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Investment in innovation vital to future sustainability

Dennis Eagle has a strong history of innovation. It is this commitment to the development of new products and technologies which has helped to establish the company's reputation as a leading manufacturer of refuse collection vehicles and, in these challenging economic times, is enabling it to continue meeting customers' needs by providing the best possible solutions to help them to become more sustainable.

The company has invested heavily in new product development over the years, with recent innovations including trials of the world's first low carbon dual fuel RCV to Euro 5 emission standards, along with research into other low carbon technologies.

Norman Thoday, Managing Director of Dennis Eagle, comments: "These are challenging times and, as with other business sectors, manufacturing is feeling the impact of the economic

downturn. However, we cannot afford to be complacent. The threat posed by climate change and the depletion of natural resources means there is a greater need than ever before to develop innovative products and technologies that will enable our customers to meet changing legislation and targets in an efficient and cost effective manner.

"Now is not the time to shy away from driving change and, as a leading manufacturer of refuse collection

vehicles, Dennis Eagle has a duty to lead the market by investing in the technologies of tomorrow. We recognise the need to satisfy the longer term needs of the waste management industry and believe that, by remaining firmly committed to R&D, the company, will be in a strong position to face future challenges and provide customers with the solutions they need to adapt and survive."



Flying the flag for British manufacturing



Welcome to the latest edition of Eagle Eye. As I look back at the turbulent times the UK manufacturing industry has faced over the last few months it is sad that I see many British brands which were once strong now struggling to survive. The end of the downturn may not yet be in sight, but as I reflect on the situation, it is increasingly clear that the most successful companies are those which are constantly innovating and looking to the future.

Here at Dennis Eagle, innovation is at the heart of our business. As you will see from our lead story (page 1), it is this commitment to the development of new products and technologies which is driving the company forward to ensure we are in a strong position to face the future.

On a more personal note, I would like to take this opportunity to offer my heartfelt thanks to two long-standing key Managers, both of whom have recently retired, for their service and dedication over the years. David

Hennessey, who I have known for more than 20 years, has successfully helped in developing the company into the strong business that it is today, while Ray Pickering provided the knowledge and expertise to help integrate the Jack Allen Parts business into Dennis Eagle and also made a valuable contribution to the development of the EPC (Electronic Parts Catalogue). I will personally miss David and Ray as they have provided great support to us all during their time here.

Read on to learn more about the latest developments at Dennis Eagle and look

out for us at Futuresource 2009 (stand number Q14, Silver Zone) where we'll be flying the flag for British manufacturing under the slogan: 'buy local, it's miles better'.

I hope that you enjoy reading this issue and, as always, we welcome your feedback and ideas for any areas you would like to see covered in future editions of Eagle Eye.

Norman Thoday
Managing Director

Top class training ensures maximum safety, efficiency and performance

Dennis Eagle invests heavily in research and development, supplying hundreds of products to customers each year. However, its commitment to delivering innovative solutions does not stop at the factory gate as, with each new vehicle commissioned, the company also provides operator instruction courses to equip crews and drivers with the skills and knowledge to operate equipment safely and efficiently.

When a new vehicle is delivered, instruction is given at the customer's site on the workings and operation of the controls of the chassis cab, body, compaction mechanisms and bin lift equipment. This ensures operators are kept abreast of the latest developments in technology to help them achieve maximum performance from the vehicles. Participants are presented with an official certificate to show they have completed the instruction.

Dennis Eagle recently visited Grundon, the UK's largest family owned waste management company, to complete operator instruction following the delivery of two new Phoenix 2 vehicles with load cell prepared Beta bin lifts. Stephen Townsend, the company's Group Fleet Engineer, comments: "At Grundon, we pride ourselves on delivering an exceptional service. Regular product familiarisation ensures we are kept up to date with innovative technologies, helping us to continually provide the most cost effective methods of waste collection and enabling our drivers and crew to make a smooth transition to new products when they are added to the fleet.

"Dennis Eagle provides us with a familiarisation session each time they deliver a new product, and this level of manufacturer input is invaluable when it

comes to fully understanding the vehicles and their capabilities. They also offer 'train a trainer' courses, which four of our drivers have completed. We always ensure at least one of our driver trainers attends each familiarisation session so they are kept up to date with the latest

information, and this is a real advantage when additional recruits join the team as our driver trainers can go out on the road with new employees to pass on their knowledge and show them the ropes."

ROS ROCA demonstration vehicles available



Cross 9 demonstration vehicle

Dennis Eagle now has a fleet of three demonstration vehicles from parent company Ros Roca which are available for trial to help customers choose the best product to suit their requirements. The fleet of trial vehicles includes the Cross 9 rear loading compactor collector, which features a low loading edge for manual loading with minimum effort, the Mikro rear-loading mini compactor, ideal for urban environments, and the Rocarfort satellite compacting collector, which allows unloading into a feeder vehicle making it the perfect choice for collecting in small towns, villages and rural areas, as well as the historical centres of large cities.

For more information on Dennis Eagle's operator instruction and train a trainer courses or to arrange a trial of one of the demonstration vehicles please contact adele.pearl@dennis-eagle.co.uk.

Veolia chooses Dennis Eagle for repair and maintenance

Leading waste management provider Veolia Environmental Services has appointed Dennis Eagle to carry out repair and maintenance at its municipal depot in Chorley.

Dennis Eagle was awarded the seven year contract, which began in March, following a competitive four-way pitch. The company is now providing a full repair and maintenance service to Veolia Environmental Services' fleet of 25 RCVs which includes 16 Dennis Eagle vehicles, eight of which are brand new Twin Packs featuring Terberg bin lifts.

As part of the agreement, Dennis Eagle has provided Veolia Environmental Services with two fully trained engineers. Located at the Chorley site they will be responsible for servicing all vehicles in the fleet every six weeks as well as carrying out regular maintenance to ensure the RCVs continue to provide optimal performance and efficiency. Dennis Eagle has also provided tools and equipment for Veolia's on-site workshop, with plans to install a rolling road brake tester later this year.

Dennis Eagle already carries out repair and maintenance activity for Veolia Environmental Services at its Trafford, Burnley and Blackpool depot, but this is the first time it has provided an aftermarket service at Chorley. Shaun Donohue, Regional Operations Manager at Veolia Environmental Services, comments: "Dennis Eagle has been supplying RCVs to our Chorley site for a number of years. We have always been impressed by the quality of the products provided, as well as the reliable and efficient repair and maintenance service they operate at our other sites in the region, and these were key reasons behind our decision to appoint the company.

"Veolia Environmental Services has an established reputation for providing a seamless, quality service, working in partnership with clients to minimise the impact of waste on the environment and we are confident that working with Dennis Eagle will enable us to build on this by ensuring that our fleet operates to the highest standards possible at all times."





Extended offer for Enterprise recycling services in Slough

Following the specification of ten new general compaction vehicles to Enterprise recycling services in Slough last year, Dennis Eagle has extended its offer and is now providing the company with a maintenance and repair service to ensure its fleet of RCVs remains in top condition.

As well as providing vehicles with regular services, the contract also includes provision of a fully trained Dennis Eagle technician on site, backed up by the support of the company's mobile engineer operation, based in Croydon.

Dennis Eagle has been providing repair services to the Slough depot for a number of years. However, following

the introduction of the new fleet, which features Phoenix 2 bodies combined with rear steer Elite 6 x 2 chassis and Terberg OmniDEL bin lifts, Enterprise made the decision to appoint the company on a retained basis under a seven year contract.

Kevin Sibley, Operations Manager at Enterprise, comments: "Thanks to the new Dennis Eagle RCVs we have been able to increase the efficiency with which we collect and recycle waste. The vehicles offer excellent levels of reliability and we are keen to ensure this is maintained, which is why we have appointed the company to carry out this work for us."

"Dennis Eagle now looks after a large proportion of our fleet, which includes a range of trucks and vans from a variety of manufacturers. Having a fully trained engineer on site means, should they arise, technical issues can be resolved quickly and easily. In addition, the support of the company's mobile engineer service in Croydon gives further peace of mind. Dennis Eagle understands the importance of keeping our fleet in top working order and their skill and expertise will enable us to reduce downtime and enhance the service we provide to clients."

One man band

Dennis Eagle has extended its product range by becoming the sole UK agent for HN Schoerling, formerly known as Hufferman. The agreement marks Dennis Eagle's entry into specialist one person operated waste collection vehicles with a focus on three core products: the 'Speedliner' sideloader, the new 'Millennium XXL' Front End Loader and a multi-modal concept RCV designed and built for a very successful Transport for London trial.

The Speedliner comes with a fixed or demountable body, enabling the operator to empty between 120 to 1.280litre conventional wheeled containers or a specially designed 2.700litre bulk container. This reduces the number of vehicle movements required, optimises the logistics associated with the transportation of containers during less congested periods, eliminates the need to 'double handle' waste fractions in transfer stations and means there is no requirement for collection vehicles to go off road. The Speedliner is also ideally suited to rear steer chassis application and as a result is more manoeuvrable with very little rear overhang.



Front End Loader Unit.

Designed for private sector bulk trade waste collections, the brand new Millennium XXL front end loader has a number of innovative new features and is available in three body sizes 37m³, 40m³ and 43m³.

While the new concept vehicle, a multi modal refuse collection vehicle or MMRCV, has a demountable sealed body to enable operators to collect domestic waste and recyclables in a conventional way using a containerised system for disposal by road, rail or water. Built for a trial with Transport for London, the new

unit will be on the Innovation Spotlight stand (P58 – MVO - Municipal Vehicle Operator) at the Futuresource exhibition in June.

All three products feature a modern modular design and come with a variety of options to suit individual customer requirements. Dennis Eagle is also providing technical support for the range.

For more information contact Roger Smee at Dennis Eagle roger.smee@dennis-eagle.co.uk.



MMRCV designed for Transport for London.

Buy local at Futuresource

Exhibiting under the slogan: 'buy local, it's miles better', Dennis Eagle will be using its presence at Futuresource '09 to promote its commitment to sustainability and manufacturing in the UK.

The company is keen to use Futuresource '09, being held at ExCeL in London from 9 to 11 June, to highlight its heritage along with its innovative approach to delivering sustainable solutions.

Featured on stand will be the DUO Kerbside unit, one of the company's market leading refuse collection vehicle (RCV) solutions. With its own dedicated bin lift the Duo has a rear end loaded body compartment for non-separated household waste and a smaller compartment ideal for recyclable materials. It offers versatility for recycling schemes, enabling Dennis Eagle's customers to stay ahead of changing targets and guidelines.



Kitchen Waste DUO previously exhibited at the CV Show 2007, that generated great interest amongst clients

The company will also be highlighting its investment in R&D into new vehicle technologies and products.

It is currently working in close partnership with The Hardstaff Group – internationally recognised pioneers of dual fuel technology – to develop the world's first low carbon RCV. Trials are currently underway and, if successful, the vehicles could go into production by the end of 2010.

Dennis Eagle is also trialling vehicles which use a 30 per cent mix of biofuel, a significantly larger proportion than the five per cent currently used by HGVs and, in an innovative move for the UK refuse collection industry, is looking into a system designed to harness energy produced when a vehicle brakes.

For more information visit the Dennis Eagle stand, number Q14 in the Silver Zone or call +44 (0)1926 316000.



Focsa goes from strength to strength

Focsa Services (UK) celebrates its 20th anniversary this year. The waste and environmental management services company has gone from strength to strength since it was established in 1989 and recently placed an order for 42 vehicles for various contracts from Dennis Eagle.

Specified following fleet replacement contracts secured by Focsa with Wychavon, Chester and Harborough District Councils, the RCVs feature a number of product configurations designed to offer maximum versatility for the collection of residual waste and recycling from around 143,000 households across the three areas.

The order includes Elite 2 chassis cabs in both wide and narrow track options. Offering easy access and walk through due to its low entry and flat floor design, the Elite 2 is a firm favourite with crews and is a perfect partner to the many body options offered by Dennis Eagle.

Focsa has chosen a range of body options for the vehicles including a selection of different Phoenix 2 sizes and capacities, as well as the Twin Pack and the Ros Roca Cross models, creating a series of flexible and efficient packages designed to suit the specific needs of each council.

The popular Phoenix 2 will be deployed to all three councils, with its high quality and durability offering extended body life, higher productivity and value for money with the optimum legal payload for each body size. Three Ros Roca Cross rear loading compactors, ideal for night time collections due to their low noise emissions, will be supplied to Wychavon District Council, while Chester District Council will benefit from the addition of four 6 x 4 70/30 Twin Pack 20 and one 6 x 2 rear steer Twin Pack 20 dual compartment bodies. The Twin Pack features two totally separate bodies, tailgates and independent operational

systems to safeguard against cross contamination at all stages of the collection and recycling process.

Focsa's National Fleet Manager, Alan Sherlock, comments: "The majority of vehicles in the existing fleets ranged from around seven to nine years in age so the replacement models specified will offer real benefits in terms of increased reliability, resulting in less downtime and greater efficiency for each council.

"Focsa has an excellent relationship with Dennis Eagle, and this has grown particularly strong over the past couple of years. I am impressed with the level of service and the quality and range of products the company provides and currently see them as one of the key market leaders, which is why we have chosen them to supply the vehicles for this contract."

*Jonathan Thomas & John Harris
(Operations Director, Focsa)*

Dennis Eagle wins £4 million contract

Dennis Eagle has won a £4-million contract to supply Horsham District Council with demountable side loading collection vehicles following a competitive tender. Dennis Eagle was awarded the contract because of its track record and the quality of its after sales support. Dennis Eagle has adapted the lifter on its standard demountable side loader design for use with the Council's waste bins and will also be providing a consultant to advise on the vehicles introduction.

The collection vehicles are a key part to radical improvements being made by Horsham District Council to its recycling and residual waste collection systems. The new scheme will see a step change in the types of materials that can be recycled and the move to side loading demountable collection vehicles will allow the improvements to be delivered at no additional cost to the tax payer.

Currently many of Horsham's refuse collection vehicles have to make a two hour return journey to discharge their loads when they are full. This is costly and means collection crews are unable to continue with collections until the vehicles return. When the Dennis Eagle demountable side loaders are commissioned, full bodies will be swapped for empty ones, enabling collections to continue while the full bodies are transported in batches to the transfer or disposal site. The Council estimates that this change will deliver a 25 per cent reduction in its annual mileage as well as other cost savings.

Ian Jopling, Head of Operational Services at Horsham District Council, said: "Our district covers more than 200 square miles, so the use of demountable side loaders will have a huge impact on the efficiency of our recycling and refuse collections and our logistics costs.

"We chose Dennis Eagle because they have a strong track record in this area and can provide us with a well proven product at a competitive price. They have also helped to fund a consultant to ensure the transition to the new loaders is successful."



HN Schoerling side loader





Dennis Eagle One Pass helps Enterprise go greener in Solihull

Dennis Eagle has won a contract to supply eleven 6 x 4 One Pass vehicles to Enterprise for its Midlands public services division, based in Solihull.

To be delivered in September, the RCVs will be deployed by Enterprise as part of its contract with Solihull Metropolitan Borough Council. As well as enabling the company to provide an enhanced recycling service to the 86,000 local households it covers, the vehicles will also assist with the transition from black bag to wheeled bin collections taking place later this year.

In addition to weekly domestic refuse collection, Enterprise currently provides paper and glass collections on alternate weeks, with green waste collected fortnightly. Thanks to the introduction of the new One Pass vehicles, the company will soon be able to extend its recycling offer to cover cans, plastics and grey card collection fortnightly.

Providing a complete recycling solution, the One Pass enables operators to collect three categories of waste simultaneously, combining Twin Pack dual compacting bodywork with a behind-the-cab recycling pod to offer maximum versatility.

Paul Colbourne, Operations Manager for Enterprise, comments: "The One Pass vehicles offer increased flexibility. The seven RCVs we currently use for recycling are around eight years old, so the use of eleven new models will have a huge impact in terms of efficiency and reliability, with the increased volume of recycled products enabling us to help Solihull Metropolitan Borough Council hit waste recycling targets of 40 per cent by 2010."



Nationwide contract win cements long-standing relationship with Biffa

Leading integrated waste management business Biffa has signed a two year nationwide OE agreement with Dennis Eagle. Secured following a competitive multi supplier pitch, the contract will also potentially involve future parts business and after sales support.

Providing both chassis cabs and bodies, Dennis Eagle will initially supply 160 trade waste vehicles, with municipal, industrial and recycling RCVs subject to future contract wins. The company has worked with Biffa since 1978 when it was a still a family-run business and this new agreement has further cemented the partnership.

Jodie Scott, Sourcing Category Manager at Biffa, comments: "We have a long-standing relationship with Dennis Eagle. Their products offer excellent quality, reliability and overall cost and these were key contributing factors in our decision to appoint the company for this contract.

"Having Dennis Eagle as a preferred supplier for chassis cabs and bodies is an advantage as they can provide a one-stop-shop for our RCV requirements. In addition, our operators are already familiar with the products, and this is a real benefit as they are already trained to use the vehicles safely and efficiently."

Leeds City Council takes steps to reduce carbon footprint

Leeds City Council is set to try out one of Dennis Eagle's dual fuel RCVs later this year as part of a six month trial designed to test new fuel technologies in an operational setting.

The Dennis Eagle RCV, which uses natural gas or biomethane, with diesel as an ignition agent, will be trialled alongside a competitor model which runs solely on biomethane to determine which option best suits the council's needs. Both vehicles will be collecting recyclable waste on a route demographically representative of Leeds as a whole, which has been designed to

ensure they are compatible with different geographical areas, housing and highway types.

Graham Hollings, Streetscene Manager at Leeds City Council, comments: "We are keen to test vehicle technologies that reduce our impact on the environment and help us to become more efficient. We expect that the trial vehicles will also

deliver cost savings, given the price comparison between these alternative fuel options and diesel.

"We have a large refuse collection fleet so any improvement we can make to the level of carbon emissions from this will significantly improve the carbon footprint of Leeds City Council's operations as a whole."



Dennis Eagle Dual Fuel vehicle

Dual fuel, gas or electric/hybrid?

Dual fuel, gas or electric / hybrid RCVs? That's the question being pondered by many waste management companies and local authorities as they strive to deliver more sustainable ways of collecting waste.

At Dennis Eagle we believe that in the longer term there will be a case for all four types of technology. However, at present it's important to understand the limitations with each system which we believe make dual fuel a much more viable option for the near future and have led Dennis Eagle to invest heavily in a dual fuel development programme.

So what are the specific advantages of dual fuel vehicles over their counterparts and why is Dennis Eagle backing this technology?

To answer this question, it's worth looking at the alternative fuelling technologies considered by Dennis Eagle over the past decade.

In the mid nineties, we offered a Cummins gas powered engine with some degree of success, but for various reasons the technology failed to take off in the UK: a lack of infra-structure is often quoted as the main reason for the rejection of both CNG and LNG systems by users but there were more basic problems caused by the use of a spark ignited combustion method.

The use of spark ignited systems meant power and torque characteristics were well below those normally experienced with a diesel engine. Fuel consumption was higher than expected and vehicles needed a rich mixture to maintain power at low revs with the knock-on effect of vehicle range being severely limited. Clearly this was not a practical alternative system for many operators, hence our move towards dual fuel.

Dual fuel systems overcome this problem by using a standard diesel engine. Once the engine exceeds around 800 rpm the Hardstaff OIGI system



Andy Graves explains the rationale behind Dennis Eagle's investment in dual fuel

injects gas into the combustion chamber on the compression stroke before injecting diesel to ignite the mixed fuel. This allows for a relatively lean mixture and our current test data shows up to a 70 to 85 per cent substitution rate of gas for diesel. Overall, we believe that the dual fuel solution combines the fuel efficiency and torque / power benefits of diesel with the lower emission levels of gas power.

Compressed natural gas (CNG) fuel costs are currently around 40 per cent lower than for diesel, giving obvious cost benefits, but if liquefied bio-methane (LBM) is used, further benefits can be gained by the carbon offset which is accrued.

In addition, capital costs for the equipment are slightly lower to those for a dedicated CNG fuel system but the vehicle can revert to 100 per cent diesel use in the event of problems with CNG fuel supply or a technical issue. This is a key factor that makes dual fuel such a strong option for our customers.

Dual fuel vehicles also have other environmental and operational advantages over the other types, which may be overlooked by operators when comparing the two systems.

The primary concern with electric / hybrid vehicles is weight and its effect on payload. When compared to a 26 tonne GVW hybrid or an electrically powered vehicle, a dual fuel alternative is around 2000 to 3000 kg lighter giving it a significantly higher payload. Dedicated CNG vehicles also have a weight premium compared to dual fuel due to the amount of gas carried to ensure adequate vehicle range. This makes a big impact on the environmental and operational costs associated with operating a fleet of RCVs. The use of dual



Typical installation for composite CNG cylinders

fuel technology means fewer vehicles will be needed, a customer's total annual mileage – and associated emissions per tonne of waste collected – will be reduced and the impact of refuse collections on the local community will be minimised.

Battery technology is another key area for concern. At the moment, battery technology is relatively immature and this presents problems, particularly in the UK where 'Pack on the Move' is often used.

In simple terms the power requirements to move the vehicle and to complete the packing cycle are considered detrimental to battery state and long term battery life, both of which increase the environmental impact of an electric vehicle.

In contrast dual fuel suffers none of these problems and has been developed over many years and millions of miles of testing. So until battery technology improves, we believe dual fuel is the better option for the environmentally conscious operator.

The success of this technology will undoubtedly depend upon its continued development and that of all new vehicle designs.

Dennis Eagle alone is investing hundreds of thousands in R&D. The company is working closely with the Hardstaff Group – pioneers of dual fuel technology – to develop the first cost-effective low carbon RCV and trials are now being undertaken.

With initial data showing that the new vehicle will reduce CO² emissions by 20 per cent, and NO_x emissions by 30 per cent, the dual fuel RCV's launch will give operators the practical, low carbon alternative they want while reducing their reliance on fossil fuel. Once fully on stream the use of BioMethane (a 100 per cent renewable energy source) can potentially reduce CO² impact even further without major compromises on payload. And that's something which current gas and electric / hybrid vehicles just can't deliver.



Dennis Eagle joins the Swedish elite

Dennis Eagle's adapted Elite cab is put through the Swedish cab crash test.

Dennis Eagle has designed an adapted version of its Elite 2 cab specifically for the Swedish market. The new cab recently passed the Swedish cab crash test which is widely believed to be the most stringent in the world and will enable the company to enter the previously untapped Swedish market. Discussions are already taking place with key potential customers.

Requiring a single cab to pass rolling, sliding and internal impact tests, the Swedish cab crash test will cease to be a legal requirement in Sweden from April 2009 but Swedish customers are expected to continue specifying it as the minimum safety standard.

Key changes to the Elite 2 design include the creation of a crumple zone around the B post panel area, the inclusion of a strengthening plate on the rear of the

cab which spreads load across the cab in the event of an impact, the use of upgraded mounting bolts on the front pivot points.

Norman Thoday comments: "Passing the Swedish cab crash test is a testament to the expertise of our engineering team. By designing a Swedish version of Elite 2, the team has opened up a completely new market for us and this will drive business growth."

We are now looking to gain United Nations Regulation UN ECE R29 approval for the new Elite 2 cab design.

If you would like more information contact Geoff Henson on +44 (0)1926 458 500.

Versatile solutions for Manvik in Northern Ireland

Since the start of the year Dennis Eagle has supplied 16 vehicles to Manvik in Northern Ireland for distribution to its district, borough and city council customers.

So far, nine Phoenix 2 general compaction bodies in a range of sizes fitted to Elite 6 x 4 chassis have been delivered to Belfast, Ballymena, Castlereagh, Lisburn, Newry and Mourne and Newtownabbey councils. Derry City Council has also received three vehicles, bringing their Dennis Eagle fleet to seven, while a further seven are soon to be delivered to Newtownabbey, Coleraine, Strabane, Omagh and Cookstown councils.

Coleraine and Ballymena Borough Councils have both taken delivery of

Phoenix 2-12 narrow bodies on Elite 4 x 2 chassis and Belfast City Council has received a Phoenix 2-9 narrow track Elite 4 x 2. Both types of vehicle are particularly suited to the narrow city centre streets.

John Connor, Managing Director, Manvik Northern Ireland, comments: "Dennis Eagle RCVs are synonymous with quality, which is why they continue to prove popular with so many of our customers. The versatility of the sizes available ensures our customers can select the vehicles which best suit their needs."

Follow up order to Derry City Council



European service network expansion

Dennis Eagle and Ros Roca Environment are continuing to strengthen their distribution network across Europe with the introduction of a new joint venture in Germany, the appointment of Terberg as main distributor in the Benelux region and the development of their presence in Scandinavia.

Per-Anders Scherlund has been appointed as Director, in Scandinavia, and is tasked with establishing Ros Roca and Dennis Eagle in Sweden as well growing its capabilities in Norway and Denmark. Per-Anders has over 30 years experience in the industry and will be based in his country of origin, Sweden.

On 1 May Dennis Eagle and Ros Roca officially appointed Terberg as their distributor in the Belgium, Netherlands and Luxembourg (Benelux) markets. Commenting on the decision, Kristien Arts-Leeten, Managing Director for Terberg Matec Benelux said: "Our customers in the Benelux region often prefer to obtain equipment from a single source and as a bin lift provider it was logical to team up with a chassis and body supplier to offer a complete solution. With Terberg already having an established base in Holland, Belgium, it made sense for us to act as the distributor."

This move follows the announcement last year that Ros Roca appointed HN Schoerling (a joint venture with HN Logistics) as its distributor for Germany, Austria and Switzerland and completed the network for Western Europe.

Mike Molesworth, CEO for Dennis Eagle and Ros Roca Environment, comments: "This activity is fundamental to the continued expansion of our business. It will enable Ros Roca and Dennis Eagle to develop sales & service throughout Europe and in particular will strengthen our offer to an increasingly international customer base."

Goodbye to David and Ray



Dennis Eagle veteran **David Hennessey** retired after 18 years of service on 29 May this year. David joined as Regional Sales Manager and has spent the past six years as General Sales Manager for the North. Before he left, we took the opportunity to look back on his career and find out his plans for the future.

What is the biggest change you have seen in the industry?

The rise of the private sector and the importance of private sector contractors to the industry has been the biggest transformation.

What will you miss about Dennis Eagle?

It sounds clichéd, but it will be the people. I have worked with some customers for so long that they are more like colleagues and the warm, wonderful team at Dennis Eagle has consistently been a source of back up and support. I will particularly miss the sales team – I have known some of them since they started out in their careers and it has been great to watch them progress over the years.

Now you have more free time, how will you spend it?

Not getting up at 6am for a start! I will be doing as much travelling as I can and plan to take up golf again. I started jogging around 18 months ago and recently completed a 5km run for Macmillan cancer support, so I intend to continue keeping fit.

We would like to thank David for his loyal service to Dennis Eagle and wish him all the best for the future.



Ray Pickering is the second of our colleagues to retire in May, having spent the past eight years as Parts Desk Manager for Dennis Eagle. Prior to this he spent ten years at Jack Allen, where he held the roles of Stores Administrator and later, Stores Manager.

Ray was a key member of the Parts Department; he was always happy to lend his experience and knowledge to other members of the team and, despite the pressure growing significantly over the

last few years as sales increased Ray continually rose to the new challenges.

His Monday morning banter, usually following a weekend of football, will be sorely missed by colleagues and we all wish Ray a well deserved and happy retirement.

Key position for Jonathan

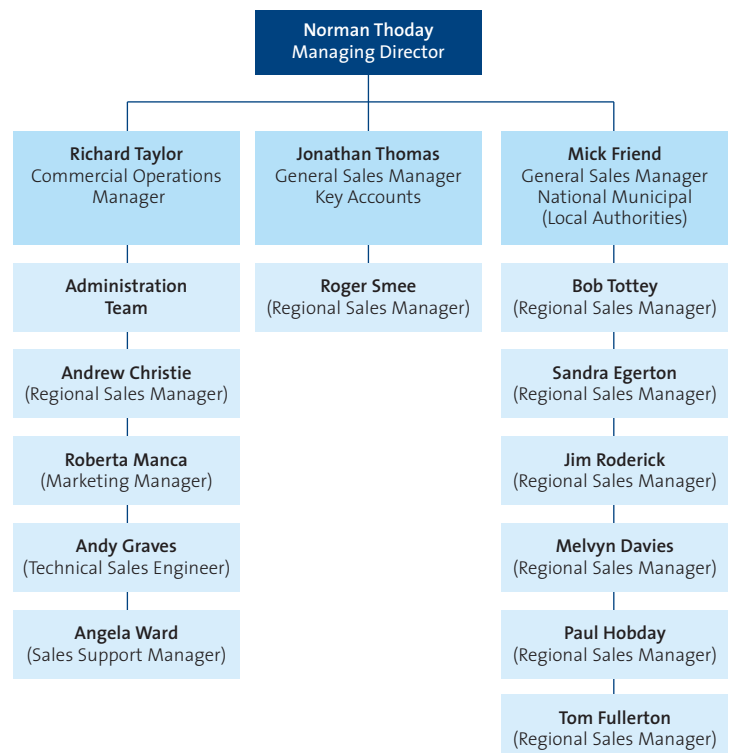


Jonathan Thomas is once again gracing the pages of Eagle Eye, this time following news of his appointment as General Sales Manager – Key Accounts. With more than 14 years experience in the industry, eight of which have been spent here at Dennis Eagle as Regional Sales Manager, Jonathan is well qualified for the position.

In his new role, Jonathan will take responsibility for managing the company's key accounts for both public and private sector clients.

Commenting on his new appointment, Jonathan said "I was thrilled when the opportunity came up and believe it will be a fantastic challenge. My immediate priority is to get out into the field. I am looking forward to seeing some new faces and possibly a few old ones from earlier in my career too."

UK Sales Operation



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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