



Dennis Eagle Factory 2010



Dennis Eagle Staff 1985



Dennis Eagle Factory 1985

Celebrating 25 years at Warwick

In August this year, Dennis Eagle will mark its 25th anniversary at its Warwick headquarters. As well as celebrating this milestone, the company will be busy moving into the premises next door, having recently announced its expansion into factories and offices adjacent to the current site.

Since arriving at Heathcote Way with around 450 employees, Dennis Eagle's commitment to providing innovative and high quality vehicles has ensured the company has gone from strength to strength. From the launch of the UK's first low entry municipal chassis in 1992, to the current Olympus body, Dennis Eagle has consistently led the market and proved that British manufacturing is still as important as ever.

Today, the company employs a workforce of approximately 600 across its two manufacturing sites and service network, which includes nine depots as well as mobile engineers based throughout the UK. Body and chassis assembly takes place at Warwick, with cabs built at the additional manufacturing facility in Blackpool.

Dennis Eagle's Managing Director, Norman Thoday, began his career as a vehicle engineering apprentice when he was 15, moving to the Warwick site as General Sales Manager in 1985. "Throughout the past 25 years I have seen many changes as well as huge advancements in vehicle safety and environmental technology, but one thing has remained consistent – the high quality, commitment and dedication of the employees here at Warwick. They are truly the key to our success.

"We are very excited about the expansion into a second facility in Warwick and have extended our existing lease to run concurrently with the new building. Our plan for the future is to continue to build on our strengths and grow the business, with a particular focus on developing our business overseas."

We've come a long way...

- 1985** Purpose built factory opened at Heathcote Industrial Estate – bringing municipal chassis and body manufacture together
- 1986** Phoenix TwinPack launched – split body with independent tailgates
- 1992** Launched the UK's first low entry cab, the Elite 1 chassis
- 1995** CNG & LNG gas powered vehicles launched with Energy Saving Trust scheme
- 1998** High Capacity TwinPack launched
- 2001** Phoenix 2 body range launched
- 2004** ABN AMRO acquired Dennis Eagle
- 2006** Dennis Eagle acquired by Ros Roca
- 2009** Partnered with Hardstaff Group to develop first dual fuel RCV to Euro 5+ emissions standards
- 2010** Launched Olympus, the first new body design in eight years

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The best of British provides European Access for Renault

Dennis Eagle has been chosen by Renault to provide the company with its first low entry cab. The cab, mounted on a Dennis Eagle Elite 2 chassis, will be made by Dennis Eagle at its Warwick manufacturing site but will be badged with the Renault brand, called the Access.

The Access will provide Renault with a low entry cab to rival our competitors' offer, the vehicle will be fitted with a Renault engine and will initially be sold in France.

Renault chose Dennis Eagle because of its confidence in both the company and its products, and anticipates more than 150 vehicles will be produced each year via the ongoing contract with Dennis Eagle. Renault is to provide aftersales care via its own dealer network.

Norman Thoday, Managing Director of Dennis Eagle, said: "The contract with Renault is a reflection of the high esteem in which Dennis Eagle and our British workforce are held throughout the European refuse collection industry. The quality of our designs and the vehicles we produce were key factors in Renault's decision to work with us when looking for a product that could rival its core European competitors and enable them to enter a new market sector."

Gulliver's chooses Dennis for new contract hire vehicles

Gulliver's Truck Hire has placed an order worth in excess of £4-million for 43 contract hire vehicles from Dennis Eagle. This is Gulliver's first major order of 2010 and the company's 50th anniversary of successful trading and service excellence.

The order comprises 22 6 x 2 Olympus OL-19N, 10 4 x 2 Olympus OL-10N, four 6 x 4 Olympus OL-21W with beta bin lifts and seven 6 x 4 70/30 Twin Pack 20s. Delivery of the vehicles is scheduled from June onwards and Gulliver's will be in receipt of all 43 RCVs within a six month period.

Neil Jeremiah, Sales Director at Gulliver's, explains why Dennis Eagle was their first choice: "We already have a number of Dennis Eagle vehicles and are impressed with their quality and reliability, as well as the service offered by Dennis Eagle.

"Personal service, expertise and flexibility are key principles of our business and the introduction of a variety of new trucks will help us to continue to meet our clients' needs."



(L-R): Richard Taylor (Head of Sales and Marketing, Dennis Eagle), Neil Jeremiah (Sales Director, Gulliver's), Philippe Harding (Managing Director, Gulliver's) and Jonathan Thomas (General Sales Manager – Key Accounts, Dennis Eagle)

Dennis Eagle website gets a facelift

The Dennis Eagle website has recently been given a facelift, with a brand new look designed to make life easier for customers and online visitors from across the UK and Europe.

The easy to navigate site includes comprehensive product information, including downloadable data sheets and brochures, as well as the latest news stories and details regarding the company's training and service offer. Existing customers can also use the site to access the Electronic Parts Catalogue.

The website also includes a translation function, enabling visitors to view content in English, German, French or Spanish, providing greater accessibility for international customers. To view the new website, please log on to www.dennis-eagle.co.uk.



TRASH UK offers Olympus for hire



TRASH UK has become the first municipal vehicle hire company in the UK to offer the Olympus to customers.

The company, which celebrates its 10th anniversary this year, took delivery of two new vehicles – Olympus 19 Narrow Bodies on Elite 2 6 x 2 Narrow Mid Lifts – earlier this year. Specialists in refuse vehicle repair and refurbishment, TRASH UK will be fitting the Terberg OmniDEL bin lifts themselves.

The new vehicles mark the beginning of a new era for TRASH UK, as the business significantly expands its municipal vehicle short and long-term hire service.

Chris Wood, Director, said: “Until a few years ago, the main part of the business was refurbishing refuse vehicles for customers but we were asked more and more if we could supply replacement

vehicles while we were doing repairs. We established our first customer support fleet six years ago and, since then, the hire side of our business has grown substantially and we now have 40 vehicles. We expect our fleet to exceed 50 by the end of this year and we’re not stopping there!”

Richard Taylor, Head of Sales and Marketing at Dennis Eagle, said: “Dennis Eagle continues to lead the market by investing in the products of tomorrow and the launch of Olympus marked another exciting phase in our development. The early adoption of Olympus by municipal vehicle hire company TRASH UK reflects the



TRASH UK's Kirk Bahra and Chris Wood with one of the new vehicles

relevance of the Olympus vehicle design for different applications and we are delighted that TRASH UK will have two in its spot hire fleet.

The Olympus is very versatile, being available in a number of sizes and configurations, including narrow and standard width, high tailgate capacity and Recycling Duo.”



Olympus evolves

With over 200 of Dennis Eagle's new Olympus bodies manufactured to date, initial feedback has been extremely positive. However, as part of our continued commitment to providing exceptional quality products and services, we are constantly looking for ways to enhance our offer to customers. Carl Worthington, Principal Electrical Engineer at Dennis Eagle, explains more:

"The latest update to the Olympus body involves a facelift to the wiring harnesses. Changes are mainly aesthetic, with wiring now less visible, but we have also taken steps to improve the durability of the braiding covering these wires, making them less susceptible to wear and tear over longer periods of time.

"In terms of diagnostics, ongoing improvements are being made to in-cab controls to make it easier for operators to monitor how the vehicle is running.

Enhanced visual displays will provide a more effective early warning system to help our customers plan maintenance more effectively, with updates to existing vehicles to be implemented at planned service intervals.

"We have also been working closely with our suppliers to provide improved connections for third-party add-ons, helping to reduce fitting times for optional extras and offer a faster and more efficient service for customers ordering new vehicles.

"In the longer-term, we are working on an advanced diagnostic system which will allow vehicle operators to connect remotely to our service centres while on the road, both in the UK and further afield. This will provide them with a direct link to our trained engineers who will be able to provide expert advice to ensure enhanced vehicle performance and reduced down-time. Watch this space for more details."

Horsham on track to meet recycling targets

Following a £4-million contract win with Horsham District Council for 21 demountable side loading collection vehicles, Dennis Eagle caught up with the council again to see how its new deliveries had changed the rounds.

With 16 trucks already in service, and the final five due for delivery at the end of the summer, the council is seeing dramatic changes to its recycling figures, with a 30 per cent reduction in landfill waste. It estimates that during the summer months, over 60 per cent of kerbside waste will be recyclable material.

The new trucks have meant a significant reduction in mileage, as full vehicle bodies are now swapped for empty ones throughout the day, enabling collectors to complete their rounds quicker and more efficiently while reducing carbon emissions.

The new fleet has also meant a more consumer friendly approach to

recycling as the council is now able to collect mixed materials. This means that Horsham District Council is now recycling more than 50 per cent of the waste it collects from homes and is now well on their way to meeting government recycling targets of 60 per cent by 2012.

Ian Jopling, Head of Operational Services at Horsham District Council, said: "The new additions to our fleet mean we are now able to offer a more efficient service to our customers. We are pleased with the results we have already achieved with the new vehicles and very pleased with the vehicles and the after sales support provided by Dennis Eagle."



(l-r) Cllr Roger Arthur (Cabinet Member with Responsibility for Operational Services), Ian Joplin (Head of Operational Services at Horsham District Council) and Roger Smee (Regional Sales Manager, Dennis Eagle)



Dennis Eagle helps increase kitchen waste recycling in Rhondda

Rhondda Cynon Taf County Borough Council has chosen Dennis Eagle to supply 21 new vehicles following the successful launch of its kitchen waste recycling programme last year. The new vehicles will assist the council in increasing the number of households it collects kitchen waste from to 80,000.

The order includes 15 26 tonne Duo kitchen waste recycling vehicles, three of which are rear steer. The remaining six will be 18 tonne narrow bodied trucks, all fitted with food waste compacters. Delivery is set for the end of August with all the vehicles due to be in service by the end of September. The new order will take the number of Dennis Eagle vehicles in the council's fleet to 70.

Rhondda Cynon Taf County Borough Council has worked with Dennis Eagle for over five years. Fleet Contract Manager, Peter Davis comments: "Following a successful initial trial in 2009, our kitchen waste collection scheme has gone from strength to strength. The vehicles suit our needs perfectly as they are able to collect residual domestic waste at the same time as kitchen waste and can reach the majority of locations in our borough, many of which are remote and hard to access.

"We enjoy working with Dennis Eagle as they offer quality vehicles and good customer service and after sales care.

We look forward to continuing our relationship with them in the future."

Cllr Anthony Christopher, Deputy Leader of Rhondda Cynon Taf Council and Cabinet Member for the Environment and Frontline Services, said: "We are committed to using innovative, effective means to dramatically reduce the amount of waste we send to landfill, for the benefit of the future of our county borough.

"This excellent standard can only be maintained and progressed if we have the necessary supporting systems and infrastructure and I am pleased we have secured the investment necessary to work with Dennis Eagle to purchase a fleet of vehicles that will greatly improve our service and, hopefully, peoples' take-up of that service."





An artist's impression of the planned Poplars plant in Cannock

Ros Roca paves way for biogas future with Biffa

It is over two years since the Ros Roca Group decided to enter the UK anaerobic digestion market and Ros Roca Envirotec is now well established as one of its leading suppliers.

Last year, following an intensive evaluation process, the company was appointed by Biffa Waste Services as its preferred supplier of anaerobic digestion and mechanical biological treatment technology in the UK. This will entail working jointly to develop a number of large scale biogas plants throughout the UK and also jointly tendering for a number of PFI projects.

Biffa chose Ros Roca Envirotec because of the company's extensive experience in designing large scale industrial AD plants throughout Europe. Since 2000, the company has built more than 21 plants in Europe of varying sizes and handling a variety of waste feedstock – from source segregated food waste and municipal waste, through to agricultural feedstocks such as energy crops and manures.

The partnership has begun with the construction of a 4MW 80k tpa AD plant at Biffa's Poplars landfill site at Cannock, in conjunction with the Galliford Try/Imtech Process Joint Venture. Work started on site early this year and the first biogas is expected to be produced in early 2011.

When completed this flagship plant will be the largest merchant facility in the UK, encompassing all the latest technology. Further plants are planned both in the north and south of England, many of which will have even larger capacities.

The partnership has been equally successful in the PFI arena and has reached the final shortlist for the various Welsh Assembly AD plants with Rhondda Cynon Taff; the Milton Keynes and Northampton Waste Partnership; and two of the large projects in Northern Ireland.

Ros Roca Envirotec's market presence is not limited to its work with Biffa and it has established good relationships with all of the major waste contractors. It is also currently in the final stages of negotiating for a number of projects in Ireland with independent operators.

An integrated approach to climate change



Dennis Eagle and Ros Roca lead the industry in providing a holistic approach to technical innovation, delivering measurable, value-added benefits for customers. Last year, the engineering functions across Europe integrated to incorporate Dennis Eagle Warwick, Ros Roca Tarrega, Eurovoire in France and HN Schorling in Germany, creating a shared resource dedicated to meeting customer needs and driving the market forward.

Norman Thoday, Managing Director at Dennis Eagle, discusses the benefits of this integrated approach and explains why the refuse collection vehicle industry in the UK should focus its efforts on raising the profile of the sector as a key player in the fight against climate change:

“When it comes to the development of new products, there are a number

of drivers of change including customer demand, legislation, emerging new markets and advances in technology. However, behind all this lies a worldwide desire to reduce carbon emissions.

“Our partnership with Ros Roca, Eurovoire and HN Schorling enables us to pool our knowledge and resources to provide customers with the best and most cost-effective solutions. Having a number of engineering functions across Europe is also useful as it provides us with a more in-depth local knowledge of the requirements, infrastructure and legislation affecting each area.

“As we go to press, it remains to be seen how the change of government will affect investment in green vehicle technologies in the UK. However, the Ricardo Report on Technology Options

for Reducing CO² Emissions from Heavy Goods Vehicles, produced for the Department of Transport in 2009, identified a number of viable technologies for carbon reduction from HGVs.

“The stop-start nature of the refuse collection sector makes it an ideal testing ground for new technologies and the industry must therefore work together to encourage investment in this area, which presents ‘quick win’ opportunities for carbon reduction. Areas currently in development include alternative fuel systems, hybrid bodies and braking energy recovery systems. While different countries may choose to adopt different types of technology, their aim is universal and we should not ignore the lessons we can learn from them as we move towards a greener future.”

First vehicle supplied to Benelux region

Dennis Eagle supplied its first vehicle to the Benelux (Belgium, Netherlands and Luxembourg) region of Europe in May this year through Ros Roca Environment, for customer Terberg. Dennis Eagle and Ros Roca officially appointed Terberg as their distributor in this market in 2009.

One Olympus 21 body with a 6 x 2 rear steer chassis was specified. Terberg Benelux provided the chassis to Dennis Eagle for the Olympus bodywork to be mounted on to, and an OmniDEL bin lift fitted was fitted to the vehicle by Terberg in Holland.

The new vehicle is a demonstration unit and will be collecting domestic waste from households during a six month trial basis throughout the Benelux region. Rafa Perez, Regional Sales Manager for Ros Roca commented: "We are delighted to supply a vehicle to the Benelux region; it is a first for Dennis Eagle and will be an ideal opportunity for us to demonstrate the quality of the products we offer and expand our presence in this region."



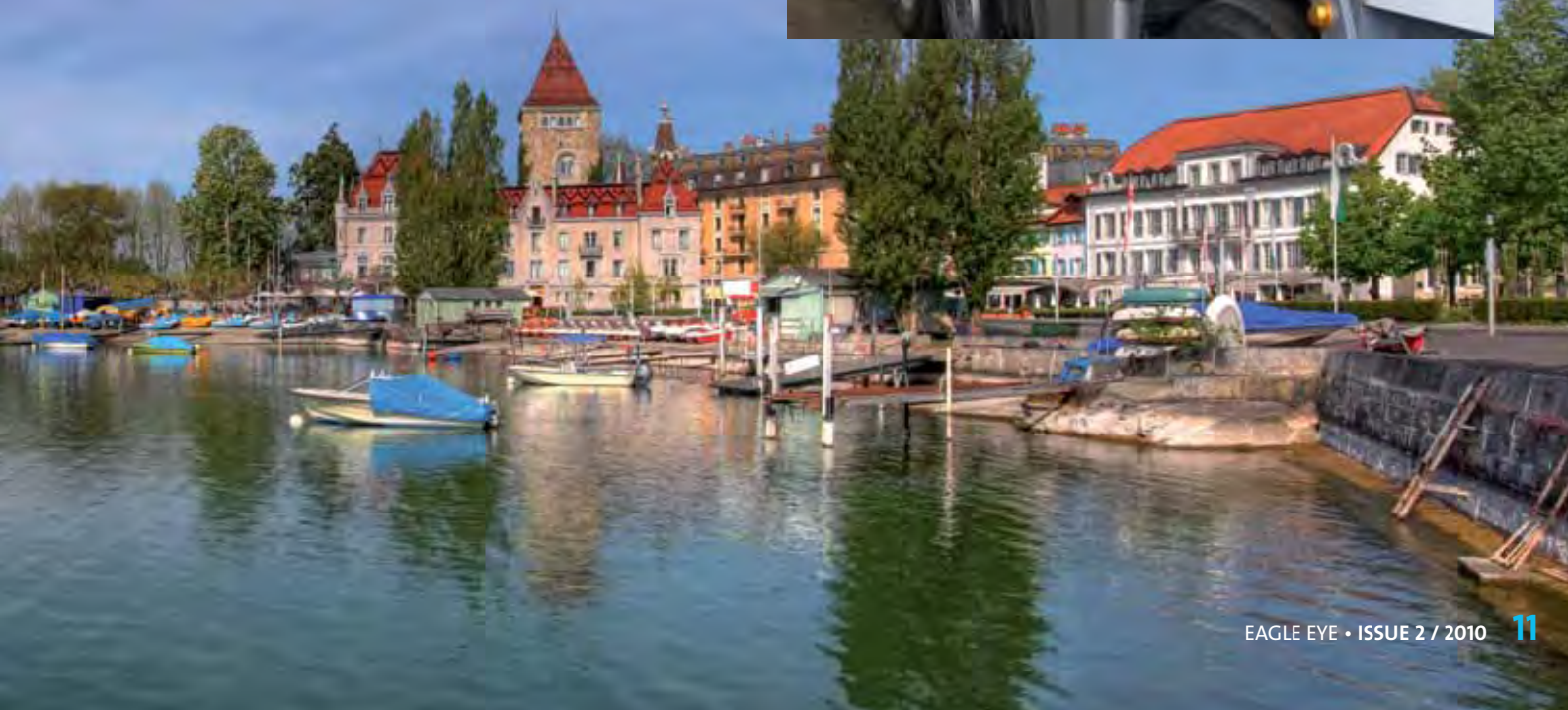
Olympus goes to Switzerland

The city of Lausanne in Switzerland has placed a repeat order for Dennis Eagle bodies following the superb performance of the three bodies that have been used in its refuse collection fleet for the last three years.

The three Olympus 16 narrow bodies are set to be transported to Dennis Eagle's Swiss distributor 'Mosertech' in Burgdorf where they will be fitted with Europa bin lifts and put on to Mercedes chassis.

Vehicles will be used for alternate weekly collections of general and recyclable waste from residential areas and the Lausanne University campus. The bin lifts will be equipped with bespoke arms to enable operators to collect refuse from specially designed university bins.

Kurt Fluri, Managing Director of Mosertech comments: "The superior reliability of the Dennis Eagle bodies already being used by the city of Lausanne has enabled it to reduce operating costs to a minimum and this made the Olympus design the natural choice when it was looking to expand its refuse collection fleet."



SOUTH WEST ROUND UP

Narrow Bath

Bath and North East Somerset Council has ordered six narrow vehicles from Dennis Eagle.

With a requirement for a fleet of vehicles that could deal with Bath's narrow Regency streets, the Council chose five Olympus 19Ns, mounted on Elite2 6x2 mid-steer narrow track chassis and one Olympus 10N mounted on an Elite2 4x2 narrow chassis.

All six vehicles are equipped with 300bhp engines, giving them additional power for use in the hills surrounding Bath. Three of the five Olympus 19Ns and the Olympus 10N are fitted with Terberg OmniDel bin lifts. The remaining Olympus 19Ns are open back.

Dennis Eagle's Regional Sales Manager Paul Hobday comments: "Our range of narrow vehicles is perfect for use in towns and cities with busy, narrow streets. They enable operators to get past parked cars and other obstructions without the need to mount pavements or block roads. They also allow cyclists and pedestrians to continue to use the road. This was a key consideration in Bath which not only has narrow roads but also has a high amount of visitor traffic throughout the year."



SFS supplies Weymouth and Portland



Dennis Eagle is continuing to make its presence felt in the South West of the country following a new deal with contract hire company SFS to supply eight new vehicles for Weymouth and Portland Borough Council.

The eight vehicles all feature Elite 2 Euro 5 cabs and include three 6 x 2 rear steer 26 tonne chassis and three 4 x 2 18 tonne chassis, all fitted with Olympus refuse collection bodies and Terberg Omni-del Xtra bin lifts, as well as two 4 x 2 18 tonne chassis fitted with Terberg Kerbsider 2-28 recycling collection bodies. They will be collecting residual household waste, organic kitchen waste and dry recyclables from over 30,000 households in the area.

The order is one of a number of recent successes for Dennis Eagle in the County of Dorset, which has taken the company from virtually no presence in the region four years ago to becoming a preferred refuse collection vehicle supplier for the majority of councils in the county. In 2006, the company replaced Bournemouth Council's entire fleet. The vehicles performed well, and news of the council's high satisfaction with the products and after sales service soon spread to adjacent boroughs, which led to subsequent orders and the start of strong relationships with the councils of Poole, Christchurch, North Dorset and West Dorset.

Bob Sweetland, Managing Director of SFS said: "We have worked with Dennis Eagle for many years. Our customers are very comfortable with the vehicles, which have proved to be popular across the region."

David Bowyer, Waste and Depot Manager for Weymouth and Portland Borough Council, adds: "After researching various suppliers, we chose Dennis Eagle as they offered the best vehicles to suit our needs, with comprehensive servicing arrangements providing additional back-up and peace of mind."

Commenting on the order, Dennis Eagle's Head of Sales and Marketing Richard Taylor, says: "The safety, quality and reliability associated with Dennis Eagle has made our vehicles a familiar sight in the South West region. We are delighted that SFS and Weymouth and Portland Borough Council have chosen us to fulfil this order and we look forward to working with them to ensure our vehicles continue to meet and exceed their expectations."

l-r: David Sheppard, Area Manager for SFS Ltd, Paul Hobday, Regional Sales Manager for Dennis Eagle and David Bowyer, Head of Services at Weymouth & Portland District Council





Saving costs, saving carbon

Going green makes good business sense. Not only does it help companies and organisations to reduce their carbon footprint and help the environment, it can also bring financial rewards. We spoke to CMS SupaTrak Managing Director Jason Airey to find out why the company's combination of technology and expertise is a winning formula when it comes to helping customers reduce emissions and cutting costs.

"Fuel currently represents 35 to 40 per cent of vehicle operating costs* and this figure is set to rise further, so minimising consumption is key for local authorities and private operators looking to make savings. CMS SupaTrak offers a portfolio of fuel saving technology solutions and EcoTrak has been developed in conjunction with the waste management industry to help customers improve performance.

"It is an advanced fuel and vehicle management system which provides fleet managers with a package designed to reduce fuel costs, improve efficiency, lower carbon

emissions and promote safer driving while, at the same time, delivering targeted information to managers and drivers in a clear and concise manner.

"When it comes to fuel economy, we believe that the driver is king. Driving style can have a huge impact on running costs and vehicle emissions and EcoTrak is designed to equip drivers with the skills and knowledge to make significant savings. It monitors a number of factors including green band driving, power take off, over revving, excessive throttle use, engine idling, speeding and aggressive acceleration or braking.

“In order to ensure the success of each project, it is important that clients have a dedicated fuel saving champion. Some organisations already have a nominated person or team responsible for this but for those that don’t we can provide a Fuel Saving Consultant to help guide them through the trial and implementation process. All our consultants and driver trainers are independent and a large number are also SAFED (Safe & Fuel Efficient Driving) trained, with an in-depth knowledge of the techniques required to improve fuel efficiency.



“Our trials are highly structured and managed from start to finish, providing our customers with a comprehensive understanding of EcoTrak’s capabilities and how it can help promote operational efficiency. We begin by working with the client to establish a benchmark and identify which vehicles should be used for the trial. The system is then installed on these vehicles and we monitor them for at least one week to gather performance data.

“Following the initial briefing session, we encourage drivers and managers to take a proactive role in monitoring performance. Reports can be scheduled at regular intervals or accessed on demand via our web-based EcoTrak reporting suite. This includes a real-time driver league table analysis which is colour coded green - for drivers achieving or improving on set targets - or red, to indicate underperformance.

“Once this initial data has been gathered and analysed, we sit down with the client to agree parameters for our Energy Efficient Driving Index (EEDI), which rates driver performance against these parameters in a simple colour-coded index. It is at this stage that we brief the drivers and communicate the aims of the project to them.

“Post-intervention results are measured at the end of week four and by comparison to the initial benchmark figures we are then able to produce a savings forecast. Average results show typical vehicle fuel savings of around £2,000 per year, carbon emission reductions of around 1.5 tonnes and improvements on fuel consumption of between 7 – 15%. With additional benefits including increased road safety, higher driver self esteem and reduced stress and fatigue, it really does pay to be green.”

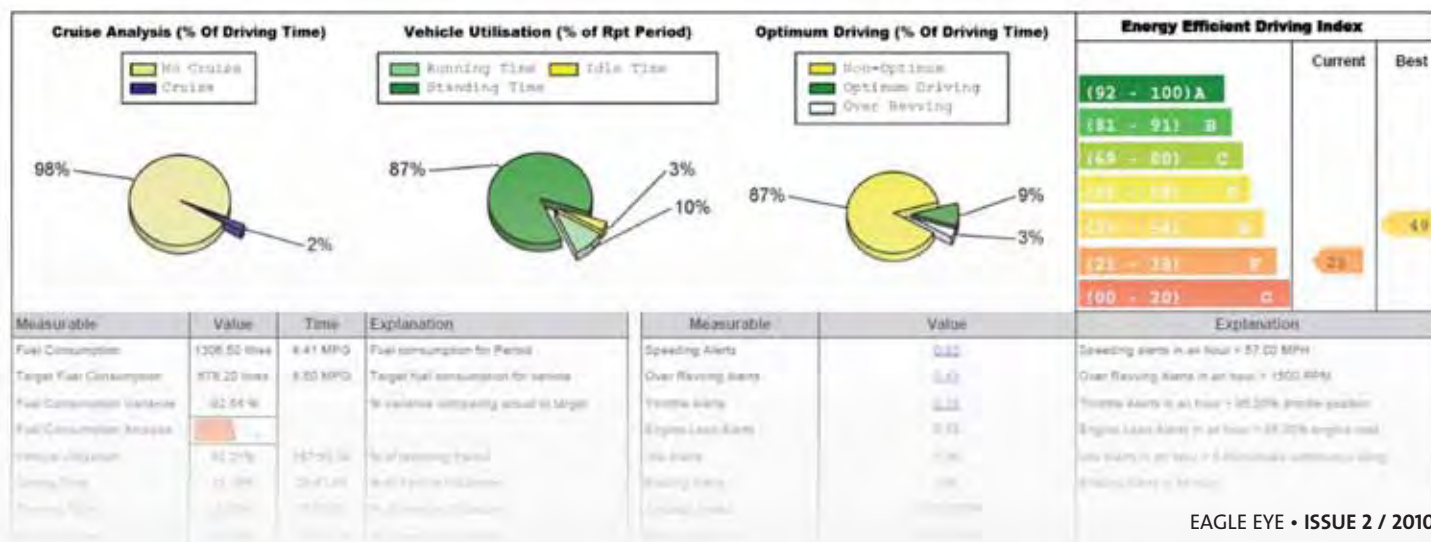
“Drivers are shown a short film regarding safe and efficient driving and given a classroom-based presentation before being asked to take the vehicles out for a short journey. Feedback on their performance is then provided and this can be compared to the performance seen in the initial trials to highlight any initial improvements made and demonstrate the potential for further positive changes.

Dennis Eagle offers EcoTrak to customers as an optional extra on all vehicles purchased. For more information regarding EcoTrak please visit www.ecotrak.co.uk.

*source: Transport Engineer



EcoTrak Vehicle Analysis Report





Fuelling the future at Futuresource

Dennis Eagle is showcasing its latest innovations at Futuresource on stand P30. Products on display will include wide electric body and narrow configuration vehicles.

The company will be exhibiting under the slogan 'Fuelling the Future' reinforcing its commitment to providing low carbon technologies to help the environment and enable customers adapt to the requirements of a changing market. Visitors to the Dennis Eagle stand will be able to test their manoeuvrability skills on a giant electric buzzwire game to see if they can make

it to the end of the three metre long wire without setting off the buzzer.

In addition, Dieter Korz, Head of International Sales for Ros Roca Envirotec, and Ian Handley, Ros Roca Envirotec UK General Manager, will be giving a presentation as part of Futuresource's comprehensive seminar programme. Entitled: 'A Longer Term Green Solution for Waste Management – The Role of Anaerobic Digestion', the presentation will focus on the growth of AD as a viable waste management solution and takes place at 11.15am on 17 June in the London Thames Gateway Seminar Theatre.

Dennis Eagle's Managing Director, Norman Thoday, comments:

"Last year's Futuresource was extremely successful, and we are hoping that the 2010 exhibition will be just as good. We will have a bigger stand showcasing two of our vehicles. Visitors will also be able to see a demonstration of the latest innovative technology, including our new electric body, as we reinforce our commitment to fuelling a greener future."

For more information, visit the Dennis Eagle stand (P30) or call **+44 (0)1926 458500**.



Serco selects Dennis Eagle for Bexley service contract

International Services company Serco, which provides environmental services to the London Borough of Bexley, has appointed Dennis Eagle to repair and maintain its fleet of RCVs, vans and sweepers.

The contract began in April this year and will run initially for two years, with an optional extension until 2017. As well as covering full repair, servicing and accident work from 6am until 6pm, Dennis Eagle also provides a call out facility ensuring that technical expertise is available on demand.

The agreement covers the London borough of Bexley's 84 vehicles, approximately half of which are Dennis Eagle vehicles, including a mix of One Pass and Phoenix 2 bodies, as well as Dennis chassis with Faun Rotapress bodies. The remaining vehicles are 7.5 tonne tippers, vans and sweepers.

Mick Hill, General Service Manager (Southern) for Dennis Eagle comments: "We have supplied vehicles and mobile repair facilities to Bexley for many years via its service contractors. It is testament to the quality of our work that we have been chosen once again to supply and service the depot. As a result of this contract we have appointed five staff to operate in the workshops."

Dean Hurry, Fleet Support Manager from Serco said: "Dennis Eagle has a proven track record of providing a reliable and professional maintenance and repair service, which is why in this instance we have decided to continue the relationship. Serco is dedicated to improving the efficiency of the service offered to the residents of Bexley and having Dennis Eagle on board will contribute to the smooth running of our operation."



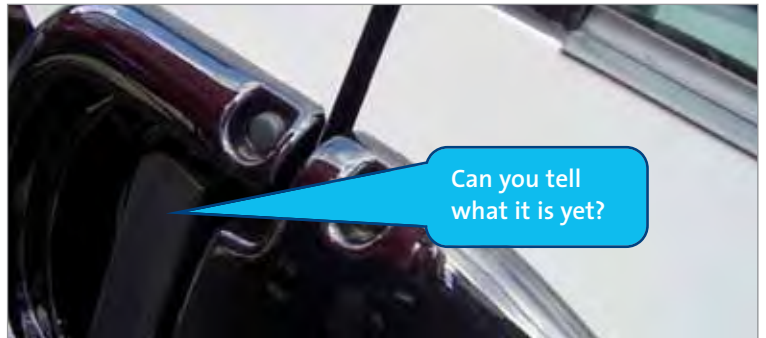
Can you tell what it is yet?

Look familiar? We've taken this close-up picture of one of our vehicles, but can you name which part of the truck is shown?

Please send your guess to:
roberta.manca@dennis-eagle.co.uk.

All correct answers will be entered in to a prize draw for the chance to win an i-pod touch.

All entries must be received by 30 June. The winner will be notified by e-mail by 7 July. Unfortunately, this competition is not open to employees of Dennis Eagle. For a full list of terms and conditions please e-mail roberta.manca@dennis-eagle.co.uk.



Tell us what you think

Eagle Eye aims to provide you with an informative mix of news and features, as well as information regarding the latest product and technology developments from Dennis Eagle and our suppliers. We are keen to receive your feedback - please take a moment to tell us what you think so we can ensure future issues are as interesting and relevant as possible to our readers:

Name:

Company / Organisation Name:

Job Title:

Company Address:

E-mail:

Telephone:

Which of the following areas are you interested in (please tick all that apply)

- New product and technology developments
- Updates on new and forthcoming legislation
- Dennis Eagle customer news
- Opinion pieces from key industry figures
- Case studies

Do you have any other comments about Eagle Eye or suggestions about how it could be improved?

How much of Eagle Eye did you find relevant and / or interesting?

- 0 – 25% 26 – 50% 51 – 75% 76 – 100%

Which articles did you find particularly interesting?

Please return your response to Roberta Manca, Dennis Eagle Ltd, Heathcote Way, Heathcote Industrial Estate, Warwick, CV34 6TE or email roberta.manca@dennis-eagle.co.uk



On the production line with Alan Gordon

As Senior Production Engineer for Dennis Eagle, Alan Gordon has played a key role in setting up manufacturing sites overseas. We sat down with Alan to find out about his role within the company.

How long have you worked at Dennis Eagle?

I started as a production welder on the body fabrication line in September 1995 and moved into the Production Engineering Department in 2001.

What does your role entail?

My role generally includes product technical support at the Warwick base and some after sales care for our customers. Recently I have also been involved in several foreign markets, setting up new manufacturing sites and developing Dennis Eagle's presence internationally.

What do you enjoy most about the job?

I enjoy my varied workload as no two days are ever the same; I am also able to meet and work with a variety of people and sample a diverse range of cultures.

What has been your greatest achievement while working at Dennis Eagle?

I have enjoyed the training and learning additional expertise in new areas. I now have technical capabilities that allow me to operate whole vehicle systems, meaning that I am able to offer a wide range of skills in my field.

In which countries have you set up manufacturing sites?

I have been to several countries in the past three years including South Africa, Singapore, Malaysia, India and Greece, where I have been able to play a part in expanding Dennis Eagle's operations outside of the UK.

What are the main challenges of setting up operations overseas?

There are many challenges when setting up operations abroad but the most common is the technical differences between vehicles prepared for a European market and those for international markets. There is a huge amount of planning that takes place which includes training in Warwick and the relevant country, with language barriers to consider. We are able to overcome this however through demonstrations of build methods that don't rely entirely on verbal communication.

What do you hope to achieve in the future?

There are several other licensee agreements that the export sales team are looking to secure. This will mean continued growth for Dennis Eagle in the export market and therefore more opportunities for me to expand my role.

Cycling success in Cuba



Paul raised over £4,700 for the Samantha Dickinson Brain Tumour Trust

Sainsbury's Graduate Management Trainee Paul Frost, the son of Gary Frost, Fleet Manager for Veolia Environmental Services (UK) Plc., has completed an impressive 220-mile bike ride around Cuba on behalf of brain tumour and brain cancer charity the Samantha Dickson Brain Tumour Trust, raising in excess of £4,700 in memory of his younger brother Luke who died in 1998 aged 10.

Braving temperatures of 30 degrees upwards and cratered roads, Paul cycled in a team of five charity fundraisers, completing the distance in five days.

Commenting on the challenge, Paul said: "Cycling conditions were somewhat different to and more challenging than the Hampshire Downs across which I trained, but the Cuban scenery was spectacular and it was a fantastic experience. I made good times across the stages and had a fantastic support team, keeping us well hydrated and fed. I would like to thank everyone who donated for their generosity. The money raised will make a big difference in the fight against this terrible disease."

To learn more about the charity please visit the Luke Frost Fund Umbrella Group at www.sdbtt.co.uk.

Alastair brings New Hope to Uganda

In August, Alastair Cutteridge, Head of I.T. for Dennis Eagle will be travelling to Uganda in support of the New Hope Uganda charity. Alastair will be accompanied by his wife Mel and three children, as well as a team of fellow worshippers from the City Church in Worcester.

The church has a long standing relationship with the charity and has created Worcester village as part of New Hope in Kasana, Uganda, which was built by members of the congregation using money donated to the church.

Alastair's trip will be focused on helping to build the new Baby House, a home for

young orphans whose families are unable to raise them. The team will also be on hand to help the full time carers look after the children as well as assist with other tasks including maintenance of the village.

The group is hoping to raise £5,000 for materials, and any further money donated will be used to support the running of Worcester village.

Although his church has worked with New Hope Uganda for around 15 years, this will be the first time Alastair has visited the village with the charity: "I am looking forward to providing practical help and making a real



When complete, the Baby House will provide a home for young orphans in Worcester village, Uganda

difference. The new Baby House is not only providing a safe place for orphans to stay, but will function as part of the children's centre, which also provides much needed schooling for children in surrounding villages."

To raise funds for the charity, Alastair and Mel will be walking the full 32 miles of The Worcestershire Way. If you would like to support Alastair please visit www.justgiving.com/mel-alastair



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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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