



Summer 2009

S&B Commercials

Truck and van news from Mercedes-Benz

Recession buster: **Contract hire from Mercedes-Benz CharterWay**

King of the hill: **New Actros construction models launched**



Mercedes-Benz

Welcome



Times are certainly tough for our industry but here at S&B Commercials we've been finding plenty to smile about.

Most notably, our truck and van teams achieved outstanding results in the latest round of sales awards by the manufacturer. In recent months, of course, the market has taken a significant downturn but I would like to extend my thanks to every member of our sales force for their continued enthusiasm and determination.

On the after sales side, operators in Essex should be delighted to read of our appointment of Tony Thrower, the new Depot and Service Manager at our Thurrock branch. Tony has an impressive track record in Mercedes-Benz commercial vehicle parts and services, and is committed to delivering the highest possible levels of customer service.

Also inside, we turn the spotlight on some of the most impressive new generation Mercedes Actros yet seen on Britain's roads. Hoo Hing's latest tractor units boast Executive specifications and bristle with optional extras, as well as being powered by 550hp V8 engines.

Thanks for your support and we look forward to hearing from you soon.

Ron Holmes
Dealer Principal

S&B COMMERCIALS PLC

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www.sbcommercials.co.uk

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Charting a way through

The economic downturn has hit the truck industry hard – but it's also prompting more enlightened operators to seek out fresh opportunities and new ways of doing business.

Nowhere is this more evident than in the area of vehicle acquisition. Faced with the squeeze on credit, those who have previously bought their trucks and vans outright "because that's what we've always done" are being forced to think again. Even if they have cash in the bank, chances are they prefer to sit on it or invest it elsewhere.

The result is an upsurge in demand for lease-based solutions and particularly contract hire, which combines a leasing arrangement with repair and maintenance, all covered by a single monthly payment.

Because no capital outlay is involved, contract hire offers operators an opportunity to acquire a new vehicle they might not otherwise be able to afford right now.

It also delivers extra benefits, chief among which is predictable operating costs, with no cashflow-disrupting peaks and troughs.

Contract hire reduces much of the administrative hassle of

commercial vehicle operation, while the asset itself does not show on the balance sheet. And there's no disposal risk either.

The significant in-roads made recently by Mercedes-Benz

"Following a pricing realignment... our rates are now highly competitive"

CharterWay, the commercial vehicle finance arm of Daimler AG – its market penetration was up by some £15 million last year – certainly owe much to the lack of liquidity in the market.

But as Rael Weintroube, General Manager, Contract Hire, confirms, this is not the whole story. "Once an operator has decided a Mercedes is the right vehicle, and contract hire is the right acquisition method, there are some powerful reasons to choose Mercedes-Benz CharterWay as the provider.

"The most obvious of these is cost, because following a pricing realignment last year our rates are now highly competitive.

"There's also the important question of credibility – as the world's largest commercial vehicle manufacturer, Daimler has the financial muscle to ride out this recession. Funding commercial vehicles is a core part of our business strategy so unlike some of our competitors, we will not be exiting the market.

"And then there's service. Mercedes-Benz CharterWay contracts can be finely tailored to meet an operator's requirements, while those customers with five or more vehicles also get their own client service manager."

For more information on Mercedes-Benz CharterWay, ask your local dealer or visit www.charterway.co.uk



■ Your deal?...Mercedes-Benz CharterWay is offering highly attractive contract hire rates on new Axor X tractor units. Visit www.axorx.co.uk or call 0800 369 8957

Truck boss Ian bunks down

Mercedes-Benz UK's top truck man broke off from his busy schedule to spend his first night on a cab bunk.

The company's Managing Director, Commercial Vehicles, took part with his counterparts from six other manufacturers in a sleeper cab test staged by *Truck & Driver* magazine.

Ian passed his HGV test at 21 and still gets behind the wheel of a truck several times a year.

But having never bedded down in one, he was keen to accept *T&D's* invitation.

The 6ft tall Mercedes man was impressed with his Axor X's extensively insulated and spacious cab, as well as the easily operated night heater and blackout curtains.

As for the sprung lower bunk (2040mm x 645mm) he added: "It was very comfortable indeed, more so than some of the hotel beds I get to stay in."



■ Night rider...MBUK's Ian Jones



New Actros construction

Mercedes-Benz has launched construction versions of the new Actros which bristle with features that make them ideally suited to the roughest, toughest applications.

The latest models arrive hot on the heels of the acclaimed Actros premium tractor, the International Truck of the Year for 2009.

Most construction rigs sold in the UK will be 8x4 and 6x4 tippers, although 6x4 mixer and 6x6 gritter chassis are also available.

Construction variants share the same redesigned 'face' as their road-going siblings, and also employ low emission BlueTec® Euro 5 engines - the OM501LA V6 unit comes with outputs of 360hp, 410hp and 440hp.

Power is transmitted as standard via a 16-speed manual range change gearbox with splitter.

However, the new models can also be specified with an automated transmission, the first to be purpose-designed by Mercedes-Benz for construction applications.

The ruggedly reliable offroad version of the smooth and fuel-efficient 12-speed Mercedes PowerShift system makes very fast gearchanges to minimise tractive force interruptions. Not only does this prevent the vehicle from becoming bogged down or losing speed on inclines, it also protects the clutch and drivetrain.

When driving off under heavy load or in particularly slippery conditions, whether forwards or in reverse, Mercedes PowerShift offroad makes the maximum torque available from as low as 1,100rpm.

A tilt sensor helps to ensure the new transmission always finds the right gear, while Power Offroad, Rock-Free and Manoeuvring modes are all designed to improve performance and enhance traction in arduous conditions.



models are built to take the strain

To reduce annoying and costly repairs, new Actros construction models are also heavily protected, features including high-strength guard plates beneath the radiator

and engine, and vulnerable fuel tank; an improved, pivoting entry step; robustly shrouded exterior mirrors and steel grilles over the headlights and rear clusters.

New Actros construction variants will appeal particularly to 'muckaway' operators for whom strength and durability are the key attributes of a chassis.

T&D celebrates with a stunner!

One of Britain's most popular truck magazines marked its 25th anniversary in stunning style - by offering readers a chance to win this eye-catching Mercedes Actros 2546 Evolution for a year.

Truck & Driver's Art Editor Phil Brooker designed the head-turning livery, which is set off by a pair of Kelsa bars with spots and LED cruise lights, chrome air horns and alloy wheels.

The four-year-old tractor was prepared by the Mercedes-Benz Approved Used team.



S&B teams sweep the sales board

S&B Commercials has landed an unprecedented double by scooping the truck and van team trophies in the latest Mercedes-Benz sales awards.

Several members of the S&B sales force also won recognition from the manufacturer for their outstanding individual performances during 2008.

The accolades came from the Mercedes-Benz Truck Masters and Van Academy motivation and reward programmes for dealer sales staff nationwide.

A delighted Nick Lambert, S&B's long-serving Sales Director, declared: "Our fantastic success is a testimony to the hard work and commitment shown by the entire sales team, some of whom have been with us for many years. The presentation events were triumphs for S&B, as we



■ Tops for trucks... the S&B team who lead on heavy vehicle sales

practically swept the board."

S&B's truck sales team comprises Manager David Gibson, Rob Brandon, Vince Croker, Phil Lumley and Steve Wall, while Fleet Sales Specialist Steve North is responsible for vans as well as trucks.

As well as clinching the Top Sales Team prize at the Truck Masters event, S&B took two of the four individual awards.

David Gibson was the winner for the second year running - and the fourth time since 1995 - of

the coveted Mercedes-Benz Truck Sales Manager of the Year trophy. And Steve Wall - 'Mr Mercedes' in Essex - landed the Top Truck Sales Master Member title. Nick, David and Steve also won their respective sales leagues, as did Phil Lumley.

S&B's Van Sales Manager Graham Balsom, meanwhile, won a Special Award from the Van Academy for leading his colleagues to the team prize. They are Richard Pateman and Mark Robinson, who work from Hatfield; Stansted-based Phil Way; and Jason Glass, Ian Macleod and Paul Ramsden, who cover Essex from Thurrock.

Jason and Mark received Special Awards for finishing among the top five sales executives nationally, as well as Platinum Awards. Paul and Richard took Gold, Graham a Silver and Steve North bronze.

S&B's sales teams are supported by administrators Marg Burman, Sally Donnachie, Gill Gurney, David Jessett, Kirsty Sadler and Val West.



■ Van-tastic... S&B's light commercial vehicle sales team with their trophy

Actros deliver a taste of the Orient

Oriental food specialist Hoo Hing has dished up a tasty treat in the shape of two new generation Mercedes Actros tractors.

Both are highly specified 2555LS Executive models with a host of optional extras, including alloy wheels and Lane Assist accident prevention systems.

Power comes from 550hp BlueTec® Euro 5 engines which qualify for Reduced Pollution Certificates that bring £500 savings in Vehicle Excise Duty, annually for the life of each vehicle. These V8 units are mated as standard to new Mercedes PowerShift 2 automated transmissions.

Hoo Hing has also taken delivery this year, of six Euro 5-engined 18-tonne Mercedes Axor 1829Ls and a pair of 26-tonne Actros 2636Ls.

Easily distinguished from its predecessor by its reworked front grille and sculpted external sun visor, new Actros also boasts a classier, more modern cab interior, with improved bunks and host of new features.

Hoo Hing is based in Chadwell Heath and operates 36 trucks, every one of which wears a three-pointed star. The fleet includes seven tractors and a pair of 26-tonne Axor rigids, which cover the entire UK; the rest are

“The driver feedback on the latest Actros has been very positive indeed”

18-tonne Axor with demountable refrigerated bodies, which deliver within a 100-mile radius of London.

The firm is an importer and wholesaler of oriental food products, and supplies many of Britain’s Chinese restaurants, as well as supermarkets such as Tesco and leading cash and carry outlets like Makro.

Goods can also be purchased

direct from Hoo Hing’s own Chinese cash and carry chain or from its online store, while shoppers are welcome to try specially prepared dishes at the restaurants/cafes in its Leyton, Mitcham and Park Royal superstores.

Transport Manager Mick Hodder, who joined the company 24 years ago, says: “Mercedes trucks are fuel-efficient and reliable, while we also get very good after sales back-up from S&B’s Thurrock depot.”

He continues: “Our tractor drivers do a lot of miles and spend nights away in their vehicles each week. So we like to look after them by giving them a comfortable truck.

“The driver feedback on these latest Actros has been very positive indeed. They like the new mirrors and the more upmarket feel to the fixtures and fittings in the cab.”

www.hoohing.com





Axor crewcab

Mercedes Axor rigids with 18-tonne gross weights are now available with a seven-seat crew cab. The lighter Atego range has featured a four-door cab range for some time and the new Axor unit, which can be specified on 4x4 as well as 4x2 models, shares the same steel construction and exemplary safety standards.



Axor tractor fleet gets Royal Mail's

The Royal Mail has received a first class delivery of its own in the shape of 29 new Mercedes Axor tractor units.

The trucks are kitted out to the Royal Mail's own, exacting specification, which includes features such as catwalks and steps designed to maximise

safety. All 4x2 Axor 1840 models, they also have air-conditioned cabs and their 400hp straight-six engines drive through Mercedes PowerShift automated gearboxes.

Senior Procurement Manager Simon Arnott says: "We're trialling the Axor against our existing fleet, as a way of



Swappage van deal

Mercedes-Benz is doing its bit to support hard-pressed operators of light commercial vehicles left sidelined by the Government's Scrappage scheme.

Those seeking to cash in by claiming a £2,000 discount against the list price of a new car or van (up to 3.5 tonnes gvw), are required to trade-in another vehicle which must be more than 10 years old.



stamp of approval

benchmarking performance. It's too soon to have a full picture of how cost-efficient they will be in the long term, but the early signs are good."

The Axor have joined a fleet of 1,200 trucks delivering to 70 mail and distribution centres throughout the UK.



Econic chalks up 10th birthday sales record

More than 3,000 Mercedes-Benz Econics are now in service with municipal and other operators nationwide, following another record sales performance.

Last year, of the 1,500-plus vehicles produced by the factory in Germany, no fewer than 627 were registered to UK operators.

The Econic now accounts for nearly 30 per cent of the total waste collection market in Britain, and nearly 40 per cent of the low-

entry sector. And all from a standing start as recently as 1998, when the first Econic was unveiled at the IWM Show in Torbay.

"Last year was another fantastic one for Econic," declares Sam Whittaker, Mercedes-Benz UK's Truck Sales & Marketing Director.

"And with a strong order intake in the first half of 2009, it's a product which is also proving stubbornly resistant to the effects of the recession.

"What more and more operators are realising is that the Econic is much more than just a refuse collection vehicle; you'll also find them fulfilling a wide range of other roles including, believe it or not, general distribution."

The Econic range comprises 4x2, 6x2, 6x4 and 8x4 versions. All have BlueTec® Euro 5 engines mated to Allison automatic gearboxes.

means £2,000 savings on Sprinters

The new 'Swappage' initiative from Mercedes-Benz also offers customers the chance to save £2,000 on the cost of a vehicle, in this case a Euro 4-engined Sprinter 311CDI van. But unlike Chancellor Alistair Darling's scheme, there is no requirement to exchange an older vehicle.

Customers can choose from several low-cost acquisition methods; Mercedes-Benz will pay

the £2,000 deposit in each case.

The Swappage scheme means operators can acquire a new Mercedes van at a highly attractive monthly cost, without having to make a hefty down-payment at a time when, for many, capital is very hard to come by.

Contact your local Mercedes-Benz dealer or visit
www.mercedes-benz.co.uk/vans

Sales specialists land new roles



■ Good eggs... Ron Holmes and S&B colleagues

Screen savers

Patients at two Hertfordshire hospitals are enjoying their favourite television programmes – thanks to generous customers and staff of S&B Commercials.

Five flat-screen TVs were presented along with 100 Easter eggs by Dealer Principal Ron Holmes to ‘enhance herts’, a charity which supports hospitals run by East and North Hertfordshire NHS Trust. They were bought with the help of donations by parts customers.

Two experienced members of the S&B Commercials sales team have quit their previous positions to take up challenging new jobs.

Phil Lumley is the company’s new Mitsubishi Fuso Canter sales specialist, a position previously held by Trevor Siederer, who is now managing S&B’s used truck and van retail operation.

A keen rower – he is a four-time national champion and still a member of Broxbourne Rowing Club – Phil worked in car sales for various manufacturers before joining S&B five years ago to sell Mercedes-Benz trucks, first from Stansted and then from Hatfield.

He says of his new role: “I’ve always been a fan of Japanese engineering and the Canter is a smashing vehicle, strong, reliable and very good value for money. So

I’m extremely confident about representing the company in this new capacity.”

The Canter is sold and supported by Mercedes-Benz dealers in the UK. Last year S&B Commercials sold nearly 100 units, a new record, and the overwhelming majority of these sales were down to Trevor.

Winner in three of the previous four years of the manufacturer’s Mitsubishi Fuso Canter Sales Specialist of the Year title, Trevor had been selling Canters for 10 years – he started out with Volvo, which was previously responsible



Actros fits The Bill

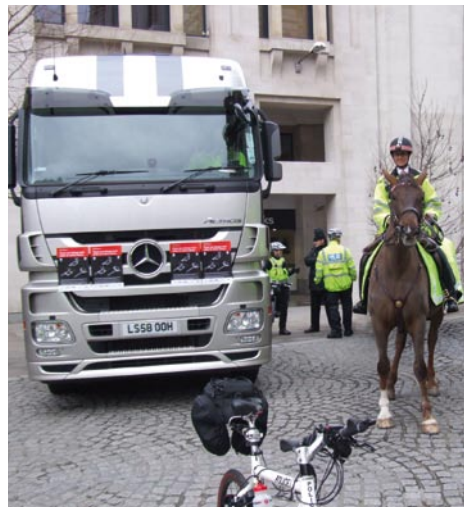
S&B Commercials teamed up with the Metropolitan Police to help kick-start a new cycling safety programme.

The dealership supplied a Mercedes-Benz Actros tractor unit for the ‘Exchanging Places’ initiative, during which bicycle riders in London were invited to see for themselves the blind spots in the driver’s mirror.

Nine out of 13 cyclists who died on London’s roads last year were involved in collisions with trucks.

Officers also distributed special ‘Fresnel lens’ mirrors to drivers – these can be applied to nearside windows and offer increased visibility.

Chief Inspector David McLaren thanked S&B for its support: “I hope we may be able to work together on another event in the future,” he said.





■ Dynamic duo... that's Phil Lumley, above, and Trevor Siederer, top

for the popular light truck range.

"It was time for a change and our used vehicle business has certainly given me plenty to get my teeth into," he says. "I've gone from a single model I knew inside out, to six additional truck and van lines, each of which has numerous variations within it.

"But I'm getting the hang of it and although we're in a difficult market right now, I'm relishing a fresh challenge."

S&B always has around 30 top quality Approved Used trucks and vans of all sizes and with various body styles available for viewing at its Hatfield headquarters or online at

www.sbcommercials.co.uk

And if the right vehicle is not in stock, chances are Trevor will be able to locate elsewhere within the Mercedes-Benz dealer network.

PSV hops aboard with S&B

Mercedes vans are proving to be just the ticket for a supplier of new and reconditioned components to bus and coach operators nationwide.

PSV Transport Systems took delivery recently of two load-lugging Sprinter 311CDI Mediums – one with an innovative ECO-Start fuel-saving system is now working in and around London – and a pair of Vito 115CDI Dualiner Sports

And so impressed is the Hoddesdon-based company that it now plans to replace its remaining 22 vans with more Mercedes.

The ground-breaking ECO-Start system automatically cuts the engine when the vehicle is stationary for more than two seconds and re-starts it when the driver depresses the clutch.

The saving to the operator in reduced fuel consumption is potentially significant, especially in busy city centres or heavy traffic.

As Dualiner models, the Compact-bodied Vito Sports have second rows of seats while retaining practical cargo areas. These vehicles have been



■ Impressed... Trevor Barnwell

allocated to a manager in Glasgow and a sales executive based at PSV's headquarters.

PSV Managing Director Trevor Barnwell says: "We tend to keep our vans for three or four years during which they will each clock-up around 120,000 miles. So the fact that the manufacturer's three-year warranty has no mileage limit is very reassuring."

And he adds: "I'm particularly pleased that S&B is able to offer overnight servicing – this will be very advantageous to us, as it means our vans will be available for work whenever we need them."

www.psv-transport-systems.co.uk





Wentworth Park looks to the future

Mercedes-Benz UK has taken the wraps off its stunning new Approved Used Commercial Vehicle Centre, after investing £2 million to create a state-of-the-art facility.

Located at Wentworth Park, near Barnsley – a stone’s throw from the M1 – the site is now the nerve centre for all of the company’s used vehicle remarketing and sales activities, as well as for its fast-growing driver training services.

Mercedes-Benz has provided training for many years, to help

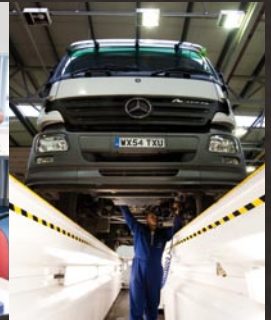
even experienced drivers get the best performance and efficiency from their Mercedes trucks. But with the new requirement for all drivers to hold a Certificate of Professional Competence (CPC) by 2014, this area has taken on even greater importance.

A national network of training centres is being set up by

Mercedes-Benz, to cater for the 450,000 UK drivers who will require instruction. This will be delivered in a fleet of specially adapted Mercedes trucks.

Wentworth Park, from where all training activities are co-ordinated, has two fully equipped rooms where theory lessons, meetings and feedback sessions are held – the CPC training requires a mix of classroom learning and in-cab coaching.

Elsewhere, the Approved Used





“Giving customers an attractive ‘part-ex’ price encourages them to keep their fleets up to date”

Centre boasts a vast new workshop, where vehicles reaching the end of their lease terms or the subject of buy-back deals are processed. Each goes through a rigorous series of checks and inspections, and is repaired and refurbished where necessary before being sold to retail, trade or export customers – either direct from Wentworth Park or via a franchised dealer.

Vehicle modification and livery departments allow the team at Wentworth Park to turn out Approved Used vehicles to almost any specification demanded by the customer.

To raise the profile and boost



■ **Leading from the front... Adam Slater says used sales are crucial**

the business of its used van sales activities, the sales team have also launched their latest initiative – Used 1. This is a new banner under which the very finest pre-owned Mercedes-Benz

vans are offered for sale to discerning buyers throughout Europe. All Used 1 vans receive an exacting 160-point inspection and a full mechanical and cosmetic makeover. They are under five years old, with fewer than 100,000 miles on the clock and come with a full warranty lasting at least six months.

“Used vehicle sales is integral to the Mercedes-Benz experience,” says Approved Used Commercial General Manager Adam Slater. “A successful remarketing operation supports new vehicle sales, because giving customers an attractive ‘part-ex’ price encourages them to keep their fleets up to date.

“It’s because we see used vehicles as such an important part of everything Mercedes-Benz does, that we put so much care into providing the best products and services possible.”

Tony takes the helm at Thurrock



■ New recruit... Tony Thrower

“S&B Commercials is a very forward-thinking and progressive company”

biggest and most successful dealers in the Mercedes-Benz network, I jumped at it.”

Tony believes there is huge potential to grow S&B’s after sales business in Essex. “I have inherited a great team of people and some state-of-the-art facilities,” he confirms. “My aim now is to use my experience to introduce new systems and procedures that will give us a stronger customer focus and take us up the Mercedes-Benz CSI (Customer Service Index) ladder.”

S&B’s Thurrock workshop has 11 bays and is open round-the-clock, from 6am Mondays until Saturday lunchtimes. Thurrock is also the base for two mobile servicing vans.

S&B Commercials has recruited a leading Mercedes-Benz after sales specialist to run the service and parts operation at its Thurrock branch.

Tony Thrower spent the previous 21 years with the truck and van franchisee in Kent, having started out as an apprentice technician.

Under his leadership, it won the coveted Mercedes-Benz After Sales Dealer of the Year trophy for 2007, while Tony collected the

‘Managing for Profit & Customer Satisfaction’ award. He also took the manufacturer’s Service Manager of the Year title for 2005

“S&B Commercials is a very forward-thinking and progressive company,” says Tony: “I was ready for a new challenge so when this opportunity arose with one of the

Gripping stuff

Garage owner Gary Popham knows what makes a reliable vehicle, which explains why he replaced his ageing 4x4 pick-up with a new Mercedes van.

The co-director of Springfield Exhaust & Tyre Centre, in Burnham-on-Crouch, chose a stunning Vito Sport 115CDI Dualiner from S&B Commercials, Thurrock.

With a luxurious cab and generous load area, the Vito Sport represents the perfect ‘work and play’ combination for today’s busy professionals, especially in Dualiner trim with a second row of seats.

“It’s an incredibly versatile vehicle and great fun to drive too,” enthuses Gary.

His new van is finished in eye-catching metallic



■ In the groove... Gary Popham with his Vito Sport

silver and used chiefly to transport tyres; the twin sliding doors on both sides and rear tailgate make short work of loading and unloading. The vehicle also doubles as comfortable and safe transport for Gary’s family.



New Canter is a real looker

It's hardly surprising, given the rough, tough nature of the work, that most landscapers' trucks tend to look quite nondescript – but not so Ricky Tyler's new Mitsubishi Fuso Canter.

That's because the 3.5-tonne Canter 3C13D – the 'D' denotes the fact that it has a Double crewcab – wears a striking printed wrap livery, highly unusual on such a vehicle.

Ricky Tyler Landscapes is based in Potters Bar and provides a wide range of landscaping services, covering everything from large commercial developments to small residential projects; it also undertakes regular maintenance work.

Supplied by S&B Commercials, Hatfield – Mercedes-Benz dealers are also responsible for sales and servicing of the popular Japanese light truck range in the UK – the

Canter is fitted with a lightweight, alloy dropside body by Ingimex, of Telford, Shropshire.

The vinyl livery, meanwhile, was designed and applied at the Enfield branch of specialist firm, Totally Dynamic, which also added a laminate for extra protection. The artwork covers the second windows on both sides of the crewcab, Mr Tyler having removed the rear bench seat so this area could be used for secure transport and storage of tools.

As its owner explains, though, the Canter's inherent strength and reliability, much of this due to its ladder-frame chassis design, means the new arrival is well



■ Ground force... that's Ricky Tyler

suited to an application that can be highly demanding.

"Unlike most 3.5-tonners, which are essentially van-based, the Canter is a proper little truck," says Mr Tyler. "So given that we're often working on rough sites, and our vehicles get plenty of hammer, this is a point that definitely weighs in its favour."

www.rickytylerlandscapes.co.uk

Lightning strikes for new Atego

Some companies might consider an investment in a new Mercedes-Benz truck to be a fitting way in which to mark their 20th anniversary – for Lightning Packaging Supplies, though, it was just a case of business as usual.

The Hatfield firm has earned a reputation over the last two decades for responding rapidly to its customers' requirements; it's a reputation that owes much to the outstanding reliability of its all-Mercedes fleet.

Lightning operates nine trucks, every one a 7.5-tonne Mercedes Atego supplied by S&B Commercials. Vehicles are stood down and replaced individually, on a rolling five-year programme, so ensuring that the fleet is always up to date and cost-effective to run.

The latest Atego 816 has just entered service. As usual, it has a 22ft curtainside body by Charlie

Piggott Coachworks, of Stansted, while the livery is by Hatfield Signs.

Lightning supplies a wide range of packaging materials, including corrugated boxes, tapes and strappings, cushioning, polythene and paper products, to customers throughout the south-east.

"Our Atego just don't break down," says Transport Manager Gary Morley, "and this great reliability is complemented by the excellent service we receive from S&B, who maintain our trucks overnight at their satellite workshop, just across the road from our headquarters on the



■ Mercedes man... Gary Morley

Hatfield Business Park.

"So we're never without our trucks when we need them. The drivers simply get in and off they go, regular as clockwork, which makes my life a lot easier than it might otherwise be."

Mr Morley adds: "When our smartly sign-written Mercedes are parked outside the offices they create a very positive impression."

www.lightningpackaging.co.uk

