

OUR BUSINESS PARTNERS

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Our business-partner network consists of principals of the leading brands that we represent, local and foreign suppliers of materials and the organisations that provide us various support services.

Our Principals constitute a very important part of our business. Our value chain begins with them and it could be said that we are only as good as our Principals. Our philosophy has always been to partner with the world's best. We are happy to bring the best products and services in their respective categories to our customers as well as to stretch ourselves to the top standards that Principals who are the best in breed would demand. These dual pursuits that our philosophy has driven has enabled Dimo to institute, over a period of more than seven decades, a whole host of attitudes, beliefs and practices...the quintessential Dimo Way.

If this 'Dimo Way' were to be summed up in a single word, that word would be trust...open and transparent communications with Principals and delivering on our promises, unfailingly, and over the years. These promises have included relentless investments in people, facilities and inventories in both good times and bad. We are proud of our record of bringing our Principals' brands to the helm of their respective markets in Sri Lanka. Many of them are clear market leaders by a very substantial margin.

We engage with our Principals in a methodical and regular manner. These engagements could range from one-to-one meetings at top level both in Sri Lanka as well as in our Principals' respective countries. They include familiarisation tours, training programmes and workshops for both our staff as well as for our Principals' representatives and formal reports from us as well as from our Principals. Through these engagements, we attempt to keep abreast of the developments and aspirations of our Principals' as well as keeping them posted on changing market conditions and the ever-evolving hopes and aspirations of customers. This two-way process has been the key to the enduring relationships that we have built with our prestigious Principals. The most recent formal and structured survey that we carried out through an independent third party, reaffirmed our Principals' expectations and also re-confirmed that we were very much on track.

We not only evaluate prospective Principals but do so also for our existing ones. In the former, the objective is to screen. In the latter, the objective is to provide constructive feedback, and this is done as a matter of routine, every year. On-going annual evaluation of Principals is based on the following seven performance criteria. Viz., Pricing, response time, quality, repair handling, credit terms, warranty handling and shipment periods.

Our Principals as well as our other suppliers of various materials and services, both international and local, are required to make a declaration on labour and human rights, health and safety, environmental impact and business ethics.

Some of the relationships with our Principals are as long as Dimo's own existence. At the same time, we have also been consistently adding new Principals who represent a good strategic fit. The table below illustrates the lengths of all our relationships with our respective Principals.

Principals Represented &
Duration of Relationship

Name	Country	Brands	No. of Years of Relationship
Daimler AG	Germany	Mercedes-Benz	72
Robert Bosch GmbH	Germany	Bosch	57
KHD Humboldt Wedag AG	Germany	KHD	51
Siemens AG	Germany	Siemens	51
Tata Motors Ltd.	India	Tata	50
Bosch Ltd.	India	Bosch-Mico	42
Komatsu Asia & Pacific Pte. Ltd.	Singapore	Komatsu	42
Komatsu Utility Co. Ltd.	Japan	Komatsu	42
Komatsu Ltd.	Japan	Komatsu	42
KSB AG	Germany	KSB	42
York	Denmark	York	35
Bomag GmbH	Germany	Bomag	32
Bosch Automotive Systems Corporation	Japan	Zexel	27
Robert Bosch Ew.	Germany	Bosch	27
Carl Zeiss Meditec	Germany	Zeiss	26
Tognum	Singapore	Mtu/DDC	24
Mahindra & Mahindra Ltd.	India	Mahindra	21
Michelin	France	Michelin	18
OSRAM GmbH	Germany	OSRAM	17
DEMAG Cranes & Components GmbH	Germany	DEMAG	17
Rane Brake Linings Ltd.	India	Rane	17
WOMA GmbH	Germany	WOMA	17
Blaupunkt Werke GmbH	Germany	Blaupunkt	16
Daimler South East Asia Pte. Ltd.	Singapore	Mercedes-Benz	16
India Pistons Ltd.	India	IPL	16
Fenner (India) Ltd.	India	Fenner/Pioneer	14
Rane Engine Valves Ltd.	India	EVL	14
Vossloh-Schwabe GmbH	Germany	VS	14
Bimetal Bearings Ltd.	India	Bimite	13
SiTeco Lighting (M) Sdn Bhd	Germany	SiTeco	12
BF Goodrich	USA	BF Goodrich	11
John Deere Asia (Pvt) Ltd.	Singapore	John Deere	10
MRF	India	MRF	10
Davex Engineering (M) Sdn Bhd	Malaysia	Davis	9
Draeger Medical	Germany	Draeger	9
Schaefer Systems International Pte Ltd.	Malaysia	Schaefer	9
Claas India Ltd.	India	CLAAS	8

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Name	Country	Brands	No. of Years of Relationship
Daimler Regional Logistic Centre	Singapore	Mercedes-Benz/ Chrysler/Jeep	8
MHE- Demag (s) Pte. Ltd.	Singapore	MHE-Demag	8
Chrysler South East Asia Pte. Ltd.	Singapore	Chrysler/Jeep	7
Everdigm	South Korea	Everdigm	7
Schwing Stetter	India	Stetter	6
Zenoah	Japan	Zenoah	6
Carl Zeiss Meditec SAS	France	Zeiss	5
Fischer Werke GmbH	Germany	Fischer	5
Snap-on Tools (Pvt) Ltd.	USA	Hoffmann/JBC	5
Sri Bhavani Castings Ltd.	India	SBP	5
VE Commercial Vehicles Ltd.	India	Eicher Dem	5
Victor Gaskets India Ltd.	India	Victor	5
VM MOTORI S.P.A.	Italy	VM MOTORI	5
Hanwa Company	Korea	Don Yang/Saehan Travis	4
See Hau Global sdn bhd	Malaysia	Intraco pallet	3
Turbo Bearings (P) Ltd.	India	Turbo	2
Sri Ramadas Motor Transport Ltd.	India	SRMT	2
RZB Rudolf Zimmermann	Germany	RZB (Lighting)	1
WD 40 Company	USA	WD 40	1
Haulotte Group	France	Haulotte	1
Kumho Tires	Korea	Kumho	During the year
Manitowoc Cranes	India	Manitowoc	During the year
Metso Minerals	India	Metso	During the year
Sany Port Machinery Company	China	Sany	During the year
Shardlow Co Ltd.	India	Shardlow	During the year
Adshead Ratcliffe & Co., Ltd.	UK	ARBO	During the year
EC Smith & Sons (Marine Factors) Ltd.	UK	ecs	During the year
Clements Engineering (St. Neots) Ltd.	UK	CLEMENTS	During the year
AMT Marine Technologies Pvt. Ltd.	UK	AMT	During the year
MIKALOR	Spain	Damesa	During the year
Cathodic Protection Systems	Netherlands	MME	During the year
Pratikel Ltd.	Turkey	Pratikel	During the year
Voyage Marine Automation L.L.C.	UAE	VOYAGE	During the year
Medtron AG	Germany	Medtron	During the year
Siemens Ltd.	India	Siemens	During the year
Trafo Electro Services	Italy	Trafo	During the year

- - We just celebrated 50 years of partnership with TATA. The picture below of Messers Deepak Rai, T.S. Narayan and G. Bhott of TATA with H. Algama and P.D. Alexander of Dimo.



Local Suppliers of Materials and Support Services

We have also have longstanding and enduring relationships with our local suppliers of materials and support services. To them we assure regular orders, prompt payments, technical expertise and cash advances whenever requested. From them, we demand not only high quality of product and delivery standards but also that they share in our high ideals in relation to sustainability. Thus, our existing and prospective suppliers are required to make a declaration on labour and human rights, health and safety, environmental impact and ethics.