



Celebrating 30 Years of HAYLEY DEXIS in Newport

By Gareth Thomas, Branch Manager HAYLEY DEXIS | Wales.

When we first opened the Newport branch of HAYLEY DEXIS back in 1995, there were just five of us. We were the eighth branch to open at the time, and it was a very different world. The focus then was on the original core products: bearings, power transmission, metals and seals. We also relied on our trusty, state-of-the-art computers at the time, which featured green text and a flashing cursor (for those who can recall those, as well as fax machines).

Although the products, services, people, and systems may have changed or evolved, one thing remains the same – we still know every customer by their first name.

How the Branch Has Grown

Thirty years on, the branch has grown to have 17 staff members (15 based at the branch) and two on-site with customers. We're still in the original building with the addition of a dedicated training area and trade counter – one of the first branches in the group to do so, which was unheard of at the time.

The range of products, services, and skills has undergone significant changes to include fluid power, tools, PPE, vending, and much more. Tools have become one of the fastest-growing product categories, and while the fundamentals of machinery have remained unchanged, the required knowledge has evolved. With more complex products, such as fluid power, the required understanding is on a different level. We now run British Fluid Power Association-approved hydraulic and pneumatic training courses in-house. To facilitate this, we built a training room adjacent to the meeting room and offer three-day courses for up to eight participants.

The course has become hugely popular, and we run a course every month, with bookings extending through to August. We're dedicated to our customers, and a local hub means Welsh-based engineers do not have to travel to the Midlands for BFPA training.

Changing Industries in South Wales

When we first opened, our location was key – we were just 500 metres from the main gate of Llanwern Steelworks, a bustling British Steel site and this allowed us to serve them directly, with speed and efficiency. Over the years, we have seen a real diversification of industry in South Wales. Some traditional heavy industry, such as steel and mining, have been replaced with the likes of food and beverage, recycling, and more. Importantly, we have continually adapted our offering to best service our evolving customer base.

Looking Ahead with Confidence

Our branch is going from strength to strength, and we are always recruiting for experienced and technical staff, to help support our customers' MRO requirements. Even though we're part of a large group, our Newport branch supports businesses of all sizes in the local area from small to medium enterprises to large multi-site customers, which is why we maintain a trade counter and keep high stock levels of products relevant to our customers.

We were also delighted to win the inaugural HAYLEY DEXIS "Branch of the Year" award in January 2024. This was a great achievement for the team, who work so hard to ensure our customers have access to the best stock-holding and services, locally, as well as to the best people in the industry to support their operations.

It's All About the People

What sets us apart is our people. We've got staff here who've been with us for 10, 20, even 30 years, and it's that depth of knowledge that matters not just to us but our customers. They know that when they walk through the door, call, or email, and speak to someone who has deep expertise. Jason, who is one of our friendly faces on the trade counter, has customers ask for him by name daily. They trust him, and they come back because of that.

We have engineers who have retired and still drop by just to say hello or pick something up for a project in their sheds, which tells the story of the Newport branch. We're part of the community here while still growing and adapting. But at the heart of it all are still stock, service, and people.

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