

# THE VOICE

THE NEWS JOURNAL OF SMT IN GREAT BRITAIN

Edition 40

August 2021

## Hall Construction celebrate the arrival of their first Volvo EC950FL and trial L25 Electric

Read more on pages 22-27



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## EDITORIAL LETTER

# Back to a better normal...

Hello and welcome to a very special 40th edition of **THE VOICE** magazine – the voice of SMT in Great Britain.

While the disruption and frustration brought on by the ongoing Covid-19 pandemic has altered many of the plans and activities we usually look forward to as a business, we have been fortunate to have remained extremely busy over the past six months, and to have shared in the many successes the Volvo machines we supply have brought to our customers during this time.



One such customer is Hall Construction, who have recently taken delivery of a mighty new Volvo EC950FL, which is already making a considerable difference on a colossal construction project for GE Renewables. To read all about this machine and project, turn to pages 22-27.

Another customer success story comes from Eurovia Contracting, who have the privilege of deploying the first ECR25 Electric on a project in Great Britain. Receiving rave reviews, the machine made short and silent work of a pavement improvement project in Macclesfield, Cheshire, which you can read about on pages 12-15.

However, it hasn't just been our customers enjoying successes since January's edition, as SMT GB has successfully completed a trio of projects that are already making considerable improvements to our business. The first project saw the introduction of the DataTag CESAR ECV security system across the entire SMT GB General Purpose Equipment product range offering. Going a great way to making plant theft a thing of the past, you can learn all about this incredible system on pages 28-31.

The second project saw SMT GB charge ahead with its environmental pledge, by introducing an all-electric company car fleet. To read about this big win for the environment, and the warm reception staff have hailed it with, turn to pages 40-43.

The final project saw the centralisation of both our parts and services teams. Enabling the business to become more agile while delivering industry leading customer service, you can read about exactly what changes have been made, and how they benefit you on pages 35-39.

While my tenure as Editor has been short and sweet, I happily hand the reins of publication back to Amy Metcalfe, who has now returned to us from maternity leave with a happy and healthy baby boy.

We hope you and your families have continued to remain safe and well. We have our fingers crossed to be able to see you all once again at Let's Recycle on 15 – 16 September.

I hope that you enjoy reading this latest edition of **THE VOICE**, which is still very much your magazine. If there is anything you would like to see more of, please let Amy know @AmyMetcalfeIM

**Alex Cox**  
Marketing Assistant

### THE VOICE

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**THE VOICE** is a magazine published by **SMT Great Britain**, Duxford, Cambridge, England CB22 4QX

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# **Chepstow Plant International stays loyal to SMT GB with an order for 71 new Volvo machines**

As part of a large fleet renewal programme, Chepstow Plant International has signed a deal with SMT GB for a range of Volvo machines, including 52 Articulated Haulers, 12 Wheeled Loaders and 7 Excavators.

Amongst the newly ordered Articulated Haulers are 25 A40Gs, which are split between a major earthmoving project in the North of England and substantial clay mines located in the South. The remainder of the haulers ordered are seventeen A30Gs and ten A25Gs.

In addition to the high level specifications found on all of Chepstow's Volvo machines, the company has opted to have Haul Assist installed on all of their new haulers. This brings the number of machines in their fleet featuring this addition to above 100,

making Chepstow's hauler fleet by far the largest equipped with this haul cycle optimising software in Great Britain.

Powered by the Volvo Co-Pilot touchscreen fitted to each machine, Haul Assist is an efficiency-boosting software that provides an on-board weighing system, ensuring that the optimal amount of material is hauled with each load.

Haul Assist also provides real-time site maps that not only give operators an improved orientation of



their working environment, but also allows them to view live traffic flow, speed limit notifications and avoid potentially dangerous situations. All of this information allows the operator to proactively adjust their driving according to the traffic conditions, even when visibility is at its most restricted.

The twelve new wheeled loaders included in this order from SMT GB comprise of an L60H, three L120Hs, five L150Hs and three L180Hs. Chepstow have opted to include Load Assist on all of their new

wheeled loaders, which provides most of the features included with Haul Assist, as well as a note taking app, a unit conversion calculator and a weather monitoring app.

Chepstow Plant International have also opted to purchase as part of this order three EC380EL, two EC480ELs and two EC750ELs.

The 8 inch full-colour LCD monitors found in these excavators also provides operators with the ability to check essential information at a glance, such as



machine status and the rate of fuel consumption.

Furthermore, a customisable joystick-mounted shortcut switch provides excavator operators with the ability to control an essential machine function, without having to let go of the machine's joysticks. The wide list of functions that can be assigned to the shortcut switch include activating the windshield wipers, cycling through the machine's 360° cameras or selecting the power max function.

All of the new machines are powered by Volvo's latest generation of Stage V engines, which brings around 85% of Chepstow's plant fleet up to this environmental standard - a landmark moment for the company, who are placing decarbonisation at the forefront of its company-wide objectives in 2021-2022.

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## A plant fleet of over 400, of which 70% consists of Volvo machines

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The new machines are all covered by SMT GB service agreements whereby they will be regularly maintained by highly trained SMT service engineers. They are also all equipped with a comprehensive list of additional safety features, such as premium guardrails, inclinometers and extra safety lighting. HEPA air filters are also fitted to all of the new machines, offering Chepstow's operators protection against all manners of airborne pollutants.

Based in Caldicot, Monmouthshire, Chepstow Plant International is a privately owned national contracting company with over 50 years of experience. With a plant fleet of over 400, of which 70% consists of Volvo machines, the company operates within the mineral, aggregate and earthmoving sectors, as well





as providing plant hire services and used equipment sales.

Chepstow Plant International are also committed to minimising the company's impact upon the environment. In order to do this, the company has launched the FOIL initiative, which uses the cutting edge telemetry data provided by CareTrack, Haul Assist and the company's trainers to identify excessive fuel usage, operator training and development opportunities, the impact of reducing idling and how to optimise loading cycles.

One such example of how this initiative is having a real impact on Chepstow's environmental performance is the identification of an Volvo EC750E being used in a higher power mode than its application required, causing 106% more fuel than necessary to be used. Once identified, operator retraining was implemented and significant fuel savings have been achieved since.

In another such example, excess machine idling was identified and able to be reduced by as much

as 30 minutes each day, which has resulted in a reduction in fuel wastage of approximately 15,000 litres per year.

Commenting on the impact of the FOIL initiative, Head of Assets and Commercial, Ross Hayward states: "It's all about taking a pragmatic approach and looking at achieving all of those 1 or 2% savings. These form the basis of our belief in aggregate marginal gains, and how these 1-2% savings can combine to push our operational efficiencies for our client's benefit, to boost output and continually lower costs. Our operational, training and analytical team are able to take all of the information that's available us, and provide valuable insights. In a recent case study of a core customer site, we were able to identify and combine all of these saving opportunities and, subsequently, we've forecasted to save the customer over 300,000 litres of fuel per year. We did this by simply using what we have at our disposal, which is part of the reason why we continue to buy Volvo." ■

# Eurovia Contracting buys UK's first electric Volvo mini excavator

Eurovia Contracting, a national highway infrastructure company, has taken delivery of the UK's first 100% electric-powered Volvo ECR25 Electric mini excavator. The zero-emissions, battery powered excavator has been chosen by Eurovia as it takes steps to deliver a significant carbon reduction programme throughout its business.

"We're on target to achieve a 40% reduction in carbon emissions by 2030, which is very significant for a company that has a high degree of self-delivery," says Matt Stubbings, Divisional Manager of Eurovia Contracting. "And the introduction of battery-powered machinery holds the key to achieving that goal."

Supplied by SMT GB, the ECR25 Electric is currently the only battery-powered three-tonne excavator on the market. It is also Eurovia's first electrically powered excavator, and also the company's first Volvo excavator.

"We're extremely excited to be at the cutting edge of zero-emissions technology with Volvo and SMT," adds Matt Stubbings. "It's definitely a game changer, and we can't wait to add larger, more powerful zero-emissions kit to our fleet."

The zero-emissions machine has been put to work in the centre of Macclesfield, Cheshire, on Castle Street's pavement improvement works for Cheshire East Council's Highways department.

Adjacent to the Grosvenor Shopping Centre, Castle Street's pavement improvement works is an urban rejuvenation project that stands to benefit from Eurovia's zero-emissions, low noise mini excavator, as foreman Dave Coleman explains.

"Battery-powered machinery is an ideal solution on urban projects like this, and everyone around will benefit from the noise reduction and zero emissions," explains Dave Coleman. "Eliminating the smells of exhaust fumes is a huge benefit, as is a reduction in noise levels too. A low noise environment can also avoid the requirement of a curfew on working hours."

The Castle Street project is one that will see the pavements widened and the carriageway narrowed on the 170m-long road, over a six-month duration. In addition to increased pedestrian access, the project will see tree pits, revised street furniture and new lighting installed.

"With so many shops and offices around the site, it's important to keep noise levels as low as possible, to limit distractions," he says.

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**“We’re extremely excited to be at the cutting edge of zero-emissions technology with Volvo and SMT. It’s definitely a game changer, and we can’t wait to add larger, more powerful zero-emissions kit to our fleet.”**

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**Eurovia ECR25 Electric Operator Ian Clarke**

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**“Battery-powered machinery is an ideal solution on urban projects like this, and everyone around will benefit from the noise reduction and zero emissions. Eliminating the smells of exhaust fumes is a huge benefit, as is a reduction in noise levels too.”**

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The zero tailswing, zero emissions ECR25 Electric delivers the same performance and power as its diesel-engined counterpart. That’s because Volvo engineers have replaced the ECR25’s internal combustion engine with a maintenance-free, 48-volt lithium battery pack. This provides a 20kWh, 450Ah supply, to operate a permanent magnet electric motor, which is used to drive the mini excavator’s hydraulic system.

Peak motor power is 18kW, reducing to 14.7kW during continuous operation. This also enables the ECR25 Electric to offer switchable work modes, through standard, Eco and Boost settings via the in-cab screen.

Capable of working a four-hour shift on a full charge, the ECR25 Electric is available with two charging options; one is through a 16-amp power source which can fully charge the machine in 5 to 6 hours, and the other is through a 32 amp fast-charge solution that can achieve a full-charge in around 1 hour 15 minutes.

The ECR25 Electric’s arrival on-site coincided with the introduction of Eurovia’s electric gang week – a week-long trial of battery-powered machinery and vehicles.

The first initiative of its kind, the electric gang week saw the battery-powered Volvo digger joined by a battery-powered compaction plate, a 1.5 tonne capacity battery-powered site dumper and a battery-powered commercial vehicle.

All electrical power requirements for fixed and mobile plant are supplied through a Hussh Pod, hybrid power generator which offers 45kW of usable battery power.

“The Hussh Pod provides bulk storage of electrical power so the generator only runs when the Pod’s reserves drop to 20%,” he says. “When it reaches 100%, the generator automatically stops – the ability to store electrical energy has halved our fuel consumption compared to traditional power generation methods.”



Foreman Dave Coleman



Mr Coleman says that with battery-powered equipment, the team has had to adjust to new ways of working to make the most of available resources and charging facilities.

“As the Volvo’s power levels get low, the excavator is returned to the Hussh Pod in our compound,” he says. “This often coincides with work breaks, so the digger can be kept on-charge when not in use.”

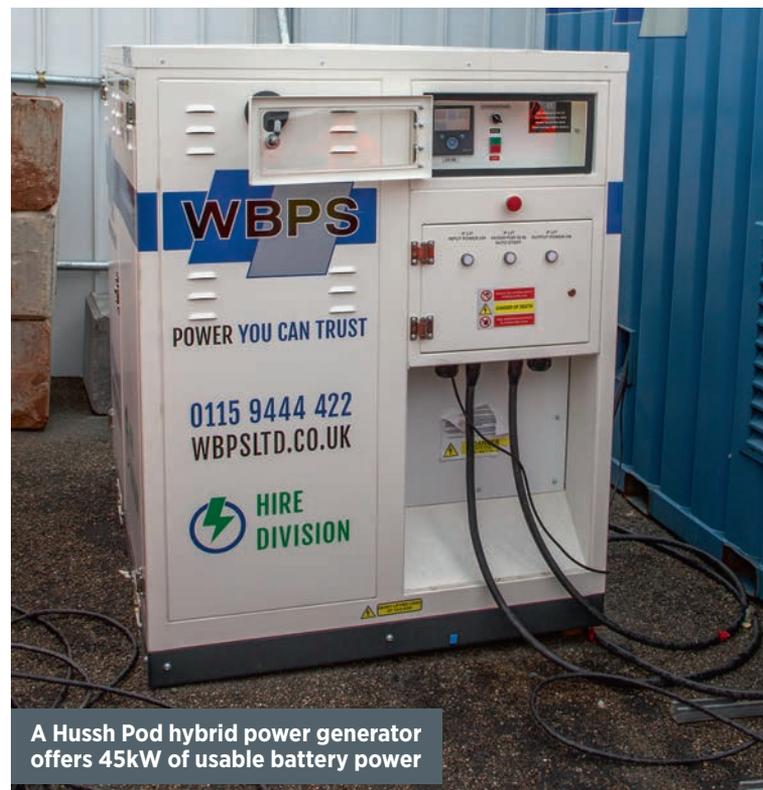
Operator Ian Clarke says the ECR25 Electric represents an all-new experience.

“It’s very quiet,” explains Ian. “But you need to keep one eye on the battery % until you get used to it - just like you do with a Smart Phone.”

He says that digging power is very good, but adds that the battery-powered digger brings a different experience to your ears.

“You do hear the electric motor and various hydraulic system noises - it’s just a different sensation to having an engine running flat out behind you,” he says. “The machine still has a throttle, and power consumption depends on how many ‘revs’ you choose to use.”

“It operates just like any other mini excavator, but without the noise,” he adds. “And instead of an auto idle, it will ‘power off’ if you don’t touch the controls.” ■



A Hussh Pod hybrid power generator offers 45kW of usable battery power



# Wooldridge Demolition adds high-reach Volvo EC750EL

Surrey-based Wooldridge Demolition has taken delivery of its largest high-reach demolition excavator – an SMT GB-supplied Volvo EC750EL, complete with Kokurek 40m telescopic boom capable of operating a 3 tonne attachment at full height.

The machine has gone straight to work at Woodberry Down, London, for phase three of an urban regeneration scheme that involves the dismantling and processing of an old public house, high-rise blocks and a community centre, in readiness for on-going redevelopment.

“Prior to the EC750EL, our highest reach came from a Volvo EC480DL with a Kokurek 24m boom,” explains John Hickman, Operations Director of Wooldridge Demolition. “With the evolution of many urban regeneration projects, we needed to go higher.”

Adding the high-reach EC750EL to the fleet gives the firm some spare capacity and the ability to take on bigger projects. The EC480DL was operating close to its limit, whereas the larger EC750EL can work much more comfortably on taller projects.

The firm has been extremely pleased with the performance and reliability of its eight-year old EC480DL, so adding the EC750EL from SMT GB was an easy decision to make. “We like the build quality, and reliability of Volvo equipment,” says John.

Wooldridge Demolition chose to use Volvo approved supplier Kocurek Excavators for the high-reach conversion and, in doing so, opted to build-in

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**“We like the build  
quality and reliability  
of Volvo equipment”**

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extra versatility with different front-end equipment for the heavy-hitting excavator.

In addition to the high-reach 40m telescopic boom, the demolition contractor requested an 18m TAB configuration to work with an eight-tonne shear for low-level processing. It also requested a short lifting arm, boasting a 25-tonne lift capacity, and all lifting capabilities are managed using a Prolec rated capacity indicator.

The short lifting arm fits straight onto the modular joint. In this configuration, the EC750EL is a self-contained rig capable of unloading its 22-tonne telescopic boom, complete with cradle, eliminating the need for a crane to carry out machine installation.



With its 40m telescopic boom, Wooldridge Demolition's high-reach EC750EL tips the scales at 107 tonnes

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**“Prior to the EC750EL, our highest reach came from a Volvo EC480DL with a Kokurek 24m boom. With the evolution of many urban regeneration projects, we needed to go higher.”**

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The six-month conversion process saw the EC750EL undergo a series of engineering changes. In addition to construction of the new boom assemblies, each track frame was lengthened by one metre, contributing to improved stability. The undercarriage was also given a telescopic frame, allowing the transport gauge to be increased from 2.75m centre-to-centre of the 750mm track pads, to 4.41m.

A tilting cab assembly was installed, along with safety walkways, and the dust suppression system gave rise to a built-in pressure washer with retractable hose reel to help with machine cleanliness. Activation of the dust suppression system has been integrated

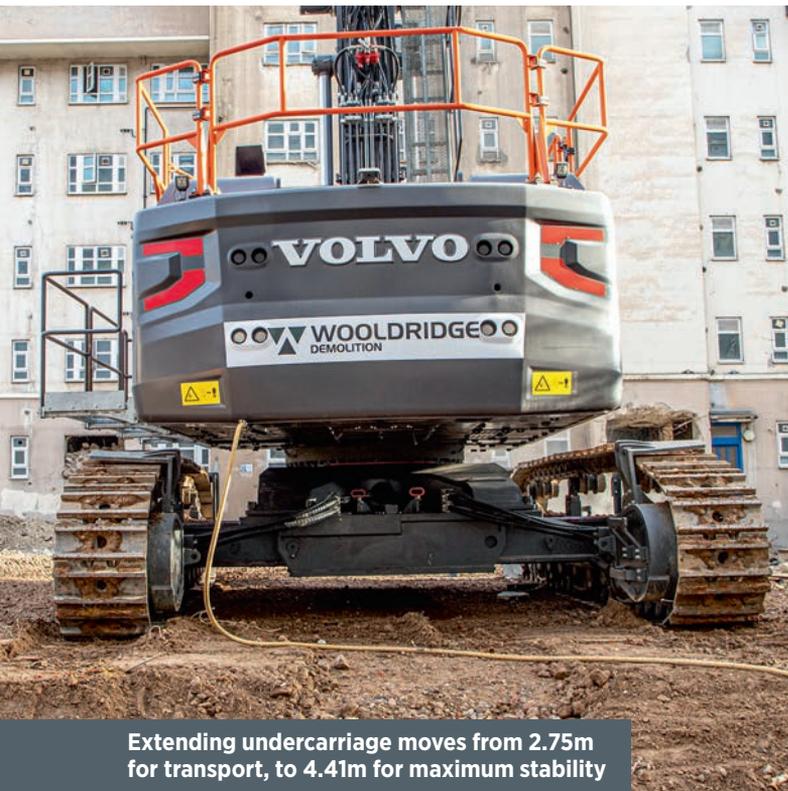
into the attachment's jaw control function, to reduce water consumption by only spraying when crushing.

The result is a high-reach machine that tips the scales at 102 tonnes equipped with its 18m TAB, and 107 tonnes when carrying the 40m telescopic boom – the latter also affords a forward reach of 19m from the centerline of the slew ring to the attachment pin.

Wooldridge Demolition are extremely pleased with the quality and integrity of the entire high-reach package. Importantly, the conversion has a fully integrated aesthetic rather than giving the impression of a third-party modification.

**Impressive working envelope affords a forward reach of 19m from the centerline of the slew ring**

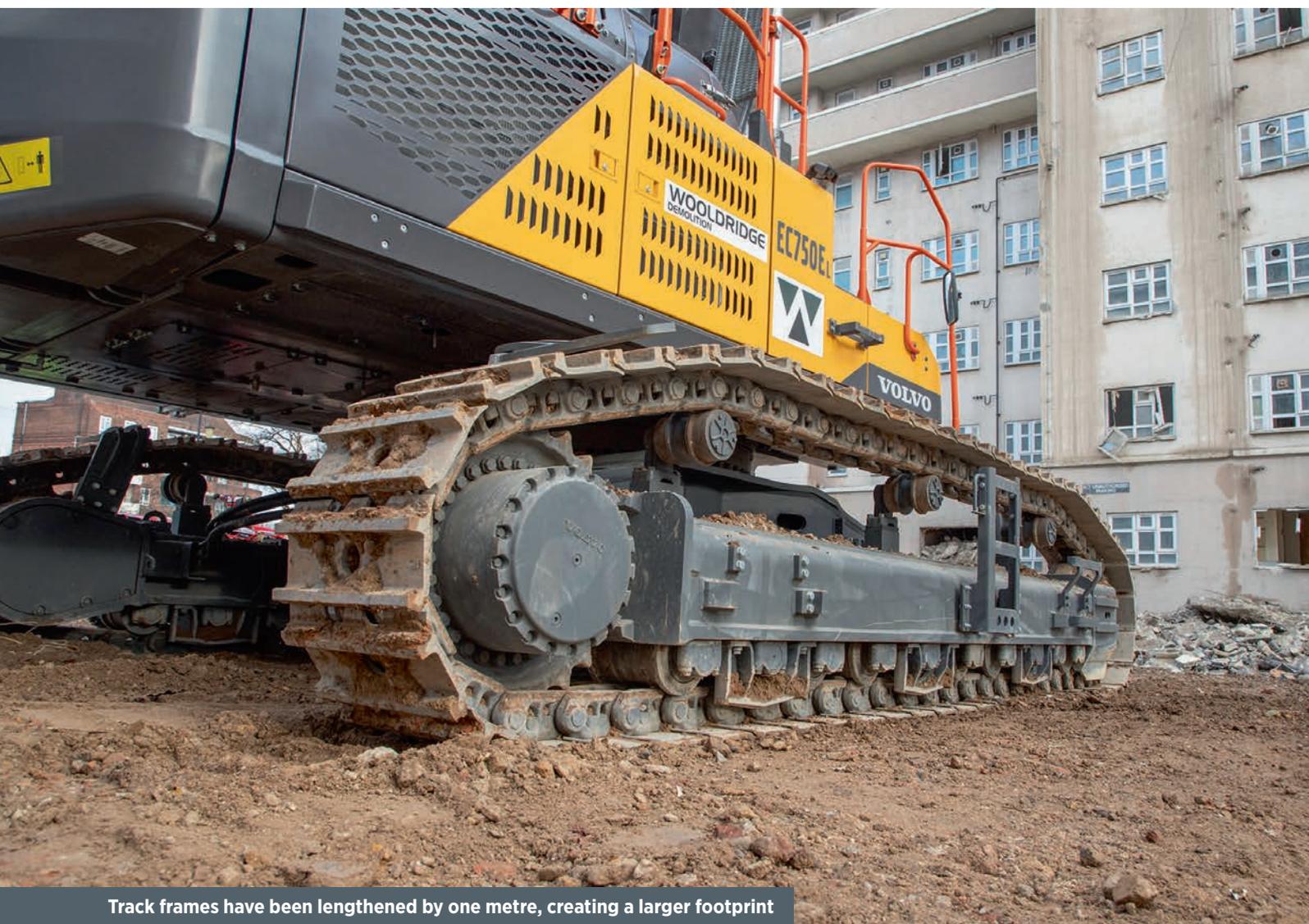




Extending undercarriage moves from 2.75m for transport, to 4.41m for maximum stability



Retractable hose reel and lance offers on-board power washing capability



Track frames have been lengthened by one metre, creating a larger footprint

# Crendon Fastrack Honda

SMT GB and Wooldridge Demolition both sponsor the Crendon Fastrack Honda motocross team, owned and run by former three-time 500cc world champion, Dave Thorpe.

The Devon based team competes in the British championship series, known as the MX Nationals, and selected Grand Prix events. The team includes riders Jake Nicholls, Tommy Searle and Jay Hague.

2020 British champion Tommy Searle, and Jake Nicholls, both compete in the MX1 class on 450cc Honda machines, while Jay Hague joins the team for the 2021 season to launch a championship assault in the MX2 class, riding a 250cc Honda. "We're looking forward to the 2021 season, and our goal is to be the dominant team in British Championship racing," says Dave Thorpe. "We have a very experienced team of riders and I know we have the best machinery in Honda's CRF450R and CRF250R bikes."



On the walkway (L to R): Tommy Searle, Jay Hague, Charlie Wooldridge  
On the ground (L to R): John Hickman, Graham Wooldridge, Jake Nicholls, Gary Hickman



The EC750EL is supported on-site by a high-reach EC480DL and an ECR235EL

An 18m TAB option has also been provided for the EC750EL





# Hall Construction celebrates the arrival of their first Volvo EC950FL

Hall Construction Ltd recently celebrated the arrival of their first Volvo EC950FL with Tees Valley Mayor, Ben Houchen, on the site of the UK's largest Freeport.



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## “This new 95-tonne excavator, one of only three in the country and the first in the North, will help speed up land preparation works at Teesworks, the former Redcar Steelworks site”

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This long-time Volvo user and family-run business is using the excavator and other Volvo equipment to break ground and get the site ready for the construction of a new wind turbine blade factory for global industry leader GE Renewables.

The newly re-elected Tees Valley Mayor, Ben Houchen, used his first day back in the office to congratulate the team in front of the media for investing in the latest equipment to move the project on at pace.

Speaking at the event, Ben said: “It is great to get back to work for my second term and see a local company like Hall Construction investing in the region. This new 95-tonne excavator, one of only three in the country and the first in the North, will help speed up land preparation works at Teesworks, the former Redcar Steelworks site.”

He added: “The new GE Renewable Energy’s 78,000sq m facility will create 2,250 jobs during construction, with 750 more when complete and 1,500 in the supply chain as it manufactures blades for Dogger Bank wind farm, just 80 miles off the coast.”

When the UK Government announced a new strategy to bring freeports into the UK, Hall Construction Services Ltd was well placed to take advantage of what is the biggest site of its type in Europe, the Teesside Freeport.

With its head office less than 30 miles from the site, the business has already cleared around 400,000 cubic metres of earth for the project.

Robert Hall, Director of Hall Construction, added: “There’s plenty more to get done, and we’re happy the Mayor could join us in welcoming the new excavator to the site to see first-hand the progress we’ve been making up to this point.

By securing the earthworks for this major project, we will be able to play our role in supporting the global industry leader GE Renewables in bringing jobs to the region. And this is why we’ve brought in the 95 tonne EC950EL excavator to assist the 40 other machines we’re already using on-site.”

The extremely harsh conditions on-site are a legacy of the former steelworks, which occupied the land previously. To tackle the abrasive material and a very tight timescale, Hall Construction has also kitted out its new Volvo EC950FL, with a bespoke MST bucket.

Even with this material and the power of the new EC950FL, the business will have to replace GET every two weeks. Still, for Robert, son of co-founder Stephen Hall, this is all part of the intricate planning and collaboration needed to deliver the job.

Robert: “Make no mistake, the Freeport project is an amazing opportunity for us to showcase the capabilities





A bespoke MST bucket for the EC950FL, made with Hardox steel, can tackle the extremely harsh, abrasive conditions on site



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**“Having worked with the Volvo and SMT GB team now over three decades, we have witnessed some serious growth in our business and capabilities. This is thanks partly to the collaborative relationship we have built with the local and wider team at SMT GB”**

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of our diverse business. Since my father founded Halls Plant Hire with his brother, Neville, in the early 70's, we have never run away from a challenge. In fact, in this case, we are hitting it hard with arguably the world's best excavator in its class.

Having worked with the Volvo and SMT GB team now over three decades, we have witnessed some serious growth in our business and capabilities. This is thanks partly to the collaborative relationship we have built with the local and wider team at SMT GB, which support our fitters and team at every level to ensure we maintain industry-leading uptime across our operations.

And it's not just earthworks projects where we are supported in this way. We also run a very busy quarry and undertake a wide range of construction and civil engineering projects, from general earthworks and sea defence schemes to complex multi-million pound design and build projects.

Our Eppleton Quarry Products business is just one of our companies that takes full advantage of the Volvo range of equipment to extract and process aggregates."

For the Hall family, the Freeport also represents another opportunity to give back to the local community, as Robert explains: "One of the things we pride ourselves on is our family heritage and local reputation. We have always looked to employ, train and upskill people within the communities we serve, and the Freeport project is no different.

"For example, we consciously made a big effort to reach out to the ex-steelworkers in the community, and we're fortunate enough to employ a lot of the new operators we needed for this project from that base. These individuals have been retrained and are now part of our operator family, working hard together to deliver a new future for the once thriving site. When you talk to these individuals, they are very proud to play an important role in turning Redcar's former SSI UK steelworks site, which closed in 2015, into a world-class facility. And what they are doing is helping to create more than 2000 new high-quality jobs in the process."

With the site set to support the construction of 100+ wind turbines every year, delivering greener power across the region, it is also no surprise that



The new, fully electric L25

Hall Construction recently took up the opportunity to test the new L25 fully electric Wheeled Loader. Robert added: "Make no mistake, the future of our industry is about reducing emissions and through our investment in the new fuel-efficient EC950FL, we will be doing exactly that.

"And in the future, I see a role for alternative fuel machines, especially if they retain the same rugged capabilities of their diesel equivalents, like the L25 Electric.

We will certainly be looking at how we can use this product and others in the future."





# Reuben Smith Plant Hire continues commitment to Volvo with the purchase of an A25G Articulated Hauler



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**“The right machine,  
in the right condition,  
with the right price  
at the right time”**

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Long-time Volvo fan, Reuben Smith, has recently taken delivery of another Volvo Articulated Hauler. The new machine is a high-specification used A25G, with only slightly over 500 hours on the clock.

“It was the right machine, in the right condition, with the right price at the right time,” comments Plant Manager Steven Smith. When asked if he had any concerns about purchasing a used machine, Steven added: “There was no concern at all – the repairs and all maintenance had been carried out by the SMT used equipment team, so we knew we were getting a good machine. It’s probably actually a higher specification than we need, so we’re very happy with it.”

The new articulated hauler is the first of Volvo’s G series to join Reuben Smith’s 22 machine fleet, and have been ordered as part of an upgrade programme. The company’s new highly specified A25G benefits from a range of additional features, including an Autolube system, heated body and full tailgate.

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**“...the repairs and all maintenance had been carried out by the SMT used equipment team, so we knew we were getting a good machine”**

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Reuben Smith can also breathe a sigh of relief, as all major parts on their new A25G are covered under a 12 month, or 1,500 hours, warranty.

Designed for heavy hauling in severe off-road operation, the A25G delivers unbeatable performance in its class. Productivity and fuel efficiency boosting features, such as OptiShift, Cruise Control and Downhill Speed Control, provides the A25G with the ability to safely move more for less.

The highly efficient Stage V engine powering Reuben Smith’s new A25G generates 320hp. The optional additions of CareTrack and the On Board Weighing system also provides the ability to optimise haul cycles, and minimise operational costs.

Commenting on the order, Used Equipment Remarketing Specialist, Pelham Milligan stated: “It’s wonderful to see another machine in great condition go to one of our end users. With just over 500 hours on the clock, and a long list of additional extras fitted, they have a high spec machine to add to their fleet.” Continuing, Pelham added: “After contacting us about the machine via our LinkedIn advert, the deal was sealed in record time. Steven Smith visited us the next day to view the machine and confirm the order. It’s a great win for the environment, as this machine has so many good years of service life left to give.”

Established in 1974, family-run Reuben Smith has been providing a wide range of plant hire, earthworks, demolition, recycling and site stripping services for nearly 50 years. Since purchasing its first Volvo machines in the 80s, the company has been a keen operator of Volvo Construction Equipment throughout its long and successful history. ■



Steven Smith’s fondly remembered Volvo BM A20 from the 90s

# Centralisation of parts and service teams

When SMT GB became an independent dealer in 2017, it enabled the business to become more agile when it came to delivering the industry leading customer service that the Volvo dealership was known for. Since then there have been numerous improvements taking place, with the roll out of new technologies, equipping engineers with state-of-the-art vans and tooling, and creating a regional structure to bring SMT GB's teams closer to their customers.





SMT GB continues to invest in their people and the technology needed to deliver a premium brand experience in an increasingly competitive market. The company is now undergoing a further transformation by relocating their Parts Sales and Customer Support Agreement (CSA) teams so that they are situated together at the Duxford head office.

The relocation is to support a more agile, responsive way of working and to provide greater cover and support, using the significant expertise available from many very experienced team members. In addition, it will enable SMT GB to deliver an even higher level of consistency and customer service to all customers, wherever they are located.

The changes were fully implemented on 1 July 2021 and are summarised below:

### **PARTS SALES**

The centralisation of Parts Sales has been trialled by Treforest, who have held no stock for the last 12 months. Customer feedback had been positive, with improvements to service levels indicating that SMT GB are delivering even more parts to the right place, at the right time. The new central team consists of the following:

#### **Parts Call Handlers**

This team will be on hand to answer calls and process all parts requests. You can also continue to order parts online 24/7 at [www.smt.network/gb/online-parts](http://www.smt.network/gb/online-parts). Parts ordered online are delivered next day and free of charge if ordered before 4pm.



### **SPOTLIGHT ON...**

#### **Dave Reader Parts Detailer**

##### **How long have you worked for SMT GB?**

I began as an innocent 23 year old in January 1986, so that makes it 35 years!

##### **What was your previous role?**

I started as a Storesperson and moved into parts sales. Since 2004, I've been updating the price files and creating parts kits for repair options.

##### **What are you looking forward to about working in your new role?**

Building relationships with customers, and working closer with the other Parts Detailers.

### **Parts Detailers**

This newly appointed team collectively share over 173 years' experience at SMT GB, and will be responsible for compiling detailed parts lists and supporting the Parts Calls handlers with pricing and technical assistance.

The Parts Sales team report to a Supervisor who is focused on creating a first class customer experience.

### **CUSTOMER SUPPORT AGREEMENTS**

When customers take out a contract with SMT GB, they expect the very best levels of service. This central team will ensure that all contracts are proactively managed in a consistent manner, no matter where your machine is based. The new central team consists of the following:

#### **CSA Administrators**

This team will process all contract paperwork, ensuring that the contracts are accurately recorded in our systems. They will process any contract renewals and amendments.

#### **CSA Planners**

This team is responsible for the scheduling of all service work, ensuring on-time delivery of our Level 1 and Level 2 Support Agreements, and will provide a single point of contact to our customers on all Customer Support Agreement activities.

#### **CSA Performance Coordinator**

This team are responsible for delivering the terms of our Level 3 Support Agreements, will ensure that the agreements are proactively managed and that all SLA's are consistently met. They will provide a single point of contact for all Level 3 Service Agreements.



### **SPOTLIGHT ON...**

#### **Karla Aravena**

#### **Parts - Sales Supervisor**

##### **How long have you worked for SMT GB?**

I'm brand new actually, it's only been a week!

##### **What was your previous role?**

I spent the last 7 years as the Customer Service and Spares Manager at Collins Aerospace.

##### **What are you looking forward to about working in your new role?**

The 'blending' of the aftermarket customer support functions - I believe this presents great opportunities to find synergies within the team.

The Customer Support Agreements team also report to a Supervisor who is responsible for ensuring on-time delivery of all aspects of CSA management, delivering a first-class customer experience.



John Green

Both teams report to John Green, CSA & Parts Operations Manager. John has worked at SMT for 8 years, and was previously Parts Operations Manager. Commenting on his new role, John says: "Centralising these teams is a logical step forward in the aftermarket logistics optimisation programme that we embarked on in 2015. With nearly £500k invested in smarter warehouse systems, combined with the

wealth of experience retained in these customer support teams, we will provide a faster, more consistent response to customer enquiries."



## SPOTLIGHT ON...

### Phil Lines Warehouse Supervisor

**How long have you worked for SMT GB?**

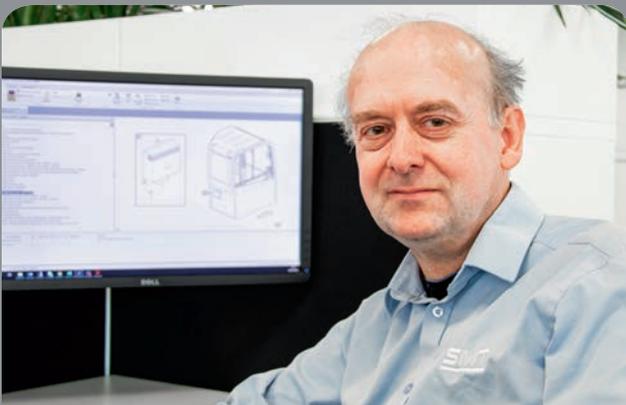
In July it will be 21 years.

**What was your previous role?**

Storesperson and then Leading Hand in the Duxford warehouse.

**What are you looking forward to about working in your new role?**

My role won't change much, but I am looking forward to having increased collaboration between the central teams and the warehouse functions.



## SPOTLIGHT ON...

### Mark Gibbons Parts Detailer

**How long have you worked for SMT GB?**

38 years on 4 July.

**What was your previous role?**

I began as an apprentice engineer in 1983, then worked in the workshop in Duxford for many years. I moved into parts and warehousing, then on to parts detailing and support for engineers for the last 10 years.

**What are you looking forward to about working in your new role?**

I've sure seen some changes over the years, but I'm really looking forward to dealing directly with customers again!

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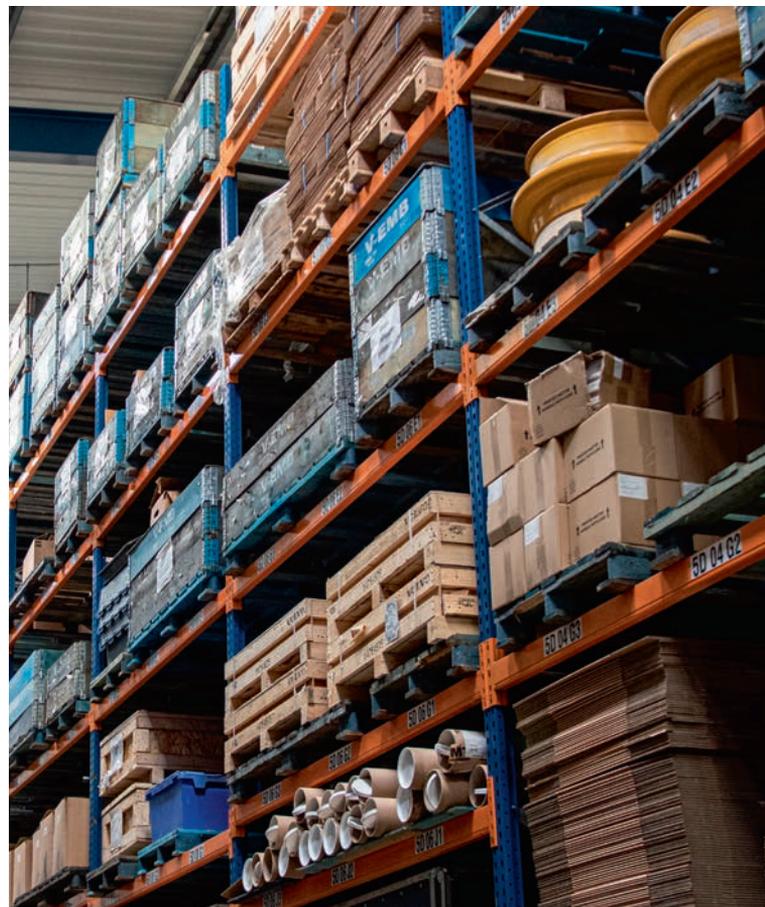
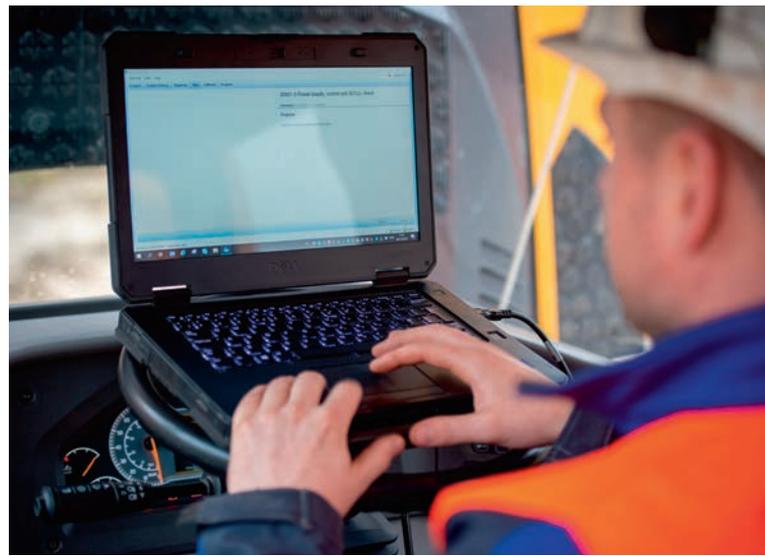
**“We are really excited to be making these changes, which will ensure we are able to consistently offer a premium customer experience as our business grows”**

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Nick Allen, CEO of SMT GB comments; “We are really excited to be making these changes, which will ensure we are able to consistently offer a premium customer experience as our business grows and our customers should only see improvements to the way we interact with them. SMT GB continues to invest in people, training, technology and tools so that we can build on our leading reputation for delivering best-in-class service to all customers, no matter where they or their machines are based.”

SMT GB's Customer Support network remains unchanged, and by centralising Parts Sales and CSA management, our local teams are now better placed to deliver exceptional repair and call-out work.

If you have any questions about these changes, please contact your local Service Delivery Manager or Area Sales Manager.



# SMT GB charges on with environmental pledge by opting for a new fleet of fully electric company cars

Marking another big step forward towards achieving its ambitious environmental objectives, SMT GB takes an industry lead by swapping its entire company car fleet from diesel and hybrid to fully electric cars.

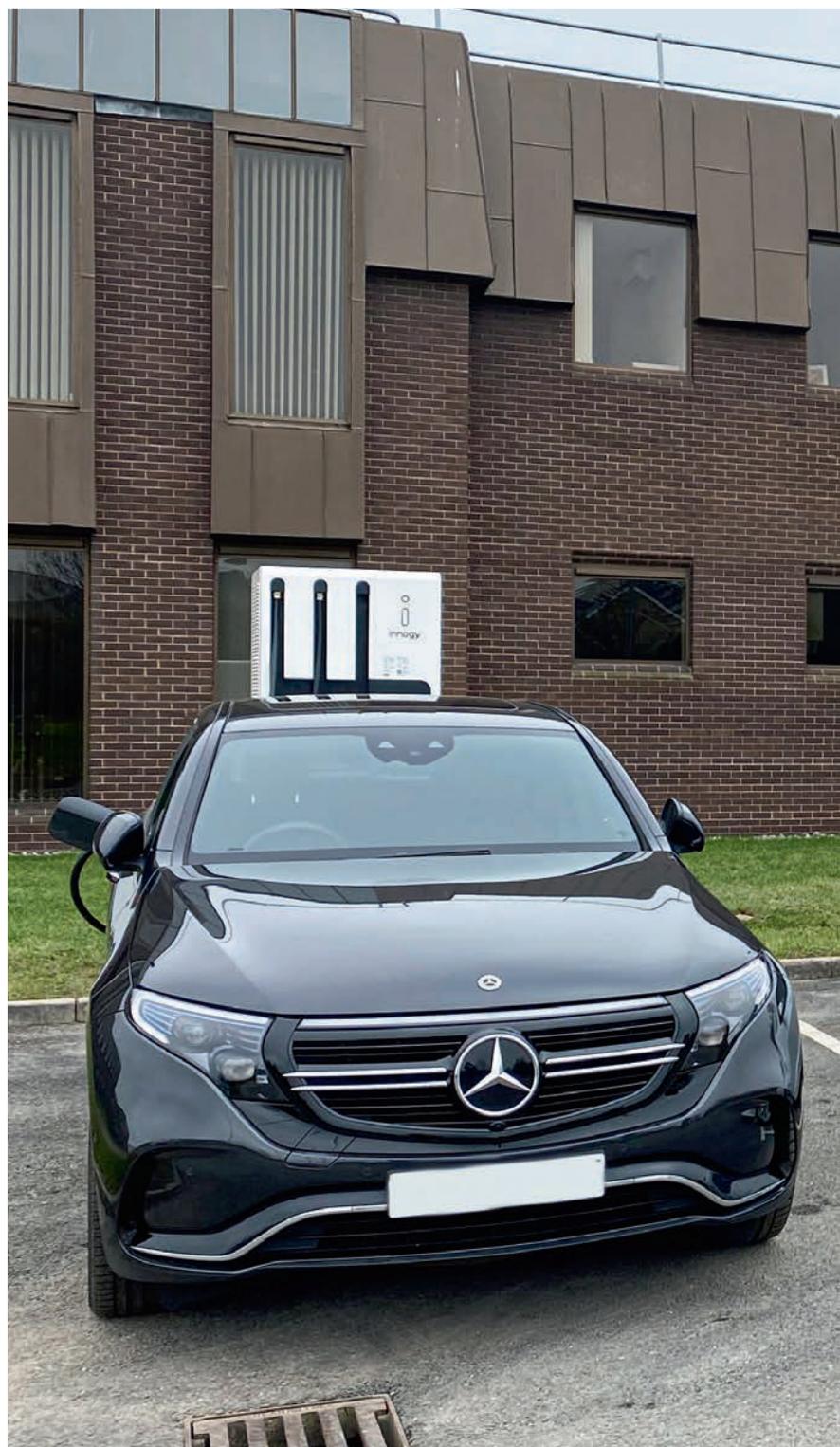
As part of the plan, SMT GB is also providing financial support to enable home charging points to be installed for all company car users, and is currently installing charging points across their entire Customer Support Centre network. All electricity provided to the business is already generated entirely from renewable sources.

To quantify the importance of this new initiative, in 2019 alone, SMT GB's company car fleet generated 527 tonnes of carbon dioxide equivalent (CO<sub>2</sub>e). In order to offset the impact of this, the company would have to plant 7,900 trees per year.

With a keen interest in spreading the benefits of this new environmental initiative as far as possible, SMT GB have opened up access to all staff members to order their own electric vehicle via a salary sacrifice scheme.

Commenting on the new initiative, SMT GB Environmental Manager Paul Burr states: "As Environmental Manager, owning an electric car was always a dream of mine, but I'd previously found them to be unaffordable. Through the scheme I now have an electric car, and it's a fantastic benefit not just to me, but to the wider environment. I am proud to work for a company that has taken this bold step forward."

With the company working towards achieving carbon neutrality, the switch to a fully electric





car fleet has greatly assisted the likelihood of attaining this goal. It is also hoped that the implementation and universal inclusion of this initiative will empower SMT GB staff members to consider their own impact on the environment, and make changes for the better.

This new initiative also makes it clear to the entire industry that SMT GB is committed to its strong values, and is an organisation that welcomes likeminded forward-thinkers. Adding to this sentiment, Head of HR Jess Payne states: "Simply put, by moving to a full EV fleet, we are living our values. We care about the environment, and the world we live in. We want our employees to feel good about working for SMT GB, and our scheme helps employees and their families

make a greener choice by providing an all-electric car. This is a progressive and exciting development, which makes a strong statement about our commitment to the environment and sustainability – it certainly helps make us an attractive employer to talent with aligned values."

So far, the new initiative has been warmly welcomed by the staff members already running their new electric vehicles. Commenting on his new company car, CSA & Parts Operations Manager John Green adds: "On the surface, they may come across as a bit expensive but, when you crunch the numbers, getting one quickly becomes a no-brainer. My previous vehicle would cost me 24p per mile to run, whereas my new car costs me 2p. The service intervals are also far longer than a



Environmental Manager Paul Burr



SMT GB CEO Nick Allen

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**“Simply put, by moving to a full EV fleet, we are living our values. We care about the environment, and the world we live in.”**

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standard internal combustion engine car, and there are no oils or filters to change, which just adds to the cost saving and convenience of running it! Finding charging points when out and about has not been a challenge for me either. It's great to know that my travel now generates zero emissions, and we can't turn our back on the future.”

When asked about the new initiative, SMT GB CEO Nick Allen concludes: “At SMT, we are fully committed to our sustainability goals. As early adopters to a fully electric fleet we are setting the benchmark, not just within our industry, but for any business looking to improve their impact on the environment. We are committed to our bold environmental objectives and are excited to be leading the way towards a brighter future for all.” ■



CSA & Parts Operations Manager John Green

# Tilsley Plant Hire take two more compact Volvo excavators

Following the impressive performance of a previously purchased ECR58D, Tilsley Plant Hire has recently taken delivery of a brand new Volvo ECR18E and ECR25D.





“They look great, have plenty of power, are smooth to operate and are good on fuel”, comments Managing Director Jonathan Tilsley. “As I already run a Volvo ECR58D, which is fantastic, and SM Plant could procure these machines quickly, it was an easy decision to make.” concludes Jonathan.

Replacing a pair of three year old Hitachi excavators, both new machines have been ordered as part of a fleet renewal programme. So far, the machines have been used to install external storm and foul drainage for a large new build, as well as to carry out some landscaping.

Thanks to its sub two tonne weight, the ECR18E can be transported safely, securely and with ease on a small trailer with up to three buckets and a hydraulic breaker. The ECR18E also features best-in-class servicing access, a highly efficient 16.2hp engine and the ability to retract the undercarriage to less than 1 metre in width, making it the perfect choice for working in tight conditions.

Designed with mobility and performance in mind, the ECR25D's highly efficient 21.2hp engine ensures that it is a powerful short radius excavator, that boasts a strong lifting capability, as well as breakout and tear out forces that rival larger machines.

Boasting superb visibility, a comfortable seat, ergonomic controls and conveniently located cup and phone holders, the ECR25D ensures that it's operators benefit from the industry's leading operator environment.

Furthermore, similarly to the ECR18E, the ECR25D's ideal transport weight and integrated bucket transport system provides it with a total transport weight of less than 3.5 tonnes, meaning that it can also be conveniently transported on a small trailer.

In addition to their standard specifications, an optional twin locking manual hitch has been specified for the ECR18E, and the ECR25D has been equipped with an optional twin locking quick hitch.

Established in 2008, Tilsley Plant Hire provides all general groundworks for prestigious housebuilding projects spread throughout the Midlands. Together with a team of 12 machines, the Tilsley Plant Hire team have recently completed the groundworks on a small development of sixteen new builds in Birmingham, and will soon start work on a new project for an additional 4 new builds with basements. The company is also soon to be completing work on a prestigious new property that is 1300<sup>2</sup> feet in size, and features an indoor swimming pool. ■

# Gorrel Equipment Solutions continues commitment to Volvo with an order for 42 Wheeled Loaders

With a keen interest in providing their plant hire customers with the best machines available, Gorrel Equipment Solutions has recently taken delivery of a range of new Volvo wheeled loaders, varying in size from 8 to 34 tonnes in operating weight.

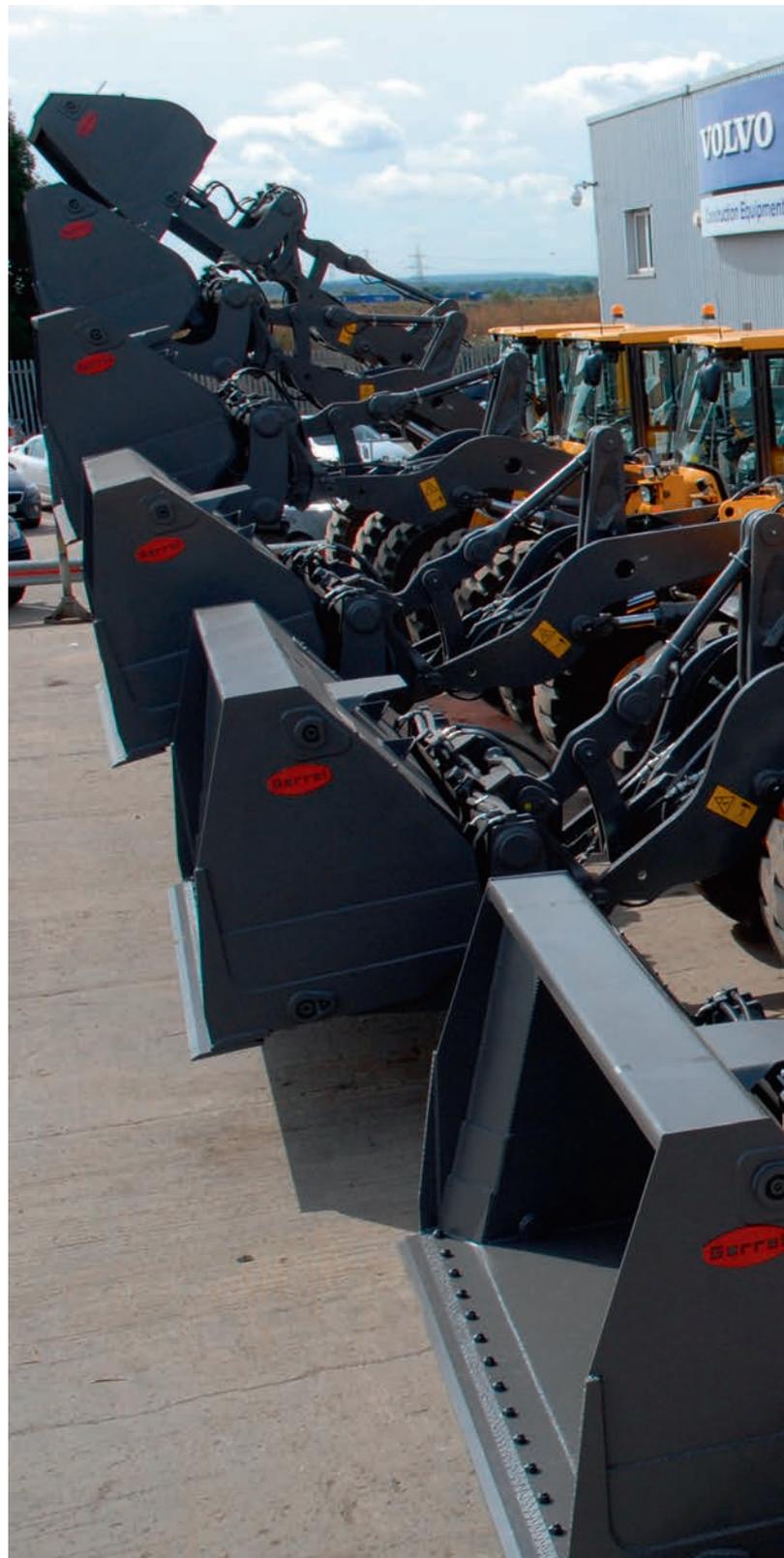
Ordered as part of both a fleet renewal and expansion programme, the new deliveries include: three L45Hs, four L90Hs, eight L90H LBs, five L110Hs, thirteen L110H LBs, four L120Hs, an L120H LB, three L150Hs and a L180H High Lift. With this latest order, two thirds of the Gorrel Equipment Solutions fleet is now composed of Volvo machines.

Commenting on the new order, General Manager Nigel Chilcott states: "It works well for us in the hire industry to have a premium brand product. It gives us the reliability we need, and the backup is great. We also get the residual value at the end of the machine's life, so it all works well for us."

To meet the high level of versatility and adaptability required by its plant hire customers, Gorrel Equipment Solutions have opted to fit quick couplers to all of the new machines. The inclusion of this optional extra ensures that switching between the wide array of attachments offered alongside the new machines is as fast and straightforward as possible.

The machines have also been equipped with automatic reversible engine fans, which prevent dust and debris from damaging the machines' air intake systems, enabling the machines to be used in waste handling applications with the minimum of downtime.

Additional features fitted to the new machines as standard include the latest generation of OptiShift, which improves fuel efficiency by up to 20%, as well as the Volvo Eco pedal, which encourages the operator to run the machines at their optimum rpm in the engine's torque curve, thus further enhancing fuel savings while reducing wear.



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**“It works well for us in the hire industry to have a premium brand product. It gives us the reliability we need, and the backup is great”**

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With mitigating environmental harm a key consideration for Gorrel Equipment Solutions and their clients, all of the new machines are powered by Volvo's latest Stage V engines. The new machines also all benefit from Volvo designed and manufactured driveline components, providing considerable further fuel savings with each shift.

The new wheeled loaders come fitted with CareTrack as standard, which is Volvo's telematics system that enables remote monitoring of machine functions, such as location, fuel consumption and service reminders. In addition, Gorrel Equipment Solutions have opted for a bespoke service agreement,

ensuring that their maintenance staff use only genuine Volvo parts and oils, maximising uptime while reducing unnecessary waste.

Gorrel was established in 1985, and has been part of the Walters Group since 2011. Bristol-based Gorrel Equipment Solutions is one of the largest plant rental companies in the UK. Specialising in providing customers with bespoke and flexible nationwide plant hire services, the company's diverse range of equipment supports a wide variety of industries, including: construction, civil engineering, quarrying and aggregates, timber, ports, waste and recycling. ■

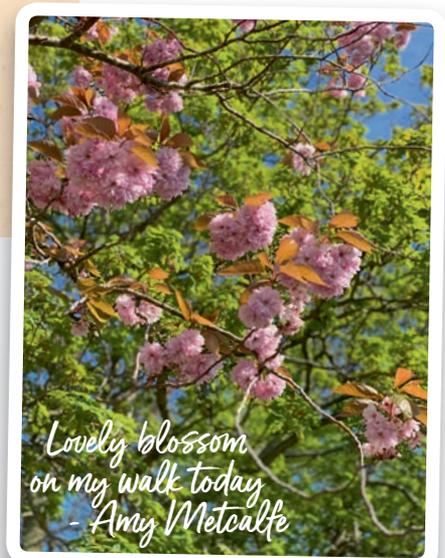


# IN OTHER NEWS...

Despite the restrictions of a second national lockdown, SMT GB once again decided to celebrate Mental Health Awareness Week with a range of socially distanced and virtual activities.

A varied and engaging schedule of events was arranged for each day of the week, which saw staff taking part in virtual yoga and mediation sessions, socially distanced lunchtime litter picks, creating bird boxes and other crafty projects from waste wood, and even a team from Bruntingthorpe depot volunteering their time to help lay a new lawn for a local community garden and mental health charity – *A Place To Grow*.

With the pandemic causing breaks in regular routine and the feeling of isolation being all too common amongst most people, we at SMT believe it is more important than ever to help staff feel connected, and focused on looking after their mental health.



# OPERATORS CLUB MEMBER PROFILE

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**Name:** Dan Mabbott

**Member number:** 5158

**Company:** Colas Asphalt

**Member since:** 27/10/2018

## How long have you been an operator, and how did you start out?

I have been a plant operator now for over 14 years. Before moving to the Isle of Man and working for Colas Asphalt, I started out in a limestone quarry in Derbyshire, operating 100 tonne dumpers and Cat 988 loading shovels.

## What do you enjoy about being an operator?

I love operating heavy plant due to the complexity of knowing the places you can and can't fit the machine to operate. There's also not many places where you get let loose on £300,000 worth of kit!





### What machine do you currently operate?

I currently operate a brand new Volvo ABG P6870D with the new VB79 screed, which was supplied by SMT GB. This machine is currently being used on one of the biggest jobs the Isle of Man has undertaken for years – the refurbishment of Douglas promenade, which has seen 3km of new pipework, cables and drains being laid, as well as the whole road being re-laid with new asphalt.

### How did you hear about the Operators Club?

I heard about the club when I was visiting the Volvo stand at Hillhead show, which I used to go to every time.

### What made you join the club?

I joined to learn more from other operators, and take part in the competitions that take place.

### What do you like about being a member?

I like being a member to find out more about new kit that's coming though, like the all new electric machines now available.

### Do you interact with other Operators Club members?

I interact with a few members from all over the world who do the same job as me. It's great to see how they're getting on with their kit, and what they do and don't like about it.

## WANT TO FEATURE IN A MEMBER PROFILE?

Email: [marketing@smtgb.co.uk](mailto:marketing@smtgb.co.uk)

**For every profile printed, we will send you a pack of Volvo merchandise worth £50!**

#### TERMS AND CONDITIONS:

To submit an entry, you must be a member of the Volvo CE Operators Club in Great Britain and operate/own a Volvo machine.

The editor's decision on profiles to publish is final.

The selection of merchandise will be chosen at random and subject to availability at that time.

Items cannot be exchanged unless faulty.

#### NOT A MEMBER OF THE OPERATORS CLUB?

Join today at: [www.volvoce.co.uk/operatorsclub](http://www.volvoce.co.uk/operatorsclub)

# Spot the difference competition

YOUR CHANCE TO  
**WIN**  
VOLVO MERCHANDISE



The first five correct entries to be drawn will win the prizes pictured from our merchandise shop

Can you find all the differences between the two pictures opposite?  
There are ten to find.

To enter the competition, simply highlight or circle the difference and either scan and email these pages to:  
**marketing@smtgb.co.uk**

Or post to:  
**Spot the Difference Competition**  
Freepost SMT GB

PLEASE REMEMBER to include your name, address, phone number and email address when submitting your entry so that we know who you are.

#### TERMS & CONDITIONS:

The judges decision is final. The first five correct entries drawn will be deemed prize winners. Each prize winner will be notified by email and the list of winners posted in the next edition of THE VOICE magazine. We reserve the right to amend the selection of merchandise subject to availability at the time of the draw.

The competition is not open to SMT GB or Volvo employees or their families.

**CLOSING DATE:**  
30 November 2021

The five lucky prizewinners from THE VOICE magazine competition edition 39 were:

- William Ganson
- Andrei Ungureanu
- Richard Orme
- David Gale
- Stuart Welsh

Congratulations!

Name \_\_\_\_\_

Address \_\_\_\_\_

Email \_\_\_\_\_

\_\_\_\_\_

Telephone \_\_\_\_\_

\_\_\_\_\_

Please tick this box if you would like to receive updates from SMT GB by email  Your details will not be passed on to any other company.

Postcode \_\_\_\_\_



# GETTING SOCIAL

We love seeing pictures of your machines in action. Below are our favourite posts from across social media.



**@Scotty2681** A nice flood protection job I've just finished using the @SMT\_GB @VolvoCEGlobal EC220E @TopconGB\_IRE with dig assist.



**@DCCommercial01** Compound works now complete for @chestnuthomes on their Skegness development, nice to see the new @SMT\_GB sheepfoot roller in action, @LindumPlant assisting with importing of sub soil for filling works @dan\_charles2005 @dc\_plant



**@WardlePlant** Great day for it @SMT\_GB



**@bphdriverhire** Booms up Friday #boomsupfriday have a gd weekend peeps enjoy the sun #plant #planthire #diggers



**@emmabird.1** @smt\_gb @volvoce



**@greenwoodstreetcontractors** Who needs a Forwarder!



**Ronnie Collier:** A new client and a positive start for the Guys shaping the Balancing Pond for the next phase of 25+ units with roads and sewers, looking forward to getting this pond lined and topsoiled as a finished item before we move onto the civils.



**Craig Chaplin:** All stickered up and now Looking forward to getting these out to work! #SRCGroup



**Jethro Heathcote:** Little and large just missing my 8tonner

Join in the conversation:



/SMTGreatBritain



@SMT\_GB

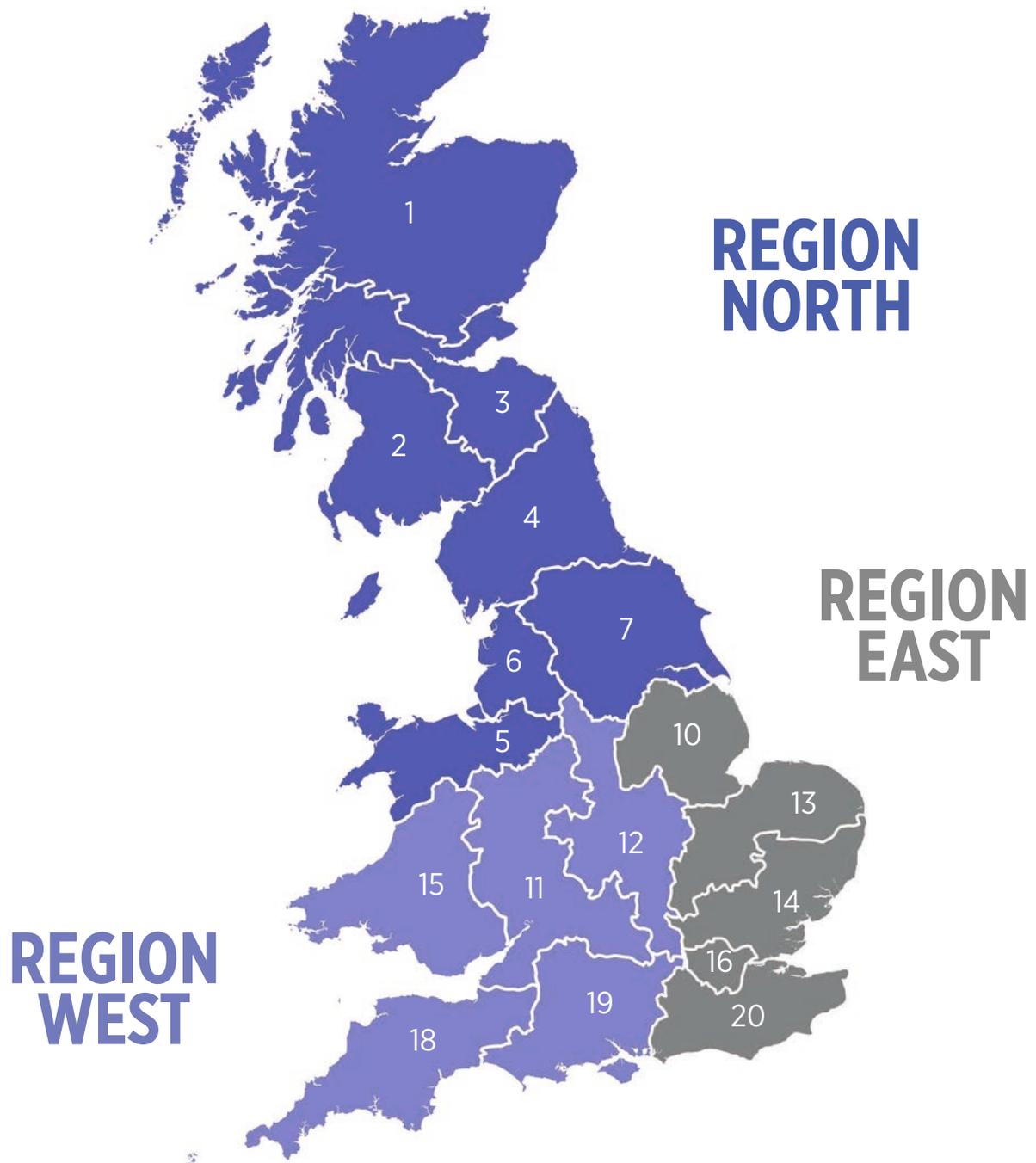


/SMT\_GB



@SMT\_GB

# SMT GB SALES TERRITORIES



## REGION NORTH

**Chris Heale** 07526 174 253

- 1. Richard Cochrane** 07966 346 294
- 2. Gerry Logue** 07974 973 469
- 3. Derek Kidd** 07974 973 505
- 4. Mark Need** 07590 170 390
- 5. Rhett O'Neill** 07974 973 420
- 6. Ed Taylor** 07974 973 480
- 7. Mike Roby** 07821 846 373

## REGION WEST

**Mark Blakemore** 07966 346 217

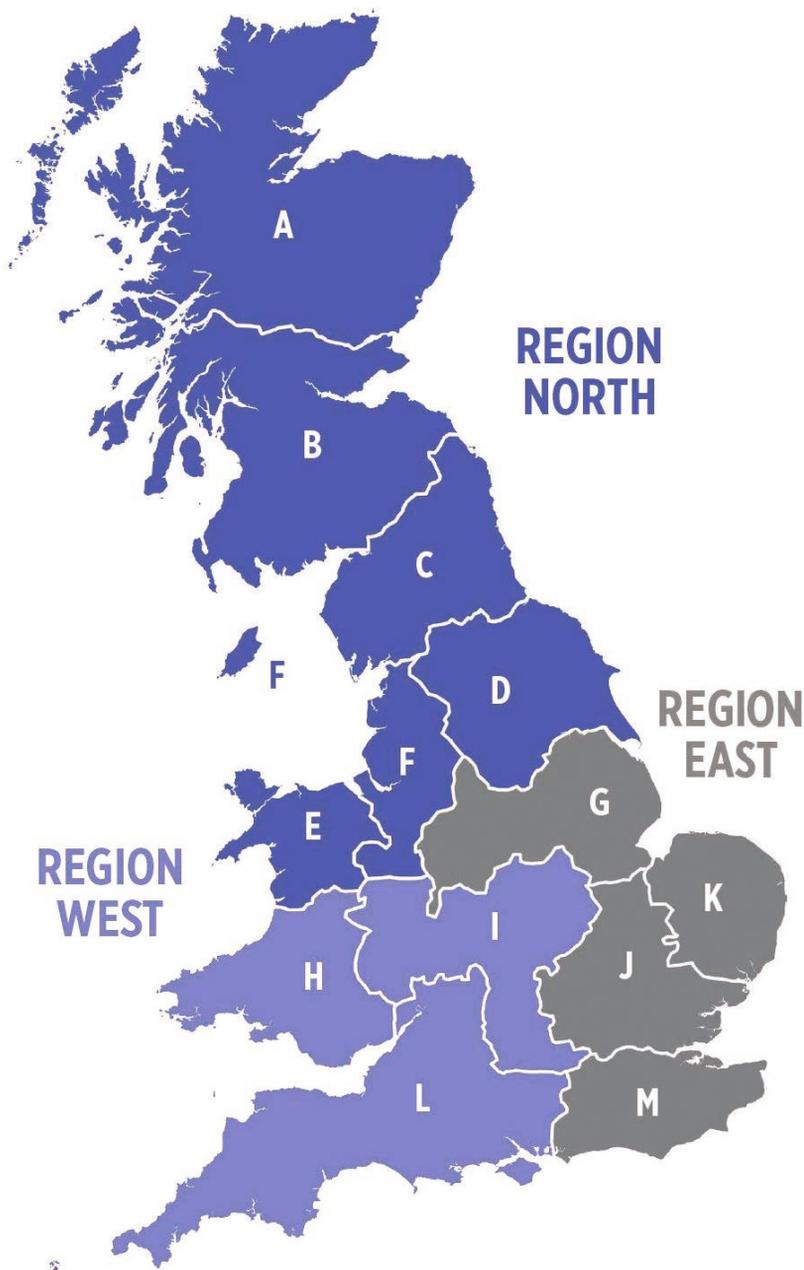
- 11. John Jenkins** 07966 346 244
- 12. Tim Popplewell** 07966 346 241
- 15. Dean Ackerman** 07813 086 095
- 18. Richard Shelbourne** 07974 973 430
- 19. Neil Cooper** 07815 738 353

## REGION EAST

**Alan Shea** 07974 973 525

- 10. Paul King** 07974 973 419
- 13. Ben Gorton** 07974 973 438
- 14. Sophie Carter** 07540 156 733
- 16. Phil Stock** 07803 400 779
- 20. Steven Speed** 07970 452 233

# VOLVO UTILITY EQUIPMENT



## VOLVO UTILITY EQUIPMENT DEALERS

- |          |   |   |
|----------|---|---|
| <b>A</b> | <b>CS Machinery Sales Ltd</b><br>01828 670 361<br>calum@csmachinerysales.com  |    |
| <b>B</b> | <b>Charlie Flaws (SMT)</b><br>07768 253 972<br>charlie.flaws@smtgb.co.uk  |    |
| <b>C</b> | <b>John Nixon Ltd</b><br>08443 722 210<br>mikehaskayne@nixonhire.com  |    |
| <b>D</b> | <b>Chippindale Plant Ltd</b><br>01132 632 344<br>sales@chippindaleplant.com   |    |
| <b>E</b> | <b>Mona Tractor Co Ltd</b><br>01248 750 075<br>johnjones@monatractors.co.uk   |   |
| <b>F</b> | <b>Howard Plant Sales Ltd</b><br>01606 833 443<br>sales@howardplant.co.uk   |  |
| <b>G</b> | <b>Collins Plant Sales Ltd</b><br>01623 750 002<br>sales@collinsplantsales.co.uk  |  |
| <b>H</b> | <b>Cambrian Plant Sales</b><br>029 2056 9311<br>sales@cambriangroup.co.uk   |  |
| <b>I</b> | <b>SM Plant Ltd</b><br>01788 555 377<br>simon@groupsm.co.uk   |  |
| <b>J</b> | <b>Capital Plant Solutions</b><br>01707 323 402<br>martin@cpsolutions.co.uk   |  |
| <b>K</b> | <b>Contractors Equipment Sales Ltd</b><br>01603 404 620<br>andy@contractorsequipment.co.uk  |  |
| <b>L</b> | <b>Plant &amp; Engineering Services Ltd</b><br>01392 882 220<br>mike@pesplant.co.uk (Devon and Cornwall)<br>laura@pesplant.co.uk (all other counties) |  |
| <b>M</b> | <b>Glosrose Mechanical Handling</b><br>01622 880 669<br>enquiries@glosrose.co.uk  |  |

# REGIONAL CUSTOMER SUPPORT CONTACT DETAILS

## REGION NORTH

To contact Region North:

**0330 175 5585**

### 1. STIRLING

Whitehouse Road  
Springkerse Ind. Estate  
Stirling FK7 7SP

### 2. NEWCASTLE

Portobello Road, Birtley  
Co Durham DH3 2RR

### 3. IMMINGHAM

Lancaster Approach  
North Killingholme  
Immingham DN40 3JY

### 4. WARRINGTON

Clayton Road, Birchwood  
Warrington WA3 6PH

## REGION WEST

To contact Region West:

**0330 175 5587**

### 5. BIRMINGHAM

Lichfield Road, Brownhills,  
Walsall, WS8 6LH

### 6. TREForest

Treforest  
Pontypridd CF37 5YL

## REGION EAST

To contact Region East:

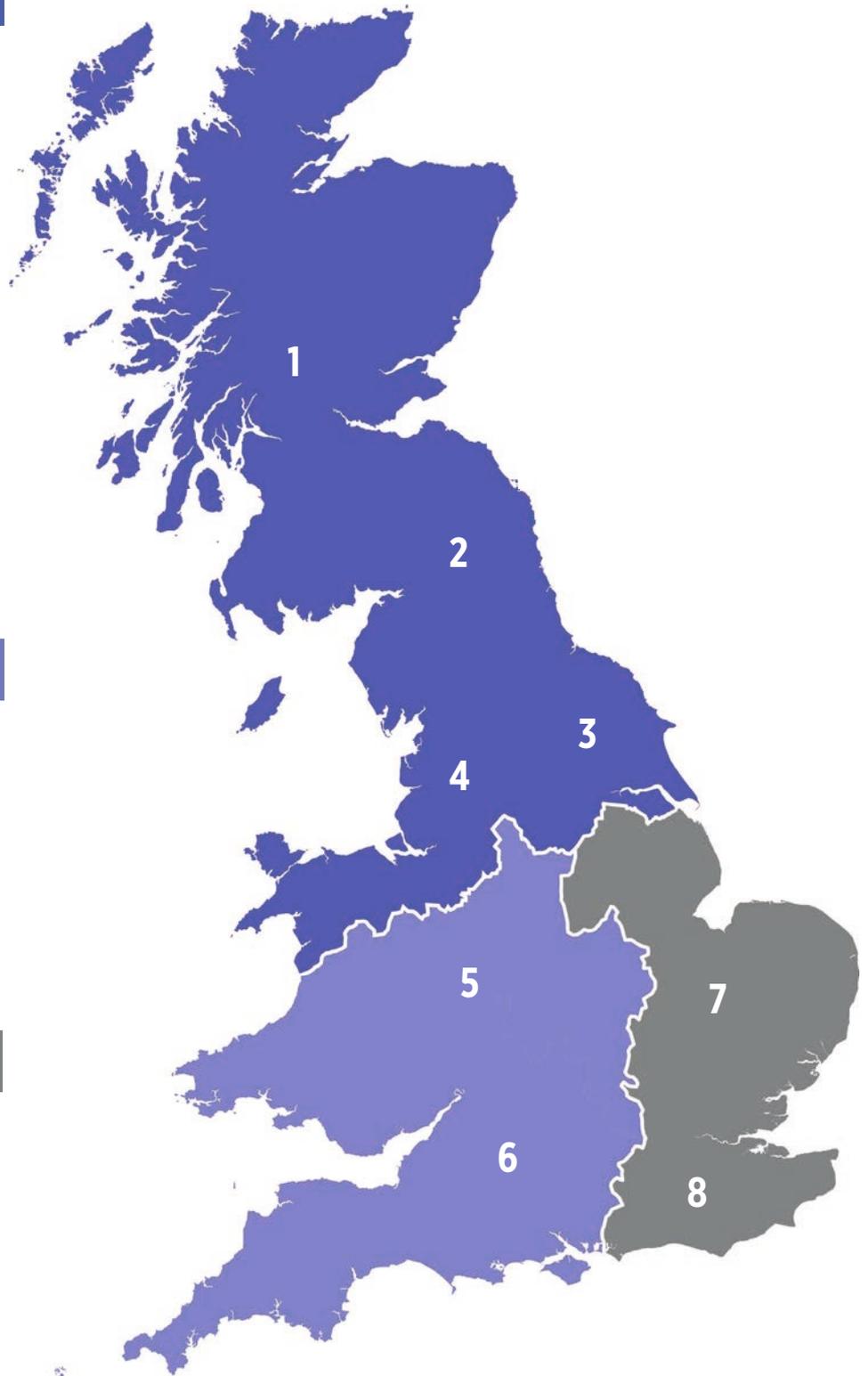
**0330 175 5586**

### 7. DUXFORD

Moorfield Road, Duxford  
Cams CB22 4QX

### 8. HORSHAM

Wilberforce Way  
Southwater, Horsham  
West Sussex RH13 9RT



# Voice Magazine 40th Edition Special Maze Puzzle competition



The first **40** correct entries to be drawn will win the prizes pictured from our merchandise shop

To celebrate the publication of the 40th edition of **THE VOICE Magazine**, we are awarding prizes to the first 40 readers who correctly complete and return the maze puzzle below!

To enter the competition, simply circle or highlight the generator that is charging the ECR25 Electric excavator: A, B or C, and either scan or take a photo of these pages, and email this to **marketing@smtgb.co.uk**

Or post to:  
**Spot the Difference Competition**  
Freepost SMT GB

**PLEASE REMEMBER** to include your name, address, phone number and email address when submitting your entry so that we know who you are.

#### TERMS & CONDITIONS:

The judges decision is final. The first 40 correct entries drawn will be deemed prize winners. Each prize winner will be notified by email and the list of winners posted in the next edition of THE VOICE magazine. We reserve the right to amend the selection of merchandise subject to availability at the time of the draw.

The competition is not open to SMT GB or Volvo employees or their families.

**CLOSING DATE:**  
30 November 2021

Name \_\_\_\_\_

Address \_\_\_\_\_

Email \_\_\_\_\_

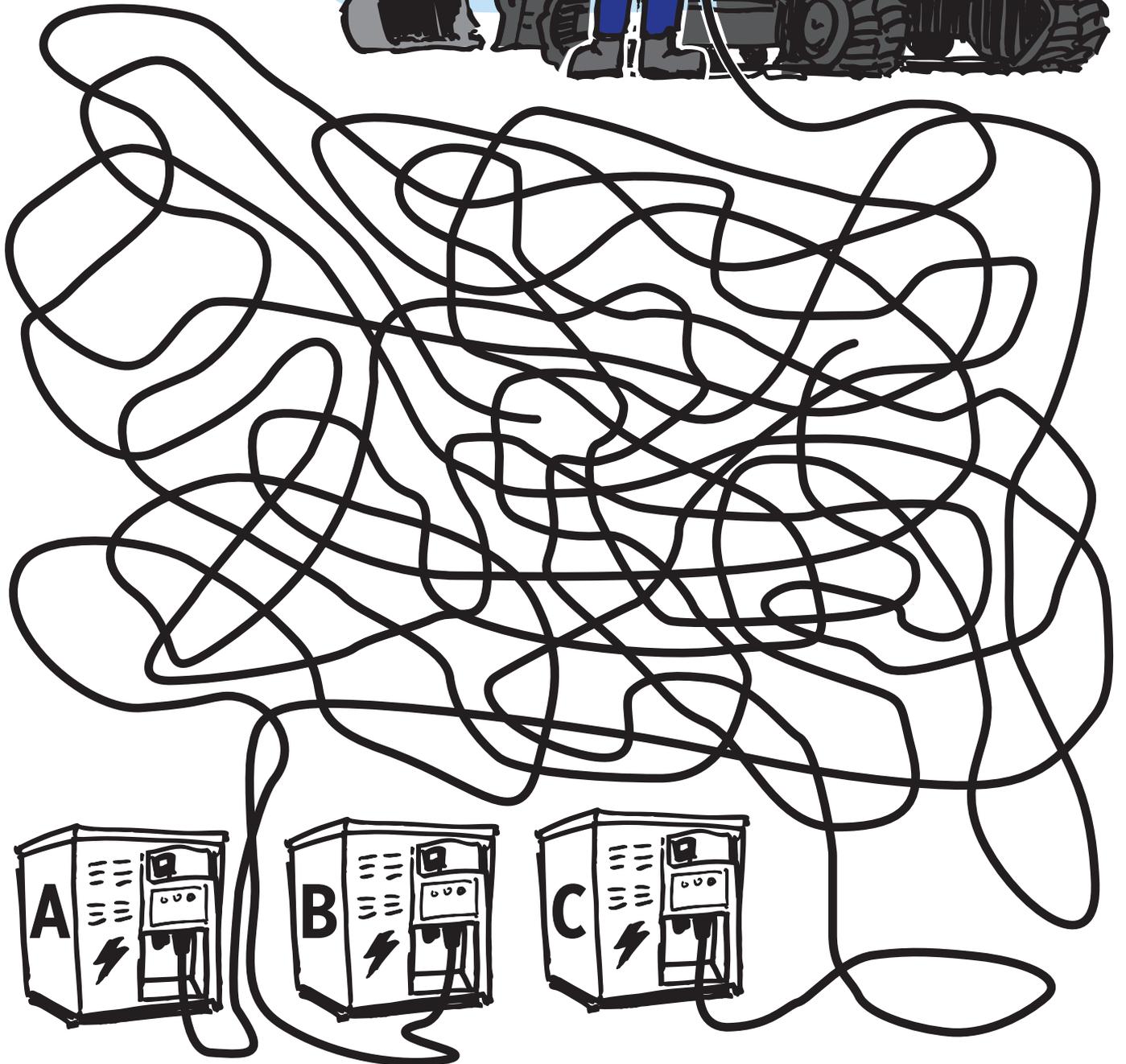
\_\_\_\_\_

Telephone \_\_\_\_\_

\_\_\_\_\_

Please tick this box if you would like to receive updates from SMT GB by email  Your details will not be passed on to any other company.

Postcode \_\_\_\_\_





# PURPOSE BUILT FOR WASTE & RECYCLING

Built on the success of the EW240E MH comes its smaller counterpart, the **EW200E Material Handler**. The material handlers are specifically engineered to deliver outstanding results in waste and recycling applications. Built by Volvo, supported by SMT GB. Trust in the full support and back-up from SMT GB, for the lifetime of your machine.



**SMT GB**  
Duxford, Cambridge CB22 4QX  
Telephone: 01223 836636

[www.smt.network](http://www.smt.network)

**SMT**  
SERVICES MACHINERY TRUCKS