

BLACK SWAN

NEWS | COMMENT | EVENTS | INFORMATION

thehireman.co.uk

Summer Edition – 2017

Welcome to the Summer 2017 edition of The Hireman's Black Swan newsletter. It's been a while since our last communication but rest assured that we have been busy honing our services and preparing our new catalogue.

In recent months we have been developing our new catalogue. We have created a comprehensive guide to our range of tools and equipment, a departure from our previous pocket catalogues. The new edition offers a much-improved level of detail and we have also launched a new website to complement the catalogue. To request a copy, please get in touch. Alternatively you can download it from our website.

We also welcome to our ranks Ben Turner who joined our senior management team in March. Ben has over 10 years' experience in our industry, having previously worked for one of the big national hire companies as well as a regional independent, so he brings with him a wealth of knowledge. As we move toward

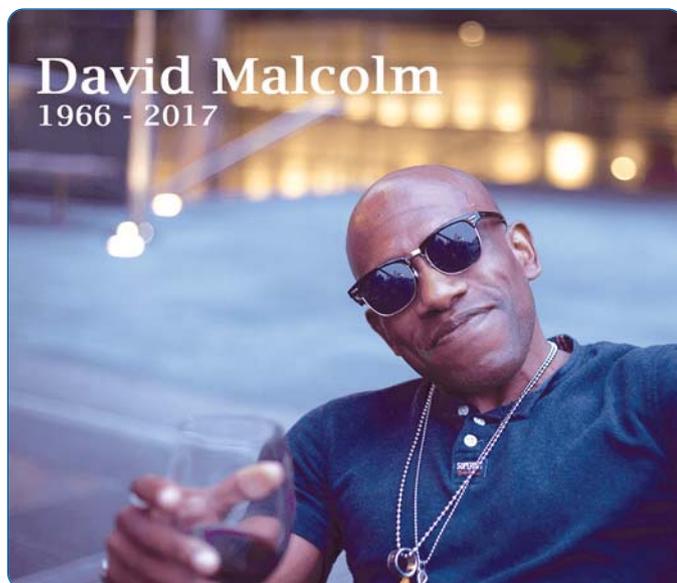


the end of the year Ben will be involved in the development of our fourth depot as we look to expand our operation into the south of England – watch this space!

It's not all been good news over the last few months. It is with great sadness that we learnt of the death of David Malcolm, who passed away in January after a brave fight with cancer. David joined The Hireman 23 years ago and became a cornerstone of the

business, displaying a knowledge and responsiveness that endeared him to colleagues, customers and suppliers.

David was our dear friend, a loveable rogue who was both capable and loyal. The Hireman won't be the same without him. Our overriding memory of David was his love of laughter which was infectious and we have been deeply moved by the many tributes and condolences received from our customers, whose lives he touched. Our summer party this year will be a tribute to David. We will raise a glass to celebrate his life and remember our time with him.



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Safety Training

Our training department has undergone some big changes recently. One of the main developments has seen the launch of a new website, which makes it much easier and faster to sign up for our courses online through a site optimised for PC and mobile devices.

With the new site you have the option to book online and pay through your Hireman trade account or simply reserve a place and pay later. Our training coordinator, Ian Alland, observed that *"safety training is incredibly important in the modern workplace. There is a huge demand for high quality training and we have put a lot of effort into ensuring that we have the best trainers and facilities available."*

Our accredited PASMA courses remain the most popular and these usually run weekly at our central London depot, just off the Old Kent Road. We also offer a wide range of industry specific courses and we can often deliver training on-site if required.



To book a course visit thehireman.co.uk/training for more information and to see the course dates available. Alternatively call our training department on 0207 064 5640 or email training@thehireman.co.uk

DIY SOS

In June's episode of the BBC's DIY SOS, the team built a new home for the Ratcliffe family on the Isle of Sheppey - a DIY SOS first! The Hireman donated a range of equipment to help with a life-changing transformation of their home. Below is a snippet from a blog written by our marketing manager, Paul Scott, who went along to the 'Big Reveal'.



If you saw the programme, you will recall that the Ratcliffes are an amazing family. Garry and Kyle have four adopted children, each with very complex and life-limiting medical conditions. Their existing house was no longer suitable and desperately needed updating but with four children with complex needs the family could not afford the cost or time needed for the renovations. This is where the DIY SOS Big Build team came in.

The job in hand was no small task as the plan was to demolish the Ratcliffe's existing house and then build a home from scratch in just nine days. On meeting with the DIY SOS team, I was immediately convinced that this was something that we would want to help with. We agreed a list of equipment that would be needed, coordinated our deliveries with their team and left the build in the hands of the committed tradesmen and 'purple shirts'.

On the final day of filming Nick Knowles made a poignant comment to the gathered volunteers which wasn't televised: TV often shows the worst of the building industry through programmes like Rogue Traders and Cowboy Builders meaning a few bad apples shape the public perception of our industry. Programmes like DIY SOS show how amazing the building industry is, when companies come together from across the country to work 20 hours a day, provide equipment, supplies and materials, all for free, to benefit a family that really needs the support. It does make you proud to be part of an industry that is capable of such goodwill and camaraderie, and we are proud to have done our bit to help the Ratcliffes.



To read the whole article visit thehireman.co.uk/wordpress/DIYSOS

TOOL TALK

1-Person Mobile Tower

A quick assembly, one person aluminium mobile tower. Can be easily erected and dismantled by one person. Forms into a trolley



and fits through standard doorways for easy transportation and storage.

- Working height up to 6.1m
- 4 platform heights: 1.1m, 2.1m, 3.1m, 4.1m
- Overall dimensions (WxL): 0.70 x 1.3m

Code 01/565

8m Roofing Hoist - 110V

Our 8m roofing hoist is tough, quick and simple to use making it an ideal choice for moving materials to roof tops.

- 4 minute setup
- Loads 1000 tiles in 25 mins
- Conveyor system allows for constant delivery
- Forward and reverse movement

Code 21/555



Single Beam Screeding Machine - Petrol

Lightweight and versatile, this machine strikes and smooths off slabs, floors and rafts without any need for screed rails or formwork.

- Lightweight aluminium design
- 3m beam

Code 06/310



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

Meet the Team

Over the years we have expanded our range of products, the area that we serve and the number of customers we support. To ensure that we continue to offer the best possible service we have expanded our sales team, and so welcome Ben Turner to The Hireman. Ben has worked in the construction industry for over 10 years for both a large national and a regional independent hirer.

When asked about The Hireman, Ben said *“working for The Hireman is giving me a new challenge, I enjoy the freedom and agility of working for a family run business and their passion for customer service is unrivalled.”*

Ben has supported many large and small construction firms and has a broad range of contacts across the industry. His local knowledge of south London, Surrey and Kent will help to spearhead our expansion in to the south of England alongside the opening of our fourth depot in the Croydon area. Our MD, Neil Graham, commented *“this depot has been on the cards for a few years but the right property in the right location had eluded us. The pieces are now coming together and we look forward to being able to give you more details very soon.”*

The sales team will also be complemented by two of our hire controllers, Jose Arean from our west London depot and Scott Wilson from our east London depot, who will be working hard to further improve our customer support and contact.



Ben Turner, Commercial Manager

Get in touch with Ben on **07764 436 937** or email ben.turner@thehireman.co.uk

Tool Hire & Equipment Services Catalogue

Welcome to our new catalogue for 2017.

This comprehensive guide to our range of tools and equipment is a departure from our pocket catalogue, offering a much-improved level of detail while still complementing our website and customer portal.

Our hope is that you come to rely on it as a resource that helps save you time. You will notice that we've continued to improve and broaden our range of equipment, with a particular focus on safety at height, dust extraction and suppression, and low vibration.

As ever, if you can't find what you're looking for, please talk to one of our hire desk team.

We're adding new equipment to our fleet all the time and we'll always consider buying or cross-hiring items that we don't currently stock.



You can pick up a copy in one of our depots, request a copy online or download it at thehireman.co.uk/catalogue



In March The Hireman applied for and received FORS Silver accreditation. The aim of this is to demonstrate the overall safety and efficiency of fleet vehicles. To achieve FORS Silver we've put in place a number of mechanisms to strengthen the monitoring of our vehicles, we have provided additional training for our drivers and implemented systems to improve our efficiency and safety.

These new mechanisms are in addition to the existing procedures we had in place that saw us achieve FORS Bronze in 2014. These were largely based around putting a strong vehicle management structure in place and ensuring the highest standards of health and safety through rigorous vehicle inspections.



Our HR manager, Angela Clarke, coordinated our efforts to achieve FORS Silver. She highlighted that *"although we do our best to train our drivers to be safe, the FORS criteria has helped us focus on areas where we can improve as well as helping us enhance our awareness of potential risks to help reduce them."*

One of the main benefits of FORS Silver is that we now monitor performance data for all our vehicles, including CO₂ emissions, NO_x and particulate matter in addition to regular fuel usage. This allows us to set goals to reduce our environmental impact; for example, reducing the amount of time our vehicles spend idling and smarter planning of delivery routes.

Angela went on to comment that *"there has been a shift in government policy on diesel vehicles in recent months and by qualifying for FORS Silver it has allowed us to effectively monitor our fleet with an aim to reduce our harmful output. Given time I don't doubt that we will introduce hybrid and fully electric vehicles to our fleet in order to stay compliant and to actively promote a green approach to running a fleet of vehicles."*

Our next objective will be moving toward FORS Gold. Neil Graham, Managing Director, said *"FORS promotes best practice and encourages a mindset of continual improvement. By taking advantage of the training and workshops available through FORS, we are improving skill levels and performance across the organisation and anticipate an improvement in driver safety and management practices."*

SITE SURVIVAL KIT



If you're setting up a new site, get in touch!

We'll send out a complimentary 'Site Survival Kit' with your first order, which will include everything you need to get a brew on and get started. The kits are available on request, so talk to our depots for more information.

The Hireman Online



Our social media channels are a great way for us to keep in touch in between newsletters. Keep up to date with all the latest Hireman news online at **thehireman.co.uk**.

You can also find us here:



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