

Spring
2010

The Autoclenz Loop

Keeping you connected

Autoclenz Helps Build Trust



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Autoclenz Dealercare portfolio of services helps client build business success.

In 2008, Autoclenz presented its Dealercare portfolio of services to Trust Group UK, which was primarily interested in the Autoclenz valeting services.

Trust Group UK was so impressed that Autoclenz was able to demonstrate its own customer-first philosophy – especially the cost control and transparency of PVMS – that Autoclenz was awarded the valet and SMART repair contracts at its Stourbridge, Redditch and Wolverhampton sites. PVMS (Paperless Vehicle Management System) is an internet based real time computerised tracking and invoicing system which cuts down management time significantly. This means that Trust Group UK can concentrate on its core business of selling cars.

2010 sees Trust Group UK's Wolverhampton facility being redeveloped. Again, this is being done in partnership with Autoclenz which is investing in new valeting facilities on the site to ensure the ongoing, high level of vehicle preparation for Trust Group UK's customers.



Having Autoclenz on site guarantees the highest standards of vehicle preparation

Managing Director of Trust Group UK, Andrew Hockedy, said: "Autoclenz is now an integral part of Trust Group UK's business. Because we get such a professional service from Autoclenz, we are able to pass this peace of mind on to our customers. Having Autoclenz on site guarantees the highest standards of vehicle preparation, linked seamlessly with absolute cost control across core areas of our business." ◦





Welcome!

I would like to welcome you all to the Spring 2010 Autoclenz newsletter.

There have been a lot of recent developments here at Autoclenz, such as the introduction of REACT's Infection Control Service and the launch of our new website.

Our focus and dedication to excellent customer service means we're already well on track with our business plans for 2010 and we look forward to helping our customers build better safer businesses.

Grahame Rummery,
Chief Executive

Our focus and dedication to excellent customer service mean we're already well on track with our business plan for 2010.



Moving forwards

Autoclenz Revs Up for 2010

Autoclenz is racing into 2010 with two new senior appointments.

Lee Johns takes over as Divisional Sales Manager of REACT, the company's specialist cleaning and decontamination service, while Chris Taylor heads up the company's vehicle collection and delivery solution, Movements by Autoclenz, as well as taking responsibility for the Ready to Rent accounts in the South East.

Lee, who has worked for Autoclenz for over ten years, said: "I'm really excited about this new role as REACT has the potential to achieve huge growth in key market areas such as the emergency services, housing associations and facilities management. I'll be looking to accelerate that growth. REACT offers a clean, professional and discrete service, when it's needed most."

Chris, who previously worked as a Business Development Manager for Mercedes Benz, said: "Autoclenz is well known for its professional, high quality service delivery and it's from this position that I can help it to grow. Clients who outsource their collection and delivery services through Autoclenz can expect a first class service."

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Chief Executive, Grahame Rummery, said: "It's a challenging year ahead and we're expecting increased growth in new service areas. These high-profile appointments and the launch of our new website reflect this and our desire to place increased emphasis on the professional and cost-effective services we offer customers." ○



REACT – your flexible friend



John Crouch, Divisional Director at REACT explains the importance of utilising a flexible specialist cleaning and decontamination service.

The key in any business relationship is knowing who you are working with. A good relationship is particularly important when working with housing associations where landlords have a duty of care to their tenants.

Specialist cleaning and decontamination contractors can work in many different ways; either as a day-to-day solution, as an extension to compliment existing teams, or just to provide a stand-alone service in an extreme situation or everyday clean, clears and sparkle cleans on a regular basis.

Phillip Knipe, REACT's Development Manager for the North of England, says: "We work by assessing the needs of each individual job – the resources, tools and equipment required – before briefing our technicians with full and accurate specifications before they arrive at the job."

"We believe that health and safety is of paramount importance and all our staff are kept up to date on environmental issues which may have an impact on their work, especially as we have now gained our ISO 14001 Environmental Management accreditation. We agree the specification with the Facilities or Void Manager so they understand fully what to expect from a specialist service such as ours by going through a site specific Method Statement and Risk Assessment. If needles are suspected in the property, sharps search and removal procedures will apply. The contaminated materials and sharps will then be taken away for safe incineration off-site and a certificate of disposal issued to the customer."

The skill, experience and speed of turnaround by REACT means housing associations are able to avoid a lengthy void period and loss of rental income. o



Automotive Management Awards 2010 Birmingham ICC Weds 17th Feb 2010

Autoclenz recently attended the annual AM Awards in Birmingham which brings together all aspects of the Retail Motor Industry. A Table of 10 was booked to accommodate Autoclenz customers new and old. A thoroughly enjoyable evening was enjoyed by all with the evening being hosted by Dermot Murnaghan from Sky News and comedy from "Mock the Week" comedian Frankie Boyle. We would like to thank our guests who attended and made the night one to remember. We look forward to doing it all again next year!

Attendees on Autoclenz Table

From front left and working clockwise;

Mr David Hall	Procurement Manager Inchcape Retail
Mr Ian Davies	Brand Director Audi South West
Mr Grahame Rummery	Chief Executive Autoclenz
Mr Simon Henstock	Network Operations Director BCA
Mr Chris Wiseman	Operations Director Wessex Garages Group

Mr Martin Peters
Mr Mark Ingleby
Mr Simon Gent
Mr Paul Greenburg
Mr Martin Ward

Head of Sales Autoclenz
Sales Director Wessex Garages Group
General Manager BCA
Head of Business Watford Audi
Divisional Director Autoclenz



REACT Launches New Infection Control Service

REACT has launched its portable Infection Control Service.

It's an independently proven defence against 99.9 per cent of harmful pathogens, including MRSA, Clostridium difficile, Salmonella, swine flu and norovirus. This service isn't just highly effective; it's also environmentally friendly, non-toxic and won't damage sensitive equipment or furniture.

Using dry mist technology, this incredibly fast-acting system can be applied at weekends or night time while premises or wards are empty. From leisure, retail or food production outlets right through to offices, transport, education, custody suites or healthcare premises, REACT's Infection Control Services deliver the peace of mind that comes from knowing that a contagious outbreak, or the threat of one, has been tackled head on.

This service isn't just highly effective; it's also environmentally friendly, non-toxic and won't damage sensitive equipment or furniture

Derek Butler, Chair of MRSA Action UK, said: "An increasing number of experts now confirm that many of the major threats from infections are risks from airborne bacteria.

Unique Infection Control service offered by REACT across the UK

"Used in conjunction with regular deep-cleaning, portable devices that use biocides that can remove harmful pathogens from the air."

The infection control service is another high quality service from REACT

Speaking about the service, John Crouch, REACT Director said: "The infection control service is another high quality service from REACT as we continue to innovate and improve the services we offer to our clients." o





Autoclenz Works Smarter for Audi



When Watford Audi opened its state-of-the-art Audi Centre in 2007, they were keen to contract the cosmetic repair services to a SMART repair provider that could manage the whole process and be permanently based on-site

Paul Greenberg, Head of Business at Watford Audi, said: "Having Autoclenz's SMART technicians on-site means we are able to function more efficiently, quickly and cost-effectively than using an outside bodyshop. Because the technicians are fully equipped with all the tools, materials and experience to complete the job quickly and faultlessly, they take all the hassle away from us

allowing my team to concentrate on selling and servicing vehicles."

Paul Greenberg concluded: "The Autoclenz SMART Repair service is now an important additional profit stream for us because we can offer this service through our after sales desk."

REACT Makes Positive Impact

When Impact Car Repair Centre had one of its workshops devastated by fire, the company called in deep clean and decontamination specialists, REACT to help.

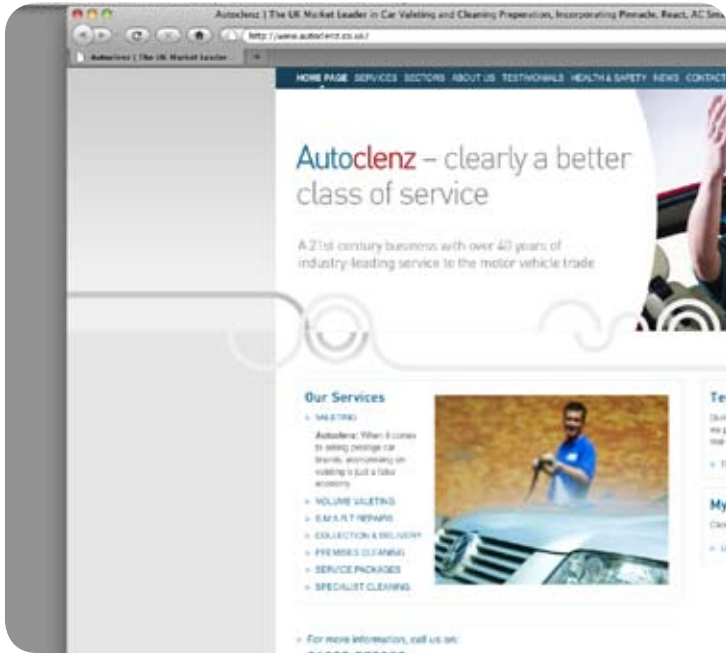
Impact is a professional vehicle accident repair specialist with centres across the West Midlands, Worcestershire and Warwickshire. Brett Wootton, Body Shop Manager, for Impact said: "It was a terrible blow to our business when the fire happened, but we knew that we needed to decontaminate our customers' cars very quickly. So when RBS Insurance recommended that we contact REACT, we were confident that they would do a good job.

REACT was on site quickly and dealt with the situation efficiently and professionally. The car interiors had been heavily contaminated with soot and smoke and REACT cleaned them to pre-accident condition. Our clients were very happy with the results and we were very happy with REACT's service."



Brett added: "REACT gave us peace of mind through their quick response, the quality of their work and the certificate of completion that they issued." Speaking about the incident, Kevin Sharpe, National Account Manager said: "When we got the call from Impact, we knew straight away that the customer's cars needed to be treated with specialist equipment. The problem with fires is not just the mess and soot they leave behind, but the potentially hazardous chemicals they release into the atmosphere and deposit on surfaces. REACT was perfect for this job as it was able to reach otherwise inaccessible surfaces in the cars to ensure a thorough decontamination."

Kevin concluded: "Because REACT continually invests in new technology and processes, we made sure Impact was able to fulfill its promise to its customers." o



Website Story

As part of Autoclenz's drive to continually improve the way it communicates with its clients, the company is developing its marketing and public relations strategy. A corner stone of this development, is Autoclenz's new website which was launched in January.

The new clean-cut site has been designed to better reflect Autoclenz's professional approach and its position as the UK market leader. Visitors will benefit from a cleaner, crisper look and quick access to the services they're looking for whether it's vehicle valeting, SMART repairs, collection and delivery solutions or premises and specialist cleaning. o



Autoclenz Driving Club

Welcome to the Autoclenz Driving club, or ACDC, if you will. This is where I'm going to tell it like it is, and invite you to do the same. We'll be reviewing new cars, recommending the best playlists for that long drive and even the best pit stops along the way. If it's about driving, it's here.

I love to drive. But how am I supposed to concentrate with the wife playing Shania Twain for the entire length of the M6? Especially not whilst she's singing along. So I suggested some proper driving tunes. Like Queen, and YES and Led Zep.

Q: What's your favourite, and least favourite driving music?

Email your suggestions to acdc@autoclenz.co.uk along with your name and contact number.

One day we'll find some music we agree on. Who am I kidding? That's about as likely as finding a Vauxhall Corsa without two wacking great holes in the parcel shelf.

Bryan

Step away from the stereo with your Dirty Dancing soundtrack.

For more information on the content of this newsletter or any of our services, call us on:

01283 552272 Customer Services
01283 550033 Head Office
Email: sales@autoclenz.co.uk
Website: www.autoclenz.co.uk

Autoclenz Limited
Stanhope Road
Swadlincote
DE11 9BE



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