



EAGLE EYE

ISSUE 2 MAY 2003

Returning to the CIWM

After a three year absence, we are once again gearing up to take this year's CIWM exhibition by storm, as we use the event to officially launch the all-new Elite 2 cab for our highly-acclaimed Elite chassis.

Taking centre stage amongst our exhibits, the new Elite 2 cab not only looks different, it is packed with a host of new generation features designed to ensure that it remains the undisputed industry standard chassis cab. Also making its exhibition debut will be the first Hüffermann Millennium FEL to enter service here in the UK, as reported over the page.

We will also use this year's CIWM exhibition to promote our proven recycling product offering by exhibiting the versatile Twin Pack and Duo. A Twin Pack 20 based on the Elite 6 X 4 chassis with driver plus three Elite 2 cab will feature in our own demonstration livery. Also exhibited will be the Duo with 6 X 4 Elite chassis and driver plus four Elite 2 cab, complete with additional locker space. The popular Phoenix 2 23 based on the 6 X 4 chassis and featuring the livery of SFS Staffordshire Moorlands finalises our CIWM exhibition product offering.

Comments Norman Thoday: **"CIWM 2003 is very important to us as it gives us the perfect platform from which to introduce the new Elite 2 cab to the majority of the industry's key specifiers. As with Phoenix 2, the Elite 2 cab represents a new generation of chassis cab and comes as a result of significant investment that has been made in design and testing technology.**

"We will also be placing equal emphasis on the suitability of our product range within recycling. And having received orders for 21 Twin Packs in March alone, we will be continuing to promote this product, and the Duo, to both the local authority and private sectors," he added.

Concluding he said: **"If nothing else, our 2003 product line-up at this year's CIWM exhibition will prove that we have been extremely busy since we last made an appearance three years ago!"**

Our body and chassis cab product offering will further proliferate the CIWM exhibition by making an appearance on the stands of SFS, Terberg, Volvo and Zoeller.



The all-new Elite 2 cab that is set to be one of the main talking points at this year's CIWM.

FREE PRIZE DRAW

WIN A LUXURY WEEKEND BREAK FOR TWO

Come and visit us at this year's CIWM and enter our free prize draw and you could be the winner of a luxury weekend break for two in London. Staying in a Four Star hotel, you will be invited to take in a show. You could also spend time visiting the many tourist attractions, hitting the retails hot spots or simply while away the hours using some of the many facilities the hotel has to offer.

The prize draw will take place on Friday June 20th and the winner will be notified immediately.

VISIT US ON STAND NO. N61 NORTH GREEN

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FIRST HÜFFERMANN FRONT END LOADER for Grundon Waste Management Limited

Visitors to our stand at this year's CIWM exhibition will have the opportunity to view the first Hüffermann Millennium FEL refuse collection body that is scheduled to enter service here in the UK. The 35m³ capacity body – the largest available in the UK – has been specified by Grundon Waste Management Limited – the largest privately owned waste management company in the UK. It is being supplied fitted to a Volvo FM12 8 x 4 chassis, complete with Powertronic gearbox.

Joining 35 FELs out of a total Grundon fleet of 270 vehicles, the Hüffermann Millennium FEL is set to operate out of the company's Ewelme head office and depot near Wallingford, Oxfordshire, where it will be used for the collection of recyclable, commercial and industrial waste within the region.

Featuring the distinctive blue livery of Grundon Waste Management, the FEL is being supplied with a PM onboard load cell weighing system. With three pack facilities – short, half and full – Grundon Waste Management is confident that the new vehicle will deliver an average payload of 10 tonnes.

Commenting on the decision to specify the new vehicle, Gary Frost, Grundon Waste Management's Fleet Manager said: **"Whilst we have been in talks with Hüffermann for some two years now, we**

were reluctant to specify their FEL until they could ensure the service and after sales support once the equipment was in service here in the U.K. However following the agreement that was signed between Hüffermann and Dennis Eagle last year these issues have been addressed. In addition to utilising what is without doubt a highly engineered product, we have confidence in Dennis Eagle and Hüffermann's ability to provide the correct back-up and technical support.

"We already operate 25 Dennis Eagle Elite Chassis with Phoenix 1 and 2 RCV bodies and current orders placed for Elite 2 cabs complete with a Phoenix 2 Beta Lift bodies for June/July delivery and enjoy a good working relationship with them. As a company, we find Dennis Eagle professional and approachable to deal with. They are effective at finding a solution when things go wrong, something that is inevitable for a product that operates in what is a very harsh working environment," he added.

Manufactured from high tensile steel and suitable for six and eight wheeled chassis, the Millennium FEL can be supplied with a number of arm configurations that feature various options to suit all chassis. An efficient cab guard also doubles as an effective overspill tray.

With an impressive cycle time, the Millennium FEL has the option to operate via (non-cable) remote control from outside the vehicle, thereby reducing driver entry into and exit from the cab area. It also features an optional double camera system – one for loading and the other for reversing the vehicle. Furthermore, the Millennium FEL can be configured to operate as a wheeled bin lifting RCV.

In what remains a family owned company, Grundon was established in 1929. Having originally started as a local aggregate supply business, the company today operates as a collective group that has national and international interests in waste collection and disposal; incineration; recycling and recovery; aggregate extraction, processing and supply; technological solutions to industrial waste management problems; contract management; estate management; leisure and amenity services.

In addition to its head office and depot at Ewelme, Grundon also operates out of Reading, Banbury, Cheltenham and Colnbrook – the latter facility is currently undergoing redevelopment to the tune of £110 million to construct an Energy from Waste Facility capable of receiving 430,000 tonnes of waste per annum, including MRF recycling and electricity generation of 35 Mega watts of power.



On display at the CIWM exhibition will be a Hüffermann Millennium FEL, the first of which is scheduled to enter service in the livery of Grundon Waste Management Limited immediately after the show.

TRAINING for tomorrow

At all levels of our organisation, we have never underestimated the importance of education and training. It is a discipline that has not only played a crucial role in our past, but on that will certainly help mould our future. One of the latest training programmes to evolve from within our Training & Development department is a major new training initiative that has been specifically designed to develop the management skills of our Senior Management team. Developed in conjunction with specialist training provider, Keyturn Training

Limited of Rugby, the Senior Management Development Programme will centre on two groups of ten managers from across our organisation attending six bespoke one day training modules.

Designed to deliver 'visible results', each module will focus on developing skills in a dynamic and challenging way and with an emphasis on 'learning through experience'. The course content will also focus on delivering attitudinal and behavioural change in line with Dennis Eagle's future vision.

The first four modules, covering such key areas as leadership and working in teams, effective communication, managing conflict, and influencing, listening and questioning, will be delivered this year at Dunchurch Park Conference Centre, Rugby. The final two modules of managing performance through coaching and problem solving will be delivered in the first quarter of 2004.

NO STRAIN... no gain!

Going that extra mile certainly applies to our very own marathon man, John Strain, who works in Business Planning. Since September of last year, John has spent time preparing to compete in the recent 23rd London Marathon, and all for a great cause.

Having seen his twin boys born into this world some 15 years ago three months premature and weighing only 2lb 2 oz and 2lb 4 oz, John thought the time was right to support a charity that does so much for premature babies in this country – BLISS.

And the all the hard work and effort paid off, as John completed his first ever marathon in London by recording a time of 4 hours and 29 minutes. It may have been half as fast as one Mrs Paula Radcliffe, however it was a run that saw John raise the impressive figure of £2,750 for Bliss.

A big well done from everyone at Dennis Eagle. We're delighted that the 700 miles John clocked up in training paid off.

Commenting on his achievement, John said: **"It was a tremendous experience and one that will stay with me forever. I was astounded by the generosity of people who supported my fund raising efforts. I would like to pay particular thanks to Dennis Eagle for making a donation of £100 and the employees at Aldridge who managed to raise £123 during the weekend prior to the event itself and which was collected on my behalf by Mike Rouse."**



John Strain (yellow vest number 54926) at the 23 mile mark running his first ever marathon in London that saw him raise £2,750 for the BLISS charity.

DANGER! do not



Sales Project Engineer, Andy Graves, delivering the FTA presentation.

Whilst it is generally recognised that due to the very nature of the beast, operators of Rear End Loaders can sometimes struggle against vehicle overloading, this long-term problem has finally come to a head. Recent investigations by the Vehicle Inspectorate (now VOSA) into the number of gross weight overloads attributed to several operators in the North West – resulting in public enquiries by the North West Traffic Commissioner – has sent reverberations around the industry.

However, following discussions that have taken place between VOSA, the FTA, the operators themselves and Dennis Eagle (who were approached because of their unique position as both municipal chassis and body manufacturer), VOSA expressed concern to the FTA that at one transfer site in two hours they issued 10 prohibitions and the records from one local council in three months showed that 664 loads were illegal with a total overload of more than 1.1 million kgs. On this basis, it can only be assumed that it won't be long before the VOSA revisits its interest once again in RCV's.

Not all problems are inherently bad.

As with most problems, they are not always as bad as first envisaged. Whilst vehicle overloading can carry many serious consequences (as we reflect on later), the FTA, Dennis Eagle, Knowsley and St Helens' Councils in particular have, following a number of detailed discussions, presented a number of recommendations that vehicle operators should consider to help alleviate the problems of overloading.

Moreover, in an attempt to alert operators as to how problems of overloading can occur and, more importantly, what they and manufacturers like ourselves can and are doing to rectify the situation, a number of seminars, organised by the FTA have been held around the country.

Although an industry wide problem, the FTA called on our expertise due to the depth of our own understanding of the problem. As the only UK supplier of a complete refuse vehicle and specialist in fitting its own bodies to foreign chassis, we are well versed with 'tuning' the body to match the chassis so that such problems can be minimised from the outset.

Whilst we have already undertaken seminars in Grantham, Dunblane, Gatwick and Durham, anyone interested in attending future venues in the Autumn should contact Emma Plumb at the FTA for further details on 01892 552380. Before we look at the recommendations that are being presented to help operators overcome the problem, we focus on the part we have played and continue to play in this field.

Playing our own part

There are many ways that we have sought over the years to help reduce the likelihood of vehicle overloading. Some of the main initiatives we list below:

- A progressive reduction in size and weight of the tailgate.
- Reduced rear overhang and forward body positioning, particularly in relation to Phoenix 2.
- Advanced body design using keel shaped floor, curved sides and roof and 'tuning' of body to match the chassis.
- Use of asymmetric leaf springs/air suspension to reduce rear chassis frame overhang.
- Use of modular counterbalance weights.
- Careful consideration of individual component positioning within the overall vehicle design.

over load

What you can do

Despite the measures that we are implementing, there are several ways that operators themselves can be proactive in reducing the risk of vehicle overloading:

- Careful management of the vehicle is crucial. Our operator handbook calls for the close monitoring of vehicles during the first few weeks of operation.
- Load cells and weighing devices can be fitted that serve to warn the driver of possible overloads situations.
- Consider upgrading older vehicles to optimise on revised legislation.
- Make use of increased permissible axle loads.
- Consider using counter-weights or reposition existing components.
- Encourage regular cleaning.
- Insist on receiving weight predictions to ensure due diligence at the time of tender or quotation and ask for a demonstration of the product you are considering.
- Consider re-routing collection rounds to avoid overloading.

OVERLOADING - how it can happen

The reasons for overloading are numerous, primarily as Rear End Loaders have a higher risk of disproportionate loading during the load cycle. Why? Because the load is applied gradually from the rear; the vehicles tend to have a long rear overhang and the packing mechanism is normally of a very heavy construction to cope with a wide range of waste materials.

Additional factors include:

- Vehicles being switched frequently for different waste collections without adjustment/modification.
- Higher density waste due to lighter materials being removed as part of the recycling process.
- Wheeled bins which, whilst promoting faster and more hygienic collection, have done so at a price.
- The lift mechanism increases rear overhang and in some cases additional ancillary components are used further reducing carrying capacity.
- And don't forget, it's always worth remembering that the consequences of overloading can prove severe to say the least.....

OVERLOADING – The Consequences!

Restriction, loss or suspension of 'o' License

A vehicle may be diverted up to five miles to a weighbridge without compensation.

The vehicle can be prohibited from being driven.

Up-to £5,000 fine for each offence – i.e. for each axle and for gross vehicle weight.

Possible further fines of up-to £5,000 for the company and driver for using a vehicle in a dangerous condition.

If you are concerned about problems of vehicle overloading within your fleet and would like to receive further advice on this important issue, why not contact Andy Graves on 01926 459508 or by email at andy.graves@dennis-eagle.co.uk.



'Is there anybody down there' – one of the more unusual consequences of overloading!

ELITE CHASSIS goes ‘kerbcrawling’

Metaphorically speaking that is! However there’s one fact that you can’t ignore and that’s our standard width 5m wheelbase 4 X 2 Elite chassis is proving a big hit with the kerbsider bodies that we find are an increasingly common sight on our streets.

It is pleasing to report that chassis sales for both the Terberg and Maclift recycler bodies prove that they are mating well! Most recently, we have received orders for eight chassis that Premier Waste will be deploying with recycling bodies in Sunderland, whilst Verdant has placed an order for three Elite 4 X 2 chassis to satisfy its contract needs in Melton Mowbray. We have also secured an order for six chassis from North Somerset District Council – proof that it’s turning out to be a national trend.



SHOWING OFF PHOENIX 2 in Denmark

Together with our Danish distributors, Phoenix Danmark Limited, we put in our first ever appearance at the Transport 2003 exhibition in Herning at the end of March. In what is the main exhibition of its kind within the country, we used the four day period to promote the Phoenix 2 body and the versatility of the Elite chassis.

Drawing considerable attention from amongst the visitors to the show, a Phoenix 2 gN with narrow track 2.2m wide Elite chassis resulted in Phoenix Danmark securing some 40 sales leads which, according to our Distributor Principal, Brian Olesen, “are of the high calibre.”

As Brian adds: **“The complete vehicle concept received many favourable comments during the show, particularly due to its versatility. Operators like the fact that the vehicle is particularly good when operating in congested and narrow environments.”**

“The specification of the vehicle in terms of its axle and steering configuration and four man crew carrying capacity, means that it is a concept that could take every third truck out of operation in major areas which is very good as many areas suffer for major traffic congestion,” he concluded.



The Phoenix 2 gN on display at Transport 2003

New Chief Engineer flies into Dennis Eagle



A now familiar face to many within Dennis Eagle is our new Chief Engineer, Nick Swift, who joined us from JCB at the beginning of February.

With overall responsibility for the design, development and introduction of new chassis and body products, Nick has wealth of design engineering experience, particularly in relation to the commercial vehicle market.

Overseeing the function of homologation and our chassis and body design and development teams, Nick is looking forward to developing new ideas and concepts into successful and workable product solutions.

Prior to joining us, Nick spent six years working for JCB. Having joined them as Principal Engineer with responsibility for the company’s range of wheeled loaders, he moved to the position of Research Manager, a role that saw Nick direct and coordinate the activities of six research departments. More latterly, as Cab Design Development Manager, Nick established a new department within the JCB Group with sole responsibility for this function.

In a career that has spanned some 24 years, Nick has also worked for commercial vehicle manufacturers, ERF and Foden Trucks. Having spent seven years with Foden working as both Senior Design Engineer and Senior Project

Engineer for chassis, a move to neighbouring ERF saw him assume the role of New Product Introduction Manager. Holding a 2.1 Bsc Honours degree in Mechanical Engineering, Nick started his career with electrical goods manufacturer, TI Creda, where he served a Technical Apprenticeship.

A resident of Stoke-on-Trent, Nick and his wife, Tracey, have a daughter Jessica (11) and son Matthew (8). When not seen watching his beloved football team, Stoke, Nick tells us he spends his time helping manage his sons soccer team, enjoying DIY and tinkering with cars!

“I am looking forward to helping play my part in developing what is an already excellent product range. I have been made to feel extremely welcome by everyone within Dennis Eagle and would like to thank the entire team that I work with for their help and support since I took up my new position,” he said.

TWIN PACKS a punch in recycling

Whilst the latest issues of Eagle Eye have carried a fair amount of news relating to the most recent operators that are benefiting from our proven recycling favourite, the Twin Pack, we couldn't resist revisiting it just one more time and for very good reasons.

Such is the continuing popularity of this recycling vehicle concept, that we celebrated March by receiving orders for some 21 vehicles. And it's not just the standard 20m³ Twin Pack that's grabbing all the limelight. We're finding that the highly versatile 15m³ model is now muscling in on the act as the following operator story demonstrates.

Onyx specify Twin Packs for Wandsworth Recycling Fleet

Onyx UK, in conjunction with Wandsworth Borough Council, have recently taken delivery of a new fleet of our increasingly popular Dennis Eagle Twin Pack RCV to support a new recycling scheme that has recently been introduced within the Borough.

Procured through the London Recycling Fund - established to promote recycling services and schemes within and around the City - the five Dennis Eagle RCVs all feature the smaller 15m³ dual compartment Twin Pack body and versatile 6 X 2 Elite chassis with driver plus three cab.

Specified with the short wheel base Elite chassis to provide increased manoeuvrability within numerous



restricted access areas that exist within Wandsworth Borough, the Twin Packs will cover some 115,000 low-rise domestic properties.

Deployed to deliver the theme - 'It's Got to Be Orange Recycle it' - the Twin Packs are being used to support a twin bag recycling programme that has been introduced to replace the previous multi-bag Rainbow scheme. Clear bags used for garden waste are being collected in the smaller compartment of the Twin Pack. The larger one being used to collect vibrant orange sacks for household recyclable waste which carry the slogan - 'Rethink Your Rubbish' from Western Riverside Waste Authority. The orange sacks are being used for paper, plastic and glass bottles, cans and card, prior to going into sorting.

Commenting on the new scheme, Onyx Recycling Manager, Gina Abbott said: **"It's a case of a new fleet for a new recycling scheme. Also we are trialling a green waste scheme in Wandsworth which, if successful, we will be looking to widen to cover the entire Borough in due course."**

"The Dennis Eagle Twin Packs were specified jointly by Onyx and Wandsworth Borough Council as they represented the ideal vehicle configuration for the operating criteria of this particular contract," she added.

To help promote the visibility of the recycling scheme, the Dennis Eagle Twin Packs have bold orange cabs, white bodies and white signboard that are finished in a flash of the same vibrant orange.

CLEANAWAY specify Dennis Eagle RCVs for new refuse contract

Having recently been successful in securing a seven year refuse collection, recycling and street cleansing contract from Elmbridge Borough Council of Surrey, leading global waste management company, Cleanaway, has specified a new fleet of bespoke RCVs that we are supplying.

Due to enter service by the end of June, the new fleet of 13 vehicles centre on our proven Phoenix 2 bodywork and the Elite 2 chassis. Each vehicle will be supplied with the all new Elite 2 cab with driver plus three seating configuration.

As Cleanaway Area Manager, Tim Guile commented: **"We chose Dennis Eagle as they offered the best overall package for the specific build and operating criteria that was required to satisfy the Elmbridge**

contract. They are supplying a bespoke fleet of RCVs and we are delighted to be working in partnership with them."

Covering some 50,000 plus households within the Borough of Elmbridge, the fleet is made up of a variety of chassis and body configurations that, according to Tim Guile, will "enable Cleanaway to deliver an enhanced refuse and recycling service in Elmbridge." Out of the fleet of 13, 12 of the RCVs feature Phoenix 2 bodies. Seven Phoenix 235 are being supplied on our standard width 6 X 4 chassis, whilst the remaining five are all based on the 2.2m narrow chassis variant. Three Phoenix 295 are being supplied with the 4 X 2 chassis, the remaining two having Phoenix 2 15 bodies on the 6 X 2 Elite chassis. Each of the Phoenix 2s have been specified with the low level, auto split Terberg bin lift.

A Compact 8 body on a foreign chassis completes the RCV line-up.

Comments Norman Thoday: **"I would like to congratulate Cleanaway for having successfully secured the waste management contract for Elmbridge Borough Council. We have a good and effective relationship with Cleanaway and we are delighted to be working in partnership with them once again."**

Looking to further strengthen its presence within London and the South East, the Elmbridge Borough Council contract is one of a number of similar waste management contracts that Cleanaway has secured. Most recently, Cleanaway has been awarded contracts with Croydon, Tower Hamlet, Medway and Thurrock.

BORN AND BRED

One of the major attractions at this year's CIWM exhibition must surely be our new Elite 2 cab. Because after being possibly the most noticeable absentee over the last three years, we will once again swoop into town to launch our latest Jewel in the Crown.

Having already informed you of the products many features and benefits and listed the vital specification statistics of the Elite 2 cab, we decided to pay a long overdue visit to the place where it was conceived and born, and where it will be bred – Blackpool.

Breeding Ground

Home of Dennis Eagle's cab manufacturing plant, Blackpool is steeped in a history of vehicle bodybuilding that dates back many decades. And whilst the names of such leading coach builders as Duple and Burlingham's now form part of the annals of history, it is pleasing to report that the name Dennis Eagle is going from strength to strength.

With the Elite 2 cab now in full production at Blackpool, we took time to catch up with Director of Cab Operations, Mick Pugsley. Now here's a man that quite literally eats, sleeps and drinks vehicle bodybuilding. In fact it is very difficult, if not impossible, to come across someone who pours out such enthusiasm for a product that he proudly points out represents British manufacturing at its best.



Mick Pugsley at home in Dennis Eagle's cab manufacturing facility as the new Elite 2 cabs roll off the production line.

Concept to Completion

Mick is quite rightly proud of not only the end result, but also the speed and efficiency with which the project has developed. After being approached by Chief Executive, Mike Molesworth to look at a new cab initiative in November 2001, it was Mick himself who conceived the design concept whilst recovering at home from illness! By the end of January 2002, the concept cab was built at Blackpool. Well-known designer, John Worker, then took the concept and



The eyes have it. Just one of the many new features of the Elite 2 cab that gives it a distinctive personality all of its own.



The team behind the development and production of the Elite 2 cab. Pictured with Mick Pugsley (centre) are, from left to right, Steve Cardwell, Neil Walton, George Borland and Ken Cowell.

created six design visuals that were presented to the board that same month. Having selected one of the six design visuals, it was time for the Blackpool team to work their magic, the board finally approving the finished concept for the new cab internally on July 17. The first prototype cabs were created early December 2002. The first pre-production cabs were delivered into Warwick on March 7, followed by the real thing some six days later. The rest, as they say, is history. Mick and his team in Blackpool being the brains behind bringing the total concept to fruition.

in Blackpool

As Mick states, “Whilst the Elite 2 cab has the same base strengths that have stood the test of time with the proven Elite 1, the new generation cab is a quantum leap ahead in terms of its design and engineering. “In essence, we have taken on board the advancements that our customers wanted to deliver a product that, whilst being fashionable and stylish, provides crews with a safer, cleaner, more comfortable and functional environment in which to work. It what remains the best low entry cab option there is, the Elite 2 provides far more space for both the driver and crew, largely due to the flexible seating arrangements that can be specified. And whilst being designed to mate with the radiused curves of the Phoenix 2 body range, the features on the new cab give it universal appeal for all operators,” he adds.



One of the big plus points of the Elite 2 cab is the driver plus four and driver plus five seating configurations that can be achieved, each with ample locker space.



In cab - the Elite 2's solid state electrics are conveniently housed for ease of access.

“I would like to close by taking this opportunity to thank each and every member of the team at Blackpool for all the hard work, effort, belief and determination that they have showed every step of the way in helping create a cab that we should all take great pride in,” Mick concluded.

Increased Production Output

With demand for the new Elite 2 cab already proving buoyant, Mick and the

team at Blackpool are currently in the process of stepping up production from the 475 RCV units manufactured last year to a projected total of 700 this year – an increase of some 47%.

To meet the growth in production output - Blackpool looking to output three RCV cabs per working day with a total build time of 90 hours per cab – the workforce is also set to increase by a staggering 45% from 49 to 70 employees.

Did you know?

Our Blackpool manufacturing facility is also responsible for producing the cabs that are so familiar on many of the Fire Engines that we see operating up and down the country?

It's not only RCVs that they well versed with. Quite the contrary. Mick Pugsley and his team turn out some 100 fire engine cabs per annum for Transbus International (Dennis Fire).

Designed to roll at 80 mph (please do not try this at home) without even the windscreen popping out, the fire cab is one tough cookie. Featuring bandit proof front and side glass, Blackpool produces the biggest fire engine cab available which, in the Dutch market, supports a driver plus crew of eight: the same cab in the UK being used for driver plus four.



Blackpool is also home of the Dennis fire engine cab, a familiar sight to so many of us.

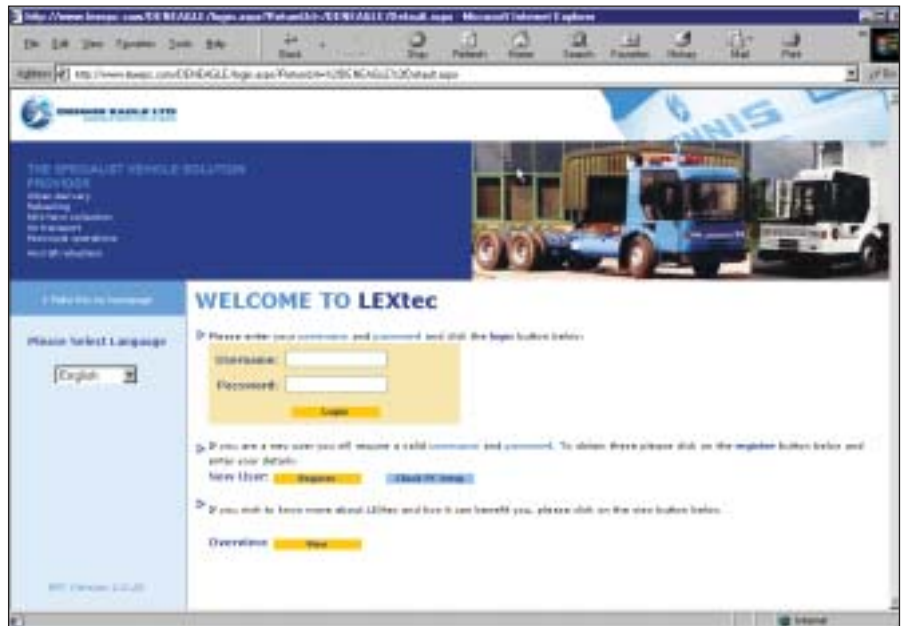
EPC to be launched 'Live' at CIWM

It won't be just our RCVs that will be grabbing all the limelight at the CIWM, the parts that go into making them will be receiving equal attention - well that's the intention of Aftermarket Operations anyway.

Being launched at the exhibition will be the much awaited Electronic Parts Catalogue (EPC). Initially containing all parts information for vehicles built since 2001, the EPC will list some 6,030 individual product references covering the body, chassis, axles and hydraulics etc. It is a parts figure that will continue to increase significantly as parts for vehicles built a further three years prior to 2001 are brought on stream later in the year.

Available online via the Internet, the EPC has already been successfully trialled in the field with London Borough of Barnet, Southampton City Council and Eastleigh Borough Council.

As Eastleigh's Workshop Manager, Alistair White comments, **"The electronic parts catalogue has been well received by everyone who has so far used it and it is certainly a very efficient means of aiding parts identification."**



Forming a strategically important element of the aftermarket parts partnership with Lex Auto Logistics, the EPC is being developed from its current form into an online parts ordering system that is expected to go 'live' at the end of the year.

Comments General Parts Manager, Rachel Wallace: **"The EPC represents a significant step forward for our entire**

parts operation. We are confident from the trials that have been carried out that our customers will benefit from an extremely simplified parts identification process. If we add to this the second stage of development that will take in online ordering, then customers will gain access to a system that will be at the forefront of the commercial vehicle industry."

Gary White fits the part

The newly-created position of Parts Sales Representative North has been occupied by that well-known face within Aftermarket Operations, Gary White.

Responsible for new business development and the servicing of existing customers within the North West and North East, Gary now forms part of a six man Parts Field Sales Team that reports directly to the General Parts Manager, Rachel Wallace.

Having joined Dennis Eagle some 10 years ago, Gary has considerable experience of our parts and service operation. Whilst Gary has most recently worked within the Parts Sales Office in Warwick, he has also been involved in Parts Purchasing and operated as Team Leader in the Parts Stores.

Commenting on the appointment, Rachel Wallace said: **"Gary's appointment not only finalises the Parts Field Sales Team but represents the first time that we have ever had anyone operating in this part of the country. I am confident that Gary will use his experience to help us achieve the business penetration that we should be successful in attaining within what is without doubt a key market area."**

Given the geographic area that Gary is now responsible for, he and his partner, Louise Voss who works in Service, are now looking to relocate to the North West with their four year old son, Morgan. A keen golfer and sporting fan in general, Gary tells us that he also enjoys many kinds of music. We wish him well in his new role.



LOLER – Reminder

The Operating and Lifting Equipment Regulations 1998

Don't get caught out. It remains a statutory requirement for all operators to ensure that annual inspections are carried out on all binlifting equipment. The instrument covers the following Dennis Eagle bin lifts.

Dennis Eagle Manufactured Binlifts
(By Model, Name & Type)

Beta 500
Beta 375
Alpha
Alingsas
Beta 2
Skip Lift

In summary this legislation requires operators to:

- Undertake a thorough safety inspection every 12 months by a "Competent" person.
- The inspection should pay attention to Critical Design Aspects relating to Product Integrity, Safety Guards, Associated Interlocks, Wear & Tear items and certify the equipment as safe.
- Where defects prevent a hoist being correctly certified then the unit should be deemed unfit for use and the Health & Safety Executive advised until rectified.
- Implement an "Examination Scheme" which has been formulated by a "Competent" person.

TO MAXIMISE OUR ASSISTANCE IN SAFEGUARDING YOUR INTERESTS AND IN ADHERENCE TO THIS LAW, DENNIS EAGLE IS ABLE TO PROVIDE A SCHEME TO ENSURE EMPLOYERS COMPLY WITH THIS LEGISLATION.

In addressing the legislation:

- Dennis Eagle provides the competent person for inspection and certification.
- Inspection criteria determined by Dennis Eagle as the designer and manufacturer of the binlift. This inspection pays attention to all the key areas.
- A fully integrated and correctly documented service providing:
 - Inspection and re-test documentation.
 - 'Official' certification.
 - Vehicle/hoist badging to confirm certification of unit.

- Fully administered and pro active service with D.E. booking inspections on an annual basis. (D.E. automatically notify operators once registered on our equipment – listing scheme).

- Price per binlift inspection including administration of £70.00 per unit (+ VAT and travel) for any site in the U.K.

For further information and to register on our equipment inspection and listings scheme contact us as follows:

Dennis Eagle Service Department:
Tel: (01926) 458558

Fax: (01926) 470266

Or write to:
Service Department
Dennis Eagle Limited
Heathcote Way
Heathcote Industrial Estate
Warwick CV34 6TE



Staying within the law. One of our qualified inspectors, Dave Simm, carrying out an annual binlift inspection.

Deepest Sympathy

It is with deep regret and sympathy that I report the untimely death of Mr Dennis Waugh, Workshop Supervisor at Leeds, who sadly passed away at the end of March.

Having grown up with Dennis and known him for many years, I can honestly say that he was one of the nicest individuals you could ever wish to meet, and I know that everyone who ever had the opportunity to meet him would be of the same opinion. Dennis was a kind and gentle person who always had an

optimistic outlook on life. He was very understanding, thoughtful and extremely honest and reliable. You could say he came from the old school. He was a very good friend and buddy who will be sorely missed. My thoughts, together with those from all who knew him, go to his long time partner, Elaine and his daughter, Catherine.

Dennis began his career with Leeds City Transport where he first served his apprenticeship. He then went on to work

for the Yorkshire Road Car Company before returning to Leeds City Council. He joined Dennis Eagle in June 1997.

A mechanic through and through, Dennis was an avid restorer of old cars. Forever tinkering under the bonnet, my endearing memory of him will be seeing him in his work boots with spanner in hand.

Martin Smith – Manager, Leeds Service Centre

Recycling RCVs!

In a world where the word 'recycling' is set to become more and more important, an increasing number of operators throughout the UK are now looking to apply the term to their very own RCVs, and effectively so.

By this we refer, of course, to the re-manufacturing service that we offer. As the only remanufacturer of refuse vehicles in the UK, we can assist operators to realise more from their original investment. Perhaps you may be looking to satisfy a short-term contract or get extra mileage for your money by putting a remanufactured unit to good effect as a support vehicle or for green waste, household and recycling collections. Whatever the reason, our Aftermarket Operation has the capacity to completely rebuild vehicles from the chassis to the paintwork, using the same qualified technicians and original equipment that is deployed to build new vehicles.

And it's a service that is benefiting operators the length and breadth of the country.

As Ken Graham, Transport Manager of Enfield Council comments: **"We are currently operating two Dennis Eagle remanufactured refuse vehicles and the performance of these vehicles and the Service Support Teams are above our expectations for service provision. The operation of these vehicles is also impacting on the expenditure of the refuse collection in a positive way. Spot hire of RCVs has been reduced since the acquisition of the two remanufactured vehicles, which gives us an overall reduction in costs."**

Havant Borough Council equally appreciates the service. As Transport Manager, Fred Downes states: **"We have been very pleased with the two remanufactured units for our recycling operation. So much so, we have ordered another two units for this year."**



Remanufacturing – an opportunity to revitalise your fleet by recycling your initial investment.

Why not benefit from?

A vehicle supplied in your own livery that looks and feels like new.

Confidence that all vehicles are quality assured and meet the latest health & safety legislation.

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Three months parts and labour guarantee, up to two years on certain components.

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If you would like to find out more about our vehicle recycling operation, contact us today on the address below:

Dennis Eagle Limited
Heathcote Way,
Heathcote Industrial Estate
Warwick CV34 6TE
Tel: +44 (0) 1926 458548
Email: info@dennis-eagle.com

COMMENTS AND FEEDBACK

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

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