

BUSINESS AS USUAL FOLLOWING LAUNCH OF CONTI360° FLEET SERVICES UNIFIED FACILITY & NETWORK

**BANDVULC
NEWS...**



Okan Tamer, MD Continental UK (centre front) with the team at Bandvulc

In December 2018 Conti360° Fleet Services celebrated the official opening of its newly rebranded suite of offices at Bandvulc's Lee Mill site in Ivybridge.

The extended office facilities are the result of a two and-a-half year integration project following Continental's acquisition of Bandvulc in 2016 and follows the merger of both company's fleet support networks under the unified Conti360° Fleet Services banner in September 2018, and the relocation of all Conti360° Fleet Services support and 24-hour Breakdown Service teams to Ivybridge.

During the official opening, Bandvulc Managing Director Arthur Gregg took the opportunity to praise staff for their hard work in making the merger a success. Arthur Gregg said, "The merging of both the Bandvulc and Continental operations to Conti360° Fleet Services combines the strengths and advantages of each brand, with continuous improvement in our service offering. The positive effects of the rebranding will continue to be evident as time goes on, so for our customers it is very much 'business as usual'. The Conti360° Fleet Services Network office now represents one of the largest fleet management companies in the UK, giving customers unrivalled aftercare services across the UK. Staff in the integrated company now work

with one identity, as one team, working together. With such assets, and the systems, brands, and retreads on offer, there is no reason why that should not continue to grow."

Okan Tamer, Managing Director at Continental UK, was also at the grand opening, in his first visit to the Ivybridge site since taking the helm at Continental UK in November 2018. Okan, who comes to the UK from the Turkish market, praised the Conti360° Fleet Services Network for the successful transition. He said, "The production process here is excellent, with high quality products, but more importantly it is the very dedicated, professional people who have made this transition possible. I am in no doubt that the Conti360° Fleet Services Network will continue to go from strength to strength, drawing on the combined forces of Continental and Bandvulc, and I am very much looking forward to sharing many more success together."

Conti360° Fleet Services and Bandvulc Key Partners merge.

The newly formed Conti360° Fleet Services network, consisting of 1500+ vans, enables the Group to deliver

unrivalled aftercare services across the UK with full service for truck fleets helping customers achieve lowest overall driving costs through correct tyre fitting, monitoring and reporting, fast breakdown response, and correct and efficient handling of worn tyres.

Continental announced the merger at its Conti360° Conference in Donington Park. Mat Wilkinson, Commercial Director at Continental Tyres, said: "The change to a one-brand service network is the next logical step for both brands. It will bring customers together to form one service network for a simple, unified approach to fleet management. The Conti360° Network is the leading network of its kind across the UK. By bringing the Continental and Bandvulc team together, we can continue to offer the best level of service to our fleets and stay well ahead of the competition." The Conti360° Fleet Services package is designed to ensure operators get the most out of their businesses, with a range of services including ContiFitmentService, ContiFleetCheck, ContiBreakdownService, ContiCasingManagement and ContiFleetReporting.

MORE INSIDE...

CUSTOMER UPDATE
CONTINENTAL CROSSTRAC

P2-3
P4

CONTI360° NETWORKING
TEAM BANDVULC

P5
P6

PRODUCTION & PROJECTS
CHARITY NEWS

P7
P8

CONTRACT EXTENSIONS

Just some of the companies that extended in 2018/early 2019



DMC TRAILERS EXTEND WITH BANDVULC

In October 2018 DMC Trailers extended their contract with Bandvulc's fleet management division, Conti360° (formerly BVPlus+), to October 2020. They first became a client in 2017 and the two companies enjoy a robust business relationship which has gone from strength to strength over that time.

DMC Trailers is a trailer hire company that specialises in spot rental and long term contract hire that are part of the Ballyvesey Holding group of companies. With over 18 years' experience, DMC Trailers operate a growing fleet of over 1000 trailers.

Sales & Key Account Manager, Sinead Jones comments, 'All the team at Bandvulc are thrilled to have extended this contract a further two years. We have worked closely with DMC Trailers to provide robust fleet management and greater visibility of all work done. Our ability to provide bespoke reporting and the support of our service network has ensured quick query resolution and billing, essential for all rental clients.

Zak Burton, Sales & Account Manager & Kelly Maxfield Operation Manager for DMC Trailers stated, "We had never dealt with Bandvulc prior to 2017 but were impressed by Corby Goodall's (Bandvulc Business Development Director) passion for the product and the service offered so decided to trial out the offering. DMC Trailers require a quick and responsive package that supports us to deliver an excellent service to our customers



(L to R) Zak Burton, (DMC) Sinead Jones, (Bandvulc) Kelly Maxfield (DMC)

and which assists us with dispute resolution. Bandvulc met and exceeded our expectation so when it came time to renew again the decision was simple. With the Support of our Account Manager Sinead Jones we know we have a system in place we can rely on and, most importantly, a relationship that will ensure our business will grow and thrive.



BANDVULC FLEET SUPPORT TEAM ON THE ROAD AGAIN WITH FOWLER WELCH SAFETY ROAD SHOWS

Bandvulc's Fleet Support Team (Fleet Support Managers Kevin Green, Craig Silver and National Fleet Account Manager Chris Townend) has been working alongside Fowler Welch on all aspects of road safety including tyre awareness. The sessions entailed drivers interacting with Fowler Welch's driver training instructors and the Bandvulc team in exercises such as distraction tests, how to control road rage and hazardous driving simulation. Bandvulc and Fowler Welch got the message across

regarding road safety using posters, leaflets, demos, presentations and general discussions. The locations attended over the course of just one month were: Spalding, Teynham, Hilsea, Heywood, Washington, Nuneaton & Desborough. Ian Harris, National Fleet Key Account Manager for Fowler Welch adds, in 2019 we are assisting Fowler Welch maintain optimum running pressures which will have a positive impact on MPG performance and maximise life of tyre assets.

"This is the second year Bandvulc has contributed to these training events providing invaluable input on raising tyre awareness and emphasising the importance of daily checks. We see this as an ongoing collaboration to continually improve driver training and road safety and we look forward to working with Bandvulc in 2019", commented Mark Beresford, Fleet Manager at Fowler Welch.

MORE CUSTOMER NEWS...



LUMSDEN & CARROLL'S RIGOROUS OPERATIONS RELY ON TML FOR FLEET MANAGEMENT & SERVICE PROVISION

Lumsden & Carroll Civil Engineering, part of Esh Group, is a civil engineering company specialising in highways, bridges, drainage, rivers and housing. With offices in the North East, Yorkshire & Scotland they operate 30 x 8 wheel tippers on a Barum and Bandvulc BDY3 tyre policy.

The fleet management for this operation is provided by Tyre Maintenance Ltd (TML), the in-house service provider for Bandvulc Tyres, who in turn are part of the Continental Group. This means all Bandvulc and TML customers have the benefit of the full range of Continental automotive technologies through their service contracts.

Phil Bassett, Workshop Manager at Lumsden & Carroll Civil Engineering said, "Tyre Maintenance have supported us for several years now and their service has always been excellent. They have demonstrated a knowledge and understanding of our tyre requirements through rigorous testing. The Bandvulc BDY3 has out-performed its competitors and is delivering a lower cost per mile return which will ultimately reduce our overall tyre costs. They provide a dedicated tyre technician that takes a pride in our fleet and we hold a great working relationship with them. I believe that Tyre Maintenance provide a winning formula of product and service which is unsurpassed in the industry."

TYRE MAINTENANCE TECH MAKES LIFE EASIER IN THE FIELD



Tyre Maintenance have recently moved across to an electronic job sheet platform to enhance their offering to Fleet Customers. Bandvulc's team of dedicated software developers has designed and developed the system in-house using the latest mobile technology to deliver a powerful and user-friendly application for tyre technicians to use in the field.

The tablet-based software allows the data captured by the Technician to be instantaneously transferred to both customer and base depot providing visibility of the work carried out together with stock management functionality. The system integrates seamlessly into Galahad – the bespoke Fleet Management software used by Conti360 Fleet Services, but also caters for the needs of other Tyre Maintenance Ltd. customers who are now able to benefit from the efficiencies offered by electronic transfer of data.

The system was specifically designed with the tyre technician in mind, with ease of use and process efficiencies as a key consideration. The new electronic process has significantly reduced the job sheet processing time, saved significant administrative time and costs whilst also helping to reduce the environmental impact that the traditional paper based job sheet process has. Other benefits include: photographic evidence, risk assessment, improved stock management and quicker cash flow.

Whilst initially developed for Tyre Maintenance Ltd, Bandvulc plans to offer this service to other independent tyre dealers looking to adopt a digital solution.

"Having already created over 2000 + e-job sheets from 3 of our 5 depots, we are clearly seeing the key benefits both internally and to our customer base. Indeed the efficiencies delivered through the electronic process have been extremely beneficial and with the roll-out on-going to our remaining depots we see this 'technician friendly' device playing an instrumental part in the future success of the business." Julian Stretton – Operations Manager, Tyre Maintenance Ltd.

JOHN LEWIS PARTNERSHIP DRIVER COMMUNICATION TYRE AWARENESS & SAFETY

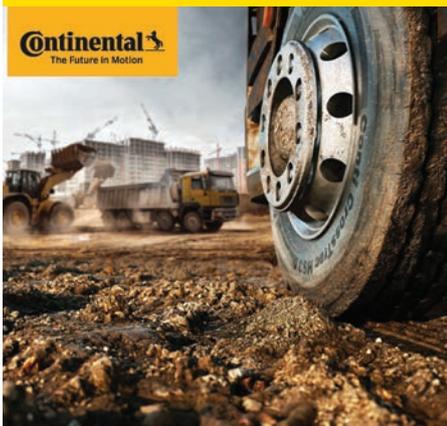


Ian Harris, National Fleet Key Account Manager, presented a Conti360° Fleet Services / Bandvulc overview highlighting tyre awareness, safety and importance of daily checks to the John Lewis Partnership drivers and transport team at its delivery hub in Dartford and distribution centre in Milton Keynes. Attendees included the company's Customer Delivery Development Team & Driver Trainers.

"Driver feedback was positive following presentations and we thought what was presented was informative and will assist my team with their visits going forward into 2019. Conti360° Fleet Services and Bandvulc were also able to provide my team with cross sections of a tyre to assist with internal CPC training sessions", commented Sally Shinnars, Partner & Manager Customer Delivery Development.

CONTINENTAL CROSSTRAC RANGE

The new Continental CrossTrac tyre range designed for the construction and most challenging on and off-road applications was launched to the World markets at the Caterpillar Demonstration Centre in Málaga, Spain.



**Made for the gravel pit.
And the road that leads up to it.**

Crush your workload on- and off-road with Conti CrossTrac tyre solutions.

The new Continental CrossTrac tyre range designed for the construction and most challenging on- and off-road applications was launched to the World markets at the Caterpillar Demonstration Centre in Málaga, Spain in mid 2018. To showcase the product, the event

opened with the KAMAZ- Master Team, 14 times winner of the 5,800 mile Dakar Rally, speeding into the pit and having some fun racing in the gravel. This team has been successful based upon a close working relationship utilising Continental Tyres designed for the purpose and the strategic benefit of utilising specialist solutions, ContiPressureCheck, which enabled the team to make tactical decisions about when to stop if they detected a puncture, monitoring air pressure and running temperature of the tyre. A new tyre size from a different manufacturer has been trialed on another team vehicle but ContiPressureCheck was still used to maintain the competitive advantage. Tough, arduous and hot racing conditions gave the Continental Technical Team great insight into the development of the CrossTrac range. To demonstrate the advanced traction, handling and stability of the CrossTrac Tyres, various vehicles raced at speed in the pit avoiding obstacles, carried out emergency stops and climbed inclines of 35 degrees, either stopping and restarting half way up the hill or even reversing up! It was very impressive to see the traction and control at speed in this environment.

For the technical aspects, Continental has adopted a cap and base approach to utilise different rubber compounds in different parts of the tyre that deliver required properties. This is essential given that additional base rubber added to the tyre to reduce

casing damage can result in excessive heat which leads to poor fuel economy or even tyre failure.

The full range includes CrossTrac HS3 (Steer), CrossTrac HD3 (Drive) and CrossTrac HT3 (Trailer), replacing the previous generation HSC, HDC and HTC tyres and with an improvement of at least one label grade. Design and construction of this new and exciting tyre range is tailored to the hard working and mixed condition environments which should result in lower damage, better handling, increased mileage potential with lowest operational driving cost, plus optimised potential for retreading.

The CrossTrac HD3 was also on display at the Hillhead Quarry, Buxton. This is the largest exhibition of its kind in the world, an amazing array of compact & Earth Moving/Off The Road (OTR) equipment. Alongside the CrossTrac Continental's stand exhibited 2 x EM - Masters; 1 x RDT Master and 1 x MPT81, all of which are OTR type tyres. Bandvulc was represented with its BIG D construction tyre, an on/off road drive tyre with excellent grip, sidewall protection against damage & high polymer rubber to combat punctures. ContiPressureCheck (CPC) proved to be very successful also, in addition all OTR radial tyres can be fitted with tyre sensors.

THE NTDA TYRE TECHNICIAN PROFESSIONAL DEVELOPMENT SCHEME

Tyre Maintenance Ltd are delighted with the introduction of the new NTDA Professional Development Scheme and saw its first wave of technicians successfully attending and passing the two day course in Lutterworth. "This new accreditation can only be achieved by training & assessment through awarding bodies and the long overdue initiative will recognise and highlight the skills and expertise of our workforce. It will help to professionalise and raise standards in the Industry whilst importantly giving technicians a real sense of belonging to a profession. By the end of 2018 twenty of TML's technicians had been trained and accredited to this standard with the remainder to follow this year.



TML Tyre Fitters (LtoR): Robert Potter, Tomasz Wojciechowski, Dale Cowie



CONTI360° NETWORK EVENT

Delivering Vision Zero - Zero fatalities, zero injuries and zero accidents.

The Conti360° event, held at Donnington Park, also saw Continental unveil truck van driving guides as part of its Vision Zero initiative, which seeks to eradicate fatalities on the road networks. Attendees were given the opportunity to learn how to be safe around not only cars, but LCVs and vans, in a series of hands-on training modules designed to increase understanding of other road users to improve safety. The guides come after a Continental survey found a lack of understanding between UK motorists, and a desire for better education between different types of road users to improve driver tolerance and reduce accidents. Continental Tyres has created a series of guides to help road users to understand commercial vehicle drivers and further details can be found on:

<https://www.continental-tyres.com/car/company/vision-zero>



THE BRITISH TYRE MANUFACTURERS' ASSOCIATION



The **British Tyre Manufacturers' Association**

Bandvulc is now a member of the British Tyre Manufacturers' Association, which promotes and represents the tyre manufacturing industry in the UK. The BTMA actively engages with Government Ministers, officials and enforcement agencies to progress issues ranging from road safety to the environment and from international competitiveness to employee health and safety. The BTMA is made up of members from both new and retread manufacturers.



MOTOR TRANSPORT AWARDS

Last year, for the first time, Bandvulc attended the MTAs as part of Continental Group. The team are already looking forward to this year's event on the 3rd July at the Grosvenor House Hotel in London's Park Lane, where excellence in the road freight transport industry will once again be recognised and rewarded. Bandvulc would like wish all those entering this year's awards every success.




TIP-EX TANK-EX

Tip-ex and Tank-ex 19 are the only UK events dedicated to the tipping, bulk haulage, tanker and bulk liquid transport industries and last year saw Bandvulc and Continental pool their offerings on a joint stand featuring Bandvulc's BIG D, BDY3, BVC and a Uniroyal FH40. Conti's contribution was the new earth mover/construction tyre - 20.5 R 25 Continental EM Master E3/E3 alongside their CPC (ContiPressureCheck) display unit. Arrangements are already underway for this year's stand in a new location within Hall C and better positioned at the junction between the halls - Stand No. C34.

Team BANDVULC

We continue to celebrate a number of employees receiving long service awards.

Congratulations to Long Service Personnel:

25 Years

Pete Mildon - Driver
 Gary Penrose - Driver
 Rob Atkinson - Health & Safety Manager

20 Years

Stuart Dolling - Stage 1 Inspector
 Ken Peart - Factory Supervisor
 Keith Webber - Projects
 Darren Hortop - Factory Operative
 Cliff Webb - Project Support Manager
 Mark Ingram - Group Finance Director

"Each year we see more and more employees achieving significant milestones in long and loyal service to Bandvulc, as is also the case at Continental. They have built up a great deal of knowledge and expertise across the business and are key to ensuring that Continental and Bandvulc maintain and enhance their reputation for quality, service and safety. A BIG thankyou to them all for their service."

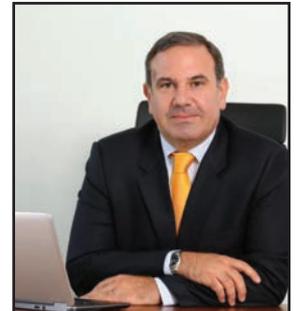
Arthur Gregg, MD.

NEW APPOINTMENTS

OKAN TAMER, MANAGING DIRECTOR

2018 saw a number of personnel changes within the Group. Within parent company, Continental UK and Ireland, Okan Tamer was appointed as the new managing director, effective 1 November. The move saw Tamer relocate from Turkey where he was

general manager responsible for the presence of Continental's international automotive corporation since 2008. Former MD, David Smith's new focus is in an international role as Head of Channel Management Distribution for North Europe.



TONY STAPLETON, HEAD OF FLEET SALES

Tony Stapleton was appointed as Head of Fleet Sales for Continental Tyre Group in October, with responsibility for all fleet business across the UK and Republic of Ireland. Tony's new role supports the consolidation of Continental and Bandvulc's fleet networks, strengthening Continental's position as a leading voice in fleet management.

NEIL DAVIES, COMMERCIAL FLEET SALES MANAGER

In November Neil Davies was appointed as Bandvulc's Commercial Fleet Sales Manager with responsibility for the Bandvulc Sales Team in Ivybridge. This will assist the progression of the Group's integration objectives in bringing the businesses closer together. Neil worked for the previous 7 years as a Fleet Key

Account Manager within CTG Fleet Sales and prior to that in Truck Replacement Sales CTG. This appointment came about following Phil West stepping down as Bandvulc Group's Commercial Director, after 36 years of service, to take on a consultant role within the broader Continental Group.



CHANGES WITHIN CONTI360° FLEET SERVICES

At the beginning of March 2019 two new appointments were made within Conti360° Fleet Services office. Rachel Sargent was appointed Conti360° Fleet Services CESAR Manager and Chris Newton became Conti360° Fleet Services TSU Manager. Both roles include looking at how to improve processes and systems to exceed customer demands and drive efficiency and service through their departments.



REACT TRAINING



Members of Continental & Bandvulc Sales Teams recently attended a REACT course to observe training undertaken by technicians who work at the roadside. The course raises awareness of inherent dangers and trains technicians in dynamic risk assessments to help keep them safe. The course has the backing of Highways England and includes the latest advice for working on new SMART motorways. Consisting of both knowledge and practical assessments technicians have to complete a simulated roadside recovery. Successful candidates receive a REACT licence, issued by the NTDA, and go on a register of licensed technicians who have been trained to the standards of the REACT Steering Group. Three technicians from North Devon Tyres completed

the course demonstrating that they have gained sufficient knowledge and understanding of the dangers faced.

Feedback from the course was very positive and included, 'Many risks I had not previously considered', Mark Holloway, Trade Sales Manager BV. 'Videos very good, hard hitting but make the points very clearly and leave a lasting impact', Libby Down, National Fleet Key Account Manager CTG. 'Learnt how to place cones and certain procedures about roadside breakdown', Ryan Davis, Technician, North Devon Tyres. Remaining sales team members will undertake this training course later in the year at Continental's new training academy in Lutterworth.



LRQA CERTIFICATION

Bandvulc's Justin Holloway (Quality & Environmental Manager) reported the successful re-certification of Bandvulc's ISO 9001 and 14001 accreditations following a 6-day audit in November conducted by Lloyds Register. Justin comments, "I'm happy to say that overall, the auditor was very impressed with the systems in place and the commitment from all employees. Bandvulc has met the requirements for a new certificate for a further three years. This achievement wouldn't have been possible if it wasn't for everyone's hard work, and a big 'thank you' for those people who spent time with the auditor. During the closing meeting the auditor commented that 'the management systems are excellent and it was a pleasure to be here'."



BANDVULC & CONTINENTAL PRODUCTION & PROJECTS

Last year saw Bandvulc successfully launch a number of additional tyre products and acquire more of ContiRe production for the UK market from Continental Stöcken in Hannover.

315/70R22.5 BDY3 - premium regional on & off road tyre with tough grip tread design, excellent road handling, advanced mileage & 100% casing guarantee.

245/70R17.5 BVD - an addition to Bandvulc's light truck drive tyres with the same performance characteristics as the BDE1 (regional drive tyre designed for fluctuating road conditions)

445/45R19.5 BT3 - a long distance low platform trailer tyre with SMART BLADE tread design for lower rolling resistance, it replaces the BTA in this size.

315/70R22.5 BD08 - premium long distance drive tyre; additional tooling to assist with increased production demand

New products 2019 include:

Bandvulc BD20 315/70R22.5 - New drive FleetMaster product featuring high mileage & low rolling resistance features

- Extensive trials due Q2-Q3 19 including new

compound combinations.

- Aim launch date Q3-Q4 19.

Bandvulc BT20 385/65R22.5 - a new super single trailer product, currently at initial design stage.

- Aim to trial Q4 19.

Bandvulc Wastemaster MKV 315/80R22.5 - currently at initial design stage

- Extensive competitor trials planned for Q1 2019 to confirm preferred design.

- Aim to trial Q4 19 or Q1 20

ContiRe products received Q1 2019 already

- 2nd 315/70R22.5 ContiRe Hybrid HD3
- 3rd 385/65R22.5 ContiRe Hybrid HT3.

ContiRe products planned rest 2019

- 445/45R19.5 ContiRe Hybrid HT3
- 435/50R19.5 ContiRe Hybrid HT3
- 295/80R22.5 ContiRe CXD3

Press: New CIMA press arrived Q2 to assist with increased projected volumes

Development of Merlin, Bandvulc's in house manufacturing IT system continues apace, with several important milestone strategies planned for 2019 to

increase efficiencies in both the factory and casing management areas.

Planned technical internal cost efficiency projects are also being instigated & rolled on a continuous basis throughout 2019 to deliver an even leaner process system.

Information share with Stöcken continues apace, to the point where the BV Projects Team is building Stöcken an advanced production line. This will bring Stöcken up to the level of process and automation excellence currently at Ivybridge and save them €1.8m by doing this in-house. Other joint projects include technical enhancements to processes and machinery to constantly improve quality and efficiency, and reduce costs, alongside developing new tyres. Particularly exciting is the addition to robotics within production where Bandvulc will introduce robotic laser engraving of 2D QR codes onto tyres. This will help with tyre identification throughout the whole of the tyre's life and enable digital information to be captured in the field. Automation of tyre building and preparation bays are two other areas where the company is looking to deploy robots.

CHILDREN'S HOSPICE SOUTH WEST

Bandvulc donated £1000 at the start of 2019 and this is our main charity for the year, which included a Jail & Bail event in March. This involved the incarceration of Arthur Gregg (MD) and Neil Davies (Commercial Fleet Sales Manager) for one day in Devonport Guildhall, whilst they and supporters feverishly contacted everyone they could think of in order to raise bail of £999 each. Thankfully enough people wanted them set free and between them more than £3,250 was raised for the charity. The total

raised by all jailbirds was more than £19,000 after Santander kindly doubled donations.

In 2018 Bandvulc staff helped out at the CHSW's 5K Bubble Rush event. 'Foam filled family fun as you walk, jog or run through colourful bubble foam stations'.

A further £100 was collected for this charity at Bandvulc's annual family fun day at Woodlands Family Theme Park, Dartmouth, Devon in September.

Thankyou to all for your support and donations.

JAIL & BAIL

In aid of Children's Hospice South West Arthur Gregg & Neil Davies took part in the fantastic Jail & Bail fundraiser, raising a staggering amount to pay bail and secure their freedom!



TOTAL AMOUNT RAISED BY ARTHUR & NEIL (INCL. GIFT AID)

£3,276

EVENT TOTAL £19,136



BANDVULC CHARITY NEWS...



PROUDLY SUPPORTING...



CHARITY EVENTS

RNIB PACKING CHALLENGE

Packing USB memory sticks containing Talking Books. In just two sessions the Bandvulc team of 6 prepared some 4,500 packages for posting across the UK; they are currently in top position and have six visits planned for 2019 to maintain their ranking.

PLYMOUTH FOODBANK

In December Bandvulc employees donated a large quantity of food and sundry items alongside a separate collection of Christmas Advent Calendars, selection boxes and chocolate coins.

WEAR IT PINK £468

CHILDREN'S HAPPY HOSPITAL FUND

From Christmas 2018 Bandvulc ceased sending out printed Christmas cards using e-cards instead. The savings of £350 were donated to CHHF.

WORLD'S BIGGEST COFFEE MORNING IN AID OF MACMILLAN CANCER SUPPORT

£500

In 2018 Bandvulc's newly formed Charity Team got busy organising various fundraising activities and supporting local and regional charities, including the following...

OUR TEAM'S INDIVIDUAL FUNDRAISING

A number of people at Bandvulc also did their own individual fundraising such as Sally Kay, from the previously named BVPlus+ office, completing the 13.1 mile Midnight Neon Walk for St Luke's Hospice, Plymouth. Ian Harris, in the Commercial Sales Team, took part in The London Classics trio (London Marathon 26.2 miles. Prudential Ride London 100 miles, Swim Serpentine 2 miles) as part of the ContiGrip Team.