

# POMA news

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P O M A G A L S K I N E W S P A P E R

## EDITORIAL

With some twenty sites already fitted out in various parts of the world and several projects in the pipeline, the market for indoor ski centres is a promising one. And it goes without saying that it is of great interest to POMA, as we are already responsible for equipping the largest of them, particularly in the Netherlands, Great Britain and Spain, where one is to open in Madrid next March. Our skilifts and COLIBRI chairlifts are causing a sensation in these areas, where people ski on an hour-by-hour basis. And this discovery of "indoor" skiing and snowboarding will be of benefit to resorts in the near future as indoor ski enthusiasts obviously dream of one day discovering the thrills of the wide open spaces that only the mountains can offer.

Another feature of the 2002 financial year for POMA is the signing of several major contracts, particularly in Asia and the Far East, but also in Central Europe, where



### POMA IS SHOWING A GREAT VITALITY

two Slovak resorts and a Czech resort have placed their confidence in us. This is also a potentially high-growth market as several large winter sports resorts are located in this area and there is a longstanding tradition of skiing.

I should also like to mention another aspect of our company's life, namely the younger look of the management. For example, Francis Charamel, who learnt the ropes at POMA, has been appointed to head Sigma Composite, while Sébastien Martin, a young ski lift operator from the Pyrenees, has joined POMA Services. They belong to the new generation of engineers, technicians, salespeople and administrative staff who are contributing their vitality and knowledge to our company while at the same time drawing on the experience of their elders who created and developed POMA.

By the time you read this editorial, you will already be preparing the next season, and I hope that it will be an excellent one for all of you.

Jean GAUTHIER  
Chairman of the Board of Management



## Indoor ski centres

After being launched in Japan at the start of the 1990s, indoor ski centres are now out to conquer the Old Continent. There are already several in the Netherlands, Germany and Great Britain.

## A booming market

The first indoor ski centres were opened in Japan in the early 1990s. The concept, which enables city dwellers who live far from the mountains to indulge in their favourite sport, quickly caught on in Europe, with the Netherlands taking the lead. "Indoor ski centres are very similar to skating rinks", explains Philippe Adrien, POMA's Export Sales Manager. "They consist of a refrigerated building

from 120 to 500 metres long, 60 to 80 metres wide and with an average slope of 20%. Equipment ranges from a simple TELECORDE for the smallest to three or four skilifts or even one or two chair lifts in the case of the largest."

"In fact, indoor ski centres are real leisure complexes that give you a feeling of being in the mountains. For example, there is a sports shop where you can hire equipment, a bar and a restaurant", adds Nathalie Hennequin, Export Area Manager. There are currently about twenty such centres throughout the world, all with artificial snow, including one in Cairo, where you can

ski on crushed ice! These centres are usually financed by private investors. The first to call on POMA was Nicky Broos (see page 3) a Dutchman who opened the first indoor ski centre in Europe in 1995, at Rucphen. He was followed by another Dutch group, Snowworld, based in Zoetermeer.

The Netherlands today has five indoor ski centres. There are others in Great Britain (Milton Keynes), Germany and Singapore, while POMA is helping to build a centre in Madrid.

"The Xanadu indoor ski centre will be operational in spring 2003 and be one of the largest in Europe. Incorporated in a shopping centre some 50 km to the south of Madrid, it will consist of two buildings, one 200 metres long and the other 100 metres long, and offer a vertical rise of 37 metres. The investor is the Corte Ingles group, a department store chain. One point worth

of note is that while the average outdoor temperature in Madrid in August is nearly 40°C, the temperature inside the indoor ski centre will be -6°C", says Bernard Choukroun, assistant to Philippe Adrien.

It is clear that the market is promising, as around ten projects are in progress, and France should not be an exception, as several projects could come to fruition in the greater Paris region.

POMA's Philippe Adrien does not conceal his delight at the existence of this new market: "It allows us to be very active in the skilift sector. We are the only ones to offer systems with angles that can be perfectly adapted to indoor ski centres. The Compact F skilift and electric motor COLIBRI chairlift are ideally suited to these structures as they take up little ground space. They can also be installed very close to walls, so that they leave as much space as possible for skiing." "This is a new field for us", concludes Bernard Choukroun. "Indoor ski centres are to skiing what swimming-pools are to deep sea diving. They are breeding-grounds for new skiers."



## SIGMA Composite

The subsidiary located in Veyrins, now managed by Francis Charamel, is more than ever listening to what operators have to say.

At 33, Francis Charamel has just been promoted to the head of Sigma Composite, POMA's subsidiary specialized in the production of cabins. Hailing from the Dauphiné region, born in Lyons, Francis Charamel did his national service with POMA of AMERICA. After working as assistant to Jacques Neuville, Head of Operational Division 1 at the time, he was until now assistant to Frankie Tamisier, Manager of POMA's Development Division. Since 15 April 2002, he has been at the head of this subsidiary which employs 53 people on a permanent basis, though the number is doubled from April to October, when production is higher.

"Most of our output consists of cabins that are to be used in our entire range of gondola lifts," he explains. "So, we are speaking of cabins which have a capacity from four to sixteen passengers. But we also make the roofs for ALPHA stations, some part of the roofs for detachable systems terminals for Leitner and cabins for Prinoth-Leitner skidozers." And that is without



mentioning a few ancillary activities. For example, a few years ago, SIGMA Composite distinguished itself by being commissioned to build the 32 "capsules" for the British Airways London Eye, the splendid cabins of the Wheel in London. "But", adds Francis Charamel, "the production of gondola cabins still accounts for half of our activity. That goes to explain why we are continuing to try and offer customers more attractive and comfortable cabins. It is also why we presented a new range of products at SAM 2002. We showed a model and discussions on this subject are continuing. We have taken on board the various suggestions made by our customers at SAM. Some customers were subsequently invited to Veyrins to continue discussions."

SIGMA Composite, which exports 30% of its output, is thus one of the vital links in the POMA Group. This medium sized company is extremely responsive, capable of offering built-to-order products such as the British Airways London Eye capsules and standardised products such as cabins or seats, etc.

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Megève

## A new Princess

With a view to easing congestion in the centre of the village and the Mont d'Arbois car park, Megève ski resort has decided to replace the Princesse gondola lift.

POMA built the two sections of this 4-seater gondola lift in 1974. With a capacity of 1200 people an hour, after having carried some 30 million passengers, this 4-seater gondola lift is to be replaced by an ARIANA 8 gondola lift. This is the splendid Christmas present that Megève will be offering its aficionados as the new Princesse gondola lift comes into operation at this date. The investment also includes the creation of a huge parking area so that skiers can go directly to the

Mont d'Arbois when they arrive in Megève for their day on the slopes. The operation is thus an important one for Megève, POMA and its partners COMAG and SEMER alike. Mathieu Bourgeot, Design Engineer in charge of the project, and Didier Balavoine, Sales Engineer responsible for the Haute-Savoie region, indeed acknowledge that "it is one of the largest systems built by POMA in 2002."

The lift leaves from "Demi-Quartier", stops at an intermediate terminal, "L'Encratty" and then climbs to the Mont d'Arbois. A distance of 3020 metres with a vertical rise of 763 metres. The figures give an idea of the size of the installation: 118 cabins, 6 metres/second, 2800 people/hour. However, this new Princesse has many other features that deserve mention. To preserve the environment as much as possible, the Megève ropeways operating company chaired by Mr Guy Muffat wanted an underground uphill terminal, so that it is concealed in the mountainside. This is also where the cabins are brought for storage by a single lift. "We worked extremely closely with the customer regarding the aesthetics of the technology", adds Mathieu Bourgeot. "Thus it was decided to opt for SATELLIT terminals covered with shingles. The layout for the Princesse follows the old one, tower for tower, with a view to limiting the impact on the environment!" However, this was no easy job owing to the nature of the ground, which

consists essentially of earth, the considerable number of buildings in the lower part of the site and the number of separate plots of land, which Mathieu Bourgeot referred to as a "patchwork", adding "We had to pour nearly 1000 cubic metres of concrete just for the functional part!" The technicians will remember that the intermediate terminal has an angle of 11° and a single cable loop, and that the double motorisation system, with one aerial machinery and one underground, is linked by a universal drive, "A system that enables each machinery to operate separately in the event of the other breaking down, thus ensuring maximum availability", concludes Christian Bouvier, POMA's Sales Director for France and Andorra.

**The layout will be exactly the same as that of the former lift, tower for tower**

**"POMA had the equipment that best corresponded to what we were looking for", says Guy Muffat, Chairman of the Megève Ropeways Company and principal deputy mayor of the resort.**

"The Princesse was a first-generation lift, installed back in 1974. We decided to replace it with a high-capacity lift because we wanted to stop day skiers from going right into the centre of Megève to avoid overcrowding at Rochebrune or Mont d'Arbois. We therefore opted for a comfortable 8-seater gondola lift as the line is 3.2 km long, with an intermediate station at L'Encratty, 1.2 km from the departure point. POMA had the equipment that best corresponded to what we were looking for. We believe that the Princesse is going to be a very important lift for us, one on which we are relying a great deal."

The operation is going to cost over 100 millions francs (15 million euros), including the construction of a large car park with 240 places underground and 550 above ground. The commune of Demi-Quartier is also considering the possibility of installing a snowmaking system along the entire length of the ski run, as the departure terminal is at an altitude of 1000 m, while the arrival terminal at Mont d'Arbois is underground for environmental reasons. The snowmaking installation could be operational by the 2003-2004 season."



### Saint-Martin-de-Belleville

A gondola to reach the ski runs

Until now, Saint-Martin-de-Belleville had only an ageing three-seater chair lift to reach the 3 Vallées ski area. Francis Buisson, President of SEVABEL, was fully aware of this problem and in partnership with SAS (Société d'Aménagement de la Savoie) decided to replace it with an ARIANA 8 gondola lift that will carry skiers to the runs in comfort, regardless of weather conditions.

In order to blend into the village, the departure station has a light barrel-type roof. The gondola lift, which is scheduled to begin service in December 2002, joins the Saint-Martin 2 chair lift at a speed of 6 m/s. Initially equipped with 48 cabins giving a capacity of 1800 people an hour, it can be fitted with a further 27 cabins, in order to reach a total capacity of 2800 people an hour. The line is 1980 m long, with a vertical rise of 374 m, while the storage track is located in the uphill terminal.

### Ax-les-Thermes

An ARIANA 16 to get to Bonascre

For years, Ax-les-Thermes, a distinguished spa centre in Ariège, SW France, has dreamed of an overhead transport link to the snowfields at Bonascre. The only way of getting there so far has been by road. This dream is now about to come true as the decision has been taken to install an ARIANA 16 gondola lift with the departure station right next to the thermal baths.

The lift - which is the same as the one at Hauteluce in the Beaufortain region - will operate day and night to provide a permanent connection. The departure point is at 720 m and the arrival point at 1380 m, making a vertical rise of 660 m over a distance of 2866 m. The temporary capacity at the outset will be 1100 people an hour and the lift will have 24 ESPACE 16 cabins.

Later, this will be increased to 33, bringing the total capacity up to 1500 people an hour. "The vehicles will be stored in the rails, using a patented POMA system, explains Olivier Hayum, assistant to Gilles Vibert, Manager of the Operations Division for France. Passengers will disembark while the cabin is stationary and embark while it is moving, having been assembled beforehand on the platform into groups of 16." It should be noted that the stations are installed in existing buildings.

Val Thorens

## A third FUNITEL for an easy return to Méribel

**The DMC-FUNITEL "Le Bouquetin" will be operational by the end of 2003. It will work on a jig back basis and carry 2000 people an hour.**

Val Thorens is the highest ski resort in Europe, and also reaches univalled heights when it comes to equipment. By the end of 2003, the 3 Vallées resort will be putting into service a third Funitel, the Bouquetin, with the main aim of bringing skiers back to the Méribel valley in all weather conditions.

This is the second DMC-FUNITEL ordered from POMA by SETAM, following the DMC-FUNITEL "Le Grand Fond" that was opened last winter. It will be operational during the course of fall 2003, according to Daniel Michel, Project Manager to the POMA Operations Director and Pierre Ract, Sales Engineer responsible for the Tarentaise valley. Pierre Jossierand, President and CEO of SETAM, Jean-François Piard, Technical Director and Jean-Claude Reiller, his assistant, opted for a system with fixed grips and jig back movement, whereas the other Funitel installations have detachable grips and continuous one-way movement. The chosen solution is less costly and is

justified by the fact that the flow rate and length are lower to the other two Funitel installations. The equipment will carry 2000 people at a speed of 8 metres per second (7 m/s to start). The departure terminal is at an altitude of 2500 m, while the line, which includes three gantry towers, is 880 metres long with a vertical rise of 266 m. Amongst other features, the Bouquetin has two cable loops with 3.4 m between the two cables of the same track. The six SPACIO 33 cabins are the same as those of the DMC-FUNITEL Le Grand Fond, give or take a few details. They will circulate in two groups of three, each carrying up to 33 skiers. These SPACIO 33 cabins are linked together so that they do not bump each other in the event of sudden braking. This all-weather DMC-FUNITEL can operate in winds of up to 30 m/s, i.e. 108 km/h! A further point is that



the platforms of the uphill and downhill terminals are not roofed. Another feature is emergency operation, which is ensured by either of the two main motors via two gear boxes connected by a differential gear blocked in emergency operation mode. Power is provided by a generating set housed in the nearby chairlift "3 Vallées 2" terminal. Lastly, it should be noted that the DMC-FUNITEL Le Bouquetin works at 1200 hp.





## Japan

An ARIANA 8 gondola lift for Yakebitai

Yakebitai, near Nagano, is one of Japan's most prestigious resorts, which the Japanese readily compare with Courchevel. To provide even better quality service, Kokudo, a subsidiary of the Prince Hotels chain that operates the ski area, has decided to build a new gondola lift. It selected an ARIANA 8, thus demonstrating its confidence in POMA.

The lift will be commissioned on 1 November 2002. For POMA, this is a follow-up to the contract won last year for Ojiro, another Japanese resort. As in the previous case, the components were imported from France with only the towers and brackets being produced locally. The Yakebitai lift is 2000 m long, with a vertical rise of 500 m.

The departure point is at an altitude of 1000 m and the arrival point at 1500 m. It will have 68 cabins, giving a capacity of 2400 people an hour. Among the main features of the installation, an innovation is the variable throughflow system, whereby the capacity of the lift can be increased automatically during the day depending on passenger numbers, without interrupting operation.



## International conference

80 POMA representatives meet in Grenoble

During the SAM 2002 show organised in Grenoble last April, POMA convened 80 of its agents, licensees and representatives of its various foreign subsidiaries in Voreppe. This POMA conference was an opportunity to present the brand's latest innovations, including both new equipment and services provided to customers.

The conference takes place every two years. In keeping with tradition, it was followed by field visits: Les Menuires (PHCENIX 6 Club chairlift fitted with DOUBLE CONTOUR DLS), Meribel (PHCENIX 8 chairlift at the Altiport), Val Thorens (DMC-FUNITEL "Le Grand Fond") and Courchevel, where the renovation of the "Jardin Alpin" gondola lift was the focus of attention.

The participants were welcomed by Jean Gauthier, Chairman of the Board of Directors, and Philippe Adrien, Commercial Director Export. The conference gave them ample opportunity to share their experience and information on the various projects in progress in their respective countries.

## Netherlands

# A new skiing destination !

In ten years,  
the Netherlands  
has acquired  
five indoor  
ski centres.

When you live in a flat country and are crazy about skiing, there are just two solutions. Either you travel hundreds of kilometres to reach the snow-capped peaks... or you head off to the nearest indoor ski centre for a few descents before going to the office or back home. In the 1990s, Nicky Broos was the first to have the audacity to build an indoor ski centre. It was located at Rucphen and boasted a single skilift! Be that as it may, Nicky Broos had set an example to follow. And it was obviously a good idea, as several investors have since entered the market, in particular at Landgraaf near Maastricht. Philippe Adrien, POMA's Commercial Director Export, describes the imposing structure as follows: "The building is 500 metres long and has one VECTRIS skilift and one TELECORDE. The structure is S-shaped and so the skilift had to be adapted to suit the layout. This meant no less than nine angles on the installation!"

This super indoor ski centre, which was opened in February 2002, offers a 20% gradient. The 500 m long run is 30 m wide at the top and 60 m wide at the bottom. And so that they feel as though they are really at the bottom of the runs, Dutch customers can buy a glass of mulled wine at the bar and eat a raclette at the restaurant. There are changing rooms where they can slip out of town clothes and into a ski outfit, while a boutique offers a full range of skiing equipment. And as the icing on the cake, the centre has a meeting room for organising seminars on the spot. The winter season runs from 1 October to 31 March, and the summer season from 1 April to 30 September. Skiers spend an average of one and a quarter to one and a half hours on



the slope, and Landgraaf now boasts nearly 400 regular customers. In 1996, POMA equipped the indoor ski centre at Zoetermeer. Again, the figures are impressive. The building is 200 m long and the run is served by three COMPACT F skilifts. "They work 365 days a year, 15 hours a day," recalls Philippe Adrien. That means that maintenance work has to be done during the night. And as there has been no fall-off in interest since the centre was opened, a second run was built in 2001, with a COMPACT F skilift. An additional skilift of the same type was installed in July 2002. Zoetermeer has 300 000 entries a year, including 175 000 spectators

**The facilities work  
365 days a year,  
15 hours a day !**

and guests, who are also regulars at the bar and restaurant. 75% come during the winter period and the other quarter during the summer. 70% of customers are between 18 and 40 years of age. In the winter, 80% ski while the other 20% snowboard. During the summer, 40% are fans of snowboard. It is worth pointing out that it costs 15 euros an hour for an adult and 12.5 euros for a child, while a pair of skis or a snowboard can be rented for 5 euros and a pair of boots for 2.5 euros.

In addition to these three indoor ski centres, POMA has also equipped the Snow Planet centre belonging to the Sparwood group, and the Uithof centre.



## Central Europe

# Major investments in Slovakia and the Czech Republic

Several Czech  
and Slovak resorts  
have called on POMA  
to modernise  
their ski areas.  
The contracts  
involve supplying  
three chairlifts.

Things are really moving in Central Europe, especially in Slovakia and the Czech Republic. POMA has just won three contracts in two Slovak resorts and one Czech resort. Into the bargain, three chairlifts and good prospects for future business, thanks to the diligent efforts and efficiency of Techmont, POMA's representative in the Czech Republic and Slovakia. Though it is often overlooked, this region of Central Europe has one of the world's highest proportions of skiers per capita and a large number of winter sports resorts, especially in Slovakia. The Czech company Sportovní Areal Harrachov opted for a fixed-grip chairlift of the Alpha 4 type to replace an old two-seater lift that serves a ski run parallel to the ski jump used for the world cup trials. The new Harrachov chairlift is 1250 m long with a vertical rise of 360 m. It will be capable of carrying up to 1800 people an hour and operate both summer and winter, as Harrachov is an all-year-round resort.

**The PHCENIX range arrives  
in Central Europe**

The two Slovak resorts that turned to POMA are Strbske Pleso, the largest resort in the Tatras, and Velka Raca. Strbske Pleso is located in the High Tatras range, where Vyskoe Tatry national park is situated. It is one of the finest resorts in Central Europe and boasts a magnificent ski jump. It has decided to replace an old two-seater chairlift built some 30 years ago with a PHCENIX 4 detachable-grip chairlift. Nearly 2 km long, this lift will be the first of the 21 Series to be installed in this part of Europe. As far as the works are concerned, environmental constraints meant that all the components of the uphill terminal had to be carried to the site by helicopter.

Velka Raca has opted for an ALPHA 4 chairlift with a loading carpet to replace an old skilift. The aim is to increase passenger numbers to 2400 people an hour. In addition to the technical quality of our equipment, one of the main reasons why Velka Raca chose POMA was the effective support provided during erection and maintenance.

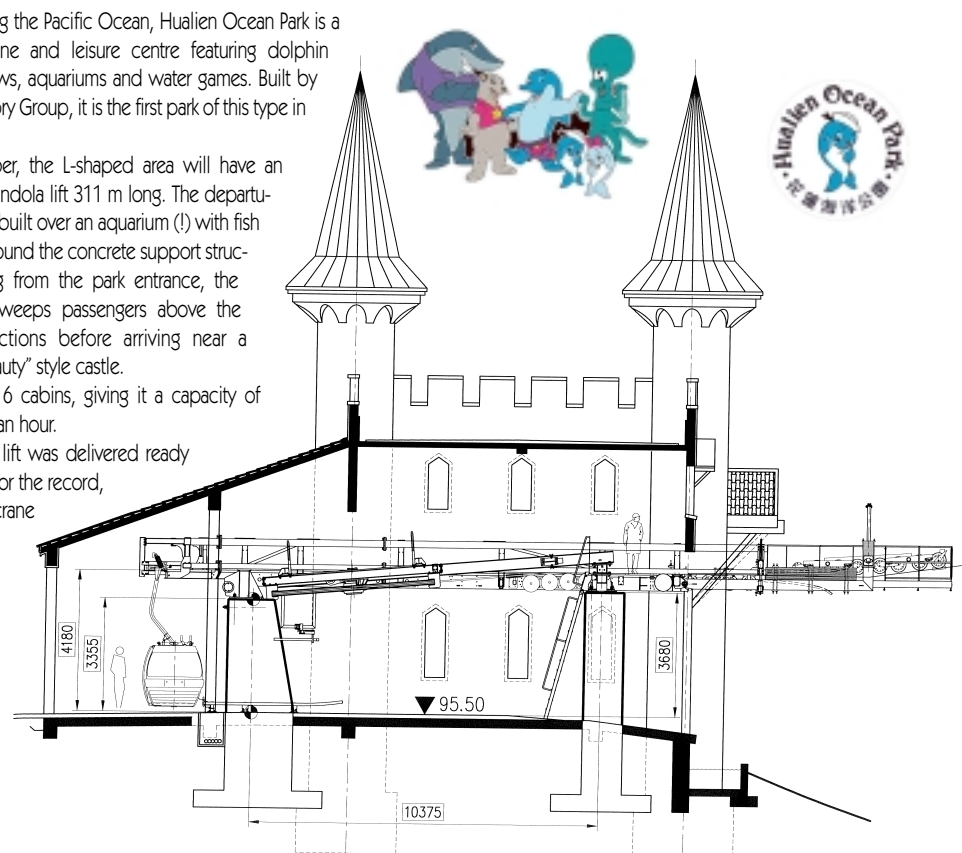
## Taipei

# An ARIANA 6 gondola lift for Hualien leisure park

Facing the Pacific Ocean, Hualien Ocean Park is a marine and leisure centre featuring dolphin shows, aquariums and water games. Built by the Metro Glory Group, it is the first park of this type in Taiwan.

As of October, the L-shaped area will have an ARIANA 6 gondola lift 311 m long. The departure terminal is built over an aquarium (!) with fish swimming around the concrete support structures. Leaving from the park entrance, the ARIANA 6 sweeps passengers above the various attractions before arriving near a "Sleeping Beauty" style castle.

It will have 16 cabins, giving it a capacity of 1000 visitors an hour. The gondola lift was delivered ready for use. Just for the record, a 160 tonne crane was required to lift the driving machinery above the aquarium!







Services

## Destination Korea and Greece

Major renovation projects are in progress in these two countries, notably at Muju, one of Korea's largest resorts, and at Mount Parnassus. As part of these projects, a delegation of Korean operators visited Voreppe last April.

As was stated in the last issue of POMA NEWS, Korea is a faithful customer of POMA. And this confidence is set to remain high in the future as regular relations have been established between our group and operators in the Land of Morning Calm. Gaël Blondel, Export Area Manager Services for Asia, and Grégory Lucas, Product Expert at the Services Department, visited the country in autumn 2001. Realising that local operators, in regular contact with Mr C. K. Lee, POMA's agent in Korea, were eager to discover POMA's production site in Voreppe and several French resorts, a delegation of 21 Koreans professionals was invited to France in April 2002. "We arranged a seminar for them in order to present our know-how and show them how our various departments are organised," says Gaël Blondel. "They wanted to see what we do in terms of renovation, maintenance, servicing and staff training as they are anxious to improve their knowledge of maintenance and servicing operations with a view to making their installations even more reliable." This concern is linked to the fact that the Korean winter sports market is booming. Hence the understandable desire to make ropeways as available as possible. Muju, the peninsula's largest resort, has already begun such a process of renovation, which concerns two major installations, namely

25 years of partnership with Greece

an 8-seater gondola lift and a 4-seater fixed-grip chairlift. Muju also intends to introduce a maintenance programme covering all its ropeway equipment. Other operations of the same type should follow at Daemyung, Palgong, Alps, Yang Ji, Suanbo, Bearstown and Chonmasan, other resorts from which representatives attended the seminar. As far as Greece is concerned, Eric Romagna, Export Area Manager Services for North America, Southern Europe, the Middle East and Great Britain, and Serge Dubois, POMA Training Manager, visited the managers of the Mount Parnassus resort in September 2001. Only ten minutes from Delphi, this shrine of Greek mythology is also the peninsula's greatest winter sports resort. It possesses 13 lifts, most of them dating from the 70s. The owner of the resort, who is the Ministry of Tourism, has begun to consider renovating the installations. The project in question should be completed within two years. At the end of the site visit, a list of priorities was drawn up with Thanasis Stumpos, the resort's general manager, Pamos Drivas, the technical manager, and Pantrack, POMA's Greek sales agency directed by Nikos and Stefanos Gabrielidis. "These operations are exemplary, and we are involved in many more of the same kind in the 66 countries where we work," concludes Christian Laval, Commercial Director Services. "Our activity involves listening to the operators and users of these installations in markets that each have their own specific features."



Development Division

## Creators of ropeways

It was in 1999 that the Development Division replaced the Design and Development Office (BEDEV). The change in name was accompanied by a change in organisation, headed by Frankie Tamisier, Director of Development Division, while overall supervision is in the hands of Jean-Paul Huard, Operations Director, who was at the origin of this shake-up. "The primary role of the Development Division is to develop standard components by imagining all possible configurations in which they can be used", explains Jean-Paul Huard. The thirty technicians and engineers led by Frankie Tamisier are all assigned precise jobs. "Each person has his own speciality", continues Frankie Tamisier. "They are experts in their field, with a comprehensive view of their products. Each product has its own unit consisting of an engineer, an assistant and one or two technicians. They are responsible for specifications, design studies, monitoring relations with inspection organisations in order to obtain product qualification and for drawing up user manuals." The Division's originality and strength lie in the fact that its members are not only in charge of designing new products; but are also responsible for monitoring the production of initial series units and providing support to the teams responsible for building the installations "until they are certain that the product gives complete satisfaction", adds Jean-Paul Huard. This notion of complete responsibility in developing a new product, in terms of deadlines, quality and price, is a warranty of safety for the end customer. It means that members of the Development Division have to

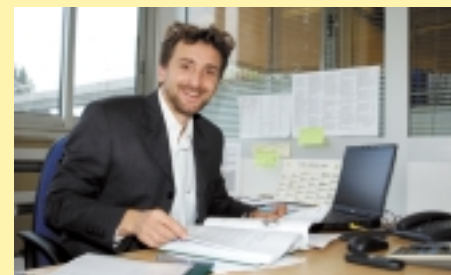


THE TEAM OF DEVELOPMENT DIVISION TOGETHER AT THE TESTING CENTER IN VOREPPE.

spend large amounts of time in the field, either with the operators or with components suppliers. To design prototypes and carry out its work, this first class team uses sophisticated facilities (2D and 3D CAD, finite-element calculations for anticipating problems of metal fatigue, etc.). Thanks to them, it was possible to market the 21 Series in 1999, the DMC-FUNITEL in 2001, the PHCENIX 8 and DOUBLE CONTOUR DLS. "In fact, it is a central, vital cog in the company", concludes Jean-Paul Huard by way of tribute.

## AT YOUR SERVICE

### CUSTOMER MANAGERS New head for France-Andorra



Sébastien Martin is the new head of the customer managers for France and Andorra. At 31, he is now in charge of a team of seven people. Hailing from the Pyrenees, he spent six years as technical manager with EPSA, an organisation comprising Gourette, Artouste and La Pierre-Saint-Martin, three Pyrenean resorts. At the same time, he was Operations Manager of La Pierre-Saint-Martin from 2000 to 2002. "My role will be to bring my experience of running a resort to the Services Department, so that POMA can make even greater provision for the professional needs and requirements of operators", he explains. Sébastien Martin's arrival is a clear demonstration of POMA's desire to be even more attentive to its customers' needs.

### ANDORRA Major investments in the Principality

Things are moving in Andorra, where several modifications have been made to installations this year, notably at Pas de la Case, Pal-Arinsal and Soldeu. At Pas de la Case, a 4-seater detachable-grip chairlift built by POMA in 1987 was given a complete overhaul at the request of Joan Viladomat and Juan Tenza, who represent S.A.E.T.D.E., the company that owns the resort's ropeways. "It must be said that this chair lift has carried an average of 14 000 people a day," recalls Sébastien Martin, Head of POMA's Area Managers Services. "In 15 years, that amounts to very nearly 20 million passengers !" Hence the need to give the chairlift a thorough face-lift. Pierre Dubreucq, Customer Manager, and POMA technicians Max Brochand, Product Expert and François Fénérol, Design Office Supervisor in Services Department, first of all performed a functional analysis of the installation, as the operator's stated aim was to ensure its reliability and safety for another 10-15 years. "We always listen to the customer, helping him to reach the right decision, and we also take into account the needs of skiers, by trying to provide them with greater comfort", adds Sébastien Martin. The major work thus consisted in modernising the track mechanisms, changing the cadencing, changing the electrical equipment, complete servicing of the installation and adding two new DOUDOUK 4 chairs. At Pal-Arinsal, the aim was to increase the flow of passengers using the 6-seater Del Oriols gondola lift. Built in the mid-1990s, this lift plays a vital role in serving the ski area. It was therefore decided to add a further 14 cabins, corresponding to a 20% increase in capacity. At the same time, the storage tracks were modernised by introducing an automatic cabin feeder system. It was a completely different job at Soldeu. Here, it was a question of shifting the 4-seater fixed-grip Els Assaladors chairlift. Thierry Gayte, Sales Manager in charge of this sector, took part in this project, which is now being followed by Raphaël Perrier of the Service Operations Department. Due to the redevelopment of the ski area, this lift had to be moved this year, as two others had already been shifted in 2001.



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