

# IPAF launches Rental+



"END users will shortly have a concrete sign of a platform rental company's total commitment to provide the best possible and most comprehensive service – that sign is IPAF's Rental+ scheme," said Tim Whiteman, IPAF managing director, during the launch of IPAF's Rental+ at last month's SED exhibition. "Our rental company members saw the need for an independent quality mark that would recognise their high standards of service, machine inspection and handover procedures," he

continued. "That is what they are now offering through Rental+."

The independent audit procedures, central to the new Rental+ concept, will make sense to those who use rented platforms across all industries, as well as to insurers and finance companies whose support is vital to the health of the industry. "We want everyone to be able to distinguish those rental companies that can demonstrate a real commitment to service and safety," Mr Whiteman concluded.

The audit covers the training of staff; procedures to ensure the suitability of platforms offered for hire, location tracking and condition monitoring for hire fleet machines, hire terms and machine handover procedures and documentation. It also requires and will review a system of customer satisfaction monitoring, which must have the objective of demonstrating

continual improvement.

One of the prime movers behind the set up of Rental+ was Gordon Leicester of Hickstead-based Facelift: "We are continually striving to improve our standards of service and having a regular, independent audit of how we are matching up is a valuable discipline," says Mr Leicester. "It will help keep us all focussed and is a continuing test that we are making, and beating, the grade."

Brian Fleckney of Panther Platforms Rentals, who was also involved in the early development of Rental+, echoes a similar point: "Our central objective in setting up Rental+ has been to offer a way in which IPAF and its rental company members can be seen to be working to raise standards in the platform rental sector. This I see as good news for everyone, ourselves as rental companies and our customers alike. ■

## £8000 raised for Dreamflight charity



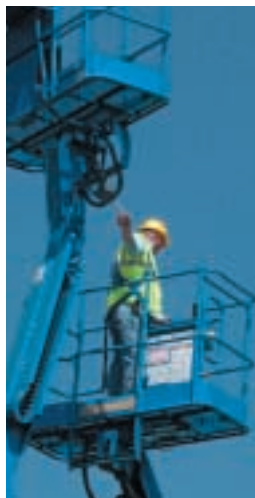
TIM Whiteman presented a cheque for £8007.07 to Penny Wright of the charity Dreamflight recently, which was raised at IPAF's AGM and Luncheon held last April.

Skyjack Europe generously donated one of its 3219 micro scissor lifts for auction at the AGM, which was eventually picked-up by Harry McArdle of Ireland-based rental company and IPAF member Height for Hire, who placed the winning bid of £6000

All proceeds, which also included those generated by several footballs signed by the Luncheon's guest speaker, Sir Bobby Charlton, went in the kitty of this year's nominated charity, Dreamflight. The charity organises 'once in a lifetime' trips to Disney World in Florida for seriously ill children and their carers (more details on [www.dreamflight.org](http://www.dreamflight.org)).

**Pictured:** Harry McArdle (left) and John Ball (second from left) of Height for Hire, Skyjack president Lloyd Spalding (second from right), and Martin Davies (right) Skyjack director of sales and marketing Europe, lend their support during the presentation of the cheque. ■

COMMENTING on the 'live' IPAF training courses run by Nationwide at SED last month, Nationwide's training manager Mike Ripton explained the thinking behind the demonstrations: "We arranged



for a number of people to undergo training during SED, which gave everyone a chance to see what is actually involved and generated a lot of new interest.

"We pride ourselves on being able to deliver training at 24 hours notice," said Mr Ripton, "but on the spot, on-demand response is a bit too much, even for us." ■

## Safety and Health Expo demo

THE Safety and Health Expo at the NEC Birmingham provided IPAF with the chance to bring its expertise and experience in safe and effective work at height to the attention of a much wider mix of industries.

The Expo draws in health and safety professionals from the private and public sector and many were acutely aware that they would need help in getting to grips with the implications of the Work at Height Regulations. Very few, however, had appreciated the active role that industry itself is being relied upon to play in the development of guidance and interpretative assistance on the Regulations. ■



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