

TPS

INSIDER



THE BIG READ

How reducing your carbon footprint can benefit your garage

GROUP ICONS

We are firing up the Quattro!

TPS NEWS ROUND-UP

Genuine Parts for Genuine Causes scheme launched

TPS



for Volkswagen Group
Genuine Parts

INVINCIBLE

Our Quality, Reliability and Service
help make you a **Genuine Hero**



Visit **tps.trade** – for more ways to
save the day for your customers.



for Volkswagen Group
Genuine Parts



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Craig Canavan,
Issue Editor

HELLO AND WELCOME...

...to this edition of TPS Insider.

For this edition, we are taking a specific look at how best practice is being implemented across the aftermarket to help reduce the sector's carbon footprint.

We will focus on what TPS, our customers and the wider industry are doing to deliver more sustainable outcomes.

The Big Read offers an insightful view into what garages can do to both reduce their environmental impacts and their business running costs.

For the 10 Minute Interview, we chat with award-winning Solus Accident Repair Group about how sustainable best practice is helping deliver major benefits to their business.

For this edition's Group Icons we have a true motorsport legend, the Audi Quattro. I am sure it will fire up your interest, along with the rest of this edition.

As always, I hope you enjoy it.

Craig

We'd love to know what you think and what you'd like to see in future issues.

Email us at:

tpsinsider@vwg.co.uk

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tradepartsspecialists



TPSTradeParts



Our Tech Talk expert Ross Morgan, Oil Programme Manager at Volkswagen Group UK, discusses the latest ACEA '16 oil check sequence and how the complete Quantum range is now fully compliant with its standards.



FOR MORE INFORMATION ABOUT ACEA '16 STANDARDS, CHECK OUT [TPS.TRADE/OIL-HUB](https://tps.trade/oil-hub)

LET'S TALK ACEA '16

THE ACEA OIL SEQUENCES WERE FIRST INTRODUCED IN 1996 TO PROVIDE THE INDUSTRY WITH A NEW BASELINE OF PERFORMANCE FOR SERVICE-FILL ENGINE LUBRICANTS, REPLACING THE PREVIOUS CCMC SPECIFICATIONS.

Since the European Automobile Manufacturers' Association or Association des Constructeurs Européens d'Automobiles, (ACEA for short), introduced the Oil Sequences, they have been updated every few years to address new developments in engine and lubricant technology.

The ACEA represents European manufacturers of light and heavy-duty vehicles, and the sequences enable lubricant manufacturers to self-certify their products against the minimum standards required by the members of ACEA.

The ACEA '16 is the latest Engine Oil sequence which defines the minimum quality level for a product to make claims against ACEA specifications. ACEA '16 first came into use in December 2016, although oils can still be produced and marketed under ACEA '12 until December 2018.

When ACEA '16 was implemented, with it came the introduction of the new C5 category for products with 0W-20 and 5W-20 viscosity. The ACEA C5 set higher limits for fuel efficiency and as a result the A1/B1 was declassified as those performance limits are now covered by A5/B5.

The Quantum range, available through TPS, has addressed the latest standards set out in this sequence either by upgrading the formulations of their existing products or bringing new products to market such as Quantum Platinum Plus 23 5W-30, which claims both ACEA C2 and C3.

By meeting and exceeding the latest standards, Quantum remains a great choice for independent motor trader customers looking for an engine oil they can trust.

QUANTUM CUBED

5 LITRE PACKS LAUNCHED ACROSS ALL GRADES.

A 'bag-in-box' concept, the CUBE makes the grade both as a convenient storage option and as an eco-friendly alternative to rigid plastic bottles.

With the CUBE packaging 100% recyclable, it helps reduce waste disposal costs and the unnecessary use of plastic packaging.

Ross Morgan, Oil Programme Manager at Volkswagen Group UK, said: "The new 5L CUBE adds to our existing size options across the full Quantum oils range.

"As with all the CUBE products, this new 5L addition will help our customers reduce the cost of disposal whilst also removing the reliance on single-use plastics and any subsequent harmful impacts to the environment."

FOR FURTHER DETAILS ON HOW TO OBTAIN YOUR NEW 5 LITRE CUBE, PLEASE CONTACT YOUR LOCAL TPS CENTRE.



Peter Grenfell, Paint & Body People Development Manager at Volkswagen Group UK, looks at why a good conversation about associated parts offers benefits for both you and your customers.

HOW ASSOCIATED PARTS CONVERSATIONS CAN BENEFIT YOU AND YOUR CUSTOMER

SPEAKING TO A CUSTOMER

"It's best that the nut, bolt, bushes, gasket and seal are replaced at the same time. Would you like us to sort that out for you?"

In an ideal world, this would be a typical customer conversation to ensure there are no unexpected surprises on their invoice. It's simple, straightforward and informs the customer of a fact they probably aren't aware of. That while they're having work done on their vehicle there could be associated parts that need to be replaced.

The point is that although you could change the part without replacing the other items, to do so could well affect the safety and integrity of the vehicle as well as the warranty. That's why we recommend that all associated parts are changed at the same time.

As this sort of question will usually lead to a more detailed discussion, we want your customers to fully understand why having extra work done would be in their best interest. This helps build trust and customer retention.

So, if stretch type bolts are involved, be sure to explain that they need to be replaced as they're designed to only be used once, to be in line with Volkswagen Groups Factory Repair Methods. Or in the case of components such as bushes, these could well be worn so it's best practice to replace them while other work is underway.

The same goes for gaskets and seals; once disturbed they should be replaced when a new component is fitted. Failure to do so could cause premature wear on the new part.

These are just a few examples of the type of associated parts to think about when placing your order with TPS. Let's look at other associated parts.

Driveshaft, Constant Velocity Joint, or Constant Velocity Boot replacement

When replacing of any of the above, the centre hub nut or bolt that retains the Constant Velocity Joint to the hub has to be removed. In extracting the drive shaft from the vehicle, once the assembly is removed, any of the three components that make up the complete assembly can be replaced.

On reinstalling the assembly, the CV HUB nut (or bolt) needs to be replaced, as its built-in locking mechanism makes it a one-time use component. This is the case every time this assembly is removed.



Cambelt replacement

In order to gain access to the belt and the tensioner, removing the engine mounting is often required. During reassembly, the engine mounting bolts (one-time-use stretch bolts) must be replaced.



Shock absorber

If the shock absorber needs replacing, then there's a good chance that the bushes will require replacing as well. Plus, depending on the vehicle's age and mileage, it's also advisable to replace the fixing nuts and bolts, especially if they're a self-locking type.

ECO-FRIENDLY PRODUCT ESSENTIALS

Running a sustainable workshop or helping customers make more ethical motoring choices can pay dividends for both the pocket and the planet.

With our sustainable essentials, you can do 'your bit' for the planet in a range of environmentally conscious ways.

Our Universal Long Life 'Red' Anti-Freeze 20 litre packaging is now made from 100% recycled material and is 100% recyclable itself.

The new 5 litre and 20 litre Quantum oil cubes are also 100% recyclable. Since being introduced, it's reduced plastic in the products by 79 per cent. Across just the 5 litre range alone, it equates to 192 tonnes of plastic waste reduction.



Prices exclude VAT (at 20%) and are correct at time of print on Monday 2nd December 2019, subject to change and can be withdrawn at any time. Prices may vary in accordance with TPS' discretionary discount, such discounts are subject to change and availability. Images for illustrative purposes only. *From prices shown.

QUANTUM

PLATINUM PLUS 23 5W-30

Price per litre

£2.10
EXCL. VAT AT 20%
(ZGB115QLB02922)

Available in the CUBE, a 100% recyclable packaging solution complete with a controlled anti-glug pour to minimise waste and spills.



Volkswagen Group Approved
REMANUFACTURED
PARTS

REMANUFACTURED TURBOCHARGER

Prices from

£349.99
EXCL. VAT AT 20%
(JZA 253 056 EX)

Our remanufactured turbochargers utilise old units to repurpose the product to the standard of a new turbocharger.



QUANTUM

DISPOSABLE SEAT COVER

£45.27
EXCL. VAT AT 20%
(ZGB00Q400600)

Made from recyclable polythene and can be fully recycled itself.



QUANTUM

UNIVERSAL LONG LIFE 'RED' ANTIFREEZE 20L*

Price per litre

£1.85
EXCL. VAT AT 20%
(ZGBQAFRL020L)

New packaging made from 100% recycled material.



REDUCING SINGLE-USE PLASTICS

The double-wall Thermo Mug, with Volkswagen logo, and double-sided Campervan Jute bag are small but significant steps you can take to reduce your single-plastic usage.

DOUBLE-SIDED CAMPERVAN JUTE BAG - BLUE

£7.50
EXCL. VAT AT 20%
(ZGB5150718 050)



DOUBLE-WALL THERMO MUG WITH VOLKSWAGEN LOGO

£19.58
EXCL. VAT AT 20%
(33D069604)



*PRODUCT IMAGE MAY NOT BE EXACTLY AS SHOWN.

LET'S FIRE UP THE QUATTRO!



FAMOUS QUATTROS

Four-wheel drive really helped slingshot the Quattro to the pinnacle of motorsport. Here are four of the most iconic Quattros.



Gene Hunt's 1983 Audi Quattro from *Ashes to Ashes*



1982 World Rally Championship winning car



1985 Audi Quattro S1 E2



1987 Pike Peaks winner Walter Röhrl



Mike Turner, Editor for the Audi Quattro Owners Club, is our latest contributor to choose a Volkswagen Group Icon. From the headline and Mike's job title you will have guessed his four wheeled favourite for this edition.

FOR FANS OF TV SERIES LIFE ON MARS - OR MORE PRECISELY THE FOLLOW-UP SERIES ASHES TO ASHES - THE COMMAND FROM LEGENDARY TV COP GENE HUNT TO 'FIRE UP THE QUATTRO' WAS ALSO THE CUE TO FIRE THIS AUDI CLASSIC INTO POPULAR CULTURE.

With its gleaming red paint job and cult cop Hunt behind the wheel, the 1983 model Quattro featured in the show soon drove itself into the affections of a whole new generation of fans.

However, long before it was immortalised in the 2008 hit TV series, the Quattro had established a devoted fanbase as a result of its feats on the road and the rally circuit.

One such fan is our contributor Mike, who says of his four beloved Quattros: "The greatest pleasure comes from feeling every wheel gripped to the road. Add to this the lovely 5-pot exhaust burble, and you have heaven on four wheels."

As one of the first sports cars with permanent all-wheel drive, alongside the capability to go from 0 to 62mph in 7.1 seconds with a top speed of 137mph, driving the Quattro is indeed a celestial experience and one always likely to lift the spirits and fire the imagination.

The Quattro was born out of humble beginnings. When Audi chassis engineer, Jörg Bensinger first proposed the idea for a high-performance four-wheel drive car, he based it on the Volkswagen Iltis, a military four-wheel drive vehicle and the utilitarian Audi 80 saloon.

Our contributor Mike picks up the story. "The prototype model suffered from poor manoeuvrability as the Iltis drive had no centre differential. The engineering team were tasked with designing a centre differential to improve this. How this was resolved was a wonderful example of 'Vorsprung Durch Technik'.

"The brilliant idea was to drive another Audi 80 differential placed longitudinally via a hollow propshaft. The revolutionary new transmission was fitted to the Audi Type 85 coupe, built on the same Audi 80 shell and powered by a turbocharged version of Audi's 5-cylinder engine. The Quattro was born in 1980 and the rest is history."

What a history it is. From making its debut at the Cologne Motor Show in 1980 to the end of its production run in 1991, an icon was established. A four-wheel drive trailblazer that ushered in a new technical era for road and rally cars.

Each one of the 11,452 Quattros produced were individually hand-built at Audi's Ingolstadt factory and then individually tested, both in the factory and on a test track. When the final Quattro was produced on 17 May 1991, its legend was complete.

While earning its stripes as a production car, it's the Quattro's rallying exploits that truly secured its iconic status. When international rally regulations changed in 1979 to allow four-wheel drive cars to compete, it unleashed the Quattro to change the sport forever.

In 1981, the Quattro announced itself by enabling Michèle Mouton to become the first female driver to win a world championship rally. Over the next three years, Audi's A1 and A2 evolutions of the Quattro - developed in response to the equally iconic and infamous Group B rules - dominated the rallying scene.

Between 1983 and 1984, legendary drivers Hannu Mikkola, Stig Blomqvist and Walter Röhrl won eight world rallies in the Quattro. By the time the Quattro bowed out of the rally scene in 1986 it had earned its place in motorsport folklore.

As we reach the end of this particular icon journey, it's best left to Mike to sum up what makes the Quattro so special. "The concept of a rally-performance car that can carry the kids and shopping sounds crazy, but it is true. They are just great cars to drive and own."

The owners' clubs and enthusiasts in the UK alone are testament to that. A car as equally at home on a forest stage as it is in a supermarket car park, is a rare beast indeed. One that enables its owner to take their motorsport dreams and drive them home is even rarer and an essential part of what makes the Quattro a true icon.

REDUCING OUR IMPACT

SUSTAINABILITY IS NOT JUST ABOUT COMPLIANCE; GARAGES ARE INCREASINGLY VIEWING IT AS AN OPPORTUNITY TO FUTURE-PROOF THEMSELVES AND REDUCE RUNNING COSTS.

CURTIS HUTCHINSON REPORTS

Sustainability has been at the heart of the UK's automotive sector for over two decades. It touches the way vehicles are designed and manufactured, the supply chain that supports the production process, vehicle distribution and, of course, the workshops that service and maintain the country's ever expanding car and van parc.

The Society of Motor Manufacturers and Traders (SMMT) recently published its twentieth annual Sustainability Report revealing how the sector's growth over the period has not been at the expense of the environment.

"The UK automotive sector is now one of the most efficient in Europe, outperforming the EU average for energy, CO₂ and water. Thanks to strict efficiency targets and continuous improvement and refinement of manufacturing processes, the sector has significantly reduced its environmental impact," said SMMT chief executive Mike Hawes.

These advances put the automotive sector in a good position to address the challenges

presented by current and future legislation. In May 2019 the government declared a national climate emergency, setting a target of reaching net zero emissions by 2050. Clearly there is still plenty of work to be done in the sector.

The Volkswagen Group has long been managing the environmental sustainability of its operations across the UK. To help set its future direction it has been working closely with Simply Sustainable, a specialist sustainability consultancy which helps companies, across different sectors, develop and implement best practice strategies.

"The Volkswagen Group sees reducing its carbon footprint as an operational and commercial priority, as well as a significant sustainability opportunity," said Alasdair Marks, Simply Sustainable's director.

"Operationally the group is working hard to reduce its environmental impact across its business and value chain, an approach which often translates into bottom line savings through reduced inefficiencies and wastage."

"Commercially their vision is quite clear; to become the role model for the environment, safety and integrity, as part of 'shaping mobility' - for generations to come," he said.

Consequently the group is working hard to raise sustainability levels in workshops run by its franchised partners, with many of these best practices addressing universal aspirations across the servicing and repair sector.

Marks acknowledges the challenge for smaller businesses is how to address the sustainability issues relevant to their operations, while making a difference without becoming a burden on time and resources.

"The key for any business, large or small, is to start associating sustainability with both efficiency and cost savings, that will help drive process improvements. Too often sustainability is viewed as a cost to the business rather than a benefit," he said.

Marks believes garages need to focus on their biggest cost centres, especially energy, and start identifying where they are seeing the most waste.

"There are simple audits that garages can do to conserve energy and resources. These range from checking machines are not being left on when they are not in use, especially overnight, to identifying where heat loss is occurring. Some easy wins can be achieved through changing people's behaviour in the workplace. This is why it is important to get buy-in from staff from the outset as they will help drive change."

Marks recommends garages monitor their energy bills to see if any changes they introduce start to make a difference in usage as that will help validate the decisions they have made and drive further progress.

He also suggests garages review their energy providers.

"We always recommend that businesses consider switching to a renewable energy tariff, it can make a big difference. There is a perception that renewable energy can be more expensive but that's increasingly not the case as prices have come down significantly in recent years, making switching an easy win."

Marks also advises garages to review their waste management processes.

"Waste is a big issue for garages and workshops. Businesses need to know where their waste is ending up by reviewing their waste streams and considering how anything that is going to landfill can be reused or recycled instead," he said.

Finally, any sustainability plans being considered now need to be viewed as part of a long-term process aimed at future-proofing businesses, especially as electric vehicles become more popular and will require attention in independent as well as franchised workshops.

"Garages need to start looking long term and consider what their businesses will look like in 10 to 15 years time, and start to build in longevity and resilience into achieving sustainability, especially as electrification becomes more prevalent."

Sustainability best practices

Dealers and garages have been adopting various measures to reduce their carbon footprint in light of environmental concerns and to reduce operating costs in the long term.

Stephen Latham, Head of Operations at the National Franchised Dealers Association (NFDA), outlines his best practice advice businesses need to consider to achieve greater sustainability.

Heating

Heating of facilities, particularly in workshops, has always been expensive primarily due to the amount of wastage caused by shutter doors frequently opening and closing. This is often addressed by setting disciplines and using automatic electric detectors which can help reduce heating power.

Mains power

Some power companies are advising businesses of pulling down electricity at more economical times via metering services rather than the normal 3pm to 7pm prime electric usage period. LED lighting is also increasingly being used to reduce energy consumption.

Packaging

Packaging, predominantly of spare parts, has always been an environmental issue and although many manufacturers have reduced the quantity of packaging, smart recycling benefits both garages and the environment.

Electric charge points

The government will soon make it mandatory for all workplaces with more than 20 parking spaces to have an electric charge point. Having charge points at the workplace has been proven to significantly support the uptake of EVs and, as a result, encourage greener commutes.



Tony Hill, Operations and Compliance Manager at Gemini ARC Nuneaton, explains how operating sustainably can bring both business and environmental gains.

Tony works for Gemini Arc, a network of highly efficient and professional bodyshops with over 20 years of experience within the industry.

In 2019, Gemini Arc won the National Body Repair Association (NBRA) Platinum Level Greener Bodyshop Award, in recognition of their continued environmental initiatives.

"We are very proud to have won a NBRA award. It's one of the first awards of its kind to be offered by the NBRA and is a testament to the efforts we have made as a business to be more sustainable.

Our starting point within the business is to look at what we have a statutory obligation to do such as Health and Safety Regulations and VOC standards.

We then look to raise the bar from there, so we are operating at a more specialist level. This approach helps to set us apart in the sector and deliver even greater efficiencies within the business.

PAINTING A GREENER BUSINESS FUTURE

"WE NEVER SET OUT TO BE DELIBERATELY GREEN BUT THE MORE WE LOOKED AT WAYS TO BE MORE EFFICIENT AS A BUSINESS, THE GREENER WE BECAME."

Our intelligent repair process is a good example of how we do this. By working with the right insurance partners we have gone against the industry practice of over repairing to focusing on making the repair smaller.

In doing so, we are able to reduce our purchase and use of essential repair elements such as wet goods, dry goods, parts and packaging, all of which minimises the overall environmental impact of each repair.

We have done the same with other areas of the business, where again we have rejected the industry norms in favour of more efficient processes.

For instance, we use a single track, one oven system, rather than the conventional three, to help reduce gas and electric usage.

Further initiatives we have introduced include compacting and segregating all our waste, which has in quarter two alone this year enabled us to divert 96% of our waste from landfill.

We have also partnered with Octopus EV support, so that we can now offer an electric courtesy car to our customers."

For the future, our plan is as much about looking at what we could be doing, as what we are doing. We want to keep building on what we have already achieved, as it will ultimately not only make the business more sustainable but more profitable as well.

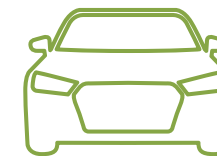
GENERAL WASTE AND PLASTICS RECYCLING – Q2 2019

All Gemini waste is segregated **(including office waste)**

96% of landfill waste diverted for recycling

Net benefit of recycling vs landfill – **direct carbon saved 246.08 tonnes**

THE EQUIVALENT OF:



Driving from **London to Edinburgh 2,765 times**



Boiling a kettle non-stop for **209 months**



Lighting a single **40W bulb for 1,288 years**



Watching TV for **859 years**

LOW ENERGY LED LIGHT REPLACEMENTS 2019

- **11 sites converted** to low energy lighting in 2019
- **Head office also converted** in 2019
- **2 more planned** before the end of 2019
- **All sites by the end of 2020**

TPS NATIONAL PROVES IT'S NO WRITE-OFF

TPS National, the dedicated parts support service for UK bodyshops, is set to expand its team and double its business following a successful first year of operations.

The TPS National team offers specialist Total Loss Avoidance (TLA) and TPS Genuine Pricing (formerly known as Aged Parts Pricing) services to UK bodyshops.

Since it began, the TPS National team has authorised £1.6m of repairs and completed 2,250 estimates per month since the beginning of 2019. The Genuine Pricing scheme also approved a further £1.7m of authorised repairs.

The team is to increase from five to eight staff and aims to double its repair estimates to just over 5,000 a month.

AFTERMARKETERS ASSEMBLE!

The TPS Genuine Heroes campaign has launched.

With the core message of being a hero to your customers, Genuine Heroes is about how TPS's Genuine Volkswagen Group parts can help keep customers' vehicles on the road and their lives on track.

Four key images, depicting various garage technicians with 'superhero powers' have been developed for the campaign.

The TPS 'superhero powers' include fast and on-demand deliveries, parts designed to fit first time, invincible service and 8am – 1pm Saturday opening hours.



HELPING DRIVERS GET BACK ON THE ROAD

The Genuine Causes fund has been launched and is already proving its worth to motorists most in need.

The scheme, set up by TPS, has been established across the UK to help carry out essential repairs on vehicles required as a lifeline for individuals, communities and charitable causes.

So far, amongst others, the fund has helped two specialist schools – one in Edinburgh for deaf children and another in Huddersfield for children with special needs – keep their respective minibuses on the road.

Independent local garages, with a TPS account, can apply to their local TPS Centre on behalf of their customers for either the Manager's Award, worth £150, or the Regional Award, worth £1,000 towards the cost of essential repairs.

Once the deserving customer's case is approved, the garage provides the free labour, while TPS provides the Genuine Parts.

The fund will be available until 23rd December 2019. Visit tps.trade for more information.

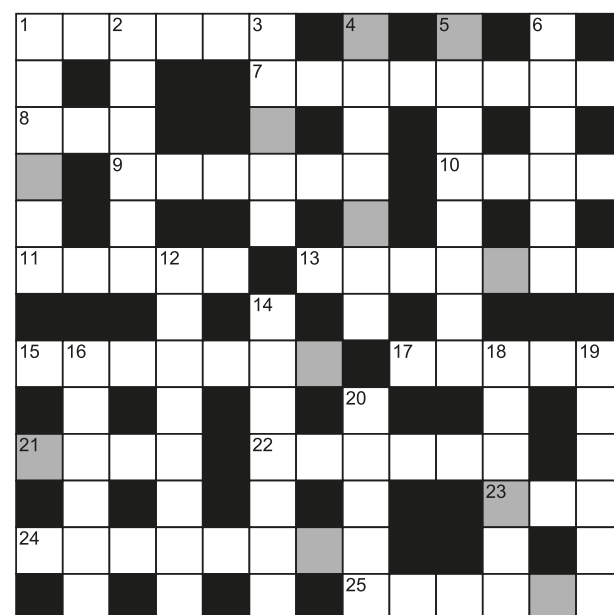
TPSBREAK

Across

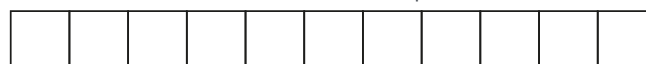
- 01 Marked effect (6)
- 07 Doorway (8)
- 08 Chatter (3)
- 09 Craned (anag) (6)
- 10 Swinging barrier (4)
- 11 Our planet (5)
- 13 Contrary to (7)
- 15 Act of getting rid of something (7)
- 17 Break the rules (5)
- 21 Incandescent lamp (4)
- 22 Ghost (6)
- 23 Frozen water (3)
- 24 Physical power (8)
- 25 Victim (6)

Down

- 01 Damage (6)
- 02 Very fine substance (6)
- 03 Instruct (5)
- 04 Electronic retention of data (7)
- 05 Popular lunch food (8)
- 06 ___ the board: applying to all (6)
- 12 Bothered (8)
- 14 Corridor (7)
- 16 Fairness (6)
- 18 Consuming food (6)
- 19 Natural skill (6)
- 20 Ride a bike (5)



Unscramble the letters in the shaded squares to reveal a themed word:



Find and send the hidden word to: tpsinsider@vwg.co.uk

10MINUTEINTERVIEW



SOLUS ACCIDENT REPAIR GROUP ARE ONE OF THE UK'S PREMIER ACCIDENT REPAIR GROUPS.

A business committed to putting sustainability at the heart of everything they do. We dropped by to chat with Health and Safety Environment lead Simon Kirwin about why being environmentally sound is so important to the business.

Tell us about the business and what you do?

For over 20 years, Solus has been an accident repair group and bodyshop, dealing specifically with insurance repairs. The Group operates across a network of 17 centres, from the furthest north in Cumbernauld to our most southerly centre in Bournemouth. Our business strapline is 'Getting you back to normal' and that's what we always try to achieve with our customers and their cars.

That's an intriguing strapline, what does it mean for you and your customers?

It's pretty much as it sounds. Whether it is through our collection and delivery service, the post-repair valet service or accommodating a customer's schedule, we want to get customers back to their normal life as effortlessly as possible. We pride ourselves on our customer service and in the past two years we have won national customer service awards. It's at the heart of what we do, alongside our commitment to sustainability.

Tell us about how the business is being sustainable?

We have a range of business practices designed to minimise our environmental impact. For instance, we try to repair every bumper that comes in and we never throw any away. As a result, we've recycled 25,003 bumpers so far this year. The business is also taking a similar view with plastics used in repairs. Lighting is a good example, as the plastics used in headlights are not recyclable, so to avoid unnecessary wastage we look to repair every light where possible.

Does being more sustainable come at extra cost to the business?

Yes, in the sense we have invested in certain machinery, kit and working practices that allows us to be more sustainable. However, the pay-off comes in the environmental benefits and the energy costs savings we have made. We recently spent a five-figure investment on 'Moonwalk' equipment, which mixes the paint for us and helps to save 0.1 of a litre on every job. When you consider we complete over 33,000 jobs a year, it's a substantial saving. We are also trialling new energy efficient paint guns and are using a new plastic repair tool that's really paying its way with plastics repairs.

What else are you doing?

We are implementing a zero-tolerance policy on single-use plastics across all 17 sites, on everything from paint pots to plastic cups. There is also a full-scale environmental audit currently taking place across the business and plans to install solar panels at our new Bolton site, when it opens in April. It's an integral part of our business ethos to be as sustainable as possible and all the measures we are taking are designed to achieve that.

Describe your relationship with TPS?

As part of our wider system it is crucial that we work together with TPS. 20% of the repairs we carry out at Solus are vehicles from the Volkswagen Group.

As one of the largest accident repair centre groups in the country, this means we have a large number of mutual customers. We cannot create a seamless journey alone

and therefore we have recognised the importance of this kind of collaborative working with business partners from our wider system.

How do TPS help you as a business?

It's quite simple. Without parts we cannot repair our customers' cars and so this means that TPS are crucial in helping us achieve our purpose of helping our customers get their lives back to normal.

As the experts in supply of parts, TPS are always available to assist us with technical knowledge that may not be instantly available to us.

What's the future vision for Solus Accident Repair Group?

For the next 12 months we will continue to expand the business, with two further sites planned alongside the new Bolton site. Our customer service and business sustainability are core aspects of the business and we will continue to push the boundaries to deliver on these key areas.

What's your favourite Volkswagen Group vehicle?

It has to be the ID.Buzz, the new-electric powered camper van. I really believe in Electric Vehicles (EVs) and the ID.Buzz is a great example of the incredible EVs on offer.

To read our full interview with Simon and catch up on any past interviews you may have missed, visit tps.trade/blog





National
for Volkswagen Group
Genuine Parts



On paper, it looks like a write-off

But with TPS National's Total Loss Avoidance (TLA) Programme, Volkswagen Group Genuine Parts can be supplied at reduced rates to help you re-write those write-offs, keeping the job in your workshop and your customer in their car.

To find out more visit tps.trade/tpsnational or call us on 03330 095 205.