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**WG Davies**  
*Servicing South Wales*

# Customer Newsletter

**Q3 2021**

## Editor's message

As quarter three comes to a close and we roll into Autumn, I have pleasure in sharing our latest newsletter, which is packed full of good stuff for you. There is a fascinating interview with our wonderful customer Runtech. Alongside that, our MD Roger states his intention for WG Davies to become carbon-neutral in the future, with a round-up of the green investments already made and the plans for the future.

In Q3 we were delighted to welcome MAN Truck & Bus's new UK MD, Stefan Thyssen, to Swansea and we have featured this visit alongside our usual report on depot KPIs and the top line feedback from our CSI customer interview programme. Finally there is a look at some of the new TGEs which have rolled out of our depots in the last quarter. I really hope you enjoy this and thank you for reading.

Rachel Davies.

# VIP Visit to Swansea

We were very happy to welcome Stefan Thyssen, the recently appointed Managing Director of MAN Truck and Bus UK, to our Swansea depot. Stefan is no stranger to the UK market having held the position of Finance Director here from 2017 to 2020 but he has been based in Copenhagen for almost a year and a half and a lot has happened in that time.

What better way to catch up with the UK marketplace than with a visit to the Chairman of the MAN Dealer Association, our top man, Roger Davies? Stefan had a tour of our Swansea depot, which gave us an opportunity to show him the facilities we have to offer following an substantial investment programme, which is very much in evidence as the three bay workshop extension nears completion. Stefan then travelled down to Llanelli to meet one of our biggest customers, Owens Road Services.

It was great to meet Stefan and a real pleasure host his visit to South Wales.



Roger Davies with Stefan Thyssen at WG Davies Swansea

# Runtech, Peter Miles and Andrew Dowsett, Aug 2021

**There is more than Runtech meets the eye, much more, both in respect of what they do and perhaps more importantly, how they do it. When Janet Birkmyre talked to Peter Miles and Andrew Dowsett about the company - which is enjoying its 25th anniversary this year - it quickly becomes obvious just how well their values fit with those of WG Davies.**

Runtech was founded by Ian Gorvett back in 1996. His wife, Samantha, has worked with him from the outset and his son, Grant, joined the team in 2008. "Runtech is very much a family run business", Peter told us, "when we started the transport business we had about half a dozen low loaders and approximately 80 to 100 vehicles out on hire but it really took off in 2005 when we won our first manned service contract to work on site at Port Talbot." They must be doing something right because 16 years on the company has 35 such contracts in seven depots nationwide, with over 250 employees and more than 1000 items of plant and vehicles.

Peter is Runtech's longest serving employee. 20 years ago he started as the Service Manager "And I've just grown with the company" he tells us modestly. Today he is the General Manager, responsible for overseeing almost all of the day-to-day running of the company, so it is amusing to learn that he met Ian and was interviewed by him "Outside a burger van in a layby and I started working with him a couple of months later".



*Celebrating 25 years in business*

*Left to right: Grant, Sam and Ian Gorvett, Peter Miles*

Andrew Dowsett, is Runtech's Transport Manager. He joined the company almost 24 years ago as a low loader driver, moving plant around the country before Runtech got a contract in Ammanford, Andrew recalls "Then I came off the lorries and went into the office to run the transport. We had about five lorries that would make multiple drops and I put all of that together." In 2007 Andrew moved to Spain to "Live the dream! I bought a bar cafe, that went well for a

couple of years until the recession. That closed a lot of businesses so I came back to Runtech. We had just three lorries then and we have built it up to 23 lorries now."

The connection between Runtech and WG Davies dates back to before Andrew and Peter joined the company because Ian had leased some MAN vehicles from Roger. For Peter, the relationship developed as the transport side of the business grew. "I realised Roger was a good guy, whatever he says he is going to do, he does it and that is so important to us. If I have a problem, I can speak to him - I like that personal touch. Since then our fleet has only been with MAN and all are looked after by WG Davies."

Why MAN? Peter told us "We moved to MAN because of the service WG Davies were giving us, that is genuine. They do what they say they will do, they ring us back when they say they will and if we have got a problem, we work it out together - they are good people and they have stood in our corner to fight our cause in the past." According to Peter, WG Davies have earned their loyalty, "When the chips were down they were on our side, so yes, a really strong relationship forged over time."

Both Peter and Andrew talk about Runtech's relationship with WG Davies as a partnership. For Peter that means "We need them to deliver their promises, we need to know that we have that support which will allow us to fulfil our commitments to our customers, and from day one of dealing with WG Davies we have had that confidence."

While for Andrew the focus is day to day working with WG Davies to keep Runtech's vehicles on the road, "Communication is the key. I will sometimes get a phone call at night if they need a decision from me, they know how important it is to ensure the lorry is on the road the next day. They understand how we work and they will go the extra mile when they need to. I can't think of a time when they have let us down."

In the past Runtech ran a mixed fleet but the MAN product has stood up to the scrutiny, "The MAN is a good vehicle," Peter told us, "it has proved reliable and we have had the opportunity to compare it to others. I think it has got better over

the years and critically for us, if we do have a problem we know we can get it sorted by WG Davies."

Runtech has taken delivery of five new MAN TG3s and they are living up to their International Truck of the Year billing, Andrew told us "The MAN lorries are top of the range, the drivers love them which helps massively with recruitment and it keeps them happy too."

Peter talked about how Runtech leased the lorries even though they did not have drivers for them, "We had a lot of extra work but we could not get the lorries and we could not get the drivers. Roger told us about these vehicles and we took a chance and leased them. We have focussed on what drivers want; their own vehicle, that is not driven by anyone else even when they are on holiday, and with a really high spec. With that in place we quickly recruited five drivers."



Talking to Peter and Andrew there is no doubt that Runtech really values the people who are at the core of their business. Peter was proud to tell me "We retain staff really well, almost 85% have been with us for years and years and years. I think that is because we are a family run business, so we can make decisions quickly and Ian, Sam, Grant and I are approachable - if anyone has got issues they can come and see me, the door is always open, we are different to many companies in the way we operate."

For Andrew it is about trust and responsibility "You do not hear anyone complaining. You are left alone to do the job and if you need something you have just got to ask, but no one is on your back, I am trusted to do the job."

The care extended by Runtech goes beyond the company itself, "Ian has always felt strongly about being a part of the local community," Peter explained, "even in the early days, when things were a lot tougher, it was a priority for us to support the community and charitable causes, from local food banks, to annual fundraising and sports club sponsorships."

Beyond that there is a passion for the environment as well, "We want to lead the way for a greener, cleaner future, so that the success of Runtech is beneficial to the planet too". Peter went on to talk about their commitment to a company car fleet that will be 100% electric by 2030, as well as the work they do with dust suppression and getting involved with litter collections from local beaches.

It is a fascinating insight to a business which WG Davies is proud to work with and support. The business culture, attitudes and values across both businesses are a great fit and the sense of mutual respect between the two companies is strong.





# THE INSIDE TRACK - Going Green, Roger Davies

## Why do we need to go green?

There is more and more talk about going green; focussing on protecting our planet, reducing our carbon foot print and adopting sustainable practices that mean we will leave the world a better place for future generations.

At WG Davies we believe everyone should do their bit - no business is too small to make a difference, we all have a part to play - and here is a round-up of what we have done so far and our commitment to being carbon neutral in the future.

## What have we done to go green so far?



### Biomass Boilers

You're almost certainly aware of the **biomass boilers** we have installed across our sites. We will have five in place by the time you read this and together they can produce up to 2,500 kw of power, more than enough to heat and provide hot water for the domestic systems at our workshops and offices in Cardiff, Tenby and Swansea.

These boilers will also provide the hot water required for Steam Cleaning the trucks we maintain at all depots in the future. We have even installed underfloor heating (using water heated by our biomass boilers) at our Swansea Steam Cleaning bay, so there is no possibility of the water freezing in winter. This gives us all year round usage of the facility and reduces the risk of injury.

Biomass boilers are better for the environment because they burn wood chip (we burn virgin wood) to produce heat, which is much better for the environment than coal or gas and overall they are carbon neutral - the emission levels from the boilers are deemed to be net zero because the trees used to produce the wood chip will have absorbed carbon dioxide while they were growing and together this all reduces our carbon foot print.

### Solar Panels

Alongside the biomass boilers we have installed **solar panels**, which you can see on the roofs of the workshop and offices at Cardiff, Tenby and Swansea. These produce a further 110kw of power



Solar Panels at Cardiff

at each depot by capturing the sun's energy and converting it into renewable electricity, which we use for lighting. In addition these systems produce a revenue which has helped us reduce our overall electricity bills during the past five years.

### LED Lighting

And we have also upgraded to **LED lighting** at all of our depots. LEDs are a green choice because they last between 20-25 times longer than a halogen bulb and they are exceptionally efficient; over 80% of the electrical energy used by an LED is converted to light (leaving c20% which is lost to heat for example). With an incandescent bulb these figures are roughly reversed.

LEDs require little maintenance and are more rugged than more traditional forms of lighting

- they can withstand a greater range of temperatures and are less easily broken by knocks or vibrations, all of which makes them perfect for our workshop areas.

One LED light can do the work of roughly 25 incandescent light bulbs over its lifetime and when they do reach the end of their life, LED lights are 100% recyclable.

### Buying Local

We believe in **supporting local businesses** not only because we want to reduce the carbon foot print associated with long distance delivery but because we truly value our local community. We are totally committed to sourcing everything we can locally to ensure the sustainability of our community.

### And our next steps... Measuring and Recycling

Going green is a journey not a destination and we know we have some way to go to reach our goal of being carbon neutral. Right now we are working to calculate our carbon footprint so that we can be really focussed on the most effective ways to reduce it in the future.



Along-side that we have made a commitment to minimise the use of unnecessary single-use plastics and to recycling everything we can. We accept that we need items such as gloves and seat covers to protect ourselves and to keep customer vehicles clean but we will be introducing a range of bins at each location to ensure that anything which can be recycled is not sent to landfill.

For now we want you to know that we are aware we have a responsibility and a role to play in ensuring a brighter future. I look forward to coming back to you with an update as we work to reducing our carbon foot print and move towards the ultimate goal of becoming carbon neutral.

## TGE Update - Kaine Charles



### Jenkins Bakery - MAN TGE 3.140 / Long Wheelbase / Luton Vans

A massive thank you to Mr Jenkins and Mr Mynott for their purchases of these great looking MAN TGE Luton Vans. A local family run business, Jenkins Bakery are currently celebrating their 100th year producing some of the most well-known baked goods in the South Wales area. These vehicles really stand out from the crowd with their Jenkins anniversary sign writing.



### Pen Y Banc Car Centre - MAN TGE 3.180 / Long Wheelbase / Recovery Vehicle

A big thank you to Mr Safardi for his purchase of this superb looking vehicle. A first for WG Davies, this purpose-built recovery vehicle has a fantastic payload with all the in-cab comforts needed to make the day to day tasks a breeze. The top quality body was supplied and fitted by Sappcote

Commercial Vehicles and the PDI and additional LED lighting was carried out by our own technicians at WG Davies in Swansea. With sights set for more of these vehicles to join Pen Y Banc's growing fleet, we look forward to working with Mr Safardi again soon.

### Swansea County Council - MAN TGE 3.140 / Long Wheelbase / Luton Vans

We're very happy to see the first ever MAN TGE vehicles handed over to our local authority Swansea County Council. Grateful thanks must go to fleet manager Mark Barrow for choosing the MAN TGE product and we are sure they will not disappoint. These vehicles come with a custom body supplied and fitted by Alloy Bodies.

# Measuring Customer Service - CXi and CSI

## “What gets measured gets managed”

We have two programmes, MAN's CXi and our own CSI, which measure our customer service levels and track key performance indicators.

MAN have changed their CXi system this year, so this is the first opportunity we have had to report on that but, of course, our own work to understand and improve our customer service has continued, unchecked even by a world pandemic!

The top line numbers from MAN are as follows and we are happy to report a quick response to any breakdowns in the area and a good MOT first time pass rate for all depots.

2021		MOT FTPR => 96%	Mobile24 = 0 Refusals	Mobile24 Attendance = Max 60 mins
W G Davies Swansea	Q3	100%	0%	100%
W G Davies Cardiff, Llanelli and Tenby	Q3	97.1%	0%	100%

As part of our CSI programme, Janet Birkmyre has interviewed a further 32 customers in Q3, bringing the total for the year to 91. The interviews allow us to track a small number of KPIs but more important than that is the feedback our customers so generously share with us.

So while we are thrilled that our customers rate us in excess of nine out of 10 for the overall service, communication and the quality of work done on their vehicles, we really love to hear what they say about us too.

**Cardiff:** “They are always accommodating with us if we miss an inspection, whenever we have a problem I feel they go out of their way to help us”

**Swansea:** “They do everything in their power to help, they don't just do what we expect, they go above and beyond as well”

**Tenby:** “They are really accommodating, really helpful, and the communication is good from them too”

**Llanelli:** “Martin and the team are 100%, they are really good”



# Depot Round Up - Q3

There were two common themes from our four depots. The first was to say that they were very busy and also that at each depot the staff were pulling together and working really well as a team, keeping positive and looking out for each other.

## Cardiff



**Tom Carroll** told us “It's continuing to be very busy at Cardiff and everyone is working hard. It is nice to be back up to full strength in the workshop, this is allowing us to get onto and turn around customer vehicles more quickly.

Critically, morale is high and everyone is working well together - there is a great team in place at Cardiff now and we are all excited for the forthcoming workshop and site upgrades.”

## Llanelli



**Martin Smith** and the team are enjoying working on the 100 new MAN vehicles that have been delivered to Owens in last 6 months. Martin reported “The new vehicles are running really well and that means we can concentrate on doing the scheduled maintenance, without the need to pick up so many defects, repairs and breakdowns as well. There are no downtime issues just now and we can focus on doing what we do and keeping the very highest standards in the workshop.” Happy days.

## Swansea



**Andrew Dyer** reported that Swansea was “Busier than ever and hopefully looking to become even more so soon. The atmosphere is excellent at the moment, with a strong team of techs in place and everyone working well. It is good to see the building for the extension is now up and the floors will be completed next week.

When it is all finished, hopefully before the end of the year, we will have three more HGV bays and we will need every one of those.”

Andrew also told us the volume of vehicles going through the MOT bay is starting to pick up too, despite the fall in demand because of the pandemic.

## Tenby



Sarah Diamond, now **Sarah Spolton**, is enjoying her honeymoon as this goes to press and we all wish her so much happiness for her life with Zac.

In her absence **Andrew** reported that the depot is doing what it does best, “Meeting the very high standards required by our Pet Reg customers and turning vehicles around quickly. The team does a great job in keeping customers vehicles on the road with scheduled maintenance and in responding to their ad hoc requirements - the team is doing what they do best every day and they are enjoying keeping busy too.”