



NEWS

A FRESH APPROACH TO VENDING

Welcome to Autobar News our new communication designed to keep you up to date with latest news, information and exciting developments from Autobar UK Ltd.

Over the past few months we have been working very hard behind the scenes to restructure our business.

We have been busy implementing changes to improve and enhance the support and service we provide to you.

Please read on to discover what we have done so far and what is still to come. We'd also like to hear from you and would encourage you to contact us with your feedback and suggestions on howarewedoing@autobar.co.uk

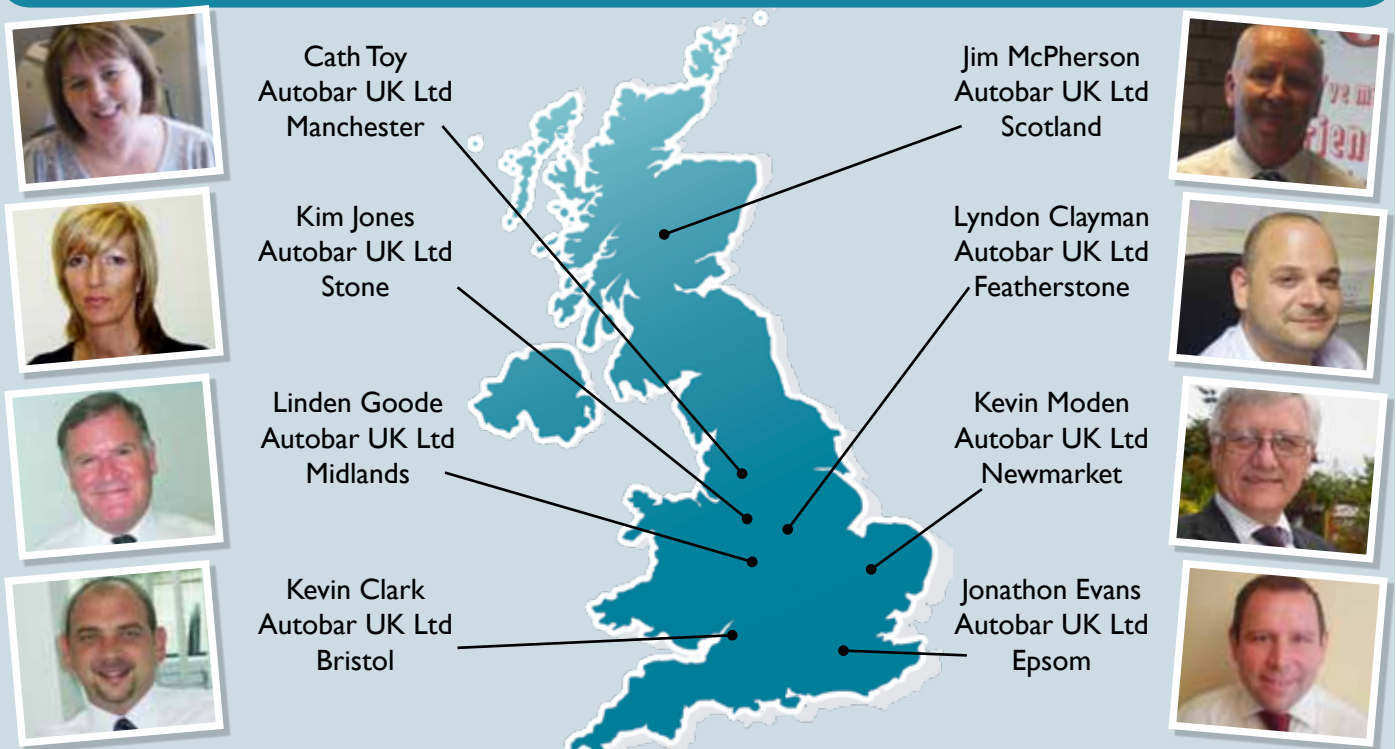


Local expertise on a National scale

We'd like to introduce you to our newly established customer service network.

Our aim is to offer first class local care and attention to our customers on a Regional basis which is supported and resourced by a National Service structure. By passing responsibility to our Regional General Managers (see map for Regional offices) we aim to step change our performance and dramatically improve our service, response times, communication and most importantly levels of customer satisfaction.

New Autobar Vending National Customer Service Structure



0845 4818085



www.autobar.co.uk

New Website Live!

WIN a Wii + Wii Fit

Please log on to www.autobar.co.uk where you will find a new look website, useful information and contact numbers along with details of our complete range of vending systems and products.

To celebrate the launch we are offering you the chance to win a Nintendo Wii + Wii Fit! All you need to do is answer ten simple questions about Autobar UK Limited and all of the answers can be found somewhere on the new website. Good Luck!



PRESS RELEASE

Autobar and Cafe Bar merge to form Autobar UK Ltd.

Leading brands, Cafe Bar and Autobar (both part of the Autobar Group) have grown significantly over the past 5 years in the UK.

In order to build on this growth, and strengthen their UK market position, a new company Autobar UK Ltd. has been launched. The new company will still retain the brands Autobar Vending and Cafe Bar, and both brands will continue to trade in their market sectors, offering industry leading solutions and brands which customers know and trust.

Autobar Vending is the UK's most dynamic vending provider, whilst Cafe Bar is the leading supplier of hot beverage solutions. Both divisions are experts in providing bespoke solutions to suit their customer's needs and objectives.

The new structure, implemented by Steven Murray CEO, will allow the company to get closer to their customers and enable them to better understand their markets and business challenges, placing them in a stronger position to deliver more customised, creative and profitable business solutions.

"Both Autobar and Cafe Bar have always been customer focussed organisations and we realised that in order to better focus on our customers' needs we needed to utilise the resources and best practices within each business more effectively. For example, by combining our field service engineer networks we now have the largest engineer network in the industry. Creating one umbrella company will allow us to provide enhanced customer service." Simon Bracken, Sales and Marketing Director (Cafe Bar)

The new company is effective as of now, however it is stressed that this new structure will not affect any existing supply arrangements with either brand, and customers will still receive the excellent levels of service and support they currently enjoy.



What else have we been up to?



Introduction of Blackberry handheld devices for our operators!
We have already seen dramatic increases in the reliability and quality of our operated service

New improved operator routes! Improving our responsiveness to customer needs and the ability to provide flexibility in terms of route planning and visit scheduling



Centralised Planagrams! We have invested heavily in determining the perfect planagram for products in each of our machines to ensure you make the biggest returns all of the time

New internal sales team! We want to ensure you get the best service and advice on products when you want to place an order with us



New Products! The recent introduction of PG Tips in addition to the increasing drive to offer Sustainable and Ethical drinks through our Celsus Drinks range are just a few of the many upcoming new products

WATCH OUT FOR OUR NEW REGIONAL NEWSLETTERS COMING SOON!

What's coming next?

New improved BRITA water filters!

We are currently working closely with BRITA to bring you the very latest water filter technology to improve the quality of your drinks and help reduce technical issues related to water impurities



Only got notes? (£5/£10/£20)

Not a problem!
We are trialling the latest technology and hardware in note readers for customers with high volumes and vend prices



These are just a few of the new innovations we are looking to launch in the not too distant future!



AUTOBAR UK LTD, RONAC HOUSE, SELINAS LANE, ROMFORD RM8 1QH.



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