

# Customer is the winner, thanks to MSA-distributor teamwork & customized service

**T**he workers at a tire and rubber factory in Niagara Falls need somewhat customized respiratory protection, which includes an air-purifying-type cartridge to remove scale/organic vapors. They have an old plant, and their major concern is scale: pieces of metal flaking off the inside of pipes that supply their Grade D breathing air.

Since veteran MSA rep Fred Abbott knew the history of air-line respirator use at that plant, he and Hagemeyer rep Sam Cala realized they had a unique application when Goodyear asked for their help.

The customer's options were limited, because the cartridge holder was the key. No manufacturer could provide such an accessory. Competitive hoods in use and


the older cartridge holders could not be replaced.

Also, the cartridge holder was required by their union, so they would not budge on that. They absolutely had to have the cartridge holder that was giving them the extra protection for air going into their lungs. MSA's customer service rep Lori Barsic helped them determine which constant-flow respirators had the government (NIOSH) approval with the cartridge holder.

First, they ordered replacement air-line hoods. Now they need facepiece-style air-line respirators, and they might need self-contained breathing apparatus in the future.

We can give them the products and service they need. In fact, linking MSA's sea-

soned sales rep, who knew the history and needs of the plant, with the new Hagemeyer rep was exactly what the customer needed to solve their problem. Beyond that, Goodyear workers received training classes and technical information. This satisfied customer is now talking about doing more business with MSA and Hagemeyer, because they know we will help them with any problems.

"Teamwork—that's the way we serve our customers," say Abbott and Cala, "and everybody wins!" 



## Evolution TIC finds drowning victim

**Lt. GEORGE JANSKY JR.** of the Crockett Fire Department says that no more than a trickle of water usually runs through the creek behind the community center in this southeast Texas city of 7,100 people. But on the night of January 24, 2004, "It was raining so hard you couldn't see a thing," Jansky said.

A local man in his 60s drove in the pouring rain to the community center, where he was to meet his wife and attend a play at 7 p.m. He parked behind the center.

By then, flash flooding had hit the creek. The trickle of water had become a deadly torrent four feet deep.

After the play was over and the man still hadn't arrived to meet his wife, police were called. About 10 p.m. they found the man's car behind the community center. The man was nowhere to be found, and the search began.

The Crockett Fire Department joined the search at about 11:30 p.m. By then the rain had almost stopped and water in the creek was receding, though still swift, Jansky remembers.

Firefighters quickly found the missing man's jacket along the creek. Fighting thick brush and briars that outlined the creek bed, and holding on to each other to keep from being swept away, several teams moved into the water and searched for several hours.

"They were giving up hope," Jansky recalled "and were fixing to bring in the dogs and everything when I picked up the department's Evolution 3000 TIC and walked back into the creek bed. Then, about 100 yards downstream, we saw a white spot – about the size of a quarter – appear on the Evolution 3000's screen."

Knowing that warmer surfaces appear whiter on the TIC's screen, Jansky crawled toward the white spot and found the body of the missing man.

This find was a first for the Crockett Fire Department, which usually searched for fire-related hot spots using its Evolution 3000, the only TIC in Houston County, Jansky said.


It was about 2:30 a.m. and the temperature was about 40 degrees. The water was even colder. The victim had been in the flooded creek since at least 10 p.m..

Crockett Fire Chief Darrell Deckard wrote a letter of thanks to MSA.

The Evolution 3000 TIC was put into use after firefighters had searched unaided for about two and half hours. Shortly thereafter, the man's body was found.

"Had we not been using the TIC, I believe the recovery would have been extended well into the next morning, along with the pain and suffering of the victim's family," Deckard wrote. "We mourn the

loss of our fellow citizen, but we are extremely proud of our work in bringing this incident to a close as quickly as possible. Your product made this possible."

MSA is thankful that our Evolution 3000 TIC could help end this tragic search and bring closure to the victim's family and community. 

## MSA Peru personifies excellent safety services



**I**n South America, perhaps no customer values MSA's role in their safety more than the Southern Peru Copper Corporation (SPCC), which employs more than 5,000 people at three locations in the harsh foothills of the Andes Mountains.

At the Cuajone and Toquepala mines and the Ilo Refinery, sometimes sales calls by MSA Peru last for weeks. This is nothing new for MSA, whose participation in bringing safety products, service, and solutions to people in this challenging environment began in 1967. Even MSA's current chairman and CEO John T. Ryan III remembers traveling to the Cuajone Mine 30 years ago.

MSA Peru is a strong, viable company, with MSA associates who make a difference where it's needed.


"There is no doubt that the quality of our products opens doors here in Peru, but it's also the dedication of our sales team. Our team steadfastly supports all customer requests for training and consultation, and this is where we differentiate ourselves from competitors," acknowledged MSA Peru's general manager, Luis Fernando Flores.

A prime example is MSA Peru's sales rep Manuel Ocasas, who helps SPCC shape new safety technologies to protect their

workers. "Each security requirement is unique," Ocasas explained. "And the only way to understand it is to thoroughly know the company and its procedures, visit the exact place where a security solution is needed, and then analyze the risks."

His commitment is evident in the steps he takes and the distances he travels to do the job right. "On a given day, I can work where it's about 85°F (29°C) and then travel 16,400 feet (5,000 meters) above sea level, where the temperature could be around 15°F (-10°C)," said Ocasas, whose workday might begin at 4:00 a.m.

"A passion for safety is what drives Manuel," said Flores. "He has mastered all of our customer service practices. His passion has helped him earn the respect and trust of our customers. He's a tremendous asset for MSA Peru and a great ambassador for safety."

Customer Santos Nuñez can testify to that. As a supply train driver at SPCC's mines, he credits MSA's V-Gard® Helmet with saving his life in 2001. A rockslide cut loose a boulder, which crashed down 200 feet of mountainside and smashed through the windshield of his locomotive. Fortunately, he was wearing his V-Gard Cap. 

## Respiratory Protection for First Responders

## Emergency respiratory protection for health care workers

PASSION INSPIRES  
POETIC VISIONS.

Passion calls for an awareness of the beauty of shiny silver fittings connecting air lines, the incredibly tiny sensors that detect even tinier poison concentrations, the sheer strength of harness fibers that survive intense heat or cushion sudden descents, the mystery of detailed thermal images on camera screens, the perfect fit of a lightweight, comfortable, pliable respirator facepiece, the power and clarity of lightweight safety glasses lenses, the high level of harmful noise defiled by soft foam ear plugs

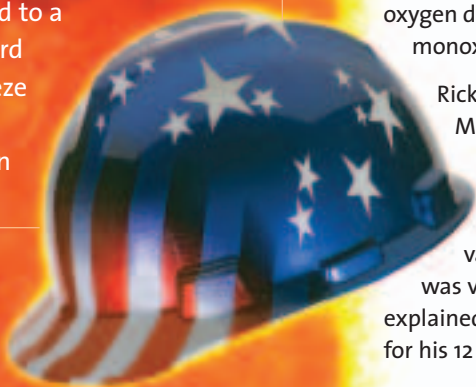


All are designed to protect human beings—to get them to the other side of countless dangers all over the world.

And when reality defies imagination, we find even more reasons to be passionate.

How does thin plastic run interference with chemical splashes and blinding projectiles?

How can a comfortable fabric harness linked to a flexible lanyard suddenly freeze and grab a falling body in mid-air?




MSAs

new OptimAir® 6HC PAPR (Health Care Powered Air-Purifying Respirator) is designed to protect health care professionals from residual chemical, biological, and radiological agents, when they are performing First Responder duties during Homeland Security or terrorist situations.

The entire comfortable, lightweight PAPR weighs under 6 pounds, and it's easy to don and use. It features a lightweight, chemical-resistant Tychem SL Hood and belt-mounted blower with two HC canisters. The canisters contain a pleated high-efficiency (P-100) filter to remove

aerosols, radionuclides, and solid particulates; and an impregnated activated carbon bed to adsorb (filter out) gases and vapors. The carbon bed is the same as used in military canisters and is effective against mustard (HD), Sarin (GB), DMMP (a Sarin simulant), HCN, and CK. The continuous air flow meets or exceeds the NIOSH standard.

The 8-oz. hood has a fully adjustable suspension and soft fabric collar for extended-wear comfort. Positive pressure inside the hood keeps contaminants out and eliminates the need for fit testing, so the hood can be worn over eyeglasses, long hair, and beards. Front and rear bibs provide neck-opening protection without restricting arm movement. A wrap-around lens minimizes claustrophobia and provides excellent visibility.

For more information, contact your MSA-authorized distributor or 1-800-MSA-2222. Ask for Bulletin 1010-13-MC. 



## Beware of killer concrete within confined spaces

**WE** We take "fresh air" for granted, even when we know that hazardous chemicals lurk in our workplaces and carbon monoxide can sneak into our homes.

When we learn of senseless tragedies, we are reminded that tragedies become even more senseless if we cannot learn from them the serious nature of practicing safety.

A distinguished businessman approached Rick Hartman, MSA product line manager for portable instruments, at a recent trade show. He asked if MSA had a gas detector for combustible gas, hydrogen sulfide gas, oxygen deficiency, and especially carbon monoxide gas.

Rick demonstrated our Solaris® Multigas Detector, explaining its features and benefits and ease of use. He applied calibration gas to the instrument and activated the triple alarms. The man was very impressed, and somberly explained why he needed gas detectors for his 12 work crews and himself.

One of his crews had been installing a fresh drinking water supply to a rural town. The project was to dig a well, install pumping capabilities, and deliver the water to a supply reservoir. The crew assigned to do this project had his brother as the foreman and his brother's two sons (his nephews) as members of the crew.

The well was dug approximately 12' in diameter and 21' deep, with a 12" thick poured concrete liner. After the concrete was cured, the forms were removed, and the well was ready for the installation of the pump and piping. Two weeks after the well housing was complete, the work crew was scheduled to install the necessary pumping equipment.

"But then," related Hartman, "the man paused a moment, his eyes became teary, and he continued. 'Last month, we buried my two nephews, and my brother is still in very serious condition. Carbon monoxide killed these two young men, aged 19 and 22.'"


Apparently, the younger brother had started down the ladder inside the new well with tools, lights, and other necessary equipment needed to install the pump. About halfway down the well, he collapsed and fell to the bottom of the well. The second brother immediately started down the ladder to help his sibling. But he also collapsed, fell, and landed next to his brother.

Seeing his two sons lying lifeless in the pit, the distraught father attempted to go after them, but other crew members stopped him. At his insistence to rescue his sons, the crew tied a rope around the father and allowed him to enter the well. About halfway down the ladder, the father also became unconscious, so the crew immediately pulled him from the well. Fortunately, the fire department, on the scene by then, adminis-

tered oxygen and rushed the father to the hospital. But the two young men were beyond help.

Sample readings of air inside the well, taken by the fire department, revealed a high level of carbon monoxide and a low level of oxygen (16%)—a situation that caused three victims to collapse and two to lose their lives. (Remember, we need about 20.9% oxygen to breathe normally.)

Having heard this tragic story before, Hartman urges all who read this to learn from this heartbreaking account. "If only these workers had tested the air before entering this confined space . . ."

Don't approach any confined space without appropriate gas detectors, respirators, and fall protection and rescue equipment. To help you determine what you need, call your MSA distributor or 1-800-MSA-2222. 

## A finished concrete job

*We reported a similar tragedy in Spotlight on Safety two years ago.*

*All-new street construction was ready for gas and sewer lines to be added. Two surveyors descended a ladder from a manhole into the pristine, newly cured concrete space beneath the street.*

*One young man started down into the hole first, looked up at his boss and said, "I must be claustrophobic, because I don't feel right." A moment later, he fell. His boss yelled for help, took a gulp of air, went after him,*