

ISSUE 4, 2012

# ASIAN TRUCKER

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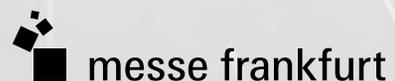
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**TRUCKER**

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# A Good First Year



**W**ith Issue Four of Asian Trucker, Singapore now complete, we are happy to have enjoyed a good first year in the Singapore market. Asian Trucker was launched in Kuala Lumpur in 2010 and with the great success that it had there it opened its second publication in Hong Kong in 2011. In 2012 Asian Trucker Singapore was born and now, we are close to announcing a new magazine in another country for 2013.

## 2012 in Review

During the past year companies rolled out new products for their customers.

"Now, in 2012, we are pleased to introduce the award-winning Axor range to Singapore," CEO of Daimler S.E.A., Wolfgang Huppenbauer told invited guests at the launch of the new Axor truck at the Cycle & Carriage Auto Hub. "No matter what you carry, the Axor offers the optimum solution to do it profitably. From 18 to 44t, the Axor range of tractors and rigid trucks offer rugged, durable design combined with low weight, high levels of comfort and exceptional fuel efficiency."

Borneo Motors (Singapore) Pte Ltd, Hino Singapore launched the World's Best Selling Hybrid Truck – the All-New Hino 300 Hybrid Light Duty Truck (LDT). Being the first hybrid commercial vehicle launched in Singapore, the All-New Hino 300 Hybrid LDT is designed to enhance fuel economy and play a significant role in conserving the environment. It promises a 30 percent fuel savings compared to its equivalent diesel model – based on local test runs, resulting in lower emissions produced and contributing to a cleaner environment.

Although Volvo's new FH Series is not yet available in Singapore it was still a big event for the company here and around the world. It is not every day that a new truck is launched and for Volvo it has been 19 years since the company last put a new version of the FH Series on the road. The excitement was not just because a new baby had been born, but because of the variety and quality of the new features embodied in this truck.

## Fuels & Additives

In July Afton Chemical Corporation announced that it would construction a new chemical additive manufacturing facility on Jurong Island, Singapore. The multi-year investment will be fully owned and operated by Afton, emphasizing the company's strong commitment to the expanding Asia-Pacific market. Singapore was selected after an extensive analysis which focused on facility readiness and flexibility, market access, economics, safety, and logistics.

As you will read in this issue Shell has announced that it has taken a final investment decision to 'debottleneck' its Singapore ethylene cracker on Pulau Bukom (Bukom Island). This is expected to increase the capacity of olefins and aromatics by more than

20 percent. Engineering work for the debottleneck will take place during the next maintenance turn-around of the cracker. The project was strategically located to take advantage of existing infrastructure and to ensure that maximum benefits are achieved by integrating the petrochemical site with Shell's Bukom oil refinery.

## A Prosperous New Year

In 2013 we look forward to writing about the new developments in the trucking industry in general and your developments, new products and milestones in particular. While Singapore is not the biggest market in the world for trucks and buses it is a dynamic industry and there is a great deal worth writing about.

I wish all our readers a Merry Christmas and that their business is strong in 2013, the Year of the Snake. I look forward to working with you and giving you the opportunity to explain and promote your products and services in our pages and on our website ([www.asiantrucker.com](http://www.asiantrucker.com)).

Best Wishes for 2013.

**Floyd Cowan**  
Editor-in-Chief

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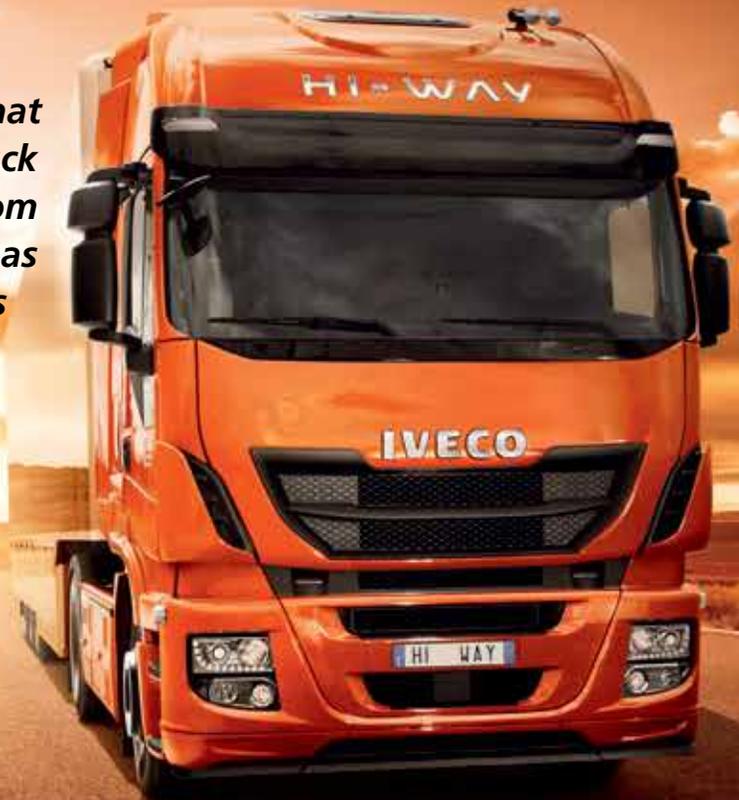


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*It should come as no surprise that Iveco's new Stralis has won Truck of the Year 2013 as it comes from a strong global company that has been producing quality vehicles for decades.*

# New Iveco Stralis



## Truck of the Year 2013



Iveco's heavy duty truck, the new Stralis has won the "International Truck of the Year 2013" as voted on by a group of 25 leading commercial vehicle journalists representing 25 magazines in Europe. With 138 votes, the new Stralis won with a wide 21-vote margin ahead of the runner up.

### A Great Contribution

According to the Jury, the new Stralis : "has made the greatest contribution to road transport efficiency from several different perspectives including: fuel economy; safety; driveability; comfort and a low-environmental 'footprint'".

For the Singapore market, the new Stralis in Singapore will deliver high performance, high efficiency and high reliability. In the context of the Singapore market, where high productivity and lower Total Cost of Ownership (TCO) are high priorities, the new Iveco trucks are engineered to fit these needs.

### Hi-Way Specs

The Stralis Hi-Way is equipped with

Cursor-8 or Cursor-10 FPT Industrial engines for optimal power output of 360hp & 450hp respectively while allowing it to carry up to 66 tonnes G.C.W.

Furthermore, The Stralis Hi-Way comes with the option to fit the 12-speed ZF Eurotronic automated gearbox with electronic clutch control that protects the engine against excessive rewing and reduces clutch wear, noise emissions and fuel consumption. Coupled with other eco technologies, the new Stralis Hi-Way delivers up to 10 percent in savings in fuel consumption.

### A New Profile

The Stralis Hi-Way underwent a facelift to focus on improving vehicle aerodynamics and therefore fuel efficiency. The new look includes a new central grille and redesigned "air deflectors", optimized bumper design and light clusters equipped with LED daytime Running Lights and Xenon headlights. In addition, the new cabin has been redesigned for improved ergonomics and comfort for the driver.



The new STRALIS is produced in the Iveco plant in Madrid, Spain, in accordance with the highest standards in manufacturing quality.

Motorviva Pte Ltd, the Iveco dealer in Singapore, is the distributor of a wide range of light-, medium- and heavy-duty European made commercial vehicles. As the exclusive distributor of Iveco in Singapore, the company makes a promise to deliver outstanding customer care, service quality combined with a spare parts commitment.

### **IVECO - a member of FIAT Industrial**

In Singapore, many people are familiar with brands such as Maserati, Ferrari, New Holland Agriculture, Kobelco and Iveco, but it is unknown to many that they are all part of the Fiat Industrial Group. Fiat Industrial is a global leader in the

capital goods sector that encompasses businesses that design, produce and sell trucks, commercial vehicles, buses and special vehicles (Iveco S.p.A.); engines and transmissions for vehicles and marine applications (FPT Industrial S.p.A.); and agricultural and construction equipment (CNH Global N.V.). As of December 31, 2011, the company and its subsidiaries had commercial presence in approximately 190 countries, employed over 66,000 employees and achieved revenue of \$24.3 billion.

### **Research & Development**

The company places strong emphasis on research and development to increase competitiveness of new products through enhancements in performance and functionality. Through FPT Industrial, they have developed innovative technologies like FPT engines and transmissions which are used in Iveco trucks.

Fiat has also formed strategic alliance with Chrysler for engines and transmissions, started a joint venture agreement with TATA for small displacement diesel engines and licensed Multijet diesel engines to Suzuki.

### **Awards**

Results of the Fiat Industrial Group's innovations are evident in the countless awards they have received over the years, including the recent achievements of winning the Truck of the Year 2013 award through the new Iveco Stralis and the Dakar Race 2012 with the Iveco Trakker.

Further information on Fiat Industrial Group and its businesses is available on the corporate websites [www.fiatindustrial.com](http://www.fiatindustrial.com) & [www.iveco.com](http://www.iveco.com)



# Shell Card - an essential card for every trucker's wallet

In our last issue of Asian Trucker we looked at all the various aspects of how Shell helps fleet owners and driver-owners to improve their business. One of the cornerstones of this is the Shell Card. We only touched on some important points in the previous article. Now it is time to have a closer look at this tool.

This card allows Shell's business customers a more secure and efficient way to buy fuels and gives access to a range of other great services, whether you have one van or a whole fleet. With over 50 years of fuel card expertise across the largest network of stations in the world, a Shell Card can give you greater control, convenience and security. This means you'll find that it saves you money, too.

## Critical protectors

Velocity limit and Purchase restrictions: You can put a limit on fuel spend. Shell will monitor each transaction and send

***How the Shell card can improve your business, save you time and provide more security.***

you an email alert if there are any of your drivers spending too much. You can also limit what kind of items (fuel/ shop) can be bought on each card.

Card blocking 24/7: In an emergency, you can instantly block your cards across our national and international network. Call us anytime, even in the early hours of the morning. Our service agent will answer and be happy to help you block your card, immediately. We cover you with an Immediate

Liability Switch: So if you ever decide to cancel a card, once Shell receives written confirmation we'll accept liability for any further transactions.

Pin and vehicle number: We ensure that all payments and invoices are secure, and each card is protected by a PIN code. Cards can also be embossed with an individual vehicle number or a driver's name if you prefer.

## Valuable enablers

Customisable e-alerts: Using Shell's email alert service is another way to monitor all transactions on your cards and spot anomalies. Choose from a variety of e-alerts you would like to receive.

Shell Card Online: The tool is another way in which we assist you and alert you of any problems. As well as monitoring transactions, you can view and download online reports to stay fully informed.

Fraud Team: Dedicated Fraud Team detects suspicious transactions and works closely with Site Staff to alert you of any irregular spending behaviour

on your cards. The Team also performs transaction analysis and stay abreast with industry fraud trends. Should the Fraud Team detect any evidence of potential fraud on your card, you will be contacted.

### Educate drivers

Here is an extra tip from Shell: make sure all your drivers are aware of our Golden rules for Drivers and apply them consistently. Assigning cards to drivers, instead of to vehicles can also help increase your drivers' commitment to keeping their card secure.

Using the Shell Card along with the additional functions provided you can actually improve your business as you will be back in control of your fuelling behaviour.

## GOLDEN RULES FOR DRIVERS

Fully informed and alert drivers are the first line of defence against card fraud and misuse. They just need to follow these simple, common sense rules:

### DO'S

- Do memorize the PIN as soon as you receive it and keep it a secret. The PIN is your best protection.
- Check your monthly report and invoices immediately to identify any unusual filling pattern.
- Keep the Shell Card in a safe place and under lock when not in use. Always report when a card is lost or stolen.
- Always enter the PIN yourself when filling up at Shell stations.
- Always destroy expired cards upon receipt of the replacement card.

### DON'TS

- Do not leave the Shell Card at the exit guard house or in the vehicle.
- Never write the PIN on the card (or anywhere else).
- Do not leave your card at the Shell stations.
- Never reveal the PIN to the pump attendant or cashier.





# Australian Wins Volvo Trucks Asia Pacific Fuelwatch Championship 2012

***Truck drivers from countries in the Asia Pacific region gathered in Geelong Australia in November to determine who was – not the fastest – but the best at using the least fuel in Volvo Trucks Asia Pacific Fuelwatch Championship 2012.***

Tuesday November 5, 2012 was a big day in Melbourne and throughout Australia as everything came to a standstill to watch locally-trained Green Moon win the 152nd running of the Melbourne Cup, upstaging international horses who were favoured to take Australia's richest race.

## **Doing Their Best**

The following day on another track located in the wilderness at the Australian Automotive Research Centre (AARC) located between Melbourne and Geelong, an Australian once again beat the foreign competition to win a championship. This time it was Chris Sanders taking the honours in Volvo Trucks Asia Pacific Fuelwatch Championship 2012.



Checking the fuel consumption after Lim's drive.



*The On-Road Truck.*

Eleven truck drivers from Singapore, Malaysia, China, Taiwan, Korea, Indonesia and Thailand, having won their country championships, travelled to Australia to compete in this event. The competition took place at a very high level as the contestants had won the right to be there by rising to the top over a total of 2500 drivers who had participated in national championships.

Ian Sinclair, Product Director at Volvo Group Trucks Sales & Marketing APAC, who served as Referee at the event, along with Per Hansen, National Product Trainer at Volvo Trucks, welcomed the participants. Sinclair, after introducing himself, said to the drivers, "I know you are a little nervous, but try to relax, enjoy yourself and do the best you can."

**No Losers**

"We also want you to meet and talk to other people. Exchange views and learn what you can. Teach each other about the things that work for you, talk about driving. Every driver will have a practice



*Chris Sanders (right) is congratulated by Christophe Martin on winning the Volvo 2012 APAC Championship.*



Volvo Trucks. Driving Progress



Measuring fuel consumption.



Measuring fuel consumption



Ian Sinclair welcomes the drivers.

run so that you can familiarise yourself with the vehicle. There is a maximum time to do the routes. If you are overtime you will be penalised a ½ litre per minute. Obey existing road rules, respect other road users and operate your vehicle in a safe way."

There was a 40kph speed limit and 24 minutes was the maximum time for the on-road competition with the truck loaded with 34tons and 17 ½ minutes for the off-road, loaded with 30 tons.

"We will not have any losers," Sinclair continued. "You've made it this far – you've done well."

### Singapore's Champion

Mr. Lim Gim Hiap, from Soon Lee Heng Trading & Transportation Pte Ltd, who has driven for the company for 20 of the 32 years he has been a truck driver, represented Singapore in the off-road finals using the Volvo FMX 8x4 ( I-shift) loaded tipper truck, which he



The Off-Road Course



*The Off-Road Course*

he is a man of few words. In Chinese, his native tongue, he uses a few more. He is a quiet, kind man, who looks out for others. He was entered in the off-road competition, rather than the on-road, as his job is to remove debris from construction sites. The conditions he operates in are often very rough.

### **He was Fearless**

Sinclair rode with Lim as he bounced around the six kilometre track at the AARC that was a mixture of dirt road and pavement. "Lim drives in Singapore where all the roads are paved,"

had limited time in. Lim, the Singapore champion who was participating in his first regional championship, came second to Sanki Kim from Korea who had participated in a number of Fuelwatch competitions.

"The competition truck was lighter than I expected," Lim told Asian Trucker. "The Volvo FMX 8X4 is a bit longer than the Volvo FMX 6X4 which I have been driving for almost one year in Singapore. That makes the handling in off-road a little bit different. But it's okay lah."

Lim is a stocky man who doesn't drink or smoke. He drives truck. With English,



*The two APAC Finalists.*



*The Off-Road Course*



The Off-Road truck



Mr Lim gets behind the wheel.

the other contenders have over 10 years of Volvo Truck driving experience.

He added, "The off-road track was very challenging and many knows that there is not much severe off-road happenings in Singapore. He also managed the 8x4 truck's handling system although the truck that he usually drives is a 6x4. Considering these three aspects, I am proud that Singapore won second place in this year's Fuelwatch APAC Championship".

### On-Road

The on-road contest utilised a Volvo FH540 6x4 with a loaded trailer and covered 19 kilometres of test track. The trophy for the on-road Asia champion went to Liu Jinqiang of China. Liu then faced Australian Champion Chris Sanders to determine the APAC championship.

Sanders mastered the course with the least amount of fuel used, accounting for a consumption of up to 20 percent less than his defeated colleagues, demonstrating the profound impact that a driver has on the fuel consumption of a truck. Both Sanders and Liu won the right to go to Gothenburg Sweden to visit Volvo Headquarters. Champion Sanders will be put up in the famous Ice Hotel.

### Preparation Paid Off

"I am feeling delighted," Sanders said. "I came over here intending to win, but

I was not expecting it." Chris' father bought the family's business' first Volvo truck in 1968. "Being also an owner, I obviously want to watch my fuel costs, and as a driver I have so much influence on that. I had been working for the Fuelwatch competition for half a year, and all the preparation really paid off!"

"Fuelwatch is a fantastic concept," stated Joachim Rosenberg, President of Volvo Group Trucks, Sales & Marketing and JVs APAC. "Many people think of Fuelwatch only as a competition. But it is more than that. Fuelwatch is, in fact, most importantly a competence development effort. It helps all of us, the drivers and their companies, to think more about how to save fuel, how to care for the environment. In addition, Fuelwatch is also Volvo Trucks' way of addressing our obligations to society, making sure that we impact the industry, to drive progress in terms of fuel efficiency."

Keeping costs under control is an ongoing challenge for truck owners. Fluctuating fuel prices cannot be controlled by owners, but they can control, to an extent, how much of the expensive commodity they use. Volvo Trucks understands the fuel cost impact on the bottom line so have developed the Fuelwatch initiative that helps get the very best in fuel performance from a truck.

remarked Sinclair, "He has not seen conditions like this before, but he was fearless. He did very well. Being his first time here he wouldn't know all the tricks that the more experienced drivers would." Yet he missed claiming first place by the smallest of margins.

Mark Gabel, General Manager of Volvo Group Singapore, who was with Lim at the competition commented, "I am very proud of our Singapore representative, Mr. Lim. He has only been driving a Volvo Truck for less than 1 year, whilst



Mark Gabel has a go at Volvo Trucks Ecodrive Challenge.



Owner Ong Gim Leong talks with his driver Lim Gim Leong

### Significant Savings

Volvo has developed the Fuel Management Service package that incorporates Driver Development and Dynafleet online reporting, which can result in saving as much as 10 percent on the fuel bill.

At the Gala Awards Dinner, held at the Pier in Geelong, Christophe Martin, Asia Oceania President at Volvo Group, Trucks Sales and Marketing stated: "Fuelwatch is not only a competition. Fuel efficiency is becoming more and more important to our customer's bottom line. Maximising fuel efficiency is one of the best ways to improve the bottom line.

"Fuelwatch," he continued, "is a great platform for educating customers to improving driving habits to improve fuel efficiency. Using less fuel is also good for the environment and at Volvo this is a good way to demonstrate that we do care about the environment."



The Off-Road Course

The team at DAF LF Distribution Truck in Taiwan



## FASC Assembles First DAF LF Distribution Truck in Taiwan

**(Taipei)** The first locally assembled DAF LF distribution truck has come off the production line at FASC (Formosa Automobile Sales Corporation) in Taiwan. DAF has been active in Taiwan since 2006 when it began assembling the DAF CF85 series. FASC, responsible for the marketing and sales of DAF trucks in Taiwan, assembles two versions of the distribution truck: the 12 ton LF45 and the 17 ton LF55. "The LF is very manoeuvrable and with its

easy cab access and low weight the vehicle is perfectly suited for urban and regional distribution," says Seiko Chen, Chairman FASC. "With the LF, we want to further strengthen our position in Taiwan and we aim to assemble 200 vehicles next year."

The trucks are assembled by using 'SKD' (Semi Knocked Down) packages, which are shipped from Leyland in Great Britain to Taipei. FASC assembly employees

are trained by DAF which guarantees that the quality of a truck assembled in Taiwan is of the same high level as a manufactured vehicle in Europe.

"Almost a year ago, FASC assembled the thousandth DAF CF85," said Michiel Kuijs, Managing Director Sales Operations at DAF Trucks NV. "With the start of the assembly of the LF45 and LF55 we have added a new milestone in the cooperation."

## New Man for MAN in India



Jagadish Bhat

**(Pithampur, India)** Jagadish Bhat has taken over as the Head of the Management of MAN Trucks India Pvt. Ltd. He succeeds Stefan Holzmann who is moving to MAN Truck & Bus in Germany after four years in India. Bhat was born in Mangalore, India, and studied mechanical engineering. Before joining MAN, Bhat was Managing Director of HYVA India

Pvt. Ltd. and a member of the global leadership team. Prior to HYVA, he was with Schwing Stetter India Pvt. Ltd. as Vice President Engineering and Manufacturing.

Since the takeover of the joint venture MAN FORCE Trucks on March 28 2012, MAN Trucks India Pvt. Ltd. has been an independent subsidiary of MAN Truck & Bus which has been operating in India since 2006. MAN Trucks India produces trucks in the CLA series for the Indian market and for selected African and Asian markets. This rugged, reliable series fulfils two crucial demands made by those markets: power and economy. In addition to producing trucks, the company developed the new bus model "AirObus", which it presented at the Delhi Auto Expo 2012.

## 3 Chongqing Trucking Companies to get \$1.6 million Subsidy

**(Chongqing, China)** Three trailer trucking companies in Chongqing, China taking part in a national pilot programme of highway trailer trucking are to obtain subsidy of nearly CNY10 million (US\$1.6 million) from Beijing, Xinhua reports. Chongqing Transportation Holdings, Chongqing Road Transport Group and Minsheng International Container Transportation will spend CNY100 million on rolling stock and they will build a freight station.



Canter Eco Hybrid

## Continental & Adidas Get a Grip



**Continental Tyres** has used its tyre manufacturing expertise to help adidas develop a new model of running shoes. The trainers, Adidas SuperNova Riot 3, feature Continental's Traction Compound Technology – which provides a sure grip on surfaces in all conditions. The trail running model is available in both men and women styles, and models for outdoor and street running are in development.

Continental was approached by adidas innovation team to apply their resources and expertise to develop an outsole with a strong grip ideal for trail and outdoor sports shoes.

Dr Fabian Dettmer, Continental's Tyre's expert for rubber processing, said, "We are delighted that with our expertise we can help adidas substantially improve grip on its running shoes on both wet and dry surfaces. "The task of preparing rubber compounds for the production of running shoes was a different challenge for us. Something that we were pleased to do as it enables us to continuously learn."



Patrick Makau in his new adidas

## Daimler Commercial Vehicles Division wins Japanese Car Award

**(Stuttgart/Kawasaki, Japan)** For the first time in the history of Japanese passenger car awards, (established in 1990) the "Car of the Year Special Award 2013" has been awarded to a truck manufacturer, as voted on by automotive experts and journalists from the automobile industry in Japan. The winner is the Japanese Daimler Commercial Vehicles subsidiary Mitsubishi Fuso Truck and Bus Corporation (MFTBC). The non-profit organization singled out the innovative, fully-automated dual-clutch transmission DUONIC® paired with a highly efficient hybrid drive at the "Automotive Researchers' and

Journalists' Conference" (RJC) held in Japan. This technology, which is unique in the commercial vehicles industry, completes the light-duty truck Fuso Canter Eco Hybrid, which is has been serially produced for the European market in Tramagal, Portugal since September 2012.

Dr. Albert Kirchmann, MFTBC CEO stated, "We are honoured to have received this prestigious award. It is a huge milestone achieved at Fuso in Japan and a great honour for the Daimler Trucks Group." Kirchmann underlines: "The award is proof of Fuso's leadership role in green innovation."

## Fuso to Supply 'Zero emission' Trucks to Central Nippon Expressway

**(Kawasaki)** Mitsubishi Fuso Truck and Bus Corporation (MFTBC) has won a tender for supply its 'Zero Emission' Canter E-Cell electric light-duty truck to Central Nippon Expressway Company Ltd. (NEXCO Central). One Canter E-CELL incorporating a wireless battery charging system is planned for supply in the summer of 2013 under an overall NEXCO Central project to develop electric vehicles for expressway maintenance and control. The 'Zero Emission' Canter E-CELL, to be used for specific signage vehicles, is being developed based on the latest conventional diesel Canter light-duty truck model.

"We are proud to be a part of this joint green project," said Mr Gustav Tuschen, MFTBC Senior Vice President and Head of Product Engineering. "We are looking forward to the day when our 'Zero Emission' Canter E-CELL starts its work on the expressway and helps secure the overall traffic safety. Fuso is clearly investing in advanced propulsion systems such as electric, and also hybrids, which have won the prestigious 2013 RJC Car of the Year Special Award. Fuso is the leader in terms of fuel efficiency, and we are committed to become an even greater company."



# SDV Opens Green Hub Logistics Centre

***SDV Opens its “Green Hub”, the First Green Mark Platinum Warehouse in Singapore, the largest logistics centre in Asia to obtain the “Leadership in Energy & Environmental Design (LEED)” Gold Certification.***

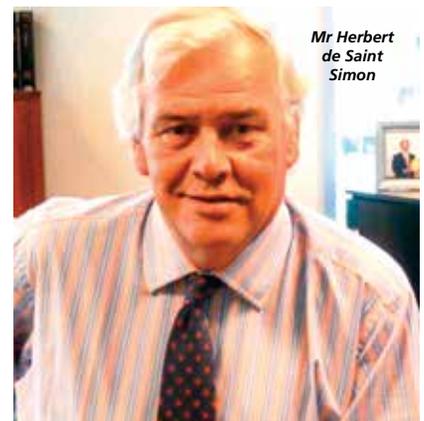
**(Singapore)** SDV, a global supply chain leader that is a subsidiary of the Bolloré Group, officially opened a new warehousing facility in Pioneer Turn in early December. Over the past 20 years, SDV Singapore has strengthened its position by providing value-added transport and logistics solutions for its customers that are major players from the luxury retail industry to the aerospace, healthcare and oil and gas sector as well as flavour and fragrances. Mr Teo Ser Luck, Minister of State for Trade and Industry, was the Guest-of-Honour. His Excellency, Mr Olivier Caron, Ambassador of France in Singapore also attended the event.

## **A Green Mark First**

This four-storey ramp-up new facility with nine floors of production and office space is the first warehouse in Singapore to be Green Mark Platinum certified. (The

BCA Green Mark Scheme was launched by the Building and Construction Authority (BCA) in January 2005 to achieve a sustainably built environment and promoting environmental awareness in the construction and real estate sectors.)

With an area of 42,000sqm it is the largest logistics centre in Asia to be under LEED Gold Certification and represents a total investment of S\$55 million. Leadership in Energy and Environmental Design (LEED) Gold Certification was developed by the U.S. Green Building Council. It is a set of building standards for the design, construction, and operation of high-performance green buildings, homes and neighbourhoods. This project embodies the values of the ‘SAVE PROGRAM’ ([sdv.com/saveprogram](http://sdv.com/saveprogram)) – SDV’s environmental customer solution to design eco-friendly solutions to reduce CO<sup>2</sup> emissions.



**Mr Herbert de Saint Simon**

## **Customer Input**

Mr Herbert de Saint Simon, CEO of SDV Worldwide, said: “We are pleased that this innovative warehouse has received the highest ‘green certifications’. At the design phase we involved our core customers to define the operational needs specific to their industry, and align our CSR expectations. When we started building this facility we made sure that the site followed stringent specifications and construction practices. The warehouse structure has been designed to be energy-efficient and waste management systems are in place to ensure that the site is sustainable.”



SDV has built an expansive network through internal growth, acquisitions and strategic alliances while operating in five major regions globally. While maintaining its historical position as the leader in the African continent SDV is in Europe, the Americas, South Asia-Middle East and Asia Pacific. SDV is the major component of Bolloré's transport, forwarding and logistics division, and is a key contributor of revenue to the Bolloré group. In 2011, transport & logistics activities contributed 57 percent, or 4,872 million euros, to the Group's turnover.

### Outstanding Growth

"We have seen spectacular growth from the markets in this region," Mr Yves Laforgue, South East Asia Director of SDV stated, "and particularly in the luxury retail industry. This has propelled us to be proactive in developing a new hub which will serve 'a limited number' of premium brands in cosmetics and luxury fashion industries with both regional distribution needs and sustainable development strategies. We strongly believe that Singapore is the ideal location to operate a Regional Distribution Centre for Asia Pacific. For the luxury retail industry, this new warehouse is integral to fulfilling our commitment to offer sustainable solutions to these clients with a 20 percent growth over the next five to six years."

The World Bank recently ranked Singapore as the No. 1 Logistics Hub amongst 155 countries globally in the 2012 Logistics Performance Index.

Singapore's strategic location in the heart of Southeast Asia and at the nexus of major shipping lanes has made it an important logistics hub and conduit for world trade.

### In Asia for Asia

Mr Kelvin Wong, Executive Director, Logistics, Singapore Economic Development Board (EDB), welcomed SDV's new investment in Singapore and noted that "The increasing presence of leading manufacturers and brand owners in Singapore presents exciting opportunities for logistics providers to innovate and further differentiate their services in Asia, for Asia. SDV's investment in Asia's largest LEED Gold logistics facility is timely and validates Singapore's leadership position in developing innovative supply chain solutions".

Every industry has its own particular logistics requirements, defined by its supply, production and distribution. SDV has developed specific expertise in a number of industries by capitalising on the experience it has gained in each sector. Through daily monitoring of markets, SDV is able to anticipate changes in its clients' business environments and work towards more innovative value added solutions.

SDV emphasises on "innovation" in their approach to sustainable solutions. Therefore, it has made CO2 reduction the new driver of logistics performance and this innovative and energy efficient warehouse is an integral part of fulfilling this ambitious challenge.

### Key Features

The key features of this green warehouse are:

- Building orientation and design – This is to help on thermal insulation of the building. In addition, the building materials used, such as roof panels, double-glazing or composite cladding, constituted low thermal transmission.
- Energy efficient – Combining innovative lighting technologies and an efficient air-conditioning plant system.
- Water efficient – Optimising water usage for example, by collecting rainwater and distributing it for plant irrigation and toilet flushing.
- Sustainable site and waste reduction – Recycling of packaging materials in the warehouse. Recharge stations for electric vehicles will be provided at the parking area.
- Building Management System or BMS – Utilising a BMS to control, monitor, and optimise energy usage and green features of the building.
- Working environment – Providing a healthy and conducive work environment for employees and customers by promoting natural lighting, planting greenery and controlling air quality within the building.

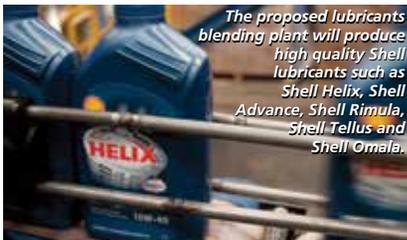


Each Shell lubricants blending plant is equipped with a dedicated laboratory that conducts tests at all stages of production to ensure quality.



Shell is strengthening its lubricants supply chain to support the growing demand in the region.

# Shell Invests to Increase Capacity at World-Scale Petrochemical Complex in Singapore



The proposed lubricants blending plant will produce high quality Shell lubricants such as Shell Helix, Shell Advance, Shell Rimula, Shell Tellus and Shell Omala.

**(Singapore)** Shell has announced that it has taken a final investment decision to 'debottleneck' its Singapore ethylene cracker on Pulau Bukom (Bukom Island). This is expected to increase the capacity of olefins and aromatics by more than 20 percent. Engineering work for the debottleneck will take place during the next maintenance turn-around of the cracker.

## A Major Component

The ethylene cracker opened in March 2010 and is a major component of the Shell Eastern Petrochemicals Complex (SEPC) project, Shell's largest-ever petrochemicals investment. It is integrated with Shell's largest refinery, on Pulau Bukom, and with its world-scale mono-ethylene glycol plant on nearby Jurong Island.

"Our Singapore ethylene cracker was designed with potential capacity expansion in mind and I am delighted to confirm this debottlenecking," said Ben van Beurden, Executive Vice President for Shell Chemicals. "The investment will generate additional volumes to help us meet growing demand from our customers in the region. It will also further unlock value from integration with our refinery and our derivatives activities on Jurong Island. This integration is key to our strategy."

Dr Huck Poh, Manufacturing Director for Shell Singapore, underlined the significance of this investment, "This project reinforces Shell's commitment to Singapore, which is already our largest petrochemicals production and export centre in the Asia Pacific region."

## The SEPC Project

The SEPC project included a new ethylene cracker complex, a world-scale mono-ethylene glycol plant, and modifications to the existing Pulau Bukom refinery. The project was strategically located to take advantage of existing infrastructure and to ensure that maximum benefits are achieved by integrating the petrochemical site with Shell's Bukom oil refinery.

The Bukom refinery was modified to enable it to produce feedstock for the ethylene cracker. This integration delivers operating efficiencies and valuable by-products, as well as the ability to use feedstock from the adjacent refinery rather than importing from elsewhere.

The production capacity of the SEPC project includes:

- 800,000 tonnes per annum of ethylene
- 750,000 tonnes per annum of mono-ethylene glycol
- 155,000 tonnes per annum of butadiene
- 450,000 tonnes per annum of propylene
- 230,000 tonnes per annum of benzene

## Shell to Build Lubricants Blending Plant in Indonesia

Shell plans to build a new lubricants blending plant in Indonesia, with construction starting after completion of a tender process over the coming months. The plant will be located at the Marunda Center, north of Jakarta, and will produce a range of high quality consumer, transport, industrial and marine lubricants. With a capacity of 120,000 tonnes per year, it will be the largest lubricants blending plant operated by an international oil company in the country.

## Fast Growing Market

Mark Gainsborough, Executive Vice President, Shell Global Commercial said: "We are delighted to confirm this significant new investment in our supply chain in Indonesia, a fast-growing lubricants market. We continue to implement our strategy of being close to our lubricants customers – driving business growth by offering the right products and services in the right places."

Strong growth in lubricants demand is expected from Indonesia, driven by new vehicle ownership and production, construction and industrial activity – especially in the power generation and oil and gas production sectors. Shell is the largest international supplier of lubricants in the country, currently importing finished products from its blending plants in Singapore and Malaysia.

## Strong Brands

Darwin Silalahi, Country Chairman, Shell Companies in Indonesia, said, "Shell has strong lubricants brands and brand preference in Indonesia and the region. It is exciting that products such as Shell Helix, Shell Advance, Shell Rimula, Shell Tellus and Shell Omala will be made in Indonesia in the coming years. This investment is testament to Shell's confidence in the Indonesian market."

The plant will be constructed to incorporate world-class lubricant blending, filling and packaging technology. Processes in the plant will be automated and the plant will be equipped with a stringent quality control system that will test at all stages of production to ensure products meet the quality specifications associated with Shell's brands.

Night shot of Shell's ethylene cracker on Pulau Bukom, Singapore. (Courtesy of Shell)





# First Commercial Vehicle Exhibition in Malaysia: MIBTC 2013 Set for Great Success

*Aiming at becoming a fixed calendar item, the organisers are pulling all stops to make MIBTC 2013 a great show*

It may still be some time until the inaugural Malaysia International Bus, Truck & Components Exhibition 2013 (MIBTC), but the organisers are already thinking of adding more space to the exhibition as a result of fantastic response.

## Platinum Sponsor

Scania, as the Platinum Sponsor, saw the potential of the exhibition very early and secured the top location, while most of the truck and bus manufacturers in Malaysia followed suit and have taken up booths at the exhibition. Also present are now tyre manufacturers and service providers offering consultancy. Parts and accessories are showcased too. Exhibitors from as far away as the USA and Germany have signed up and will be participating.

## Sideline Events

In addition to the exhibits, there will also be several events around the actual event. "We are hosting a cocktail night on the second evening, providing a platform for the industry to network and make new connections" said Nicole Fong, who is the key driver behind the exhibition. Ms Fong adds, "There will also be a speaker series. We are very proud to present a truly international line up of speakers at MIBTC". According to her, there will be other activities during the day. Participants can look forward to an exciting line up of events that will entertain and inform.

For those seeking new business opportunities, the organisers have arranged for a specialist business matching service. Companies can register their interest and the service provider will match it with the respective organisations offering the products and services needed.

## Speakers

Current speakers include Nick Leach from Scania Hong Kong, Eike Merz from Meritor Singapore and Anthony Umann of Sekhar Research Innovations in Malaysia. Several government agencies will also be presenting.

Organiser Stefan Pertz adds "We are also in discussions with other high-profile speakers from Germany and around our region. Our aim is to provide our visitors a top event when it comes to the speakers."

The event, to be held in June 2013, has garnered the support of MIROS, The Pan Malaysian Lorry Association as well as MOT and JPJ. For more information, please visit [www.mibtc.com.my](http://www.mibtc.com.my)

# What's New in the Cab



***With the introduction of new trucks and with new improvements to the interior of cabs Asian Trucker decided to take a detailed look at what three companies have done to upgrade the cab and make life more safe and comfortable for the driver.***

## **The New STRALIS Born for the Driver**

In 2012 Iveco launched the new Stralis that recently won Truck of the Year 2013. It is a winner in many areas – including in the cab with the emphasis on high comfort and ergonomics.

The cab of the new STRALIS is designed around the driver. All the cabs have been redesigned to incorporate a functional and ergonomic dashboard. The controls have been re-positioned around the dashboard and central area, so as to

make them easily visible and accessible without raising your back from the seat, for maximum driver safety. The decompression engine brake, hydraulic retarder, radio, and cruise control can all be operated without taking the hands off the steering wheel.

### **Visibility**

The large windscreen allows optimum visibility and the steering wheel is fully adjustable. All controls are clearly visible and can be reached with ease to keep the vehicle under control in complete safety and comfort. In addition, the number and capacity of storage compartment has been increased.

With an improved drag co-efficient and new sound insulating panels, the noise in the cab is lower than ever. In addition, there is an additional low-noise, low consumption air conditioner built into the roof panel to ensure a comfortable cab temperature even with the engine off.

### **Quality of Life Improvements**

Along with the pneumatic steering wheel adjustment system, the cab features a new heated and ventilated seat with height-adjustment and integrated seatbelt. The new steering wheel features integrated telephone controls and the IVECONNECT system, with hi-fi radio and touch-screen display, and also





manages the Driving Style Evaluation function, the sat-nav system and the advanced telematics services.

The night area includes the new High Comfort bunk – guaranteed to make drives feel at home – wherever they are. The 80cm wide bed, more than two metres long, is equipped with wooden slats, a super-comfortable mattress and a reclinable back-rest, which is ideal for short stops.

#### **Maxi-Fridge & More**

Alternatively there is a stowable bunk

that folds in the middle and turns into a handy table. On the Hi-Way version the top bunk is easy to open thanks to the air-sprung opening system, and folds away completely into the way to make the cab even more spacious.

There's an additional low-noise low-consumption air conditioner built into the roof panel, which ensure a comfortable cab temperature, even with the engine off.

Two more external storage compartments are available for stowing tools and

work clothes. The fridge features a handy bottle-rack, and for the longest missions, a maxi fridge can be installed with a capacity of over 35 litres.

#### **About IVECO**

IVECO (Industrial Vehicles Corporation) is a world leader in the field of transport, with sales exceeding €9 billion and employing 31,000 people from all corners of the globe. IVECO has 23 manufacturing plants in Europe, Australia, China, India, Russia, Turkey, Argentina, Brazil and Africa, and is a major contributor to the global transport world in over 160 countries.

Offering a broad range of light, medium and heavy commercial vehicles, IVECO manufactures passenger transport vehicles, off-road trucks, buses and coaches as well as special vehicles for applications such as fire-fighting, off-road missions, defence and civil protection. Their vehicles adopt the latest engineering technologies, applied to a comprehensive range of engines running on diesel and alternative fuel, including natural gas (CNG), bio-fuels, hybrid technologies and electric engines.

"In Singapore, the cab comes with a selection of standard features most suited for the market's requirements with the option to add-on some of the additional features mentioned above."

Available in Singapore through:  
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48 Changi South Street 1  
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## Volvo FH Efficient & Effective for Work & Relaxation

The new Volvo FH series made a big splash when it was launched in Sweden in September 2012. The new series has a number of innovative features and many of them are found in the cab. A more ergonomic workplace, greater comfort

and another 300 litres of storage space are some of the new features. The goal was to create a cab that meets the truck driver's need for both efficient work and effective relaxation.

### Going to Work

By making the A-pillars more upright, the Volvo FH cab has become more spacious than before. "This gives the cab straighter lines on the outside, but the sloping line of the cab roof compensates for this change. As a result the Volvo FH keeps its distinctive cab

appearance," says Rikard Orell, design manager at Volvo Trucks.

The Volvo FH looks as if it is on the move even when parked. This impression is created by the lines and shapes of the cab panels. Despite its bigger cab, the new Volvo FH still has retained the excellent aerodynamic properties of its predecessor, not least thanks to the increased radius of the cab corners.

One thing that clearly differentiates the new Volvo FH series is its rear-view





mirrors. "We've removed the mirror housings to improve visibility. Now all you see is the slimline mirror arms with their adjustable mirrors," says Orell.

### Improved Support

On the inside the cab has changed a whole lot. "We've improved everything inside the cab. Drivers spend an average of five days a week in their cabs nowadays. So it has to be an optimal workplace as well as a welcoming place for relaxation and leisure time for any driver, irrespective of build - short or tall, slim or broad," says Ulf Andreasson, product manager for cab development at Volvo Trucks.

The driver's seat offers improved lumbar and side support and can slide a further four centimetres back. Thanks to the new steering wheel adjustment system, the steering wheel can be angled a further 20 degrees compared to the previous version. This makes it even easier for the driver to find an ergonomic and relaxed driving position.

A well-rested driver also needs a comfortable bed. Volvo has widened the bed to 815mm and has introduced new mattresses.

### Essential Instruments in the Middle

Many of the functions in the new truck can be operated via buttons in the steering wheel - including the phone and navigator. The buttons in the instrument panel have been positioned in order of priority.

"Our new instrument cluster will raise the industry standard. It groups all the essential dials in the middle, with less crucial instruments to the left and right. As a result, you normally don't need to take your eyes off the road to see the most important gauges," explains Orell.

### Uncluttered surfaces

The windows are larger than on the previous Volvo FH and they are designed to improve close-quarter visibility. The instrument panel is smooth and is in one piece all the way from one side of the cab to the other.

Another detail that improves visibility is the rear-view mirrors. Orell explains, "The new mirrors increase direct visibility considerably, that is to say what you see to the front and sides when everything

that can disrupt your field of vision is taken into consideration."

### One Cubic Metre of Extra Space

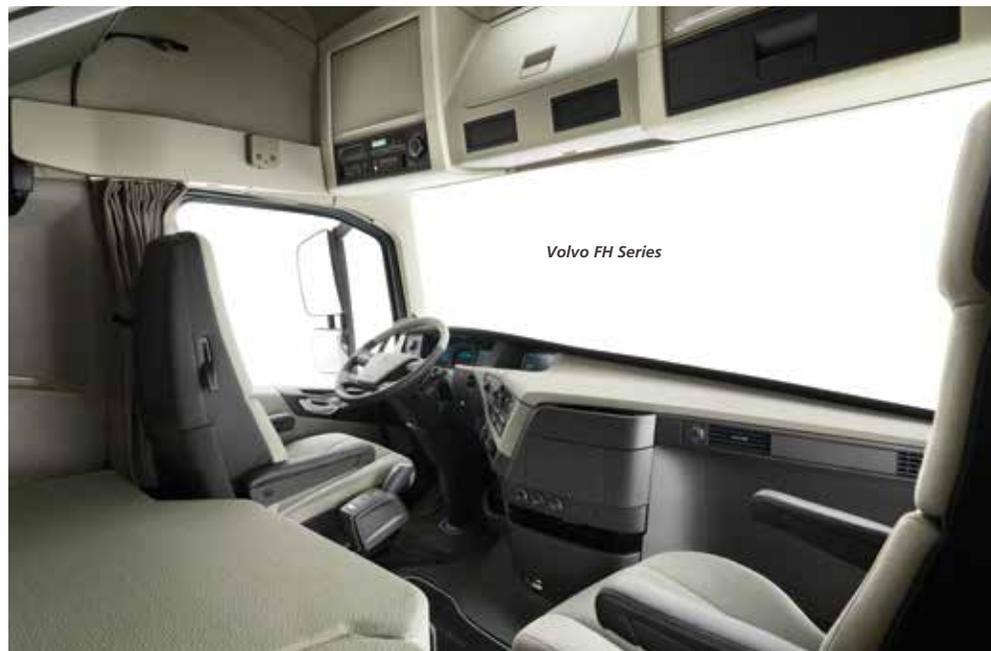
The cab of the new Volvo FH series has grown by up to one cubic metre. This creates a more spacious and airier interior, at the same time as storage capacity has expanded by 300 litres.

"A good truck cab is designed not only for work but also for relaxation and sleep. We see the cab as a businessman's hotel," Orell notes. "It should be possible to work efficiently inside the cab, while being assured of a good night's sleep, so that you can tackle the new working day fresh and alert. Clean design and light colours enhance the feeling of space and help in this regard."

### Integrated Parking Cooler

An integrated parking cooler gives the driver a pleasant in-cab temperature round the clock. "The cooler does not use any fuel at night. It provides a better flow of air in the cab and operates very quietly. What is more, it's smart: it calculates how much it can be used without draining the batteries. That's why we can safely guarantee that the truck will start in the morning," Andreasson explains.

Since the cooler, which is an option, is integrated in the cab it does not affect the truck's aerodynamics or take up any space inside the cab.



### Attracts the Best Drivers

The truck's cab affects the driver's wellbeing and thus also the haulier's profitability. But it also fulfils additional functions. "Hauliers with trucks that are popular among drivers find it easier to attract the very best drivers. And we know that good drivers are one of the most important factors for the haulier's profitability," says Andreasson.

Currently the new FH series is only available in Europe.

### Contact

For more information, please visit <http://www.volvotrucks.com>



## Continental Introduces Innovations

Together with steering and display units, vehicle cockpits have been the most important interface between driver and vehicle since the beginning of the automotive age. Because of this function, cockpits put their stamp on vehicles and influence the driver's emotions more than any other component.

### Indicators & Displays

With the advent of the electronic age, indicators and displays in recent years have undergone considerable changes that have influenced the design of the entire cockpit. Features that have long since become established in the car sector – such as larger touchscreen color TFT displays or optimized ergonomics – are increasingly affecting the commercial vehicle industry.

Bundling on its experience from passenger cars and adapting it to the

requirements of commercial vehicles, Continental has stepped up its collaboration with cockpit specialists SAS Automotive Systems to develop complete cockpit solutions for commercial vehicles. SAS Automotive Systems is a joint venture of Continental and Faurecia specializing in the development, assembly and logistics of customized cockpits.

### Concept cockpit T.Dash

Continental and SAS Automotive Systems have developed the T.Dash





concept cockpit. The study takes up trends from the latest car cockpits and adapts them to meet the requirements of commercial vehicles.

For example, individual components are growing in both number and complexity, as are customer demands concerning ergonomics, design and quality. Another challenge is the global demand for larger volumes, while at the same time cockpits have to be extremely variable to satisfy different market requirements. This means that the cockpits have to be flexible enough to adapt to different comfort needs, different vehicle types (from short-range to long-distance transport) and local standards.

### **T Structure**

The T.Dash cockpit was developed with these future trends and their growing importance in mind. Its T structure makes it extremely flexible and modular. For example, the centre console and glove compartment area can be simply

repositioned. This gives the commercial vehicle manufacturers an advantage for as far as product differentiation is concerned.

In addition, the latest instrumentation solutions are built in: The study includes a 12" digital instrument cluster that displays the relevant driving and vehicle information in clearly arranged 2D and 3D graphics. A separate touchscreen display enabling connections to smartphones via MirrorLink technology is ergonomically positioned in the centre console area of the cockpit, while an indirect ventilation system provides additional comfort.

### **Design & Ergonomics**

Apart from the technical innovations, special attention was paid to design and ergonomics. During the development phase, an ergonomics study was carried out in collaboration with Munich Technical University, the findings of which were integrated into the

development process. Moreover, the design of the T.Dash cockpit is geared to the high standards of the automotive industry. For instance, it uses a variety of high-grade materials such as brushed aluminum, wood and leather.

The design also includes practical little details that underpin the top-quality claim. For example, all the ambience elements have separate illumination that can be adjusted in intensity and colour.

The use of high-quality materials and the ergonomically optimized design underscore the intention to make the commercial vehicle cockpit as natural an interface as possible. Continental and SAS Automotive Systems already offer series-produced cockpit solutions which consist of up to 50 percent natural fibers. Besides ecofriendly production, these materials have other advantages such as high sound insulation and low weight.



# Secrets of the Top Sales Rep at Scania Thailand

***Thailand's top sales representatives reveals her secrets to successful selling and customer relationship building in a demanding male-dominated industry.***

"Swedish products are interesting!" says Kaewta Yodsarn. Interesting enough for Ms Yodsarn to seek out Swedish truck maker Scania to make selling trucks her calling. Yodsarn has been with Scania Thailand for seven years and is currently the top sales representative. She revealed the secret to her success in this industry in an exclusive interview with Asian Trucker.

## **Strong Brand Image**

According to the 55 year old mother of a 27 year old daughter (who is also a sales representative), one of the advantages of working with Scania is the strong brand image. The company has continuously improved the product over the past 100 years and she believes strongly in the products and service she is representing.

"The product is key, and it needs to deliver the promise you make. In addition to having a superior product, I also treat customers like they are a part of the family," Yodsarn explains. "It is all about a positive attitude and the

willingness to learn. I have previously worked in heavy industrial equipment sales. That was a challenge at first, but when you have a great product that you can believe in, then you are much more confident that you can make it."

Family members were initially surprised that she is able to sell the big vehicles, but strong support at home helped her through the early challenges.

## **Understanding the Client**

According to her, female sales representatives are more emotional, which allows for a better understanding of the client's needs. Learning is part of the process and Yodsarn once spent weeks in a mine in order to better understand the needs of the customer. "Having spent up to three to four days a week in mines I was able to recommend the appropriate solution, one that suits the needs," she says.

The client has become a "younger brother" to her and the relationship between the two is outstanding.

## **Strong Views**

Yodsarn has strong views on the trucking industry. She would like to see more female drivers, as one can observe in Laos for instance. In Europe, the perception of truckers and the industry is better than it is in Thailand. She could see herself working there for a while. Her favourite truck is one with a high cab. "You need a comfortable ride in Thailand, a country where we have great distances to cover and where the comfort of the cab makes a real difference for the drivers."

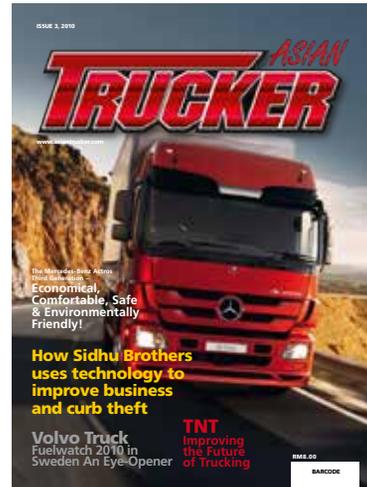
## **Strong Support**

Another "secret" to her success is the infrastructure that is part of the strong product she sells. Although the product is highly technical, there are plenty of support functions within the organisation that help with the sales process.

Both pre-sales and technical support from Sweden, and locally, assists with the task of addressing customers needs in the right away.

Asked if her female colleagues are jealous of her success, being the top sales rep, she smiles and says: "Sure! But I am sure they take this as a challenge to continue to improve."

# Subscription Form



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*Buying a new truck is a big investment for a company so owners need to make careful decisions based on solid reasons. When Kim Hock Corporation decided to buy a new Volvo FMX General Manager Lim Teck Siang had good reasons for the choice made.*

# Volvo Customises FMX for Kim Hock



**H**auling scrap metal is a tough job. A typical truck will carry many tons as it moves from the collection site, to city roads, to the port where the driver has to back up the big lorry onto a barge. The driver has to be alert and the truck has to be able perform under demanding conditions.

## **Delays are Costly**

One operation of Kim Hock Corporation Pte Ltd is to buy steel scrap and export it to overseas steel mills. The steel scrap is collected from around Singapore and taken to the processing plant where the non-metal debris is separated and the steel scrap is cut into short lengths. From there it is loaded into the trucks and driven either to Jurong Port or Tuas where it is discharge onto a barge for shipment to Malaysia or Indonesia. It is important that the deliveries from the processing centre to the barge are kept to schedule as thousands per day in tug & barge demurrage charges and dock fees will be incurred for the delays.

## **Breakdowns and delays can be costly – whatever their reason.**

With more than 42 years in the business, Kim Hock Corporation knows

*From left - Wong Yee Yew, Robert Lee, Sales Manager, Volvo Singapore, Mark Gabel, General Manager of Volvo Group Singapore, Lim Teck Siang, General Manager, Kim Hock Corporation Pte Ltd.*



how hard the work can be on truck and driver. Lim Teck Siang, GM of Kim Hock Corporation, knows all too well where the breakdowns have occurred in the past so when he was planning to buy a new truck he knew exactly what he wanted. In his fleet of 25 trucks Kim Hock Corporation owns just about every major brand of truck available in Singapore. Lim wanted customisations that would provide benefits such as improved traction (ESP), shorter braking distance (ABS), higher ground clearance and prevention of cracks in the truck's undercarriage and axles (hub reduction axle and higher rating chassis).

### Customisation to Meet Needs

"Mr. Lim wanted very specific requirements that are suitable for the conditions of his business operations," said Mark Gabel, General Manager of Volvo Group Singapore. "We were happy to work with him to deliver the type of truck that would meet his needs.

Three months earlier Kim Hock Pte Ltd purchased a Volvo FMX truck with: Engine: 420HP / 2100 NM 13litre Euro 5 Engine; Axle configuration:

8X4; Transmission: I-Shift automated mechanical 12-speed gearbox with clutch pedal (semi-automatic).

Gabel noted: "Mr Lim and his family run an extremely professional and successful company. They know exactly what they need and we took the operational requirements and problems Mr. Lim is currently facing with his existing trucks into consideration for the specifications of his new Volvo trucks, so that he can increase productivity and safety and reduce operating cost at the same time."

### Early Satisfaction

"I was very pleased," Lim responded, "that Volvo was willing to adapt the truck to meet my specific needs. They were very good to work with."

When 25 year-old Wong Yee Yew drove the Volvo into the Tuas yard, in a drizzling rain, his truck was filled with 13 – 15 tons of metal. It could carry much more if filled completely. Skilfully he turned the truck and slowly backed up the slick metal ramp. The tide was high making the ramp up to the barge at its steepest angle. Traction by the

truck could be nothing but excellent. Braking had to be even with a load that could easily shift. High clearance is a necessity. As the truck moved up the ramp and onto the barge different sets of its 12 wheels would be completely off the ground

While Lim said he was happy with it so far, it was really too early to rate its performance. "It is too early to tell," he said. "We need time to assess the fuel economy, get feedback from the driver on things like the power of the truck, handling and breaking."

### Wait & See

"We won't be able to see the wear and the tear on the vehicle until we hit 50,000km and then 100,000km," Lim continued.

Kim Hock Corporation keeps the same driver on a truck all the time. "They work one 10 hour shift per day. We assign one driver to one truck as that gives them more ownership. They take better care of the truck if they know they are going to be driving it every day."

With five years of driving experience Wong said he was happy with the new truck. He specifically mentioned the I-shift transmission of the Volvo and said the cab was very comfortable.

The fact that Volvo allowed Lim to spec the vehicle to his requirements was part of the decision to buy the truck. Whether he buys more Volvos or not can only be judged down the road when the truck has had a chance to prove itself.

*The HEMTT A4 has been nicknamed the 'Dragon Wagon' because it delivers under the toughest conditions imaginable – in the war zone.*



# The Dragon Wagon Delivers in Battle

**H**auling containers is a demanding enough job, no doubt, but military transport jobs take 'challenging' to a whole new level. While more functional than a normal truck, these armoured vehicles are engineered to meet specific purposes. Asian Trucker takes a look at the Oshkosh HEMTT A4, where HEMTT stands for Heavy Expanded Mobility Tactical Truck.

## **Uping Durability and Flexibility**

The HEMTT A4 cargo truck is extremely durable and reliable. It has the power to traverse even the most treacherous environments and the capacity to carry supplies, equipment or ammunition wherever it needs to be to support mission success.

An on-board crane with a 4,500lb (2041kg) load capacity can load and unload the heaviest loads, and an anti-lock braking system, traction control and air-ride suspension provide for easier negotiation over any type of terrain. The large cab provides adequate space for the crew and is climate controlled to help assure occupant comfort and mission readiness.

What stands out immediately is the high clearance which is necessary in rough terrain. This is achieved by moving the engine behind the cab and on top of the chassis, rather than having it in front or under the cab. What may surprise some is the fact that the truck has four point safety belts. But, as one can imagine, if you are under fire and going through rough terrain, the last thing you need is to be thrown around the cab when you hit a bump.

## **Extreme mobility**

The HEMTT A4 is distinguished by extreme mobility compared to standard 5-ton trucks, thanks to its large number of wheels and turbo-charged engine, combined with all-wheel drive and very large, low-pressure tires.

Though far less publicized than the Humvee, it has been extremely important in transporting logistics behind quick-moving forces based on the M1 Abrams tank. Having proved itself as a key workhorse of the US heavy tactical wheeled vehicle fleet, about 13,000 HEMTT vehicles are in service today. Being featured in "The Dark Knight Rises" may help this versatile truck gain fame.

## **Load them up!**

The HEMTT Load Handling System (LHS) consists of a standard HEMTT (M977/M978 or M985 chassis) prime mover (8 x 8 foot configuration) equipped with an integral load-handling system providing self-load/unload capability and capable of transporting an 11-ton payload.

The LHS carries equipment/ammunition/supply loads on demountable "flatrack" cargo beds and is able to tow an 11-ton payload trailer also capable of carrying flatracks. The containerized roll-in/out platform (CROP), an A-frame type flatrack that fits inside a 20-foot International Standards Organization container, gives the HEMTT LHS added cargo carrying capability. Flatracks and CROPs are interchangeable between the HEMTT LHS and the Palletized Load System.

The FMTV A1 series includes a 1999 Environmental Protection Agency-certified engine, upgraded transmission, electronic data bus, an anti-lock brake system and interactive electronic technical manuals.

## Technical Data of the HEMTT - A4

500 horsepower Caterpillar® C15 engine offers.....	Anti-lock braking system
55 more horsepower than its predecessor .....	Major changes and additions to the cab offer
21,561 pound (9780 kg) payload capacity.....	greater comfort and safety:
On-board crane with 4,500 pound (2041 kg) load ...	L TAS B-kit ready
capacity.....	Integrated attachments for armor
Large, climate-controlled, armor-ready cab.....	Integrated under cab protection
Optional 20,000 pound (9072 kg) self-recovery .....	Integrated mounting for GPK and machine gun
winch .....	mount
Heavy-duty cab mounts .....	Fording: 48 in. (1219 mm)
Common cab with PL S A1 .....	Air Transportability: C-130 and C-141
Air conditioning .....	Engine: Caterpillar® C15, 500 hp 15.2 L
Cab Seating: 2 person air-ride seats.....	2004 EPA compliant
4-point safety belts.....	Transmission: Allison® 4500 SP/5-speed automatic
Axle Configuration: 8x8 .....	Transfer Case: Oshkosh® enhanced 55000 Series
Curb Weight: 41,762 lbs. (18943 kg).....	Axles: Front – Oshkosh 46K
Gross Vehicle Weight Rating (GVWR): .....	Rear – Dana® DS480
64,000 lbs. (29030 kg) .....	Suspension: Air ride with four height control
With armor – 72,500 lbs. (32885 kg).....	valves
Gross Combined Weight Rating (GCWR):.....	Front – Holland ADS-240
109,000 lbs. (49442 kg) .....	Rear – Holland AD-246
Length: 409 in. (10389 mm).....	Electrical System: 24V start • 260A, 24V alternator
Width: 96 in. (2438 mm) .....	(2) 12V/15A & (1) 24V/15A accessory in cab
Height (over spare tire): 118 in. (2997 mm).....	Brakes: Drum type • air actuated S-Cam •
Track: 79 in. (2007 mm).....	ABS/ATC
Wheelbase: 210 in. (5334 mm).....	Steering: Power assist • front tandem
Maximum Speed: 62 mph (100 km/h) .....	Lighting: LED lights on all sides • LED black-out
Tires: 16.00 R20 XZL Michelin tubeless.....	drive light
Number of Tires: 8 + 1 spare .....	Self-Recovery Winch: 20,000 lbs. (9072 kg)
Fuel Capacity: 155 gal. (587 L).....	optional
Cruising Range: 300 mi. (483 km) cross country .....	Crane: Grove 2,500 lbs. (1134 kg) at 19 ft. (5.8 m)

## In Demand

On March 18, 2010 Oshkosh Defense received a delivery order from the U.S. Army TACOM Life Cycle Management Command (TACOM LCMC) to supply more than 40 next-generation Heavy Expanded Mobility Tactical Trucks (HEMTT) to the United Arab Emirates

The delivery order, valued at \$11.9 million, is part of the UAE's Patriot Advanced Capability (PAC)-3 missile systems purchase approved by the U.S. Congress. The HEMTT variants included in this contract are the Patriot tractor, wrecker and guided missile transporter.

## Oshkosh Defence

Oshkosh Defense, a division of Oshkosh Corporation, is an industry-leading global designer and manufacturer of tactical military trucks and armored wheeled vehicles, delivering a full product line of conventional and hybrid vehicles, advanced armor options, proprietary suspensions and vehicles with payloads that can exceed 70 tons.



# Tyre Maintenance Results in Higher Safety, Lower Costs

***Tyre inspection and maintenance is crucial to the safe operation of vehicles and lowering business costs.***

Do you regularly service and maintain your trucks and buses? Do you change the oil, check the brakes and gear oil levels, make clutch adjustments, measurement of brake pads and alignment and balancing of your vehicles? This thorough care and maintenance is done to prolong the safety and life cycle of your fleet. However, a rather important safety aspect of your vehicle maintenance is often not carried out by owners or drivers.

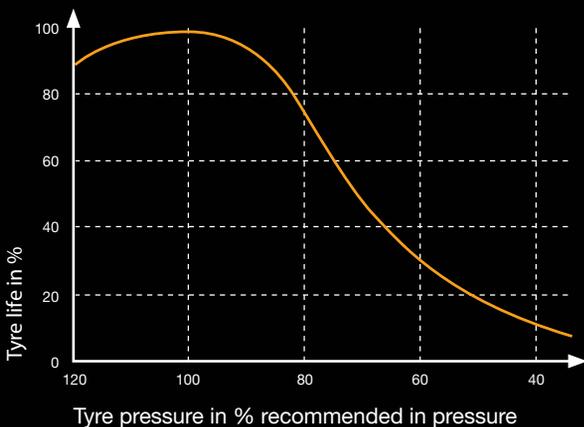
## **Tyre Maintenance**

Tyre maintenance is a key factor for safe operations and lowering operating costs. Many trucking professionals are still not aware of the benefits and safety of proper tyre maintenance. The prerequisite for successful maintenance and care is the correct choice of tyre, which can be recommended by Continental professionals. The important areas that will be discussed are inflation, fitment of tyre and wheel on to vehicle, repair, tread depth and storage.

One of the most important causes of excessive irregular tyre wear and damage is incorrect tyre pressure. Proper inflation pressure is essential for achieving maximum performance and mileage and decreasing rolling resistance.

## **Underinflation**

Underinflation leads to increased flexing which makes the tyre overheat and may cause tyre failure, which is a safety hazard.



According to Lee Ah Khong, Continental's Customer Service Manager Malaysia, "In a tyre pressure survey done, more than 40 percent of tyres were found to be underinflated. We also found that 40 percent of the inner tyre wheel position on the dual axle could not be checked due to missing valve extensions or misaligned wheel positions, which are the cause of the majority of tyre complaints. Poor pressure maintenance leads to irregular wear, consequently losing valuable tyre life and a deterrent to safety."

Service instructions are produced by vehicle manufacturers and at Continental, technical documentation about correct and safe tyre pressure is provided. Therefore, it is advisable that tyre pressure be checked every two weeks and at least once monthly, when the tyre is cold for safety reasons.

## **Check the Spare**

Spare tyres must also be checked. When checking tyre pressure be sure to conduct a visual inspection for external damage, e.g. by embedded nails or screws. Lee Ah Khong noted that another common finding in the survey was the high percentage of non-usage of valve caps that protect the valve to ensure it is in a good condition for accuracy of pressure readings during checks. Missing valve caps and leaking valves should be replaced immediately.

## **Tyre Fitment**

Fitting the tyre must also be given particular care. Right-sized rust-free rims that are not damaged or show any signs of wear and tear should be used for safety reasons. New rubber tubeless valves or new inner tubes and flaps on new tyres are recommended.

When fitting the tyre, do not exceed 150 percent of the maximum standard inflation pressure. Under no circumstances must 145 psi be exceeded. Sometimes, the correct fitting tools and equipment are not used. This also should be taken into account.

When your vehicle is sent for servicing, vehicle axle data such as toe-in, king pin inclination, castor and axle alignment, must be regularly checked and adjusted to within tolerances, after which the wheel should be fitted. Centering of the axle hub must be ensured. Next, the valves must be checked to move freely and be easily accessible while valve extensions are vital for dual tyres. Another important criterion is to have the same type of tyres e.g. radial tyres that will guarantee optimum driving characteristics and maximum safe driving stability.



### Tread Depth

Sometimes, tyres are over-used and worn out so the belt is exposed, which could lead to serious tyre damage and pose potential risks. Therefore, tread grooves, or sipes, are featured on tyres around their entire circumference and over the whole width of the tread area to check the tread depth.

“In Malaysia, truck tyres generally have a tread depth of at least 1.6 mm. In China it is 2.2 mm. The depth depends on the law in each country,” states Floriano Mota, from Continental’s R&D Asia-Pacific. The depth of the tread pattern is to be measured in the grooves or sipes.

On tyres with wear indicators (TWI=Tread Wear Indicators), the tread depth should be measured in the grooves where the wear indicators are located. Wear indicators on commercial vehicle tyres are bridge-like protrusions (raised rubber) 1.6mm high, which show whether the tyre has reached the wear limit. The tread depth should therefore never be measured on the wear indicators, but next to them. Frequent inspection should be done for tread depth to avoid any of the consequences mentioned earlier.

### Tyre Repair

Tyre damage generally starts on the outer rubber. However, this superficial damage can eventually extend down to, or into, the tyre’s reinforcing materials (casing/belt), which is a safety risk. Therefore the tyre should be taken to a specialist for assessment as soon as any external damage is detected.

Damage to the casing or belt, due to a nail puncture or a deep cut for instance, is particularly dangerous and a safety hazard because dirt and moisture may penetrate during the time between when the damage occurred and when it was detected and could result in more serious damage. Inflation pressure will be lost slowly. When the tyre is driven underinflated it is subjected to excessive strain.

All these factors can render a tire irreparable and unsafe by the time the damage is discovered. If repair is attempted, even by a tyre service specialist, it is possible that tyre failure can still occur as a result of an overstrained area other than that originally damaged. This is why each tyre must be carefully inspected by a tyre expert before it is repaired. Only a specially trained person can decide whether it is possible to repair the tyre and whether the tyre will be capable of delivering safe performance after the repair.

### Storing Tyres

How do you store your tyres? Do you place them in an open sun-lit backyard, stacked on top of one another? Do you know that tyres age more quickly if exposed to direct sunlight or heat? Tyres should be stored in cool, dry, dark and moderately ventilated rooms. Tyres which are not fitted on rims should be stored standing up. Avoid contact with fuel, lubricants, solvents and chemicals.

Tyre maintenance is crucial to the safety of operating any vehicle. Inspection and maintenance must be adhered to regularly for important safety concerns and lowering driving costs. It has become a mandatory safety precaution and economical solution for business.

Visit or call your nearest Continental office for professional advice and recommendations for tyre maintenance.





# Hino Motors Takes the Showroom to the Customer

*Thought not quiet like the Convoy of the 1980's movie, it was an impressive group of vehicles that visited strategic locations along peninsular Malaysia's East Coast as, instead of asking customers to make a long trip to the showroom, Hino took a mobile showcase to the customer.*

**H**ino's tour along peninsular Malaysia's east coast stopped at every Authorized Dealers in the region. The stopovers were planned and scheduled at key and important areas in all major towns in Kelantan, Terengganu and Pahang.

## A Sunny Beginning

It was an impressive sight to see the convoy make it's way to the northern parts of Malaysia. Leaving Kuala Lumpur on a sunny Thursday morning at 7:00am, the convoy used scenic truck roads to get to Alor Star for the first event on Friday morning.

Sandwaged between a spotter car at the front and the "Sweeper car" at the back were two Hino 300 Series trucks with automatic gearboxes, A Hino 700 prime mover, a Pro-Care truck and another two Hino 300 trucks with open beds to showcase a wide range of applications. People stopped as the convoy made its way through their small towns. Stopping at a petrol station always caused a stir as all of a sudden all pumps were occupied and the stations turned into Hino showrooms with many of the trucks on "live-display".

## Increasing Awareness

The main objective of this event was to improve the awareness of the Hino brand and to promote the newly launched HINO 300 series as well as other models in the Hino portfolio. Hino is focused on increasing its presence and level of awareness in Malaysian and also increase its market share. During this roadshow, Hino was also showcasing its model ranges to provide the market with more options and solutions to their logistical needs and requirements.

Making its way south, the convoy spent a full day in Penang where the first visit of the morning was to AWS Jaya Motors Sdn Bhd. Having been a Hino dealer for over 30 years, the company's main branch is a 3S dealer. AWS Jaya Motors is also a parts sub-distributor. They run six parts kiosks where customers can pick up their spare parts without going a long way to the main outlet. The dealership is significant in the sense that it is the first air-conditioned service center, offering clients an unusual, but much appreciated, welcome.

## Significant Sales

In recent years, AWS Jaya Motors has





rang up about 10 percent of the total sales of Hino vehicles in Malaysia and their spare parts sales alone chocks up around 400,000 RM per month.

"The 700 Series," says Executive Director Andrew Chong, "now becomes very interesting for our market. With the air-suspension, this model is a great vehicle for electronics manufacturers that need shock free transportation."

### Free Inspection

In addition, the convoy ran the Hino Procure for all Hino truck owners by offering Free Inspection at selected locations. This exercise further highlights Hino's commitment to After Sales and further improving relationships with all Hino customers. The HINO Convoy showcased possible vehicle upgrades (trade-ins) that are aimed at driving more referrals to Hino Dealers. All dealers in the region have been factored into the activities.

By visiting all of them, Hino was able to closely understand their operations first-hand, identify areas for Kaizen and, more importantly, gain a higher brand trust and commitment from the dealers towards its branding exercise.

### Better in Butterworth

Recently opened PM Trucks Sdn Bhd, just south of Butterworth, was another stop in the area. Mr. Lim, who runs this 1S shop, has a great deal of confidence in Hino. "I have been in the automotive industry for 35 years," he says, "and I've chosen Hino to represent as I believe in the strong brand they have built in Malaysia." According to Lim, having a good product is important, but having reliable after sales service is another thing altogether. Currently, he has three staff and he is planning to expand.

Hino has introduced its "Free Service Program (FSP)" for all Hino LCV customers. FSP is Hino's high commitment to providing best After-Sales care for all HINO LCV trucks that are sold and registered from November 2010 onwards. This is a free service campaign with zero cost to customers. All the customer needs to do is send their vehicles to any Hino authorized service dealers for the three services (5,000km, 15,000km and 25,000km). The free services offer parts, lubricants and labor.

Hino is proud to be the leader by providing a market first 36-month

/100,000 km manufacturer warranty for all LCV / 300 Series Models. This is conducted to reflect Hino's confidence in its products.

### A First in Malaysia

Today, the HINO brand is widely respected as the leading manufacturer of quality commercial vehicles, ranging from Light to Heavy Duty Trucks, Buses and Engines. Established in 1977, Hino Motors Malaysia (HMML) was the first company in Malaysia to assemble Japanese-built diesel engine trucks on a commercial scale.

The company's philosophy is to continuously improve customer trust and confidence. This is conducted by developing world-leading logistics solutions, by focusing its priorities on manufacturing vehicles with strong DNA focus on safety, quality, reliability, durability and Environmental Friendly vehicles. These are values shared, as Hino is a Group of Toyota (Japan).

Hino has already indicated that another convoy will soon be going to the southern part of Malaysia, replicating the success of their travels in the north east.

# ZF Reels in New Orders for More Than 2000 Buses in Turkey



Priority for the modern UPTN: In Istanbul and other Turkish metropolises, more and more city buses feature ZF's innovative driveline and chassis technology.

**(Friedrichshafen Germany)** When updating their vehicle fleets, Turkish transport authorities are increasingly building on ZF Friedrichshafen AG. They have ordered driveline and chassis technology for a total of 2,043 new city buses that will run in Istanbul, Ankara, Izmir, Gaziantep, Konya, and Erzurum. The buses will feature the economical ZFEcoLife automatic transmission, independent suspensions, low floor axles, and dampers, as well as steering systems from ZF Lenksysteme.



Since the ZF-EcoLife always keeps the engine in a low speed range and shifts up early, fuel consumption is reduced by up to ten percent. At bus stops, buses with this kind of transmission are perceived to be significantly quieter.

## An Increasingly Important Market

The consistent extension of the urban public transport network (UPTN) in the growing metropolises and the changeover to modern low-floor fleets are making the Turkish bus market increasingly important for ZF: Already today, the company is the leading provider of transmissions and chassis systems for buses with more than 12 meters length in Turkey – with the market share amounting to around 80 percent. ZF has now received new major orders from seven different transport authorities in six cities, for a total of 2,043 city buses.

Rolf Lutz, Member of the Board of Management responsible for the Commercial Vehicle Technology division says, "There are numerous reasons for the increasing demand for our

broad driveline and chassis technology portfolio. Our products are innovative and reliable, so they contribute considerably to reducing the vehicles' life-cycle-cost and increasing passenger comfort at the same time. In addition, we boast a dense service network in the whole country which means that we can quickly and effectively support the transport authorities."

## Economical, silent, and with a level vehicle floor

ZF-EcoLife, the 6-speed automatic transmission is used in approximately 1,108 new solo or articulated buses made by Karsan, Mercedes-Benz Türk, Temsa, and Solaris. The transport authorities, IETT in Istanbul, Ego in Ankara, and Eshot in Izmir, have placed their orders – based on decisive advantages. With the interaction of modern

hardware and intelligent software, the ZF-EcoLife reduces the engine speed in buses in all operating conditions. Thus, the standard TopoDyn Life shifting programme ensures that the automatic transmission shifts up as early as possible depending on the topography and the load condition of the bus.

In total, the vehicles use up to ten percent less fuel. At the same time, the noise level is noticeably lower – good for people who live near bus stops, pedestrians waiting at bus stops, and finally, the passengers.

## More Advantages

The ZF city bus retarder comes with additional advantages. This integrated transmission brake can take over up to 90 percent of braking actions in everyday commercial vehicle operation and thus preserves the service brakes.

All 2,043 city buses for the seven Turkish transport authorities also feature low-floor rear axles from ZF. The AV 132 drive axle – supplemented by the AVN 132 tag axle – allows for the very same floor height throughout the vehicle. The axles always offer maximum safety and passenger comfort – and were partly ordered with dampers from ZF.

A major share of these city buses is also equipped with the modern front independent suspension RL 75 EC from ZF. In a total of 878 vehicles, steering technology from ZF Lenksysteme GmbH allows for more precise steering.



The RL 75 EC low-floor independent suspension from ZF improves vehicle handling and increases comfort.

## About ZF

ZF is a leading worldwide automotive supplier for Driveline and Chassis Technology with 121 production companies in 27 countries. In 2011, the Group achieved a sales figure of about EUR 15.5 billion with more than 72,000 employees.



***ZF telematics solution has been tested and is now being used by Hong Kong's largest bus company, with many new developments to come.***

## ZF's Openmatics Premiere in Asia

The Kowloon Motor Bus Company (1933) Limited (KMB) of Hong Kong has ordered 50 units of automotive supplier ZF's open, manufacturer-independent system. This order is the first for ZF of its telematics platform Openmatics in Asia.

### **An Innovative System**

State-of-the-art software and hardware, many possible extensions due to the app concept, suitable for city buses from different manufacturers, and the proven competence of the ZF team: These were the main reasons why KMB opted for Openmatics. The innovative telematics system consists of an on-board unit for every vehicle and a central, web-based portal that communicate with each other. To start with, KMB uses three specific Openmatics applications that bring decisive advantages for fleet operators in the Asian metropolis.

By means of a driver feedback system, the "Driver Feedback" app immediately points out unwanted driving modes – like, for instance, when exceeding speed limits, over-revving the engine, long idle times with the engine running, or aggressive accelerating and sudden braking. With this app, the driver can constantly check his driving style and correct it, resulting in smoother driving. This not only increases passenger comfort but also prevents accidents.

Furthermore, "Driver Feedback" reduces fuel consumption and considerably decreases maintenance costs.

### **More Innovations in Test**

At the moment a further application, which will improve passenger information, is being tested. The app will constantly send the current GPS data of the city bus to the central, automatic bus stop announcement system. Based on this information, the system decides exactly whether to make an announcement, where and when.

Using the customized "KMB Raw Data" application, the public transportation authority can record digital data every second, such as vehicle, driver, and environment; this data can then be used for assessment and archiving. In the near future, joint development teams

of KMB and ZF will develop numerous further apps.

### **Everyday Use**

The system has been tested in six vehicles for about one year, and soon, the KMB fleet will be using Openmatics in everyday operation. Employees of ZF Hong Kong were involved in testing right from the beginning – and are still available to support KMB. They are, among other things, responsible for installing the 50 on-board units and serve as direct on-site service partners.

The telematics platform Openmatics is the result of a strategic alliance between the ZF Group and the Intel Corporation. Since the system can be used in city buses from all manufacturers, it is especially useful for mixed fleets with buses from various manufacturers.



# Bus Drivers – Big City Pilots

***Rainer Thiel takes a look at the importance of the bus driver and the skills required to do a demanding job that most often goes unrecognized.***



Rainer Thiel

To be a bus driver in mass transit may seem easy to some, but there is more to it than one might guess. On the one hand, these professionals have to cope with challenging requirements on a daily basis. On the other, they don't get much public credit for doing so. Because, considered superficially, it's 'just' driving a bus. And it can hardly be called 'special' to drive around a few people, getting them off and on as required. Everyone knows that driving a car is not especially difficult, millions do it every day.

## **Driver Responsibilities**

Sometimes people do not know the whole story. Line traffic bus driving means taking a great number of passengers, young and old, reliably, safely and punctually to their destination, regardless of the traffic and other unforeseeable events.

Bus drivers have a lonely job, despite the high passenger count. It's a job where one has to cope with many different and difficult situations. The driver is responsible for the health and safety for up to 100 passengers in regular buses, and roughly 180 passengers in articulated buses – equal to the number of passengers in short and medium-range aircrafts.

## **High Reliability**

It may come as a surprise that buses are amongst the most reliable vehicles in terms of traffic safety with their number of traffic accidents amounting to a stunning one percent. This can only be achieved by sound cooperation between bus technology, network organisation and well-trained and educated drivers.

In a seven to eight hour working day drivers are required to be constantly

vigilant. They have to endure the monotony of nothing happening, but need to react in a split-second, should an unforeseen event occur.

The ceaseless exposure to mostly visual information, evoked by rapidly changing traffic situations, places a heavy burden on bus drivers. The burden of responsibility, not only for the safety of passengers, but the technical equipment as well, often leads to psychological stress. Thus, a career as a bus driver in public transport can be considered as a risk-group. Drivers often show symptoms such as cardiovascular disease or problems in the locomotive system as a result of sitting for extended periods.

## **Safety**

The results of a German insurance agency survey, which analysed over 200 traffic accidents with buses with damage value of over 15 000 Euro, showed how important the perfect coordination between bus technology, network organisations and the bus drivers is.

The survey confirmed that buses are one of the safest means of transport. Still, accidents that were the result of colliding with a truck saw 30 percent of the passengers seriously hurt or die. In car-collisions this was only six percent. In 20 percent of all bus accidents, pedestrians, cyclists and motorcyclists were involved.

## **Non Crash Events**

In 33 percent of accidents there was no actual crash. Passengers were often hurt because of sudden driving maneuvers, like braking or evading, but also while entering or leaving the bus. These 'Non Crash Events' are a public transport phenomenon. Seventy-three percent of them occur while being in a

bus, of that 47 percent happen during braking maneuvers, 33 percent while accelerating and 20 percent while swerving. Particularly serious is that the risk of serious injury is three times higher in a 'Non Crash Event' as in a regular crash.

Research into 'Standing safely' in public buses show that especially older passengers exhibit a lesser degree of reactivity and retentive capacity, often due to their lower bodily endurance. For them, standing safely while grabbing a handle is possible up to acceleration of 3m/s<sup>2</sup>. This value is 70 percent higher for younger passengers.

To mitigate this, experienced and careful drivers are chosen to work in public transport. Neither the hectic city traffic nor the unpredictability of passengers should rattle them. Especially coping with different types of passengers, be it the very young, the very old, or even the disabled, requires tact.

## **Recognition Deserved**

Bus drivers deserve recognition for their accomplishments. Accident statistics serve as impressive proof of the quality work they do. There is still room for improvement. Comfort and security require one thing above all else: Skill with the accelerator and brakes.

What does the perfect archetype for this job look like? He or she is technically experienced, keeps a cool head in sticky situations, and is responsible, fit and mentally prepared for every possible challenge, customer oriented and friendly.

The conclusion? The human contribution to traffic safety calls for ambitious quality arrangements, permanent training courses and prompt clarification on the latest events on a high level.

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