



News



Dear reader,

2013 is quickly coming to an end and will be remembered by us as that year that Lapauw gained a significant growth in sales, in existing and in new markets as well. That year in which new and very performing Laundry machinery were introduced and patented, and in which we obtained the highly needed ISO certification. Eventually, and last but not least, it was also that year in which we got closer contact with our customers.

Needless to say that obtaining the 9001 ISO certificate is a major milestone for our company. More than 60 years of technical experience, expertise and know how is now documented. The Lapauw company is now working in a much more professional way as in the past.

2014 will bring further challenges. We will strive for an even greater customer satisfaction, as this remains to be the first priority for the reinforced, and highly motivated Lapauw team.

We wish all of you and your families a Merry Christmas and a very successful and healthy 2014!

Steven Renders  
CEO

### **Beyond innovation: New format for Lapauw News.**

The first thing you'll notice is the new format our newsletter comes in. Instead of working with attached PDF-files, we now use an embedded, HTML-coded news update. A format that offers you many advantages, with a reduced file size as one of the most important.

Of course we value your feedback and remarks, so please share your thoughts on this change at: [arne.vanhauwaert@lapauw.be](mailto:arne.vanhauwaert@lapauw.be)



## Lapauw supplies equipment to *Guangdong Chimelong Group Co. Ltd.*

As one of China's most excellent large enterprise groups and Guangdong Province's leading enterprise in tourism industry, ***Guangdong Chimelong Group Co. Ltd.*** dedicates all efforts to creating world-class tourist resorts, which are specialized in theme parks, luxury hotels, business conventions, high-end restaurants, and leisure entertainment. Chimelong Group currently manages a large resort area in Zhuhai.

Officially launched in 2009, Chimelong Group's milestone project, Zhuhai Hengqin Chimelong Ocean Resort, marks once again the beginning of another soaring period of Chimelong. Making use of the successful experience of Guangzhou Chimelong Tourist Resort, the most advanced technologies, and top-notch designs, Chimelong Group will surely present the world another innovative and spectacular tourist resort in Hengqin, Zhuhai. The new tourist resort will be a fantastic blend of theme parks, luxury hotels, conventions, shopping, leisure sports, ecological habitats and vacation houses, altogether creating a tourism miracle and turning Hengqin Island into "China's Orlando"!

Fuxiang Bay, Hengqin Mountain, and Dolphin Bay are the 3 stages of this massive project, which upon completion will have 10 theme parks, 12 luxury theme hotels, 3 professional 18-hole seaside mountaintop golf courses, 2 international yacht clubs, countless shopping malls and convention centers. A cable car rail that circles the entire resort area, will allow guests to sit back and relax while enjoying the gentle sea breeze and a full sight of the 10 magnificent theme parks, namely Chimelong International Ocean Park, Oceanic Water Park, Safari Zoo at Night, International Ocean Theatre, Global Garden, Bird's World, Mountaintop Paradise, Dolphin Bay Adventure Park, Atlantis Indoor Water Park and Volcano Park.

Lapauw is proud to announce that the laundry facility of this project will be completely equipped with Lapauw equipment including 3 Combi 2000 Frontal washers and 2 ironing lines with Extra Feeder, 2 Roll 1200 Steam heated ironers and Unifold folders.



## **Royal visit for Lapauw International in India.**

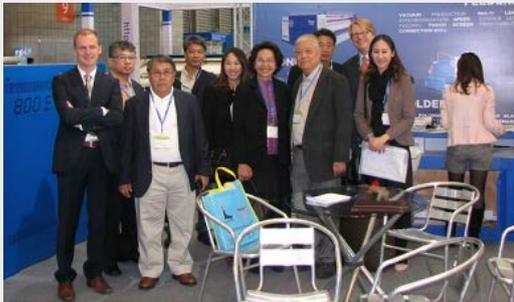
During the extensive trade mission through India, HRH Princess Astrid of Belgium has taken a moment to make a stop in the ITC Grand Chola Hotel in Chennai, the biggest hotel in India. Together with Mr. D'heygere, President of Lapauw, the princess visited the hotel laundry that is equipped with a high performing 1200 steam Lapauw ironer and a Lapauw folder.

The Princess met with Philippe Charraudau, current Vice President of the ITC group and CEO of the Grand Chola in Chennai. As former Oberoi, he was also the first responsible for the Burj Al Arab Jumeirah hotel in Dubai, Mr. Charraudau knows that Lapauw equipment provides durability, efficiency and a first class finish. So he stands firm behind Lapauw as supplier for Laundry equipment. We were very happy to hear him compare Lapauw Laundry Machines with the emblematic Rolls Royce.

HRH Princess Astrid was leading the Belgian trade mission through New Delhi and metropolises Mumbai and Chennai, where nearly 350 Belgian business participants signed interesting contracts and made new contacts in this promising continent.

## Sale of first Mediwaves

Short after its release for sale, 3 Mediwave washers were sold. One of the 3 Mediwave washers will be delivered in a dedicated clean room version, which comprises an overpressure valve on the drum and a special seal on the clean side of the washer. The customer chose the Mediwave because of the innovative concept with the Glass Reinforced Polymer covers that provide the highest standards in hygiene, cleanliness and ergonomics. The 3 washers are foreseen for installation in the Cleanroom laundry next March 2014.



## Texcare Asia

From 19th till 21 November, the Texcare exhibition was held in Shanghai – China – Asia. This exhibition is held every 2 years and becomes more and more important for the Asian market.

Lapauw International showed the visitors a complete product range, 100% made in Belgium, Europe:

- Washing technology: The industrial Lapauw Combi C1001, open pocket, 100kg loading capacity washer was shown.
- Flatwork technology: The 2 roll 800 steam chest heated ironer in combination with the Unifold folder and stacker.
- Garment technology: The Hot Stream T2 tunnelfinisher with a capacity of 350pc/hr.

It was a great pleasure to see a lot of our Asian Pacific dealers on our booth, and many new potential customers and dealers for the region as well. It gives us a very good feeling that after a successful 2013, an even better 2014 will follow.

On the 19<sup>th</sup> of November, Lapauw has held a dinner for its premium dealers at the Latin Restaurant UNICO on the Bund. More than 30 people joined us for a great evening with great food, live music and a very pleasant moment of conviviality.



## ISO 9001:2008 : Where Quality does matter.

Lapauw is very proud to announce that it has obtained the ISO 9001:2008 certificate.

From now on, Lapauw is one of the very few laundry machinery manufacturers that can put the ISO 9001 seal on its official documents. The ISO 9001 certificate is worldwide recognized as a symbol of "business excellence".

The ISO 9001 certificate is very important to Lapauw as it confirms that our company guidelines and procedures guarantee the highest levels in professionalism and quality delivered to our customers.

ISO 9001 goes beyond just the quality of the machines and takes quality management into the process from the moment we pick up the phone to the after sales and shipments of spare parts.

The ISO 9001 certification is again a proof to our customers that they are making the right choice when deciding for Lapauw machinery.



## France

### Dealer in the spotlight: Lapauw France

For many years, Lapauw distributor, Ets. Laurent was a name that sounded like a bell in many French laundries, as it stood for know-how, good machines and an excellent service.

In 2000, Lapauw decided to buy the laundry department of Laurent and created Lapauw France, the first 100% Lapauw subsidiary to see the light.

Today, with a dedicated team, providing sales and service on the complete French territory,

Lapauw France still is a leading supplier in the French laundry market.

Lapauw France covers the complete French market : From commercial and privately owned laundries and hospital OPL laundries that the French market is well known for, to the big laundry groups like Elis and BTB, where Lapauw already supplied many machines.

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## Lapauw Financing solutions

In order to spread the payment of the Lapauw machine over a long time, some customers ask for a financing solution.

In reply to this request, Lapauw has come up with such a solution.

Together with financial partner ONDD, part of the Credendo Group, Lapauw offers its customers the possibility to spread their investment over 2 to 5 years.

The customer pays his investment on a 6-monthly basis through bills of exchange at an acceptable interest rate.

What are the conditions:

- Investments between 75.000,00 Euro and 2.000.000,00 Euro are liable for financing. The duration (between 2 and 5 years) depends also on the investment.
- The financing covers up to 85% of the amount of investment.
- The financing is pending approval. The customer is required to hand over the certified balances of the last 3 years.

Credendo Group:

Known as the Belgian counterpart of the well-known German Euler-Hermes company, the Credendo Group is a Belgian government supported financial insurance company that supports Belgian export companies to offer their customers financing solutions.

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