

CONTEST

STAND A CHANCE TO WIN AN EXCLUSIVE UMW T-SHIRT!

All you have to do is answer 3 simple questions. Find the easy answers to these questions in this issue of UMW Industries newsletter, and send in your entries to the address listed on this page, no later than **31st August, 2011**. Ten lucky winners will be randomly selected from the correct entries.



1. In which years did UMW Industries win the Toyota President Awards ?

2. Name one of the cost saving innovations found in the new Tennant T16 battery-powered rider scrubber.

3. List one of the benefits of the exclusive ACR System™ in the Raymond 7000 Series.

SURVEY

What brands of material handling equipment, i.e. forklift, reach trucks and stackers, have you seen advertised recently?

Where did you see the advertisement ? (Please tick)

- | | |
|------------------------------------|---|
| <input type="checkbox"/> Newspaper | <input type="checkbox"/> Trade Magazine |
| <input type="checkbox"/> Billboard | <input type="checkbox"/> Direct Mailer |
| <input type="checkbox"/> Poster | <input type="checkbox"/> Internet |

Others _____



Send your answers in by 31st August, 2011. The first 50 completed survey forms received will be entitled to a set of UMW Side Window Sunshade.

Name: _____ I.C No.: _____

Contact No.: _____

Company Name: _____

Company Address: _____

Delivery Address: _____

Results will be published on our website by 15th September, 2011. Successful winners will be notified by post.

TODAY

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We appreciate your feedback.
Write or call:

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COVER STORY

Following the Paper Trail

NEWS

Toyota is No. 1 in Global Ranking.
AGAIN!

PRODUCT WATCH

Tennant T16 Scrubber



FOLLOWING THE PAPER TRAIL



Up close with
Mr Lim Chiun Cheong,
Deputy Managing Director
of Muda Holdings Berhad

Every time you use an exercise book, file away a document, open a packet of *nasi lemak* or carry a cardboard box, there is more than a 30% chance that the Muda Group is behind the paper product that you hold in your hands.

Follow the paper trail and you'll arrive at one of Malaysia's dominant leaders in the local paper market, Muda Holdings Berhad, manufacturer of industrial recycled paper and paper packaging products. At last count, there are 17 corporate subsidiaries, both local and international, under the Muda Group. Its flagship subsidiary is Muda Paper Mills Sdn Bhd which runs the Kajang and Tasek mills, both accredited with ISO 9001 and OHSAS 18001.

A GROWING MARKET

The total market demand for paper in Malaysia is a whopping 2.4 million metric tons a year, spurring a paper industry growth which is expected to be 1.5 times the national GDP growth. This demand for paper (and in certain cases, plastic as a substitute) has escalated

concerns about the environment in the face of indiscriminate logging activities and the continued manufacturing of non-biodegradable products, among others. In contrast, recycled paper cartons are the most environmentally friendly products (aside from being the cheapest and lightest) when weighed against plastic cartons and wooden crates. Compared to the wood and plastic industries, the recycled paper industry is a growing business.

Waste paper is the main raw material for Muda's paper mills. This means that recycling is a big part of their daily business activities. Their efforts at ensuring zero ink discharge, reductions in carbon emission and energy consumption, and efficient treatment of effluent discharge also testify to their stand as a highly responsible corporate entity to whom protecting the environment is a serious matter.

Muda is the leading producer of various industrial grade paper that includes Test Liner, Corrugated Medium, Laminated Chipboard, Core Board, Grey Chipboard, Yellow Wrapping Paper, Inserting Paper, Manila Paper and MF Kraft. Aside from milling paper, they also convert quality recycled industrial grade paper into packaging solutions such as cartons, paper pallets and cases, cushions, flutings, and 'honeycombs' which are durable, lightweight dice system packaging materials formed in a grid structure. The brand 'Muda Board' is well-known.

Diversifying downstream from their main paper products, the Muda Group also manufactures a wide range of food packaging products in the form of paperboard trays, grease-and-water-resistant laminated paper boxes and food wrappers, deliwrappers, flat satchels and paper bags. Popular brands for some of these items are 'Paper Top' and 'Telephone'. Stationery products for the commercial and education sectors, marketed under 'Rite-Mate', 'Spectra' and 'Season', include a range of exercise books, notebooks, drawing blocks and the like. In other words, practically every paper product one can think of, the Muda Group is likely to supply.



"TODAY, THE TASEK PLANT IS THE ONLY COMPANY IN MALAYSIA AMONG THE FIVE IN SOUTH-EAST ASIA TO PRODUCE GREY CHIPBOARD, 40% OF WHICH IS EAR-MARKED FOR EXPORT."

1. Muda Paper Mills' Corporate Office in Kajang, Selangor

2. One of the many paper packaging products produced by Muda



THEN AND NOW

"The history of the Muda Group goes as far back as 1964 when an entrepreneur from Singapore, the visionary late Mr Tan Lark Sye, pioneered the first paper mill (formally known as North Malaya Paper Mills) in Malaysia. My father only joined that company in 1969 and was working as General Manager," recounted Mr Lim Chiun Cheong, Muda Group Deputy Managing Director.

North Malaya Paper Mills had a humble beginning and by the end of 1965, had produced merely 12,000 tons in its first annual offering to the market. In the ensuing years, the company expanded with the construction of another paper mill in Kajang in 1970 that had a start-up capacity of 15,000 tons per year. Not long after that, the company went on to acquire their first carton box plant in Petaling Jaya in 1973.

"However, in the late 1970s, the owners of the company divested their entire interest in the business to another group of local businessmen and the company changed hands for yet another time before my father bought it over in the early 1980s with support from some banker friends. The company eventually went public and was listed under the name of Muda Holdings Berhad in the year 1984," continued Mr Lim.

"The name 'Muda' was chosen for two reasons. For one thing, the Lim family hailed from Kuala Muda in Kedah, and for another, being Chinese, the sound of the second syllable 'da' in Muda signifies prosperity in Chinese and that coincided with my father's aspiration to bring prosperity to the group," Mr Lim explained.

Over the next 40 years, the business steadily grew via a potent combination of shrewd business acumen and strategic investment in production facilities, product improvement and manpower training, to the giant it is today, supplying a third of the nation's total demand for paper products.

"The Muda Group quickly expanded beyond our shores and currently runs export operations with sales networks in Australia and Singapore, distributing its products to places around the world that include China, Hong Kong, the Middle East, Europe, Australia and Indonesia, among others," said Mr Lim. "Today, the Tasek plant is the only company in Malaysia among the five in Southeast Asia to produce Grey Chipboard, 40% of which is ear-marked for export."

After weathering the 2008-2009 economic crisis, the Group emerged with a vengeance in 2010 to deliver a record revenue of over RM933 million. This phenomenal figure was, in part, reached thanks to Muda Paper Mills' capacity expansion plans and the installation of a new paper machine in October last year in its Kajang plant at a cost of RM180 million. The incredible PM6 processes everything three times faster, doubling the capacity of the plant, and is calculated to catapult the Group's paper mill production to 500,000 metric tons per year.



"TOYOTA FORKLIFT IS THE MOST RELIABLE FORKLIFT IN ITS CLASS"



The conglomerate has now set its eyes on exceeding a turnover of RM1 billion in 2011, a feat that Muda Holdings Berhad is well on its way to achieving.

A 40-YEAR PARTNERSHIP

Muda Holdings' business relationship with UMW Industries can be traced back to the 1970s during the initial years of its paper manufacturing business. We supplied its first ever forklift, and we've not stopped since!

"The Muda Group now has over 70 units of machines purchased from UMW Industries," said Mr Cheong Weng Kok, Director and General Manager of Muda Paper Mills Sdn Bhd. "The most recent are the 16 units of 6 and 7 ton paper roll clamp and bale clamp forklifts delivered to our new PM6 machine in Kajang."

We very frequently receive reports of how our machines continue to help our customers handle their materials in efficient ways, but it was still a thrill to hear from Mr Cheong that the Toyota forklift is the most reliable forklift in its class. "When we buy new machines, Toyota is the name to look for. We need very reliable equipment as we operate 24/7 with three shifts, and Toyota forklifts are able to cater to our heavy usage operations," he added. "Other brands simply can't cope with our working conditions."

"The details are in the little things," Mr Cheong continued, "like the reverse light buzzer which helps to ensure safety. The small-diameter steering wheel and the roomy foot space also make the machine very operator-friendly. It's easier to get on and off and the forklift is more comfortable to handle. Maintaining the machine is easy too; even our in-house technicians can do it well."

How can we better service Muda? "We'd like UMW Industries to continue providing more training to our forklift operators, mainly foreign workers who are unfamiliar with its use and maintenance, so that their productivity will be increased."

"Over the years, we've experienced the services of other equipment suppliers but we feel that UMW is still the most reliable in terms of products and services," said Mr Cheong. "You have an extensive network, availability of spare parts, and a strong team of people who are reliable and give good customer service. Other equipment suppliers don't have the network that you have to service us, so their response time is not up to our expectations. They are nowhere near UMW! So yes, we're very happy with UMW and we'd recommend such a trusted and reliable material handling equipment supplier to our business associates anytime."

With such positive endorsement from a successful business partner, UMW Industries can look forward to another 40 years of partnership with Muda Group with greater accomplishment!

3. Mr Cheong Weng Kok, Director and General Manager of Muda Paper Mills Sdn Bhd

4. The Toyota 8 Series stacking the paper rolls in Muda's warehouse

5. Protecting the environment – waste paper is the main raw material for Muda's paper mills

FROM JAPAN: WELL DONE!



1. Mr Ted Toyota presenting the President's Award to Mr Chew Chee Loon

2. Mr Gan Kim Teck receiving the Diamond Membership Recognition on behalf of UMW Industries

3. Also present at the Award ceremony were Mr Lee Chin Min, Director of UMW Material Handling Group (seated 2nd from right) and Mr Lee Chong Kuan, General Manager of UMW Industries (seated 2nd from left)

Did you know that UMW Industries (UMWI) represents the only country in the world that is a Diamond Member of the TMHI Premier Club?

Diamond Membership status is only given to distributors who achieve more than 50% of the market share with annual sales volume exceeding 2,000 units. The number of sales made also reflects how effective the distributor's sales strategies are.

Toyota Materials Handling International (TMHI) has innumerable subsidiaries and appointed material handling distributors of TMHI in over 60 countries spread all over the world. All these companies and distributors are annually assessed on their overall performance based on their excellent management systems, innovative equipment sales strategies, effective parts and service management, and commitment to customer satisfaction.



2



3

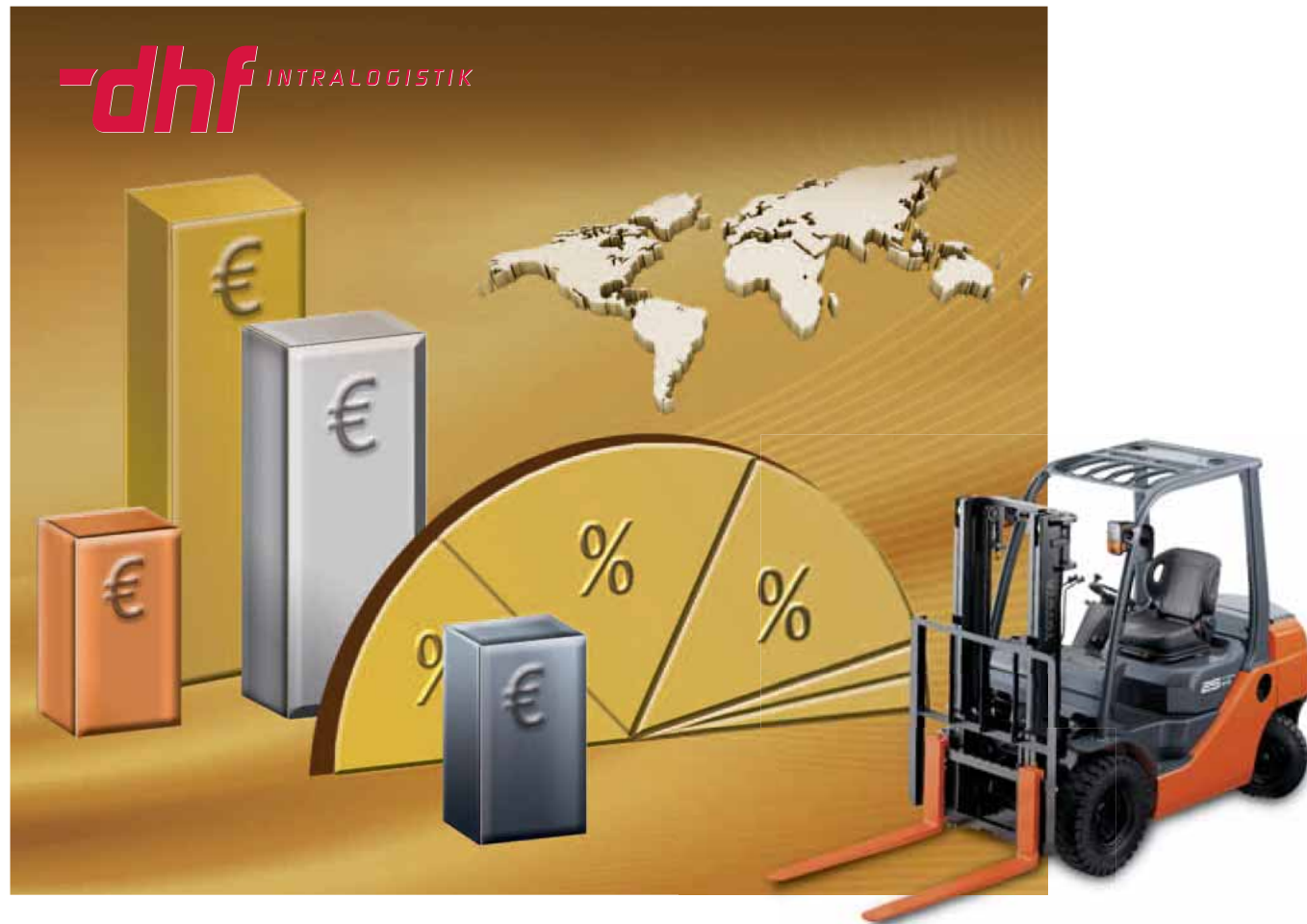
Under the 2010 TMHI Award Programme, the highly prestigious President's Award is given to the company with the best overall performance of all these subsidiaries and distributors worldwide.

So it was with much pride that UMW Industries received the President's Award given by Toyota Material Handling Company, Japan (TMHC) for the second time, having won the first in 2004, in recognition and appreciation of our splendid and outstanding achievement.

At the Award Ceremony held in Nagoya, Japan on 16 May 2011, Mr Ted Toyoda, President of Toyota Industries Corporation, Japan presented the coveted President's Award to Mr Chew Chee Loon, Executive Director of UMW Holdings Berhad on behalf of UMW Industries.

Mr Gan Kim Teck, Senior General Manager of UMW Industries received the Diamond Membership Recognition on behalf of UMW Industries.

TOYOTA IS NO. 1 IN GLOBAL RANKING. AGAIN!



Worldwide, the number of big-name manufacturers of motorised material handling vehicles are many. They include such well-known companies as Kion (Germany), Crown Equipment (USA), Jungheinrich (Germany), Nacco (USA), Hyundai (Korea) and of course, Toyota (Japan).

The task of finding out how they rank against each other is being undertaken by *Dhf Intralogistik*, a German publication which collates and analyses the data from the various manufacturers, and then publishes the annual world ranking list.

Just which manufacturer is considered for ranking depends mainly on the criterion that it must have a minimum turnover of EUR10 million on motorised materials handling vehicles for the year under review. The vehicles **must** be motorised, so manual devices do not count.

Wolfgang Degenhard, editor of *Dhf Intralogistik*, explains that because of this EUR10 million qualifying factor, the vast majority of manufacturers do not make it to the list. There are some, even large companies, who do not want to divulge the necessary information and so do not participate in the ranking. Hence, the list does not claim to represent all manufacturers. Currently, there are 36 manufacturers in the list.

Out of the 36, Toyota Industries Corporation of Japan has again emerged as the world market leader for motorised materials handling vehicles at EUR3.39 billion, with Kion of Germany as its closest competitor for first place. The gap between the two is a very wide EUR306 million.

To remain in the running, Toyota continues to carry out in-house measures that include reforms to the business and cost structures, increasing competitiveness by standardising proprietary key components, and renewing efforts at innovating their products.

We're rooting for Toyota to retain their first-ranked position when *Dhf Intralogistik* publishes their next world ranking list.

THE INDUSTRY'S NO. 1 REACH-FORK TRUCK

Necessity, they say, is the mother of invention. That's certainly true of the history of Raymond's Reach-Fork Truck.

As often happens, a brilliant innovation was sparked by a niggling problem. What began as a challenge in 1949, over 60 years ago, revolutionised the world of warehousing and distribution as we know it today.

A long-time grocery customer of The Raymond Corporation wondered if there was any way their aisles could be narrower so that they could organise their products and materials more effectively and efficiently. But the standard aisle size needed to be 12 feet wide in order to accommodate the lift truck models of those days. Therein lay the problem. Could Raymond help?

The Raymond engineer went to work, pored over the possibilities and two years later in 1951, triumphantly emerged with a new lift truck that could operate in only 8 feet of space. The grocery customer was elated; the invention increased their warehousing space by 33%!

And that was why and how the Narrow Aisle lift truck was born.

Since then, there has been no turning back. Today, the Raymond Reach-Fork Truck is the biggest selling reach-fork truck in North America, and for good reason.

A potent mix of high performance, advanced engineering, ergonomics and configurable options ensures that the machine remains at the top of its class.

The Raymond 7000 Series feature the exclusive ACR System™, a combination of AC technology and ergonomics that gives:

- reliable AC power for 24/7 performance
- faster acceleration and smoother direction changes
- quiet and more precise traction and lift
- operator-friendly cabin and controls
- improved ride quality and load handling due to the patented A-frame and steered idler wheel

More of what makes the Raymond 7000 series an excellent choice:

- multiple compartment and control choices
- patented heavy-duty open-view mast
- iWarehouse™, the world's most advanced lift truck diagnostics and real-time intelligence software

Overall, the Raymond Reach-Fork Truck delivers significantly more uptime, higher utilisation rates, better reliability and lower maintenance costs, coupled with Raymond's industry-renowned customer service and support programmes.

To know more about our Raymond Reach-Fork Truck, please call our Customer Info-Desk @ +603 5163 3833 today!



TENNANT T16 BATTERY-OPERATED RIDER SCRUBBER



TENNANT TECHNOLOGIES

ec-H₂O™ and FaST® technologies are certified by NFSI (National Floor Safety Institute). FaST® is also a Green Seal (GS-37) certified detergent.

ec-H₂O™ technology

ec-H₂O™ technology electrically and safely converts ordinary tap water into a powerful cleaning agent without any added chemicals. It's clean and it's safe for people and for the environment.

FaST® technology

Foam-activated Scrubbing Technology produces high traction on floors with 90% reduction in use of chemicals. Safety is increased by effectively reducing potential slip-and-fall accidents.



1, 2, 3 & 4. Using highly versatile innovative technology, the Tennant T16 is ideal for most industries, from automotive assembly plant, retail stores, shopping malls to airports.

The Tennant T16 Battery-Operated Rider Scrubber is the result of a combination of advanced Tennant technologies and quality construction that delivers clean, safe floors. With trademark Tennant reliability, the T16 is a workhorse that unobtrusively gets its work done, efficiently and quietly.

UP TO 20% COST SAVINGS

The Tennant T16 is equipped with Tennant's patented scrubbing technologies that make the machine 20% less costly to operate and maintain.

- With ec-H₂O™, there are no detergents and no chemicals to buy.
- Maintenance cost is kept down with the efficient AC brushless propelling motor.
- Less repair costs due to robust machine construction which better withstands harsh environments.

GREENER, SAFER, QUIETER

Ensure cleaner, safer floors with the T16, the quietest of Tennant's industrial rider scrubber machines.

- Using ec-H₂O™ and FaST® technologies, T16 cleans up to 3x longer on a single 50 gal/190 L solution tank of water.
- ec-H₂O™ used to safely and powerfully clean with only electrically converted tap water.
- Reduced slip/fall accidents with patented Dura-Trak™ Parabolic Squeegee system which has excellent water and pick-up capabilities.
- Noise level is only 68 dBA (about the volume of ordinary speech). Ideal for noise-sensitive areas as operating the T16 will not cause disturbance.

LOVES THE OPERATOR

The T16 is designed to be operated with safety, comfort and ease.

- Touch-N-Go™ intuitive controls allow operator to easily and safely change scrub settings without removing hands from steering wheel.
- Flex-shaft steering system makes steering smooth and easy.
- Compartment features include side cargo net and removable tool caddy to keep knick-knacks better organised.

VALUE OPTIONS

Choose the relevant optional attachments to further enhance the performance of the T16 and reduce repair costs in your workplace.

- **Scrubbing side brush**
Cleans edges and expands cleaning path to 45 in/1145 mm
- **In-line telescoping vac wand**
Gets to hard-to-reach places to clean spills
- **Rear squeegee protector kit**
Protects rear squeegee when backing up
- **Overhead guard**
Protects operator from falling objects
- **Front bumper**
Protects T16 from contact damage in severe environments

See our Tennant T16 Battery-Powered Rider Scrubber for yourself! Please contact our Customer Info-Desk @ +603 5163 3833 for a quick demonstration.

OHSAS 18001:2007 SURVEILLANCE AUDIT



UMW Industries' journey on the certification programme of OHSAS 18001 started in May 2008. After a year of having undergone a series of training sessions which involved 16 phases, UMW Industries was officially certified as a OHSAS 18007:2007 company on 29 May 2009.

As committed during the 2009 presentation ceremony, UMW's pursuit of achieving health, safety and environmental standards does not end with a certificate. OHSAS 18001 requires ongoing monitoring and assessment that will hopefully lead to continuous improvement.

On 18 May 2011, SIRIM QAS International Sdn Bhd, led by En Azhar Mustapha (Lead Auditor) and Ms Evelyn Lew (Auditor), took two auditor-days to do the second surveillance audit on UMW Industries to ensure that our company is maintaining the OHS Management System effectively.

At the end of the one-day programme, SIRIM found clear evidence that UMW Industries is maintaining the OHS Management System satisfactorily and commitment from the management and all levels of staff was found to be evident. UMW Industries will continue to be OHSAS 18001:2007 certified without change.

Thank you to all who have diligently and continuously made this recognition possible.



1, 2 & 3. Ms Evelyn Lew auditing various departments of UMW Industries

MORE RELIABLE LIFT, STRONGER DEFENCE

Malaysia's Ministry of Defence (MINDEF) has been a UMW customer for more than a decade. Our business partnership began with their purchase of a single Toyota unit, the towing tractor. Today, more than 60 units of Toyota towing tractors and forklifts help MINDEF to pull, push, carry, lift and arrange heavy objects with ease in all the Ministry's various departments.

On 27 May 2011, MINDEF's latest acquisition for their Royal Malaysia Air Force (RMAF) saw UMW Industries handing over a further two units of Toyota 5-tonne forklifts to the Ministry. The newest additions bring to 63, the current total number of forklifts and towing tractors purchased by MINDEF since 2007.

On hand to witness the handing-over of the new Toyota units from Puan Hamidah Ariffin of Toltrade Sdn Bhd were Mej. Nazri bin Miswadi (PS 2 Perolehan, Bahagian Material MTU), Mej. Sumardi bin Md Jasim (Pegawai TUDM) and Kapt. Ahmad Zul Izzi bin Omran (Pegawai Penerima, MATRA 2, Pengkalan Udara Subang), and team members PW U II Manap bin Aris and PTTK (Pegawai Kordinasi, Bahagian Material MTU).

Kapt. Ahmad Zul Izzi (TUDM) and Puan Hamidah (Toltrade) signed the Certificates of Acceptance. The signing of the documents meant that the units were officially commissioned and duly received by RMAF. The occasion was sealed by a ribbon-cutting ceremony by Mejar Sumardi who represented RMAF, and Puan Hamidah on behalf of Toltrade.

UMW Industries also presented a memento to RMAF as a token of our appreciation for their continuous support of Toyota machines over the years. A group photo session followed and guests were treated to a light meal.

With so many of our machines working for the Ministry of Defence, one might say that we're helping to defend our nation by lightening MINDEF's loads!



1. En Abd Halim Mohd Dom, Divisional Manager of UMW Industries presenting memento to Mej. Nazri Miswadi

2 & 3. Ribbon-cutting by Mej. Sumardi Md Jasim

4. The Toyota 5-tonne forklifts are officially commissioned



MINGGU SAHAM AMANAH MALAYSIA 2011 A WEEK OF FUN IN PERAK



1

This year, the annual *Minggu Saham Amanah Malaysia* (MSAM) organised by Permodalan Nasional Berhad (PNB) was held in Perak Darul Ehsan, the state that is associated with the *labu sayung*, an elegant, gourd-shaped earthen carafe which is traditionally used to keep water cool.

Themed *Pelaburan Untuk 1Malaysia*, the 12th MSAM event was held at the Stadium Indera Mulia, Kompleks Sukan Majlis Bandaraya in Ipoh, capital city of Perak. The thrust of the planned activities was on educating and entertaining visitors to the event. MSAM 2011 drew a mammoth crowd of 170,000 people, 20,000 more visitors than what was expected!



2

1. The Tennnat 6100E was on display during the exhibition

2. Some of the UMW staff on duty, all ready to receive visitors



3

UMW Holdings Berhad again participated in the annual event. MSAM 2011 was officiated by the Prime Minister, YAB Dato' Sri Mohd Najib Tun Abdul Razak, who also declared the MSAM 2011 Exhibition open. He then went on to visit the UMW booth where he launched the preview of 'The World of UMW – A Virtual Walkthrough'.

Accompanying the Prime Minister were Tan Sri Asmat Kamaludin (Group Chairman), Datuk Syed Hisham Syed Wasir (President and Group CEO), Ms Suseela Menon from UMW Corporation Sdn Bhd and UMW personnel who are based in Ipoh.

As *Rakan Premier MSAM*, UMW also participated in the various interesting exhibition activities, including a display of our own products and services as well as on current developments in UMW. Visitors enthusiastically responded to such activities as the 'Info Hunt' and a competition to guess the number of balls inside the *labu sayung*.

Many investment and educational programmes were organised throughout the duration of the MSAM week to create awareness of the basics of investment, financial planning and long-term wealth management. It was a very eventful week for our UMW people who attended MSAM 2011. We showcased our company, learnt new things about investing and financial planning, played interesting and educational games, hobnobbed with our Ipoh colleagues, and filled up on Ipoh food!



4

3. Datuk Syed Hisham Syed Wasir, President & Group CEO of UMW, explaining the product on display to the Deputy Prime Minister, YAB Tan Sri Dato' Hj Muhyiddin Hj Mohd Yassin during the closing ceremony

4. Display of UMW's products and services

RELY ONLY ON GENUINE TOYOTA SPARE PARTS

At a glance, water pumps may all look the same but they can vastly vary in quality. Insist on only genuine Toyota Spare Parts for longer service life, easier installation and more solid prevention against water leakage. Here's why.

3 bearing seals to protect bearing against water leaking in

Filled with silicon grease to withstand both heat and water

Has a retainer on the outside

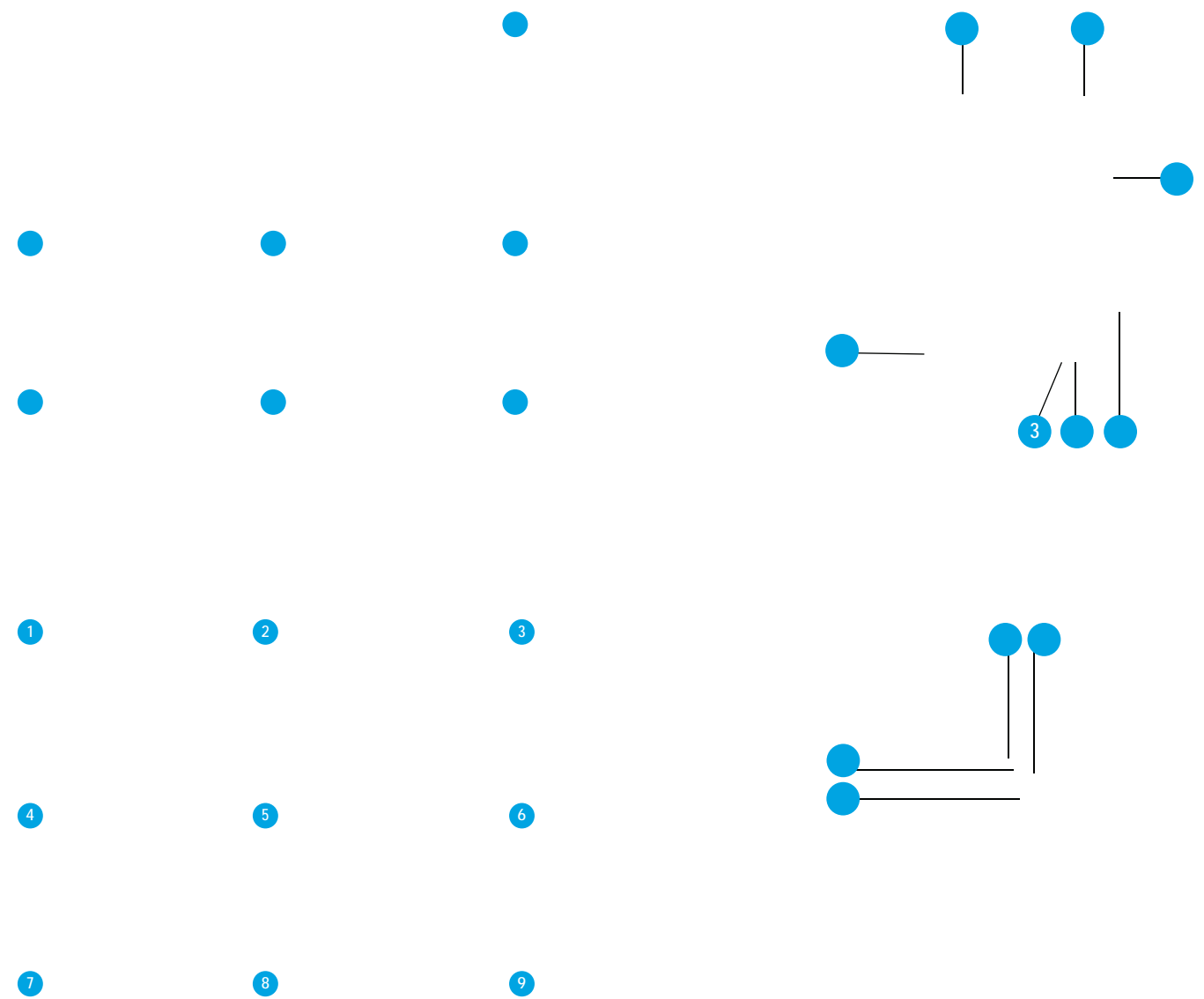
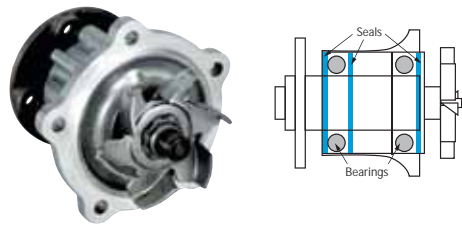
Nonstick-treated seal body that rotates while in contact with mechanical seal is pressure-fitted to the shaft with 10 kg/cm² pressure.

2 bearing seals

Uses common multipurpose grease

Does not have retainer

Mounts seal body with only 2 kg/cm² pressure



• When the oil temperature in the hydraulic system is high, there is a danger of hot gas spraying out. Make sure to release the internal pressure before performing inspection.

(Method for releasing internal pressure)

1. Lower the forks to the ground.
2. Turn the switch key OFF.
3. Move the lift and tilt lever 2-3 times.
4. Slowly turn the cap when removing it.

- Do not raise the tire air pressure higher than what is specified.
- Even small malfunctions can lead to severe accidents. Even with vehicles where only a slight abnormality is felt, inform the manager and definitely do not drive the vehicle until repair is finished.