



Welfare 4 Hire

WELFAREWORKS

Issue 01 | Summer 2025

Welcome to the latest from Welfare 4 Hire



VIEW FROM THE TOP

There's been a lot going on behind the scenes here at Welfare 4 Hire, including 'me' the new MD, and we think it's time to share it with you.

From the relocation of our North East depot, to materially growing and expanding our offering through to celebrating Mission Zero and ISO45001 accreditation, we've been busy putting our values into action.

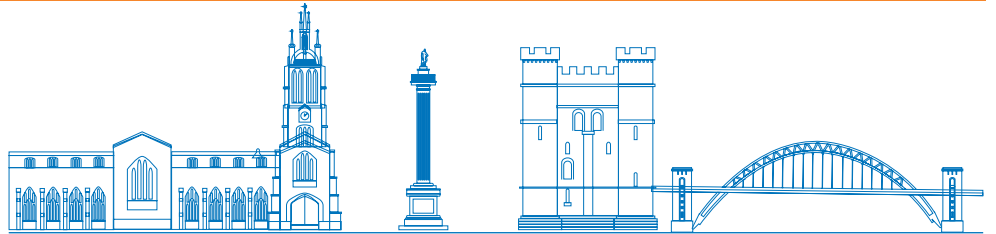
This newsletter is a snapshot of how we're raising the bar: delivering operational excellence, putting customer experience first, and building a safer, smarter hire business. It reflects the big strides we've made in the last 12 months, all part of a wider transformation that's driving our five-year growth plan forward.

We're also proud to highlight the people at the heart of it all. You'll meet some of the women leading the way across our sales and service teams, hear what our customers really think and find out more about how we're investing in new products, new standards and new ways to support you on site.

We believe in doing things the right way - transparently, safely and always with our customers front of mind.

Thanks for being part of the journey.

Gareth Richards, MD



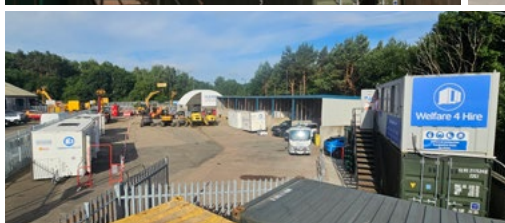
HELLO, NEWCASTLE



WE'VE MOVED!

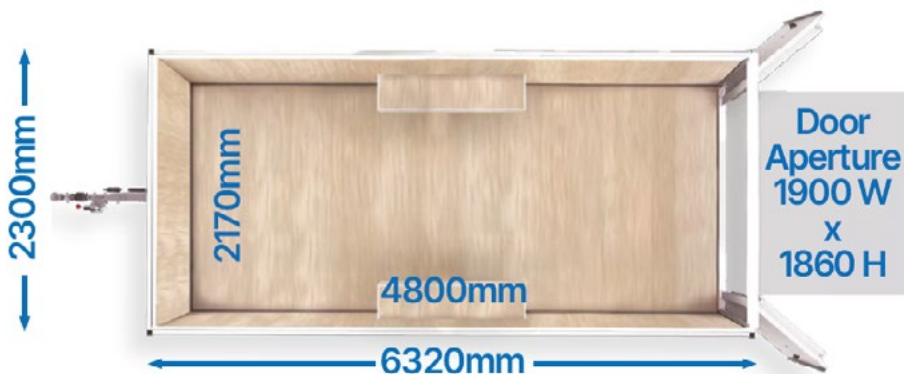
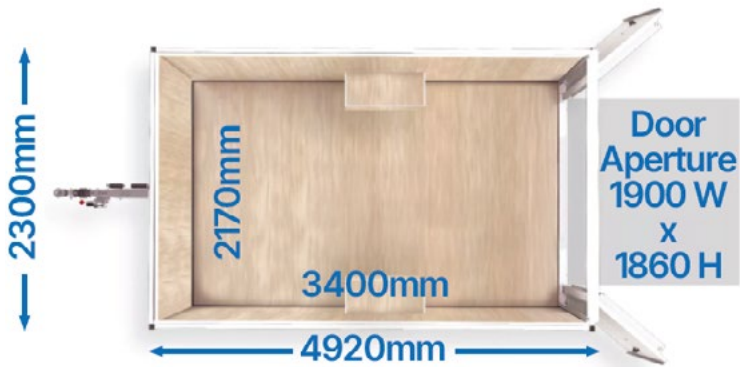
Our North East team is now based in a new, joint-branded depot alongside Chippindale Hire & Sales and Hudson Lifting. It's our same great people, but with more space for more units all us to

give even better service. "This move lets us grow, invest and serve the region more effectively," says Gareth Richards. We're proud to keep raising the standard for mobile welfare hire across the North East and Scotland.



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SITE SECURITY, ON WHEELS

We've grown our mobile storage unit fleet to include 12ft, 16ft and 20ft options.

They are designed for secure and flexible on-site storage. Lightweight, capacious and easy to tow, they can be deployed in under a minute! With anti-vandal features and robust locking systems, they're ideal for safeguarding tools and equipment on any site. We've a range of different sizes too and there are more ordered and on the way.

ISO 45001

We're proud to announce that Welfare 4 Hire has been officially certified to ISO 45001:2018, the internationally recognised standard for occupational health and safety management.

This achievement is more than just a tick in the box. It's a formal recognition of the systems, culture and care we've built around keeping our people safe - every day, in every depot and on every job.

ISO 45001 puts structure around what we already do well: managing risk, preventing incidents, and continually improving how we operate. From our depot workflows and equipment handling to driver training and on-site procedures, health and safety is a team effort. This certification reflects that shared commitment.



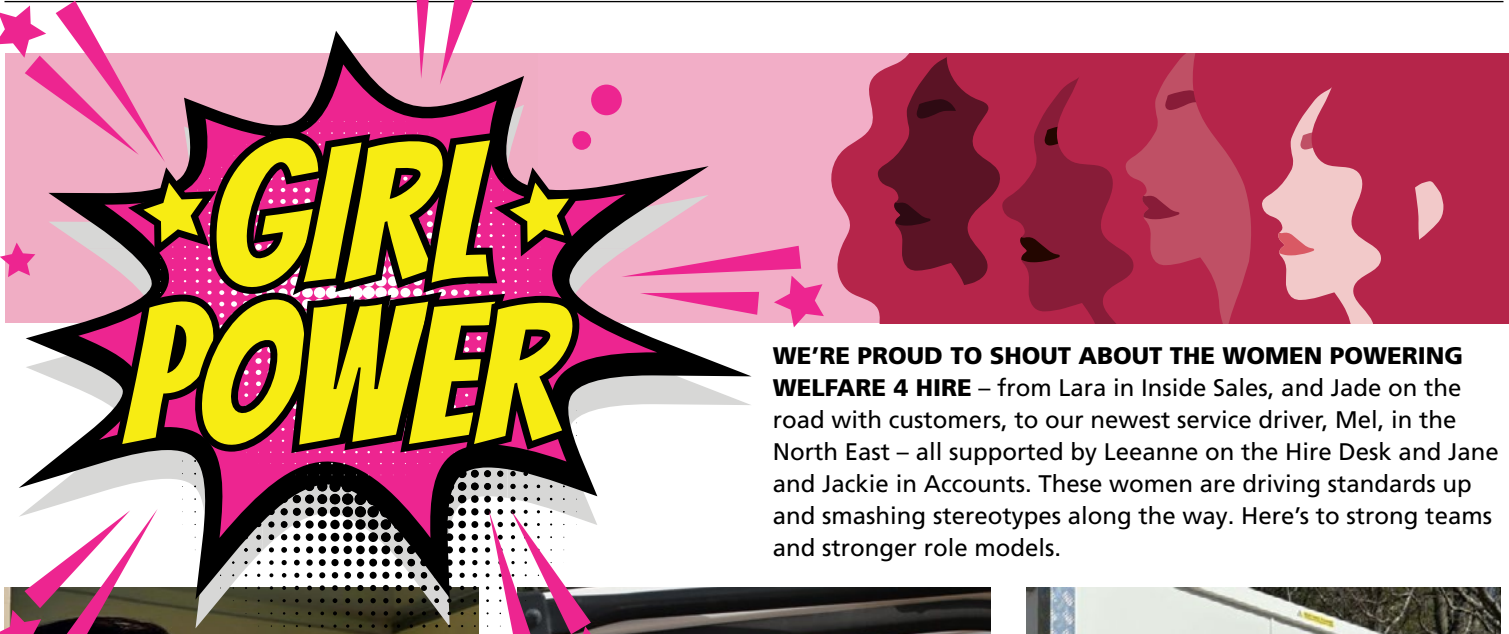
MISSION POSSIBLE

WE'RE DELIGHTED TO ANNOUNCE THAT WELFARE 4 HIRE ACHIEVED MISSION ZERO ACCREDITATION EARLIER THIS YEAR – an important milestone in our ongoing commitment to raising the bar on compliance, safety and operational excellence.

Transport Manager Jordan Worrada explains: "Compliance is close to our hearts and a core value. This accreditation reinforces our dedication to industry-leading practices and our drive to create safer and more professional transport solutions."

That commitment to safety doesn't stop with accreditation. It's embedded into everything we do. Every Welfare 4 Hire driver receives certified towing training with annual refresher sessions to keep standards high and knowledge up to date.

Our fleet is also fitted with stability-enhancing towing systems to ensure smoother, safer journeys across all terrains. Behind the scenes, our operations are supported by BigChange (a real-time job management system) and Samsara, our in-cab driver safety platform.



WE'RE PROUD TO SHOUT ABOUT THE WOMEN POWERING WELFARE 4 HIRE – from Lara in Inside Sales, and Jade on the road with customers, to our newest service driver, Mel, in the North East – all supported by Leeanne on the Hire Desk and Jane and Jackie in Accounts. These women are driving standards up and smashing stereotypes along the way. Here's to strong teams and stronger role models.



JADE



MEL



LARA



ROBOT-POWER

Say hello to Max, the newest member of the Welfare 4 Hire team – and our first robotic unit mover. Max is built to do the heavy lifting (literally), effortlessly transporting units from our cleaning bays to the engineering bays where they're lifted onto our hydraulic pre-hire inspection system. It's a small change that makes a big difference – reducing manual handling, improving workflow and freeing up our team.



WaveToRisk DAMAGE WAIVER PROGRAMME

WHY?
Welfare 4 Hire's damage waiver programme takes the worry out of damaging expensive equipment. Giving you peace of mind and worry-free hire, every time you hire our equipment.

HOW DOES IS WORK?
You select the appropriate level of damage waiver cover (choose from 3 levels), before the contract starts, and the damage waiver fee is added to the contract. Your damage waiver payment absorbs the cost of repairing hired equipment up to the maximum value of the chosen damage waiver level. If the equipment is returned with damages, you will only be liable for damage charges should they exceed the damage waiver limit. Without damage waiver you are required to return the equipment undamaged or liable for the full cost of any repairs. (subject to exclusions listed and hirer's responsibility)

HOW MUCH DOES IT COST?
There are three levels of damage waiver to select from, so you can choose the most appropriate level.

Level of damage waiver cover	Level 1	Level 2	Level 3
Damage & contents cover limit	£ 500	£ 1,000	£ 2,000
Damage to third party	Yes	Yes	Yes

IS THE DAMAGE WAIVER COMPLUSORY?
For customers with Hired in Plant insurance, damage waiver is not compulsory. But it provides you with an option to avoid insurance claims or suboptimal end of contract charges.

IS DAMAGE WAIVER AN INSURANCE?
Damage Waiver is **NOT** insurance. It is simply a waiver to have the equipment returned in the same condition as when it leaves the depot.

EXCLUSIONS

- Theft or loss
- Fire damage if flammable materials are stored inside the welfare unit
- Exposure to corrosive or other damaging chemicals or substances
- Spillages inside the unit (e.g. paint, tarmac, concrete, etc)
- Damage to third party property
- Failure to carry out daily maintenance routine
- Willful misuse or use by untrained or incompetent operators
- Use outside of manufacturer's guidelines
- Use of contaminated, incorrect or inadequate fuel
- Damage caused by overloading
- The theft or removal of parts (i.e. batteries, engine parts)
- Whilst on hire or loan to third party
- Damage whilst being craned or moved by the hirer, on or off the public highway
- Gross negligence
- Damage to tyres and punctures
- Failing to meet the hirer's responsibility conditions

HIRER'S RESPONSIBILITY

- Follow the manufacturer's instructions
- Carry out daily maintenance checks
- Take reasonable measures to secure the equipment
- Ensure use only by trained/competent operators

THIS IS NOT AN INSURANCE POLICY

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PROTECT YOUR HIRE

Accidents happen—but with our WaveToRisk Damage Waiver, you can hire with confidence. Choose from three coverage levels to protect against accidental damage during your hire period. It's not insurance, but it does minimise unexpected repair costs, allowing you to focus on the job at hand.

WHAT YOU SAID

Thank you to everyone who completed our latest customer satisfaction survey. We're proud to report an outstanding Net Promoter Score of 71, with 76% of you scoring us 9 or 10.

NET PROMOTER SCORE

71

THANK YOU

From equipment quality to delivery and invoicing, average ratings exceeded 4.4 out of 5 across the board. We're listening to every suggestion and using your feedback to make your Welfare 4 Hire experience even better.



AND FINALLY...

I'm immensely proud and excited to join the Welfare 4 Hire team. I have a wealth of experience in the hire industry and a real passion for people, safety and service. It's still the same team working with me and the same focus on delivering exceptional service and total compliance. I'm here to build on what's already working and looking forward to getting out to meet customers and partners over the coming months.