

# MANLIFT

## HIGHLIGHTS

Manlift First to Achieve IPAF Rental+ Certification

TELEMATICS AT MANLIFT

Manlift Qatar Opens New Facility

Manlift India Celebrates National Safety Week

Project Spotlight: Qatar Airways Call of Contract

My Manlift: Manage your Rentals and Book Trainings on the go!

How can you benefit from My Manlift QR-Code Scan Feature?

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**BAY-2**

2023 - EDITION- I

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## Manlift First to Achieve IPAF Rental+ Certification

We are glad to share that Manlift has achieved IPAF Rental+ certification, following the continuous improvement program pathway that is "The Manlift way" we have satisfied the criteria defined by IPAF to achieve this certification.

Manlift has successfully fulfilled the evaluation criteria based on 70 audit points which include Finance, Health & Safety, Environmental, and Quality.

### What is IPAF Rental+?

- The powered access industry guarantee of a high-quality hire/rental company.
- Proof a hire/rental company has been independently audited and meets rigorous health and safety, quality, and environmental standards.
- A mechanism for continual business improvement.
- A mark of confidence for our customers who expect the "best customer experience"
- The IPAF Rental+ is the highest standard in Powered Access Equipment Hire!



The IPAF Rental+ is the highest standard in Powered Access Equipment Hire!



*"I have to say that after all my years in the access industry, I saw things that I have never seen before during my visit which demonstrates your passion for promoting good practice within the industry."*

*Martin Wraith from IPAF*

*"Unlocking New Heights of Excellence: Proudly Achieving IPAF Rental+ Certification!"*

*It is with great pride that we share our achievement of attaining the IPAF Rental+ Certification.*

*This significant milestone is not the end of our journey but rather a stepping stone towards continuous improvement and innovation. We remain committed to raising the bar, setting new benchmarks, and surpassing expectations."*

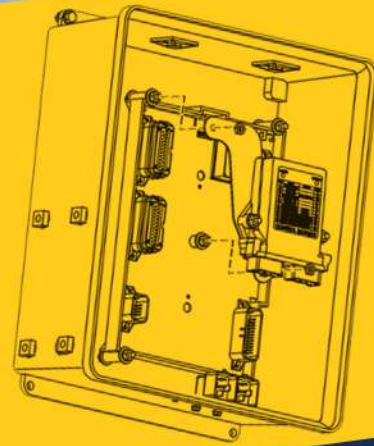
*Joel Quadras*

*(UAE Country Manager Manlift expressed his views:*



## Telematics at Manlift

At Manlift we are installing telematics units from the leading manufacturer "Trackunit". By installing this unit, as fleet owners, we can monitor the machine's location and working status preliminarily. There are many options available with the Trackunit to have inputs such as Platform operation active, battery voltage, fuel level, weather engine or electric motor selected. In case the machine is wired or configured to "sign in" using the operator's ID, we can remotely access the machine. Observing these inputs helps us to solve breakdowns via telephone or schedule a technician with the required parts. In addition, we can set up alerts for preventive maintenance and plan accordingly through Trackunit. OEMs such as JLG & Genie is now providing machines with built-in telematics units in their machines which can be digitally added to our Trackunit software.

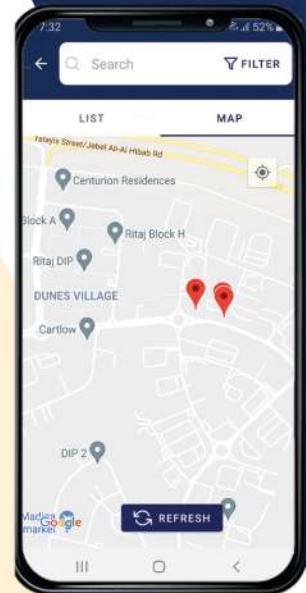


Renting machines from Manlift which have been fitted with Trackunit comes with a range of benefits for our customers.

- Regarding access control, we can use the hardware to ensure only the authorised operators/ per-sonnel are using the machine via RFID or IPAF PAL cards.
- You can also work more effectively by clearly understanding your fleet with usage updates, GPS tracking, alerts such as low fuel or low battery levels etc.
- Our customers can also download operation reports to analyze the usage of each machine on a weekly or monthly basis.
- Geo-fencing can be used to set up alerts if a machine leaves a particular zone or identified area.
- The use of service reminders ensures timely preventive maintenance.

Manlift has installed Trackunits across our fleet and will continue to add units to leverage this technology in our efforts in delivering the best customer experience. We have implemented Trackunit technology in our Customer Portal & App which helps you manage your fleet online and on the go.

To learn more about our use of Trackunit or request a My Manlift account please visit: <https://mymanlift.com/UserRegistration> or scan the QR code.



## Manlift Qatar Opens New Facility

Manlift established a strong presence across Qatar becoming one of the market leaders providing Aerial Work Platforms and Temporary Power Solutions.



Since 2008 Manlift has gone from strength to strength experiencing strong growth and brand exposure whilst innovating and adapting to the ever-changing emerging market.

Today we are proud that Manlift is an award-winning supplier of work-at-height solutions across the MENA and SEA (South East Asia) region with top-quality equipment, service and training solutions. Operating with over 2,200 machines and services clients from all over the Middle East, Africa and Asia striving to maintain the Best Customer Experience across a wide range of industries.

To add to our ongoing success story we have opened the doors to our tailor-made new depot. Bringing both our AWP and Power divisions together in a depot over 10,000 square metres. The yard will facilitate over 230 power generators and over 400 aerial work platforms from leading suppliers around the world.

**Mohsin Shaikh, Manlift Qatar's Commercial Manager** commented, *"The new depot has brought all the departments under one roof, bringing the commercial and technical teams together in a single location has facilitated better communication and collaboration between the two departments. This has led to a more streamlined process for delivering the best customer experience, as the technical team now has a better understanding of the commercial team's priorities and objectives, and vice versa."*

The new unique depot contains our workshop and head office in one convenient location. It hosts nine dedicated work bays for our AWP and Power business set up in an optimised flow in line with The Manlift Way lean processes. Paired together with our mission towards supporting the Sustainable Development Goals of the Manlift group, we have set up this depot in a strategic process to ensure we can deliver the best customer experience.

**Bijoy Mukundan, Manlift Qatar's Depot Manager** added, *"By opening our new centralised operation depot, we strive to deliver "the best customer experience" in the industry by "Lifting Sustainability" our commitment to take sustainability to the next level by improving every day."*

**"**This further endorses our commitment to Qatar and the region, a truly world class facility. The strategic approach to implement a lean process and design to this depot embodies The Manlift Way and our ambition to be the first choice for jobs done at height!**"**

**David King**

Managing Director Manlift Group



## Manlift India Celebrates National Safety Week

Safety Day/week has been celebrated in India from 4th March to 10th March, since 1966. The National Safety Day has been spearheaded by the National Safety Council of India since 1971 to mark its Foundation Day.

An initiative that aims to raise awareness of the importance of health and safety in the workplace and to promote a culture of safety among the general public.

At Manlift our approach to safety is proactive: whenever and wherever we see a possibility to improve safety or to eliminate potentially unsafe conduct, we act proactively to create the safest possible environment for our staff and our customers. In line with this, we align our goals with the safety week initiatives and take steps of our own to raise awareness with this initiative.



### The theme of safety week 2023 was - **Our Aim: Zero Harm!**

In line with this goal, our team came together in each of our locations - Noida, Gujarat & Penukonda to participate in a safety awareness speech and sign the pledge toward improving safety. In addition throughout the week, we hosted multiple events such as motivational programs, safety events, training, sports and games. The entire team at Manlift India from senior management through to technical and office staff all participated in the events towards this goal.



We believe National Safety Day is a significant event as it serves as a reminder of the importance of safety and health in our daily lives, particularly in the workplace. The initiative raises awareness of the importance of safety protocols and supports educating people about safety norms.

At Manlift we provide our customers with the highest level of safety with each rental or sale and in addition, we deploy SHEQ (Safety, Health, Environment & Quality) measures to ensure we are continuously improving in all elements of safety. In addition, we are an IPAF (International Powered Access Federation) approved training centre in which we align with international standards to provide certified powered access training to ensure the highest level of competence and safety.

*Robert Cavaleri, Regional Safety - Training and Compliance Manager at Manlift Group commented,*

**Our aim is to develop a self-sustaining, "Health & Safety Culture". Continuous improvement and adoption of industry-wide best practices are key to our efforts here. Elevating Health & Safety performance internally and externally is at the core of our organisation.**



## Project Spotlight: Qatar Airways Call of Contract

Qatar Airways is one of the leading airlines in the world and a long-term partner of Manlift. They were looking to hire access platform for their Aircraft maintenance at HIA/DIA.

**Machines Supplied:** The Manlift provided a range of machines including a range of electric scissor lifts including Genie 1930 and Genie 3246. In addition, we also supplied multiple JLG 800AJ articulated boom lifts for an extendable duration of 9 months.

### How We Delivered The Best Customer Experience?

At Manlift we have extensive experience in a range of industries and applications including the aviation industry. As one of the leading international companies in the rental of aerial work platforms and as a specialist in working at height, we offer a high-quality fleet including efficient solutions for a varying demands in aircraft and facilities maintenance.

*“Qatar Airways is our prime client with higher safety standards. The operating environment is with high value Aircrafts, and the client requested customised rubber padding and 24/7 dedicated support. Our technical team proposed the solution, and the customer had set that as their standard requirements. Thus, we had the privilege to be their most preferred AWP rental supplier.”*

**Mohsin Shaikh**

Commercial Manager Manlift Qatar



Aviation tasks that can be carried out with Manlift Equipment include Aircraft Servicing and Maintenance (Base & Line Maintenance), Facilities Management (Airports, Hangars, Warehouses) and Operator Training to increase safety and efficiency.

In this case, a key element was to ensure the machines were provided with protective soft cushion padding and supplied with relevant access documentation to ensure seamless access and delivery. Due to the critical nature of the job at hand, the Manlift team were available to provide on-site training to ensure the safe and competent operation of the MEWPs.

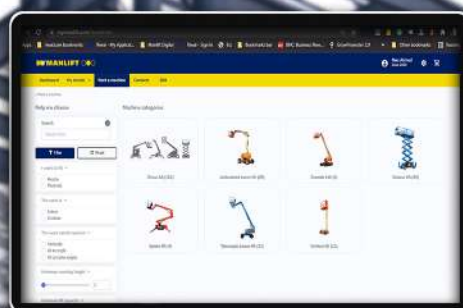
Through our customer-centric approach, we were able to go above and beyond to ensure we align our goals with the goals of our customers. Applying our lean approach to guarantee the best customer experience was provided through effective communication, extensive training, on-time delivery and expertise ensuring the correct machines were provided for the job to be done at height.



## My Manlift: Manage your Rentals and Book Trainings on the go! Taking You To New Heights Digitally!

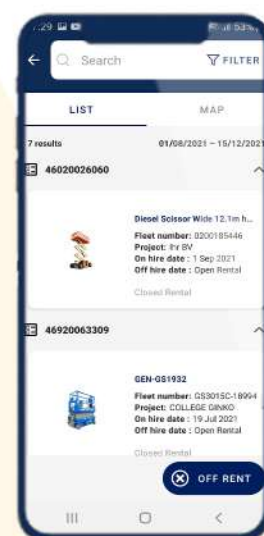
Manlift is proud to launch our latest digital innovation - **My Manlift!** In our continued efforts to ensure we provide "the best customer experience", our dedicated team have custom designed and purpose-built this platform for our Manlift customers.

- ✓ Easily rent machines 24/7
- ✓ Book training courses
- ✓ Project machines into your site with AR
- ✓ View your machines on rent
- ✓ View your order history
- ✓ View upcoming deliveries and pickups
- ✓ Re-rent machines with one click
- ✓ Request changes to your rentals
- ✓ Off-rent machines
- ✓ View invoices
- ✓ Dedicated account manager



My Manlift customer portal and app will enable you to manage your rentals on your desktop and mobile. You can manage the machines which you have on rent whether you want to **hire**, **off-hire** or make a change to any of your orders. My Manlift is here for you. The platform also enables easy organisation and management of all of your **invoices** and **quotations**. With our search and filter features, you can find and download the document you need with ease.

Within the platform, you can also track and view your history with our interactive dashboard. Track your current rentals, pending deliveries and more. With the latest Track Unit technology, you can now even track the location of your machines that are on rent. Our map feature will pinpoint the exact location of your machines and provide you with a status update.





## How can you benefit from My Manlift QR-Code Scan Feature?



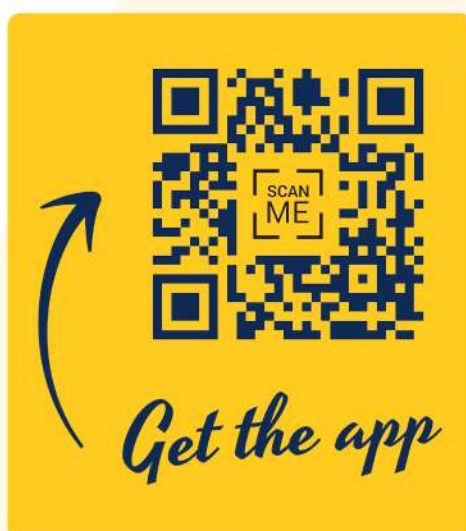
My Manlift QR Code Scan feature allow you to Quickly access your rental details by scanning the QR code on the machine, you will be able to access:

- Machine Specifications
- Inspection Sheet
- Change - off-rent or re-rent again
- Report a breakdown
- Locate the machine

Renting and managing your machines has never been easier with My Manlift. Get your personalized account now and become more efficient and effective in your rental management.

Contact your account manager or submit a request here and have your account set up now!

My Manlift App is available for both Android and iOS.





## MANLIFT PEOPLE

### ANOTHER SEASON, ANOTHER SUCCESSFUL MANLIFT SPORTS FEST!

With Employee Engagement being HR's focus for 2023, employees have been at the forefront of our strategy in the Manlift Group. With Covid 19 behind us, we are committed to engaging our employees and boosting teamwork, health, and wellness through sports. We are delighted to expand the success of our sports initiatives across the UAE, Qatar & India locations.

**UAE:** 1 festival - 4 teams defined by color! Every department employee actively participated in Football, Volleyball, and Basketball games. 3 sports and several matches later, Team GREY were declared WINNERS! Congratulations to the team and all those that participated!

The day came to an end with a small recognition ceremony for those technicians who have completed their online training with JLG and Genie, well done on your achievements!

**Qatar:** Manlift Qatar hosted a bowling event for the employees. Divided into 8 teams, all the employees actively participated in the event with enthusiasm. The competition was tough for which Team 8 was declared WINNERS scoring 1128 points. The event concluded with the Winning team being given a Trophy and the Runner Up team being given medals.

**India:** With the Indian Premier Leagues setting off and cricket being the national sport; Manlift India decided to organize the Premier League Cricket Tournament to engage employees. Employees from 3 depots and the head office participated and were divided into 8 teams. Every team player showed their commitment and passion for the game; with GND Depot Team winning the tournament and PL Trophy. The event came to a close with an inspiring speech by David King (Group Managing Director) and note of thanks by Munish Taneja (Country Manager-India).

*Manlift appreciates each member of the team for their active participation and their efforts put together to win as a team. We look forward to continued successful events at Manlift taking our employees to new heights through health, wellness & fitness!*



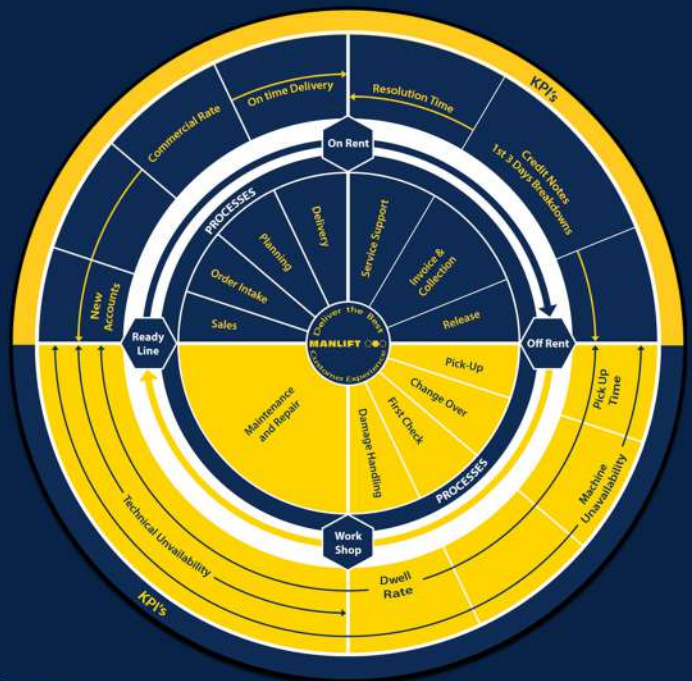
## Project Spotlight: Indira Gandhi International Airport, India

**The Job To Be Done:** Expansion of departure and arrival terminal. The area will be increased from 60,000 sq meters to 169,000 sq meters. This will enable the passenger capacity will be increased from 20 million to approximately 40 million.

**Machines Supplied:** Manlift provided a range of machines from our diverse fleet which included electric scissor lifts, small and large diesel boom lifts as well as niche spider lifts.

### How We Delivered The Best Customer Experience?

The key to our success and providing the best experience to our customers during this project was on-time delivery, quick resolution time in addition to safety. To ensure our customer satisfaction we deployed a dedicated technician at the site to complete preventative maintenance as well as quickly resolve any issues as and when needed.



THE MANLIFT WAY: DELIVERING THE BEST CUSTOMER EXPERIENCE

At Manlift we place paramount importance on safety and in line with this we were able to conduct a safety seminar for the customer and their employees. This helps align understanding and enables Manlift to support in establishing safety standards when working at height.

Through our operating system - **The Manlift Way**, we were able to closely monitor key KPIs such as on-time delivery, pick-up time, field service resolution time and much more to ensure we provide the best customer experience.

*"We had excellent experience with Manlift. Most important factor is timely addressal of service/request. Apart from this well trained and well behaved operators made us comfortable. There is wide range of equipment, to choose suitable one for our requirement."*

JP SINGH



## Manlift Power: Qatar Sewerage Network Expansion

Our client required support in providing an uninterrupted power supply to their Tunnel Boring Machine (TBM). This TBM will be used for excavating a 15km long tunnel with a diameter of 4.5m for the next few months.

We supplied a range of machines tailored to the customer's requirements including a total of four high voltage 1250kVA Diesel Generators which were synchronized together at 50Hz & 415Volts on the low voltage side. Our team of experts connected this to 6MVA step up transformers to provide 22kV High Voltage output.

### How We Delivered The Best Customer Experience?

As your power provider, we offer full turnkey, tailored and synchronised power solutions up to 50MW. We believe in offering our customers only the best – the most skilled technicians and a fleet of Rental Spec Generators, ranging from 40KVA - 1250KVA.

This rental powerplant in particular will provide 24/7 continuous uninterrupted power for operating a Tunnel Boring Machine (TBM). This TBM will be used for excavating a 15km long tunnel with a diameter of 4.5m for the next 8-10 months. Therefore it was critical for the customer that they could be provided with an experienced power supplier to ensure the high voltage requirements could be met as well as consistently maintained for the duration of the project.

The combination of high-capacity fuel tanks and low fuel consumption allows the Manlift Generators to run for up to 48 hours without refuelling. An uninterrupted power supply for critical installations and applications maximises productivity thereby reducing operating costs. In addition, our Manlift generators have been designed as compact and super silent units able to perform between loads in extreme temperature conditions. All units are equipped with large doors allowing excellent accessibility for inspections and servicing without compromising the compactness of the generator.



Sudeesh Kurup, Commercial Sales Manager - Power Rental at Manlift Qatar stated,

*"I would like to take this opportunity to acknowledge and appreciate the effort of our team in making the project a success. From the planning and design stages to the actual commissioning, every member of the Manlift technical team has played a critical role in ensuring that the project was completed on time and within the budget. Their commitment to excellence, attention to detail, and willingness to work together towards a common goal have undoubtedly contributed to the success of this project."*

## Manlift: Sale Spotlight!

A wide range of new and well maintained used aerial work platforms are available for sale. Our fleet leads the way to the best customer experience, as we offer custom solutions to fulfil your specific requirements.



**JLG 600AJ**  
 Working height  
20.46m  
 Lifting Capacity  
230kg  
 Model  
2019



**JLG 800AJ**  
 Working height  
26.38m  
 Lifting Capacity  
230kg  
 Model  
2019



**JLG 860SJ**  
 Working height  
28.21m  
 Lifting Capacity  
230kg  
 Model  
2019



**JLG 1350SJ**  
 Working height  
43.3m  
 Lifting Capacity  
230kg  
 Model  
2019



**HOL-B195DL25**  
 Working height  
21.5m  
 Lifting Capacity  
750kg  
 Model  
2008



**TEUPEN LEO 30T**  
 Working height  
30m  
 Lifting Capacity  
200kg  
 Model  
2008

## Why Manlift?



**Safety**  
 Manlift offers well maintained used machines to ensure safety while working at height.



**After Sale Support**  
 We offer excellent after sale support to assist our customers.



**Custom Solutions**  
 Manlift offers custom solutions to get the job done at height safely and efficiently.



**OEM Spare Parts**  
 Shortest lead time for a wide range of more than 10,000 OEM spare parts.



**AMC**  
 We provide Annual Maintenance Contracts to ensure maximum machine uptime.

**Get in touch for FREE advice!**

sales@manliftgroup.com | +971 50 457 4244 | 800 MANLIFT | manliftgroup.com

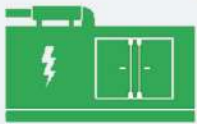




## Manlift Power Offers Reliable Temporary Power Solutions

Manlift Power provides leading-edge Temporary Power Solutions through a high quality generator fleet, extensive industry expertise and exceptional service support. As your power provider we offer full turnkey, tailored and synchronized power solutions up to 50MW. We offer premium brands of Diesel Generators from Cummins, Perkins, MLP Generators and Ingersoll Rand for rental solutions.

We believe in delivering the best solutions to our customers – the most skilled technicians and a fleet of Generators, ranging from 40KVA – 1250KVA, purpose built for rental.



### STRONG AVAILABILITY

With our extensive rental fleet of Power Generators and flexible operations we can rapidly mobilize equipment to support all of your power needs.



### FULL TURN-KEY SOLUTION

From assessment of needs, delivery and mobilization, to fuel management we get things running with our comprehensive service – so you can focus on getting the job done.



### 24/7 SUPPORT

Our experts are always available to advise you on the most efficient and reliable power solutions at your jobsite. With our toll-free 'Technical hotline' we offer 24/7 and 365 technical support.



### UNMATCHED RESPONSE

With our average technical response time of less than 1 hour, we beat the clock and keep an eye on your costs. We offer hassle-free support to help keep your site projects ahead of schedule.

# ALWAYS PROVIDE **IPAF** **INSTRUCTOR** TRAINED AND COMPETENT OPERATORS!



Approved  
Training Centre

BOOK YOUR **IPAF APPROVED**  
**TRAINING** NOW!

[training@manliftgroup.com](mailto:training@manliftgroup.com)

## **MANLIFT MIDDLE EAST LLC**

OFFICE# G01,G07 - GROUND  
FLOOR FALCON HOUSE  
(NEAR NMC HOSPITAL)  
DUBAI INVESTMENT PARK 1,  
DUBAI - UAE  
PO BOX: 213645  
T: +971 4 885 6065  
F: +971 4 885 6034

## **MANLIFT QATAR WLL**

BUILDING 419,  
STREET 3061,ZONE 91,  
LOGISTICS PARK B,  
BIRKAT AL AWAMER,  
AL WAKRA, QATAR  
PO BOX: 23135  
T: +974 4411 6891  
F: +974 4481 6219

## **MANLIFT INDIA PRIVATE LIMITED**

1ST FLOOR, WEGMANS BUSINESS  
PARK, PLOT NO.3, KNOWLEDGE PARK-III,  
GREATER NOIDA, INDUSTRIAL AREA,  
DIST. GAUTAM BUDDH NAGAR,  
UTTAR PRADESH  
PO BOX: 201308  
T: +91 1800 102 5438  
F: +91 120 455 8999