



CARDIFF
SWANSEA
TENBY

WG Davies
Servicing South Wales

Staff Newsletter

Q2 2026

Editor's message

Welcome to the Q2 newsletter, where a clear theme shines through: it's our people - you - who truly make the difference. This runs across every piece, from Roger Davies' Inside Track, to the depot updates that highlight teamwork and our commitment to excellence with the MAN EVs that we are looking forward to seeing.

Our Staff Spotlight on Paul Scott really brings it all to life, showcasing the value of developing talent from within the business and talking about what great service looks like day to day.

We also cover progress across HR and Health & Safety, with continued investment in training and the recognition of long service. Alongside this you can read about the ongoing success

of the TGE and the growth in our social media presence. We also look to the future with a feature on our growing expertise in e-mobility.

There's also plenty to celebrate beyond the business too, from supporting Eli Owen to Darren Miles' fantastic fundraising effort.

Thank you to everyone who contributed and for your continued hard work. We hope you enjoy the read.

Rachel



The Inside Track: People Make the Difference, Roger Davies

In Q1, I spoke about how we are evolving to meet today's challenges so that we can work closely with our customers and keep them moving in these very tough operating conditions. I explored how we are evolving to offer smarter support, embracing new technologies and continuing to invest in our depots.

These challenges remain very real. Rising costs, driver shortages and the broader economic pressures continue to make our industry a difficult one to thrive in. As a result, our focus on supporting our customers must be stronger than ever.

But while systems and structure matter, it's people who make the difference.

Over the past few months, I've been really encouraged by how teams across the business have responded to the changes. There's been a clear willingness to adapt, support one another and keep things moving in the right direction. I know it's not always easy, but the teamwork and attitude have been exactly what we have needed at this time.

We have always believed in developing our own people and this has shaped the structural changes we introduced in 2025, alongside the priority we have placed on growing our own talent and promoting from within. We are now beginning to see the



benefits of this approach. People are stepping up, embracing new challenges and working together with a shared sense of purpose.

There's still more to do and, of course, we'll keep investing in our people. We also want to hear your views and I would encourage you to share your thoughts in the staff survey coming in July.

For now, thank you. The progress we're making is down to you and it's what allows us to keep delivering for our customers.

Roger

Staff Spotlight: Paul Scott, Swansea Service Manager

If you ever need someone who can run a workshop, calm a customer, diagnose a fault and still make it to the pub in time for a quiet pint, you're looking for Paul Scott, Swansea's newish Service Manager. Paul didn't chase a management role, it crept up on him while he was busy doing his job really well. One minute he was elbow-deep in a gearbox, the next he was running the Swansea workshop, all while shrugging modestly and quietly getting on with whatever needed to be done.

Paul joined WG Davies nearly 15 years ago, after completing an apprenticeship straight from school. He spent time working across both light and heavy vehicles, including trucks and busses. He told us: "I liked pulling stuff apart to see how it works." Luckily for us, he has learned how to put things back together as well! Since his start with the business, Paul has spent two decades further developing his mechanical expertise and that is something he now brings to the front line. The experience is vital in helping to manage the workload through the workshop while dealing with the customer communication around all of this.

Paul is the first to acknowledge the legacy left by Rachel, who previously held the role. "Rachel did a fantastic job. She's got Roger's work ethic and never gives up. What I want to do is continue to build on the great position we were in thanks to her." When pushed on why he got the job he shares: "I've got 20-plus years of mechanical knowledge. When a customer wants to understand what's really going on with their vehicles, that helps a lot."

In truth, Paul didn't expect to move into management quite this early in his career but when the chance came up, he grabbed it. "It meant I was off the tools sooner than I thought. I believed the day would come when my back would make the decision for me and I'm grateful that moment didn't arrive. Sometimes you've got to grab an opportunity when it appears and this one was too good to pass up."

We asked him what matters most in his new role and he was clear that it is all about communication. In fact, keeping customers informed was a theme Paul returned to again and again. "Whether it's good news or bad, customers need to know what's going on. If a vehicle is off the road, they need to be able to plan for that and the sooner we tell them the better."

It is clear that he is a great communicator and nothing short of a "Super Tech", so we had to ask what he was finding the greatest challenge in his new role. "Written communication and drafting emails is a stretch for me. Sometimes I struggle to find the right words and think, does that sound right?" It's a refreshing level of



honesty and exactly the kind of self-awareness that makes him great in his new job.

Swansea has been named as or shortlisted for Depot of the Year by MTBUK three times now and Paul is clear about why: "WG Davies truly value their people and the Swansea team genuinely have each other's backs. If we're swamped, the afternoon boys come in early, or the morning boys stay on late. It's a proper team and everyone is totally committed to working together." And that is reinforced through social activities with two organised gettogethers - one in the summer and one at the end of the year - as well as regular after-work pints.

Looking ahead to the need to embrace electric vehicles in the future, Paul is honest enough to admit he was initially apprehensive about what that involved. "It was a fear of the unknown but now that I have had the training, I know what we need to do to ensure everyone is safe, as well as the knowledge to keep the vehicles running sweetly. I see that EV is not just inevitable, it is exciting. Ten years from now, we won't even think about it; it'll just be another truck." We've made a diary note to check back in with him in 2036 to see if he's right!

Paul is modest to the core. Ask him to describe himself and he squirms with discomfort. Ask him about the team on the other hand and he lights up. But we pushed and here's what we learned: He's supportive and always there when someone needs help. He's a tidy-desk person and the end-of-day reset is mandatory. He loves a quiet pint - that's another recurring theme he's comfortable admitting to. He's a proud Swansea City supporter

and an Ospreys rugby fan, and his perfect holiday would be: “Somewhere sunny, where I can sit by the pool, with a pint in my hand.” In fact, he is off to Kos shortly and we can only hope the brother-in-law he is travelling with is in training already!

Paul might not jump at the chance to talk about himself - we suspect he'd rather service a truck in the rain, roadside, after dark in mid-winter – but his values came through loud and clear. He's an early riser and a hard worker, who believes passionately in the

need to be fair. Alongside that he's proud of the team spirit that makes Swansea a stand-out depot and, when it comes to customers, he doesn't hide behind emails; he picks up the phone even when the news is uncomfortable. It's the perfect mix of honesty, with a bit of Welsh backbone and some genuine teamwork. Paul is a walking, talking example of everything that makes Swansea such an impressive depot and WG Davies such a brilliant place to build a career.



Driving The Future: WG Davies Backs Rising Motorsport Star

WG Davies is excited to support Eli Owen, a talented 10-year-old Welsh driver racing nationally with Coles Racing.

Competing at a national level in The Kart Championship in the Rotax Inter Max class, Eli is currently the youngest driver on the grid, taking on competitors aged up to 13 years. It's demanding category and one in which Eli's race craft and passion for the sport really stand out.

Racing two to three times each month from March to October, Eli travels all over the UK gaining valuable experience. This season he has already seen strong progress, including impressive wet-weather pace and multiple top-10 finishes in highly competitive fields.

Every race weekend involves significant expenses, including new race tyres, parts, team fees, driver coaching, championship fees, race entry fees, travel and accommodation, to name just a few. The costs quickly add up and the support from



WG Davies is hugely appreciated. Emyr Owen told us, “We are incredibly proud to have such an established and professional organisation supporting our journey. Without this backing, the opportunities for Eli would simply not be possible.”

The relationship between WG Davies and Owens Group began through vehicle sales and servicing in the late 1980s. Over time, it expanded into fleet maintenance and operational support, developing into a

strategic partnership built on trust, reliability and shared business values. Today, Owens Group regard WG Davies not just as a supplier but as a key partner in helping them keep its transport operations running efficiently and effectively, and the support for Eli is a natural extension of that.

We wish Eli all the very best not only for this season but for his future in motorsport, and perhaps one day, in Formula One. We'll be cheering him on all the way.

Depot Updates

Cardiff, Dean Lawler

This has been an important quarter for Cardiff, marked by investment in electric vehicle readiness, continued recruitment and the start of our workshop extension.

Cardiff has now received its first three electric vehicles, all of which are currently being prepared for customers.

This marks an important milestone as we continue to invest heavily in **EV capability**, including new training for staff and specialist equipment to support the future of heavy-goods transport.



Recruitment for additional **HGV technicians** remains ongoing as we expand both our customer base and the range of vehicles that we can maintain.

The first phase of preparation for the **two-bay workshop extension** is now underway, supporting our long-term growth plans.

Looking ahead to the next quarter, we begin the PDI work on **95 brand-new vehicles** scheduled for delivery to end users. Securing this work is a direct result of the team's consistent quality, commitment and performance - winning additional volume ahead of other dealers and reinforcing Cardiff's strong reputation.

Swansea, Rachel Davies

Swansea has shifted up a gear in Q2; PDIs have kept the workshop busy, full EV readiness is nearly complete and we're making strong progress across all key priorities.

Q2 has been another exceptionally busy period for Swansea, with strong sales performance driving a significant number of PDIs through the workshop. This provides an excellent opportunity for us to increase the volume of vehicles on our planner, which is always a key objective.

With the continued growth in workshop volumes, we hope to be in a position to bring additional technicians on board soon, ensuring we continue to turn vehicles around quickly and maintain the highest levels of customer service.

The technician team is pleased to welcome **Harvey Beynon** (see HR update) as he begins his apprenticeship with MAN. This marks the addition of a new apprentice to the workshop and we are confident



he will follow in the footsteps of our past apprentices and become another success story.

Looking ahead to Q3, several important developments are on the horizon. We are close to achieving **full EV readiness** and look forward to maintaining MAN electric trucks within our region. Training remains a priority, with plans for the next quarter already in place.

We are also committed to the introduction of the fully operational **barrier system**. While some initial teething issues are expected, the focus remains on implementing the system correctly to enhance safety for both staff and customers.

The months ahead will undoubtedly be busy and bring further change, but these developments will strengthen our operation and support our goal of achieving the highest possible score in the dealer audit, maintaining the high standards we pride ourselves on.

Finally, I would like to extend my sincere thanks to the Swansea team for their continued hard work and support. At the end of the day, we are all here to help each other.

Tenby, Sarah Spolton

Tenby has made steady progress this quarter, with staff development, diverse workloads and excellent teamwork shaping day-to-day operations.

Lucas Banks our **newly qualified technician** continues to progress well in his improver year, building steadily on the foundations of his apprenticeship. He has now completed an impressive **171 courses** on the MAN Training Portal, an achievement that has sparked some friendly competition within the team.

Operational Update: workload in Tenby remains characteristically varied. A recent one-off project saw the team preparing five Tesco



vehicles for return to the road, including MOT, ADR and SLP work, which kept us very busy.

We have also received early enquiries from a customer regarding hydrogen trailers. Discussions are at an initial stage and we will assess feasibility as more information becomes available.

Team Spirit: the Tenby team is really tight and always demonstrates strong teamwork and flexibility. If anyone is off, someone will step in without hesitation, a testament to the depot's supportive culture and commitment to keeping our customers' wheels turning.

Congratulations Tomos Evans on the birth of his baby daughter, Lily, at the end of April. A wonderful moment for Tomos and his family.

HR and H&S Round-Up, Hayley Dyer

This quarter has seen development across the business, with new colleagues, training wins and several important milestones reached.

Swansea

Team news this quarter brings a fresh face, a future focus and a fond farewell.

Ben Slade, Parts

Advisor: Ben joins the Swansea team with extensive industry experience and his knowledge has already proved invaluable. His proactive approach and strong support for both colleagues and customers have made an instant positive impact on parts operations.



Harvey Beynon, Apprentice Technician: Harvey has transitioned confidently into his new apprenticeship role. He continues to show enthusiasm, reliability and a strong commitment to developing his technical skills, earning encouraging feedback from senior technicians.

Sue Gleeson, Receptionist: Sue took early retirement in May after being a long-standing and highly respected member of the Swansea team. Known for her professionalism and warm manner with both customers and colleagues, she leaves with our sincere thanks and best wishes for a long and happy retirement.

Team Development & Achievements

Four Swansea technicians have successfully completed **Breakdown Recovery Training**, strengthening our on-road support capability and enhancing service response times.

MAN Business Development Training for administrative staff is currently underway, supporting improved customer engagement and business growth.

Cardiff

There are two new faces in Cardiff.

Tony O'Donoghue, Delivery Driver: Tony joined the parts team and has already proven himself to be reliable, efficient and adaptable. His positive attitude has made him a strong addition to the operation.

Harry Hodge, Technician: Since joining in April, Harry has settled in well and is contributing consistently to workshop productivity. He brings strong technical ability and a clear willingness to take on new challenges.

Long Service Recognition

Congratulations to **Mike Yorath**, who achieved **5 Years' Service** in May, and **Terry Vaughan**, who reached **5 Years' Service** in June. Pictured left, both are recognised for their continued loyalty and contribution to the business, each playing an important role in team stability and performance.



Skill Development and Training

Morgan Thomas, First Year Apprentice: Morgan has made a positive start with Skillnet, demonstrating eagerness to learn and develop. The team have given him a very warm welcome, with the technicians taking the time to show him around the workshop and support him settling in.

Two additional apprentices are set to join in early July, further strengthening our future talent at Cardiff. Thank you to **Mike Yorath** who has stepped forward to take on a mentoring role for both - an excellent example of the support and team spirit that helps our apprentice technicians thrive.

Darren Shaw, Parts Advisor completed a BPW Trailer course in Leicester and is keen to continue to explore more training opportunities.

Tenby

Plans are underway to introduce **First Aid training for technicians**, which will enhance site safety and ensure the team is better equipped to respond to workplace incidents.

Lucas Banks, Newly Qualified Technician is settling into his improver's year and continuing to show promise.

Looking Ahead

New contracts of employment, along with an updated Employee Handbook and company policies, will be issued at the end of June in line with upcoming Employment Rights legislation. This will ensure compliance while providing greater clarity and support for employees.

Leading the Charge in EV Safety and Expertise

At WG Davies, our commitment to EV excellence is built on an investment in people and Jake Martin's advanced training is a perfect example of that.

Jake Martin is one of our highly qualified electric-vehicle technicians, working from our Cardiff depot. He is a part of a select group of techs who have successfully completed all four levels of EV training, ensuring he is authorised and competent to work safely on every aspect of electric HGV systems.



Jake's EV Qualifications

Level 1 - EV Awareness: General understanding of electric vehicle hazards

Level 2 - Routine Maintenance: Non-high-voltage servicing and inspections

Level 3 - High-Voltage Isolation & Repair: Safe shutdown, isolation and repair of HV systems

Level 4 - Advanced Diagnostics & Live Battery Work to enable complex HV repairs

With this training in place, we can ensure our customers' EVs are handled by someone with the highest level of expertise.



Why This Matters

High-voltage systems in electric HGVs present significant risks, with voltages exceeding 800 volts. If not handled correctly, they can result in serious injury or equipment damage. That's why safety sits at the heart of our approach, driving our investment in specialist training, advanced equipment (costing between £20,000 and £30,000 at each site) and a robust safety infrastructure.

EV Workshop Controls You May Notice

To protect both our team and our customers' vehicles, we will apply the following EV-safety measures:

- Restricted access - EV bays limited to trained staff only
- Safety barriers and clear signage will mark EV work zones
- Insulated tools and specialist PPE designed specifically for high-voltage systems
- Rubber-soled safety footwear will give additional protection against electrical risks

These controls ensure that all EV work is carried out safely and in line with manufacturer standards.



Health & Safety

IOSH Managing Safely Training has now been successfully completed by all managers.

The course equips managers with the core knowledge and practical tools to protect their teams and meet safety standards. There are plans to extend this training to foremen in the coming months.

Refreshers for E-learning H&S courses will be introduced from July, offering ongoing development opportunities across the business.

The second phase of **Health Surveillance and DSE assessments** will roll out in July, reinforcing our commitment to employee wellbeing and workplace safety.

Miles for a Meaningful Cause

Congratulations to **Darren Miles of Miles Hire**, who recently completed an epic bike ride from Bordeaux to San Sebastián as part of Ride 2 Rugby 2026. Every mile ridden was for a truly worthwhile cause; Darren alone raised £2,200 and together with the group of 70 riders more than £110,000 was secured for **Ospreys in the Community**.

The challenge was no small feat: **300 miles over 5 days and with more than 12,000ft of climbing**, all tackled in searing heat.

Ospreys in the Community does outstanding work, primarily across the Ospreyia region of South Wales. The work includes supporting over 150 people each week living with dementia across seven groups, helping them stay active, connected and independent for longer. They also use the power of sport and the Ospreys brand to run educational programs, inclusive sports clubs, health and wellbeing projects, and employability courses for people of all ages. Their programmes reach thousands of young people with diverse needs every year, building confidence and life skills that genuinely make a difference.

As you can see from the jersey, **WG Davies was proud to support Darren every mile of the way**.

A fantastic achievement for an even greater cause - well done, Darren.



TGE Success Drives Repeat Orders

This quarter three customers who truly understand just how good the TGE is have come back for more:

- **Andrew Scott Ltd:** Following their milestone 150th anniversary celebrations last year, Wales' longest-established civil engineering company invested in 13 MAN TGE vehicles across a range of configurations. Their confidence in the product is so strong that they will add a further five to their fleet shortly.
- **Mayes Tyres:** South & West Wales tyre distributor Mayes Tyres is expanding its fleet with an additional four MAN TGE vans on order. Managing Director, Iwan Mayes Davies, highlighted vehicle reliability, combined with the service support from WG Davies, as playing key roles in their decision to continue investing in the brand.
- **Gorrel Equipment Solutions (Walters Group)** have ordered two more MAN TGE service vans bringing the total number of TGE service vans across the Walters Group to 18. This is a demonstration of continued trust in both the product and the WG Davies team supporting it.

These repeat orders underline the strength of our customer relationships, as well as the proven reliability of MAN TGE and the consistently high level of service delivered by our teams. This success is a true team effort - every one of us has played a part in making it happen.



Social Media Success

Building on the momentum gained in Q1, our social media performance continued to grow through Q2, with increased engagement, reach and visibility across Instagram, Facebook and LinkedIn.

While Q1 demonstrated the impact of personal, behind-the-scenes content, our Q2 shift toward operational and delivery-focused posts has resonated with our audiences. This is reflected in our top-performing content, with the police delivery generating the highest engagement.

Key Metrics

Facebook

- 👍 1,818 followers
- 👁️ 33k views
- 🔗 1,190 page visits

Instagram

- 📷 3.5% engagement
- 💬 167 interactions
- 👁️ 14k views

LinkedIn

- 👤 705 followers
- 👤 Avg 50 views/post

