

WELCOME back to YORK

We are delighted to bring you the 3rd edition of York Talk.

The global recession ended in September 2009, and since that time we have seen a gradual recovery in our business in most markets.

There have been a number of positive developments in the company, positioning us well for growth to come.

We have started axle manufacturing in Jamshedpur, India, and have set up York Shanghai for axle manufacturing in China.

New products have been developed; the MFL axle, the 25T suspension and the Tecair Z air suspension.

We are upgrading our IT systems and have inaugurated an Application and Service Department.

We hope you will find this issue of York Talk useful and informative - your feedback is always welcome!

YORK CHARTS NEW PATH AT ITTES MELBOURNE SHOW

Heavy Duty Off - Road Products Wow Visitors

YORK chose to blaze a different trail at the 2010 ITTES Show in Melbourne, Australia. This year we did away with traditional highway specification, going instead with heavy duty off-road products such as the all new 25 tonne mechanical suspension. This was set up in an over slung, quad axle configuration and its sheer size drew attention from a distance. Our exhibit was once again in the Grand Pavilion where the open floor plan allows for good display set up, ease of access and free flowing display access for visitors. The eye-catching 25 tonne suspension was complimented by the little R08 axle display which is the mainstay of trailer manufacturers such as Drake Trailers under their multi axle configurations. Further to this was our Argonaut HD product - not a high seller in the Australian market but a niche product for bogie axle configurations and when extreme axle travel is required in conditions that are less than favourable.

We also showed our MFL axles - these are fast becoming popular not just in the Australian market but also further afield in operating conditions that are less than ideal, and when trailers are a long way from home and where maintenance facilities are not just around the corner should something go wrong unexpectedly. The new Z spring variant of the already popular Tecair 1 and 2 was also on display; we expect that when this comes on line it will give us access into the dry bulk, liquid, tank and refrigerated trailer sectors currently dominated by competitor products.

Overall, the ITTES Show yet again drew good numbers of exhibitors and visitors from across the country and around the world. It is now recognised as the largest and most significant dedicated display of trucks, trailers and ancillary equipment in the Southern hemisphere. Interest is expected to grow further in the years ahead, especially as the traditionally strong Brisbane Show, held in the alternate years to Melbourne, will be relocated away from its long term site.



The Show was a definite success for YORK, with our contingent of international visitors from South Africa, India, Singapore and China getting a taste of what's happening and available down under.

STRATEGY MEET SETS THE STAGE FOR PROGRESS

The York Strategy and Annual Business Plan Meeting 2010/11 was held at the Copthorne Orchid Hotel in Singapore on February 25th to 27th. Sales teams from South Africa, Australia,



Thailand, UK, India and China participated, sharing their best sales & management practices with the Singapore corporate office.

The agenda was to review the Group's progress towards our long term goals, review our strategy and refine the details of our annual Business Plan for 2010/11. The meetings, chaired by CEO, Mr. PV Balasubramaniam and CFO, Mr. Ng Poh Beng, were highly interactive and informative for all participants, resulting in the alignment of the Group's sales & marketing strategy and producing important synergies from the participants' interactions.

Various functions from the Singapore regional office such as Purchasing & Materials Planning, Service Applications, Engineering, Systems Overview and Integration shared their practices during the Meet, enabling a better understanding of work processes in the organization.

We also benefitted from the contribution of Mr. Jeu Nam, a motivational speaker, who engaged the participants in management exercises and recharged everyone's commitment to the Group's vision and mission

From left

Mr. Fei Ying Hui (Engineering Manager, York Singapore), Ms Faifun (Assistant Sales Manager, York Thailand), Ms Linda Ong (Purchasing Manager, York Singapore)

Mr. Tan K K (Financial Controller, Baker Technology), Mr. Edmond Chin (QA Manager, York Singapore), Ms Doris Lie (Executive Secretary to CEO, York Singapore)

Mr. PV Balasubramaniam (CEO, York Singapore), Mr. Mark Boon (General Manager, York Australia), Dr. Benety Chang (CEO, Baker Technology), Mr. Tony Patridge (York UK office, Middle East Market), Mr. Sudhir Deoras (Director, TRF Limited), Mr. Ng Poh Beng (Chief Financial Officer, York Singapore), Mr. Willem Brits (Sales Manager, York South Africa)

Mr. Anthony Sabastian Aurol (Director, Baker Technology)

Mr. Ashok Vedanayagam (Assistant Business Development Manager for Middle East Market, York Singapore), Mr. Vijayakumar Venkatagirisasastrigal (Chief Engineer, York Singapore)

Mr. GS Chatterjee (Chief Operating Officer, York India), Mr. Pankaj Shenoy (Sales Manager, York India), Mr. David Carroll (National Fleet & Service Manager, York Australia), Mr. Ng Zee Khan (Operations Manager, York Singapore), Mr. Anthony Low (Senior Operations Manager, York Singapore), Mr. Charles Yang (Country Manager, York China)

Mr. Justin Chan (Finance Manager, York Singapore), Mr. Sam Koh (Sales Manager for Asia Market, York Singapore), Mr. JVN Rao (Country Manager, York India), Mr. V. Vijayakumar (Engineering Manager, York India), Mr. Melvin Low (Sales and Marketing Manager for Indonesia/ Asia Market, York Singapore)

Present at the Sales Meet but not in photo:- Mr. Tan Yang Guan (Director, Baker Technology)

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ON SAFARI IN KENYA WITH YORK

CMC Engineering in Nairobi has enjoyed a long association with York, having built trailers with York axles and suspensions for more than 40 years. However, as part of the CMC Motors group, they are also involved in the building of many types of bodywork onto rigid chassis.

In the last year or so, CMC have started carrying out truck conversions, in particular converting the Nissan CB46 4 X 2 chassis into a 6 x 2 chassis by way of adding a tag axle. For this, they use York's 12 ton axle fitted onto the well proven York 11t capacity air suspension model TA1/11 with a 400mm ride height and with axle lift. The converted chassis is shown below left.

Of course, this is only part of the conversion. After having the tag axle added, the chassis then goes on to have a superb deluxe bus body fitted; a typical bus is shown below right. So, if you find yourself on a Nissan deluxe bus whilst touring Kenya, the chances are it is a CMC conversion with York axles!



ECONOMY RECOVERING AS FOOTBALL FEVER GRIPS SOUTH AFRICA

With the South African economy looking at a gradual improvement since bottoming out around October 2009, sentiment from the industry is that 2010 will definitely be a better year. However, the country's whole business scene is sure to be adversely affected during this year's FIFA Football World Cup tournament, which will take place in South Africa during June and July. The eyes of the world will be on South Africa, but business will take a back seat for six weeks!

After long and intense negotiations, York South Africa managed to secure one of South Africa's major and most reputable trailer manufacturers as a customer. We continue to negotiate with them and they are ordering more products from the York range as they gain confidence in our quality and reliability.

Another specific trailer manufacturer, specialising in low bed trailers, is also testing our axles on some of their low bed applications. If successful, this will result in a continuing and broader demand for York products.

Beyond South Africa, we are pleased to report that our business with customers in Kenya, Zimbabwe, and Malawi is also increasing with every quarter.



YORK DEBUTS STRONGLY AT NEW DELHI AUTO EXPO

Visitors impressed by York's products and solutions

York participated for the first time this year in India's AUTO EXPO, the largest comprehensive automotive show in Asia. Held in New Delhi every two years, this year's event - AUTO EXPO 2010 – was the tenth in the series and took place from January 5th to 11th at Pragati Maidan, New Delhi. The theme was "Mobility for All", with the emphasis on safe & environmentally friendly fuels and vehicles, design & engineering.



AUTO EXPO 2010 featured 2100 exhibitors spread over an area of 125,000 sq m in 16 permanent halls, 20 hangars and an outdoor display area. Participants included leading OEMs and suppliers from the Indian automotive industry as well as from many countries in Asia and Europe. YORK's outdoor stand of 99 sq.m was inaugurated by Dr. J J Irani, Director of Tata Sons Ltd and Chairman of TRF Ltd, the parent company of York Group. Mr. Ramesh Gupta, COO, TILDLT, Pune also graced the occasion. The stand was managed by Mr. J. V. Narasimha Rao, Country Manager for Sales and Service, York India, supported by Mr P. V. Balasubramaniam,

Director and CEO, York Transport Asia, and a full team from York India and Singapore who showcased our products and interacted with visitors.

The York stand, with 15 products on display, attracted more than 300 visitors, including many important end users, fabricators, competitors, component suppliers, OEMs and the trade media. All of them appreciated the YORK product range on display and indicated that YORK's presence makes a positive difference to the industry.

According to Mr Balasubramaniam: "Our products raised a lot of interest among OEMs and fleet owners in India, as they had not been aware of the full range of products available in the industry. They were pleased to learn that such products are available from York."

The York team briefed booth visitors on the advantages of using different products for specific applications, pointing out that the selection of products is extremely important to get the maximum benefit.

"The Indian industry had a very limited and standard product range," says Mr Balasubramaniam, "whereas York is now able to offer several options such as underslung and overslung suspensions, mechanical and air suspensions, bogie suspensions, axles of different track lengths and different weight rating from 12 to 18 Tonnes."

Summing up York's participation in AUTO EXPO, Mr Rao said: "It was definitely beneficial for YORK to be part of this important Show. We were able to demonstrate the superiority of our product range and we are hopeful that new business will result from our participation."



VIETNAM MARKET RECOGNIZES YORK QUALITY

Vietnam is classified as an emerging market, in the second tier following the rise of India and China.

To improve the economy of the country and the people's standard of living, many government rules and regulations have changed drastically over the past few years. This involved reforming national policies, setting up infrastructure for sea, road and air communications, upgrading education standard and so forth.

As a result of these new policies, more foreign brand goods are flooding into the country. The Vietnamese are able to experience what other countries are enjoying and this helps them to understand the importance of buying genuine goods for their quality and reliability. Besides, a whole new class of local entrepreneurs is establishing itself strongly in various industries, in partnership with foreign investors.

The local transport sector is no exception to these dramatic and welcome changes. Prior to its recent rapid development, Vietnam depended for many years on imported used trailers and spares for the local transport sector, but the new recognition of the value of genuine, high quality products has enabled York to successfully penetrate the market for 13 ton axles. During 2009, York achieved sales of more than 600 axles through our partnership with Tan Thanh Mechanic and Trading Corp

"The major reason for this success has been our ability, working with York, to segment the market and identify those end users who prefer to specify quality axles and associate the York name with this premium sector," says Mr Giap, General Manager of Tan Thanh.

Tan Thanh Container Corp is one of Vietnam's leading trailer manufacturers.

Founded in 1996, the company is headquartered in 4 Quarter, Truong Son Street, Linh Trung Ward, Thu Duc District, Ho Chi Minh City. The company is currently staffed with more than 500 experienced managers, engineers and highly-skilled workers.

The company has established branch offices at several crucial locations throughout the country, including Ho Chi Minh City and Hai Phong.

Tan Thanh's business philosophy is "Top Quality". It is committed to constant improvement of production systems, sales, and service as well as to satisfying all customers' requirements.

All manufacturing, sales, service and management processes strictly comply with international Quality Control Systems (ISO 9001 2000 and IICL) as well as the company's internal Quality Control System.



Tan Thanh's Trailer with York 13 ton axles



Tan Thanh's Trailer manufacturing plant in Ho Chi Minh City

YORK SCORES BIG WITH FOCAL (MALAYSIA)

On October 13 2009 Focal Manufacturing launched its B-double. York has been working with Focal Manufacturing Sdn Bhd (Malaysia) since the 1990s, and recently supplied several air suspension units for their projects in Thailand and Malaysia.

Focal's particular strength is their aluminum fuel tank.

York scored a major win with Focal when they manufactured 15 sets of Wing Trailer using York axles and mechanical suspensions with aluminum wheels.

This takes pride of place in Focal's production line -up because Wing Trailers are rare in Malaysia and the Focal product is the only Wing Trailer in the country using aluminum wheels. Details can be found at www.focaltank.com



YORK SUSPENSIONS HARD AT WORK IN COAL MINING



Side Door Tipper SDT -85 built by PT United Tractors Pandu Engineering (www.patria.in)

This Side Door Tipper, with a capacity of 85CuM, is the biggest long haulage single-trailer in Indonesia. It uses York 17.5 ton axles with YTE90 mechanical suspension, complete with a centralized grease system.

PT United Tractors specializes in building equipment for coal mining and is a major YORK customer. Their largest trailer is the SDT 85 which, like the majority of their product range, uses York components for the axles and mechanical suspensions.

SERVICE IN THE FRONT LINE

YORK introduces new Warranty Policy and Procedures

Warranty Registrations and Service procedures are vital to all York/YTE companies. In order to improve our service level, the next few months will see YORK implement a new Warranty process designed to ensure customer satisfaction with all York Products.

Over the years we have gained invaluable experience in the trailer industry and are able to provide a top quality service to the trucking industry. Our experience is at your disposal at all times. We at York are starting a new process of network warranty registration of our products that can cater for your needs to ensure better service and after sales service network and warranty registration process. Warranty claims will be handled in a more professional way to ensure quality and fast service.

We are aware of the fact that the discerning customer demands quality. To meet this demand, we now will assist our customers with the capability to do warranty registration online. The customer will also be able to download Installation instructions, spare parts manuals and service manuals from our website : www.yorktransport.com.

Service Centres

Authorised Service Centres will be appointed in the next 3 months in all YORK's countries of operation.

- Service to customers is to be carried out by authorised service centres/workshops/garages as appointed by each country/region.
- Service on all our products is to be carried out according to laid-down procedures in our service maintenance manuals. These manuals will be distributed to all trailer manufactures and end users who use York equipment.
- Our Service and Installation Manuals will be available in the next 3 months on the Website to ensure all products have been correctly installed by all Manufacturers and End Users.
- Service Cards will be introduced to Authorised Service Centres and need to be completed after the first service has been carried out at 5000 Km.

The process detailed above will ensure that York Equipment has been checked and will help keep warranty claims to a minimum.