

# Memo

**To:** Valued Customers  
**From:** Stephen Boyd  
**Date:** 13/11/2023  
**Re:** In Memoriam: Rick Heckenberg

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Dear Valued Customers,

With heavy hearts, we wish to inform you of the sudden passing of Rick Heckenberg, a key member of our Conveying and Hoisting Solutions family for over a decade. Rick's role as a Sales Representative was marked by an unwavering dedication to service and a deep commitment to building strong relationships with all of you.

Rick's professional journey, exemplified a blend of skill, experience, and an extraordinary level of commitment. His collaborative spirit and willingness to assist in any situation made him a respected and admired figure both within our organisation and in his interactions with you, our valued customers, and partners.

Beyond his professional role, Rick was known for his genuine care and thoughtfulness, often going beyond the call of duty to ensure everyone felt valued. His ability to connect and positively impact lives extended well beyond the confines of our workplace.

While Rick's absence leaves a profound void, his spirit, and the values he championed continue to inspire us. As we navigate this difficult time, we remember the positive moments shared with Rick and his lasting impact on our business and community.

Our thoughts are with Rick's family, and we extend our deepest sympathies to them during this time of loss. Rick's legacy will remain an integral part of Conveying and Hoisting Solutions.

We thank you for your understanding and support, and we remain committed to upholding the high standards of service and partnership that Rick exemplified.

Sincerely,

Stephen Boyd  
GENERAL MANAGER