

# On Going Relations for



## HOLDEN

132-138 JUBILEE HIGHWAY WEST - MOUNT GAMBIER

On the 1st July, 1956, Owen G Roberts moved from Shepparton (Vic) to Mount Gambier to take over the GMH dealership from May & Davis, with an initial staff of 14. Since then, O G Roberts & Co has expanded to become a dynamic new and used car business incorporating 5 new car plus 2 new truck franchises and employing over 85 staff across 3 locations.



## KIA

132-138 JUBILEE HIGHWAY WEST - MOUNT GAMBIER



ISUZU AND IVECO TRUCKS. ISUZU UTE. SCANIA (SERVICE AND PARTS)  
203 JUBILEE HIGHWAY WEST - MOUNT GAMBIER



## MAZDA, NISSAN AND USED CARS

33-41 PENOLA ROAD - MOUNT GAMBIER



**Last run** of the iconic Holden VF Commodore II. Bigger, louder and better than ever before, this is your last chance to own a piece of Aussie motoring history

Test drive the new MY17 Colorado now at OGR. With tech, safety and interior refinements you'll feel like you're driving the latest sedan, not a truck. **I'd drive that!**



On behalf of Holden, I would like to congratulate OG Roberts for an incredible 60 years of service as a Holden dealer in the Mt. Gambier Community.

As a family owned business, the dealership and staff are some of the most experienced and trusted in Australia. Holden has had a long, successful presence in Mt. Gambier driven by OG Roberts. Over this time, OG Roberts have displayed a continual commitment to providing exceptional service and product to the local community. They have been involved in events and activities supporting local community groups and staff.

As a result of their dedication and commitment to exceptional service, the dealership and staff have received numerous awards for sales, service and customer care through Holden's iconic Grand Masters Awards.

Congratulations to the team for 60 years.  
 David Forrest  
 SA/NT Zone Manager



**In the last decade:**

- 2012** Grandmaster's Award
- 2013** Grandmaster's Award  
 Kym Sykes - National Parts Manager of the Year  
 Shayne Whennan & Catherine Kilsby - National Service Advisor Team of the Year  
 Hayley Schreiber - Stock Controller of the Year (SA Rural Zone)  
 Bryce Roberts - Chairman's Award
- 2014** Hayley Schreiber - Stock Controller of the Year (SA Rural Zone)
- 2015** Grandmaster's Award  
 Kym Sykes - National Parts Manager of the Year  
 Stacy Fiegert - National Accountant of the Year  
 Kersti Mikelsen - Stock Controller of the Year (SA Rural Zone)  
 Hayley Schreiber - Guild of Excellence Award for continuous achievements between 2009 & 2014.  
 Paul Ferguson - State Rural Sales Manager of the Year  
 Bryce Roberts - Chairman's Award



**Holden**  
 Let's go there

**OG Roberts & Co.** Jubilee Hwy West, Mount Gambier  
 Phone Sales Direct 8724 1177 | [www.ogr.com.au](http://www.ogr.com.au) LVD 2495

# OGR evolution 1956 - 2006



**1956** Owen G Roberts moved from Shepparton, Victoria, to Mount Gambier to take over the GMH dealership from May and Davis commencing on July 1, 1956. Initial staff of 14.



**1958** The company soon expanded and purchased the opposition Holden dealership of Kentish Motors Ltd in Bay Road, much to the dissatisfaction of GMH, as they had a policy of 2 franchisees per town.



**1960** The 60's was a decade of takeovers and property purchases. This included the properties in Percy St to allow for the expansion of the main dealership. The Bay Rd site for the panel shop and used car yard. Also the yard at Commercial St East, Commercial St West (formerly Turner Motors) and another site in Commercial St East, (previously Square Deal Motors). The truck shop was developed at Bay Rd at the Kentish site along with a tyre division. Other sites included South East Wreckers in Wireless Rd, a travel agency in the "Old Town Hall", as well as an Avis Rent-a-Car and Driving School business. There were also service stations and other investment properties like the Blue Lake Oatmill.



**1974** OGR purchased the Jubilee Highway site, previously Gambier Truck & Tractor, and set up as a fully equipped truck dealership. OGR also purchased the Ford dealership of Bern Bruning Ford in Compton St and this site was converted to accommodate the used car reconditioning, later the tyre division, Avis and Driving School.



**1975** OGR opened a new branch trading as OGR Distributors in Salisbury North in Adelaide. This state of the art truck facility sold White, Leader, UD, Mercedes, Mazda and Leyland trucks. Also, the official opening of the new Truck Shop at Jubilee Highway.

**1976** The Service station in Penola Road was sold to Mount Gambier Hotel to operate as a new Bottle dept and interestingly retained the fuel pumps so that clients could fill their cars with petrol, while shopping for alcohol.

**1977** Mazda South East was established at 39 Penola Road at the site built and operated by the late D J Fowler. This site also housed the administration offices of the O G Roberts group. The truck City site was also purchased and this became the 2nd truck site for OGR.

**1979** Peter Roberts officially takes over as Dealer Principal of O G Roberts & Co and Owen Roberts resided permanently in Adelaide. In March of '79 22 major properties in Mount Gambier were put under the hammer, the biggest sale of commercial and investment properties ever offered in one big sale. Mazda South East becomes Motors South East combining Mazda with Volvo cars.



**1981** OGR Distributors sold its Adelaide dealership and consolidated its business back at the Jubilee Highway site with new Holden, Isuzu trucks, Service, Parts & Panels. A new company was formed with Peter Roberts as Managing Director with shares being offered to key staff members, as well as a major interest through the Auswild organization in Sydney.

**1989** OGR take over Aslin Motors, Millicent and trades as Dennis Cowling Motors.

**1991** There were two trading amalgamations. Motors South East & O G Roberts & Co. The used car lot closes in Commercial Street East.



**1992** The Nissan dealership opened on Jubilee Highway West.

**1994** OGR took on the Daewoo franchise operating from the Penola Road site, taking the number of new car franchises to 6. The Service depts were consolidation at Jubilee Highway.

**1996** 40th anniversary celebrations took place and a major function, including past staff at the Glenburn Racecourse.

**1997** Jubilee Highway site received a major revamp with the new Holden sign programme and even the workshop had a facelift. The VT release will be remembered as yet another major event in the OGR history.

**2000** The Millicent branch was closed and all service work was relocated back to Mount Gambier.

**2001** OGR took over the site previously owned by Baxter Hire. This purchase gave them the opportunity to expand their used car yard as well being able to carry out used car reconditioning.

**2002** This year saw the total revamp of Penola Road, Mazda site, which took the building into the new century. The redeveloped site boasted modern facilities, particularly designed for the comfort of our clients.

**2003** The Service Department at Jubilee Highway was given a major upgrade, with a brand new reception centre and customer lounge added. The panel shop was scaled down to allow for expansion of the Mazda/Nissan service facilities.

**2004** The Nissan showroom was relocated to Penola Road with a brand new state of the art facility, with all the new Nissan signage and Corporate identification.

**2005** OGR had a major financial change with the Auswild interest bought out after a 25 year, mutually rewarding venture.

**2006** OGR celebrates 50 years.

# Driving future 2006 - present

## 2007

After just three years OGR Nissan was awarded the Platinum Dealer Award. This award is only presented to select dealers throughout Australia.



2007 also saw OGR inducted into the Chamber of Commerce Hall of Fame as one of the oldest businesses in Mount Gambier still operating under the family name.

## 2008

OGR introduced the Isuzu D-Max franchise to Mount Gambier. Specialising in commercial vehicles and having links to Isuzu Trucks heritage, D-Max was a perfect fit for OGR.



## 2009

The global financial crisis hit between 2007 and 2009 and the Australian Government introduced tax incentives for small businesses to purchase more resources including vehicles. This saw OGR have one of its biggest sales years to date.

During this time the company also invested \$500,000 in a recycled water car wash facility.

## 2012

OGR was awarded the Holden Grand Master award for business excellence, service and customer satisfaction.



In December, Peter Roberts and John King of J&B Inter struck a deal to merge each others companies which would go on to become OGR Trucks on Jubilee Highway West.



## 2013

In 2013 OGR Holden won the Holden Grand Master and numerous other awards. Kym Sykes won the National Parts Manager of the Year Award. Shayne Whennan and Catherine Kilsby won the National Service Adviser Team Award, and Dealer Prinicipal, Bryce Roberts, won the Chairman's Award, one of only six to be awarded nation wide.

In August, Peter Roberts passed tenure of Dealer Prinicipal of the Holden dealership to his son Bryce and takes the role of Managing Director.

Once the Isuzu trucks dealership relocated to the new OGR Trucks site, the Holden dealerships on Jubilee Highway were refurbished with upgrades to the customer lounge and showrooms.

The Kia franchise was added to the OGR business at the Jubilee Highway site.



## 2014

A particularly significant moment for OGR was when Holden announced the closure of their Australian factory at the end of 2017. Holden was the first new car franchise at OGR.

OGR parts warehouse begins operations out of the old trucks site.

## 2015

OGR participated in the Disney Customer Experience program. This was also the beginning of the company's everyday hero program which recognises outstanding employees contributions.

Holden commenced manufacturing of its final run of the VF Series II Commodores.

In 2015, OGR Holden won a Grand Master and other awards. Kym Sykes won National Parts Manager of the Year, Stacey Fiegert won National Accountant of the Year and Kersti Mikelsen and Hayley Schreiber won National Stock Controller of the Year. Paul Ferguson won the State Rural Sales Manager of the Year



Dealer Prinicipal, Bryce Roberts, won the prestigious Chairman's Award once again, one of only six to be awarded nation wide.



## 2016

OGR invested in building a fully sealed window tinting booth which is the only one of its kind in the South East. This allows OGR to provide top quality window tint for its customers.

OGR celebrates 60 years in business.

# Proud family business history celebrated

**THE** OGR story began 60 years ago, in 1956 when our family first arrived in Mount Gambier. My grandfather, Owen Gwilym Roberts (OG), was a man of great integrity. His business vision and management style laid the foundations for O G Roberts & Co to become the modern day automotive business it is today. His philosophy was about having quality people supplying quality service and products.

OG left for Adelaide back in the early 70's leaving his son Peter Roberts to run the Mt Gambier operations. During Peter's time at the helm his vision was clear and that was for OGR to become "Your Driving Future". The investment Peter made into more franchises, technology and training drove the OGR brand to new levels in sales and service.

Over the last 40 years Peter has given back to the automotive industry sitting on various manufacturers boards. His work has been crucial to help pave the way for better dealer/franchise relationships. He still has major involvement with the MTA in South Australia serving as the president during the early 2000's and he still sits on the executive board today.

In March 1995, I commenced my career at OGR at our Penola Road Site as a trainee and I have seen firsthand over the last 20 years how the automotive industry has changed. As a company we have embraced innovation whilst continuing to deliver the best customer experience, services and aftersales support. The On Going Relations philosophy, pioneered by Peter, will always be the back bone of our business strategy.

The Australian car industry has nearly come to a halt with the closure of the Ford manufacturing plant last month. Both Toyota and Holden will cease production of its model lines at the end of 2017.

This will be a very sad day for Australia as we shift into a new era of selling vehicles as a full importer. I can't speak for the other brands but I know for a fact with Holden the business plan is very clear. General Motors is the second largest manufacturer of cars on the planet and is the parent company to Holden.

This means that Holden will be able to bring cars in from all over the GM world to sell through the Holden dealerships around Australia.

Holden is keeping its design and technology business here in Australia meaning we will still be developing cars for Australia and the world in our own back yard. Also, Holden is maintaining its testing facilities in Country Victoria at Lang Lang which will ensure our engineers fine tune all the cars we import to best suit our unique Australian conditions.

We are extremely confident with all of our new car brands moving forward into the next ten years. Mazda is the second largest car franchise in the country and has a very strong retail focus that sets them apart from nearly every other brand. Mazda are leading the way when it comes to innovation for its vehicles, customer care and support. They are ranked amongst the best in the industry.

Nissan's 4WD range is perfect for our local area and has been a major contributor to our business for a long time. Kia is a relatively new player but has taken the industry by surprise with its edgy sophistication and styling. They also back their products with a seven-year industry leading new car warranty.

As you will read in the coming pages, the history of OGR has been an amazing story of major success and some very tough times. What OGR has achieved and delivered has been very significant and something that I am truly proud of.

I would like to personally thank all of our loyal customers for your ongoing support. A special mention goes to all of the OGR staff and their families who support them in the roles they perform in our great company. I am eternally grateful for the opportunity to run O G Roberts & Co and would like to acknowledge my wife Leearna and two boys, Tayte and Jett for giving me the strength to pursue my passion.

Finally, I want to thank my father Peter Roberts for guiding me over the last 40 years with his wisdom and knowledge of both the motor industry and life itself.

Sincerely,  
**Bryce P O Roberts**



**OGR STAFF:** Back left: Kate Papuni, Kersti Mikelsen, Karl Cytrowski, Kate Evans, Kym Sykes, Paul Ferguson, Christopher Newell, Stacy Fiegert, Gavin Doyle, Robert Mann, Janet Sturges, Matthew Kuchel, Timothy McGregor. Third row left: Ivan Fenk, Brendan Fleming, Leigh McCracken, Nathan Kennett, Mathew Pitman, Monyjath Makoi, Matthew Bombki, Christopher Broome, Scott Fartch, Thomas Garner, Lewis Von Einem, Daryl Watson. Second row left: Peter Shepherd, Jonathon Campbell, Chelsea Gordon, Jan Bowd, Jamie Hunt, Catherine Kilsby, Ashlee MacDonald, Molly Kuchel, Mitchell Devlin, Shaun Sampson, Mark Vaughan, Jason Bates, Matthew Rebonds. Front left: Patrick Hughes, Corey Crafter, Andrew Aberley, Sarah Dinnison, Joe Denman, Shayne Whennan, Bryce Roberts, Peter Roberts, Karyn Roberts, Matthew Cox, Dylan Blacksell, Kieran Rickus, Daryl Hillier, Nathan McEachern and Simon Phillips. Absent: Heidi Biddle, Aaron Jones, Hayley Schreiber, Ali Haidari, Roxann Buscemi Le Brun and Joanna Smith.

## Long serving employees retired in the last decade



**COLIN WUTTKE**  
Retired in 2013  
- over 40 years of  
service

**BRENTON BRADLEY**  
Retired in 2010 -  
nearly 44 years of  
service



**JOHN ELLIOT**  
Retired in 2010 -  
over 32 years of  
service



**DENNIS CROWE**  
Over 40 years of  
service

**PETER TODD**

Trucks delivery driver for almost 20 years. Peter came to OGR to get back into employment after a serious accident in a truck. He began moving trucks around for the sales & service departments a short time later, and has travelled well over 1 million kilometres picking up & delivering new and second hand trucks. He has had many trips that has seen him deliver into every mainland state & territory. Toddy had his own unique style, but always got the job done.

**OGR team members  
sadly missed**

- Ken Riddoch
- Bernie Shepherd
- Denise Cook
- Phil Muhovics

## OGR's longest serving employee

**LEIGH MCCRACKEN**  
Retired in 2016  
48 years of service

ALAN Leigh McCracken commenced working for OGR back on 9th December, 1968. His first job was working in the service office with Hillary Nicolson under the service manager Bill Blackwell.

The OGR Service Department is where Leigh spent most of his 48 years with the company. During this time, he worked supporting our mechanics (technicians) and organised all of the warranty repair orders for all of our manufacturers. On a daily basis, he would back up our service advisors and communicate with our service customers.

One of Leigh's other jobs was to take the RAA emergency break down calls which he always did with great professionalism and courtesy.

Leigh will be missed in our service department not only by the staff but the many customers he has built relationships with over the many years.

Leigh retired from OGR in the last few months with his final day being 30th September, 2016.

We wish Leigh all the best in his retirement and look forward to seeing him on the golf course in the future.



ZOOM-ZOOM

IT'S TOUGH OUT THERE



THAT'S WHY 60 SUCCESSFUL YEARS  
IN BUSINESS IS SUCH AN AMAZING FEAT

Mazda Australia congratulates OG Roberts on their long history of building trust and surpassing expectations and standards within the local community of Mt Gambier.

**BT-50**

4X4 DUAL CAB UTILITY XT

- Bluetooth® hands-free and audio
- Hill Descent Control • Lockable tailgate
- 16 inch alloy wheels • Hill Launch Assist

from only

**\$41,990<sup>‡</sup> DRIVEAWAY**



This advertisement is a manufacturer's advertisement and vehicles must be bought from dealers. Private Buyers only.  
<sup>‡</sup> Recommended Promotional Driveaway Price for BT-50 4x4 Dual Cab Utility XT manual.

[mazda.com.au](http://mazda.com.au)



# St. George Automotive Finance

We are a proud financial provider to OG Roberts & Co and congratulate them on their 60th Anniversary!

Talk to OG Roberts & Co today about how St. George can help finance your next car.



Finance is provided by St. George Bank - A Division of Westpac Banking Corporation ABN 33 007 457 141 AFSL and Australian credit licence 233714

# Nissan Australia congratulates OGR for 60 years in business



Partners in **innovation that excites** since 1992



Nissan Navara NP300

**POWERFUL  
MADE CLEVER**

OGR Nissan  
33-41 Penola Road  
Mount Gambier  
(08) 8724 1177



## Kia grows reputation

**OGR** Kia has now been your local Kia dealer for nearly three years.

Since opening the brand new Kia showroom in November 2013, the public reaction has been overwhelming. Many new and repeat customers have embraced the Kia range of vehicles with open arms and it's no surprise given that Kia offers Australia's best seven year, unlimited kilometre, warranty. Customers also enjoy

seven years roadside assistance and seven years capped price servicing on all new Kia vehicles. These provisions offer peace of mind long after you have left the showroom.

To complement Kia's outstanding warranty, OGR's service department has committed to employing the most experienced and knowledgeable technicians to care for your Kia vehicles.

Kia has a reputation for reliability and quality alike. In

2016, Kia ranked first for luxury in the J.D. Power 2016 US Initial Quality Study<sup>SM</sup>, the first time in 27 years that a non-luxury brand has led the industry in the US. In 2015 Kia ranked second for luxury in the same category, beaten only by Porsche. Quality is evident in the sophisticated and modern styling of Kia vehicles, which are designed by Australian engineers, for Australian roads to deliver optimum ride and handling in our unique Australian conditions.



# Rock solid for 60 years

Kia Congratulates OGR on 60 years of outstanding service.



The Power to Surprise



**Kia's unlimited km 7 year warranty.** Note: 7 year/150,000km warranty for vehicles used for the following: rental vehicles, hire cars, taxis, courier vehicles, driving school vehicles, security vehicles, bus and tour vehicles. Capped Price Servicing: Maximum payable for specified number of manufacturer's standard scheduled maintenance services up to 7 years or 105,000kms, whichever occurs first. Complimentary Roadside Assistance for the first year. Renewed yearly by completing scheduled maintenance services at Kia Dealerships (up to maximum 7 years). Terms and conditions for Warranty, Capped Price Servicing and Roadside Assistance can be found at [www.kia.com.au](http://www.kia.com.au)



# Thank you

To all of our staff, suppliers and loyal customers. Still going strong after 60 years.



**Congratulations OG Roberts & Co on your 60th Year Anniversary.**

The MTA acknowledges MTA Life Member Peter Roberts and the team at OG Roberts & Co for your outstanding contribution to the South Australian automotive retail, service and repair industry.




**Due Stevens CRASH REPAIRS**

**congratulations OGR**  
for being 60 years in business

Quality Spray & Panel Repairs  
Insurance Work - 24 Hour Towing

Phone 08 8723 1000, Mobile 0408 838 125  
Email [stevenscrashrepairs@bigpond.com](mailto:stevenscrashrepairs@bigpond.com)  
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**THERE IS ONLY ONE PLACE FOR ALL YOUR OFFICE NEEDS!**

A truly local company servicing IT, telecommunications and office supplies for over 25 years. Sales, support and back up on a comprehensive range of products.

**T DEALER**



Congratulations to Bryce and the team at OGR on their 60 years

169-171 Commercial Street West  
Mount Gambier SA 5290  
Email [sales@gte.com.au](mailto:sales@gte.com.au)  
Web [www.gte.com.au](http://www.gte.com.au)  
Phone (08) 8724 2222



**YOUR ONE STOP**

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Embroidery in store  
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Fishing wet weathers

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PHONE: (08) 8723 1677

**PPG** *Attinills*  
Home & Industry

SUPPLYING ALL YOUR AUTO REFINISH PAINTS  
CONGRATULATIONS OGR ON YOUR 60TH ANNIVERSARY



8725 6644  
PENOLA ROAD, MOUNT GAMBIER

**MMCR**  
MOUNT GAMBIER COMMUNITY CENTRE

**Congratulations OG Roberts on 60 years of business**

29 Crouch Street South | Mount Gambier  
Ph. 8725 5655 | Mob. 0417 812 696  
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**AIR CONDITIONING**

Congratulations to the OGR team on their outstanding achievement - 60 years in business

Fujitsu Outstanding Regional Sales Award Recipient SA/NT 2013/14, 2014/15, 2015/16 345 Commercial St West Mt Gambier 0406 876 176 - 0439 900 326

**TOP SPOT**  
Auto Dismantlers

THE LARGEST RANGE OF QUALITY GUARANTEED USED CAR PARTS RIGHT HERE IN THE SOUTH EAST.

**PROUD TO BE ASSOCIATED WITH OGR FOR THE LAST 40 YEARS**

12b Wireless Road, Mount Gambier.  
Phone 8724 9577  
[www.topspotauto.com.au](http://www.topspotauto.com.au)

**LINKSVIEW**  
bar & bistro

Congratulations to Bryce and the team at OG Roberts!  
A great local business who continues to support our community

Blue Lake Public Golf Links  
'Where it's all par for the course'

Grant Avenue Mount Gambier | 8725 6198  
• Weddings • Parties • Functions • Conferences • Wakes

# One stop shop for parts and service

At OGR Roberts we understand that your vehicle is one of your most important assets and that it needs to be regularly maintained and serviced.

## SERVICE

The OGR Service Department is a one-stop shop offering services such as tyre replacement, wheel alignments, car detailing, window tinting, small panel repairs and touch ups.

Our award winning Service Department maintains highly skilled, factory trained technicians and cutting edge diagnostic equipment.

We are dedicated to maintaining your vehicle to strict manufacturer standards, and we care about the long term reliability and safety of your vehicle.

Our thriving service department sees almost 1000 vehicles through its doors per month.

The OGR Service Department provides a complimentary courtesy shuttle and a comfortable customer waiting lounge with access to free wi-fi, tea and coffee.

Customers who desire the full freedom of having a vehicle to drive whilst theirs is being maintained can rest assured that we have loan cars available at a small cost.

We also provide a complimentary standard wash with your book service.



## PEACE OF MIND

OGR's Standard Certified Mechanical Protection offers peace of mind motoring for up to three years / 175,000kms after the three month statutory or new car warranty expires.

We also have Premium and Extra-Drive Certified Mechanical Protection plans with an extended four year program and national roadside assistance.

## SPARE PARTS

OGR Parts employs six factory trained Parts Interpreters and a full time Trade Parts Representative traveling through South Australia and Western Victoria.

In 2014, OGR Parts warehouse space was increased to over 400sq metres - we are serious about our parts business.

We supply and stock a full range of genuine Holden, Nissan, Mazda & Kia accessories, as well as ACDelco parts including oils, coolants, filters and wiper blades.

For the right part and fit, covered by a full factory warranty, contact OGR Parts today.

Parts promoted through Holden Trade Club are available at prices significantly lower than our normal trade prices. For Holden Trade Club parts, please visit [www.holdentraclub.com.au](http://www.holdentraclub.com.au)

## WINDOW TINTING

OGR has the only purpose-built window tinting suite in the South East.

It was built specifically to provide a dust-free, sealed environment which allows the best finish possible when the product is applied.

Benefits of window tint include protection

from harmful UV rays, reduced heat and glare and protection of your vehicles interior - plus a 10 year warranty.

Our experienced window tinter works full-time on site and we can arrange for your car to have window tint on the same day as your scheduled service.



Protection from *life*

INTERIOR • EXTERIOR • TINT  
Protect your next car using  
Advanced Protection



# OGR ISUZU TRUCKS

OGR's Isuzu Truck Division has had a long association with the local transport industry. Peter Roberts, Gary Fewins & Nathan Butler would like to thank all the loyal customers that have purchased Isuzu Trucks over the years from our dealership.

The dedication to customer satisfaction is high on OGR Trucks priorities, and our team has delivered this to the transport industry for a number of years to keep the wheels of local transport, farming & forestry going.

Our message has always been a simple one.

**Why is Isuzu Australia's number 1 selling truck?**

**Ask a local operator who has one...**

If you would like to know more about what Isuzu Trucks can do for your business, call the OGR Trucks Sales team today!

**Gary Fewins 0418 854 229**

**Nathan Butler 0419 827 060**

**Shane Howard 0429 978 024**

**We share the load.**



**OGR TRUCKS 203 JUBILEE HWY WEST, MOUNT GAMBIER SA, 5290**

[www.ogrtrucks.com.au](http://www.ogrtrucks.com.au)



\* Photographs of vehicles chosen at random to showcase a variety of body types & vehicles over the years



Iveco Trucks offers the award winning daily van and cab chassis range, along with the Euro cargo, Stralis ATI, Trakker Off Road Range, along with the Australian built Acco, Stralis and Powerstar models.

**Find out more today from our sales team.**



Isuzu Ute is Australia's fastest growing commercial vehicle manufacturer. From humble beginnings in 2007 as a stand-alone distributor in Australia, Isuzu Ute has forged a reputation for reliable light commercial vehicles and utilities.

Our understanding of commercial vehicles has given our buyers a complete understanding of what the vehicles can do for them in every application. The team at OGR Isuzu Ute are not in it for the quick sale, but to be a business partner in your light commercial needs.

OGR Isuzu Ute also offers the 7-seat Isuzu MU-X Wagon. Built with truck DNA, this is not a scaled up car. A full length chassis, and the ever reliable Isuzu 3.0L diesel engine, it is built for whatever you can throw at it.

**FREE \$250 CALTEX FUEL CARD**

WITH EVERY ISUZU MU-X PURCHASED AT OGR ISUZU UTE BETWEEN 8/8/16 TO 19/12/16 LOCATED AT OGR TRUCKS 203 JUBILEE HIGHWAY WEST, MOUNT GAMBIER



All eligible customers will go into the major prize draw to win a \$1000 Caltex Fuel card

Offer applies only to retail, ABN & primary producer customers. Vehicle must be delivered by 23/12/16 Major prize drawn on 23/12/16 and winner notified by phone.



Contact Dennis Sneddon on 0429 377 610

## OGR TRUCKS - PARTS

**SPECIALISING IN ALL HEAVY TRUCK & TRAILER PARTS & ACCESSORIES**





**OGR TRUCKS STAFF:** Martin Walker (back left), Daryl Kahi, Alex Hicks, Michael Sargeant, Jordan Mansell, Wayne Scott, Sam Robson, Mike Cain, Tony Wedge, Peter Roberts (front left), Gary Fewins, Dennis Sneddon, Nathan Butler, Shane Howard, Karyn Roberts, Sharan Dohrmann, Aimee Marshall, Narelle Grayland, Brock Starling, Marc Perryman, Kallen Doecke, Will Blore, Anthony Sims, Darren Brown, Chris O'Donnell, Chris Stevenson and George Inglis. **ABSENT:** Nick Rayner.

# Experience counts

**JUST** over three years ago after a casual discussion between Peter Roberts and John King of J&B Inter, OGR and J&B Inter combined to create OGR Trucks.

Mr Roberts had been planning a new truck site for many years so the opportunity to combine with J&B Inter created a huge potential for redevelopment.

He travelled the nation gaining a wealth of knowledge from large dealerships in metropolitan areas right down to small rural operations.

"I know how a dealership runs," Mr Roberts said.

"It is all about efficiency, people backing each other up and making

sure the customer always feels comfortable."

Mr Roberts also believes it is important for customers to be able to see everything behind the scenes.

Due to safety regulations, workshops are out of bounds for customers, but Mr Roberts ensured that the workshop could be viewed from a safe environment to give customer peace of mind.

The facility on Jubilee Highway West accommodates all trucking requirements from light commercial vehicles, utes, medium rigids, prime movers and all trailers.

The purpose built facility offers truck operators parking, easy access and a customer lounge complete with

private sleeping quarters for operators to use while their trucks are serviced.

A state-of-the-art full length service pit has been installed that allows for quick truck service, along with heavy duty equipment and computer technology.

However, OGR believes the best facility means nothing unless you have the right people.

The company has some of the most experienced people in the industry.

They have a full staff with more than 100 years experience in sales, 100 years experience in parts and more than 200 years experience in service and auto electrical.

There is a wealth of knowledge that will help keep operators on the road.

**SERVICE** WITH the combination of two businesses and a wealth of knowledge between them, OGR Trucks has many years of experience and expertise in truck servicing.

With complex vehicles in today's society, they require huge investments in new technology, training and people expertise.

All of the service staff at OGR Trucks are trained technicians and are continually kept up to date with every aspect of truck technology including auto electrical, engine management and emission control.

OGR also specialises in heavy trailer brake and suspension jobs that need heavy equipment, tools and strong, reliable mechanics.

The state-of-the-art service pit can even handle a fully loaded b-double which makes your service as smooth as possible with a minimal turnaround time.

**PARTS** J&B Inter has always had a big reputation for truck and trailer parts, after the merger with OGR, there is now an even bigger range available to keep you on the road.

OGR Trucks carries brake, axle and suspension parts along with accessories, lights and all trailer needs.

The pricing policy had been unchanged for many years as the company's main aim is to keep customers coming back to the facility going above and beyond to give the best possible service.

**PANEL** ALONGSIDE the parts and servicing divisions, OGR Trucks also have professionals on hand who can repair and repaint any vehicle after a small accident.

They do all types of repairs, rebuilds and even polishing and detailing to keep trucks in pristine condition.

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# Unwavering commitment to excellence

**60** years is a long time by anyone's standards, but frankly I don't put much credence in the length of time, it is what you do in that time that really counts.

I was fortunate to have a father who was totally focused on continuous improvement (even though it may not have been called that in those days).

We have always had a culture of looking after our customers, developing and training top young people, and investing in the very best technology and equipment.

It has never been about just making money, because if you do all the basics right that will happen just as a consequence.

One of the main reasons for celebrating our 60 years is to reflect on all the effort and work put in by so many and knowing that we as a company have not only employed hundreds of people, we have helped develop so many people who have become professionals in their field.

Our apprenticeship program has not changed since day one, as we believe in the long term value of having top young people develop through our systems and culture.

Although many have gone on to other fields many have stayed and prospered through the success and constant updating and development of our business.

It makes me very proud to reflect on the average years of service that so many of our staff have given to our company and although now many have retired, to revisit those people is very special and rewarding.

We have had people now retired like Marlene Montgomery, Shirley White, Brent Bradley, John Elliot Colin Wuttke, Don Hately and Dennis Crowe just to mention a few, who put their whole

working life into developing our business.

To see people like Leigh McCracken just retire after 48 continuous years is an amazing example of loyalty and dedication to our company.

We still have people like Gary Fewins, who has dedicated his life to the company and others like John King (now retired) and Wayne Scott who both started their working career with OGR.

Now we have a new era of young people, many who have been with the company for over 20 years, who now have amazing experience in the industry and are a vital part in our future success.

Although I am probably at retirement age, I am still passionate about our business and with the support of my wife Karyn, who has also worked in the business for over 30 years, we are totally committed to our original philosophies.

To see my son Bryce take over the mantle running the car operation is also extremely rewarding and with his team of fresh, young talent it is a credit to his energy and drive in continuing the heritage that OG started in 1956.

To all our loyal customers, to our suppliers and especially all our staff, past and present, I want to thank you for your continuous support.

It is people that make our business great and clearly our theme of building **On Going Relations** is what it is all about.

Sincerely,  
**Peter O Roberts**



## Service awards

*During the short time since OGR and J&B Inter merged to create OGR Trucks, the company has been recognised by manufacturers for exceptional customer service.*

*Peter Roberts said full credit should be given to the staff that have been instrumental in OGR Trucks being recognised as an industry leader.*

### Isuzu Truck Dealer Excellence

**2014:** Isuzu runs a dealer program that progresses throughout the year and is based on different criteria including sales results but more importantly, the level of customer satisfaction.

OGR customers were surveyed on their experience with the company and as a result OGR achieved the number one position in their group.

Isuzu Trucks have been the forerunner of a care program for many years as they recognise truck sales are not just about price, but about the whole experience.

The aim is to keep operators coming back and share a life experience with them offering all aspects of services.

Mr Roberts has been the dealer principal for Isuzu Trucks for 30 years and has now won the award over 12 times.

"It was great that we were back up and running as we missed the chance in 2013," he said.

"It really proves the awards are not easy to achieve, I would like to thank all of the staff for their efforts."

### National Champion Sales

**Consultant:** OGR Trucks' Nathan Butler was named the number one Isuzu salesman in all of Australia for 2014.

He had to compete at three levels to represent at the national competition against six other salesmen.

The competition was mainly about product knowledge but also incorporated how well they were able to identify a truck operator's needs and specify a vehicle to suit those needs.

**Isuzu Ute Most Improved Customer Service:** Over the course of 2014, Isuzu Ute surveyed OGR customers to rate their customer satisfaction with the company.

Customers stated they were very pleased with the facility and service offered to them through OGR Trucks.

Isuzu decided the company had one of the greatest improvements from dealers throughout Australia and awarded OGR with a trip to Thailand.

Service manager of the time Steve Sanderson attended the study tour which included a visit to the Isuzu factory.

### Iveco Number One National

**Service Dealer:** In 2014 OGR was awarded the number one national service dealer throughout Australia by Iveco.

The awards were judged on a standards set by Iveco as well as customer surveys and sales results.

Iveco also launched its new standard program which not only bench-marked dealers to industry standard but also set an extremely high level of customer service.

Joint director John King received the award at the national convention and was honoured to accept it on behalf of the staff at OGR Trucks.



*"Your Local Food & Beverage Specialist"*

**Congratulations to the Roberts family on 60 years**

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**Congratulations to the team at OGR on your**

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# CONGRATULATIONS OG ROBERTS ON 60 YEARS OF SUCCESS

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**Service Department**

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**OGR Trucks**

Isuzu, Iveco & Scania Trucks, Isuzu D-Max

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# Congratulations OG Roberts!

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