

Watts Group News

Winter 2016



Firm in principle, ever changing

The Group performance this year has shown some excellent signs for the future. Trading is still tough, and the world's perception of things like Brexit doesn't help customer confidence, but our foundations are solid.

We are focusing on the right things for future growth, we are far from flawless but the ground looks fertile.

Plysolene, yet again, through its strong financial results provides a valuable contribution to the group performance. Watts Truck & Van has seen a significant shift in volume on truck sales reaping the rewards from seeds sown in the previous year. Watts Urethane is still developing its production and markets which will bear fruit in 2017 and beyond.

Customers' expectations are ever increasing and how we interact, whether it is face to face, through the written word or social media, we need to listen and have a positive 'can do' attitude. We are a business with people serving other people and we need to work in teams and partnerships.



In a Formula 1 team, ten people can change four sets of tyres in under five seconds. I doubt one person could do them all in five minutes.

Working in teams between ourselves, customers and suppliers can make us much more efficient and effective.

Reading this edition you will see many references to new – people, ideas and products.

We are an organisation steeped in history, and underpinned by timeless principles of good business, two of which are:

1. continually adapting to our customers' needs and
2. valuing people – whether that is colleagues, customers or suppliers.

The application of those principles will evolve and we need to constantly challenge ourselves to anticipate our customers' needs, market conditions and our own perceptions.

Understanding each other, playing to our strengths, and constantly thinking differently – just imagine what that could unlock...

Thank you all for your continued hard work.

John Thurston

WTV leading the way

Watts Truck & Van is dominating truck sales in South Wales, with 26% of the market. The half year figures showed that WTV also holds 42% of the tractor units market.

The excellent DAF product range combined with the skill, expertise and great customer service provided by Watts' staff all play their part in contributing to those results. With an updated set of figures due out soon, and based on the company performance to date, it is hoped that Watts Truck and Van could see a further uplift in that market share.



WTV staff have helped make us number 1 in South Wales

Watts inside

If you have any ideas you would like to have considered for the next newsletter then please email details to dianeprice@watts-group.co.uk

- 100% MOT pass rate again!
- Watts and agriculture – where do we fit in?
- New WTV tachograph centre for Swansea

- Colourful range of new Squeegee blades launched
- Andrew MacPherson joins Urethane
- Steve and James – new faces at the Plysolene team



Truck & Van

Watts Truck & Van achieve 100% again

Congratulations to the Service Teams at Swansea, Newport and Cardiff who have achieved an excellent 100% MOT First Time Pass Rate again.



Watts Truck & Van scores 100% again!

New tachograph centre for Watts Truck & Van Swansea

The summer saw the opening of a new tachograph centre at the Watts' premises in Swansea. The site already provides parts, servicing, maintenance and MOTs for vehicles of all makes and models and the addition of the tachograph centre now makes it a one stop. This means there is no longer a need for vehicles to be seen by a third party for tachograph recalibrations, saving clients time and money.

Watts Truck and Van are now one of only 3 centres in Swansea qualified to do this work. They can carry out initial calibrations and recalibrations and all technicians on site are IRTEC qualified meaning that customers are safe in the knowledge that all work is being carried out by skilled qualified staff.

The final piece of the jigsaw is planned for later in the year when a wash facility will also be added to the Swansea site, allowing general washing, pre MOT preparation and steam cleaning increasing the range of services available.

Agriculture – where does Watts fit in?

The annual Vale of Glamorgan Agricultural show was held earlier this August and with over 20,000 visitors it is now the largest one day event in the Vale of Glamorgan. With agricultural, horticultural and food competitions as well as trade stands and stalls it is a great day out for the whole family.

So where does Watts Truck and Van fit in? As an Isuzu dealer as well as a DAF dealer, WTV's products and services are very popular among farmers and the agricultural industry, so it is a great opportunity to meet current, past and future customers.

Whilst they have been taking Isuzu vehicles to the show for 3 years now, this was the first year they also had DAF vehicles in attendance. The smaller DAF LF is popular as a horsebox so it gave the team a chance to have a chat to horse owners and find out a bit more about them and their vehicles.

The Watts Truck and Van team had a very successful day with lots of visitors to their hospitality area.

Sales manager Gary Clark said "People were impressed with the vehicles and it was nice to hear them comment positively on the effort that went into the day."

Watts special Euro football offer

Watts ran a special promotion during the summer, riding on the wave of the football frenzy. On a spend of £199, customers received a free Watts Truck & Van football, or on spending £399 they received a football shirt of their choice and were entered into the draw for a 42" smart LED TV.



Chairman John Thurston with the team at Swansea



These superb-looking FTG510 XFs were delivered to MCL Logistics, supplied and supported by Watts Truck & Van Newport

Keep up to date with WTV on Twitter @wattstvccouk and Facebook www.facebook.com/wattstruckandvan

New cutting table scrubs up well

Installation of a new Zund CNC 2D cutting table has just been completed in Lydney representing a significant investment by the Group into the manufacturing processes at Urethane.

The cutting table is to be used in the manufacture of Floor Scrubber squeegee blades that have, until recently, been manufactured using a stamping process. The new machine uses a fine pneumatic oscillating cutting blade that can cut through up to 60mm of material with accuracy of around 100 microns. It also offers the ability to cut any 2D shape from PU sheet material direct from a CAD file. This capability opens up a new market for WUP to produce low to medium volume runs of speciality gaskets and washers made



The Zund 2D CNC cutting table installed at Watts Urethane Products

from PU with much greater durability and solvent resistance than conventional rubber parts.

New Operations Director at Urethane

Andrew Macpherson has joined Watts Urethane in the newly created role of Operations Director. Andrew has a broad range of experience in various manufacturing sectors including medical device, metal fabrication and electronics. The majority of his career was spent working for NCR in their securities division leading the business unit in developing and manufacturing products to protect cash.



Andy Macpherson – Operations Director Watts Urethane Products contemplates Watts Urethane future global domination

Andrew said: "This business presents a fantastic opportunity to develop people and processes. There is a lot of work to do, but the reward will be to say someday that Watts Urethane has a world class urethane manufacturing site in Lydney".

Anthony Cooper CEO of Watts Urethane said: "I'm delighted that Andy has joined us in this critical time in the redevelopment of the business. Having worked with Andy before in several businesses I've seen first hand the results that he can deliver and I'm extremely excited for our future prospects and growth."

Squeegee

New moulded Squeegee blade launched – produced in new Watts Urethane cleanroom

Watts Urethane launched a new range of Moulded Edge Squeegee blades at the SGIA Expo in Las Vegas in September. The new blades, which come in 5 different profile designs and 8 different levels of hardness, will be delivered through the Watts and Ora Squeegee brands. Each blade is designed for specific applications to deliver: high solvent, chemical and abrasion resistance; improved performance from a sealed blade; and longer operating life through increased durability.



The new Moulded Squeegee Blade production cleanroom at Watts Urethane

Quality is critical to the performance of moulded blades, so Watts has made significant investment to manufacture their moulded blades in 4m moulds in a dedicated clean room. This controlled environment prevents inclusions, controls the occurrence of air bubbles and ensures the consistent quality of the product regardless of the length ultimately used.

The clean room is undergoing commissioning for full production manufacture to provide the consistency and volumes needed for the electronic/PCB; solar/pv; CD/DVD; ceramic; glass; bottle; industrial; decal; textile; and graphic applications where moulded blades are used.



Moulded squeegee blades shown in a range of eight different hardness and corresponding colours

New Technical Manager at Plysolene

Steve Creasy has joined the manufacturing team at Plysolene as Technical Manager. He will be managing the engineering function along with Quality and Health and Safety.

Steve is a trained Mechanical Engineer and was previously employed at Hollywood Bowl where he was Chief Technician for nearly seventeen years.

Not surprisingly, Steve is an avid ten pin bowler and regularly plays for a team in the local leagues. He also enjoys watching Crawley town football club where he is a season ticket holder.



Steve Creasy has joined the Plysolene team

New Regional Sales Manager for Plysolene

James Whitehouse joined the Plysolene team as Regional Sales Manager in May. Shortly after James completed an intense week long sales training course with Pareto Law, which he passed with flying colours.

James graduated in Sports Science at Birmingham University in 2015. Following this he completed a one year Digital Marketing internship at Bridgestone Tyres. Jamie's role was to advise tyre retailers on how to improve their digital marketing.

Although James is a very keen Aston Villa fan he spent 6 months working at West Bromwich Albion Football Club's academy helping the coaches analyse tactics.

We wish him the best of luck in his new role.



New sales manager
James Whitehouse



Ready for Christmas!

As you browse the aisles of Next this Christmas, keep your eyes peeled for some eye catching product stands, produced using Plysolene's High Impact Polystyrene sheet.

The displays have been created by Heartbeat Manufacturing, based in Redditch. Over 40 tonnes of colour matched styrene sheet will be screen printed with various striking Christmas motifs and designs.

The stands will form part of the window displays for Next's Christmas launch.



Watts of Lydney Group Limited, Althorpe House,
High Street, Lydney, Glos, GL15 5DD, UK
t +44 (0)1594 847400 f +44 (0)1594 847401

www.watts-group.co.uk

