

Our Mission is to be the leading organization for power generation, automotive and engine related products in East Africa.

HIGHLIGHTS . . .

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Editor

Ndakala R Atanda

The Editorial Team wishes to encourage members of Car & General to send in contributions to Cargen Times. Send your comments, letters, pictures etc to raphael.atanda@cargen.com

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The First Line . . .

Welcome to the third issue of *Cargen Times* of year 2010.

It, in fact, coincides with the end of our financial year 2009/2010.

We at the *Cargen Times* wish all of you good luck for the new fiscal year! We hope that it will come with greater successes for the entire Group.



Dear Members,

Car & General has developed five core strategic objectives that should lead us to corporate success.

They are listed below:

1. To achieve financial goals over time
2. To be the No. 1 choice of customer
3. To be a completely regional organization
4. To be a great place to work
5. To be a great corporate citizen

The importance of having these

Message from the Group Managing Director

Car & General: Our Strategic Objectives

objectives is to help us align our activities in pursuit of their achievement.

As an organization, we continue to occupy an exciting space with a positive future outlook. Improvement of the quality of the organization across the board will be critical to success. Key to success is:

1. Disciplined (people, thought and action) we must do the right thing, every day, every minute.
2. Making customers smile - a key area of focus going forward is the aftermarket activity.
3. In every street, every town - we must continue with our campaigns.

Thanks.

C&G Launches the Briggs & Stratton Tiller Range



This leads me to the second point - focus. It is true that we have come a long way, but we still have a long way to go.

Competition is intensifying in our markets. This means that we need to be more focused on doing the right thing for the business and the brand - every minute, every on in every street, every town.

What does this mean to us? We must be more disciplined as an organization. We must do all that we plan to do at the time we say we shall do it. This will go a long way making our customers smile every time.

Without discipline, we will lose the game to the competition!

Raf.

Welcome to Car & General

Cargen Times wishes to welcome the following to Car & General Group. Kennedy Odhiambo, Elphas Ondele, Gideon Bartilol, Margaret Nyamu, Cheryl Odhiambo, Felix Ndede (Kisumu). In Mombasa, we welcome Carolyne Mwikali, Sammy Gatheru, Nathan Nyongesa and Eliud Anyoka. Meshack Ondari joins our Nakuru Branch. In Nairobi, Tirus Kamau, Onesmus Wambua, Tabitha Wanjiku and Benjamin Mutinda join the Engineering Division while Edwin Orlando and Eunice Risiano join the Trading Division. Isaac Kituu joins Head office in the Human Resources department. We wish you success in your new careers.

Kwaheri

The following people have left the employment of Car & General:

Bernard Ng'eno (Engineering), Esca Atieno (Head Office), Florence Ngina and Nickson Mala (Nairobi Trading) and Peter Angatia (Mombasa).

Transfers

Paul Gitau has been transferred to Nairobi from Mombasa to head the newly created aftermarket business for Trading. George Rubiri (formerly of Kisumu) moves to Mombasa as the Branch Manager.

New Borns

The following employees were blessed with baby girls in the past quarter: Steve Kilambyo and Isaac Nyamrer. Dennis Nthuka had a baby boy. Congratulations!

Wedding Bells!

David Maingi (Trading - Suzuki) wed Enid Mwendwa in a colourful ceremony at the Methodist Church, Kinoru and a reception held at Olive Gardens, Meru on July 31, 2010. We wish them a happy stay together.

Appraisal Process On

Once again, the performance process is here. Performance objectives for the following period for all employees will be set in November 2010. We ask every employee to take this process seriously. It is through performance reviews that clarity and alignment is achieved. This is the way towards making Car & General performance-driven.

Eye Camp for Nakuru

Car & General in conjunction with the Lions Club took its free eye clinic to Nakuru on October 16, 2010. The event saw more than 300 patients screened and 11 of them identified for cataract operations. The programme provides medication, glasses and cataract operations according to the patients' specific requirements. In 2009, the programme assisted 2,500 patients and sponsored over 100 cataract operations across Kenya. The medical camp has been funded by Car & General at a cost of 250,000 shillings and will be headed by the Company's General Manager, David Chesoni, Lion Purvi Shah, the President of Lions Club Nakuru and Lion Niru Shah.

Cycle & Electronic Services Limited



Interview by Faith Mumo



Cycle and Electronics Limited is one of our biggest dealers based in Kisumu town. Mr Dinesh gives an overview of his business.

Where are you based?

We are in Kisumu town on Odera Street opposite Foam Mattresses.

Tell us about your business. What you do and how long?

Cycle & Electronic Services was started in 1985, inherited from our family business which started in 1947. Among the products we sell are bicycles, spares, Chloride Exide batteries, motorcycles, ox ploughs, generators, solar panels among others.

Why did you choose the name cycle and Electronics Services for your business?

We had two joint family business known as Deluxe Cycle and Deluxe Electronics. My brother Ramesh handled the bicycle section while I handled electronics. In 1985, we merged the two businesses and formed a partnership, hence the name Cycle and Electronics Services.

Do you offer after sales service to your clients?

Yes we do. We ensure all our customers are happy.

What is your association with C&G?

We have been selling C&G products since 1985. These include Briggs & Stratton generators and water pumps; and Suzuki and TVS motorbikes .

Interesting, so how many bikes do you sell on a monthly basis?

Our monthly average is about 40 bikes.

Anything you would like Car & General to do differently? Any parting comments?

No, but I would like to applaud the C&G leadership and all members of staff. They are friendly, helpful and have excellent customer service. We are part of Car & General and are proud to say **-Together we will beat the rest!**



C&G Launches B&S Tillers

Car & General has introduced Briggs & Stratton range of agricultural tillers suitable for varied crops like rice, sugarcane, nursery crops, horticultural crops, maize and beans. C&G recognises the increasing importance of agriculture to meet the rapidly rising demand for food and the need for simple affordable farm equipment. The motorised tillers will save small farmers the extra cost of paying labour, or hiring a tractor.

The Garuda tiller range has a choice of five sizes. The base model is a 6.5 horse power petrol engined mini tiller with 12 blades best suited for intercrop weeding. This is ideal for farmers with small pieces of land

growing ordinary crops like maize and beans, or horticultural produce as it can be pushed easily through narrow spaces.

The top model is the super tiller 14 hp petrol engine which has 24 blades. This is larger and is designed for weeding between wider spaced crops like sugarcane, sisal, coffee and flowers on big acreages. The power tiller has a 12 hp water cooled direct injection diesel engine and is the most popular for fuel efficiency and more ground coverage while the master tiller is available in 10 hp petrol and 8.5 hp diesel models both highly suitable for intercrop weeding for cotton, sugarcane, banana and coconut cultivation.

The Cargen Premier League

Congratulations to Car & General - Kisumu for leading the Cargen Premier League Table on 71% after Quarter 3 reviews. Here below is the full standings table. The winner at Quarter 4 carry the Cargen Premier Cup!

Organization	Score	Code
C&G Kisumu	71	
Shared Services	59	
C&G engineering	52	
CEI	50	
C&G Nakuru	43	
Kibo Poultry	40	
C&G Nairobi	38	
C&G Uganda	36	
C&G Mombasa	35	
C&G Tanzania	35	

We must target a minimum score of 70% in each organization. we must continue to improve our organizational quality in order to capitalize on opportunities ahead.



IT TALK. Augustine Munguti (seated), the IT Manager at Car and General (K) Limited, demonstrates IT applications to students at the Australian Studies Institute (AUSI) after making a presentation on Career Opportunities in IT. AUSI students James Gathagu (right), Shalini Shukla (centre) and Jancelline John Amsi (left) attended the talk.

Car & General Among the Top Taxpayers

Car & General was awarded a certificate recognising the company as a distinguished taxpayer in the year 2010 by the Kenya Revenue Authority.

The award was presented by the President of Kenya, Hon Mwai Kibaki in a function to award top taxpayers on October 21, 2010 at the Kenyatta International Conference Centre. It was received by the Group Managing Director, Vijay Gidoomal.

Car & General was named among the top 50 taxpayers in Kenya in its category.

Car & General Opens in Ndeeba, Kampala

Car & General has opened a TVS outlet in Ndeeba, Kampala. Located on Masaka Road the showroom is headed by Florence Tamar Kairangwa. Our journey towards being closer to customers on every street, in every town has started in earnest - we will get there!



Heat Exchanger and

Car & General (Kenya) Limited has installed a large 1.5 million shilling heat exchanger in the Cummins High Horsepower Engine Rebuild Centre in Lusaka Road to speed the testing of customers' engines.

The heat exchanger works on the same principle as a car radiator. Hot water from the cooling system of the engine under test enters the top of the heat exchanger and trickles down through a heat resistant plastic honeycomb. The cooling of the water is also aided by an integral fan attached to the heat exchanger which pushes air in the opposite direction to the water flow. By the time the water reaches the bottom of the heat exchanger there has been a significant drop in temperature and the water returns to the cooling system of the engine undergoing a dynamometer check.

The company has also installed a 4.2 million shilling Rotajet D108 washing machine to the equipment at the Rebuild Centre. Cleaning engine parts by hand is labour intensive and time consuming. The acquisition of a washing machine will speed the work of our technicians while hundreds of parts are being cleaned. The load capacity of the new washing machine is 2,500 kilogrammes and a mix of water and Neospray chemical is used to wash the engine parts. The machine has upper and lower revolving arms with jets that spray the cleaning agent at a pressure of five to six bar and at temperatures of 70 to 80 degrees centigrade.

Annual Competition 2010



Car & General was established in 1936. This means that the Group will be 75 years in 2011.

We are planning a number of activities to commemorate this important milestone.

Your part - write an essay outlining the specific activities that you think Car & General should partake through out the coming year and you stand a chance to win KES 10, 000 cash.

The winner will be unveiled on November 20, 2010 at Safari Park Hotel.

Please send in your entries by November 15, 2010 to raphael.atanda@cargen.com. Good Luck!

Reflections Meeting Set for November 20, 2010

Car & General Nairobi will hold its Annual Reflections Meeting on Saturday, November 20, 2010 at the Safari Park Hotel, Thika Road.

The Managing Director will use this opportunity to discuss the highlights of the 2009/2010 financial year, while setting the objectives for 2010/2011.

Cummins' PPE Programme

Cummins workshop made it mandatory for people to wear personal protection equipment when in the area. This includes overalls, safety shoes, glasses, gloves and safety hats (bump caps) and helmets.

Signs have been attached on the walls outside the workshops advising people of the PPE requirements. We are geared towards making C&G a safe place.

C&G Pensioners' AGM

Car & General Pension Scheme Annual General Meeting was held on August 26, 2010 at the C&G boardroom.

Members were taken through on their contributions and benefits structure, audited accounts and the various investments of the fund. At the end of it all, it was agreed that saving for retirement is the best investment for an employed person today.



David Chesoni (left), the General Manager of Car & General and Lion Purvi Shah (right) assist Mama Maria Kikwai as she goes through eyes examination during a free medical clinic held at the Lions School Complex in Nakuru.

Why CSR?

By Isaac Kituu



If we went to the Mau forest and planted a tree, would that add value to anyone? The answer to this question will depend on several other factors such as whether it was necessary to plant the tree there or elsewhere; whose responsibility is it and to whose benefit.

The above and many other questions arise when we offer ourselves to acts of philanthropy. The motivation behind CSR is the fact that we have grown and benefitted from the society and environment in which we live in. It is a fact that in the same society there those who are in real need of help. It is this group that we are called to extend a helping hand to. Giving back to the society is a refreshing exercise. It rids us of selfish tendencies and opens our eyes and hearts to appreciate what we have and may be taking for granted.

It is said charity starts at home. We should start from within; from our own families, work colleagues, our neighbours and the society at large. In every religion, members are called upon to charity (giving without expecting anything in return) activities to the needy. The Great Teacher taught; He who has two dresses should give one to a person who has none.

It could be by way of serving in a children's home, spending time with sick, giving material aid, providing professional assistance to a disadvantaged group or even by ensuring we maintain a clean and healthy environment. At the end of the day, we are not embracing CSR because others are, but because it is our responsibility.

Our Vision, Our Mission

By Ndakala Atanda

A lot of companies have developed a vision and mission statement.

Missions and visions provide a guide to employees of why they have to go to work everyday.

When there is a vision, organizations are able to future courses of action plan in advance. Business goals and objectives are set and specific means of achieving them determined.

At Car & General, our brand vision is to provide power for better living and make customers smile in every street in every town. Our mission is to be the leading organization in East Africa in power generation, automotive and engine related products.

Well put . . . and then the management has developed five core objectives that have been discussed by the Group Managing Director.

As employees, we need to align our personal and departmental goals and objectives to the broader organizational ones. This will mean that the achievement of our personal and unit goals will be directly contributing to the organizations overall objectives.

Car & General Donates Five Briggs & Stratton to Colleges

On the sidelines of the launch of Garuda tillers and the Briggs & Stratton technical update seminar at the Safari Park Hotel in Nairobi, something else was taking place. Five Briggs & Stratton engines were donated to technical colleges. The lucky colleges were the University of Nairobi, the Kenya Polytechnic University College, Jomo Kenyatta University College of Agriculture and Technology, the Kenya Technical Training Teachers College and the Machakos Technical Training Institute.



Mr. Ndung'u of Kenya Technical Teachers Training Institute receives an engine donation from Mehran Pesdari of Briggs & Stratton and David Chesoni, GM, Car & General. The engine will be used by the institution's engineering students for learning.

C&G Sports Day a Thriller!

Sports Day at Car & General usually elicits good memories. Last quarter's sports day at the Public Service Club, South C had its share of good experiences.

Forget the food, the beer and the music! Who will ever forget the aerobics session? This was too interesting that people want it (not anywhere else but right in the office after work two times



Purchase of COMOCO House

COMOCO Sacco announced early June that it had finalised plans for the purchase of COMOCO House. Feasibility study on the renovation of the identified house was estimated at KES 65 million.

Members were to acquire 360 shares (equivalent to KES 36,000) either through cash purchase or by getting a loan by the co-operative society.

Of Doing Things the Same Way And Not Making a Difference!

A new buzzword is in the air. This year, we will be hearing more of offering legendary service, yes - we must offer legendary service for us to succeed.

Eric Sangoro put it rightly when he said, quoting his mentor, *that you can not do something better when you do it the same way. Don't play to play, play to win!*



Vijay Climbs Kilimanjaro!

Vijay Gidoomal, the Group Managing Director (right) at Mt. Kilimanjaro's highest point (19,453 ft). Kilimanjaro is the world's highest free standing mountain in the world. Congratulations!

C&G to Open in Eldoret Soon

As part of moving closer to customers, Car & General is opening a sub-branch in Eldoret town. Premises have already been identified and plans are almost through for the opening of the latest C&G outlet in November 2010.



Aresmus in Another Winning Performance

Aresmus was in Tanzania early this year and there was a breakdown experienced at Tulawaka. He was in the process of completing the engine calibration when another critical problem occurred at Buzwagi Gold with a dump truck. Being the only expert within reach he set off to Buzwagi late in the evening after completing the job at Tulawaka. He used shortcuts to get there quickly which was risky as bandits trail this route. He got to a road block where the police stopped him as it was dangerous to travel at night in that region. He slept in the car until it was early enough to proceed according to the policeman. Aresmus got to Buzwagi in good time and resolved the problem there. Being driven by providing first class service he risked his life and comfort to get the job done in good time for a key customer.

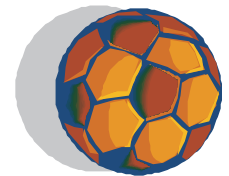
Pictures Departmental

Jeremiah Mureu (centre) head of credit control goes through a debtors list with his team, Solomon Lemunen and Mathews Owiti seated left to right respectively.



C&G donated a TVS star motorbike to the Kenya Paraplegic Organization at their offices in Kilimani. The GM, Car & General David Chesoni hands over the keys to a TVS Star motorbike to Mr. Timothy Wentang'ula the Executive Director of Kenya Paraplegic Organization. Looking on are James Mugo, TVS Sales Manager Car & General and Mwaura Ngari (seated left), Chairman of the Kenya Paraplegic board. The motorbike was used in their one million campaign to raise funds from the public towards the construction of the rehabilitation centre in Kenya.

The PITCH



If you were in the shoes of one Sir Ferguson of Man-U, would you let go Wayne Rooney or let him stay? Well...he stays, but is this good for team work? are such behaviour infectious? Let's wait and see.

Cargen Briefs

Another Cummins Win

Car & General has bagged another Cummins Award. The Award for exemplary service was received by the Group Managing Director, Vijay Gidoomal and Eric Sangoro, the Regional Service Manager, in October 2010 in the US during the EMEA distributor principals forum.

Car & General at the Naivasha Horticultural Show

Car & General took part in the Naivasha Horticultural Fair that took place at the Naivasha Sports Club on September 10 and 11, 2010. The official opening was graced by the minister for agriculture Hon Sally Kosgey.

Training a Priority at C&G

People development remains a key pillar for Car & General strategy. There is need to train people to not only take up positions but also develop themselves into better human beings. This quarter managers went through two courses - HR for non-HR managers and Objective setting.



1



2



3



4

1. Sammy Sewerei, the technical trainer during one of the training to juakali mechanics.
2. How it works! A scene at one of Mombasa branch's Piaggio service clinic held at Kilifi.
3. A group picture Garissa youth after Piaggio and TVS team addressed them during a USAID-sponsored youth forum.
4. Eric Kirui of Kisumu branch presents a B&S engine to students of Butere Village Polytechnic.

DON'T QUOTE ME!

“Dream as if you’ll live forever.
Live as if you’ll die today.”

James Dean.

“...the true celebration of heroism is something we must all do individually. Look out for quietly heroic Kenyans, appreciate them, reward them, pat them on the back, give them the fortitude to carry on. Do it every day of the year, and you may even become a hero yourself.”

Sunny Bindra - writing for a column in the Sunday Nation.

“If at first the idea is not absurd, there is no hope for it.”

Albert Einstein.

HUMOUR

What do you think? Have you seen her?

She called me to get my phone number.

She put lipstick on her forehead because she wanted to make up her mind.

She tried to drown a fish.

She got locked in a grocery store and starved to death.

She took a ruler to bed to see how long she slept.

She studied for a blood test.

When she missed the 44 bus, she took the 22 bus twice instead.

When she took me to the airport and saw a sign that said "Airport Left" she turned around and went home.

Send in by Paul Gitau (Aftermarket, Nairobi Trading)
From the internet.

Finally . . .

The Last Line . . .

Kenya has just celebrated its *Mashujaa's* recently. For the sake of our readers, *shujaa* is Swahili for hero.

Kenya was celebrating the first Hero's Day since it was changed from Kenyatta Day in the new constitution.

But who is a hero? Simply defined, a hero is a person admired (by many people) for his or her brave deeds. To the delight of

Kenyans, the net has now been cast wider to capture more heroes than the usual political figures.

As Car & General gets 75 years old, can we remember the early people who put the Group where it is?

We have come from far, and we say *kudos* to early leaders of C & G. Watch this space! Raf.