







## Craig Paylor strikes warning note for rentals EUROPLATFORMS THE CONFERENCE FOR EUROPEAN ACCESS PROFESSIONALS

Former JLG president Craig Paylor, in his keynote address at the Europlatform conference, urged rental companies to exploit the full economic life of their machines and warned the industry that it had to be ready for some major challenges, including increased competition from Asia and higher prices for new machines.

The conference on 16th September in Madrid, Spain, attracted well over 100 delegates, the largest attendance in the history of the event. Paylor acknowledged that manufacturers had contributed to the problem by overproducing machines during the years preceding the recession: "We've got to get over the greed. Manufacturers made too much and distribution bought too much," he said.

He argued that rental companies should resist underselling their machines and consider adopting a rental model where machines are kept for longer periods: "I guarantee that you will double your return if you keep them for parts. Don't be in a hurry to run out and sell them."

Carlos Fernández Araoz, chief operating officer of Spanish rental company GAM, urged rental companies to look outside their home markets and exploit opportunities in developing regions: "If you sit in your home market you will not get out of the hole. You have to do more than just 'hang in there'," he said.

He also urged rental companies to move towards a "thrifty thrifty" rental culture, with lower overheads: "I believe that the aerial business needs to do this, it has been used to operating in a period of abundance."

Nick Mavrick of Volvo Rents argued that companies should target their customer service focus on the small percentage of customers --



the 'best of the best' -- who represent the majority of their business. "There is the idea that if you make an exception for one customer you have to make an exception for all customers. It is not true", said Mavrick, vice-president of marketing at Volvo Rents.

George Marriott of Access Plus Scotland explained how he had adopted best practices from market leaders in other industries to create a rental model that had dramatically improved efficiency. The use of hand-held computers for sales staff, drivers and mechanics had improved the speed of pre-delivery inspections, deliveries and response times for service callouts.

Asif Latief, marketing director at A-Plant, described how developing

a special rental 'App' for iPhones had allowed sales staff to quote 'on the road' using the latest available pricing information. Latief said that contracts sealed using iPhones were on average six percent higher than other contracts.

Other speakers included Oliwer Sven Dahms of PartnerLift, Germany and Malcolm Bowers, representing the UK's Access Link, who described the benefits to smaller rental companies of forming re-rental alliances to offer a nationwide service and win business with large contractors.

The next Europlatform conference will be held on 13th September 2011 in Maastricht, the Netherlands.

## Record turnout at PDS

This year's IPAF Professional Development Seminars (PDS) in the UK attracted a record number of instructors and staff from IPAF-approved training centres. For the first time, two separate PDS events were held, one in the North and one in the South to cater to the growing number of attendees. More than 120 instructors attended the PDS in Oxfordshire on 21st September while more than 110 attended the PDS in Bolton on 23rd September.



The PDS is an annual event for IPAF qualified instructors and ensures that they remain up-to-date with legislation and training in the use of powered access equipment. It is a forum for the exchange of information between those who manage and those who deliver the training. Through attending the

event, instructors gain Continuing Professional Development (CPD) points, necessary to maintain their IPAF instructor status.

The attendees heard excellent presentations by Joy Jones, Health & Safety Executive principal inspector, on the recently published Best Practice Guide on the use of



mobile elevating work platforms in confined overhead spaces, Chris Wraith, UK quality, health and safety manager of the Lavendon Group, who spoke on the correct use of spreader plates; and John Hallows,

training advisor from ConstructionSkills, who gave an update on the grants system. Other PDS events will follow in the next months across







several countries.

IPAF Ltd, Moss End Business Village Crooklands Cumbria LA7 7NU Tel: 015395 66700 Fax: 015395 66084

www.ipaf.org info@ipaf.org Offices in France, Germany, Italy, the Netherlands, Spain, Switzerland and the USA.