

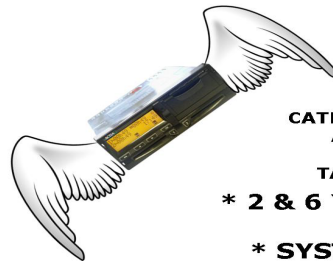
**PROFILE—
Stuart
Ransom**



Stuart has been a key member of the Norwich Service Team for 46 years. He originally started work for Delves Motors, and then latterly Tricentrol Trucks A47 Ltd which became Trimoco Ltd. When Norfolk Trucks took over the business in 1987, Stuart was there from the start, and he is now our longest-serving member of staff. In the words of Steve Fisher: *'I'm sure you will all want to join us in thanking Stuart for his many years of help, kindness, and support, both at work and in our varied personal lives.'* Stuart is Norwich's resident font of all knowledge; how many times have we heard the cry of *'Stuart! Help'* echo through the workshop? But for Stuart, the best thing about the job is those he works with: *'It's the comradeship. We have our ups and downs but generally we all get along and have a good laugh and a smile.'*

****STOP PRESS****

**THE TACH  ...
...IS BACK**



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JANUARY'S TRADING OVERVIEW

Now that the recession is officially over, we are looking forward to a much-improved performance in 2010. The good news is that Sales enquiry levels have substantially increased since the last quarter, and we do anticipate a healthier order book going forward. Our Aftersales businesses, whilst still not in line with our budget expectations, has also shown some improvements, with labour sales for the group exceeding 94% of budget. Parts Sales are also improving, but still have further to go, having achieved 91% of their January target.



