

Success built on service





For over 35 years, we've provided a reliable, professional and comprehensive materials handling service to our extensive list of satisfied customers.

As specialists in forklift trucks, and suppliers of a whole range of additional materials handling services, we'll deliver everything you need to keep your business moving.

Moreover, with a team of over 100 people, and seven locations across the country offering a range of dedicated support services, we can handle every element of your materials handling strategy – wherever you are and whenever you need us.

## About Acclaim Handling

### A history of service

At Acclaim, our core philosophy is 'Success built on service'. After all, it's our strong commitment to an outstanding customer experience and unrivalled quality which makes so many of our customers return to us time and again for our products and services.

It all began in 1982, when our founder David Woods created Acclaim Handling. He put our customers' needs at the heart of everything, with a relentless focus on providing the very best quality service at the very best value. Whether a customer needed a single forklift truck or a fully managed materials handling operation, David was committed to the same approach: to provide that customer with exactly what they needed at the very best price.

Today, Acclaim has grown from its original headquarters in Purfleet, Essex, to an award-winning national company with seven regional support centres. We're proud suppliers to an extensive list of distinguished customers across the UK and Ireland. And above all, David's legacy of outstanding service, quality and value remains at the heart of all we do.

### Our customers

We work with an ever-growing list of some of the most reputable companies in the world, having built long-standing relationships based on a foundation of reliability, expertise and value.

This list is testament to our ability to meet our customers' wide-ranging demands, demonstrating our position as industry leaders. We understand that our customers can only deliver to their customers if we deliver to them. That's why you can be sure of an outstanding delivery of service when you work with Acclaim.

### Our customer list includes:



## National Coverage – Local Service

Through our Regional Centres and our central Head Office in Purfleet, our customers get the very best of both worlds. Your dedicated Customer Account Manager is easily on hand when you need them, while our Central Team provides an extra layer of support and assistance if necessary.

What's more, with the help of our partners, we can offer our extensive services and products to customers throughout the UK and Ireland.

### Working With Us

So what can you expect when you work with Acclaim Handling?

- An award-winning company – committed to quality, service and value
- A bespoke service providing exactly what you need – no more, no less
- All your products and services from one supplier – driving costs down for you
- A range of machinery brands available – for product and price flexibility
- Central and regional support – offering national capability alongside invaluable local insight and quick response times
- A dedicated 24/7 service line – to speak to an Acclaim team member whenever you need us. No call centres, no third party.
- Experts in repair and refurbishment – saving the expense of new machinery or multiple call-out charges
- Data management in real time – to get the best from your materials handling strategy
- A financially sound business – built on organic growth, not borrowing – no debt
- Over 35 years of service – for delivery and expertise you can rely on

“ Our National Distribution Centre is unique, handling large volumes of long carpet rolls on high lift racking. It is therefore critical that our MHE Fleet is durable, reliable and efficient. Acclaim's excellent comprehensive local service and specialised STILL equipment excellently fulfils all of our performance criteria ”

Tom Renphrey, Director of Logistics at Carpetright plc – Carpets, Flooring & Beds



“ We were looking for a comprehensive MHE solution and Acclaim provided us with a comprehensive and innovative hire, service & maintenance package tailored to our requirements ”

Sean Banks, Manufacturing Services Manager at Fläkt Woods – Ventilation Systems

## Our Services: Tailored to you

At Acclaim, we understand that your business is unique. That's why we deliver a fully bespoke materials handling service, with every detail tailored to you and your needs.

Our flexible approach lets you select from our extensive range of services to find the perfect match for your requirements. Or tell us what you want from your materials handling strategy, and we'll provide the best solution for you.

**Above all, our commitment to drive down costs and offer the best service value to our customers sets us apart in the industry.**

### Our services include:



#### New and refurbished machinery supply

- Contract hire
- Finance lease
- Operating lease
- Hire purchase
- Lease purchase
- Machinery sales
- Short-term rental/casual hire



#### Machinery service

- Planned fixed-term maintenance agreements
- All-in maintenance agreements
- Fixed service cost agreements
- Year-round 24/7 emergency breakdown service
- Replacement tyre service
- Traction battery service
- Statutory CFTS Thorough Inspections for all machinery (L.O.L.E.R / P.U.W.E.R)



#### Machinery Operator and Instructor Training

- Training courses available for any skill level, from novice to qualified instructor.
- Available in-house or at our designated training school
- Accredited to The Regulatory Body for Workplace Transport Training (RTITB) Standard



#### Additional services

- Racking design and installation
- Warehouse logistics solutions
- Site surveys for correct machinery specification and optimisation
- 24-hour spare parts supply
- Bespoke 'Key Performance Indicator' reports
- A dedicated Account Manager
- Account review meetings
- Health & Safety services, including:
  - Thorough equipment examinations
  - Risk assessments
  - Equipment safety checks
  - Onsite engineer safety audits
  - Provision of procedure and safety packs
- A huge range of manual handling products supplied via Liftruck, our online store. [www.liftruck.co.uk](http://www.liftruck.co.uk)



## Experts in Engineering

With over 70 Acclaim Engineers stationed around the country, you can be sure of outstanding support from qualified experts whenever you need it.

- On average, our engineers have been with us for over ten years each
- Founded in 1990, our forklift engineer apprenticeship scheme is the longest running of any independent forklift company in the UK
- Since 1990, many of our original apprentices have progressed through the Acclaim ranks to become some of the most experienced and knowledgeable engineers in the industry – our Master Technicians
- Our Master Technicians are our most experienced engineers with comprehensive knowledge and capability to maintain all of our customers' machinery
- 92% of our callouts result in first time fixes

### Investing in our engineers

We trust in the ability of each and every one of our forklift engineers. After all, many of them trained with us as apprentices, undertaking a rigorous three-year course to qualify.

The learning doesn't stop there. We invest in a range of regular training programmes for all our engineers – such as visits to STILL and Hyundai's European headquarters – to keep their knowledge completely up to date.

### Saving you money through expert engineering

With such an experienced team of engineers on our side, we offer our customers greater value for money. That's because we'll always strive to fix your machinery, however intricate the work – rather than simply recommending costly, and unnecessary, replacement parts.

So whether you meet one of our engineers on a regular service appointment or on an emergency repair visit, you can rely on their ability to keep your business up and running.

Starting with us in 2007 and building on its excellent service and customer management delivery, Acclaim Handling now provides and looks after all of our MHE fleet of over 100 machines nationwide

Carl Walker, Operations Manager at Newsprinters – Newspaper Printers



### The Acclaim Fleet Management System: Data at Your Fingertips

Learn exactly how your materials handling machinery is performing at any given time, thanks to the Acclaim Fleet Management System.

Using Key Performance Indicators (KPIs), this sophisticated piece of software provides invaluable information and analysis on every aspect of your machinery, including industry-average comparisons. Simply log on to our online system and view live, easy-to-read reports – each designed to give you the best return on your investment.

### Achieve the right balance in your fleet

By examining the average hours of usage in your fleet, you'll know instantly which machinery is integral to your business – and which might be underused. Use this information to adjust your strategy and get the best value from your fleet.

### Servicing when you need it – but not before

By knowing exactly how much each machine is being used, we can schedule your service visits accordingly. This means our engineers will be ready to service your machinery only when it's needed, avoiding unnecessary visits.

### Plan your yearly costs for no hidden surprises

Compare your total predicted costs with your actual costs, so you know exactly how much you're spending and on what. If there are savings to be made, this is the easiest way to find them!

### Identify any problems quickly and easily

If your machinery is getting damaged, our damage cost analysis can identify it easily and find the solution quickly, saving you money in the long run.

## Award-Winning Machinery to Keep Your Business Moving

When it comes to keeping your business up and running, we understand the importance of reliable, efficient and top-quality machinery. That's why we supply outstanding forklifts from award-winning manufacturers STILL and Hyundai – two of the most innovative and technologically advanced ranges in the world.

If you want a particular product from another manufacturer, that's no problem; we can source and supply other brands to your requirements, giving you the flexibility you can't easily find with other materials handling providers.

We also service and supply world-renowned Aisle-Master and Flexi Narrow Aisle Articulated Machinery, as well as Tennant Cleaning Equipment and Genie Access Platform Equipment.

### Still and Hyundai products include:

- Electric forklift trucks
- Diesel LP Gas forklift trucks
- Warehousing equipment
- Platform trucks and tractors

### We also supply and maintain:

- Articulated narrow aisle machines
- Clean and sweep machinery
- Crane/storage systems
- Fixed and mobile plant
- Mobile access equipment
- Order pickers
- Racking and mezzanine floors
- Reach trucks
- Rough terrain equipment
- Telehandlers

### Reconditioned machinery

As experts in repair and refurbishing, we also supply a wide selection of excellent reconditioned machinery of all makes and models.

Our live online stocklist shows all of our available products, many of which can be delivered to you the following day. A wide range of purchasing and hiring options offers the right choice for you, and we can even modify certain models to meet your exacting needs.

### Liftruck: All your supplies in one place

As well as our full range of products and services, customers can also benefit from Liftruck – our online manual handling supplies store. Stocking everything from pallet trucks to manual stackers, from mobile scissor lift tables to snow ploughs, you can find a wide range of additional products to enhance your business and productivity.

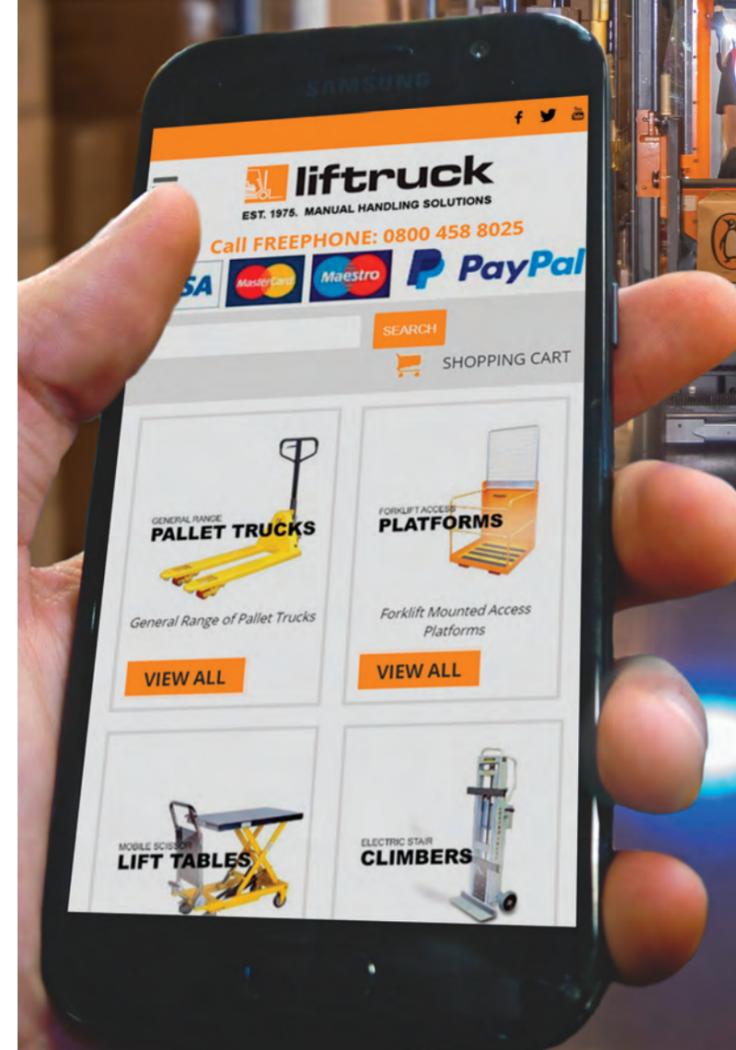
Liftruck has grown rapidly. Knowing how integral our products can be to a business, many are available for next-day delivery. We also aim to stock as many UK-made items as possible to support British industry.

And with the advice of our helpful, experienced Liftruck team, it's easy to find the right products for your warehousing and logistical operations – so you can provide your customers with the service they expect.

[www.liftruck.co.uk](http://www.liftruck.co.uk)

Our MHE partner since 2003, Acclaim Handling continue to provide all round quality service, support, advice and have always sought continuous improvement and give added value for money

Neil Springall, Head of Operations  
at Penguin Random House  
– UK's Largest Book Distributor



## So why Acclaim Handling?

**140,000**

The number of forklift spare parts kept in stock

**£1,000,000**

The value of replacement parts kept in stock

**10 years**

The average time each Acclaim engineer has been with us

**3,500**

The number of machines we look after across the country

**7**

The number of Acclaim Regional Service Centres

**1982**

The year we were founded

**92%**

The percentage of call-outs which result in a first-time fix

**3,000**

The number of units sold through Liftruck per year

**2017**

The year we were named UK Forklift Dealer of the Year by The Forklift Truck Association (our industry governing body)

### Driving down costs to increase your profit

At Acclaim, we're proud of the difference our products and services can make to our customers' businesses. However, we also understand the importance of the bottom line, which is why we continually strive to provide the best value possible:

- Our tailored approach means you'll **only ever pay for what you need**
- Our **experienced engineers** keep your machinery in action for longer
- We advocate **repairs, not replacements**, where we can
- The **Acclaim Fleet Management System** uses KPIs to identify your costs, usage and potential savings
- We source **non-OEM spare parts where practical**, without compromising on quality to save you money
- By offering all services and products in one place, **you'll only ever need one supplier**
- With an extensive stock of used and refurbished equipment, we can supply **quality and reliable machinery at a lower price**

### Health & Safety for our business and yours

As a company committed to corporate responsibility, we're passionate about achieving the highest levels of Health & Safety – protecting both our employees and yours.

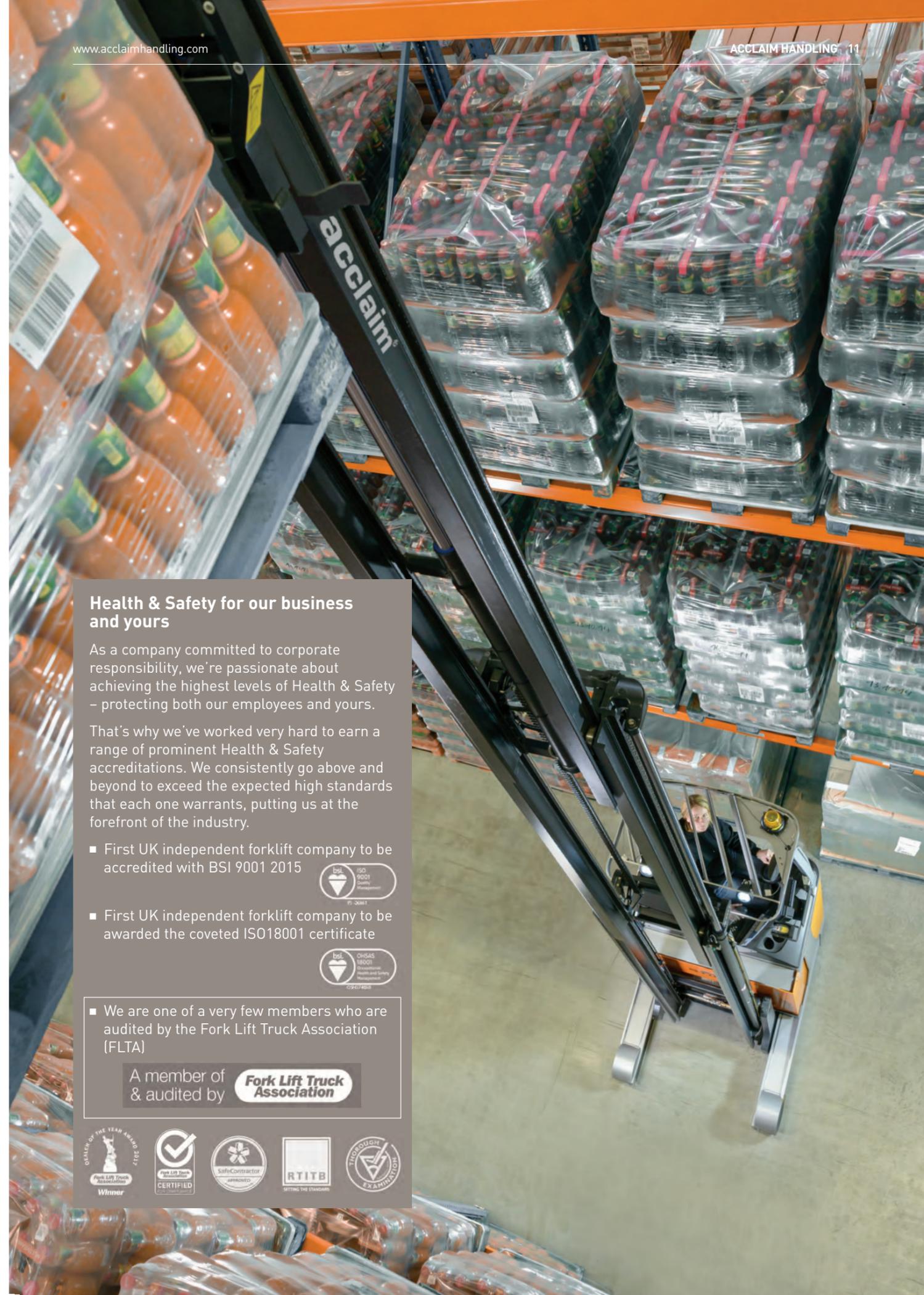
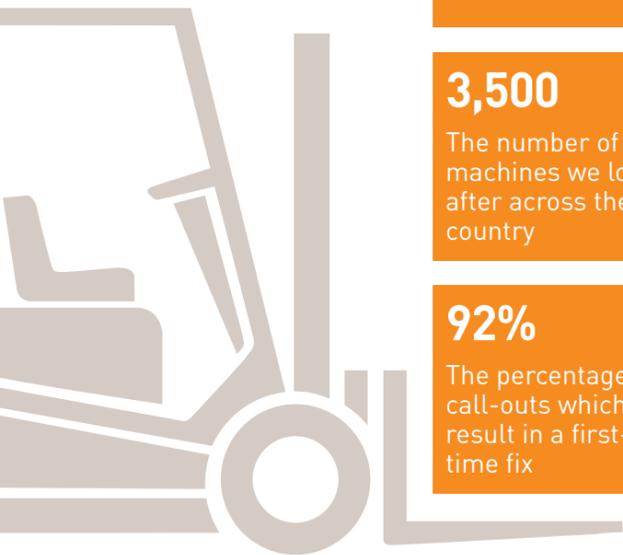
That's why we've worked very hard to earn a range of prominent Health & Safety accreditations. We consistently go above and beyond to exceed the expected high standards that each one warrants, putting us at the forefront of the industry.

- First UK independent forklift company to be accredited with BSI 9001 2015
- First UK independent forklift company to be awarded the coveted ISO18001 certificate



- We are one of a very few members who are audited by the Fork Lift Truck Association (FLTA)

A member of & audited by **Fork Lift Truck Association**



## Contact Us

We would be proud to add your name to our list of satisfied customers.

To learn how we can provide the right materials handling strategy for your unique requirements, please get in touch:

Email: [enquiries@acclaimhandling.com](mailto:enquiries@acclaimhandling.com)

Tel: 01708 861414

Web: [www.acclaimhandling.com](http://www.acclaimhandling.com)

### Addresses

#### Head Office and South Eastern Service Centre

Ellisam House  
Purfleet Industrial Park  
Purfleet  
Essex  
RM15 4YD  
T: 01708 861414

#### East Anglia Service Centre

31 Mission Road  
Rackheath Industrial Estate  
Norwich  
Norfolk  
NR13 6PL  
T: 01603 721208

#### East Service Centre

8 Benner Road  
Wardentree Lane  
Pinchbeck  
Spalding  
Lincolnshire  
PE11 3TZ  
T: 01775 766236

#### Midlands Service Centre

Unit 15 Paynes Lane Industrial Estate  
Rugby  
Warwickshire  
CV21 2UH  
T: 01788 560534

#### West Service Centre

William House  
Heron Industrial Estate  
Spencers Wood  
Reading  
RG7 1PJ  
T: 01189 888878

#### Southern Service Centre

Unit 9 Gladepoint  
Gleaming Wood Drive  
Lordswood  
Chatham  
Kent  
ME5 8RZ  
T: 01634 687668

#### North West Service Centre

Kitling Road  
Prescot  
Merseyside  
L34 9HN  
T: 0151 294 3369

“ Health, safety & compliance is crucial to our operations and pivotal to our MHE needs. Acclaim understands our business and delivers accordingly ”

Mark Lewis, Turnround & Operational Compliance Manager, BBC Studioworks

“ Our business depends on quality, reliability and value for money. Acclaim Handling helps us achieve this by providing the right services and support at the right time whatever our requirements ”

Paul Parkes, Logistics Manager at Kettle Foods – Kettle Crisps



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