As at the end of Q3, the Group has achieved the sales budget but is currently below budget in terms of earnings before interest and tax. This is largely due to below budget margins, particularly in Nairobi Trading, Toyota/Kubota and Doosan. However, as a positive we are seeing good growth across all business sectors. The stand out growth performers are C&G Mombasa and C&G Tanzania Teams. The leading scorecard performers are C&G Bungoma (94%) and Nakuru distribution (91%).

I am confident that we can make up the budget deficit in Q4 and therefore encourage all of us to embrace the best practices from these teams. In addition, as our way forward we must streamline operations internally and satisfy internal customers. Two major areas of focus are:

1) Efficient debtor collections – without predictable cash flows it is impossible to operate. We need to clear old debtors and make sure customers pay on time. Say NO to bad business!

2) Efficient logistics – without cash flow, we cannot deliver efficient logistics. Furthermore, without efficient processes, we will run out of stock. We must ensure stocks reach the right place at the right time. This will be the key to achieving targets.

3) In addition, we must live our values;
   ·      - Making customers smile - both internal and external customers
   ·      - Empowerment - being accountable and taking responsibility
   ·      - Integrity - doing things right
   ·      - Quality - both of our products and efficient service delivery
   ·      - Innovation - adopting best practices to improve our process

Our organization makes a significant impact on thousands of lives – we have 140,000 TVS boda boda customers and 40,000 tuk tuk customers. This excludes mechanics and factories that rely on our various equipment. Our industry is the largest employer in Kenya. Failure to deliver on our promise = no money for our customers = no food for their families!

Each and every role is important and makes a difference. If we fail to deliver, We fail our Customers and fail Ourselves! By living our values, we will improve lives! Let’s go for it in Q4 – Success is in our Hands!

Chief Executive Officer
Dear Colleagues,

Welcome to the Cargen Voice. Today I would like to emphasize on the importance of effective communication for the organization. As we all are aware, open and transparent communication is one of our key strategic disciplines at Car & General. We strive to keep clear, consistent and timely channels of information flow in order to institutionalize our corporate culture - the Cargen Way!

Going forward, we encourage all members to feel free to share any suggestions and concerns that will improve the Group standing. We will be unveiling channels through which your voice will be heard as we believe this will make Car & General a good place to work.

Happy reading!

Raf,
Editor, CargenVoice.

THE CARGEN STAFF NEWS

THE FIRST LINE

THE POWER OF COMMUNICATION

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THE CARGEN PREMIER LEAGUE Q3

Results for the Cargen Premier League Quarter 3 2018 are out! TVS Distribution business is ahead of the pack of the senior league at 91 points followed by Nakuru Trading at 66. In the mini-league, Bungoma is leading at 94 points followed with Kisii at 78. As we move to the final leg, the race will only get tighter for the winner of this year’s league.

Business review is an important process for our growth since it highlights how we are performing and what we need to change to perform better. Congratulations TVS Distribution and Bungoma branch. Let’s aim higher as we move to close the year!

TVS DEALERS IN NAIROBI, BOMET, MBALE, Mischke & Bungoma

Car & General has appointed Premier Trading Limited as the TVS motorcycles dealer in the Nairobi Central Business District. Optimus Equipment Limited has been chosen as the dealer in Bomet and Merlifting is responsible for sales and service in Mbale. The outlets have a showroom with a good selection of bikes, spare parts and service bay areas.

David Chesoni the Managing Director at Car & General said, “The appointment of the additional dealers is part of the company’s programme to bring products nearer to the customers and meet the growing demand for TVS bikes.”

Deepika Lalit at Premier Trading said, “The joint venture will benefit existing and potential owners of TVS machines who use motorcycles for personal transportation, or carrying fare paying passengers.”

In the picture above, the Governor of Vihiga County, Hon. Wibur Ong’oni tries a bike during the launch of Merlifting in Mbale town.

C&G and TVS IN WORLD CUP SCREENING

Car & General rolled out a new marketing campaign for the Kenyan market titled ‘One People. One Africa’. The campaign, which ran across the World Cup 2018 season, was meant to celebrate Africa’s love for football, which cuts across nationalities and diversity.

With a wide product portfolio and strong presence with over 70 dealers in Africa, Car & General is rolled out this integrated campaign to cater to the African football fan.

The campaign included a digital film, World Cup branding at dealerships and first-of-a-kind initiative – TVS Football Zones. These zones, set up exclusively for TVS motorcycle presenters across several towns in Kenya in Western, Nyanza, Rift Valley, Coast and Central region.

Commenting on this campaign, Mr. R. Dilip, Senior Vice President - International Business, TVS Motor Company said, “Africa is an important market for TVS Motor Company and we have widespread presence across the continent. We are proud to be the carrier of African football fans as it is our belief that TVS and football unite the diverse continent.”

Igersoll-Rand R-Series

Donald Good the Ingersoll Rand Distribution Leader Africa-Compressed air Technology Solution and Charles Ndegwa the Car & General Nairobi Branch Manager cut a ribbon to launch the Next Generation R-Series Ingersoll Rand compressors at a well attended event held at the Tamarind Tree Hotel.

Vernon Reppert the Sales Leader and Specialist -Compressed air Technology Solution highlighted the features of the R-Series. These include a connectivity feature which allows for remote monitoring, easy to remove doors, optimized gear lubrication and oil injection process, reduced noise levels and floating coolers that allow for better cooling.

The Next Generation R-Series also features a new state of the art air-end. With more airflow for the same power input, the compressor requirements are smaller, reducing both investment costs and energy usage. The motor has been redesigned to extend the life of the machine while the V-shield technology allows for ease of repair and replacement of parts.

Inspiration from Hakeem

Teams are crucial because they combine the differing talents of different individuals, and they make the whole better than the part.

Nigerian tycoon Hakeem Belo-Osagie

R-SERIES COMPRESSORS: Donald Good (second left) the Ingersoll Rand Distribution Leader Africa-Compressed Air Technology Solution and Charles Ndegwa (second right) the Car & General Nairobi Branch Manager cut a ribbon to launch the Next Generation R-Series Ingersoll Rand Compressors at a well attended event held at the Tamarind Tree Hotel. Story page 7.

CARGEN STAFF NEWS

We Value Your Views

The next Car & General organization will be built around innovation and passion. Our people must live the Cargen Way by adhering to our values namely: Making customers smile, Empowerment, Integrity, Quality and Innovation.

We must also adhere to our key Strategic Pillars of achieving financial objectives, being the number one choice of customer, being a great place to work, being a regional organization and being a great corporate citizen.

These values must be engraved into our culture and expressed by all employees in a bold fashion. Help Car & General move to the next level by suggesting ways we can achieve our objectives.

We will reward winning views! Mail your views to ratanda@cargen.com.

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Charles emphasized the importance of quality service and genuine spares. Technology has evolved in the last few years and electronic systems in the compressor are more advanced. Diagnosis and repairs require highly skilled specialists and an understanding of the entire machine and our technicians are trained to do this.

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LEARNING TEAMWORK: On July 21, 2018, Car & General Mombasa held a team building activity at the C&G premises. The event was used to emphasize the importance of teamwork and cohesion, emphasizing that all employees are equal contributors to the achievement of corporate goals. The day was fun-filled with food, music and games. Congratulations Mombasa!

THE NEW APE CITY DLX

THE NEW APE CITY DLX

Cummins 500 KVA Series Launch
Cummins Car & General, the Cummins East Africa Joint Venture has unveiled QSK 15G6 engine diesel generators. The 500 KVA series generators boast of reduced noise levels and ability to self-synchronize.

What’s more the sets have remote monitoring which can allow one to keep an eye on the performance of the generator from a different location.

Additionally, the joint venture delivers the best of both companies to customers through superior sales, service and support in East Africa.

Car & General has over 80 years of existence in East Africa while Cummins quality products have been around for a century remarked Mr. Balaji, the powergen director.

The 500 KVA series generators are very economical as taxis. There are also van and pick-up models which are used for delivery work, courier services, laundry and fast food operations.

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THE NEW APE CITY DLX
CARGEN IN SOCIETY

CUMMINS C&G'S DATE FOR BLOOD DONATION

Cummins Car & General in conjunction with National Blood Transfusion Kenya conducted a blood donation drive for members of staff. Thank you for understanding that giving blood id saving lives!

MBASBA HOSTS CAP-YEI STUDENTS

Car & General Mombasa hosted 20 mechanical and electrical engineering students for training tour on July 27, 2018. CAP Youth Empowerment Institute is a registered nonprofit organization based in Nairobi with 26 branches country-wide.

CAP-YEI’s programs are based on the Basic Employability Skills Training (BEST) model. This is designed to help needy youths develop labour market employability skills, access placements to the job market and make informed self-growth decisions. The trainees covered both sales and technical aspects apart from familiarization with our range of products. These apply to both indoor and outdoor activities. It also has a battery life for up to seven days in smartwatch mode and 13 hours in GPS mode.

MOMBASA HOSTS CAP-YEI STUDENTS

Car & General Trading Limited has signed a Memorandum of Understanding with Boda Boda Safety Association of Kenya (BAK) to promote safety. The agreement which was signed by David Chesoni, the Managing Director of Car & General and Kevin Mubadi, the National Chairman of Boda Boda Safety Association of Kenya (BAK) covers discounts, organizing road safety awareness forums and holding technical training for BAK members buying TVS motorcycles.

Speaking at the function David Chesoni said, “The partnership will help boda boda riders to appreciate the value of their bikes, grow their businesses and think about buying Piaggio three wheelers (tuk tuks). Car and General will support them with after sales service and an extensive stock of genuine spares.”

Kevin Mubadi, the BAK National Chairman, said, “Partnership is the best way to go and we thank the management of Car and General for the MOU which we have signed today. This will go a long way in helping youths to buy TVS bikes and be aware of their own safety and that of their customers as they go about their boda boda journeys.”

ON TOUR WITH ERICK OMONDI

Erick Omondi and Car & General MD, David Chesoni share a light moment after signing a partnership agreement for TVS motorbikes promotion. The popular comedian will promote the TVS brand across the country during Untamed stadium tours.

Cummins Car & General, living its value of striving to improve communities had its tree planting day. Cummins believes in a cleaner, healthier and safer environment.

CARGEN SPONSORS FATHER AND SON GOLF

Watches over the years have evolved with advancement in technology giving buyers an ever expanding choice. Garmin wrist watches are purpose built for sports, or outdoor use.

The sport version comes with more than 15 preloaded GPS and indoor sports apps, including yoga, running and swimming. Other features include a compass, altimeter and thermometer. These apply to both indoor and outdoor activities. It also has a battery life for up to seven days in smartwatch mode and 13 hours in GPS mode.

Charles Ndegwa, the Car & General Nairobi Branch Manager said, “A Garmin sports watch blends in as an accessory which supports a sport culture and healthy eating habits. The watch has a fitness monitoring tool that enables you to set achievable goals for example to take a number of steps each day and track your progress. To make it fun groups can be formed to motivate participants to attain goals.”

“The watch can be synchronised with the user’s smart phone through which applications are downloaded. Having paired the two, alerts for incoming calls, texts, emails, calendar items and notifications from social media are displayed, or a gently vibration is felt. You can also listen to music through your music player.” Above, a winner receives a Garmin Approach S3 Golfing watch from Car & General’s CEO Vijay Gidoomal after the Father and Son Golf Tournament sponsored by Car & General.

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