



Summer 2009

Orwell Truck & Van

Truck and van news from Mercedes-Benz

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

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



Mercedes-Benz

Welcome



These are tough times for the road transport industry but here at Orwell Truck & Van we're working harder than ever to meet the challenge head on.

As you can read inside, our van sales team were delighted to see all their efforts recognised with some prestigious national awards from Mercedes-Benz. They, and their truck sales colleagues, were picked out for their efforts in helping operators to find new ways of financing their new vehicles.

We're well aware that the current economic conditions are making it more difficult than ever for operators to stay afloat, but we're here to help. Contract hire can be a more manageable route to financing a new vehicle acquisition than outright purchase. So as well as outlining the benefits of a contract hire package from the manufacturer's commercial vehicle finance division, Mercedes-Benz CharterWay, we profile an Orwell customer who has taken advantage of the highly competitive rates on offer.

Elsewhere we report on horsepower of a different kind, with news of our backing for local equestrian contender Tanya Manser.

We look forward to being of service to you soon.

David Grant
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Charting a way through

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

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

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

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

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

Contract hire reduces much of the administrative hassle of

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

The significant in-roads made recently by Mercedes-Benz

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

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

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

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

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

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

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



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

Truck boss Ian bunks down

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

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

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

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

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

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



■ Night rider...MBUK's Ian Jones



New Actros construction models are built to take the strain

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

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

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

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

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

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

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

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

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

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

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

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

T&D celebrates with a stunner!

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

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

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





Agriglaze Sprinters are a glass act!

When windscreen specialist Agriglaze needed a fleet of vans, one name was the clear winner.

The Norwich company returned to Orwell Truck & Van and sales executive Martin Law for a second batch of Mercedes, after enjoying unbeatable reliability and top-quality back-

up from its earlier fleet.

Based at Horsham St Faiths, Agriglaze's five Sprinter 209CDIs are used by technicians who work on cars, commercial, agricultural and plant vehicles, across East Anglia.

"Our first fleet of Sprinters proved impressively durable,

says Director David Bracken, "and Orwell did all of our servicing overnight.

"The new Sprinters also offer a very comfortable cab, so they're even more popular with our technicians!"

www.agriglazeltd.co.uk

Van sales stars shine brightly

Orwell Truck & Van's light commercial vehicle sales team have won an impressive selection of awards from Mercedes-Benz.

Van sales executive Alan Cardy led the charge, picking up a special prize from the manufacturer's Van Sales Academy motivation and reward programme for his top performance in selling Mercedes-Benz CharterWay

finance packages. Alan also received a Platinum award for his outstanding overall sales figures.

Meanwhile, colleague Martin Law won a Gold award, Alex Reed Silver, and Van Sales Manager James Russell Bronze.

In the Truck Sales Masters campaign, Orwell's Ray Braybrook was short-listed in the category for Mitsubishi Fuso Canter sales specialists.

And at the Mercedes-Benz Dealer of the Year Awards, Orwell again missed a prestigious prize by the narrowest of margins, making the final three in the Best-performing CharterWay Dealer of



■ Winning ways...Alan Cardy with Steve Bridge, left, and Ian Jones, right, of Mercedes-Benz UK

the Year category.

All of the awards were contested by staff from Mercedes-Benz UK's franchised commercial vehicle dealer network.

Orwell Truck & Van Managing Director David Grant paid tribute to the winners, saying: "To receive these important accolades from the manufacturer only goes to prove what we already knew - that here at Orwell we have some of the finest sales professionals in the country. They can all feel proud of their superb performances."



■ Gold star...that's Martin Law

LM picks a pair of Actros aces

Felixstowe-based LM Logistics has re-affirmed its faith in the three-pointed star by adding the first new generation Mercedes Actros trucks to its fleet.

The new arrivals are a pair of 26-tonne Actros 2532L rigidids: one runs in LM Logistics' own livery, the other in the colours of DB Schenker - the German-based freight handler is one of LM's principal customers.

Supplied by sales executive Neil Bowen of Orwell Truck & Van, Ipswich, both trucks are powered by BlueTec® Euro 5 engines which qualify for Reduced Pollution Certificates that bring significant savings in Vehicle Excise Duty.

They are fitted with 1.5-tonne tuckaway tail lifts and nine-metre curtainside bodies, by Belle Coachworks, of Lowestoft.

The engines drive through the latest Mercedes PowerShift 2 automated transmissions - new Actros is the first truck range to be fitted as standard with two-pedal systems.

The reigning International Truck of the Year, new Actros wears a distinctive grille and sculpted external sun visor; it also boasts a classier, more modern cab interior, with a host of new features.

"We value the reliability of the trucks and the excellent support"

Previously a division of German forwarding company Lehnkering, LM Logistics was the subject in 2004 of a management buyout led by Tony Barnes, now Managing Director. Since then the operation has grown rapidly, acquiring the

business of Verbrugge UK and specialist container transporter Syntex Logistics on the way. It now runs two of the largest warehouses in Felixstowe, totalling 310,000 sq ft.

The company operates a fleet of 60 commercial vehicles across its Distribution, Home Delivery and Syntex Logistics container haulage divisions.

"We choose Mercedes-Benz because we value the reliability of its trucks and the excellent support from both the manufacturer and Orwell Truck & Van," says Mr Barnes.

"With our top-quality fleet and the support of the Pall-Ex network, we can meet any requirements for DB Schenker and our growing list of other customers, both domestically and through the port of Felixstowe."

www.lmlogistics.co.uk





Axor crewcab

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



Axor tractor fleet gets Royal Mail's stamp of approval

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

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

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

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

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

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



Econic chalks up 10th birthday sales record

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

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

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

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

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

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

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

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



Swappage van deal means £2,000 savings on Sprinters

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

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

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

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

the £2,000 deposit in each case.

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

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

Norwich invests in a clean, green future

Norwich City Council is cleaning up after investing more than £900,000 in a new fleet of eight Mercedes Econic refuse collection vehicles.

Two are standard 6x2 Econic 2629 models but the remaining six rolled off the line at the Mercedes-Benz factory in Wörth, Germany, as four-wheeled 18-tonne Econic 1824s – specialist convertor Wheelbase Engineering, of Darwen, Lancashire, then added lifting third axles.

These allow the trucks to work at 26 tonnes gvw, while retaining the compact dimensions of a 4x2 chassis, a crucial advantage when operating in the narrow streets of Norwich's historic city centre.

“The new Econics... will bring us significant efficiency savings”

The Econics were supplied by sales executive Martyn Beverley of Orwell Truck & Van, Norwich, and are fitted with Heil bodies and Terberg bin lifts. The city's first Mercedes refuse collection vehicles, they have replaced a fleet of trucks, some of which had been in service for almost 10 years.



Chris Eardley, the authority's Environmental Services Manager, says: “The vehicles used for collecting our recycling and refuse each clock-up around 1,000 miles a month. This is stop-start

■ **Tight fit... an Econic in action on Norwich's narrow streets**

driving in a built-up environment and the wear and tear on these vehicles is enormous.

“The new Econics will not only prove much more reliable than our previous, ageing trucks – so helping to deliver a dependable service to our residents – but they will bring significant efficiency savings in the coming years too.

“Importantly, the Mercedes are also loaded with design features such as the bi-fold nearside door and high-visibility cab, which enhance safety for our crews and for other road users.”

Councillor Julie Brociek-Coulton, Executive Member for Residents and Customer Care, adds: “It's great news that these new vehicles are here; they will really help us to provide a better service for the people of Norwich.

“I'm looking forward to seeing them out on the streets. They look really smart and will be better for the crews to use too.”

www.norwich.gov.uk

Tanya's here for the long run

Endurance horse racer Tanya Manser is hoping to ride into the Great Britain squad for next year's World Equestrian Games, backed by Orwell Truck & Van.

Orwell has sponsored Tanya, who is based in Marsham, near Norwich, with cash to help fund her training and competition programme. The Norwich service department also looks after Tanya's Mercedes Sprinter horsebox, which she uses to transport her horse Spirit to race meetings all over Europe.

Endurance racing sees horse and rider race across open country for distances of up to 100 miles in a day. Tanya has ridden since she was small but only took up endurance racing six years ago – she has already won a place on the Great Britain Development Squad, and is working towards her aim of representing the country at full Championship level. Her achievement is all the more impressive as, following a motorcycle accident which left

her left arm paralysed, Tanya is classed as a disabled rider!

“Orwell's support has been a great help in funding the training, equipment and logistics required to compete in endurance races,” says Tanya. “But the dealer's assistance in keeping my horsebox running reliably is invaluable too. The workshop team at Norwich are all really helpful.”

Tanya bought her ex-police 4.6-tonne Sprinter 413CDI at an auction and had it converted by Lancashire-based Cuerden Valley Horseboxes. She now hopes to qualify for the GB team to compete in the World Equestrian Games in Kentucky, USA, in 2010.

Orwell Truck & Van Managing Director David Grant says: “We've all been hugely impressed by Tanya's drive to succeed in such a tough discipline and are delighted to be able to support her quest to represent Britain at the sport's highest level.”



■ **Horses for courses... Tanya Manser, Spirit and their trusty Sprinter**

Recruit Ryan takes a leading role in Colchester

It has been a momentous year for Orwell Truck & Van's new Colchester Depot Manager – as well as taking on his new job, Ryan Cory also celebrated the birth of his third child.

Ryan, who lives just outside Colchester, is enjoying the challenge of his new role, having spent the previous 11 years working for automotive market data analysis company Polk.

“That job saw me travelling the length and breadth of the country to visit customers, many of them Mercedes-Benz truck dealers,” he recalls.

“It's great to be spending less time on the road but my new job is also more rewarding in many

ways – when you bring in a new customer, or resolve a big problem that an operator is facing, it's very satisfying.”

Ryan heads a team of 13 technicians, three parts people

and a parts delivery driver, and has overall responsibility for the site which also offers sales of new and used Mercedes-Benz trucks and vans, and Mitsubishi Fuso Canter light truck range.

■ **New man... that's Ryan Cory**





Wentworth Park looks to the future

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

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

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

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

A national network of training centres is being set up by

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

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

Elsewhere, the Approved Used

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

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

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

To raise the profile and boost



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

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

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

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

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



Leading machine tool supplier Haas Automation knows all about precision engineering – which explains why it has just invested in a new fleet of Mercedes Vito vans.

Norwich-based Haas bought 18 new Vito 115CDI Dualiner vans from Orwell Truck & Van sales executive Alan Cardy, for use by its mobile service engineers. Working from home, and based as far afield as Newcastle, Southampton and Worcester, they provide service, maintenance and repair cover to Haas customers throughout the UK and Ireland.

“The deal we were able to put together with Orwell was very competitive”

Each van carries an extensive stock of spare parts and specialist equipment, as well as a computer console to provide web-based, real-time job information. As Dualiner models the Vitos are also fitted with glazed side doors and second rows of seats, allowing them to be used as family transport at weekends.

Haas is no stranger to the three-pointed star – its new vans replace a fleet of Vito Dualiners purchased three years ago.

Operations Director Andrew Ward says: “We did look around at the market before deciding on the Vitos but the majority decision from our engineers was that they wanted more of the same, and the deal we were able to put together with Orwell, which included the part-exchange of our old vehicles, was very competitive.

“We have a reputation for supplying reliable, well-



Haas tools up with Mercedes Vito fleet

engineered machine tools and those are exactly the qualities we demand from our vehicles.”

The Haas van fleet also includes a 3.5-tonne Mercedes Sprinter 311CDI, used for jobs which require a larger stock of parts or equipment.

Haas' Vito 115CDIs boast standard features including electric windows, remote central locking and CD radios, along with an arsenal of active and passive safety features, include the latest

Adaptive version of the ESP® anti-skid system, which dynamically monitors the vehicle's load status while it is on the move. They also have five-speed automated transmissions, which the company chose in preference to the standard-fit six-speed manual, mated to 150hp engines.

The vehicles also came with market-leading, unlimited mileage, three-year warranties.

www.haas.co.uk

Going for growth

Agronomy specialist Pro Cam is reaping the benefits of increased payload, after choosing a 7.5-tonne Mitsubishi Fuso Canter.

Pro Cam is a network of regional companies covering mainland Britain, which together run 30 vehicles, all supplied by sales executive Rob Dale of Orwell Truck & Van, Ipswich.

Most are Mercedes – ranging from Sprinter 313CDI vans to 13.5-tonne Atego 1322s – but the latest is the 7.5-tonne Canter, which has a curtainside body by GK Harvey, of Attleborough. It has joined three other similarly specified Canters delivered earlier this year.

Among the regional

companies now running Canters is Rutherfords, which covers the south-east of England from bases in Bethersden, Lewes, Droxford and the Isle of Wight.

Commercial Manager Adrian Shorter says: “We needed a 7.5-tonner to cope with bigger loads and the Canter has proved to be hugely impressive.

“Thanks to its light chassis, the Canter is able to carry a lot more than other vehicles in the same weight category, as well as being tough and well able to cope with rough farm tracks.”

He continues: “The Canter gives us the capacity that we need, allied to a nimble chassis and low running costs, as well as being good to drive.”

Pro Cam was formed as a



■ Impressed... Adrian Shorter

single business in 1979, and its agronomists now walk over a million acres of crops across the UK, giving expert advice to growers on areas such as crop rotation and planting, fertilisers and pesticides, and organic production. Pro Cam's expert advice helps farmers to increase their crop yields – and therefore their income – while spending less per tonne of production on treatments.

www.procam.co.uk



“The Canter gives us the capacity that we need, allied to a nimble chassis”



Actros are blooming marvellous!

The latest pair of Mercedes Actros tractor units to join the fleet of Stowmarket-based Bacton Transport are coming up roses – and all sorts of other flowers too!

The two Actros 2544LS, both of which have range-topping, flat-floored MegaSpace cabs, are working on a contract for John Woods Nurseries, delivering live plants to garden centres and DIY stores across the country.

They are operating from John Woods' site at Pettistree, near Woodbridge, and wear the company's eye-catching livery. Five similar trucks supplied, like the latest arrivals, by sales executive Rob Dale of Orwell Truck & Van, Ipswich, run in Bacton's own distinctive colours.

Director Charles Downie says: "The decision to go with the Actros again was based partly on positive driver feedback on the earlier vehicles. They have also been reliable and fuel-efficient compared to some other makes we've run in the past."

All seven trucks are the subject of five-year contract hire deals with the manufacturer's in-house financial services division, Mercedes-Benz CharterWay – Mr Downie cites the rates he was able to secure as another major



■ Growing together...that's Charles, left, and Edward Downie

plus point in favour of the Actros. "We've found that in the current market, with credit extremely tight and commercial

lenders restricting the amount of business they do, CharterWay is much more flexible and willing to work with us," he explains.

The Actros have joined a fleet of 29 trucks, which also includes some Swedish-built vehicles; 16 are tractors, the rest 18-tonners.

The tractors are on full-load distribution for 'blue chip' customers. Many are double-shifted, making night trunking runs in support of the company's network services.

The rigids are mainly on local delivery and collection work around East Anglia, supporting Bacton's Pallet Network business. They are equipped to handle both standard and hazardous goods.

Family-owned Bacton Transport was established 50 years ago. Current Directors Charles and Edward Downie are the third generation of the family to be involved in the company.

www.bacton.co.uk