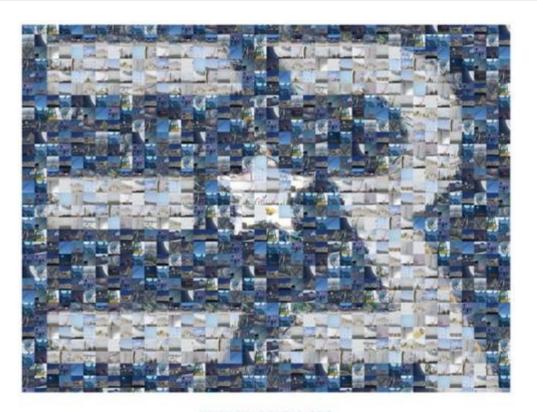
Training: It's time for the hire industry to value our people

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Training is more important than ever

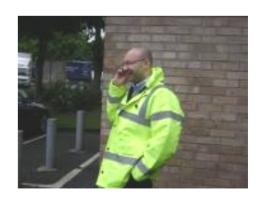
- n We live in extraordinary times
- n Now more important than ever to invest in people
- n Hire demands a lot from its people
 - n complex operations
 - n huge H&S commitment
 - n massive product knowledge
 - n the ability to react at short notice
- n Time for our industry to be proud of our people and proud of itself
- n Customer-focus absolutely central in a downturn



What do we do?

- n Invest in people from induction to senior management
- n Drive customer focus through every training programme
- n Offer real opportunity for progress through our large supercentres
- n Measure performance via "getting results" and "doing it the right way"
- n Adopt an informal, ambitious, customercentric culture
- n Promote from within and drive continual talent and performance
- n Lead from the top lots of contact with senior management







We take our social responsibilities seriously..

- n Employee volunteering programme
- n Charity programme nationwide
- n Environmentally-conscious and certified to ISO14001
- n Work with City Gateway to take apprentices from NEET communities to become our managers of the future





Health & Safety at the heart of what we do

- n Our training company with 19 dedicated centres nationwide
- n Full range of industry-recognised technical, safety to meet individual and corporate training needs
- n Training delivered at customer premises full bespoke course development
- n Over 100 specialist courses delivered by fullyaccredited trainers
- n 3,500 courses a year training 5 6000 corporate delegates

















It all depends on the people...

- n Hire is a small part of our customer's businesses but a very crucial one
- n Getting it right for them means doing right by our people
- n Time for the hire industry to mature in its attitudes to people development
- n Training has never been more important