

BLACK SWAN

NEWS | COMMENT | EVENTS | INFORMATION

www.thehireman.co.uk

Autumn/Winter Edition – 2015

Welcome to the Autumn 2015 edition of The Hireman's Black Swan newsletter. It's been an exciting year for us, with a move to a new west London depot, plans in motion for a fourth depot in 2016 and the launch of a new sales website. This year is also a landmark one for The Hireman as we celebrate our 30th Anniversary this autumn, giving us the chance to take a look back at how far we've come.

In this issue you'll get the chance to vote for our new depot location and meet our west London team, who are now well established in Wembley after their move at the beginning of the year. You'll also meet our new training and safety manager, who is helping us develop and expand the training courses we offer, and we'll talk to our sales team. Talking of sales, we launched our sales website, sitesupplies.co.uk, in

the summer, and we've got more on that inside too.

We've come a long way in 30 years but we're always looking for ways to improve our service and better serve you, our customers. As we head into our 31st year we're really excited by what the future holds for The Hireman, and we hope you will be too.

Neil Graham, Managing Director

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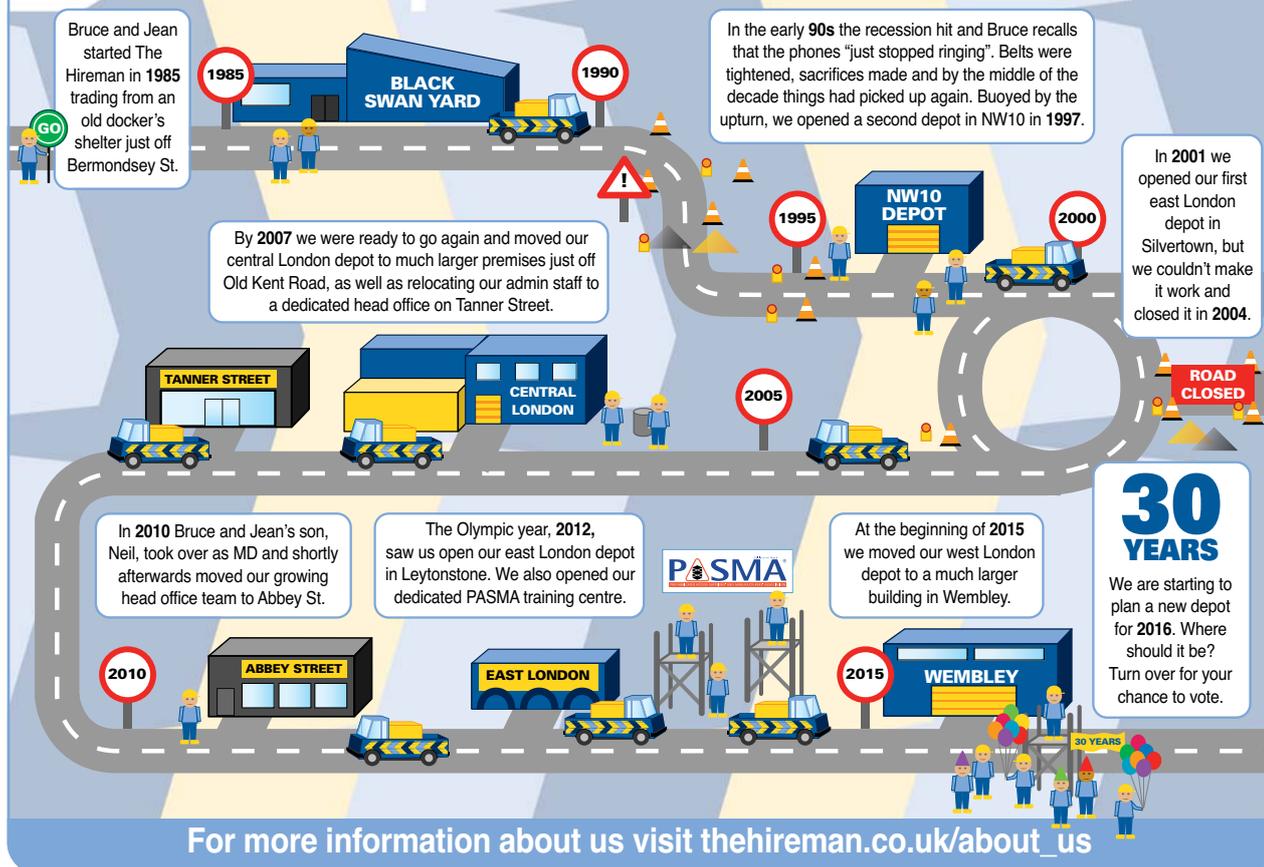
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30 Years of The Hireman!

Statistics show that only one third of businesses make it past 10 years, so we're very proud of our longevity and we're looking forward to the next 30 years. From humble beginnings in Black Swan Yard, Bermondsey, where Bruce and Jean Graham began trading in 1985, we now have three depots across London with another in the pipeline. There's been some ups and downs along the way, but this anniversary gives us the chance to reflect on how we got here. Here is our story:



For more information about us visit thehireman.co.uk/about_us



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Download our newsletter at thehireman.co.uk/downloads

0330 363 33 33

New Training Manager

The Hireman is delighted that Dave Keen has joined us as training and safety manager. Dave arrives with over 15 years of training experience from within the Armed Forces and the hire industry.

He is based at our training facilities in central London. Speaking about his new role, Dave said: *“I’m really looking forward to developing The Hireman’s training sector, I’ve got lots of ideas on new courses we can offer in the future and can’t wait to build them into our programme.”*

Dave has a wide range of industry recognised qualifications, including NEBOSH, PASMA instructor, Ladder Association Instructor, SPX Radiodetection Instructor and Makita Abrasive Wheel Instructor. He is an accredited instructor with The Chartered Institute of Environmental Health (CIEH) allowing Dave to deliver Emergency First Aid at Work, First Aid at Work, Health and Safety Level 3, Manual Handling, Fire Marshal, and many more.



Contact Dave Keen on 020 7232 5640
or at training@thehireman.co.uk



For more information on our full range of courses or to book online, go to thehireman.co.uk/training.

The development of The Hireman’s training department is part of our continued aim to improve our service and provide even better support to our customers. The training facility stands alongside our efficient, competitive tool hire service to ensure anyone who needs it will receive all the training necessary to work safely on site.

Courses at a glance

- PASMA Tower for Users
- Ladders & Steps
- Fire Marshal
- Manual Handling
- Abrasive Wheels
- Emergency First Aid at Work (1 day)
- First Aid at Work (3 days)



Online Account Management

With our new, improved online account system, HiremanPortal.co.uk, you can access your Hireman account information at the touch of a button. With an online account you will be able to:

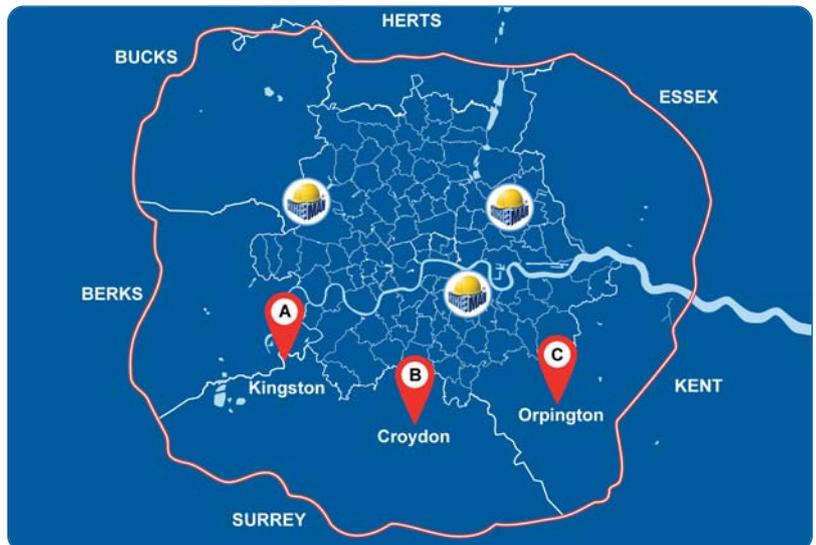
- Access signed copies of delivery, collection and exchange notes as well as other important documents
- See your current and past hires
- View hire rates
- Reprint invoices
- Export documents to Excel or PDF

Our financial controller, David Porter, has been busy enrolling our customers. He said:

“The Hireman Portal means customers can monitor their account details and easily access any information about items on hire, their hire history and important documentation. This gives our customers much more freedom and control over their account.”

Learn more and set yours up by emailing: accounts@thehireman.co.uk

Location, Location, Location



Back in 2012 we asked our customers to vote for the location of our new depot and east London was the clear winner. After the success of this poll we thought we would do it again, so this is your chance to vote for the location of our fourth depot. Neil Graham, Managing Director said:

“Our fourth depot will support the existing business throughout London and help us to improve and extend the service we offer in the Home Counties and beyond. I believe it’s an important step in becoming a true regional hirer, while maintaining the personal service we’re renowned for.”

The options are:

- A. Kingston
- B. Croydon
- C. Orpington

Would a new depot help your business and if so what location would suit you best? Let us know by voting in our online poll at thehireman.co.uk/new-depot-vote



Wembley Depot

The beginning of the year saw our depot in NW10 up sticks and move to Wembley. Moving site allowed us to do a bespoke fit-out and improve our operation for both staff and customers.

We have invested in a new hire office layout which brings it in line with our other depots. The new layout allows our hire controllers to easily communicate and share information. Coupled with an investment in new IT equipment, this has improved the overall efficiency of our tool hire operation. Added to this we now have a trade counter, unlike the old depot, which means we can meet face to face with our customers without running up and down a staircase. Our team also has access to a fully fitted kitchen and showers. You could say we are spoiling them!

It doesn't end there. At the other end of the building we have created a workshop which is twice the size of our old one. We have included a purpose build dust room, test area, parts storage and communal workstation area. Our service manager, Tim Barker, said: *"The new facilities at Wembley are great. Having the extra space allows us to inspect and repair the equipment much more easily than at the old depot"*.

One of the key contributing factors to moving depot was that we had simply run out of space. Our new depot is 25% larger and has a huge mezzanine. We are always adding new tools and equipment to our range and so the extra space is vital. Although the Wembley depot is slightly further out of London, the transport links are much better with access to the A40 and North Circular.

Hireman stalwart, Ian Leppard, has been overseeing the depot



Wembley team (L to R) Paul Healy, Rhys Bullard, Steve Yardley, Lawrence Wretham.

but we also have a few new team members in the hire office at Wembley. Paul Healy is our assistant depot manager and joined us as we moved. He brings with him over 30 years of experience from the plant and tool hire industry. Steve Yardley has recently moved into the hire office after being one of our delivery drivers. Prior to working for The Hireman Steve was a steeplejack and so has a vast knowledge of access equipment and working at height. Lawrence Wretham has joined us with 12 years of experience in the hire industry, while Rhys Bullard has been with The Hireman for nearly 3 years. Rhys originally joined The Hireman as a driver before moving into the hire office. Collectively the team have a broad and deep understanding of the industry and our customers' requirements. Kemal, who is currently a driver, will also be joining the hire office team in the near future. Assistant Depot Manager, Paul Healy commented that: *"The new Wembley depot has been a big step forward for both our customers and staff. The improved facilities allow us to offer a fantastic service and gives us a firm foundation to build on for future growth."*



SITE SUPPLIES

Alongside our hire fleet we have a wide range of sales stock available at our depots and online. With us you can fulfil all your PPE needs as we have gloves, helmets, masks and more to suit any workplace requirement. We also stock site and janitorial supplies as well as hand tools, accessories and electrical equipment.

You may not realise how competitively priced we are in sales, so here is a selection of our best sellers. You can see much more online or alternatively give one of our depots a call and they'll be happy to help.

0330 363 33 33 sitesupplies.co.uk

SOME OF OUR BEST SELLERS



FFP2 Masks only 86p



Handler Gloves just 50p



Festoon Kits from £59.58



Rubble Sacks 18p each

TOOL TALK

Husqvarna K3000 Wet/Dry Disc Cutter



This electric disc cutter offers wet and dry cutting in one machine. Unlike petrol-driven cutters it emits no fumes and so is ideal for work in tight, confined spaces. An optional vac unit allows for easy transformation into a dry cutter that produces minimal dust. The blade rotates forwards to offer efficient cutting with minimal user effort.

- Blade diameter: 350mm/14inch
- Max cutting depth: 125mm/5inch

Cutting Station

The cutting station is an innovative mobile workstation designed for cutting lengths of metal, such as conduit, cable tray and pipe. Integral health and safety features include fire-rated sound deadening foam to reduce noise pollution, and PVC screens to contain and protect from sparks. The station will accommodate many different saws (hired separately) which sit on a rubber mat to



reduce vibration and the design allows the saw to be positioned at a safe working height, minimising risk of accident or injury. The unit can easily be fitted with a dust extraction or air filtration system to further protect the operator and anyone nearby.

Pecolift

The Pecolift is a compact, manually-operated, low-level access platform. The slim design enables the lift to be wheeled through standard doors and lifts and, despite its tiny footprint, the lift provides a very stable platform up to 1.5m high. Operation is simple, just step in and turn the handle. Safety features include auto-locking brakes to prevent surfing, a non-slip platform, guardrails and toe board.



- Max platform height: 1.5m
- Max safe working height: 3.5m
- Working footprint: 720mm(l) x 600mm(w)

For further details on all of our products visit - thehireman.co.uk



Don't Believe the Pipe

In response to customer demand our sales manager, Phil Williams, has been working to expand the pipe working area of our hire fleet. Phil recently met with Ray Tizzard from REMS for a demonstration of some of the products they offer including the REMS Akku-Press, which we have just added to our fleet.

This battery powered, cordless pipe press tool offers secure pipe crimping in seconds without heat. A hand-held, universal electric tool weighing 4.3kg, it can press pipe joints for all common pressfitting systems and can be operated anywhere; including overhead or in confined areas. The pressing tongs operate at the touch of a button, making the whole process quick and simple.

Phil had this to say: ***"We're always looking to add to our hire equipment and pipe working is just one of the areas we're focusing on. In particular products which press pipes without the need for soldering or heat will be of great benefit to our customers."***

Contact Phil on 07557 036 881 or phil.williams@thehireman.co.uk

Hireman Events

The Hireman has had season tickets at Emirates Stadium and Stamford Bridge for many years. Now, as West Ham's early season form looks likely to keep them clear of relegation, for another year at least, our director, and life-long Hammer, Dave Gollidge has finally got his way. For the 2016/17 season The Hireman will have tickets in the Great Briton Lounge at the Olympic Stadium, where West Ham will be playing their home games. The Great Briton Lounge celebrates British Olympic successes as well as some of West Ham's most famous players. Situated in the West Stand it offers a stunning view of the London skyline and the football of course.

Contact Dave on 07956 185 082 or david.gollidge@thehireman.co.uk

