

HireQuip hire newz

Quarter One 2009



Feature

SETTING THE STANDARD

Hirequip wins at the 2008 HIANZ Awards!

Congratulations to our very own Whangarei branch for adding yet another award to their impressive list of achievements. They walked away with the inaugural hire industry award for:

HIANZ "Hire Excellence" Branch of the Year 2008

Hirequip Whangarei faced stiff competition from the nominated branches of our biggest competitors, however the independent mystery judges who visited each of the branches were unanimous in awarding the top prize to our branch.

In his exuberant acceptance speech, Whangarei Branch Manager – Mike Wahlstrom rightly paid tribute to the fantastically committed team at his branch responsible for their outstanding success.

Congratulations to the Whangarei team for once again leading by example.



Right to left:
Mike Wahlstrom (Hirequip WRE)
Aaron Wilson (Haulotte Group - HIANZ Principal Sponsors)
Colin Crooks (HIANZ Life Member)
Mike Corbett (Haulotte Group - HIANZ Principal Sponsors)
and Wayne Hood (President - HIANZ)

HireQuip 0800 727 727
www.hirequip.co.nz

A Message From Hirequip's CEO

Welcome to the first edition of the Hirequip Hire Newz, our way of giving you the national news on all our new equipment, deals, team and our latest projects.

This is an exciting time at Hirequip with the recent ownership change and board restructuring. This has seen Garry Woods and Barry Meale both ex senior executive of Coates in Australia join as Chairman Elect and non executive Director (Elect) respectively. This, accompanied with the completion of a detailed 3 year business improvement plan (BIP), ensures we will continue to deliver tangible benefits to our customers. Throughout the BIP rollout, we will keep you all well informed of the key value adding initiatives as they are implemented.

The recent change of government promises a strong focus on continued infrastructure spend. This is a positive first step, and one that supports our significant investment in associated fleet extensions.

Thanks again to those who participated in the recent customer survey. The feedback, whilst pleasingly positive, did indicate some areas for improvement that we'll be working diligently on in the coming months.

On behalf of the entire team at Hirequip, I would like to thank you for your continued support and loyalty and we look forward to continuing to foster and develop mutually beneficial partnerships with all our valued customers.

Brian Stephen
CEO - Hirequip

WORKING FOR YOU

2 for 1 Deal

This initiative will provide customers with the opportunity to pick equipment up after 3pm Friday or Saturday morning and keep it for the entire weekend, paying for only one day!

This allows our customers to take their time with their special DIY projects over the weekend.

This new initiative will allow our customers to make the most of their weekends. We look forward to talking to you more about this exciting new offer. Should you have any questions about this, don't hesitate to call or ask at your local branch today.

The 2 for 1 deal will be a permanent feature on all weekends and public holidays going forward.

Customer Survey Feedback

Our recent customer survey was completed by a large cross-section of our customers. This provided a wealth of important information for Hirequip. Whilst it was good to hear about the things we were doing well, it was also very useful to get constructive feedback on areas where customers felt we could improve our business to help support them even better. We were pleased to note that in general our customers were very satisfied with the standard of customer service from our staff and the quality of our equipment and branches nationwide. We are pleased to report in this newsletter to you that we have taken all feedback seriously and we are actively improving all areas.

We look forward to discussing these exciting new initiatives further with you in the near future. Thank you for your continued support of Hirequip, we know you have hire choices, thanks for continuing to choose us.

Have a sleep in on Hirequip
Hirequip 2 for 1 deal - get Sunday FREE!*

Ring the team on 0800 727 727 and see how they can help...

We know that to do a job well can sometimes take all weekend, so we are offering our customers a great new deal.

Pick up your equipment any time after 3pm Friday, return before 9am Monday – all for a one day hire charge!

* Some conditions apply. Only applies to products 1.5 ton and below. Excludes Events products and trailers.

HIREQUIP
Ask Us First

Hirequip Customer Satisfaction Survey 2008

This customer survey is designed to assist Hirequip to monitor and improve the quality of service and equipment. We rely on our ability to add value to your business. We do not take your business for granted. We recognise that your requirements may change and the need for continual improvement – by completing this survey you will be assisting us to do this.

CUSTOMER PROFILE

Company _____
Position held _____
Length of service _____
Please note that all information received remains strictly confidential.

PLEASE TICK THE COLUMN THAT BEST FITS YOUR VIEW OF THE FOLLOWING STATEMENTS

| | Very Dissatisfied | Somewhat Dissatisfied | Slightly Dissatisfied | Slightly Satisfied | Somewhat Satisfied | Very Satisfied |
|-------------------------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| Courtesy of branch staff | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Helpfulness of branch staff | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Staff product knowledge | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Wait time at Hirequip branches | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Age of equipment hired | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Quality of equipment hired | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Reliability of equipment hired | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Geographic location of Hirequip | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |
| Access/Egress to Hirequip locations | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

HIREQUIP LIMITED CUSTOMER SATISFACTION SURVEY 2008

Health & Safety Training

ON A HIGH

Hirequip helps with industry training

Hirequip has fully qualified Elevated Work Platform (EWP) instructors who train our customers and staff throughout New Zealand.

As a company Hirequip has the benefit of using our in-house training team who have vast experience, knowledge and access to a wide range of elevating work platforms which include vertical personal lifts, scissor lifts, cherry pickers (trailer mounted work platform), telescopic and knuckle boom lifts and truck mounted work platforms that range in working heights up to an incredibly high and not for the faint hearted 43m (135ft).

Our current training program was developed in conjunction with the Hire Industry Association of New Zealand, OSH, the Department of Labour and EWPA. We train staff and companies in the safe and efficient operation of EWP's, combined with years of real life industry experience in owning, operating and hiring EWP's, we can deliver a professional training package that will not only benefit your staff and company, however also comply with industry best practice and the Heath & Safety in Employment Act.

The EWP industry is also moving with the times and NZQA standards have been written and we hope that the accompanying training packages currently under development by the Opportunity ITO will be available shortly for those companies wishing to train their staff to NZQA standards.

If you would like to discuss EWP training options for your company contact your nearest Hirequip branch, Brendon or Kelvin.



Tank Maintenance staff on a EWP training course at Hirequip in Christchurch.

Brendon Ross
EWP Training - South Island
bross@hirequip.co.nz 0274 775 678

Kelvin Munro
EWP Training - North Island
kmunro@hirequip.co.nz 0274 700 839

GOLDEN EXAMPLE

Hirequip Gold Card Trainers Brendon and Kelvin, not only provide valuable industry training to our many customers, but they also ensure Hirequip Staff are regularly trained in the use of all equipment we hire. This represents our commitment and ongoing investment to the training of our staff to ensure they are able to pass this knowledge on to our customers.



Daniel Fairbrass, Moorhouse Ave Branch Manager, at full height in the Genie GS5390RT admiring the view down Blenheim Road in Christchurch.



Doug Richards (a mechanic from Johns Rd) and Grant Purser (from Hirequip Events) operating a Snorkel MHP15 Trailer Mounted Platform.



Safety gear available for sale from our branches

HireQuip

Hirequip On Site

HIREQUIP ON THE JOB

Hirequip excavators work on new pipeline

Excavators working at Hobson Bay Shore Road Ocean Outfall, a Fletcher Construction and McConnell Dowell joint venture.

The excavators are being used for lifting and placing the new sewage pipe.

Our sales and operations team worked closely with the joint venture to ensure specialist equipment for this unique project was supplied.



CHRISTCHURCH CRUSADERS

Hirequip are on the case

Hirequip recently provided a solution for City Care, for crushing and re-using the large amount of concrete on site with a Bucket Crusher fitted to a 30T excavator.

This innovative idea provided substantial cost savings to City Care by not having to pay for cartage and dumping, however allowed them to recycle the product into aggregate for use on site - an environmentally responsible solution.



Using a Chipper...

Always ensure body parts are not over the leading edge of the mouth of the chipper whilst feeding. Do not wear loose clothing. Short sleeves are recommended. Always face flute away from person.

Hirequip On Site

FROM OUR CUSTOMERS

Hirequip totally tanked!

My name is Grant Camp and I am the Manager of Tank Maintenance (1986) Ltd based at the dry dock in Lyttelton.

I have been using Hirequip for the last 30 years as my main supplier for all access equipment and compressors, I currently have two 22 metre booms on site. I have always found the service and equipment to a very high standard and nothing is ever a problem for the team at Hirequip.

I look forward to working along side Hirequip in the future.

Grant Camp
 General Manager
 Tank Maintenance (1986) Ltd
 Part of Painters and Plastics group of companies.



Hirequip Gets A Brand Refresh

DO YOU MIND IF WE CHANGE IN FRONT OF YOU?

2009 is going to be a great year for the Hirequip team. We have some exciting changes on the horizon that will build on our solid reputation as the leader in the industry, ensuring we continue to offer our customers superior equipment and service into the future.

To kick things off, the Hirequip brand is transforming to reflect the company's new business plan. Look out for our sharp new signage and exciting new changes over the coming months or check out our website for more information - www.hirequip.co.nz.

Concrete Saw Tip...

Always ensure you run your concrete saw at full throttle whilst cutting, otherwise it will jam and burn out the clutch.

P.S. Don't forget to hook up the water!



HireQuip



NEW



OLD

Hirequip On Site



Job Done

Hirequip helps getting Telecom Yellow's treehouse restaurant open for business

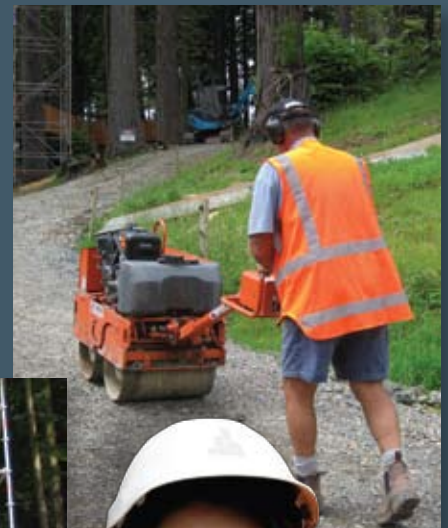
Yellow's ambitious advertising campaign to build a restaurant ten metres high in a redwood tree has been completed. The occasion was marked with a traditional 'roof party' for the project's suppliers – all of whom were found through Yellow.

As one of the chosen suppliers, Hirequip was proud to part of such an unique experience by supplying light plant and access equipment to the project team (see below). The striking pod-shaped structure will open to the public for a limited time in January and February 2009, and restaurant guests will be hosted by the face of the campaign, Tracey Collins.

But why a restaurant in a tree? Yellow Marketing Director Kellie Nathan explains that the advertising campaign set out to surprise people and help them see Yellow in a different light.

"We've had lots of people questioning whether the treehouse is for real because it is an ad campaign. Well, having eaten at the restaurant myself, I can assure people that Tracey, the tree, and the restaurant are very real.

"We wanted to prove that just about any mission could be completed using Yellow – the book, online or mobile. And I think we've done that!"



www.yellowtreehouse.co.nz

Community Projects

HIREQUIP LENDS A HAND

Hirequip helps with the Cure Kids Build-A-Thon

David Reid homes recently built a 3 bedroom relocatable home for Cure Kids. The home went to auction on the 14th November and sold for \$120,000 and net proceeds went to Cure Kids to make a difference in the lives of the 20,000 families in NZ that live with a life-threatening illness.

Hirequip was proud to be part of this project by supplying at no charge to David Reid Homes, a 110kva generator, road barriers and temporary fencing.

"Just a quick note to thank you and the team very much for all the work and generosity provided for our Cure Kids Build-a-thon. It was a big week for us but really provided a positive cause for the DRH staff, suppliers and contractors to all hook in for a worthy cause. We certainly could not have done it without your support which has been ongoing to this company.

Thank you on behalf of David Reid Homes".

Kendall Langston
 Managing Director
 David Reid Homes (Canterbury) Ltd.



HABITAT FOR HUMANITY

We are delighted to tell you that Habitat for Humanity have been able to hand over three houses to their families in the last few weeks. These are Margaret Morunga's at Foundation Way in Oratia on 7 December, Frances Taka's at Takanini School Road in Takanini on 14 December and Wendy McKenzie's at Foundation Way in Oratia on 21 December. Earlier in the year the "Building on Faith" house in Wymondley Road for Shona Thompson was dedicated and the keys handed over. What a wonderful Christmas present these families have received.

Much hard work from these families (500 hours of 'sweat equity' each), individual volunteers and also a variety of groups, organizations and COMPANIES LIKE YOURS has enabled these families to be given a "Hand up" .

This last year has seen us face challenges in obtaining funding, land on which to build and then more challenges in obtaining resource consent and building permit approvals. Delays in these have limited the number of houses we have been able to build, however we are working hard towards having up to 14 houses to build from early 2009 onwards. The first one starts at the beginning of February.

Your contribution to these marvelous efforts have made this possible and so THANK YOU AGAIN TO ALL WHO SUPPLIED GOODS AND TRADE SERVICES IN 2009. Your generosity is greatly appreciated.

Habitat for Humanity is looking forward to growing our relationship as we work with you all in 2009 and beyond.

Kind regards

Norman Sutton
 Resource Development Manager
 Habitat For Humanity



Using a chainsaw...
 Ensure whilst cutting stumps, that you never let the chainsaw blade touch the ground as it will blunt the chain immediately and can jam the chain.

Branches and People

BRANCH PROFILE

Queenstown branch in Central Otago

Hirequip's Queenstown branch has now relocated to our new building at **45 Glenda Drive, Queenstown**. The site houses both Hirequip's Machinery and Events divisions. It has a double drive thru from Glenda Drive out onto Boyd Place, making access to the branch easy and hassle free.

It is a 2500sqm site with 1000sqm of show room. Upstairs there is a training room where customer training courses are held.

Drop into the new branch and see how the team can help with your next project or event.



GOING THE EXTRA MILE FOR CUSTOMERS

Bill Robinson on Tour - have tools will travel!

Adding value to Downer EDI Works Vanuatu Project.

Vanuatu - a place of white, sandy beaches, sun and fun - unless you are a dedicated professional like Hirequip's Support Mechanic Bill Robinson.

Going the extra mile is no problem to Bill who is always available 24/7 to assist our customers. In Vanuatu, Bill worked around the clock in all weather extremes to complete the routine servicing of heavy equipment supplied to the Works roading team.



Branches

NATIONAL SUPPORT OFFICE

Auckland Phone 09 573 7901
or 0800 727 727

NORTH ISLAND

Whangarei Phone 09 430 3628
Warkworth Phone 09 425 9006
Auckland City Phone 09 309 0353
Mt Wellington Phone 09 573 0196
Henderson Phone 09 837 2322
North Shore Phone 09 444 6209
Manukau Phone 09 262 3199
East Tamaki Phone 09 273 1506
New Lynn Phone 09 826 5350
Frankton Phone 07 846 6466
Te Rapa Phone 07 849 5838
Claudelands Phone 07 856 7890
Thames Phone 07 867 9393
Tauranga Phone 07 578 2082
Mt Maunganui Phone 07 574 7670
Tokoroa Phone 07 886 0140
Rotorua Phone 07 348 8042
Kawerau Phone 07 323 1320
Napier Phone 06 834 4000
Hastings Phone 06 876 6339
New Plymouth Phone 06 757 9134
Hawera Phone 06 278 0295
Wanganui Phone 06 348 7583
Palmerston North Phone 06 356 8122
Wellington Phone 04 389 3590
Lower Hutt Phone 04 569 7014
Thorndon Phone 04 473 1527
Porirua Phone 04 237 7065
Paraparaumu Phone 04 296 1690

SOUTH ISLAND

Stoke Phone 03 547 8123
Blenheim Phone 03 578 1700
Greymouth Phone 03 768 0307
Christchurch Phone 03 366 0385
Papanui Phone 03 352 9194
Hornby Phone 03 349 7503
Johns Road Phone 03 359 6560
Blenheim Road Phone 03 348 0317
Woodend Phone 03 327 9553
Timaru Phone 03 683 9022
Wanaka Phone 03 443 8936
Queenstown Phone 03 442 9857
Alexandra Phone 03 440 2120
Dunedin Phone 03 471 9747
Balclutha Phone 03 418 0666
Invercargill Phone 03 214 2141

EVENTS

Auckland Phone 09 278 1802
Stoke Phone 03 547 8123
Christchurch Phone 03 348 0317
Queenstown Phone 03 442 9857
Dunedin Phone 03 477 1190