

Palfinger UK – Service Department Statement of Intent

- When we arrive on site, we will introduce ourselves and agree / confirm with you the work which is required.
- Our company vehicles will be clean, well-organised and equipped with on-board welding equipment and the latest Palfinger and Epsilon diagnostic equipment.
- We will conduct business in a friendly and courteous manner and will be smartly presented in company attire.
- We will always carry out a dynamic risk assessment and will never compromise any safety guidelines.
- We will adhere strictly to your site safety regulations, will wear appropriate protective clothing, and will ask to be directed to a safe working area.
- We will work in a neat and tidy manner and will leave the work area as we found it.
- Our Engineers are Palfinger and Epsilon factory trained and are also qualified to ALLMI industry standards; with access to on-line Palfinger and Epsilon technical support.
- Wherever possible we will endeavour to carry out a first-time fix to minimise equipment downtime.
- On completion of the work, we will provide a Job Summary Report or the relevant Compliance / Statutory documentation by email.
- We offer 24/7 emergency support and aim to attend emergency roadside breakdowns within 4 hours of receiving your call. We will endeavour to attend non-emergency breakdowns the same day and should this not be achievable, we will attend the following day. * Excluding Easter Sunday, Christmas Day, Boxing Day, and New Year's Day
- Cranes declared as Vehicle Off Road (VOR) will be identified by way of a red tag being fitted to the control stations. A notification will be electronically sent to your nominated contacts, the loader crane will be marked as VOR on our system and prioritised by our VOR management team to minimise downtime.

We aim to deliver all of the above in accordance with our Company Core Values:

***Respect, Reliability, Customer Focus, Honesty and Integrity,
Teamwork and Can-Do Attitude!***

**AGRICULTURE PROJECTS GROUND CARE DAIRY LORRY CRANES COUNTRY STORE
CONSTRUCTION ENERGY, FIRE & SECURITY MACHINERY IMPORTS**