

DAF PEOPLE BITE-SIZE

Keeping us connected in unprecedented times

ISSUE 11 - 05/05/20



A MESSAGE FROM TREVOR MITCHELL



Good afternoon everyone,

I've really enjoyed reading the inspiring stories in DAF People Bite-Size from around the network. The men and women working on the frontline have shown exactly what DAF Trucks and its network is all about – a company that truly cares about its customers.

Many of the stories involve the delivery of Parts, the division of the business for which I am ultimately responsible. Craig Rock's Q&A in the last issue painted an accurate picture of working life for our hundreds of Parts delivery people; every one of them fully committed to keeping customers' trucks on the road.

Despite the challenges, our first-time-pick-rate is running at an impressive 97%, and we've included additional inventory at each of the Parts Distribution Centres to manage any supplier shortfalls that might crop up.

We are working with the DAF Dealer network to provide customers with access to the DAF Webshop – our online Parts eCatalogue and ordering system. We've created a number of new accounts and have reset the passwords for over 80 customers, thus enabling them to order parts remotely 24 hours-a-day, seven-days-a-week. We're also supporting our Max Premier customers with additional product offers and giving them DAF Webshop access for safer ordering.

We've ramped-up our content on social media too, namely on Twitter and LinkedIn. We're now posting daily feeds, not only product-related, but also in recognition of individuals around the network who continue to go the extra mile every day. We've also been coaching our dealers on how to maximise the use of Social Media so that they can communicate directly and effectively with their own customers, and to keep them posted on Parts availability, deliveries and offers.

[Article continues on next page >](#)



A MESSAGE FROM **TREVOR MITCHELL**



With the new Direct Vision Standard (DVS) legislation being introduced later this year, we have started to support DAF Dealers and customers with Webinars and online training for the trucks and the equipment they're going to need. We're currently quoting on over 1,000 enquiries to supply new kit – again, another positive sign that the industry is planning ahead.

Let me finish on that positive note. Though we're still in lockdown, there are increasing signs that an exit strategy from UK government will be announced soon, while our European neighbours can be seen gradually relaxing their own restrictions. It's important to stay safe, of course, but the light at the end of the tunnel seems to be brightening.

Trevor Mitchell

Parts Sales & Marketing Director
DAF Trucks Ltd



WATTS CUSTOMERS SUPPORT THE FIGHT AGAINST COVID-19



Simon Griffin, Dealer Principal of Watts Truck and Van, contacted us this week with an update on what their customers have been up to in the fight against COVID-19:



Owens Group's XF 480 FTGs on the runway at Cardiff Airport, supporting the NHS and Wales Air Ambulance.



Cedric John Transport's XF 530 FTR delivering lighting units for the Covid-19 Test Centres, located at Cardiff City Football Club.



John Pearce Glynneath's LF 7.5 tonner making essential deliveries to the Dragon's Heart Field Hospital situated at the Millenium Stadium.



John Pearce Glynneath's more up-to-date CF Space Cab delivering to the Nightingale Hospital in London earlier in the pandemic.



If you would like to share what your customers have been up to then [please get in touch >](#)

DAF'S VIRTUAL TRUCK SHOW



This time of year we would usually be gearing up to attend a number of truck shows across the length and breadth of the UK, with Truckfest Peterborough kicking off proceedings this coming weekend.

Truckfest is a highlight in many of our customers / drivers / fans' calendars. We know how much they look forward to attending each year and, as that's no longer possible, we thought we would host a virtual truck show instead!

All weekend via Social Media we will be asking drivers to share pictures of their trucks, all cleaned up and ready to show. We'll be sharing our favourites online and the best three will win a DAF Driver Magazine Award, along with a professional photoshoot. We also have 20 Truckfest Peterborough tickets up for grabs, courtesy of Live Promotions.

We would love for the dealers to get involved with this initiative and help spread the word through their Social Media pages too. Let's help spread a little cheer!

If you have any questions, please contact [Martin Pidsley](#).



DEALERS GOING ABOVE AND BEYOND



We've always known just how amazing our dealers are, but it is in times like these when it becomes even more evident. Just take a look at the stories below:



HARRIS DAF

Russell Rackham from Harris DAF Lea Valley, delivered a truck last week. Below he tells us about it:

'I delivered a new CF 320 FAN last week & the customer was absolutely thrilled with the end result and the DAF product.

As we know builders merchants are extremely busy and the customer couldn't wait to take delivery. One of his staff even started loading it up during my handover!

Hopefully, we can get back to some normality soon.'



MOTUS COMMERCIALS

Lee Eagle, MOTUS' Swindon-based Truck Sales Executive, is using a van made available through their Community Van Scheme, to help out across the Western Region.

This week he collected a part for an NHS ambulance, in for repair at their Bristol site, so that it could be repaired and put back in service as soon as possible. Well done Lee!

If anybody in the Swindon, Bristol or Gloucester areas know of any charities or community organisations that are asking for assistance, with collecting or delivering items, Lee is willing to help.

Lee.Eagle@motuscommercials.co.uk



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DEALERS GOING ABOVE AND BEYOND



BRIAN CURRIE

Last week Brian Currie donated their LF demonstrator to Milton Keynes Food Bank Xtra. Below they tell us about it.

'While we have seen the local community pull together and do incredible things to help each other during this current crisis, TeamBC has tried to do as much as we can to make sure everyone is as safe as possible.

We have just donated our DAF LF Euro 6 demonstrator to the Milton Keynes Foodbank Xtra, who are currently doing amazing, essential work to help an increasing number of families and individuals who need support.

During these times we find ourselves in they have been distributing the amount of food they would usually do in a month, in one week, which has started to become a logistical nightmare for them. Hopefully, now they have a DAF LF with a tail lift, some of the strain has been lifted and the speed and scale of their fantastic operation will significantly improve, allowing them to help as many people as possible.

Everyone at Brian Currie would like to say a huge thank you to the volunteers down at Milton Keynes Foodbank Xtra for the amazing, lifesaving work they are doing and ask you to make sure you all stay safe!'

Well done Brian Currie!



[Article continues on next page >](#)

DEALERS GOING ABOVE AND BEYOND



NORSCOT

Well done to 'Big Scott' from Norscot Perth for getting an NHS Tayside truck fixed and back on the road.

WATTS TRUCK AND VAN

Each Watts depot team has been helping the following local care homes with PPE: April Court in Swansea, Penylan House and Ty Draw Lodge in Cardiff, and Tregwilym Nursing Home in Newport. They've also supplied the NHS District Nurses team with seat covers for their cars as they do lots of home visits.



MOTUS

Well done to Kieran Smith, a technician from MOTUS Sutton, who was showing his support by clapping for the NHS.

We have had many fantastic examples in Bite-Size of people going above and beyond, to assist those in need through this terrible crisis – please keep sending your stories in, so we can keep spreading some positive news.

[Submit Story >](#)



SAFETY COMES FIRST AT LEYLAND



With production now restarted in both Eindhoven and Leyland, a number of important steps have been taken to protect employees through special social distancing measures and adaption to working practices.

We thought we'd share with you the excellent video that the team at Leyland Trucks have put together for their staff. Whilst some aspects are, of course, specific to the production environment, there are some useful reminders for all of us.



COMPETITION



This week's competition is for all you aspiring photographers out there. We are looking for images that depict the following theme: **Wildlife/Springtime.**

So why not take advantage of your daily exercise to get outside and snap some pictures.

We have had some fantastic entries so far. Below are just a few examples of what you will be up against. Please get your entries to us by midnight tomorrow. Our favourite entry will be announced in Thursday's edition of Bite-Size, and will be emailed a £10 Amazon gift voucher.

Closing Date: Wednesday 6th May

[Enter Competition >](#)

