

York wishes
all its readers

*Happy New
Year 2017*

- Partnerships with Au-Kasinee and Sang-Arun Logistics Thailand



- YORK TIRE INFLATION SYSTEM from PSI, USA



- Resilient and reliable: Highway Truck and Trailer leads the way Southwest Africa



YORK TALK

Issue Q3

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- Impeccable service by VS Group India



- Forefront of innovation with Ejekta: Collaboration with Kennedy Trailers Australia



- Widening Horizons: Patria, leading company in heavy equipment, manufacturing & engineering Indonesia

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CEO & Director York Group Mr. Alok Sharman

Interview with the CEO

1) Who has been a source of inspiration in your life? Why?

Definitely my family. My wife Anupma has stood by my side in my downturns, and has guided me to carry on performing at my best. My sons, Anshuman, who is 21 years old and Aryaman, who is 15, continue to motivate me through their encouragement. Anshuman is especially mature; he always keeps on driving me to achieve the best results that I can and inspires me to grow and learn more. Aryaman has taught me to be compassionate and loving towards others, and also never to compromise. My father has instilled the virtues of honesty and hard work in me, while my mother has shaped me into an extrovert.



2) What do you think is most important in an organisation: mission, values or vision?

I believe that the organisation should never let go of its values, as values are the core to any organisation. For example when you mention the Tata group, the first thing that comes to anyone's mind is Integrity, which transcends into open business doors for us. Vision is a corporate statement projecting the focus of an organization. Mission relates to an organization's approach on delivering on various aspects. Hence all three quintessentially define an organization.

3) How do you see York changing in next 2 years and how do you plan to create the change?

York has numerous challenges to overcome, especially with the commodity markets on which York is dependent on, not performing well over the last few years. However, there are huge opportunities for growths, and we have identified (and are already working on) the priority focus areas for the next 2 years. These aspects are Manpower Restructuring to enable utilization of employee's potential, zero tolerance on Quality matters, emphasis on more New futuristic Products, entering Newer potential Markets and ensuring the best of Service to our customers.

4) Everybody in corporate life needs some motivation. What do you think is the motivation factor for the employees at York?

An integral family like working environment, the Tata corporate culture and with the growth of York, a bright future to look forward to. In fact we are very proud to have with us dedicated employees, many of whom have completed 20+ years of service with York.

5) What do you think is the most important characteristic, every leader should have?

Integrity, Dedication, Hard work, Vision, Passion in Leading from the front, Empathy coupled with Decision making abilities; is what defines a Leader.

▶ **Serving customers at its best**



Based in Thailand, Au-Kasinee and Sang-Arun Logistics have an experience of over 14 years in the field of logistics and trailer manufacturing. Having the vision of delivering a committed and trustworthy service to its customers, Au-Kasinee has always emphasized on constant innovation and safety.

"Its been 2 years since we have started working with York. This relationship has helped us follow our vision and deliver safe products. Our first product from York back in 2014 was 2021 axle inboard drum model. This not only helped us improve our suspension but also the braking system of the trailers. Also, 5015 Outboard drum and 5021 Outboard drum reduced our maintenance work significantly" **said the CEO, Mr. Aussadin Jaijaroen.**

"Our experience with York has always motivated us to rely on York axles for our trailers. We have launched our new low bed trailer in October 2016 and have used York axle 5021 Outboard drum for the same. Our new launch due in Nov 2016 is a semi-trailer having full air suspension. We have also incorporated YPS system for the first time and look forward to the success of our launch.

Our experience with York has been very fulfilling and helped us achieve incomparable quality and great customer satisfaction"

Mr. Aussadin Jaijaroen said.

ผลิตภัณฑ์ยอร์คไม่ใช่แค่เพียงระบบช่วงล่างที่ผมยอมรับ
แต่มันยังมีระบบเบรกที่ดีมากและเหมาะกับรถพ่วงอย่างมาก นอกจากนี้เพลาดรุ่ม
5015 และ 5021 Outboard drum ยังช่วยให้ง่ายแก่การซ่อมบำรุงอย่างยิ่ง"
กล่าวโดย **Mr.Aussadin CEO** ผู้กสิณี

▶ **Shaping the future in Myanmar**



Myanmar's largest auto component show was held from 28 to 30 October 2016. York participated in this exhibition under the auspices of the Singapore Manufacturing Federation's Singapore Pavilion. As Myanmar's heavy vehicle industry is still in infancy, we were the only running gear exhibitor in the exhibition, thus generating considerable interest. As of now, all the country's heavy transport needs are imported, either brand new or refurbished.

This segment of the industry is envisaged to be liberalised in 2019. It is probably this vast potential that draws several prime mover brands like HINO and MAN to exhibit as well.

At the closing of the show, we have encouraged the organizer to invite trailer builders as well for next year exhibition. Inclusion of this segment will make the exhibition much more interesting as visitors would be able to meet international manufacturers of Prime Movers, Chassis and Running Gear.

York is a part of the TATA Group and is very well positioned to be the main attraction of future shows. Tata Group companies such as Tata Motors, DLT etc. are global players in commercial vehicles and trailer body manufacturing. Potential customers can get a ONE STOP SOLUTION for their heavy transport needs.



▶ Widening Horizon in Indonesia



Indonesia

Patria, leading company in heavy equipment manufacturing & engineering



After a long down-turn, the coal price increase in the second half of 2016 has fueled demand for heavy transport equipment exponentially. Patria, as one of Indonesia's leading company in heavy equipment manufacturing & engineering, is fully geared up to meet this upswing, having expanded their capability and capacity since its inception in 1983. One of their specialty product is the side tipper trailer pictured below.

"The end user is preparing for trailer replacement or reconditioning their trailers currently in operation", said

Mr. Arso Riadi, Business support director of Patria.

In addition to the coal price increase, demand for coal also seems to rise both locally and internationally in the foreseeable future. Mine operators are resuming their capital investment in new trailers in anticipation of this increase in demand as tippers are the most economical medium to transport coal.

Besides manufacturing high quality trailers, Patria also provides service to their customers. An efficient aftersales service and spare parts availability is the key towards ensuring minimal downtime to customers. Patria have been using York products and implementing 3S concept for many years. This has helped them to provide best solutions to their customers and keeping up the pace in the market.

Dukungan purna jual dengan tingkat ketersediaan spare part yang optimum adalah kunci untuk meminimalisasi downtime unit trailer pada pelanggan. Patria telah menggunakan produk York dan mengimplementasikan konsep 3S sejak lama.

In a recent meeting held between York and Patria, CEO of York, Mr. Alok Sharman has committed to Patria that York will endeavor to support and partner Patria's operations in all possible manner so as to ensure Patria's shortest response time to their customers.

Mr Zee Khan Head of Sales Asia commented,

"We wish Patria continued success in their business expansion. We do believe that our partnership with them will continue for many more years, as we continue to provide quality and reliable products that are capable to operate in the most arduous and challenging environment in support of the mining industry".



▶ YORK TIRE INFLATION SYSTEM from PSI, USA Now Available in Asia-Pacific

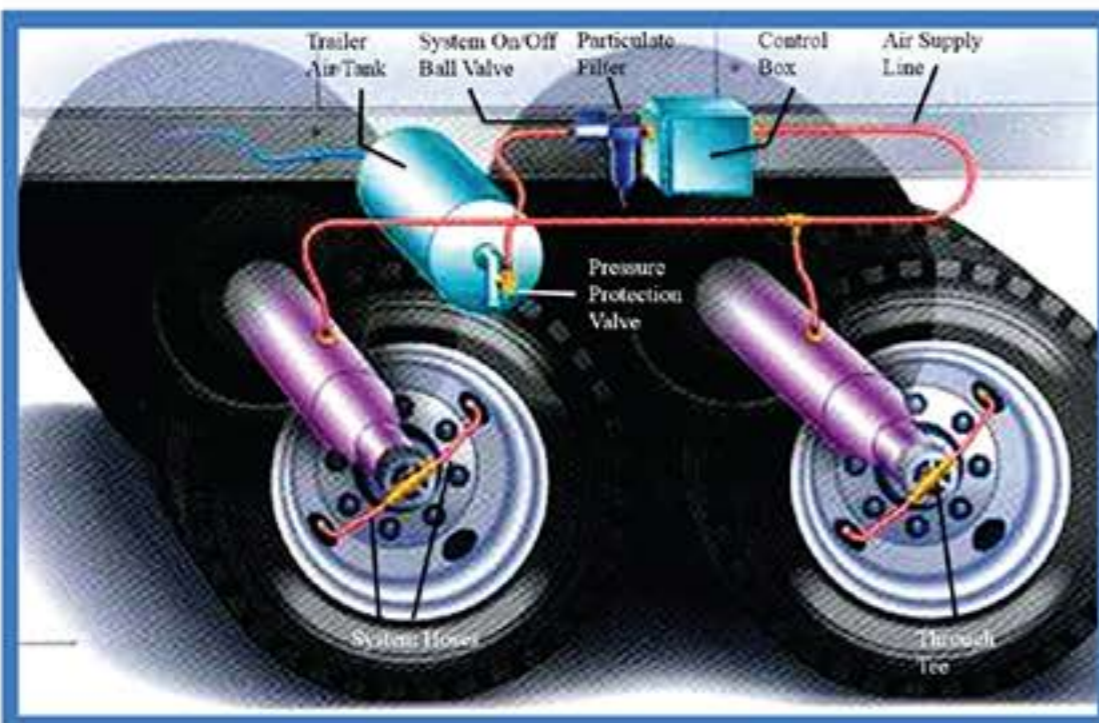


Asia-Pacific

York tire inflation system from PSI

Global axle and suspension manufacturer, York Transport Equipment, has partnered with PSI from USA to unveil its Tire inflation system for Truck Trailers

- PSI has over 40% market share in OE trailer manufacturer market in North America
- More than 70% of the top 100 Private and For-Hire Fleets use PSI Tire Inflation System in North America
- Tire inflation system solves tire under-inflation problem which eventually reduces fuel economy & Greenhouse Gas emissions, and increases tire life.
- Tire related roadside service calls drop significantly



Wrong pressure in the tires of a commercial vehicle is an industry wide problem especially when it comes to the trailers. Fleets face tire under-inflation problem because of multiple reasons. Some of them are: it takes too long to check pressure in all the tires, it is difficult to reach inside dual in twin tire, inflation gauges used are mostly inaccurate, and drivers often lose the valve cap after pressure check. Low tire pressure can lead to hazardous outcomes such as tire ruptures which may unavoidably lead to an accident.

A truck tire loses around 1 to 3 PSI/Month (.07 to .21 Bar) depending on material of the tire and its manufacturing procedure. Punctures in the tread area can cause slow leakage of PSI in the tire thus lead to serious under-inflation issues in a short span of time.

These days, more and more fleets are using telematics to observe real time tire pressure and maintain it at an optimum range to achieve maximum fuel mileage and increase the tire life. York Tire inflation System from PSI simplifies all of this hurdle by automatically filling air in the tire whenever pressure falls below a certain limit. It thus ensures safety of the truck and hence of the driver.

York Tire Inflation System from PSI is easy to install & monitor and lower in cost than that of the competitors. It works very smoothly: air from the trailer air supply is routed to a central control box and then into each axle. The axles act as a conduits to carry air through a rotary union assembly, which thus distributes air to each tire as needed. (Periodic inspection is required).

The system consists of a control box with adjustable pressure regulator, a flow switch, rotary unions, stator, custom made hoses, and a warning light. Air is added automatically whenever pressure in the tire drops below the control box pressure setting.

When air is added to the low tire, the PSI warning light illuminates which the driver can see in his side mirror. This indicates that the system is working fine and is adding air to one or more low tires. However, the driver should eventually inform the maintenance team and ensure that affected tires are repaired. The system does not require any electrical power to monitor or inflate tires. Also, every tire acts independent of each other. The rotary union is designed with one-way check valves. Therefore, if one tire is low, it will not affect any other tire. Air is only added to the specific low tire.

Alok Sharman, CEO of York Group of companies said that York is partnering with global players who have the best available technology for truck trailer transportation. York's partnership with PSI will help customers reduce their maintenance costs and have fewer failures on the road. York products are known for their performance in challenging operating conditions such as poor roads, overloading

A fleet will save 1 or more tires from complete rupture by installing York Tire Inflation System.

▶ Creating brand Excellence



On September 17, 2016, the twelfth Liangshan special vehicle exhibition was held in China and merchants came in droves to participate. The theme of this auto show was "innovation, creativity, and brand creation". This event fully reflected the commitment the automation industry has towards science and technological innovation and the effort each company puts in today to keep themselves technologically updated. At the exhibition, innumerable number of vehicles were seen with magnificent variety of sizes and internal parts. It was a large-scale industrial event which not only strengthened the exchange of industry information, but also promoted the integration of industry resources. Thus, it accelerated a healthy and orderly development of the automobile industry in China.

YORK, a market leader in its products offerings, participated in the China (Liangshan) special automobile expo and was profoundly acknowledged for its products such as air suspension, and axle with YPS. It was able to congregate wide attention and praise from its customers.

YORK 是挂行行的知名品牌, 在国市有高的知名度和信誉度, 期以来深得客的可

Following are some of the things that distinguish York and make it a leader in this industry:

- YORK provides variety of axles with many different specifications. The safety coefficient of York products is generally higher than those of the similar products in the market and the life of these products is more than 10 years in normal usage conditions.
- YORK air suspension is one of the first ones to be certified as "the most user affinity" product in Australia (RFS). The certification is in line with Australian road safety design specifications and meets the product limit of weight, swing amplitude, shock absorption and other specifications.
- YORK China is using European manufacturing accessories directly as a part of the air suspension. These accessories meet the current safety requirements worldwide. YORK air suspension is being offered at competitive prices, while adhering to the company's outstanding quality in products and services.
- YORK is committed to provide quality service to the fleet in order to improve the maintenance of the vehicle and thus reduce the maintenance costs involved significantly.



▶ Resilient and reliable Highway Truck and Trailer: leads the way



Southwest Africa

Namibia, a country in southwest Africa

Namibia, a country in southwest Africa, is distinguished by the Namib Desert along its Atlantic Ocean coast. The country with a population of approximately 2.3 million people, is also home to diverse wildlife, including a significant cheetah population. The country's capital Windhoek forms the hub for the transporters while the coastal towns, Swakopmund and Walvisbay, are the important gateways for business extending to Angola and other African countries.



Landlocked countries such as Botswana, Zambia and Zimbabwe with no sea port are reliant on the infrastructure of countries like Namibia for their cargo and freight transport.

Highway Truck and Trailer, a renowned name in the field of transportation in Namibia, formed in the year 2004, specializes in commercial truck and trailer parts and services the Namibian and other Southern African transport community. They stock a wide variety of spares. They believe in long lasting relationships with their customers, hence Quality comes first for this company. They also strive hard to keep themselves technologically up-to-date.

Highway Truck and Trailer is one of the prestigious customers of York and cherishes this mutually beneficial cooperation.

Service Manager Mr. Christian P.J.Els

says, "On my recent visit to Namibia, I recognized the acceptance of Highway Truck and Trailers throughout the transportation industry. The reviews of their service and technical advancement were exceptional. Highway truck and trailers use York spare parts for servicing the Trailers. Their marketing and training brochures acknowledged the use of York products for reliability and superior performance. York South Africa feels proud to be associated with them".

Highway truck and trailer management is very satisfied with the quality of York products and has accredited York for the positive market response. They also look forward to many more future endeavors with York. Highway truck and trailer has been spreading its webs throughout the country to increase the reach of its products and services to give outstanding service to the customers wherever needed.

"Together with highway truck and trailer, we plan to work closely with fleet owners and service centers in Namibia to provide the customer the best assistance and service they need, thereby strengthening and spreading our brand image throughout the country", says

Mr. Willem Brits, Country Manager of York South Africa

▶ Impeccable service by dependable VS Group



VS Trailers was established with the partnership of Mr. Sunil and Mr. Viji in the year of 2003 at Ambattur Industrial Estate, Chennai, India. The company designs and manufactures special customized trailers. There are two Production Units of VS Groups. Both are at Kakkalur Industrial Estate, Tiruvallur District, Chennai. Both together support the production capacity of 240 units per year, while the company sells around 150 units per year. The company has the vision of providing quality products without any failures and it has been standing on its word since 2003.



"Since 2010 we are using 100% YORK Products in our trailers and are very satisfied with the quality and consistency of their products. York products are robust and this helps us maintain the excellence of our deliverables." said the **MD of VS group**.

"We are proud to say that we have supplied special trailers with YORK Air suspension with SS axles to ISRO for rocket stage 2 transportation" said the representative from VS Group.

York supplies different variety of Axles and suspension set to the VS Group. This wide spectrum of axles and suspension sets help them manufacture variety of trailers. These trailers not only sustain rated load but can also bear overloads.

"Customers are satisfied with the YORK products and we thus prefer YORK axles and suspension to attain high performance and supreme quality. Our favorite variant is YTE 5021/5023 axle with YTE 75/90 suspension. This combination helps our trailer survive rugged terrains for both ON road and OFF road conditions and give high performance even in overload state.", said the **MD of VS group**.

VS Group is not only satisfied with York products but has given excellent reviews on York's after-sale support service. They appreciate York's vast service network across the country and acknowledges their relationship with York.

We, as York family, look forward to our long lasting and comfortable journey with VS Group.

► Forefront of innovation with EJEKTA



1. Tell us something about Kennedy Trailers?

Kennedy Trailers is a family owned and operated transport equipment manufacturer based in Gippsland, Victoria. We pride ourselves for having over 30 years of experience in the manufacturing of logging, mining and heavy transport equipment. We have a large range of semi-trailers available for all the transportation needs. We also have the ability to create custom trailers solutions for unique business requirements. We invest significantly every year in the research and development of our products and try & come up with upgraded technologies. This constant innovation helps us customise our products to any specifications with the support of our dedicated service team.

2. Kennedy Trailers is known for its constant innovation and quality. Could you elaborate on the competitive advantage your trailers have over other available market trailers?

Kennedy Trailers builds custom equipment which not only does the job that others cannot but is very competitive in its tare weight and usability. We are the only manufacturer of the folding logging trailer and we have a combination that suits any job. Our in-house design team have a unique design process which allows us to push the boundaries.



3. How has your experience been with York?

Our experience with York has always been good and I think this has a lot to do with the friendly sales team. These guys don't hesitate to do extra for us. If we are stuck with anything, they are just a call away and they sort things out for us without any hassles. This helps us have a trustworthy relationship. We are happy to deal with York.

4. I believe that your new launch EJEKTA is based on the new and very different innovation of hydraulic motion to remove the load. Can you tell us more about this trailer?

EJEKTA is our newest innovation in the field of trailers. This trailer design eliminates many of the major hazards associated with the earthmoving and construction industry. It uses hydraulic mechanism to remove the load from the trailer and thus it overcomes the dangers associated with lifting and tipping. This process also reduces the unloading time significantly. These trailers have been proved to be very convenient for the drivers as they are no longer required to climb up the body of the trailer.

EJEKTA is such a success that we won 'Health and Safety Invention of the Year award' for this trailer.



5. What encouraged you to make York a part of your new trailer: EJEKTA ?

As you know we have always been a strong supporter of York and I don't believe they get enough credit for the lightweight Duratrac suspension coupled with the CommNet Aluminium Hub Drum Brake Axle and Centrifuse Drum.

With the EJEKTA®'s patented unloading system we are behind in tare weight therefore we needed a light weight axle and suspension to offset some of the differences. York helped us achieve this target.

Now, not only do we get a tare weight advantage but we also know that our York representative (Dave Carroll) will look after anyone who ends up with these trailers.

Interview of Cory Kennedy (CEO, Kennedy Trailers)
by York Talk editorial team

▶ Because it's not just about work...



“Talent wins games, but teamwork and intelligence wins championships.”

Michael Jordan

It is very well noted that the culture at a professional environment determines the overall performance of the company. York Transport acknowledges this fact and tries hard to maintain the synergy amongst its employees.

Recently, York transport, Singapore, organized a team building event “2016 York Bowling Event” which came out to be a huge success. The participation was tremendous and the vibes of excitement and joy was running across every individual from the very start. The event was organized at ‘Superbowl Jurong’. Bingo ball game was conducted to split the participants in 4 teams, followed by the spine-tingling bowling game.

“The bowling lanes were echoing with the cheers, joy and encouragements and this occurrence was a sheer example of the team spirit York has” said Mr. Ganesh Balakrishnan, welfare committee member and organizer of the event.

Trophies were distributed to the team members of the winning team. The award of the best bowler (male) was given to Mr. Tey swee teng and best bowler (female) was won by Ms. Cynthia sim.

The response and impact of this event was overwhelming. York Transport promises to continue and organize such team building events in the future as well.



▶ Celebrating people: Building family



It is the people who make the company how it is.

The importance of work culture is known to every individual. It is a powerful strand which shapes the work relationships and processes. York strives to maintain this open culture. To develop and promote the sense of togetherness, York China HR under leadership of Ms. Lisa has taken a new initiative of organizing monthly birthday celebration for the employees who have their birthdays in the same month. This helps to induce the feeling of warm fellowship in the York culture.

The last working day of each month is reserved for a small get together followed by a meal. The country head Mr. Manoj represents the York family and acknowledges the stars of the event for their delegation & contribution and gives birthday presents. Eventually, the office echoes with the ‘Birthday Song’ which is followed by cake cutting ceremony. York CEO, Mr. Alok, sends a birthday card with his best wishes to all the birthday employees.

“Celebrating birthday together with the company colleagues and friends makes it even more special and memorable,” said Seajoe Zhao, an employee whose birthday was celebrated in Oct 2016.

“Ever since I started working, this is the first time when I celebrated my birthday with all my colleagues and shared the cake. It felt so good! I’m so happy to receive the birthday card from our CEO. It feels like a second family. I wish this kind of celebration continues forever,” said Yu Jie, an employee who had his 47th birthday in Nov 2016.

This initiative not only helped to keep the York members together but also became a medium to express gratitude to the employees for the hard work they put in. This promotes the sense of trust and affirmation within the organization and fosters benign & healthy environment.



QUIZ

York is giving away 10 special gifts to the first 10 entrants who answer the below questions correctly. Simply email your answers to piyush.g@yorktpt.com.sg

- Q1 Name the neighbouring countries of Namibia?
Q2 What are the characteristics of a leader as given in the article?
Q3 What are the reasons for under-inflation of tires?
Q4 Which York products were used on ISRO trailers built for rocket stage 2 transportation?
Q5 What is the name of the new trailers designed by Kennedy in Australia?

Congratulations to few of the Quiz winners from the last issue of York Talk. Mr Gyro, Freightmaster employee in Australia, Mr Darmawan M, UTE employee from Indonesia; Mr Vishnu and Mr Namdeo from India and Mr Ganesh from Singapore.

CONTRIBUTION BY YORK EMPLOYEE

"WE ARE WHAT WE BELIEVE WE ARE"

A well-known speaker started off his seminar by holding up a \$ 1000 Note. In the room of 200 people, he asked, "who would like this \$ 1000?" Hands started going up. He said, "I am going to give this note to one of you, but first let me do this."

He proceeded to crumple the note up. He then asked, "Who still wants it?" Still, the hands were up in the air. "Well," he replied. "What if I do this?" And he dropped it on the ground and started to grind it on the floor with his shoe. He picked it up now, all crumpled and dirty. "Now who still wants it?" Still the hands went into the air. "My friends, you all learned a very valuable lesson. No matter what I did to the money, you still wanted it because it did not decrease in value. It was still worth \$ 1000" Many times in our lives, we are dropped, crumpled and ground into the dirt by the decisions we make and the circumstances that come our way. We feel as though we are worthless. But no matter what has happened or what will happen, you will never lose your value.

By: Prakash Wagh, from India

"Never let yesterday's disappointments overshadow tomorrow's dreams". "We are what we believe we are".

► York's Global Sales & Service Network

Singapore

Corporate & Marketing
122 Pioneer Road
Singapore 639583
T: + 65 6897 8525
M: + 65 9007 8230
C: Ng Zee Khan
E: zeekhan@yorktpt.com.sg

Australia

13 Monterey Road, Dandenong
Victoria 3175 Australia
T: +61 3 9790 2000
F: +61 3 9790 2020
C: Mr Phillip Craker
E: phillip.craker@yorktpt.com.sg

China

No. 5 Sino-German Eco-Park
Tuanjie Road North,
Huangdao District
Qingdao, 266555
Shandong Province, China
T: + 86 532 6687 2251
F: + 86 532 6687 2259
C: Mr Leo Miao
E: leo.miao@yorktpt.com.cn

Europe

(Europe Market)
5 Scott Close Market Harborough
Leicestershire LE16 7LN
United Kingdom
T: + 441858 434 425
F: + 44 1858 465 125
C: Mr Tony Partridge
E: thp-extraxuk@btconnect.com

India

Gat No. 537 & 538
Bhadhalwadi, Navlakh Umbre
Maval Pune 410507 India
T: +91 2114-645022
M: +91 7875447822
C: Mr. Gurmukh Singh
E: gurmukh@yorktpt.co.in

Indonesia

C: Agung Pardianto
M: + 628121051085
E: agung.p@yorktpt.com.sg

North Africa & Rest GCC

T: + 91 7875447823
C: Mr Pankaj Shenoy
E: pankaj.shenoy@yorktpt.co.in

Russia

C: Mr Sergiu Railean
E: sergiu.r@yorktpt.com.sg
M: +7 916 522 0891

South Africa

Unit 4, The Pines Micro Industrial
Units, 5 Coppel Street,
Alrode South 1450 South Africa
T: +27 82 376 4552
F: +27 71 889 7407
C: Mr Willem Brits
E: wbrits@yorktpt.com.sg

Saudi Arabia

T: +91 2265721405
F: +91 7875446694
C: Mr Mubarak Ahamed
E: mubarak.ahamed@yorktpt.com.sg

Thailand

2101 M. Old Railway Road
Samrong Nua Muang
Samutprakarn 10270, Thailand
T: +6627435091
F: +6621737300
C: Mr Albert van der Poel
E: albertvdp@yorktpt.com.sg
C: Siam Tanon
E: siam@yorktpt.com
M: + 66816516864

Turkey

KUCUKBAKKALKOY MAH.
DUDULLU CADDES
BRANDIUM R4 BLOK DAIRE: 178
34750 ATA EHR-STANBUL
T: +90 2165 040 823
F: +90 2165 040 825
C: Mr Nefii Varol Tarman
E: nefii.vt@yorktpt.com.sg

United Arab Emirates

Tata West Asia FZE, P O BOX NO
16980, ZB07, R/A08
Blue Shed Area, Jebel Ali Fze,
Dubai, UAE
C: Murali Krishnanunni
E: murali.m@yorktpt.com.sg
M: +97 1564 426 163



Corporate & Marketing

YORK TRANSPORT EQUIPMENT (ASIA) PTE. LTD.

122 Pioneer Road, Singapore 639583

Tel: (65) 6897 8525 Fax: (65) 6897 8231

Email: enquiry@yorktpt.com.sg