

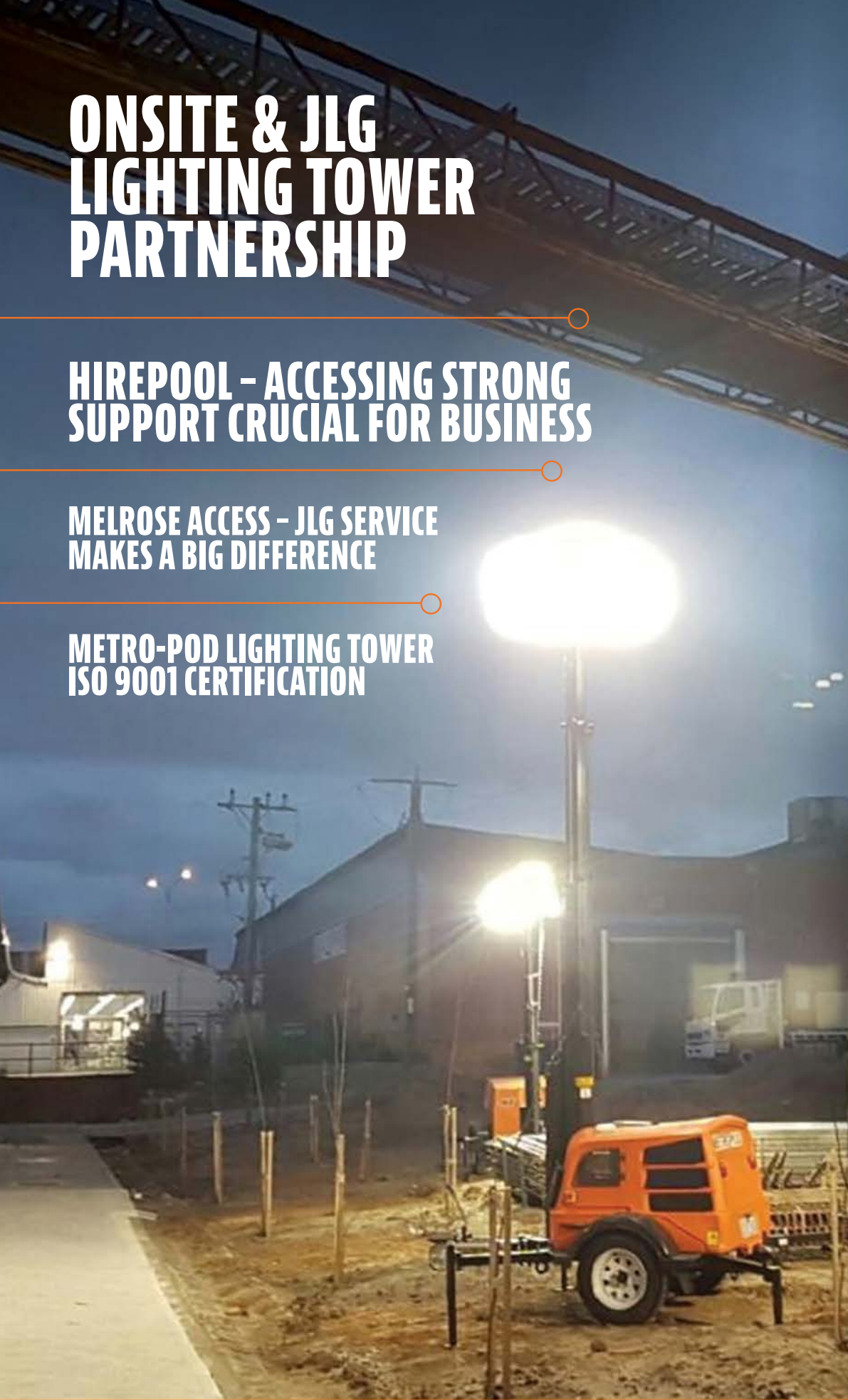
ONSITE & JLG LIGHTING TOWER PARTNERSHIP

**HIREPOOL – ACCESSING STRONG
SUPPORT CRUCIAL FOR BUSINESS**

**MELROSE ACCESS – JLG SERVICE
MAKES A BIG DIFFERENCE**

**METRO-POD LIGHTING TOWER
ISO 9001 CERTIFICATION**

**S
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SPECIALS

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COVER IMAGE: JLG Metro-Pod Lighting Tower.



Welcome

Welcome to the final edition of JLG Access for 2016.

It's been another year of challenges and opportunities for most of us, with a number of markets really kicking on with major construction and infrastructure projects, while others have tapered right off and struggle to maintain any real consistency in work flow.

At JLG we are committed to improving safety, productivity and Total Cost of Ownership (TCO) and we are pleased that during 2016 we were able to implement several initiatives that continue to show this commitment.

- We announced in July that Skyguard, our 'Enhanced Control Panel Protection Device', would be fitted as standard on our entire Boom Lift range. This is a market leading initiative and one that JLG is proud to lead.
- Our recently-launched Metro-POD Lighting Tower – the newest addition to the company's popular 'Metro Series' – not only provides users with the latest in light tower technology, but the added peace of mind of knowing the model has been purpose-built in accordance with ISO 9001 certification.
- The upgrade of batteries, chargers and controllers on our Toucan T10E enhances the customer experience when operating at height or in tight spaces.
- Greater platform capacities in a number of our straight and articulated Boomlifts, allowing operators more flexibility and increasing productivity whilst working at height.
- Plus, we have just released that our Wire Rope Replacements on our Boom Lifts has been extended to 12 years/7000 hours from November 2016 - please see page 11 for more details.

In this edition, we hear from three JLG customers, Hirepool NZ, Melrose Access and Onsite Rental Group, who focus on the importance of strong partnerships and the need for reliable after sales support and service. We look at how one of the pioneers of Bells Beach found a new way to access the historic waves, plus don't miss the accessories specials and JLG 's new for old' 'Trade In / Trade Up' promotion on pages 8 and 9.

2017 is already gearing up to be an exciting year as we plan to release several new models of Booms, Scissors and Telehandlers to the market, including a new addition which has the largest working envelope ever seen! We will also continue to increase our focus on after sales support and service with new offers in 'Customer Care' early in the new year. Watch this space.

Finally, I'd like to again thank you for your ongoing support and for recognising our efforts to support you, which was the key driver in us being awarded the 'Supplier of the Year' at this year's HRIA Excellence Awards in May. This accolade means a lot to us at JLG and will continue to drive us in finding new and better ways to raise the bar in how we deliver the best 'Customer Experience' possible.

To all our customers, suppliers and staff I hope you all have a relaxing break and safe festive season. See you all in 2017.

Bob Mules
General Manager
Australia & New Zealand

LIGHTING TOWER ORDER HIGHLIGHTS JLG PARTNERSHIP APPROACH

WHEN ONSITE RENTAL GROUP RECENTLY INVESTED HEAVILY IN A LARGE ORDER OF JLG METRO-LED LIGHTING TOWERS, THEY DID SO WITH THE CONFIDENCE THAT THESE SAFE, PRODUCTIVE AND COST-EFFICIENT MACHINES - AND THE STRONG WORKING PARTNERSHIP ONSITE HAS WITH JLG - WOULD SERVE THEIR CUSTOMERS WELL, NOW AND INTO THE FUTURE.

Based in Surry Hills in Sydney, NSW, Onsite Rental Group has been providing quality hire equipment and service to Business-To-Business customers for over 25 years, becoming a trusted name in hire and one of the top five hire companies in Australia in the process.

Having a longstanding working relationship with JLG in which they have collaborated closely on the specs of machines, Onsite knew their investment in JLG Metro-LED lighting towers would give their customers a leading choice in onsite lighting, as Mark Smithwick, Onsite's Asset Manager – East Coast, explained.

"The Metro-LED towers, which were launched at HRIA 2016, are a more recent addition to the JLG fleet and we've given them feedback on a couple of versions and a couple of specs we wanted," Mark said. "They've been a great addition to our fleet and we're looking to purchase more because the uptake from our customer base has been quite dramatic; they've really liked them."

"JLG's Metro-LED Lighting Towers offer the complete package as the whole market moves toward LED technology," Mark explained. "You get longer life out of the light heads themselves; they're a low voltage 48V tower, not 240V, which is much safer; they're also quiet for use in metro areas because they're well insulated, and they are fuel efficient with excellent diesel tank capacity giving end users a longer running time which means the customer doesn't have to refuel as often."

Having worked closely with Onsite to supply the right product, JLG's partnership focus then moved to ensuring smooth, on-time delivery to Onsite's nationwide branch network with Scott Daly, JLG's Director of Sales - Australia & New Zealand, overseeing the demanding task.

"Scott went out of his way to ensure we were kept up-to-date with the progress of the order, which was logistically challenging because we wanted the lighting towers spread across the east and west coast in certain numbers," Mark explained. "We gave JLG a location plan and it was delivered in a really fantastic lead time and was all brought together well."

Then, when the delivery was completed, JLG continued to partner with Onsite to ensure all was as required.

"Scott Daly and Arron Cooper, JLG's Product Manager for Australia and New Zealand, along with myself and our national service manager, John Glover, spent several hours going over the towers to make sure they were delivered as required and once again looking to see if there were any other changes we might make in future models," Mark said.

And Mark knows JLG's efforts won't stop there.

"JLG invests heavily in aftermarket service and support and our confidence in their supporting us and our customers is a key factor in working with them," Mark said. "We really appreciate their commitment to the product after delivering it and to sitting down with us to ensure our feedback is listened to and taken on board for any other engineering changes they may consider making."

"JLG definitely goes the extra mile for customers to ensure their support is outstanding; they are really at the pointy end of customer service when it comes to caring about what they deliver and ensuring that it's accepted by the market."

"We've built a really good partnership with Onsite, as we seek to do with all customers," JLG's Scott Daly stated. "It's all about partnering to deliver exactly the machines the market wants and the customers need, then supporting our machines and customers and adding value through our branch network, service footprint, spare parts and technical support; that's really important to JLG."



TELEHANDLER TALK

WITH "THE HEFF"



The JLG PS Series telehandlers are designed to offer optimal productivity, reliability and enhanced performance in heavy duty environments.

Built to take on the toughest of applications, advantageous 4 speed Power Shift transmission for extra traction at a range of speeds and an industry leading variable displacement piston pump for superior hydraulic performance – JLG PS Series telehandlers will keep you at the forefront in modern day construction applications.

The solid overall design of JLG PS Series telehandlers creates a dependable machine, with enough power to handle everyday pick and carry operation. Greater productivity results in greater operator confidence. No matter what the task or application, JLG PS Series telehandlers can help you reach greater heights and performance.

The JLG PS Series telehandlers with the Smart Platform option provide the additional versatility of a work platform as well as a telehandler. Suitable applications would be general construction, mining, tunnelling, maintenance and civil construction. Available on the 4014PS and 4017PS models this option means each machine is prearranged at the factory to take either a 1.8 metre fixed width platform or a 2.5 metre width platform (extendable to 4.5 metres wide).

Each platform rotates through 90 degrees left or right and both platforms have very generous maximum capacities with the 1.8 metre platform maximum capacity at 450kgs and the 2.5/4.5 metre platform maximum capacity at 350kgs.

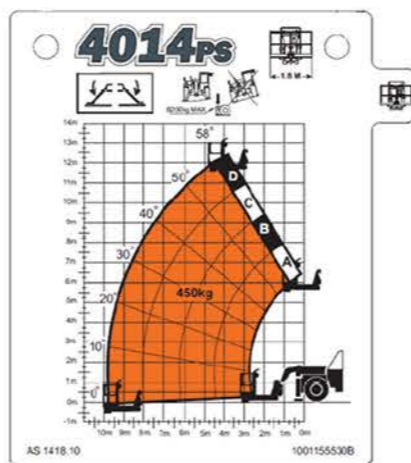
All new Telehandlers new sold in Australia shall comply with the Telescopic handlers Australian Standard AS 1418.19-2007 and when fitted with a work platform shall also comply with the EWP

Australian Standard AS/NZS 1418.10:2011. Therefore, when a machine is fitted with a platform it is classed as an EWP and as such all platforms come standard with Load Sensing. This means that if the platform is overloaded an indicator will illuminate and a buzzer will sound and all platform function controls are disabled until the load in the platform is decreased below the maximum platform capacity in order to allow continued operations. Also, when the machine is being used in EWP mode all cabin (or ground) controls are locked out to prevent anyone but the operator situated in the platform to operate the machine.

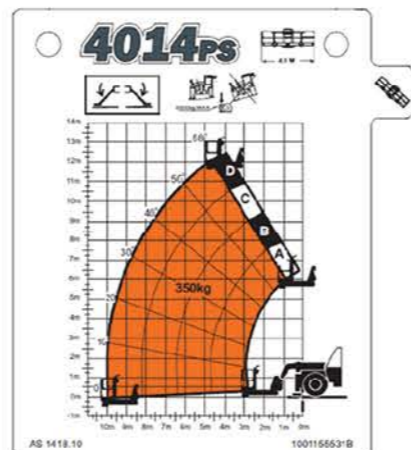
The PS Series machines also come standard with a Fork tyne carriage and forks and JLG's range of approved attachments are available as optional equipment.

Every machine includes JLG's extensive standard equipment list such as, factory fitted fully integrated Air conditioned and heated cabin, premium cloth suspension seat, front and rear cabin worklights, boom worklights, full road lighting, interior sunshade, hydraulic carriage quick hitch, 3B6 Load Management System (required for use with a Jib or freely suspended loads).

1.8m Fixed Platform



4.5m Extendable Platform



JLG SECURES PRESTIGIOUS ISO 9001 CERTIFICATION FOR METRO-POD LIGHTING TOWERS

JLG'S RECENTLY-LAUNCHED METRO-POD LIGHTING TOWER – THE NEWEST ADDITION TO THE COMPANY'S POPULAR 'METRO SERIES' – NOT ONLY PROVIDES USERS WITH THE LATEST IN LIGHT TOWER TECHNOLOGY, BUT THE ADDED PEACE OF MIND OF KNOWING THE MODEL HAS BEEN PURPOSE-BUILT IN ACCORDANCE WITH ISO 9001 STANDARDS.



ISO 9001 is the standard which specifies the requirements for a Quality Management System (QMS), which is designed to help companies ensure that they meet the needs of customers and stakeholders while adhering to statutory and regulatory requirements for their product or service.

Regulating the standard is the International Organisation for Standardisation (ISO), an independent, non-governmental group with a membership of 163 national standard bodies.

ISO regularly reviews standards to ensure they remain relevant in a changing business environment – the latest update to ISO 9001 to which the Metro-Pod Lighting Towers are certified, introduce a number of new changes requiring a higher focus on risk mitigation and place a greater emphasis on customer satisfaction and continuous improvement.

JLG Industries General Manager - Australia & New Zealand, Bob Mules, said the latest certification demonstrates the robust management and quality systems at JLG, and the company's desire to remain at the forefront of this industry sector.

"An ISO 9001 certification is evidence of our commitment to quality and provides our customers with evidence of our internal discipline to achieve this quality," Bob said.

"It also assists in building a culture of continuous improvement where customers can count on consistent, repeatable, high quality products.

"Beyond JLG's own internal processes, the certification also affects supplied components, guaranteeing a high standard to the overall product."

ISO9001 and JLG Metro-POD Lighting Towers

In meeting certification for its Metro-POD Lighting Towers and other lighting tower products, JLG's facility in Port Macquarie, NSW, where the towers are designed and manufactured, use an extensive QMS that is annually audited both internally and externally by an independent third party auditor.

The facility uses an array of cutting edge, lean and six sigma tools to produce the products, with the goal of delighting customers with their superior performance.

As an additional measure to ensure JLG lighting towers meet JLG's stringent internal and ISO9001 requirements, five quality inspection points occur through the course of manufacturing before the product is shipped to customers. These are: a fabrication final inspection, paint final inspection, final assembly final inspection, run-up inspection and a final pass quality audit.

Gaining ISO9001 was not only good for customers, but would also widely benefit JLG Industries, said Bob.

"Of course the benefits are clear for our customers in that they will receive a product that is of superior quality that will be extremely well supported by us" he said.

"JLG first achieved ISO certification in 2001, and by meeting the most recent ISO9001 requirements we'll ensure that our customers' high expectations continue to be met. Having more satisfied customers of course leads to repeat purchases and great word of mouth which will attract new clientele to our brand. Furthermore, this certification will improve our processes and further build efficiencies in our business – it's a win-win situation."

To learn more about the Australian designed and developed JLG Metro Lighting Tower Pod, visit www.jlg.com.au or call JLG Australia on 131 554 or JLG New Zealand on 64 9276 1278.



ACCESSING STRONG SUPPORT CRUCIAL FOR BOOMING BUSINESS

Hirepool



WITH 66 BRANCHES ACROSS NEW ZEALAND'S NORTH AND SOUTH ISLANDS, THE BIGGEST ACCESS FLEET IN THE COUNTRY AND A REPUTATION, BUILT OVER DECADES, FOR PROVIDING ONLY THE BEST IN HIRE EQUIPMENT AND SERVICE, HIREPOOL IS PLEASED TO HAVE THE RELIABILITY AND SUPPORT OF JLG MACHINES AND THE JLG TEAM ON THEIR SIDE.

Promising 'all the gear for all the jobs' with a huge range of large and small hire equipment, plus vehicles and events essentials, Auckland-based Hirepool is the trusted name for quality hire across New Zealand and has been for 61 years.

Theirs is a reputation that has been well-earned through an absolute commitment to providing the best for customers, as Gary Richardson, Hirepool's General Manager – Sales & Marketing, explained.

"For over 60 years we've built our whole business on the fact that we only use premium brands; you'll never find cheap knockoffs and we've positioned ourselves that way deliberately," Gary stated. "We're not the cheapest in town but you'll always get a product that works and keeps working, which is obviously crucial in the hire business."

Among that hardworking equipment Hirepool are renowned for are the approximately 750 JLG machines in their 1,500-strong access fleet.

"We've bought \$60 million worth of gear in the last two years and the biggest spend we have is in access; one of our most recent purchases was 30 x JLG 3246ES and 2646ES electric scissor lifts," Gary said. "We choose JLG because it's got an international reputation, the machines have proven to us that they keep working and we get excellent support from the JLG team."

This reliability and support is always crucial to Hirepool and their many customers, but particularly in the incredibly busy times they are experiencing now, Gary explained.

"The market is absolutely booming; in the northern regions around Auckland we had some of the busiest months we've ever had in the middle of winter," he said. "There is a massive amount of infrastructure and building work, and in through the central region there is quite a lot of road building involving bridgework; all that's good for access gear."

With his access fleet in such demand, Gary is pleased to know Hirepool can rely on swift service and support from JLG.

"It's a good relationship; if our guys need any kind of support, they know they can get on the phone or send an email and they'll get an instant response back," he stated.

"JLG are always quick to answer any issues we've got; they know the importance of keeping things going and are very good to work with."

The major inspection process is another area where the strong working partnership between Hirepool and JLG has been of benefit to this busy and performance-focused hire company.

"We'd actually bought quite a lot of gear about this time ten or eleven years ago, so we've had a huge amount of major inspection work coming up," Gary said. "We've worked really closely with JLG to make sure that we can get all the gear inspected and refurbished and back into our fleet so it gives us another crack at the useful life of the machines."

"They're definitely getting the gear back to us quickly; they're doing a very good job."

Talking to Brian Lund, JLG's Operations Manager New Zealand, it's clear he and the JLG team also enjoy the relationship with Hirepool.

"JLG has had a very good long-term relationship with Hirepool and have always valued the partnership; they're a very good company to be supplying to and a very professional organisation to work with," Brian stated.

"They have a large fleet of JLG equipment and we've worked very closely with them to put plans and strategies in place to provide the machines to the specifications that they want, and also in streamlining the major inspection process to ensure their machines are turned around as quickly as possible to achieve maximum revenue."

THERE'S NEVER BEEN A BETTER TIME TO REACH OUT AND BUY A NEW JLG...



1

ALL USED EWP & TELEHANDLER MODELS CONSIDERED

2

IMMEDIATE TAX DEDUCTIONS FOR JLG EQUIPMENT UNDER \$20K*

3

EASY FINANCE OPTIONS TAILORED TO YOUR BUSINESS

Conditions apply: *You should seek professional taxation advice as to whether you are able to claim a tax deduction for such purchases. Tax deductions only available for eligible Australian customers.

Australia 131 JLG
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JLG
reachingout.

ACCESSORIES

BOOM LIFT CONSOLE COVER

- Four clear durable plastic layers
- Peel off layer as scratches/dirt appears
- Extends the life of the console
- Maintains clear visibility
- Easy to install and maintain

MACHINE MODEL	DESCRIPTION	JLG PART NUMBER	SPECIAL PRICE*
All "A and S" Model Boom Lifts, except 1500SJ and 1850SJ	Console Cover	02587035	\$275 + GST
	Replacement Overlays	70010278	\$125 + GST



SCISSOR LIFT MACHINE COVER

- Reduces the damage caused by exposure to precipitation, sun and dust
- Custom made, model specific and ideal for outdoor storage
- Reduces maintenance when installed correctly
- Sewn in water drain holes
- Easy installation and removal with no tools
- One year limited warranty

MODEL NUMBER	COVER STYLE	JLG PART NUMBER	SPECIAL PRICE*
1230ES	MACHINE COVER	70010652	\$445 + GST
1930ES	MACHINE COVER	70010653	\$495 + GST
2030ES/2630ES & 2032ES/2632ES	MACHINE COVER	70010654	\$549 + GST
2646ES & 3246ES	MACHINE COVER	70010655	\$750 + GST



PLATFORM MESH KITS

- Factory approved design for side entry platforms on JLG® machines
- Simple installation with only a screwdriver
- Stainless steel construction with no affect on rated capacity
- Meets requirements of many industrial job sites
- Kits include necessary decals

BASKET DESCRIPTION	KIT DESCRIPTION	JLG PART NUMBER	PRICE
4 Foot Side Entry Basket	Mesh to Mid Rail	1001140318	From \$425 + GST
5 Foot Side Entry Basket		1001140315	
6 Foot Side Entry Basket		1001145985	
8 Foot Side Entry Basket		1001138773	



PRODUCT IMPROVEMENTS

T10E Toucan



Features & Specifications

More Economical

- Now with 4 x 6 V AGM maintenance-free batteries as standard replacing flooded lead acid batteries
- Now with Delta-Q 'smart' charger

More Productive

- No waiting with immediate response AC drive motors for greater torque and efficiency
- Two people, 200 kg rated capacity both indoors and outdoors

More Access

- New controllers for mast and jib for ease of operation
- Allowable tilt angle increases from 2.0° to 2.5°

Smart Design

- New grease-free mast design

Key Specifications

Platform Capacity	200kg
Up and over height	6.51m
Working height	10.10m
Working outreach	3.38m

ORDER TODAY CALL 131 JLG OR VISIT ONLINE EXPRESS

*Special pricing ends 28/2/2017. Prices shown are in Australian dollars.

JLG SERVICE MAKES A BIG DIFFERENCE FOR SMALLER HIRE FIRM

WITH NEARLY 30 YEARS' EXPERIENCE IN THE ACCESS HIRE INDUSTRY, DEAN HALLIWELL, MANAGING DIRECTOR OF MELROSE ACCESS HIRE, CERTAINLY KNOWS A THING OR TWO – AND ONE THING HE KNOWS FOR CERTAIN IS HE CAN RELY ON JLG TO SUPPORT HIS BUSINESS AND HIS CUSTOMERS.

Since 1988, Dean has worked extensively in access hire, first for other companies and then, over time, establishing three of his own. Having sold the last operation to a major hire company in 2009, he threw himself back into the saddle in 2014 when he established Melrose Access Hire (MAH) in St Mary's, west of Sydney.

Collaborating with Melrose Cranes & Rigging, and his lifelong friend Gregg Melrose, Dean has seen MAH go from strength to strength in those few short years - to the point where the business now supplies the NSW and ACT building and industrial market with a full range of EWP's and telehandlers and has supported major projects including Barangaroo and the North West Rail Link.

"I have almost 30 years' experience in the EWP industry and Gregg has over 35 years' in the crane and rigging industry, so it made sense that combining the two would make a great partnership to start MAH," Dean explained. "Cranes and access just work together, and it's working for us."

"Having been in this industry for so long and the relationships built over the years, the work is really finding us - through our reputation and the fact that as a small family business, we care and take pride in doing the best for our customers."

With a staff of eight skilled and dedicated people, MAH runs approximately 165 units with 75 percent of the fleet made up of JLG access equipment ranging from 19' scissor lifts right up to 135' boom lifts - make that slightly more than 75 per cent with their latest JLG 46' boom lift purchase.

Along with the quality of the JLG equipment, Dean also appreciates the quality of the service and support JLG provides for what is, as he

acknowledges, a small player compared to the bigger end of the market. Particularly as this small player is busy big-time.

"We're going gangbusters with all the infrastructure under construction around Sydney," Dean said. "We pride ourselves on providing the right equipment for the right job, delivered on time, and a big part of what we promise to our customers is service."

"JLG really seems to care about the little player and they support us with terrific field service and backup; if there's ever an issue, they're on it right away and without that service from JLG it would make it hard to keep our service promise."

Speaking to Bob Mules, JLG's General Manager - Australia and New Zealand, he was pleased that even smaller JLG customers know they can rely on JLG for the service and support they require.

"Over the last five or six years, JLG's focus on our infrastructure and support and our continual growth in our workshop and field service has all been based on supporting our customers," Bob stated.

"We work to give all customers, from family operations such as Dean's through to the country's largest hire operations, the highest level of service and support; we truly feel we're an extension to the rental industry and endeavour to react for our customers, whenever and wherever we can, in a way that meets and exceeds not only their expectations but also those of their customers."

"It is absolutely all about the customer experience for all the team at JLG, and making sure the customer experience is as good as it can be every time."



NEW EXTENDED WIRE ROPE REPLACEMENT INTERVALS

HELPING JLG CUSTOMERS REDUCE MAINTENANCE COSTS, INCREASE UPTIME AND IMPROVE TOTAL COST OF OWNERSHIP.

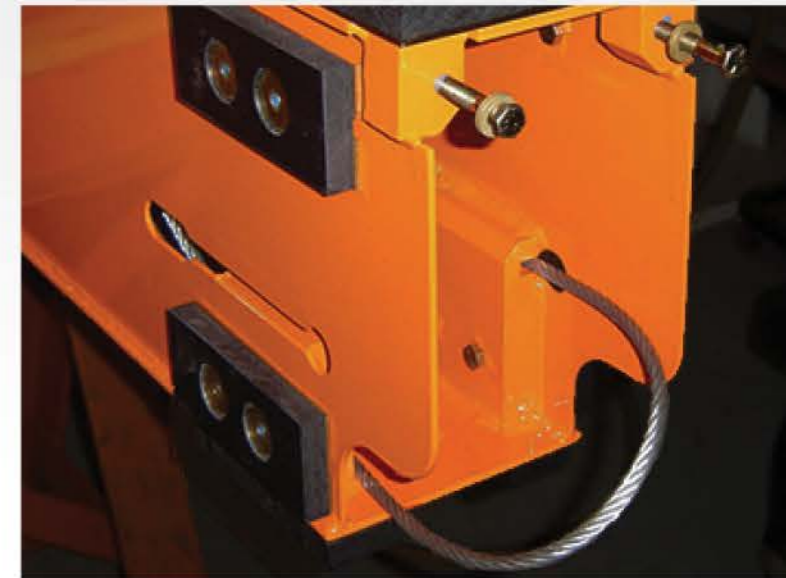
JLG Industries has extended the length of its mandatory wire rope and sheave replacement interval from eight to 12 years, provided the total number of machine hours does not exceed 7,000 hours.

The extended intervals apply to the following JLG® boom lift models, available globally: 660SJ, 660SJC, 860SJ, 1200SJP, 1350SJP, 1500SJ and 1850SJ.

"Wire rope replacement is one of the largest costs a fleet owner will incur over the life of a boom lift," said Paul Kreutzweiser, JLG Industries global category director for aerial work platforms. "Although highly variable, typical wire rope replacement jobs can cost fleet owners thousands of dollars per job. By increasing the length of the replacement interval, we are reducing maintenance costs and contributing to a lower total cost of ownership."

These longer replacement intervals can also increase rental income for customers by keeping booms in service for longer periods of time over the life of the machine. Additionally, customers should realise increased resale values attributed to these extended intervals.

For additional information about JLG's new extended wire rope replacement intervals, please visit www.jlg.com/en/wire-rope-intervals.



TO RECEIVE THE MAXIMUM RETURN ON THIS CHANGE, KEEP THE FOLLOWING IN MIND:

✓ The new wire rope replacement interval is **12 years, or 7,000 machine hours.**

✓ The affected JLG boom lift models are:

- 660SJ
- 660SJC
- 860SJ
- 1200SJP
- 1350SJP
- 1500SJ
- 1850SJ



JLG SIMPLIFIES SERVICE AND STATUTORY COMPLIANCE

UTILISED BY LEADERS IN THE AUSTRALIAN HIRE INDUSTRY TO ASSIST IN EFFICIENTLY MAINTAINING THEIR JLG FLEETS, AND ALSO OFFERING EXCEPTIONAL BENEFITS TO CUSTOMERS WHO DON'T EMPLOY MAINTENANCE DIVISIONS, JLG'S COMPREHENSIVE PREVENTATIVE MAINTENANCE PROGRAM (CPMP) IS THE SIMPLE AND EFFICIENT ANSWER TO FLEET MAINTENANCE NEEDS.

Speaking to Rob Branch, Director – Customer Care Australia & New Zealand, the benefits of JLG's CPMP are wide-ranging and offer clear advantages for equipment owners.

"The program has been designed so each month the customer pays a calculated, agreed amount on each machine and then we look after the statutory and maintenance requirements of those machines," Rob explained.

"We visit each machine every 3 months to do an inspection, which is part of the statutory requirements, and then at the end of the year we do the more comprehensive annual inspection in which engine servicing is also incorporated if required.

"Also, if at any time between these services, a part fails due to fair wear and tear, we go to site and replace it at no additional cost as this is covered in the monthly charge."

Rob believes the CPMP is beneficial for both large and small fleet owners, on several levels.

"For one thing, it takes away their need for inspection planning because we co-ordinate it, we plan it, we schedule it and we send out reminders and make it happen, which saves the fleet owner substantial administrative hours," Rob stated.

"Another key advantage is that we're addressing the statutory requirements and helping them maintain their compliance.

"It's about the fleet owner being able to budget for their maintenance; they can lock away that monthly amount and everything's done and dusted."

While Rob notes there are some conditions around the program relating to geographical availability and the fact batteries, tyres and

accidental damage to the machine are not covered, he says that the many customers utilising the program are extremely satisfied.

"This is a tried and tested program that's been in place for 8 years on an existing large national fleet, so it's certainly proven its value for one of the country's larger national hire operations" Rob said.

"We're also finding that a number of fleet owners are moving away from in-house maintenance, realising it's not their core business, or using this as an option to supplement their maintenance functions, and that's where the benefits of our CPMP can really come into play.

"The program is also extremely valuable for smaller customers, say a convention centre that's got half a dozen machines or a distribution centre that's got five machines, and for customers with nationwide warehouse operations," he stated. "These are all places where they

may not have a maintenance division, and that's where we can fill that need for them; this is where the program really adds value.

"The fact is, JLG's Comprehensive Preventative Maintenance Program has benefits for all our customers in supporting the quality performance of their equipment – no matter what the size or nature of their business."

“ It's about the fleet owner being able to budget for their maintenance; they can lock away that monthly amount and everything's done and dusted. ”



CARVING A PATH TO "BELLS"

FOR SURFERS, THERE'S NO BIGGER NAME THAN THE ICONIC BELLS BEACH, JUST OUT OF TORQUAY IN VICTORIA. HOME TO THE 'RIP CURL PRO', THE LONGEST RUNNING PROFESSIONAL SURFING CONTEST IN THE WORLD, EVERY EASTER CROWDS OF THOUSANDS FLOCK TO WATCH THE BEST FROM AROUND THE GLOBE TRY TO TAME ITS TRADEMARK SWELLS.



FIRST TIME AUSTRALIAN TOUR FOR JLG PRESIDENT



JLG PRESIDENT FRANK NERENHAUSEN VISITED AUSTRALIA FOR THE FIRST TIME IN OCTOBER. FRANK, ALONG WITH VP OF HUMAN RESOURCES, EMMA MCTAGUE, USED THE OPPORTUNITY TO MEET CUSTOMERS, LOCAL MANAGEMENT AND STAFF TO GAIN A BETTER UNDERSTANDING ON THE AUSTRALIAN MARKET AND THE ROLE WHICH JLG PLAYS.

Visiting Victoria, Sydney, Port Macquarie and Perth branches, Mr Nerenhausen took the time to address staff at each of the sites. He commented on trends in the global manufacturing market, the increase in competition from new markets internationally, as well as the fierce competition faced locally.

Focusing on our culture of continuous improvement and customer management, Mr Nerenhausen further stated that JLG would be introducing the highly successful Australian service program into North America and then into Europe.

After what can be described as a successful and informative visit, Mr Nerenhausen and Ms McTague spent a couple of days in our recently opened SSO (Branch) in Shanghai before returning home to the US with the knowledge that the JLG philosophy of innovation and success through teamwork is well and truly supported within the JLG Australia family.



While the beach becomes lined with spectators and the temporary grandstands overflow, the easy access and big crowd numbers are a far cry compared to the early days of 'Bells' when it was a hard-to-reach location that only the locals knew about.

It's believed that as early as 1939, Torquay surfers made the trek to the beach cross-country along the bushy clifftops, hauling heavy and cumbersome timber long boards. And so this was how surfers accessed Bells for the next two decades – no reward without effort.

In 1960, one surfer and former Australian Olympic Wrestler, Joe Sweeney had enough. Legend has it that Joe hired a local farmer and his bulldozer, paid him 30 pounds and had a track carved out along the Bells cliffs from a Cobb and Co road. To recoup his outlay, Joe charged surfers one pound each for access, until he made his money back – and perhaps a pound or two more knowing Joe.

With access to Bells having occurred via normal sealed bitumen roads for many years, the old clifftop track is now part of the Torquay to Anglesea walking track and is being enjoyed by thousands of walkers each year.

Following the opening-up of access in 1960, Bells hosted its first surfing event shortly afterwards, the 'Bells Beach Surf Classic', precursor of today's Rip Curl Pro.

Joe Sweeney remained passionate about Bells Beach and surfing in general, becoming a founding member of the Jan Juc Surf Life Saving Club and revered member of the Torquay Surf Life Saving Club, still hitting the waves until his early 80s and stamping himself as an icon of the industry.

He also enjoyed an ongoing association with the Rip Curl Pro, calling on his woodworking skills to build the famous Bells trophies that competitors won each year at the tournament.

This summer when the hot sand burns your tootsies and you think that the carpark is too far away, spare a thought for the surfing pioneers.



Scan and view a short video clip of the Rip Curl Pro trophies being made.



JASON HUDSON

INVENTORY COORDINATOR - AUSTRALIA & NEW ZEALAND

A valued team member since 2009, Jason started his career at JLG as a Parts Supervisor and now ensures the streamlined delivery of parts as the Inventory Coordinator for both Australia and New Zealand.

Jason's role is to plan, execute and finalise procurement requirements to ensure inventory levels are appropriately managed across the JLG Ground Support business. This focus extends to overseeing inventory in the National spare parts warehouses and field service vehicles.

"My role is to ensure our customers spare parts requirements are met in a timely manner. This means coordinating the right parts on the shelves and in the right quantities to limit the amount of time our customers are waiting to be supplied and the possibility of their machines being unavailable."

Jason's mission is to exceed customer expectations by delivering a better customer experience. Day-to-day this is ensuring our fleet of service vehicles are fully stocked with exactly what the technician needs while working in the field. However, longer term Jason is continuing to work closely with JLG's logistics partners to ensure improved stock lead times and integrating direct customer feedback obtained from JLG's BDM's.



DONNA CREW

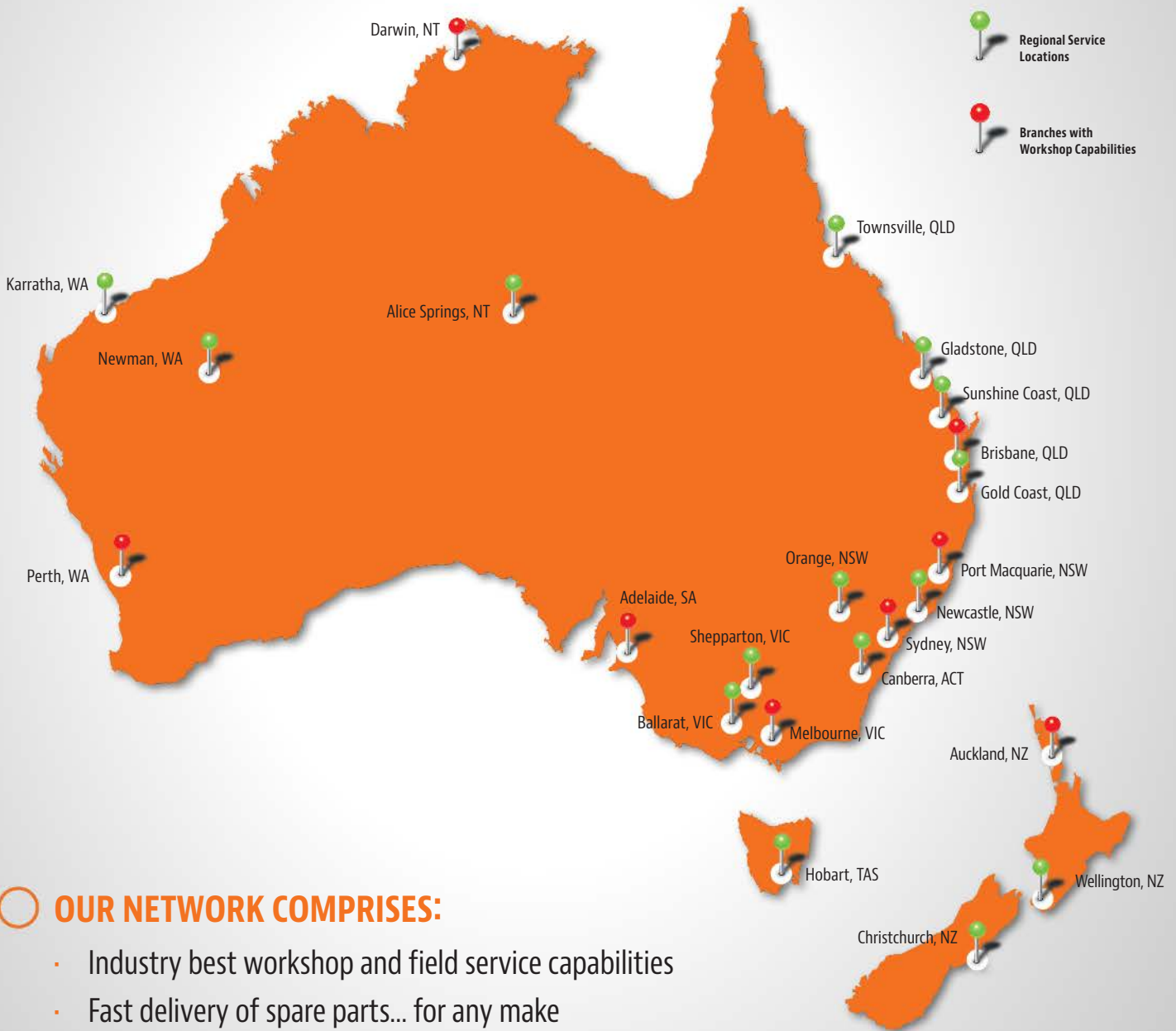
FIELD SERVICE COORDINATOR - QUEENSLAND

On the ground since 2012 as JLG's Queensland Field Service Coordinator, Donna schedules and plans the work for our Field Service Technicians. As a previous Planner/Scheduler for QLD Urban Utilities, and having worked in both the Federal and State Government in customer service, Donna is ideally suited to be on the frontline coordinating our ground support teams.

"Our objective is to continue to provide a quick response time for our customers for all servicing, inspections and repairs. I believe our JLG Field Service Technicians set us apart from our competitors, they are highly motivated and pre-plan whenever possible prior to attending a machine, our aim is to minimise any downtime for our customers."

Moving into 2017 the plan is to expand the QLD Field Service team to allow JLG to continue to provide our customers with exceptional service and rapid response times. Due to a fantastic response this year from our customers, in 2017 we will be utilizing our technician's skills further by increasing service and repair work to non JLG equipment and non EWPs, including Forklifts, Hydraulic Dock Lifters, Hydraulic Scissor Table, Electric Pallet Jacks and Tallgate Lifters.

GROUND SUPPORT



OUR NETWORK COMPRISES:

- Industry best workshop and field service capabilities
- Fast delivery of spare parts... for any make
- Unrivalled technical support
- Training
- Equipment repair, refurbishment and inspection services

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