SCANIA MIDDLE EAST JOURRASEY [SUSTAINABLE TRANSPORT SOLUTIONS]

Fuel Transport

At the top in providing the optimum vehicle for fuel distribution.

ENOC



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#2 - 2017

Top Team

[IN FOCUS]

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Top Team for all in 2018

ear Partners, When summarizing 2017 we can see that the outcome was very much as expected. a noticeable fall in

We have seen a noticeable fall in demand for heavy trucks in most markets in the Gulf region. This is mainly driven by the downturn in the construction market and that the oil & gas segment is still being under pressure.

We can however start to see signs of improvements, stock levels are down for most of the suppliers and the economic indicators for the Gulf markets looks slightly more positive for the coming years. GDP development is very linked to heavy truck sales and we forecast that the heavy truck market in the Gulf slowly start to grow in the coming years. During 2017 we delivered totally approx. 700 trucks and 50 new buses in the Gulf.

Scania Credit cross boarder financing is now established in Qatar and UAE. The customer base for cross boarder offering is increasing and we see more interest for other financing solutions. During 2018 we expect to roll out the Scania Credit financing to the remaining Gulf markets.

The Scania technicians are core in our service offering and their skills are equivalent to high customer satisfaction and 2018 will be a very exciting year for them. All technicians in the Gulf will put their practical and theoretical skills to test during Scania Top Team competitions. The two winning teams will continue to regional final and hopefully also make it to World finals in Sweden during December 2018.

Finally, I would like to take this opportunity to thank all Scania colleagues working at Al Shirawi, Bin Brook, GCC Olayan, Araco Alfardan, Sata and Netts for all good efforts in 2017. Together with the Scania Middle East team, I look forward to a prosperous 2018 where we together continue to develop our vehicle and service offering, which will help us to further develop the Scania business in the region.

Allow me to wish you all a happy holiday and a very Happy New 2018.

Scania technicians are core in our service offering and their skills are equivalent to high customer satisfaction."

Ozcan Barmoro, Managing Director - Scania Middle East FZE



Scania tailor solutions specifically for this industry; a unique balance between safety, payload and uptime.

ATHEROP WILLEUP TRANSPOR

You drive an important cargo, in a competitive landscape with tighter deadlines and tougher regulations. So you know a truck needs to be more than just standard.



ᄎ A Scania G 360 6x4 used by Emirates National Oil Company (ENOC) in Dubai, UAE.

cania trucks for fuel transport drive in a competitive landscape, especially in the Gulf region where the heat and sand dust makes transport a bit more challenging. Fuel transport trucks drive more than most, with tighter deadlines and tougher regulations. Scania also believes that fuel transport companies know a thing or two about what is worth paying for in a truck. So when they look at a Scania, they know they can see beyond the shiny and shallow. They know the value of difference between a standard model and a solution tailored specifically for their industry; with its own unique balance between safety, payload and uptime.

Payload

With a high-value cargo you need a minimalist approach. As well as a partner who masters the art of cutting weight to add payload, like Scania. Because for every 100 kg that can be taken off the weight of the truck, you can gain up to AED10,000 a year. Here are some free tips:

Foldable seats -19 KG: Saving on the driver's seat is unwise. Much wiser to choose a foldable passenger seat that will save you 19 kg.

Mount 5th wheel -82 KG: Mount the 5th wheel directly and add 82 kg to the payload.

Change air suspension -31 KG: Change the air suspension from two springs to four springs and cut 31 kg.

There are several ways of reducing the weight of an unloaded vehicle. This enables the pay-



Scania tailor solutions specifically for the fuel transport industry -for its own unique balance between safety, payload and uptime.

Smooth operations

Oil, gas and chemicals transport require high safety standards as well as perfect synchronicity between machines, vehicles, staff and supplies. Scania provides solutions to help your business run smoothly using our extensive engineering expertise, and offer smart engineering solutions for remote operations:

A history of robustness. Scania's over a century of heritage speaks of its highperformance industrial vehicles and engines defined to the most exacting criteria.

Peace of mind. Scania cabs are impact and crash-tested to meet the highest regulations worldwide.

Modular Options. Scania trucks for transport of petroleum and chemicals are fully adaptable from the ground up and enables the safe loading of petrol, chemicals and oil.

Cutting costs is only half the story

Shrinking margins cause businesses to change. And the same goes for trucks. Horsepower has to be teamed with brainpower, hardware with services. A truck solution needs to be tailored to save costs – but above all to increase earnings.

In other words, purchase price says little or nothing about the value created at the end of the road.



ᄎ Mr. Samir Salamoun presenting a Scania truck at Al Shirawi Enterprises showroom in Dubai.

EXPERT'S ADVICE

What makes Scania the preferred transport truck for the top fuel companies in the GCC?

"The fuel consumption in the Gulf is becoming a breaking point by the decision makers as the truck operators are becoming more and more particular on their operating cost. The challenging situation is how to convince the customer, during negotiations, that Scania has the best fuel economy when all our competitors are claiming the same. The answer is coming from the customers themselves when, and for the fist time ever, they are admitting and claiming, talking among themselves that Scania is consuming less fuel than any other trucks."

- Samir Salamoun, General Manager Al Shirawi Enterprises LLC

load – and likewise the revenue – to increase proportionally. Since the densities of different fuels vary, we've provided an example in kilos. By opting for aluminium rims, a directly mounted 5th wheel and a 4-spring rear suspension, you can increase your payload by around 200 kilos.

Safety & Security

Unsafe is unthinkable. There can be no compromise on safety. No matter whether you drive upstream or downstream, locally or long-distance. For the sake of the community and the driver. At Scania, there is continuous work to improve visibility, handling, braking and stability. Below are some of the new enhanced features:

Brake efficiency: The Scania brake pads consist of a unique friction material optimised for the patented alloy in the brake disc, which ensures maximum service life with consistent braking behaviour. A retarder helps increase the life of the service brakes.

Visibility: Scania already has the best overall visibility – both on the highways and when operating at low speeds. The wiper system has also been improved to clean a larger area of the windscreen. >> A Scania P 410 6x4 with tank semi trailer for Omanoil in Muscat, Sultanate of Oman.

Cab: The cab structure complies with Swedish crash test standards, which are even stricter than EU standards. The roof hatch has been enlarged to serve as an additional emergency exit. Scania is also launching new rollover airbags to protect cab occupants from side impacts.

Uptime

Uptime means teamwork. Scania are the guardians of uptime. Scania knows how important it is to keep drivers hauling fuel – whether it's in three shifts or for demanding customers, and with the threat of heavy penalties. We understand the value of a partnership that keeps you rolling.

In fact, Scania's best sales reps are its service technicians. Because they are the guardians of uptime. And if anyone can appreciate



EXPERT'S

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"Fuel distribution companiday. With Scania's comfort preferred choice in a dema can also feel more secure

- Robert Hughes, Sales Ma SATA LLC

They are admitting and claiming, talking among themselves, that Scania is consuming less fuel than any other trucks.

Samir Salamoun, Al Shirawi Enterprises LLC

their true value, it would be someone who hauls fuel in three shifts for demanding customers with the threat of heavy penalties hanging over them. Someone who understands the value of friendship.

Oil, gas and chemicals transport require high safety standards as well as perfect synchronicity between machines, vehicles, staff and supplies. Scania helps your business run smoothly using its extensive engineering expertise, and offering smart engineering solutions for remote operations. Scania's portfolio of high profile customers in the Gulf region says alot about our trucks stature in fulfilling these solutions and benefits. Together with our partners in each market, we ensure that our clients get the best with our tailormade solutions (products & services) to keep them going with confidence and peace of mind in their daily fuel transport operations.



SADVICE

es have a very high utilization of their trucks, often running 2 to 3 shifts and operating 20 hours per able cabs, robust drive train, reliability and excellent fuel efficiency, Scania has built a reputation as a nding application. When you include the various safety features available from Scania, other road users when seeing a Scania hauling this potentially dangerous commodity."

nager

EXPERTS' ADVICE

What makes Scania the preferred transport truck for the top fuel companies in the GCC?



"Scania being the benchmark for fuel transports in the region offers a comprehensive solution for the fuel hauling companies. The truck specification can be perfectly tailored to match the customers' high requirements on safety and comfort while keeping the lowest possible operating cost. With a service contract, the Scania dealer will also make sure to keep the fleet on the road to the maximum and at the same time minimize the risk to any unexpected costs to arise."

- Ulf Erickson, Regional Sales Director Scania Middle East FZE



"There is no compromise on safety. Scania is constantly working to improve visibility, handling, braking and stability with high operating-efficiency which is crucial for trucks used in transporting dangerous materials. Scania trucks, with their robust chassis and powertrains, provide the productivity and reliability needed, along with superb fuel economy, low emissions and excellent total operating economy with high safety factors to avoid accidents and prevent injuries. When you decide to transport fuel, Scania is a great partner to do this job, with its availability in carrying high loads with maximum uptime, safety and security."

- Ayman Hafez, General Manager Bin Brook Motors & Equipment LLC



SCANIA TOP TEAM 2017-18 COMPETITION

Skills, knowledge and professionalism – that's what Scania's Top Team competition is all about. For the current 2017–2018 event, some 8,000 service technicians and parts experts from 70 countries will engage in training and teamwork, demonstrating their competence. This year's focus area is Driving the shift.

All Scania partners from Gulf are participating in Scania Top Team 2017-18, Scania Top Team is learning competition among the after sales personnel, by this competition technicians will improve their knowledge and they can keep customer more profitable by keeping higher uptime. Scania's customers expect premium service, so staff on the front line must be equipped to meet their demands. Service-minded technicians and parts experts with the sharpest skills are expected to deliver the most effective customer offering possible.

Please follow Top Team on Facebook: www.facebook.com/scaniatopteam

[QUICK FACTS]



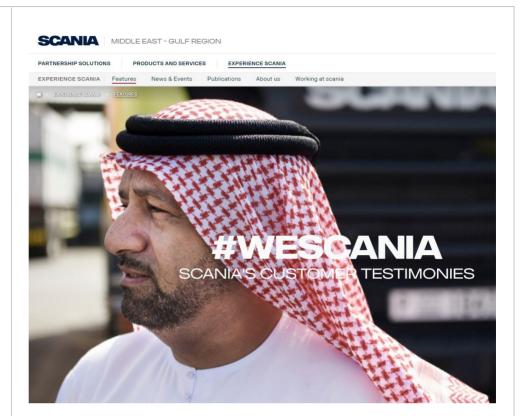
Scania adds gas truck for longer transports

Scania introduces the OC13, a six-cylinder gas engine with 410 hp. Good capacity for heavy, long-distance transports as a result of characteristics that are similar to a diesel engine of the same size; provides a range of up to 1,100 km together with LNG tanks.

Scania Interim Report January-September 2017

Summary of the first nine months of 2017: Operating income, excluding items affecting comparability, amounted to SEK 9,080 m. (7,492); Operating income rose to SEK 9,080 m. (3,692); Net sales increased by 15 percent to SEK 86,403 m. (75,209).





#WESCANIA - CUSTOMER STORIES

At Scania, we give paramount importance to our customers' feedback on our products and services. Their comments and testimonies based on their actual business operations are highly valuable for our future path to growth. That is why, here at Scania Middle East, we have launched the social media and web campaign, #WeScania.

#WeScania is our gateway for these valuable customers' stories and testimonies. Their stories of trust, confidence, and sheer satisfaction for having Scania vehicles in their business operations are published into our regional website and social media channels. These valuable customer stories and testimonies are Scania's solid testament and proof on how a Scania can help and improve the profitability of our customers' business with a superior, robust and fuel efficient vehicle.

This is a more powerful and effective way to bring awareness to the public and reach prospect customers, wherein our loyal customers are our proud collective brand ambassadors.

Visit our website to see and read these customer stories: www.scania.com/ae/en

TAKE ADVANTAGE OF THE FIXED PRICE PACKAGES

Scania, through its local distributors in the GCC market, released Fixed Price Packages for parts & service solutions providing customers the best possible deals on a host of Scania parts and accessories. The prices offered are highly competitive and every item is backed by the full Scania warranty.



Leading by Example

[Featured: Thani Al Shirawi - CEO, Al Shirawi Enterprises LLC]

Leadership is key in any thriving and successful organization. The leader is the role model of the pack and his words and actions reflect onto his team members. Such realm of leadership is well understood by Mr. Thani Al Shirawi, CEO of Al Shirawi Enterprises LLC, the same company that is consistently making records in the Gulf, Middle East region for Scania.



Thani Al Shirawi, CEO - Al Shirawi Enterprises LLC

l Shirawi Enterprises LLC was appointed sole distributor for Scanis trucks and buses in 1981 for Dubai and the Northern Emirates. Aside from establishing itself as a market leader in the heavy truck sector, the company was also the first distributor outrisde Europe to receive the prestigious Dealer Operating Standard Certificate. These achievements would not be possible without the leadership of its revered CEO, Mr. Thani Al Shirawi.



How long have you been working for Al Shirawi Enterprises LLC?

"Last October, I completed 20 years."

What is the most important meal for you (breakfast, lunch or dinner)?

"I don't have a favourite dish and it all depends on the company and food."

What do you like doing on your spare time, outside work?

"Exercising, reading, and watching sports."

What is your daily philosophy?

"Enjoy what you are doing and do it well."

What is your favorite part of your job?

"Closing a deal." 🔴



RTA APPOINTED AL SHIRAWI FOR ADVANCE SAFE DRIVING TRAINING OF LICENSED INSTRUCTORS

[By: Rajiv Bhatia - Al Shirawi Enterprises LLC, Dubai, UAE]

he Roads and Transport Authority of Dubai, the major independent government transportation authority in the United Arab Emirates, is responsible for planning and executing transport and traffic projects, along with legislation and strategic plans of transportation in the city. It is a department of the Government of Dubai. In continuation of it's ongoing focus on Road Safety, a new initiative has been taken to reinforce and refresh the knowledge of licensed instructors of heavy trucks and heavy buses working in the seven driving schools in Dubai with advance safe driving course. It is a

mandatory requirement for renewal of an individual's permit. RTA's primary objective of this course is to impress Driver Instructors to maintain their role model status on the road; whilst both on and off duty. Driver's Training and Qualifications Department (DTQ), Road Transport Authority, has appointed Al Shirawi Enterprises LLC (ASE) to conduct the course during September 2017 to October 2018. Over 150 instructors are expected to take the mandatory training for renewal of their work permit. ASE is delighted to support RTA's Initiative.

Trainings have begun and is conducted by ASE's Scania certified Driver Trainer, David Boyle who has several years of experience training heavy vehicle drivers internationally. David is seen in picture above with instructors at Belhasa Driving Center, Dubai in Nov 2017.

[PARTNER NEWS]

THEOFIERGAD EXPERIENCE

[By: April Rose Villafuerte - Bin Brook Motors & Equipment LLC, Abu Dhabi, UAE]

udging from the enthusiastic response from the customers, numerous participants from construction and transportation industry in Abu Dhabi (Western Region) accepted our demo invitation to experience firsthand the new Scania G 460 CA 6x6 Tractor head with Opticruise.

The event started in August 2017 and is still ongoing, showcasing off-road features and functions such as Scania Opticruise with Off-road mode, traction control features and Scania Retarder with enhanced low-speed performance. These demos amazed operators, engineers and drivers upon witnessing the recent advances of a Scania off-road technology and overall performance while keeping driver's comfort behind the wheel.

One of the highlights was the outstanding driving demonstration of Mr. Butti Obaid Kneish Alhamy of Obaid Kneish and Sons General Transport Establishment, who is a professional off-road and desert dune driver. He attests "if someone complains about the performance of this truck, I will present myself to certify that is has excellent performance and proficiency for desert driving." Mr. Butti says further, "when it comes to driving off-road particularly desert, travelling is very crucial. Maintaining the tires on the surface while keeping the vehicle's stability maximizes traction. I recommend this truck because the suspension provides smoother tractable ride and very comfortabel for the driver."

Bin Brook Motors & Equipment LLC, looks forward for more opportunity to delight customers while providing the best solutions to their business. All demo videos are available on Facebook via www.facebook. com/binbrookmotors



DEDICATED CUSTOMER SERVICE

[By: Berit Goldner - SATA LLC, Oman]

n order to improve our operations and services for our customers, SATA LLC recently held a 3-day seminar focusing on Dedicated Customer Services (DCS). Scania sent over two of their Retail Development Managers, Mr Roman Nikolaev and Mr Anders Ljung who delivered Scania's systematic approach to this important issue. Best practices and examples from Scania's international network are shared and implemented around the global Scania network. The working standards from DCS are the descriptions and instructions for the technicians and service staff to be used in their daily work.

First we identified and mapped the current status of our way of working to see where we stand. Also present from SME were Mr Rahim Khajebhari, Regional After Sales Director and Mrs Lovella Tayag, After Sales Development Assistant, who will make sure to keep in close contact with SATA LLC during the development.



32 NEW BUSES FOR QATAR EXPRESS

[By: Emmielou Buque - Arabian Agencies Company LLC, Qatar]



rabian Agencies Company's service-related products account for a growing proportion of the company's operations, assuring Scania customers on cost effective transport solutions and maximum uptime. ARACO's sales of Scania buses in Qatar greatly increased as demands for transportation in Qatar market goes up. Recently, ARACO have sold 32 Scania Marcopolo buses to Qatar Express Transport Company. Qatar Express Transport Company has been serving Qatar for over 35 years and committed to excellence

of service. QETCO is a leading transport contractor in Qatar, equipped with modern range of coach buses. "I could say that ARACO has an unparalleled service aside from their world class products. Significantly, we are not only investing in new fleet and technology to ensure we are able to maintain our customer's satisfaction, but we are also pledging to invest in safety. We have also considered the aftersales support that we can get from the dealer and based from our experienced with ARACO, their services are exemplary", says Ayman Farouk, Deputy Managing Director of Ibin Ajayan Trading Group.

DISCOVERING THE BEST

[By: Alzaki I. Alhamzi - GCC Olayan, Kingdom of Saudi Arabia]

cross Bridges Transportation Company is a Saudi Company, based in Riyadh, Saudi Arabia, The Company has steadily established itself as one of the leading transportation companies in Saudi Arabia. For more than six years, Across Bridges Transportation Company made a great success In its progress and demonstrated its leadership In the transportation market (Industrial and Commercial), in Saudi Arabia and in neighboring Countries.

This year is the first time the company bought Scania Trucks, 12 units of Scania G 410 LA 4x2 with Opticruise. Currently it already has more than 180 trucks with numerous brands; but the company have just found out that Scania has a good fuel Consumption compared to the other brands that it has been operating. Additionally, Gross Vehicle Weight of Scania is higher than the other brands –a valuable benefit which they have noticed especially on hilly roads.

Scania power gensets in Dubai's largest port

Engines | News | Power Generation

DP World's Flagship, Jebel Ali Port in Dubai is one of the largest container port worldwide. It has handled over 14 million TEUs (twenty-foot equivalent unit) in 2016. DP World's core business is all about handling containers, and the company has more than 36,500 employees worldwide.

P World uses RTG – rubber tyred gantry – powered by engines from Scania. An RTG is a mobile crane that moves containers to trucks or to storage pending further transport once they have been unloaded from the large cargo vessels. It can be compared to playing Tetris – the right container in the right place in order to facilitate the logistics flow and optimise further transport. The cranes are most often powered by diesel generators – gensets – which are needed for these operations.

"The RTG goes from lifting extremely heavy loads to no load at all and back to the heavy lifting every minute, making reliable gensets a must," says José Manuel, Crane Supervisor at DP World. With the new Scania powered gensets, the company can just keep going without worries. So far, they have operated 5,000 hours over eight months. That means they are running 24/7 with only short stops for service. "With Scania, we use one hundred percent of the RTGs power."

Since DP World itself works with flexible solutions and ensures that its cranes can adapt to the varying flow of loading and unloading as well as adapting to the movement of small tractors, the company foresees continued cooperation with Scania.

"We have tailor-made this solution for DP World," says Charan Joseph D'souza, Al Shirawi Enterprises, which for nearly 40 years has been the distributor for Scania trucks, buses and engines in Dubai. RTGs powered by Scania engines have performed faultlessly, which is positive as repairs are both time-consuming and costly. "Uptime is not an issue when we are using Scania engines," says José Manuel. Cranes operated by non-Scania engines will now also receive Scania engines.



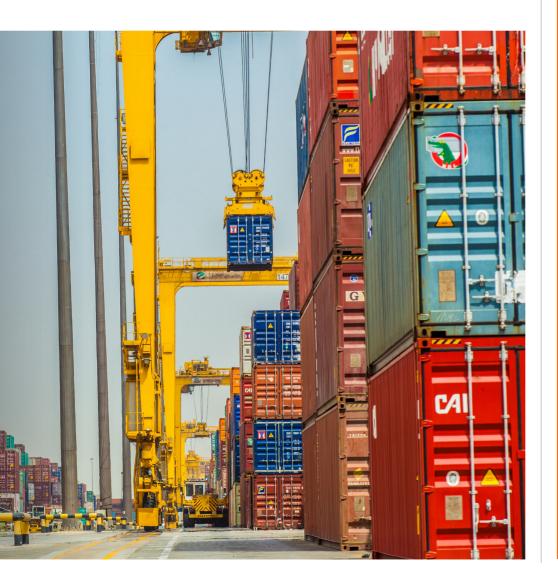
Jose Manuel, Crane Supervisor - DP World

>>> DP World's Flagship, Jebel Ali Port in Dubai is one of the largest container port worldwide.





Scania gensets redefines reliability and efficiency, delivering outstanding fuel economy and uptime.



VALUE SELLING WINNERS

Since beginning of November 2016, Scania Middle East - Gulf sales force was participating in Scania's global Value Selling programme where salespeople were trained for a year on how to be truly customer centric and communicate the value of a Scania. A total number of 87 people were part of the training and Scania Middle East had recently awarded the prizes for the most successful in the training programme within their respective business area (Sales & After Sales).

Here are the First Prize Winners:



Sayed Ahbab - Al Shirawi Enterprises (Sales - Dubai & Northern Emirates)



Vineeth Krishnan - SATA LLC (Sales - Oman)



Athul Ponnappan - SATA LLC (After Sales - Oman)

The runners-up also received prizes for their notable efforts: Mina Talat of GCC Olayan (Sales - Saudi) and Adarsh Jayachandran of Al Shirawi Enterprises (After Sales - Dubai).





#ThrowbackThursday on facebook.com/ScaniaME

Scania Middle East's Facebook page provides some of its historical images in the region, every #ThrowbackThursady. Pictured above is one of these posts: Scania-Vabis L71 tankers in the desert of the Middle East (Syria) back in 1956.



Send us your Scania-Selfie !

Welcoming the new year with a new competition on our Facebook page: Send in your best Scania truck or bus selfie and get a chance to win a fantastic prize from Scania Middle East. Keep updated on this competition at www. facebook.com/ScaniaME.

Please note that the "Scania-Selfie" image you shall send us may be shown or uploaded on our Facebook page.

Send your best shot to: lauriceamor.mendoza@scania.com



Scania wins European Transport Award for Sustainability 2018

The driver assistance system Scania Cruise Control with Active Prediction with the new function Pulse & Glide has been awarded the Europäischen Transportpreis für Nachhaltigkeit 2018, the European Transport Award for Sustainability.

The European Transport Award for Sustainability is awarded by a jury with representatives of Huss-Verlag, Fraunhofer Institute for Material Flow and Logistics, Kravag-Logistic and the German Association of Postal Service Providers (BdKEP).

SCANIA HEAVY TIPPER FOR HIGHER PAY-LOADS

The new Scania Heavy Tipper has now been released to mining operators. It is designed to meet the toughest demands of this industry. With more robust components, the payload capacity is 40 tonnes, one-quarter more compared to the current range.

With this new tipper, operational uptime is five percent higher with 5,000 more service life hours – reducing the cost of operation over the product's life cycle and increasing residual value.

The 6×4 and 8×4 truck configurations have undergone major technical improvements, such as new front and rear axles, a new stronger gearbox, stronger front suspension, steering, and increased brake performance.





SCANIA TOURING EXCELS IN FUEL CONSUMPTION

Scania Touring has swept the board in the leading Italy-based European newsletter 'BusToCoach's' comparative test of eleven 2-axle coaches from six bus builders. With 18.2 litres/100 km, Scania Touring's fuel consumption was an impressive 12-percent lower than the runner-up and all of 31 percent better than the coach that performed poorest.

BusToCoach lined up coaches from Irizar, Iveco, Mercedes, Setra and Temsa for a fuel duel that included 347 kilometres of varied road conditions in Lombardy, Piacenza and Liguria. The results for the Scania Touring HD 12.1-metre coach surprised even seasoned bus experts. "The results have exceeded all expectations in terms of consumption, plus a remarkably interesting purchase price," the publication writes. "The consumption turned out to be better than any optimistic prediction."

THE MAN BEHIND THE MODULAR SYSTEM

While it is impossible to credit any single individual as the originator of Scania's much-admired modular product system, there is no doubt that the company's first technical director Sverker Sjöström played an important role. The first model in the new fully modularised truck range was the bonneted T truck, unveiled in April 1980. From a limited number of main components, Scania was able to create an almost limitless number of truck variants, adapted to the special needs of individual customers.



SCANIA FUEL ECONOMY

GOFURTHER



ANIA

5499 XDA