



One of the Dual Fuel powered RCVs that have been developed in partnership with the Hardstaff Group.

Dennis Eagle drives to deliver dual fuel RCVs

As part of its ongoing new product development programme, Dennis Eagle is currently working in close partnership with the Hardstaff Group – internationally recognised pioneers of dual fuel technology – in its quest to launch the first cost-effective, low carbon RCV that will significantly reduce the reliance on fossil fuels.

Set to be trialled early in 2009 are two dual fuel RCVs: one unit is being supplied by Dennis Eagle and the other from Hardstaff, both of which will be fitted with Hardstaff OIGI® (Oil Ignition Gas Injection) technology.

What is the technology all about?

A closed loop system, OIGI® reduces the amount of diesel injected into the cylinder, equally replacing the fuel with gas without affecting the efficiency of the diesel engine. Using the latest patented technology that does not require access to a manufacturer's ECU, the converted RCVs will use natural gas (compressed-CNG and liquefied-LNG) and biomethane (LBM/LBG) as the primary fuel source.

Suitable for both new and existing vehicles, this latest dual fuel technology

is in an advanced stage of development following many years of trialling and millions of kms of on-road testing.

OIGI® dual fuel technology has immense environmental advantages in line with Government policy on sustainable procurement, providing a low cost entry into fuel diversification and growth in low carbon RCVs. The additional benefit of RCVs equipped with dual fuel technology delivering reduced operating costs has further heightened customer interest.

Dual fuel benefits

Dual fuel vehicles have unmatched benefits contributing to lower exhaust emissions and cleaner air. The process significantly reduces levels of CO by 98%, NOx by over 30%, particulate matter by over 50%, with savings of 20% in CO². In conclusion, the dual fuel system set to be trialled in the Dennis Eagle RCVs allows transport operating companies to comply with the principles of corporate social responsibility, providing an education process confirming that there are alternatives to oil available today.

Commenting on behalf of Dennis Eagle,

EAGLE EYE HIGHLIGHTS >>

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The RCVs have been converted to use natural gas and biomethane as the primary fuel source.

Managing Director, Norman Thoday said: "Whilst we are in the process of evaluating a number of new technologies, dual fuel is one that we have invested heavily in. We are delighted to be working in conjunction with Hardstaff and it is exciting to be so close to trialling the new vehicles equipped with OIGI® technology. Everyone within both organisations is extremely positive about how the vehicles will perform and we see it as a major step forward in proving that dual fuel RCVs are the way forward within our industry."

Look out for further information relating to the test result data in the next edition of Eagle Eye.



When the going gets tough... the tough get going!



Considering the current economic climate, I thought this would be an appropriate way of starting my address to you all. Without losing sight of the upheavals that we are witnessing in the British and worldwide financial markets, I am delighted to inform you that despite having faced increasing steel, fuel and energy prices, 2008 has still been an extremely successful year for Dennis Eagle.

As you will gather by reading the following pages of the Eagle Eye, this year's order intake looks very healthy and comes as a consequence of increased sales figures that we have secured both from national and international markets.

So what have been the real highlights of 2008?

In my mind, one of our greatest achievements has been our manufacturing team's ability to accept and absorb substantial increases in steel costs without compromising the quality of the finished product.

It is with this determination in mind that the delivery of the first Duo Kitchen waste recyclers to Rhondda Cynon Taff, the increase in demand for Twin Packs and the 100 units distributed in the Irish market by Manvik can be considered key achievements.

In the same way, our service operation has continued to expand with DE Aldridge establishing itself as a centre of service excellence for HN Logistik FEL and side loader RCVs, whilst DE Leeds is assuming responsibility for the installation of Vishay PM Onboard's underbody and binweigh systems.

So all in all, 2008 has proved to be a successful year during which our design, engineering, manufacturing, service and aftermarket departments have gone from strength to strength. Our aim moving forward is to retain our focus on delivering yet further improvements across all areas of the business, something we are resolved to achieve no matter what the economic climate has to behold!

On that note, may I wish our readers a happy and prosperous New Year?

Norman Thoday
Managing Director

Ros Roca continues to roll

2008 has equally been a very busy year for Ros Roca as suggested by the headlines below, all of which support some of the upbeat and breaking news that unfolded as the year progressed.

Ros Roca and Otto on song

Back in April, Ros Roca Environment and Otto joined forces in Europe by signing a major long-term distribution agreement. Through this deal, Dennis Eagle assumed responsibility in the UK for the distribution and aftersales service of Front End Loader and Side Loader RCVs manufactured by HN Logistik, an Otto Group subsidiary.

Strategic alliance strikes new chord

The above deal was followed by a further announcement from Paris in August, relating to a major new strategic alliance being signed by both operations. Coming in the wake of the initial distribution agreement that had proved an immediate success, and with the aim of both organisations seeking to strengthen their businesses in Europe, the partnership was extended from September 1.

It was an agreement that saw HN Logistik GmbH - renamed HN Schörling GmbH - become exclusive distributor for Ros Roca Environment RCVs within Germany, Austria and Switzerland.

Ros Roca subsidiary tuned into waste treatment

At this year's RWM exhibition in September, Ros Roca launched a new subsidiary dedicated to the field of waste treatment. Ros Roca IMA (Ingenieria del Medio Ambiente) UK Limited - established the previous month - was created to provide complete turnkey solutions for the treatment of municipal solid waste, and municipal, agricultural and industrial organic waste.

By being able to draw on Ros Roca's proven and successful history in the field of waste treatment and integrated engineering systems and processes, Ros Roca IMA claims to offer a unique proposition, not just here in the UK but



An internal view of one of Ros Roca's AD plants.

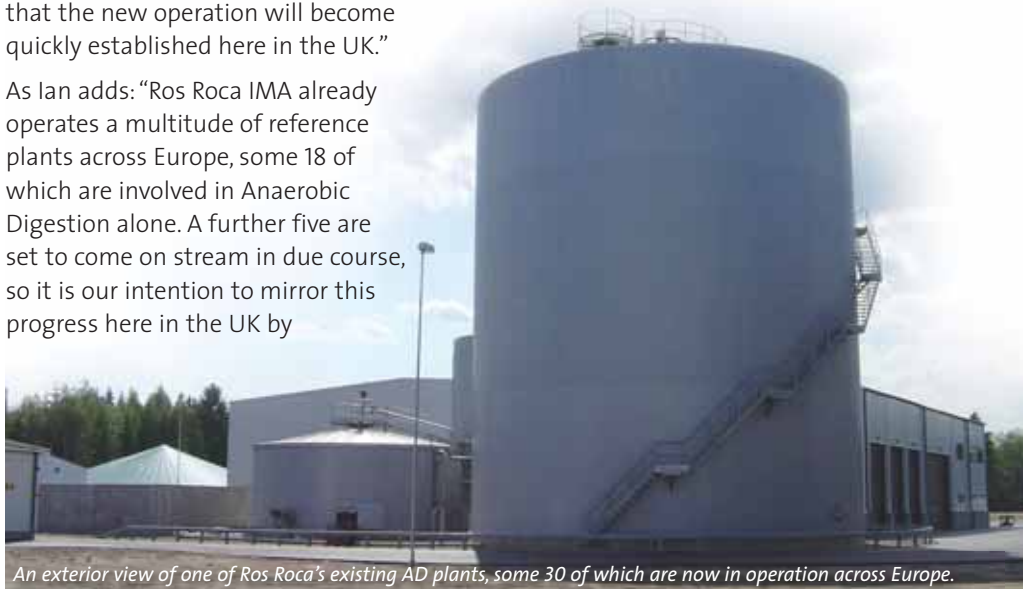
globally, in its ability to treat almost any kind of waste stream and supply resultant renewable fuels and energies in the process.

Commenting at the time, General Manager of the UK operation, Ian Handley said: "The creation of the new UK operation demonstrates how serious Ros Roca is in exploiting the potential present in this country for the treatment of biodegradable waste. Operationally, it means that we now have the capability to close the loop when it comes to the arena of waste collection and treatment. This comes about by us being able to tap into a truly complete range of refuse collection equipment, pneumatics and process technologies that include Anaerobic Digestion, Aerobic, MBT, Biogas Upgrade and Cryogenics. As such, we are confident that the new operation will become quickly established here in the UK."

As Ian adds: "Ros Roca IMA already operates a multitude of reference plants across Europe, some 18 of which are involved in Anaerobic Digestion alone. A further five are set to come on stream in due course, so it is our intention to mirror this progress here in the UK by

supplying a plant and technology infrastructure that will become a turnkey centre of excellence in its own right."

Using Ros Roca's own technologies, as opposed to those that are third party licensed, and with the backing of an 80 plus strong European team of engineers, Ros Roca IMA's waste treatment activities centre on anaerobic digestion and biogas upgrading, mechanical sorting, composting in tunnels, drums and corridors. What's more, Ros Roca IMA can treat almost any waste stream, including bio waste, household waste, green waste, food and kitchen waste, packaged food waste, residues from food beverage and processing industries, manure and slaughter house waste and energy crops (silage).



An exterior view of one of Ros Roca's existing AD plants, some 30 of which are now in operation across Europe.

Service strikes agreement with Vishay PM Onboard

Earlier in the year, the service operation entered into a strategic partnership with Vishay PM Onboard. Through this agreement, service assumed responsibility for the installation of the company's underbody and binweigh systems.



With the new operating procedure being coordinated by our Leeds-based Service Centre, the intention is to offer this service across the company's extensive UK Service Centre network in the near future.

In order to ensure that the implementation of the new installation service is as effective as possible, Vishay PM Onboard personnel have worked closely with our own technicians and engineers at the Leeds facility by providing extensive training and product familiarisation.



Aldridge majors in specialist group product aftersales care

Having assumed responsibility earlier this year for supporting specialist products manufactured by Otto Group subsidiary, HN Logistik, the Service Centre in Aldridge now coordinates the servicing and parts support programme for products such as FELs and Side Loader RCVs here in the UK.

Comments Phil Worthington, Dennis Eagle's General Service Manager North: "Following the agreement that was signed in April between our parent company Ros Roca Environment and Otto Group, we are now in a position where we can confidently support such specialist products using our own service infrastructure. Following a number of our technicians having received intensive training on both FELs and side loaders in Germany, our Service Centre in Aldridge will initially assume responsibility for providing comprehensive aftersales support to customers."

Whilst Aldridge will initially serve as a centre of excellence for these

specialised products, the aftersales support programme will ultimately be rolled out nationally."

As Phil adds: "Not only will Aldridge stand as the service hub for supporting RCVs such as the Hüfferman FEL, it will also coordinate the delivery of what is an expansion to our already comprehensive service capabilities in the future."

Home to our state-of-the-art RCV paint shop facility, Aldridge is a 20,000 sq ft

facility that employs 30 fulltime personnel. Featuring some of the latest and most comprehensive servicing and repair technology equipment available, the service centre is proficient in carrying out repair and maintenance contracts, Loler inspections and certification, chassis servicing and repair work, accident damage and insurance work, not to mention MOT inspections and vehicle preparation to VOSA standards.



People playing their part

When it comes to the field of parts, there can't be many in the industry with more knowledge and experience of the subject than Ian Hodgkin. As Parts Representative covering the counties of Oxfordshire, Berkshire, Hampshire, Dorset, East and West Sussex, Surrey and Kent, Ian has spent his entire career working with customers on a face-to-face level.

Well known and respected, Ian today helps service an ever-expanding customer base, supplying them not only with the optimum type and quantity of parts, but also plying them with help and advice should problems occur as they inevitably do. As Ian states: "My role is very varied and often sees me supporting the customer by helping them solve problems. And what's important when a customer

has a problem is to take whatever steps are necessary to ensure that vehicle downtime is kept to an absolute minimum."

Residing in East Guildford and having first joined the business in 1976, Ian still revels in his role and enjoys being a key member of our 12-strong parts team. As he adds: "I've also enjoyed the fact that the job gives you a tremendous amount of autonomy and puts you in contact with so many different people. What's more, the feedback that I receive from customers today is far better than it has ever been and this is largely due to how well our parts operation has progressed under the guidance of Robin Merriman. Many customers would have no hesitation in supporting me when I say that we are very competitive on price and our availability is second to none."



Ian Hodgkin

Contract maintenance - customer feedback

Contract maintenance continues to be a growing part of our service operation. Today, for example, we are responsible for looking after in excess of 550 vehicles. With this in mind, the entire service team aims to manage each contract to the best of its ability. The big question is: are we succeeding in the field? To gain a better insight, we decided to listen to our clients' feedback.

Our first stop is with Hambleton District Council, where we service and maintain their RCV fleet of nine complete vehicles and a further five Elite chassis, all of which were supplied by SFS. "The service we receive from Dennis Eagle's engineer, Frank Wilkinson, is fantastic," comments the council's Operational Services

Manager, Mike Kneebone. "Whenever we have an issue, irrespective of the time of day, Frank is always on call to respond to our needs and within a remarkably quick timescale. Overall, the contact, communication and working relationship we enjoy with him and Dennis Eagle is second to none," he added.

Next we called in to see neighbouring Richmondshire District Council and caught up with Terry Thorpe, Senior Supervisor & Manager Transport: "In the last three to four years that Dennis Eagle has looked after our RCV fleet through our vehicle providers, SFS, the standard of maintenance has increased dramatically. The service we receive

is first class. Dennis Eagle totally understand the need to keep our RCVs on the road by helping reduce downtime and, as a result, Frank is always on hand to help us solve any problems whether it's very early in the morning or late at night."

Today, we look after a fleet of eight RCVs that were supplied by SFS on full contract maintenance and an additional nine vehicles on a pay-as-you-go basis. Concludes Terry: "Dennis Eagle and Frank are the kind of company and people we enjoy working with, as they are reliable, flexible and very good at what they do. Overall, I would have to say that the level of service we receive is excellent."

Celebrating a manufacturing milestone

Despite an undeniable decline in the British manufacturing industry, largely due to macro economic forces, Dennis Eagle Blackpool reported very encouraging news: the celebration of the 10,000th Elite cab.

First launched in June 2003 as an upgrade of the 1992 Elite 1 model, in excess of 900 units of the current Elite will be produced this year alone; a figure and achievement that Operation Manager, Bob Young is extremely proud of.

He said: "As many people know, Blackpool has a long and rich heritage when it comes to vehicle cab manufacture, so we are delighted to be continuing this trend. The manufacturing facility that we operate is world class and the success of what

is a specialist vehicle cab bears testimony to this fact.

"We have an outstanding team of highly experienced and skilled individuals here in Blackpool, and we are all extremely proud of our latest achievement," he added.

From Blackpool to Warwick

Forming part of an order for some 22 new refuse collection vehicles that we are in the process of building for SITA UK, the 10,000 Elite cab made its journey south to Warwick.

The vehicle will support a new waste collection and recycling contract that SITA UK has been awarded by London Borough of Hounslow. Scheduled to commence in February, the new scheme in Hounslow will take in collections for household plastics and food waste.



A brief visual insight into how the Elite cab evolves into the finished product.

Putting on a show

Below we take a brief look below at our attendance at the CIWM and the RWM.

In June, Dennis Eagle returned to the south coast of England and Torbay's CIWM exhibition. The decision to exhibit was not made solely on the basis that 2008 saw the curtain finally come down on the exhibition being held in Torbay, but also due to the fact that we had an abundance of product developments to promote along the way.

As Norman commented: "The decision to return to the CIWM this year wasn't taken lightly, however we were extremely pleased with the response that we received from those who took the time to visit our stand."

Next in line was the RWM exhibition at the NEC in September. On the Dennis Eagle front we exhibited one of eight Duo kitchen waste recycling RCVs for Rhondda Cynon Taf, which have since entered service with the South Wales council.



The Duo kitchen waste RCV takes centre for Rhondda Cynon Taff.

From a collaboration perspective, the RWM was also used to announce the fact that we are working with Tom White Waste - the largest independent waste management company in neighbouring Coventry - as they drive forward a multi-million pound expansion programme. Again, further details can be found on page 9 of this edition of Eagle Eye.

On the Ros Roca front, the news of Ros Roca IMA (Ingenieria del Medio Ambiente) UK Limited - a subsidiary dedicated to the field of waste treatment - was introduced (see page 3 of Eagle Eye for further details).



Making a welcome return to the CIWM in June.

First volume order for kitchen waste duo completed

Our first volume order for the twin compartment Duo kitchen waste recycling unit came at a time when councils continue to refine the way they collect different recyclable waste streams.

Specified by Rhondda Cynon Taf after extensive evaluation based on an in-the-field trial period, a total of eight specialist Duos have recently entered service with the South Wales council.

Commenting on the purchasing decision, Paul Uren, Operations Manager for Rhondda Cynon Taf said: "Having targeted areas where we recognised participation in trialling a kitchen waste recycling scheme would be most accepted, we understandably needed to source the correct vehicle for the job. We believe the new Dennis Eagle Duos will fulfil our requirements and help us take

our recycling programme to a new level.

"The results of the trial period proved that the vehicle was ideally suited to our needs, both in terms of how material is collected and the payloads that we will be able to achieve.

Despite the geography of some of the regions presenting a challenge in terms of accessibility, we are confident that we will be able to use the Duos in almost all areas," he added.

With the new Duos now deployed, Rhondda Cynon Taf is in the process of rolling out its kitchen waste programme from the 3,500 households covered currently to in excess of 20,000 by the year-end. Kitchen waste is being collected in biodegradable bags for households to deposit in 47-litre lockable waste bins. The tied bags are then loaded kerbside into the Duo's 270-litre

collection trough, before being top loaded into the purpose-designed four cubic metre recycling pod that is located immediately behind the cab.

Operating on a weekly basis, the main Phoenix 2-12 compaction body of the Duos is being simultaneously used to collect remaining residual domestic waste in wheeled bins. "In essence, by using the new Duos, we are effectively collecting the same waste but for the first time separating it into different fractions," reinforces Paul.

Completing the new vehicle intake are two Twin Pack 70/30s that are being used for the collection of trade waste in the form of either card and green waste or garden and additional recyclable waste. Like the Duos, they feature the Elite 6 x 4 chassis and are being equipped with Zoeller Rotary bin lifts.

DENNIS EAGLE



New vehicle contract signed at RWM

This year's RWM saw us strike an accord with neighbouring Tom White Waste Limited - Coventry's largest independent waste management company. Our aim is to assist them to drive forward a multi-million pound expansion programme in recycling.

In implementing a massive £5m investment strategy designed to help Coventry become greener, Tom White Waste, who currently recycle 80% of all waste collected, signed an order for its first ever new Dennis Eagle refuse collection vehicles at the exhibition.

The vehicles are scheduled to join Tom White Waste's fleet early in 2009 and will be used to collect commercial waste from around the city and neighbouring areas before being segregated at either of the company's two transfer stations in Rowleys Green and Stonebrook Way. The latter MRF was brought on stream by Tom White Waste in 2007 as part of the investment programme and at a cost of £1.2m.

Commenting on the decision to specify the new Dennis Eagle vehicles, Joint Managing Director of Tom White Waste, Ian White said: "Investing in bolstering the size and efficiency of our recycling fleet is obviously an important part of our overall expansion plans, and we are delighted to be working with a local manufacturer in order to help us achieve this. Dennis Eagle is the market leader in its field and having operated a number of their used vehicles for quite some time now, we know that they offer the best value for money option for chassis and body. We are confident that they will be instrumental in helping us continue to improve the efficiency with which we collect our waste and prove cost-effective in the process."

Equipped with Phoenix 2-20 high capacity general compaction bodies, the new vehicles have been specified with Otto bin hoists. Mounted to 6 x 4 Elite chassis, they will feature the familiar bright and vibrant Tom White Waste livery.

Ian White (left), Joint Managing Director of Tom White Waste is pictured with Northern General Sales Manager, David Hennessey.



GRUNDON

Growing with Grundon

We are once again pleased to work with Grundon Waste Management – the UK's largest family-owned waste management company – as they continue to expand their fleet capabilities in a drive to deliver new and refined integrated waste management and recycling solutions.

As a result, we are in the process of building seven complete RCVs that are scheduled to go into service early in 2009, as well as supplying two additional P2-12 narrow bodies fitted to the DAF LS55 chassis, plus and a further Elite 6 x 4 chassis. The complete RCVs include one Duo kitchen waste unit that will operate within the Banbury area and six P2-23s supplied on the Elite 6 x 4 chassis, all of which will feature our Beta 2 lip lift.



Kitchen duos central to SFS fleet replacement programme at Epsom & Ewell

In the early part of 2009, our Duo kitchen waste RCVs, already operating in the South Wales valleys of Rhondda, Cynon and Taf, will be available in the borough of Epsom & Ewell. It is here that six kitchen waste Duos are set to enter service as part of a total fleet replacement contract that our good friends SFS of Northampton have recently been awarded by the borough council.

Forming part of a 42 new vehicle intake that SFS is supplying over a six-year contract period, the kitchen waste Duos will help deliver a new waste collection and recycling scheme that will help the council achieve a 50 – 60% recycling rate.

In addition to the Duos, we are also set to supply one P2-17 general compaction bodied RCVs on the Elite 6 x 2 chassis and four Elite 4 x 2 chassis that are being married with Terberg's Kerbsider recycling bodywork.

The new scheme is set to be rolled out to Epsom & Ewell's 29,700 domestic properties and centres on the weekly collection of food waste using the Duo's behind the cab purpose-designed four cubic metre recycling pod. To support the kitchen waste scheme, residents are being supplied with a 23-litre lockable food waste bin, as well as a five-litre kitchen caddy for added convenience. The main Phoenix 2-12 general compaction body of the Duos will be simultaneously used to collect remaining residual domestic waste, as well as plastics, bottles and card on an alternate weekly basis. What's more, the Duos will also support the council's already established garden waste collection scheme.

Commenting on the decision to specify the kitchen waste Duos, Jon Sharpe, the council's Transport Fleet Manager said: "Having evaluated the kitchen waste Duo with assistance from our supplying partners, SFS, we believe that it is currently the best vehicle of its type. As a fully integrated unit we found it to be operationally very secure and we are obviously familiar with both Dennis Eagle and Terberg. The two bodies work extremely well together and we are now looking forward to seeing the Duos in operation."

Faced with having to collect an increasing weekly tonnage of paper, glass, cans and textiles, the council has upped the carrying capacity of its

Kerbsider RCVs by specifying 23 tonne vehicles this time around. As a result, SFS will supply the Kerbsiders on the Elite 6 x 2 chassis.

Having secured the contract following a full tender process, not only is SFS - the council's incumbent partners - supplying vehicles ranging from RCVs to road sweepers, accessible buses, and ground maintenance vehicles and cars and vans, they are also assuming responsibility for fleet maintenance which includes running the council's own workshops.



The kitchen waste Duo – six of which are shortly set to join the RCV fleet of Epsom & Ewell.

First recycling fleet in Derry City Council

In conjunction with our distributor for Ireland, Manvik, we have supplied our first RCVs into the waste collection and recycling fleet of Derry City Council.

Specified as fleet replacement vehicles, the new RCVs feature high capacity Phoenix 2-23 general compaction bodies - complete with Terberg TCA De bin lifts - fitted to Elite 6 x 4 chassis. Forming part of an eight strong frontline RCV fleet operating within Derry City, the new vehicles are being deployed to collect residual domestic waste on a weekly basis and dry recyclables, including cardboard, paper, cans and plastics alternate weekly.

Commenting on the council's decision to specify its first Dennis Eagle RCVs, Operations Manager for Derry City Council, Alec Hamilton said: "Manvik has an excellent reputation in Northern

Ireland for its ability to provide optimum vehicle solutions. What's more they already work with many local authorities across the region and hence have a thorough understanding of exactly what councils require.

"We received a tremendous amount of support from Manvik's John Connor and, as a result, we were extremely happy with the specification of the Dennis Eagle RCVs that they came up with. The low entry cab is proving to be particularly popular with the crews who operate them and we were very impressed with the training that Dennis Eagle supplied through engineer, Paul Charles," he added.

In line with the growth that Manvik has enjoyed throughout its group, John Connor has made 2008 a memorable year in his own right, having secured orders for some 37 Dennis Eagle vehicles within Northern Ireland.



Derry City Mayor, Gerard Diver.

In addition to the new vehicles for Derry, John Connor has also received orders from a further 14 district and borough councils. As John states: "The Dennis Eagle RCV remains a firm favourite with many, the biggest operators being the city councils of Belfast, Lisburn and Ards, together with Fermanagh District Council and Castlereagh Borough Council."



Pictured from left to right are: Jim McGrath, Head of Waste at Derry City Council; Gerard Diver, Derry City Mayor and Bertie Magee, Fleet Manager Manvik.

Go Plant go for Dennis Eagle

According to Malcolm Norton, GPL Hire's Director of Self Drive Services, 2008 has been a 'spectacular year.' GPL Hire has not only opted for a fresher corporate look, but also secured a number of significant contract gains, with GPL Hire - part of the GPL (Go Plant Limited) Group - continuing to strengthen its short-term rental fleet.

Such a flurry of activity has impacted positively on Dennis Eagle, with GPL Hire having placed orders for a total of 44 new RCVs this year alone.

As Malcolm adds: "The new order intake of RCVs from Dennis Eagle means that their vehicles account for just over 50% of our RCV fleet, which now totals some 180 vehicles."

London Borough of Barnet

In support of GPL Hire's major new contract gains, we are in the process of supplying an order for some 27 RCVs for London Borough of Barnet, the majority of which are being phased into operation in January/February. GPL secured the 10-year contract for fleet management and contract hire with the council in October. Four new vehicles are already in operation, a P2-20 on the Elite 6 x 2 mid steer chassis and three P2-15Ns on the equivalent narrow variant 6 x 2 mid steer. The latter trade vehicles are some of the first to feature Terberg's upgraded Trojan bin lift.

Lichfield District Council

Also set to join the GPL Hire fleet early in the new year, this time in support of the company's seven year waste management contract win at Lichfield District Council, are six P2-20s on the



Elite 6 x 4 equipped with Otto Continental bin lifts and one Elite 4 x 2 chassis with recycling bodywork.

Finally, having elected to consolidate its position within the short-term rental market, GPL Hire has ordered eight RCVs, all of which feature Terberg OmniDEL bin lifts. Alongside six narrow P2-9Ns mounted to Elite 4 x 2 chassis are two high capacity 26-tonne Twin Packs.

Concluding, Malcolm said: "In addition to the growth that has been realised this year by GPL Hire, we hope to be in a position to announce a number of further contract gains early in the new year, all of which will see us strengthen our relationship with Dennis Eagle in the process."

Supporting Enterprise recycling service switch in Slough

Having elected to revise the way it collects dry recyclables on behalf of Slough Borough Council, Enterprise - one of the UK's leading providers of environmental services - has specified a fleet of 10 new Dennis Eagle general compaction RCVs.

Serving to replace the current method of collecting dry recyclables kerbside, the new P2-20 bodied RCVs - complete with Terberg OmniDEL bin lifts and powered by the rear steer Elite 6 x 2 chassis - will be deployed to accommodate a waste stream where

card and paper, plastics, cans and glass will still be collected weekly but now in 240 litre wheeled bins.

Commenting on behalf of Enterprise, Operations Director, Dave McGill said: "The new Dennis Eagle RCVs will enable us to increase the efficiency with which we will be able to collect and recycle what is an important waste stream within Slough. We enjoy a close and effective working relationship with Dennis Eagle having partnered with them on a number of key waste management and recycling contracts.

Their RCVs provide us not only with excellent payloads but outstanding levels of reliability in the process."

Currently being phased into operation, the highly visual fleet newcomers feature a red council livery that incorporates a joint working logo. Dry recyclables collected will be transferred to the state-of-the-art Grondon MRF in neighbouring Colnbrook. With the new vehicles fully operational, the Enterprise Slough RCV fleet will total 19.

Manufacturing shows its metal

In the face of increased product diversity, never before has our manufacturing operation had to demonstrate how flexible it needs to be for us to retain our competitiveness. With this in mind, we thought it would be a good time to catch up with the man who has already done so much to elevate our manufacturing facilities in Warwick and Blackpool to world class status, Operations Director, John Twomey.

As mentioned previously in Eagle Eye, the yearly production of Elite 2 and Phoenix 2 has grown significantly in the last six years. In 2003, for example, output totalled 730 chassis and 630 bodies. More recently, output for the year has reached a level of 960 chassis and 850 bodies, an increase in excess of 30%. In achieving these volume increases, teamwork has played a critical part in reducing throughput times, improving customer delivery performance and reducing costs.

As a result of this increase in volume and of a more varied product range available to clients, a number of additional challenges were faced, the main one being the integration of a wider mix of products into a “line philosophy” where

standard product configurations have been the “norm” for some time.

Generally, a greater variety of configurations for chassis/bodies requires more labour hours to assemble them. The introduction of different products into a single line, where the build time is pre-determined, can prove difficult. This challenge requires the need for cross functional teams to come together to assess the current method of build, the hours and work required for the new variant and how additional work content can be diluted throughout the line so it has a minimal impact on each footprint.

Working on this premise, both the chassis and the body lines at Warwick have now been adapted to accommodate a more varied product range without damaging the integrity of the original line philosophy. Nowhere does this flexibility reflect itself more significantly than with the recent increase in demand for our Twin Pack product. Historically they would be “bay built” away from the single P2 bodyline with a requirement of one unit every two weeks, which on average took an additional 100 hours to build over and above a P2.

With the drive for more recycling, demand for the Twin Pack has reached unprecedented levels at three units each week, therefore the team needed to find a more efficient way to build this particular product. This has been achieved by utilising the P2 bodyline to assemble the Twin Pack after tacking up the initial structure. This change has brought about a cost-effective solution in processing the higher volumes required in a line friendly way.

But what of the future?

Manufacturing will definitely need to not just “show its metal”, it will have to become increasingly malleable in the process. This will be driven by the challenge going forward in managing new technologies that are being specified by customers, particularly when it comes to enhancements that deliver improved Health and Safety practices, such as reversing aid cameras and improved lighting (LED). To achieve the above, the business will need to work with suppliers to enable an integrated approach to be developed as to how best such technologies can be cost effectively fitted to our vehicles in the future.





Manvik moves up the gears

“Manvik has once again enjoyed another year of significant and measured growth both in Ireland and the UK.” The positive words of Manvik Group Managing Director, Wayne Byrne, a trend that the company remains focused on maintaining. And if the past is anything to go by - Group turnover having doubled in the past three years to in excess of €50 million this year - Manvik Group is set to go from strength-to-strength.

As Wayne adds: “We have ambitious growth plans that will see us broaden our coverage in existing markets, whilst exploiting a number of new market opportunities in the process. We have high expectations for the UK market having spent the last five years putting down a significant foundation there, which accounts for more than a third of the Group’s turnover now and is the fastest growing part of Manvik Group. Moving forward, we aim to continue to focus on our contract hire business in the UK by staying focused on service oriented contracts with private and municipal waste operators.”

On the back of this growth, we at Dennis Eagle have supplied over 100 RCVs into the Manvik Group fleet this year alone, which now totals in excess of 600 vehicles. The new vehicles have been used to support the previously

mentioned municipal contracts the Group services through its various operations in the UK and Ireland.

One of the noteworthy wins for Manvik and Dennis Eagle has been Greyhound Recycling & Recovery which has come from Manvik Group’s historic base, Ireland. As with Manvik UK, Manvik Ireland hires to both private and public sector waste management service providers.

Manvik Ireland has been working closely with Greyhound Recycling and Recovery Ltd, a company that over the last 10 years has grown to become one of the most innovative waste solution providers in Ireland, and has recently won a significant contract to handle the green bin waste collection and recycling for four councils in the Dublin area – whilst also running Dublin City Council’s recycling centre that processes the waste collected for the councils. Manvik played an invaluable part in helping Greyhound prepare the tender for the contract and, according to Greyhound Managing Director Michael Buckley, “Manvik was available at short notice during the tender process to provide backup and answers to queries relating to the collection side of the contract.”

To fulfil the contract with the councils, Greyhound will lease a fleet of 30 plus

Greyhound Recycling gets on track with Manvik.

Dennis Eagle RCVs from Manvik that will include onboard technology to recover collection data for bin contents.

Buckley reveals that one of the key business challenges Greyhound now faces is getting the fleet up and running by January 2009 and keeping the fleet on the road once it’s operational. But with Manvik’s experience – it currently provides total waste management solutions for full contract hire for over 200 refuse collectors – Spencer Law, Group Operations Director, is confident that all the trucks will be ready for the contract “well before Greyhound needs them.” He even goes on to say: “We aim to have them waiting to go probably a month before they’re needed.”

It is such confidence in Manvik’s ability to deliver waste handling solutions to operators so effectively that has proved instrumental in helping the Group achieve the success it enjoys today. Never before has the company been better placed to assess current and indeed future trends impacting on the waste management sector with a view to supplying operators with the equipment and technologies with which they can effectively enjoy greater recovery of all waste streams.

Norway goes big

Export has once again played a crucial role in our overall business performance in 2008 and it's very much been a year of firsts.

Within Scandinavia, for example, Andrew Christie has been working closely with two new customers – Roger Strom and ISS of Norway, through our Norwegian dealer, Rich Steen AB. Indeed you could say it's a case of Norway going for Phoenix 2 in a 'big way'! Why? Because both customers have taken delivery of our newly-designed high capacity tailgate mounted to our standard Phoenix 2 20 general compaction bodies. As Andrew comments: "Both Roger Strom and ISS are prominent private operators in the Oslo area of Norway and we are delighted to be supplying our first RCVs into their respective operations."



One of the Renoflex Gruppen Twin Packs

First Twin Pack order

The situation is similar in the Danish territory where, through our Dennis Eagle distributor Phoenix Denmark, we are set to supply our first Twin Packs into the fleet of Renoflex – one of the country's leading waste management operator covering both domestic communes and the commercial sector. In this market two Twin Pack 20s will

support recycling operations. Consequently, they are being equipped with a bespoke bin lift that pivots only on the 70% side, but which is capable of emptying wheeled bins both sides. Branded the 'Olesen' binlift, it has been designed by Brian Olesen, Managing Director of our supplying dealer, Phoenix Denmark.

Brian's been back to Bermuda

Twenty-two years after selling his first vehicles into Bermuda whilst working with Leyland Trucks, Brian Gore has recently flown back into the UK after having made a nostalgic return visit in November. Brian oversaw the commissioning of five new 4 x 2 narrow variant Elite chassis that have recently gone into service with Bermuda's Public Works Department.

"It was a great experience to make a return visit to Bermuda after so many years, and the trip was a great success.

Brian is pictured back in Bermuda, as our RCVs coast into Bermuda.



The Public Works Department is a big supporter of the low entry Elite chassis, with the new vehicles being used to collect normal household waste," states Brian.

For those of you who maybe interested in a couple of key facts, Bermuda is best known for its proximity to the Bermuda Triangle (or Devil's Triangle as it is often known), and the island is located in the north western Atlantic some 3,444 miles from the UK.



Hot order for Bahrain

Drawing our attention on hotter climes, we bring you news of a significant order that our export team has secured for Bahrain, the first one received since around 1975. As a delighted Derek Flynn enthuses: "We are understandably delighted to be once again supplying product into Bahrain. The order is for a total of 33 P2-25s that are being fitted to the Nissan 6 x 4 CWB 450 series chassis.

"The new vehicles are due to enter service ahead of the year end and will be used to collect mixed domestic and trade waste. They have been ordered by chassis dealer Y.K. Almoayyed & Sons who are supplying the complete units to Gulf City Cleaning," he added.

Training goes through its own transition

Over the past twelve month our Training Department has undergone something of a face lift. Firstly, Jan Harding was appointed as the new Training & Development Manager and has undertaken the task of driving the department forward to meet the changing needs of customers and employees

Secondly, the department welcomed Graham Brown as a new National Mobile Trainer. Graham had previously been employed by Dennis Eagle as a Technical Engineer in Scotland, but on successful completion of his training qualifications he welcomed the opportunity to join Tom Whitehouse and the team. Graham's knowledge and motivation has added to the rest of the department's drive and determination to ensure they meet the ever increasing demands for training that faces them, in what is a constantly developing technological environment.

With a full team in place,

the department now offers a wider range of training on both its chassis and body products. As a result, various new courses have been introduced to reflect the changing environment we work in and cover such areas as CANbus, Euro5i and the 8 x 4 chassis

The team has also recognised that in order to maintain our excellent reputation, we need to ensure that our engineers are equipped with the expertise to address the challenges they face. To this end, we have embarked on an internal training programme designed to promote DE products to both the O.E. and field engineers, as well introduce them to some of the new technologies that the company has recently developed.

In addition to introducing an internal training plan, the department is also launching for 2009 a revised Customer Training Programme. This will provide an opportunity for the team to promote a new innovative training schedule,

which will again reflect the changing needs of our customers and our expanding product range.

As with the internal training programme, we will offer revised courses on our body and chassis products, as well as incorporating new courses such as CANbus, Euro 5i, 8 x 4 chassis and Air Suspension. And to ensure all of our customers' needs are met, the programme will also be offering new bespoke training in 2009 for those customers who require their courses to be tailored to reflect their specific needs.

In summation, the department is striving to ensure that it is constantly reviewing the changes in technology that DE is developing and to provide the mechanism to ensure this knowledge is imparted to those who need it the most. Jan, Tom, Sarah and Graham are committed to meeting the challenges that this ever-advancing industry brings and by continuing to deliver an excellent quality of training for all customers.



Dennis Eagle's ghost busters

If working within Dennis Eagle isn't scary enough, it appears that an increasing number of our team are seeking yet greater nocturnal thrills by going ghost hunting of all things. This is largely down to PDI Manager, Duncan Curtlin, who, over the past two years, has become something of an expert on the subject.

As Duncan explains: "Believe it or not, I first booked a ghost hunting evening with a company called Paranormal Nights for my wife's birthday a couple of years ago. Despite both of us being apprehensive at the time, we thoroughly enjoyed the experience, so much so that

I now work as a host in the evenings for the same company."

Not surprisingly, Duncan has since gone on to cajole a number of Dennis Eagle employees into spending a night searching for spectres and ghouls and the like, most recently a group of 12 made up of Vanessa Smith and Vickie Weavill from sales, Paul Norton of the mount line and Dave Payne in the chassis line. Together with their respective other halves, partners and friends, they spent a night at one of the country's renowned spook locations – Warwick Castle.

With no names mentioned, Duncan reliably informed us that one of the Dennis Eagle ghost busters actually made contact on a Ouija board with

a grandfather who had recently passed away". How scary is that?.

Whilst many of us remain sceptical of the subject of ghosts and ghost hunting, Duncan claims to have witnessed a number of 'experiences' that he simply can't explain away. These include being jabbed in the stomach, on the receiving end of a stone that was thrown, and having his leg and arm pulled. Not sure many would call that fun but Duncan does!

Anyone interested in taking part in a paranormal night experience should contact Duncan in Warwick or check out the website:

www.paranormalnights.co.uk.

Congratulations Caroline

At Dennis Eagle we're renowned for doing things differently, and acknowledging the length of employee service appears to be no exception! You see Caroline Murtagh, Senior Administrator at our Croydon Service Centre, got a huge surprise recently when she was presented with a congratulations balloon, bottle of Champagne and a bouquet of flowers for having completed her 1000th week with the company. (For those of you who aren't mathematically minded, the figure equates to just over 19 years).

So it's a big congratulations to Caroline who joined the company at the tender age of just 19. And whilst she apparently took up her position back in the 'good old days' with the intention of pursuing a career in a totally different field, Caroline is quick to point out that the years have quite literally 'flown by'!

What's more, Caroline, who is today heavily involved in overseeing the efficient administration of the Croydon service centre and operating the service desk, is set to achieve another lifetime milestone next February when she gets married in Las Vegas.



Get me to the church on time!

For a couple who elected to get married to the Dance of the Cuckoos, the theme tune of Laurel and Hardy, it may come as little surprise that they looked to do something equally different when it came to their mode of wedding transport. And boy is that an understatement! You see when Pete Bevington of our pre-delivery inspection team was discussing his wedding day arrangements with bride to be, Deborah (nee Parsons), he casually enquired what she thought of going to Church in a dustcart! The rest as they say is history, as this is exactly what happened on October 11 when Pete and Deborah tied the knot at St Edmunds Church in Shipton-on-Stour. To say that our RCVs have proved to be real head turners on more than just one occasion is an understatement, but this took the humble Dennis Eagle RCV into a whole new arena.

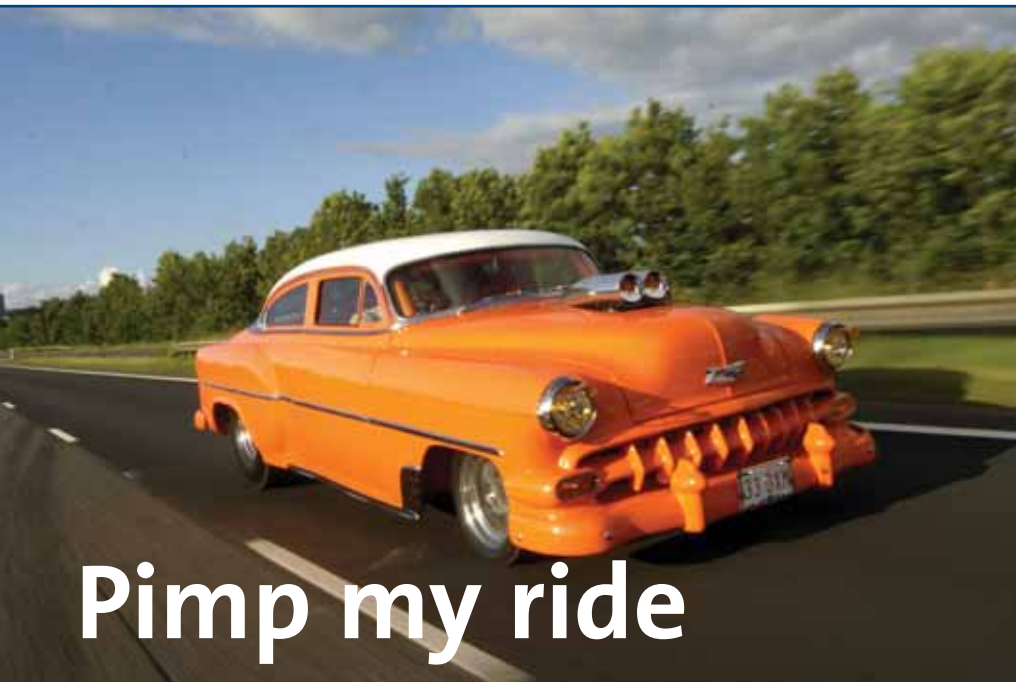
So in addition to Deborah understandably proving to be the centre of attention on the joyous day, could the same be said of one pure white Dennis Eagle refuse collection vehicle? According to Pete it proved to be a real showstopper. "Boy did we get plenty of attention, particularly when it was fully dressed in white ribbon. We received a lot of favourable comments and both Deborah and I can take pride in presumably being one of only a handful of couples that can ever lay claim to travelling in true dustcart comfort," he said.

"On a more serious note, I would like to thank Duncan Curtlin for helping arrange to get the vehicle in first place and Mark Russell who acted as chauffeur on the day itself. We both had a truly memorable day and it is one that we already look back on fondly," he added.

In addition to using the RCV to transport Deborah and her father to the church, the newly married couple then enjoyed a pleasant ride round before heading for their reception at Townsend Hall in Shipton. What's more, the couple decided not to receive any wedding presents, electing instead to ask people to donate money to two of the couple's favourite charities - one for Cystic Fibrosis and the other in support of firefighters' families. In doing so the couple raised in excess of £720.



The perfect backdrop for the happy couple and one that is certain to get them on the right road to continued happiness!



Pimp my ride

For those of you who get revved up merely at the thought of cars, both new and old, boy are we about to serve you up a real treat. You see we took time to catch up with Paul Stephens, a welder/fitter in our fabrication department, who just happens to be the proud owner of one totally streetwise 1954 Chevrolet 210 Sedan. And what a beast of a Hot-Rod car it is.

But don't be misled by the headline, because whilst in the Pimp My Ride programmes that are televised from our own shores and those within the USA involve dramatic makeovers using a whole team of experts, this historic beauty has been almost entirely rebuilt from scratch by two totally dedicated individuals, Paul and his friend, Steve Holder.

So what are the main credentials of what is now classed as a historic car? Well, having been built in Antwerp, Belgium in 1954 as an original right hand drive version, it was first registered in the UK in 1962. Since then it has had three owners from new, Paul acquiring it some 13 years ago from a fellow Hot-Rod enthusiast in Canterbury.

Today, and following some 4,000 man hours dedicated to its metamorphosis, Paul is the proud owner of the only 1954 Pro-Street Chevrolet in the UK. This

means it is a race replica car suitable for normal road use. Valued in the region of £27,000, it boasts a 6.6-litre 350bhp engine with high-rise manifold and twin carburettors. Indeed the engine and gearbox, as with most of the car, have been re-built almost from scratch using custom made parts.

It probably won't surprise you to learn that it has custom 22" wide back tyres and an 8-point roll cage. Further refinements have seen Paul convert the car from four to two doors and lower the roof by some 3 1/2 inches. To say that it now attracts attention is somewhat an understatement, its visual appearance being greatly enhanced by its striking and colourful orange body and contrasting white roof. Oh, and we'd better not forget the abundance of stainless steel trims that now feature on the car, all of which arrived in some 200 different parcels of items that Paul sourced from eBay!

But what about the interior? Here again, Paul has gone to painstaking lengths to create a space that is simply stunning. Echoing the car's exterior, the inside of the Chevy is finished in orange and white leather. Additional embellishments include a scary looking skull complete with Maltese Cross that was airbrushed onto the dashboard over in Canada by automotive paint specialist, John Kussack. The Maltese Cross theme continues having been stitched into the Chevrolet's driver and passenger headrests.

Now a familiar sight at various National Hot Rod Association events, Paul's 210 Sedan enjoys a top speed of 140 mph. More impressively, it can cover a quarter of a mile in just 12 seconds. At 54 years of age such statistics are as equally impressive as its classic, or should we say, historic looks.



Competition - WIN iPod touch - The 'funnest' iPod Ever

Yes, that's right! Intent on making someone's new year that little bit more special, we are offering one avid reader of Eagle Eye the chance of winning the latest iPod Touch.

With its stunningly thin, contoured stainless steel design, iPod touch feels even better in your hand. And the new volume buttons and built-in speaker give you more to love. What's more, groundbreaking technologies built into iPod touch - such as the Multi-Touch display, accelerometer and 3D graphics - immerse you in the action. But that's not all. The new Genius feature turns iPod touch into a highly intelligent, personal DJ. With a few taps, it creates a playlist by finding songs in your library that go great together.



So if it's music to your ears, simply email your answers to the three questions supplied below to: roberta.manca@dennis-eagle.co.uk.

All of the answers can be found within this edition of Eagle Eye

- 1) What is the engine size of Paul Stephen's 1954 Chevrolet 210 Sedan?
- 2) How many RCVs are we supplying to Bahrain?
- 3) What is the square footage of our Aldridge Service Centre?

All entries must be received by January 31st, following which a prize draw will take place. The winner will be notified thereafter. Unfortunately, the competition is open to non-Dennis Eagle personnel only.



Parts Department Christmas and New Year opening hours:

| | | | |
|----------------|------------------|-------------------|--------------------|
| Wed 24th Dec | 8.00am to 3.00pm | Thurs 1st Jan '09 | Closed |
| Thurs 25th Dec | Closed | Frid 2nd Jan '09 | 8.00am to 5.00pm |
| Frid 26th Dec | Closed | Sat 3rd Jan '09 | 8.00am to 12.00hrs |
| Sat 27th Dec | Closed | | |
| Mon 29th Dec | 8.00am to 5.00pm | | |
| Tues 30th Dec | 8.00am to 5.00pm | | |
| Wed 31st Dec | 8.00am to 5.00pm | | |



DENNIS EAGLE LTD
DESIGNED WITH YOU IN MIND

COMMENTS AND FEEDBACK

We hope you have enjoyed this edition of Eagle Eye, however should you have any comments please do not hesitate to contact:
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