

Member  
Fork Lift Truck  
Association  
Company

we'd just like to say...

Q2

**CLARK**

**THE FORKLIFT**

**[WWW.FORKTRUCKSOLUTIONS.COM](http://WWW.FORKTRUCKSOLUTIONS.COM)**



# Welcome to Forktruck Solutions **'the future'**

Forktruck Solutions







## Forktruck Solutions Vision Statement

Working together to lift and inspire the forklift truck industry's performance and expectations, by our own example of exceptional customer service.



## Forktruck Solutions Mission Statement

We are in the business of dreams, providing a vehicle for each team member to reach his or her full potential and to be the best they can. As well as educating ourselves and all with whom we work, we will also ensure that our customers make educated decisions as to the products they wish to purchase, for the benefit of their business. We will always offer quality products and value for money. Our service will be second to none, and our customer care will be legendary.



Our customers are our business partners and our life blood. We are after all nothing more than a collection of customers and it is only with their continued support that we exist. Everyone in our team must understand this above all else. Even the smallest purchase will merit our attention, as today's smallest user may be tomorrow's largest of customer's.

The requirements of the smallest customer are as important to us as the largest; both shall receive our fullest attention and the best service we can provide. All our business partners shall be treated with equal fairness and will be able to rely on our commitment to them, which will in turn enable them to offer improved levels of service and value to their own customers.



The aim of our team, working to our vision, mission and culture statements, is to show the world that business can be fair for all.

Through our own development, we will bring a fresh, innovative approach to providing outstanding excellence in quality and service, to the extent that all with whom we come into contact will show interest in our business practices and philosophies, and wish to make them their own.

Improving the quality of products, improving the quality of service but most importantly improving the quality of life for everyone, must be our ultimate goal.



## Taking A Closer Look At Forktruck Solutions

### Customer Care from People Who Care

As part of the Clark national network Forktruck Solutions believe in building partnerships with all our customers both large and small. This helps to ensure we provide expert advice and the very best in customer service without compromise.

With over twenty years experience and all the support you would expect from a modern day facility, we offer an extensive range of products and services that bring cost effective quality care within the reach of any Forktruck user large or small.



## Total Care and Complete Peace of Mind

Forktruck Solutions believe in playing a larger role and taking greater responsibility for our customers material handling needs and what ever your requirements, **our mission** is to deliver a quality cost effective service and unrivalled after sales care.



## How Do I Reduce My Ever Increasing Maintenance Costs

Our '**Preventative Maintenance Agreement**' offers the highest quality and level of service support available. We believe Preventative Maintenance is more cost effective than finding a cure when things go wrong and this is at the heart of everything we do. Our Maintenance Schemes have been designed to be flexible enough to suit any type of usage or site conditions and consist of a pre-determined number of visits per annum.

With **No Call Out** or **Additional Mileage Charges** you can be sure to get real value for money from your **Maintenance Agreement**.



## How Do I Make Sure I Am Not Paying too Much for Parts

Forktruck solutions unlike most Forktruck companies specialise in taking care of mixed fleets of forklift trucks. Most companies will charge retail price on parts for their own equipment and mark up parts prices on competitor machines.

This is where Forktruck Solutions are different. We have available at any one time **more than 325,000 stock items** for all makes of equipment and **all** are at **Dealer Prices**. Many parts are in current stock and all are **Guaranteed Same Day or Next Day Delivery**. This means Forktruck Solutions could **Save You Money** on your next parts bill.

Prices Fixed for 36 Months  
Saves You Money On Parts  
4 Hour Call Out

Nation Wide Fleet Management  
Reduced Labour Rates  
Winter/Summer Service from £45



## A Flexible Finance Package That Suits You

As a **Licensed Consumer Credit Broker** Forktruck Solutions Financial Services will help you find the flexibility and affordability you need. The decision whether to purchase or hire equipment is a complex one with different circumstances in different businesses. Our Financial planners will help explain the benefits of contract hire, operating lease, lease purchase and whatever your materials handling needs you can be confident Forktruck Solutions Financial Services have a solution that's right for your business.



## What If I Want to Say Goodbye to Repair Bills Forever

Rental is an **Excellent Financial Alternative** for long or short term projects. Choose made to measure equipment, **Fully Maintained Inclusive of All Service and Parts**, from our Clark or Pimespo **New Truck Range** or from our extensive and modern **Casual Hire Fleet**.

No More Maintenance Cost

Fleet Management Anywhere in The UK



## What If I Want to Preserve Cash

Then **Lease Purchase** is for you. With our fixed cost leasing you can preserve cash and credit lines while still owning your equipment. Forktruck Solutions Financial Services can tailor the deposit, purchase period and even monthly payments to suit your individual needs.

Preserves Your Cash

Flexible Payment Terms

Retain Ownership



## What If I Want Cost Effective Leasing

Why not choose our 100% Tax Allowable **Operating Lease**. We can tailor your agreement period, your deposit amount and even your payment cycle. This allows us to precisely match your cash flow and budget requirements with a **Fixed Price** from day one.

100% Tax Allowable

Fixed Cost From day One

New Equipment From £45.00 Per Week



## Rental at Your Door In 24 Hours

**Spot Hire** is an effective way of renting additional equipment to cope with seasonal demand or to make sure additional equipment is truly required. Our goal is rental at your door in 24 Hours or less, making Forktruck Solutions the practical solution to your temporary equipment needs.

Immediate availability

No long term commitment

Equipment from as little as £65.00 per week



## Clark Continues to Be at the Forefront of Major Innovation with Over 85 Years of Service to Industry

For the past eight decades since Clark invented the first material handling truck in 1917, Clark have been one of the industries most progressive and responsive forklift manufacturers, continually seeking innovative ways to improve product, expand service and provide value to customers.



## Should I Choose New or Used

Each customer has very different needs when deciding to acquire new or pre owned equipment. Because we can offer **Independent and Impartial Advice**, whatever equipment you may require, we have the right Solution and the right Price.

Warehouse Equipment  
Electric Stackers  
Electric Counter Balance  
Diesel Powered Counter Balance  
Man Up V.N.A  
Side Loaders

Electric Pallet Trucks  
Three Wheel Counter balance  
Gas Powered Counter Balance  
Reach Trucks  
Man Down V.N.A  
Multi Directional Machine



## Why Buy New

We offer an extensive range of used and refurbished equipment, all with years of reliable usage ahead. Supplied with a standard of rebuild to suit almost any pocket.

- |             |  |
|-------------|--|
| Gold Seal   | - 12 months full parts and Labour Warranty |
| Silver seal | - 6 months full parts and Labour Warranty  |
| Red Seal    | - 3 Months full parts and Labour Warranty  |
| Trade Sale  | - sold as seen in good running order       |

**" What ever your requirements our mission is to deliver quality cost effective equipment with unrivalled after sales care "**



**Make Our Highly  
Professional Sales  
Service Staff Be Your Partner  
in Materials Handling.**



## Forktruck Solutions 14 Points Of Culture

**Commitment** - You will be committed to the Vision, Mission, Goals and rules and SUCCESS of Forktruck Solutions, its current and future team, and its clients at all times.

You will always recommend products and services of Forktruck Solutions prior to going outside the company.

**Ownership** - Accept that you as an individual are truly responsible for your actions and outcomes and own everything that takes place in your work and life.



**Integrity** - You will always speak the truth. What you promise is what you deliver.

You will only ever make agreements you are willing and intend to keep.

You will communicate any potential broken agreements at the first opportunity.

You will clear up all broken agreements immediately.

**Excellence** - Good enough isn't. You will always deliver products of exceptional quality that add value to all involved for the long term.

You will look for ways to do more with less and stay on a path of constant and never ending improvement and innovation.



**Communication** - You will always speak positively of your team members, your clients and Forktruck Solutions to both public and private.

You will speak with good purpose using empowering and positive conversation.

You will never use or listen to profanity, sarcasm or gossip.

You will acknowledge what is being said as true for the speaker at that moment.

You will take responsibility for responses to your communication.

You will greet and farewell people using their name.

You will always apologize for any upsets first and then look for a solution.

You will only ever discuss concerns in private with the person involved.



**Success** - You will focus your attention on the successful outcome of whatever what ever you are doing.

You will have a willingness to win and allow others to win.

You will display pride, prosperity, competence and personal confidence.

**Education** - You will always be willing to learn from your mistakes.

You will always be striving to learn, grow and master so you can help your fellow team members and clients learn, grow and master too.

You will act as an educator to allow your clients to make their own intelligent decisions about their future remembering that is their future.

You will impart practical, useable knowledge rather than just theory.



**Team Work** - You will be willing to do what ever it takes to stay together and achieve team goals.

You will focus on co-operation and always come to a resolution, not a compromise.

You will be flexible in your work, able to change if what your doing is not working.

You will ask for help when you need it and be compassionate to others who ask you.

**Balance** - You will have a balanced approach to life remembering that your spiritual, social physical and family aspects are just as important as your financial and intellectual.



**Fun** - You view life as a journey to be enjoyed and appreciated and will help to create an atmosphere of fun and happiness so all around you enjoy it as well.

**Systems** - You will always look to the system for a solution. If a problem arises you will look for a system correction before you look for a people correction.

You will look for a system solution in your innovation rather than a people solution.

You will follow the system exactly until a new system is introduced.

You will suggest system improvements at your first opportunity.



**Consistency** - You will be consistent in your actions so that your customers can feel comfortable in dealing with you at all times.

**Gratitude** - You are a truly grateful person, you say thank-you and show appreciation often.

You celebrate your success and those of your customers and team.

You constantly catch yourself and other people doing things right.

**Abundance** - You are an abundant person, you deserve your abundance and you are easily able to both give and receive it.

You allow abundance in all areas of your life by respecting your own self worth and that of all others.

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Thank You for Sharing  
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