

2023 THE YEAR IN REVIEW

Allglass® in Partnership with Autoglass®

DECEMBER 2023



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A Message from the CEO

Hi all,
as 2023 draws to a close I feel we can look back on a year characterized by growth and new milestones for our company.

Our commitment to providing a best-in class service to our customers steers every decision we make as a company and I feel the goals we have accomplished this year, firmly reflect this ethos.

Our staff are the beating heart of our company and their devotion to their roles and dedication to our customers this past year, was the driving force behind our success.

The purpose of this newsletter is to shine a light on some of our high points from 2023.

Thank you for your continued support this year. I wish you all a prosperous 2024.

Paul Purcell

CEO Allglass® in partnership with Autoglass®



Best of Belron Ireland

In November, seven of our best technicians from across the country gathered in our Dublin Airport depot to compete in the Best of Belron Ireland. This competition involved three timed events: Body Glass Replacement, Windscreen Chip Repair and Windscreen Replacement. Each event was scored based on up to 100 individual steps being taken by the competitor as well as the quality of how these steps were executed. The workmanship of the seven competitors was continuously scrutinized throughout the day by a panel of highly experienced judges, some of whom were themselves former winners of the competition.

At day's end, Dublin technician Bojlul Alam was awarded first place, taking home a cheque for €2,000 as well as a place in the Best of Belron international competition in Lisbon next year. [Click here](#) to see highlights from the Best of Belron Ireland 2023.

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European Court of Justice (ECJ) Ruling

Last year, our VGRRR partner Belron raised an issue with the Regional Court of Cologne in a case against Fiat Chrysler (FCA Italy SpA – “FCA”). The filed complaint alleged that certain aftermarket services, such as recalibration of Advanced Driver Assistance Systems (ADAS) following windscreen replacement or solving problems indicated by dashboard warnings, require access to a car data stream. At the time, some vehicle manufacturers were obstructing third-party access to those data streams by charging license fees. Belron argued that the action added unnecessary cost and affects free competition in the aftermarket, as well as impeding consumers’ freedom of choice.

Following a hard-fought case, the ECJ ruled that independent repair shops should be allowed access to essential car data. This ruling has had a direct and significant positive affect on the future cost of aftersales service to insurance companies and consumers alike.



Technician ATA Training

Following the establishment of our purpose-built Dublin training facility and Ireland’s first IMI VGRRR facility in 2022, 70% of our 200 strong team of nationwide technicians gained Automotive Technician Accreditation (ATA) in 2023. The remaining 30% will undergo the training to achieve this accreditation in early 2024. The process of awarding ATA to technicians involves intensive training in the 'Belron way of fitting' across the three main branches of our service, vehicle glass repair, replacement, and recalibration, using cutting-edge tools and technology only available to Belron partners. This level of training sets our technicians apart from all other VGRRR providers in Ireland.



Going Green...

This year our company underwent a green overhaul of sorts, by engaging in the steps required to gain ISO: 14001 accreditation. This intensive project, spearheaded by Operations Manager Stuart Latham, involved taking a detailed look at our processes, practices and company infrastructure and identifying areas where improvements could be made to our environmental footprint. The end goal of Stuart and his team's efforts was a commitment to reduce our overall GHG emissions by 38% by 2030. Just some of the changes implemented this year to set us on the path to achieving this goal were, recycling of all waste glass products for reuse in the construction industry, use of LED lighting in our buildings, PIR switches in areas where the lighting is not constantly required and booking our customers jobs in close proximity to each other, to reduce fuel consumption. Other steps that will be looked at in the medium term with a view to reaching our 2023 goal are the integration of electric/hybrid vehicles into our fleet, use of solar panels and water harvesting in our depot locations and re-usable shipping pallets for glass deliveries.

Following an audit by the ISO last summer, Stuart and his team's efforts paid off with ISO: 14001 accreditation being awarded to the company.



BOSCH IS BEST

The decision was made this year to make a company-wide move to the Bosch ADAS solution. This revolutionary system can cater to all ADAS currently in service on Irish roads. The tool employs cutting edge technology and works with such efficiency that recalibrations are now significantly quicker for technicians, meaning shorter wait times for our customers. As part of the ATA program, all our technicians receive intensive training in the use of this equipment. We expect this system to be fully rolled out across our entire nationwide ADAS re-calibration network by the end of Q2 2024.



Other News...

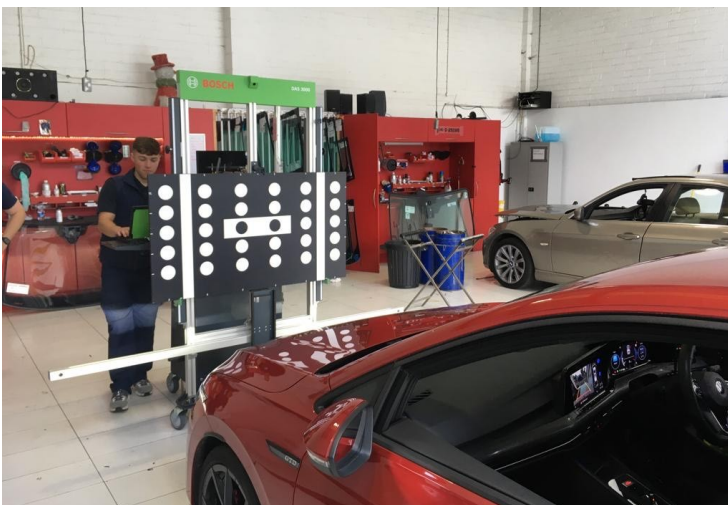
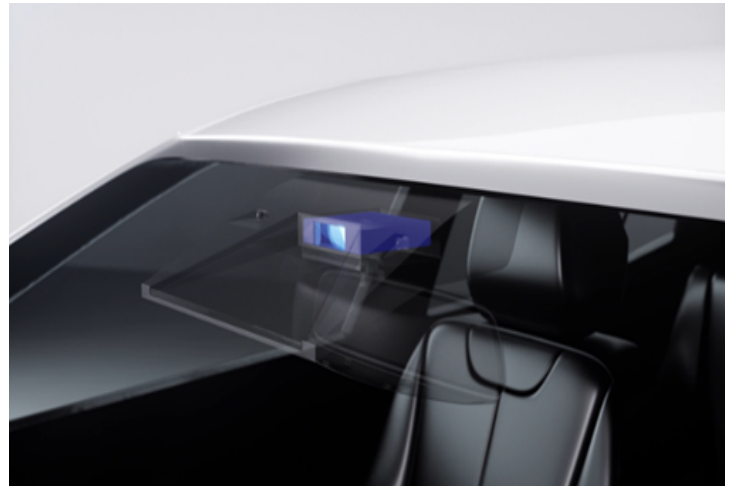


REACH training

At the beginning of this year, we engaged in a company-wide REACH training program. REACH stands for Registration, Evaluation, Authorization and Restriction of Chemicals Regulation. This training is necessary for those in our company whose roles involve the handling and use of adhesives, sealants and foams, which can be potentially harmful if used without the correct protective measures in place. Staff safety has always been our utmost priority, so implementing this program was an important step. Inspired by this move, other VGRRR providers soon followed suit.

ADAS as Standard

In July 2022, The European Commission published a plan for making it compulsory for all automobile manufacturers to include a list of specific ADAS components in all new vehicles produced. These components include Adaptive Cruise Control (ACC), Automatic Emergency Braking (AEB), Lane Keeping System, Tire Pressure Monitoring, Intelligent Speed Assistance systems, Driver Fatigue Detection and more. [Click here](#) to read more about this groundbreaking plan.



Our ADAS Network

In 2023 our company carried out 110k VGRRR jobs, with 22.7% of these jobs requiring ADAS recalibration. Each year as more ADAS enabled vehicles appear on Irish roads, this percentage will increase. As of July 2022, all new cars produced encompass ADAS, so will require recalibration following a windscreen replacement. We have addressed this challenge, by adapting our ADAS network further in 2023, opening new ADAS calibration workshops, partnering with Bosch (providers of the most versatile ADAS calibration solutions on the market) and continuing to ensure our technicians are trained to the highest standards.

The Customer knows best

In 2023, we served more customers across the 26 counties of Ireland than any previous year. Customer-centric focus and customer satisfaction is at the core of how our company operates, therefore it is extremely gratifying to us when our customers take the time to post positive reviews about their experiences using our service. Our NPS score is currently at the highest in the company's history and across our 24 active Google My Business profiles our average star rating is 4.8 out of 5. Below is a sample of some of the recent positive customer reviews our company has received.



Thomas Baker
Local Guide · 29 reviews

★★★★★ 2 weeks ago **NEW**

Great service. Delighted with the friendliness and courtesy of the guys working there. Very impressed with the waiting room as well.

👍 Like

Donatas Anisimavičius
Local Guide · 47 reviews · 39 photos

★★★★★ 4 weeks ago

Martin is a saver , very efficient, friendly, professional job done, recommendations for after care was told . Windscreen fitted in less than hour .

👍 Like

Anna Coogan
5 reviews

★★★★★ 2 weeks ago **NEW**

Great spot. Nice lads to deal with. Squeezed me in earlier than my appointment when asked. Waiting room was nice and cosy with complimentary tea and coffee and snacks and even small bottles of juice and packets of haribo for the little ones which was very much appreciated when I was waiting with a 4 year old and 3 month old baby in tow!!

👍 Like

Brian Carey
8 reviews

★★★★★ a month ago

Had a great experience with Tommy, very professional, very sound and extremely competent. Top marks!

👍 1

Sasha
2 reviews

★★★★★ a month ago

I just wanted to say that I had a lovely experience with AllGlass. The service was absolutely flawless and the technician Martin was a complete gentleman and very knowledgeable. Definitely recommend

👍 1

Sean Mahon
8 reviews · 3 photos

★★★★★ 2 months ago

Friendly, professional and accommodating staff. I would recommend it 100%.

👍 Like

r3trogam3boy
Local Guide · 61 reviews · 88 photos

★★★★★ 3 months ago

Replaced my windscreen in an hour top Service

👍 Like

Tommy Innes
1 review

★★★★★ 3 months ago

Top class service. Contacted at 8pm on Thursday, they were with me by 10am Friday

Great job and very easy to deal with

👍 Like

anita cleary
9 reviews

★★★★★ 9 months ago

Excellent service No delays they have a very pleasant funnyman working there ...would highly recommend this place

👍 Like

Myra K
23 reviews

★★★★★ 3 months ago

Had a job done recently in autoglass staff were amazing job well done .Jackie and her staff saved the day as I could not find the place and Jackie was my saving grace she gave me directions .Thank you for your outstanding support Jackie and team ..

👍 1

Thank you for reading...

Let us know if you have any questions about any of the content and please share your thoughts and ideas for future updates.

Feel free to get in touch: james.coyle@allglass.ie



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