELCO & CBH
SYSTEM IN ACTION**



“At US\$ 5,000 for copper concentrate per ton, this dust is money blowing in the wind”

Operating the CBH System

The CBH System is the first of its kind in the Americas. The copper concentrate is first sealed in ISO twenty feet containers with a lockable lid. The containers are then transported to the port's yard and stored before loading to the ship's hold using the RAM revolver.

After the copper is loaded in the box at the mine, the only time the lid is removed is on the RAM revolving spreader prior to rotation at the bottom of the ship's hold. During the tipping process, the ship's hold is sealed with a dust suppression system fitted to the ship's hatch to catch any rising dust. The system completely covers the entire top of the hatch with a fine mist. Any fugitive dust particles rising up from the hatch will collide and join with the heavier water particles, then fall to the bottom of the hold. This measure protects the environment through ensuring a clean operation.



Benefitting from the CBH System

The CBH process is simple, effective, efficient and most of all, clean and friendly to the environment. Traditional bulk loading systems can lose 2 to 4% of material in the logistics process, at US\$ 5,000 per ton this is money blowing in the wind. The new CBH system, using a revolver, is the world's best environmental practice and leads to RAM winning the prestigious international environmental award at IBJ awards last year.

For port operator Puerto Angamos in Mejillones, this process has allowed them to increase their throughput in containers and, more importantly, embrace the world's best environmentally friendly practice in loading. Chile is well ahead of the curve when it comes to environmental compliance, and many others in the region are set to follow.

The Port already has most of the equipment required to successfully implement a containerised bulk handling system. This includes forklifts, reach stackers and cranes. The only additional equipment required in this operation is the RAM revolver spreader and the containers. This is a fraction of the investment made in traditional bulk terminals. The system using the revolver spreader has also seen fast load rates with other projects such as iron ore, loading at 2,000tph (tonnes per hour) per revolver. It is very cost effective indeed.

Conclusion

In summary, containerised bulk handling has a low capital investment, fast time to market, is virtually dust free and caters for most types of bulk products.



RAM China Celebrates 10th Anniversary

By **Lim Eng Guan**, Asst. General Manager - Changshu Plant

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徐霞客, a Chinese famous poet from the Ming dynasty, wrote: 五岳归来不看山, 黄山归来不看岳. This saying depicts Huangshan (黄山) perfectly as it is well known for its scenery, sunsets, peculiarly-shaped granite peaks, pine trees and hot springs. The view from the summit and its snowcapped peaks are breathtaking. Huangshan is not only a frequent subject of traditional Chinese paintings and literature but also modern photography. It is no wonder a UNESCO World Heritage Site, and one of China's major tourist destinations.

In October, staff of RAM China Plant was privileged to see the beauty of Huangshan for themselves during the 3D2N excursion. It was a journey yearned for and greatly enjoyed. The trip allowed the staff to relax and recuperate from a hectic work life. The clear autumn sky and crisp air was refreshing and energising and many staff made new friends and strengthened their bonds while being immersed in scenic surroundings. Apart from hiking at Huangshan, the staff also visited Hongcun (宏村) village – another UNESCO World Heritage Site, and took a cruise along the river – XinAnJiang (新安江) to enjoy the scenery. At Hongcun, staff visited around 150 residences which housed spectacular architecture and carvings dating back to the Ming and Qing Dynasties. Among them were places where scenes from the film, Crouching Tiger, Hidden Dragon (卧虎藏龙) were filmed.

In celebration of the Company's 10th anniversary, staff were treated to dinner on the first night at a hotel located at the base of Huangshan.





Chinese New Year Celebration

By **Lim Eng Guan**, Asst. General Manager - Changshu Plant

In conjunction with its Chinese New Year celebration, RAM China had the privilege to host its parent company's board meeting.

A factory tour was conducted for the directors and guests to understand its organisation and operation. They visited the RAM Heritage Gallery for an insight into RAM's history, its product range and product development over the years. The entourage also visited the Staff Recreation Centre to better understand the Company's emphasis on team building as part of its culture.

Each guest was invited to plant a tree to commemorate the Company's 10th year anniversary. In addition, our Group CEO Mr Sebastian Henning Brandes officiated the opening of the newly renovated Dining Hall for lunch, to mark the special occasion.

After lunch, the Directors and Shareholders settled into the meeting room for its Board Meeting.

The next day, the Directors and the Shareholders celebrated the upcoming Chinese New Year (Year of the Monkey) together with the RSC employees at a party. The annual party was



organised to reward the staff for their effort and hard work. It also provided an opportunity for staff to enjoy the company of one another and exchange New Year blessings. Apart from the various programmes such as comedy showcases, dancing and singing performances, the distinguished guests gave out lucky draw prizes to the lucky staff. Notably, Sebastian and Jürgen participated in the Chinese New Year tradition by giving red packet (Ang Bao) to every staff.





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