

For Immediate Release

CYCLE & CARRIAGE TAKES PRIDE IN DAIMLER AG-CERTIFIED CENTRES OF COMPETENCE

*Cycle & Carriage Upholds its Commitment To Mercedes-Benz Owners through its
Investments in Its People, Sites and Systems*

Petaling Jaya, 11 September 2019 – Cycle & Carriage Bintang Berhad (Cycle & Carriage) has achieved a remarkable feat, scoring a perfect score of 100% for the second time, in Daimler AG's stringent 'Centre of Competence' certification for its Batu Caves Body & Paint (B&P) Facility. Cycle & Carriage also achieved 98% and 96% for its Johor Bahru and Bukit Tengah facilities respectively.

"Our network of body and paint repair facilities scoring above the global median is the result of Cycle & Carriage's investment into our people, sites, and systems. With Daimler AG's stringent evaluation criteria, the excellent performance that our facilities continue to demonstrate is a testament that we are moving in the right direction in support of Mercedes Benz customers in this country. We are honoured to receive this certification from Daimler AG, and we intend to continue excelling in the delivery of premium automotive experiences to our customers," said Cycle & Carriage CEO, Wilfrid Foo.

Cycle & Carriage Batu Caves is an authorised B&P Repair Facility with the expertise to conduct structural repairs on Mercedes-Benz vehicles while upholding global safety standards to provide customers peace of mind. Spanning over 45,000 sq ft with 22 body and paint work bays, the facility has the capacity to service up to 130 vehicles every month. Meanwhile, the Johor Bahru and Bukit Tengah facilities collectively have 20 body and paint work bays and the capacity to service 120 vehicles every month. Cycle & Carriage currently has the largest network of Daimler AG certified B&P Repair Facilities in Malaysia.

Obtaining the 'Centre of Competence' certification involved an evaluation on Cycle & Carriage's workshop equipment for both, body repair and paint areas, auxiliary material, repair processes and administration practices. To remain up-to-date with the latest automotive innovations and technologies, Cycle & Carriage employees undergo regular upskilling training at the Mercedes-Benz Malaysia Training Academy.

“Representing a marque brand that is a beacon of automotive excellence, we are proud to match this with exceptional after care service and expertise. Our facilities are home to state-of-the-art tools, globally certified and skilled technicians equipped to restore and care for an extensive range of Mercedes-Benz vehicles in Malaysia. This reflects Cycle & Carriage’s complete ecosystem that takes care of our customers every step of the way. Congratulations to the dynamic team at Cycle & Carriage Batu Caves, Johor Bahru and Bukit Tengah for constantly raising the benchmark of retail and service, going the extra mile to understand and meet our customers’ needs. This is the backbone of ‘Exceptional Journeys’ we promise customers,” said Foo.

Empowering Our People onto Exceptional Journeys

This certification is another feather in the cap for Cycle & Carriage as it continues its year-long 120th anniversary celebration. The celebration kicked into high gear recently, with the premium automotive retail and after sales leader taking time to record its appreciation for the years of loyalty and dedication from employees at a special townhall session and simultaneous movie screenings at locations in the Klang Valley, Ipoh, Penang and Johor.

“Our people have laid a solid foundation over the years, forming the bedrock of the Cycle & Carriage heritage. We continue to empower our people to experience growth and fulfillment both professionally and personally. Empowered employees go on to deliver the genuinely Exceptional Journeys our customers experience and associate with our Cycle & Carriage identity,” explained Foo.

The company’s passion in empowering people extends into uplifting marginalised youth by promoting the Technical and Vocational Education and Training (TVET) agenda. Cycle & Carriage announced its inaugural Cycle & Carriage Study Grant Programme this year, a grant to help youth from low income Malaysian families gain access to quality technical and vocational education. Furthermore, Cycle & Carriage also donated computer equipment for the benefit of vocational institute, Montfort Boys Town’s Computer Maintenance Programme trainees earlier this year. Cycle & Carriage’s involvement in the social development of the local community is an indicator of its commitment to the community in Malaysia.

Commemorating its 120-year legacy in premium automotive excellence, Cycle & Carriage also launched a regional campaign to give away 120 exceptional journeys of specially curated trips to three enticing destinations: Mongolia, Nepal and Korea. The campaign embodies the brand’s commitment to deliver exceptional people-focused experiences.

About Cycle & Carriage Bintang

At Cycle & Carriage, we are driven by our passion to create people-focused experiences. We began an exceptional journey in 1899 in Kuala Lumpur and we are now a leading regional automotive group in Southeast Asia. Cycle & Carriage distributes, retails and provides aftersales services for passenger cars as well as commercial vehicles in Singapore, Malaysia and Myanmar. As we celebrate our 120th anniversary in 2019, we remain committed to serving those who have made the journey with us. We thank our customers, partners, colleagues and communities, and aspire to create more exceptional journeys together.

Listed on Bursa Malaysia, Cycle & Carriage Bintang is a leading dealer group of Mercedes-Benz passenger and commercial vehicles, as well as a dealer group of FUSO commercial vehicles in Malaysia. With an extensive network of 13 outlets across the country, including a dedicated commercial vehicles facility, we can always be relied upon for our aftersales services. Cycle & Carriage Bintang has three Daimler AG certified 'Centre of Competence' facilities in Malaysia. Cycle & Carriage Bintang is a member of the Jardine Cycle & Carriage Group.

Cycle & Carriage. Exceptional Journeys. <http://www.cyclecarriage.com.my/>

Cycle & Carriage 120th Anniversary: <http://www.cyclecarriage.com/120>

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