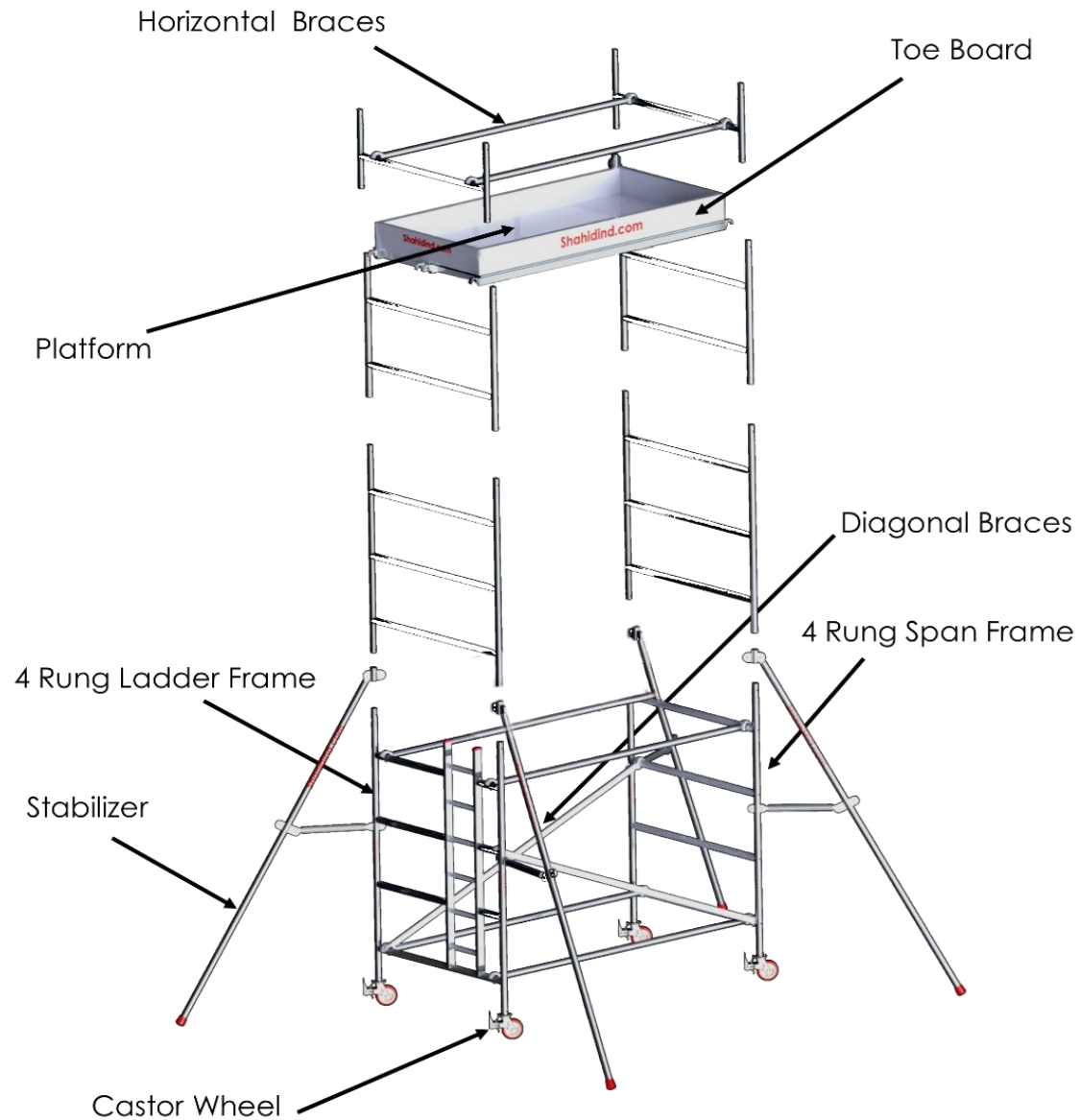


## COMPONENTS OF A SCAFFOLDING



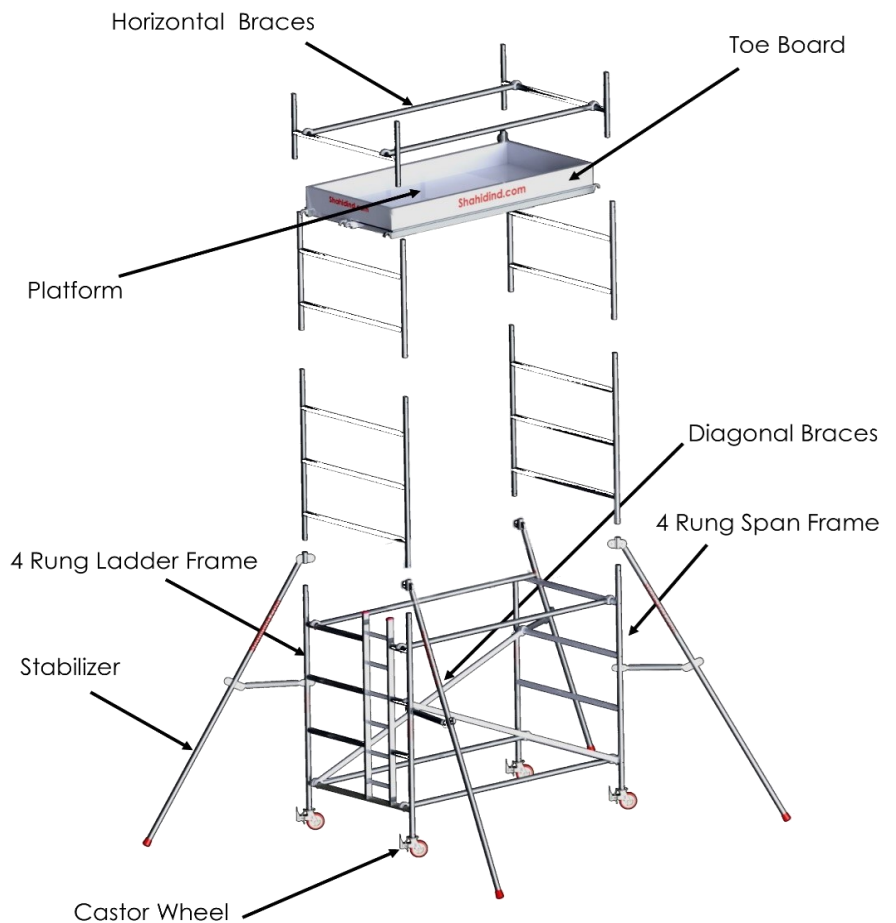
## ALUMINIUM SCAFFOLDING

**ALUMINIUM SCAFFOLDING** is a temporary/permanent structure used to support work crew & materials to aid in construction, maintenance & repair of buildings.

It helps in getting access to the heights and areas that are hard to get to.

Uses:

- Framework
- Shoring
- Grandstand seating
- Concert stages
- Accessing heights
- Construction
- Maintenance



## COMPONENTS OF ALUMINIUM SCAFFOLDING

COMPONENTS	DESCRIPTION
<b>CASTOR WHEELS</b>	Sizes: 5" with fixed jack 8" Dual Breaks with/without Jacks 6" Single Breaks with /Without Jacks
<b>FRAMES &amp; GUARDRAILS</b>	Frames: 4 Rung (2 m) – Span Frames & Ladder Frames Guardrail: 2 Rung (1 m), 1 Rung (0.5 m )
<b>BRACES</b>	Horizontal Braces = Length (2.5M & 1.8 M) with locking hooks at the end Diagonal Braces = Length (2.7M & 2.0M) with locking hooks at the end
<b>STABILIZERS</b>	Small –3.0M (6 m to 8.5 m) Medium–4.5M (9 m to 11.5 m) Long–6.0 m (12 m to 15 m)
<b>PLATFORMS</b>	Types : Aluminum Standard & Aluminum Trapdoor Platform Sizes : 2.50M Long & 1.80M Long Aluminum Frame with Anti-slip Wooden Surface with Hooks
<b>WOODEN TOE BOARD</b>	Wooden toe board is to cover the Platform from all side on the top avoid the falling of any material from the top to ensure maximum safety during the working.

## ALUMINIUM SCAFFOLDINGS- TYPES

On the basis of the width of the tower, aluminum scaffoldings are divided into three categories:

- Single Width (Up to 1 m width)
- Double Width (1-2 m Width)
- Triple Width (2-3 m Width)

The standard sizes are 0.80 x 1.80 & 2.50 x 1.45

## HEIGHTS IN ALUMINIUM SCAFFOLDING TOWER

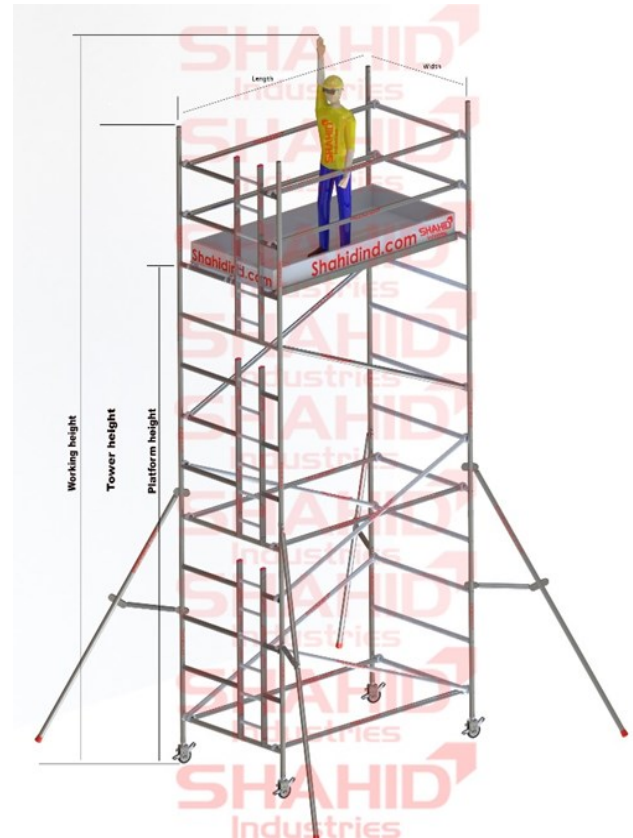
1. Platform Height =  $x - 1$
2. Tower Height =  $x$
3. Working Height =  $x + 1$

### Standard Dimensions:

- *Single Width: 0.80x1.80 m*
- *Double Width: 1.45x2.50 m*

### Customized Sizes:

- *SW– 0.80 m x 1.20 m*
- *SW– 0.80 m x 1.35 m*
- *SW– 0.80 m x 1.50 m*
- *SW– 0.80 m x 2.00 m*
- *SW– 0.80 m x 2.50 m*
- *SW– 1.00 m x 1.20 m*
- *SW– 1.00 m x 1.80 m*
- *DW– 1.20 m x 1.80 m*
- *DW– 1.20 m x 2.50 m*
- *DW– 1.45 m x 1.80 m*
- *TW– 2.00 m x 2.50 m*



# BAKER TOWER

BAKER TOWER is the mobile utility scaffold. It is most commonly used in maintenance of the buildings, offices, apartments, industries, churches, etc. It is very popular among contractors due to its *versatility*.

Benefits:

- *Quicker*
- *More cost efficient*
- *Adjustable*
- *Adaptive to stairs & uneven surfaces*
- *Portable*
- *Can be used as a single unit*

## BAKER TOWER- TYPES

Baker Towers are of five types:

- *Standard Baker Tower*
- *Baker Tower with Handrails*
- *Baker Tower without Handrails*
- *Foldable Baker Tower without Handrails*
- *Foldable Baker Tower with Handrails*



## BAKER TOWER- TYPES



*Baker Tower Without Handrail*



*Baker Tower Wih Handrails*



*Baker Tower with Guardrail*



*Foldable Baker Tower  
without Handrail*



*Foldable Baker Tower  
with Handrail*



## PODIUM TOWER

Podium Tower provides low-level height access offering a firm platform along with the guardrail. Podium are safer alternatives than ladders and steps, ideal for multi-step requirements.

Benefits:

- *Quicker*
- *More cost-efficient*
- *Safer than ladders*

Podium Towers are divided into two categories:

1. *Standard Podium Towers - 2.0, 2.5, 3.0 m Tower Height*
2. *Foldable Podium Tower - sold at special requirements*

Length: 0.75 m Base Depth: 1.35 m

The only difference is that the foldable can be easier for the transportation. Rest the dimensions are similar in both the cases.

Code	SH-204	SH-205	SH-995
Length	1.00 m	1.15 m	1.59 m
Width	0.80 m	0.80 m	0.80 m
PF Height	1.0 m	1.38 m	2.0 m
Tower Height	2.0 m	2.50 m	3.0 m
Steps	2	3	5
Platform	1	1	1
Wheel	5"	5"	5"



## LADDERS

A ladder is a vertical or inclined set of rung or steps.

Ladders used by construction and trade workers must be more robust than those used in the home.

Ladders are of two types:

1. *Standard Ladders*
2. *A-type Ladders*
3. *Warehouse Ladders*

*These are available in a range of heights depending upon the user requirement.*



*Straight Ladder*



*A-type Ladder*



*Warehouse Ladder*



## STRAIGHT LADDERS

CODE	Length	Steps	Weight
<b>SH- 323</b>	2.0 Meter	7 Steps	4.0 Kg (Heavy Duty)
<b>SH- 948</b>	2.5 Meter	8 Steps	4.7 Kg (Heavy Duty)
<b>SH- 379</b>	3.0 Meter	10 Steps	5.60 Kg (Heavy Duty)
<b>SH- 1503</b>	3.5 Meter	12 Steps	6.80 Kg (Heavy Duty)
<b>SH- 278</b>	4.0 Meter	14 Steps	7.60 Kg (Heavy Duty)
<b>SH- 380</b>	5.0 Meter	17 Steps	9.40 Kg (Heavy Duty)
<b>SH- 447</b>	6.0 Meter	21 Steps	11.20 Kg (Heavy Duty)



## A-TYPE LADDERS

CODE	Height	No. of steps
<b>SH-488</b>	1.2 m	5
<b>SH-326</b>	1.5 m	6
<b>SH-329</b>	1.7 m	7
<b>SH-292</b>	2.0 m	8
<b>SH-344</b>	2.2 m	9
<b>SH-296</b>	2.5 m	10
<b>SH-322</b>	3.0 m	12



## WAREHOUSE LADDERS

CODE	LENGTH	PLATFORM HEIGHT	NO. OF STEPS	WEIGHT
<b>SH-399</b>	2.0 m	0.94 m	3+1	17.80 kg
<b>SH-386</b>	2.5 m	1.41 m	5+1	20.50 kg
<b>SH-384</b>	3.0 m	1.88 m	7+1	23.50 kg
<b>SH-387</b>	3.5 m	2.35 m	9+1	26.50 kg
<b>SH-400</b>	4.0 m	2.82 m	11+1	30.00 kg



## SINGLE WIDTH FOLDABLE TOWER

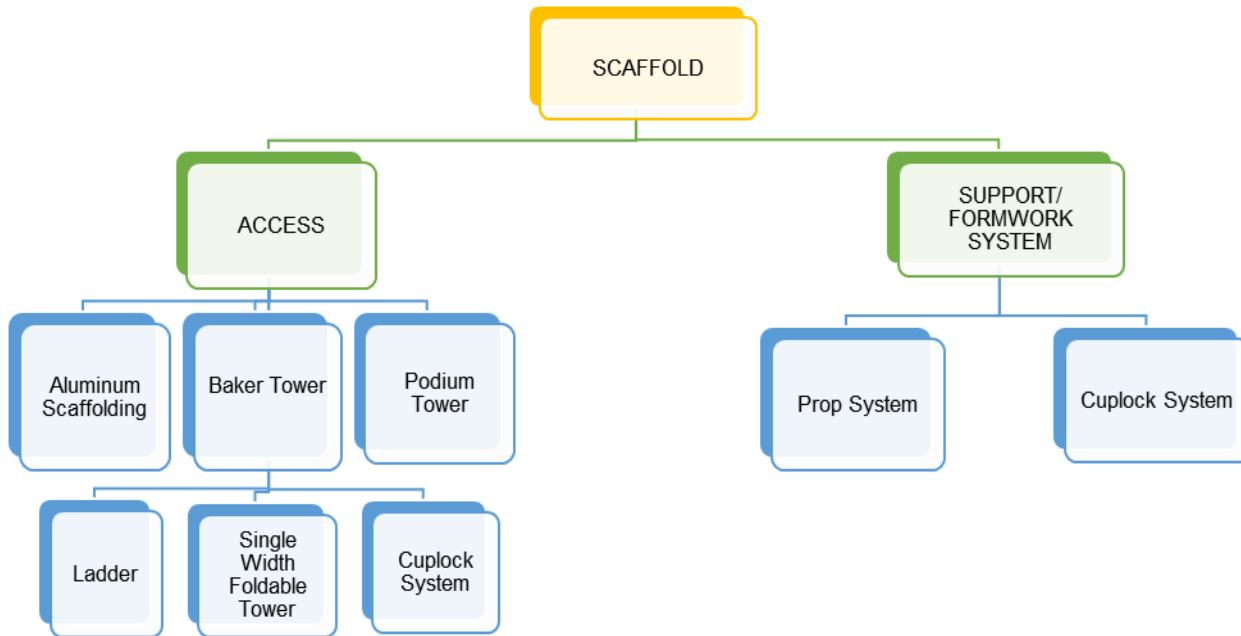
SW Foldable is similar to the SW Scaffolding Tower but it comes with foldable frames.

- *Dimensions: 0.80 x 1.80*
- *Height: 2, 2.5 & 3 m*

*Customized Dimensions:*

- *0.70 m x 1.80 m*
- *0.70 m x 1.35 m*





## STEEL SCAFFOLDING - BASICS

- Provide support/stability
- Fully galvanized/painted
- Vertical component - STANDARD
- Horizontal component - LEDGER
- Fastening System to make it fastest available system



STANDARD



LEDGER

## CUPLOCK SYSTEM– STANDARD

CODE	O.D	Thickness	Length
SH-001	48.3 mm	3.2 mm	3.0 m
SH-002	48.3 mm	3.2 mm	2.5 m
SH-003	48.3 mm	3.2 mm	2.3 m
SH-004	48.3 mm	3.2 mm	2.0 m
SH-005	48.3 mm	3.2 mm	1.8 m
SH-006	48.3 mm	3.2 mm	1.5 m
SH-007	48.3 mm	3.2 mm	1.3 m
SH-008	48.3 mm	3.2 mm	1.0 m
SH-1147	48.3 mm	3.2 mm	0.9 m
SH-009	48.3 mm	3.2 mm	0.8 m
SH-010	48.3 mm	3.2 mm	0.5 m



*Vertical Pipes (Painted)*

*The vertical component in the Cuplock System is called standard.*

## CUPLOCK SYSTEM– LEDGER

CODE	O.D	Thickness	Length
SH-012	48.3 mm	3.2 mm	2.5 m
SH-013	48.3 mm	3.2 mm	2.0 m
SH-014	48.3 mm	3.2 mm	1.8 m
SH-015	48.3 mm	3.2 mm	1.6 m
SH-016	48.3 mm	3.2 mm	1.5 m
SH-017	48.3 mm	3.2 mm	1.3 m
SH-018	48.3 mm	3.2 mm	1.25 m
SH-019	48.3 mm	3.2 mm	1.2 m
SH-020	48.3 mm	3.2 mm	1.0 m
SH-021	48.3 mm	3.2 mm	0.9 m
SH-1331	48.3 mm	3.2 mm	0.8 m
SH-023	48.3 mm	3.2 mm	0.6 m
SH-022	48.3 mm	3.2 mm	0.65 m
SH-024	48.3 mm	3.2 mm	0.50 m
SH-025	48.3 mm	3.2 mm	0.32 m



*Horizontal Pipes (Painted)*

*The horizontal component in the Cuplock System is called ledger.*

## CUPLOCK SYSTEM– INTERMEDIATE TRANSOM

CODE	O.D	Thickness	Length
SH-027	48.3 mm	3.2 mm	2.5 m
SH-028	48.3 mm	3.2 mm	2.0 m
SH-029	48.3 mm	3.2 mm	1.8 m
SH-030	48.3 mm	3.2 mm	1.6 m
SH-031	48.3 mm	3.2 mm	1.5 m
SH-032	48.3 mm	3.2 mm	1.3 m
SH-033	48.3 mm	3.2 mm	1.2 m
SH-034	48.3 mm	3.2 mm	1.0 m
SH-035	48.3 mm	3.2 mm	0.9 m
SH-036	48.3 mm	3.2 mm	0.6 m



*Intermediate Transom*

*Short horizontal tubes spanning across ledgers normally at right angles (90°) to the face of the building. They may also be used to support a working platform.*

## COUPLERS/ CLAMPS

SH-124	Drop Forged Swivel Coupler
SH-123	Drop Forged Double Coupler
SH-126	Drop Forged Sleeve Coupler
SH-125	Drop Forged Single Coupler
SH-330	Grave Lock/Girder Coupler/Beam Clamp
SH-131	Drop Forged Ladder Coupler
SH-128	Board Retaining Coupler (BRC)
SH-129	Toe Board Coupler (TBC)
SH-127	Drop Forged Beam Coupler
SH-1258	Fencing Coupler
SH-135	Pressed Swivel Coupler
SH-926	Joint Coupler/Joint Pin
SH-343	Shuttering Clamp 6 Feet long
SH-306	Shuttering Clamp 4 Feet long
SH-229	Shuttering Clamp 3 Feet long
SH-305	Shuttering Clamp 2.5 Feet long

## WOODEN CLAMPS

<b>SH-080</b>	Wooden Planks 225mm x 38mm x 3.9mtr long with end bends
<b>SH-081</b>	Wooden Planks 225mm x 38mm x 3.0mtr long with end bends
<b>SH-082</b>	Wooden Planks 225mm x 38mm x 2.5mtr long with end bends
<b>SH-083</b>	Wooden Planks 225mm x 38mm x 2.0mtr long with end bends
<b>SH-084</b>	Wooden Planks 225mm x 38mm x 1.5mtr long with end bends
<b>SH-085</b>	Wooden Planks 225mm x 38mm x 1.0mtr long with end bends



## LVL BOARDS

CODE	DESCRIPTION	DIMENSIONS	WEIGHT
<b>SH-086</b>	LVL Boards	225mm x 38mm x 4.0mtr	14.20 kg
<b>SH-087</b>	LVL Boards	225mm x 38mm x 3.0mtr	10.90 kg
<b>SH-1152</b>	LVL Boards	225mm x 38mm x 2.5mtr	9.10 kg
<b>SH-310</b>	LVL Boards	225mm x 38mm x 2.0mtr	7.30 kg
<b>SH-1151</b>	LVL Boards	225mm x 38mm x 1.5mtr	5.50 kg
<b>SH-1150</b>	LVL Boards	225mm x 38mm x 1.0mtr	3.70 kg



## BASE JACK

CODE	Description	Length
<b>SH-210</b>	Black /Mill Finish	660 mm
<b>SH-206</b>	Black /Mill Finish	760 mm
<b>SH-211</b>	GI (Galvanized )	660 mm
<b>SH-207</b>	GI (Galvanized )	760 mm





# PROP JACKS

CODE	Length	Weight	Thickness
<b>SH-058</b>	2.4 - 3.9m	11.50 kg	2mm



# UNIVERSAL JACK

CODE	Description	Length
<b>SH-214</b>	Black /Mill Finish	660 mm
<b>SH-212</b>	Black /Mill Finish	760 mm
<b>SH-215</b>	GI (Galvanized )	660 mm
<b>SH-213</b>	GI (Galvanized )	760 mm



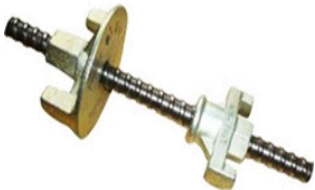
# U HEAD JACK

<b>SH-1003</b>	U-Head Jack
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# TIE ROD SET

CODE	DESCRIPTION	LENGTH
<b>SH- 117</b>	Tie Rod Set	6 m
<b>SH- 526</b>	Tie Rod Set	4.5 m
<b>SH- 1298</b>	Tie Rod Set	4 m
<b>SH- 1136</b>	Tie Rod Set	3 m
<b>SH - 1383</b>	Tie Rod Set	2 m
<b>SH- 498</b>	Tie Rod Set	1.5 m
<b>SH- 561</b>	Tie Rod Set	1 m



## STEEL SCAFFOLDING - SCAFFOLDING TUBES/ PIPES

CODE	O.D	Thickness	Length
SH-122	48.3 mm	3.2 mm	6.0 m
SH-276	48.3 mm	3.2 mm	5.5 m
SH-275	48.3 mm	3.2 mm	5.0 m
SH-274	48.3 mm	3.2 mm	4.5 m
SH-273	48.3 mm	3.2 mm	4.0 m
SH-272	48.3 mm	3.2 mm	3.5 m
SH-271	48.3 mm	3.2 mm	3.0 m
SH-269	48.3 mm	3.2 mm	2.5 m
SH-268	48.3 mm	3.2 mm	2.0 m
SH-267	48.3 mm	3.2 mm	1.5 m
SH-264	48.3 mm	3.2 mm	1.0 m
SH-265	48.3 mm	3.2 mm	0.5 m

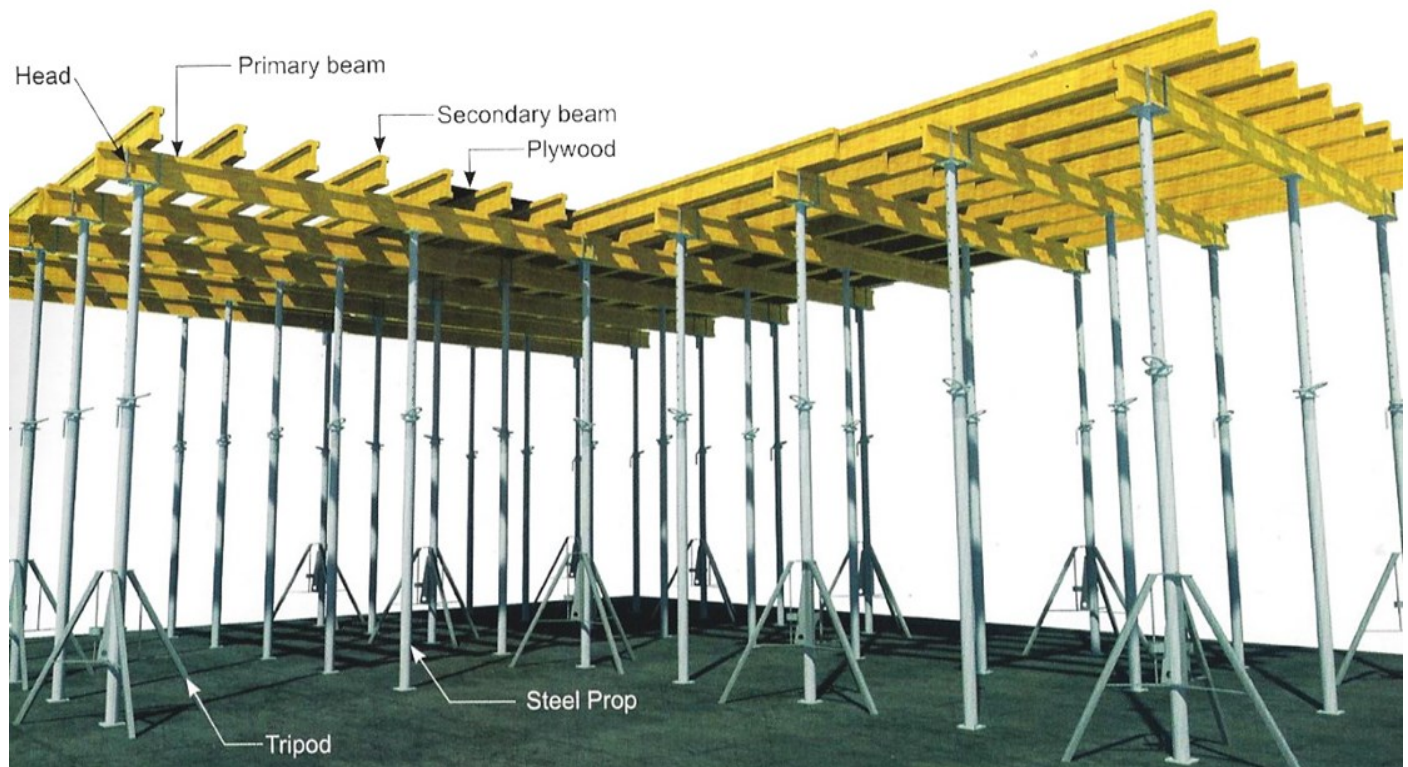


**NOTE:**

Thickness- 3.2 mm

Type- Mill Finish/Black Pipe

We don't have GI (Galvanized Pipe)



## DISCIPLINARY RULES

All the employees working here are abide by the below mentioned rules:

1. No neglect of your duty. (If you're given any duty by the management you cannot make any other person do that task.)
2. All the persons would come in formal wear.
3. No one would take advantage of the opportunities they are given & maintain the decorum of the office. If someone is senior he would behave in that way and never cross the line.
4. If you have any work with the other person, you would not go to his/her seat, you can call him/her at their extension number.
5. Going outside office premises in groups is not allowed in working hours.
6. No employee is allowed to take personal contacts, salary reports from others.
7. Every person would call each other with respect and Sir/Ma'am in the office premises.
8. Abusing, threatening and misbehavior with any employee isn't acceptable in the office.
9. If someone observes any misbehavior, he/she can directly tell Human Resource Department.
10. If any senior is saying something you're supposed to listen to it patiently.
11. No employee would take the personal contact details of the fellow employees without their permission.
12. No employee would share the work details to any unauthorized person.
13. In all the meetings if someone is conducting the meeting you should listen to that person, maybe whatever is your position.
14. If you have any suggestion to give while meeting you will talk to them with respect.

## E-MAIL MODULE

1. Mention the name of the person in the e-mail with proper address.
2. Keep the concerned person on customer's side in to and [sales@shahidind.com](mailto:sales@shahidind.com) and [shahid@shahidind.com](mailto:shahid@shahidind.com) in cc.
3. Write the e-mail properly as per our format.
4. If you're sending a regret mail to an e-mail enquiry, add that company with all the details in ERP.
5. Do not use more colors in the e-mail.
6. Attach the required files.
7. Reply to the mails within 15-20 minutes.
8. Mention the numbers and image in the signature as given by the management.
9. No one will change the font and size of the signature in the outlook.
10. If you require any information/enquiry/, you will first send email to that person for internal conversation.

**WARNING:** *If you're found missing any of these, necessary action would be taken against it as per the management's decision.*

## CALLING CUSTOMER

Good Morning/ Good Afternoon/ Good Evening ... How are you doing???

Myself ..... & I am calling from SHAHID SCAFFOLDING INDUSTRIES

I want to speak to someone from your PURCHASE DEPARTMENT or I want to speak to Mr. / Miss  
.....

If yes, the person is available

*Greet the purchaser.* Sir / Madam, we are manufacturer & supplier of aluminum & steel scaffolding, Aluminum ladders, baker towers, podium towers. We are providing sale & rental services also.

- We're providing **5 years of manufacturing warranty** on our best quality material with best prices in the market.
- We're **ISO & Safety** Certified.
- We also provide rental services.
- We're supplying our material to all big contracting, interior companies in UAE, SAUDI ARABIA, OMAN, BAHRAIN, KUWAIT, South Africa, etc.

Sir/Ma'am is there any requirement?

*If there is requirement.*

Ask for or confirm

1. Name
2. E-mail
3. Enquiry details

*Ask properly by asking for the spelling Ex- SATYAM – Switzerland Alfa Tango Yellow Alfa Mango*

*If there is no requirement ...*

"Mam/sir No problem. May I know your name and e-mail id so that I'll send the company catalogue."  
*Send the company catalogue properly.*

If the person from purchase is not available ...

May I know, at what time would he be available OR when should I call?

Ask/confirm

1. Name
2. Email

## NO REQUIREMENT CONDITIONS IN DETAIL:

Things you should have in your mind in case of no requirement:

1. Try to know the names and details of the concerned person.
2. Try to know when they have the further requirement.
3. Try to manipulate them to deal with our company in future by using the below tools:
  - \* We're providing **5 years of manufacturing warranty** on our best quality material with best prices in the market.
  - \* We're **ISO & Safety** Certified.
  - \* We also provide rental services.
  - \* We have our own manufacturing plant in SHARJAH INDUSTRIAL AREA 5 and it'll be efficient for you to buy from us instead of buying from other traders who give you the material on high margins.

[Note: You've to use these tools according to the conversation.]

## HOW TO TAKE & GIVE THE INFORMATION PROPERLY:

1. Ask him/her to spell the email, say, "Sir/mam can you please spell it?"

For e.g. [precosiadubai@emirates.net.ae](mailto:precosiadubai@emirates.net.ae)  
(Papa, Rita, Echo, Charlie ...)

Note: This is very important because if the email is wrong you can't send the email & won't receive an enquiry.

### Questions:-

1. Where is your office?  
**Our factory in industrial area 5, Sharjah (Near TUBA SUPERMARKET)**
2. Where you supplying the material?  
**We are supplying our material to all big contracting, construction, interior companies in UAE, SAUDI ARABIA, OMAN, BAHRAIN, KUWAIT, SOUTH AFRICA, etc**
3. Do you have certificates?  
**Yes we have all quality certificates, our company is ISO certified & we have safety certificate for our material as well.**  
**We are providing 5 years of warranty.**
4. Why we buy your material I am getting good material & prices from other supplier?  
**We will give 5 years manufacturing warranty for the material with best prices in the market.**  
**We have the ready stock, immediately deliveries.**
5. Pipe Thickness – **2.5 mm**
6. Pipe Diameter – **50 mm**



If customer ask for the tower of height (say 5 m) Ask –

**“Sir is that tower height, platform height or working height?”**

**“Sir you want the single width or double width tower “**

If he do not have knowledge about it ask him ...

**“Sir how many people will stand on the scaffolding “**

If 2 or less than 3 -- Quote for Single Width Tower

If 3- 5 -- Quote for Double Width Tower

### **PROBLEMS ARRIVE DURING COLD CALLING PROCESS:**

1. If the person is angry over there that he is receiving so many calls from your company.  
Solution: Sir, I apologize for that, maybe there is some technical error in our software, sir that will never happen again, I'll strictly mention it.
2. If the call is not connecting.  
Solution: Ask another number from backend of our company or try from another number or try again after 5 minutes.
3. If the voice is not clear.  
Just say Sir/Mam, I am calling you back from another number actually your voice is breaking right now.
4. If she/he is talking in 3<sup>rd</sup> language.  
Solution: Ask to talk in English/ Hindi or communicate via e-mail.

# INCOMING CALL MODULE

Basically the incoming call arrives for the following purposes:

- ♦ For enquiry
- ♦ For transferring call to someone on the floor
- ♦ For company introduction
- ♦ For address

How to deal with the above cases:

## CASE-1: FOR ENQUIRY

This is the most important call, remember the following points while receiving the enquiry call.

1. You've to get the following details like Name, Company Name, Mobile Number and technical specifications according to product knowledge.
2. You've to receive the enquiry e-mail for proper details. Take the follow-up from the purchaser till you receive the enquiry in your inbox.
3. Now tell the senior about the enquiry, and generate the lead.
4. Take the follow-up from the person who's sending the Quotation.

EXCEPTIONAL CASE: If you are unable to understand the technical specifications and other details, then ask for the e-mail enquiry.

If the person is unable to send the e-mail enquiry then say "Sir, I am transferring the call to my senior/the technical persons." Hold the call. Inform the senior.

## CASE-2: FOR TRANSFERRING CALL

The person on the call will ask you to talk to a particular person, ask two things

1. Name
2. Company

And say, "Sir I am just checking for him, please hold the line." And mute the call on the phone call.

Check for the person

**If available**, inform him and transfer.

**If not available**, ask the senior, who is looking after his work in his absence and transfer the call to that particular person.

**If no one is available**, ask Name, Company Name and his concern, note the same with time and tell him that concerned person will call back in some time.

### **CASE-3: FOR COMPANY INTRODUCTION**

In this case, do not entertain so much at most tell him to send an e-mail to your e-mail address and say-

“Sir/Ma’am, just drop an e-mail, I’ll transfer your message to the concerned person.”  
Give them your e-mail address and do not waste that much time in entertaining him, so that other important calls wouldn’t be missed.

### **CASE-4: FOR ADDRESS**

Say, “Sir Our Company is located in “SHARJAH INDUSTRIAL AREA 5, near tuba super market”

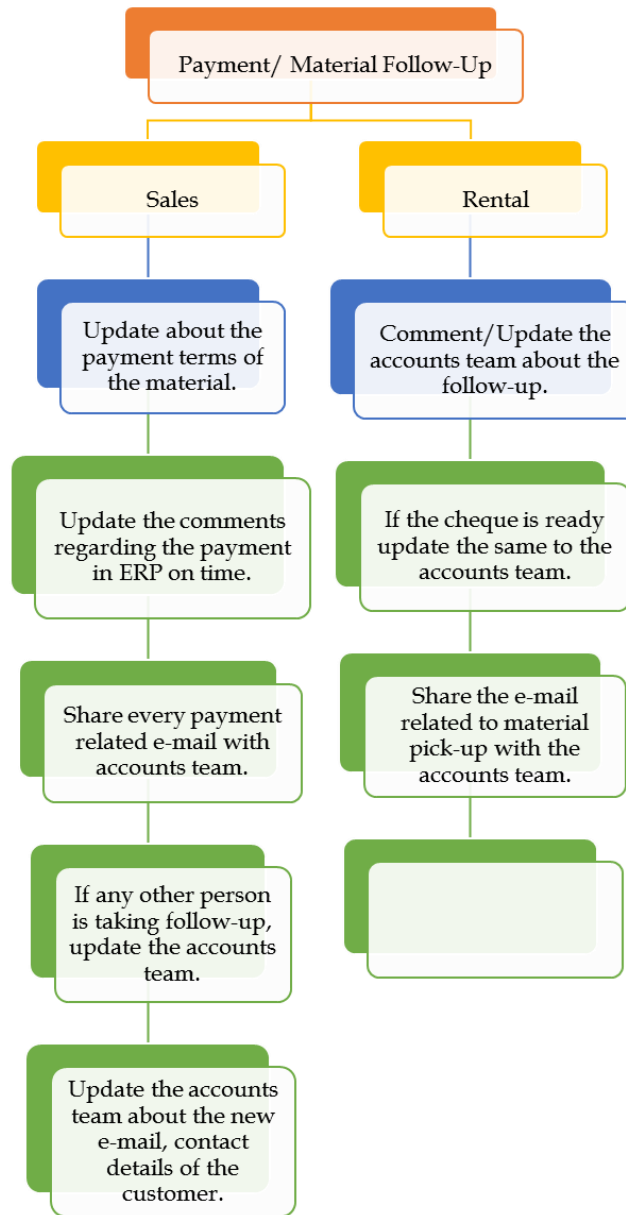
Note: For further assistance, you can give this number, **0565231533**

#### **Note:**

- 1. While receiving direct enquiry, ensure that you’ve noted all the details like Company Name, Mobile Number, Person Name, his department etc.*
- 2. If you get an enquiry via phone call, ask the details of the product with the required technical specifications.*
- 3. Convince the person to send the enquiry via e-mail.*
- 4. Follow-up the purchaser until you get the enquiry in your inbox.*
- 5. Explain about other products also if the conversation is going well.*
- 6. Check the missed calls, if there are any call that person and assist him well.*
- 7. Share the enquiry with the concerned person asap.*
- 8. Get the list of the extension numbers of all the persons so that if you’re required to transfer the call you have the number at that time.*

**WARNING: If you’ve any missed call from any number you’re supposed to call them back & entertain properly as mentioned above. Your main responsibility is to receive and entertain the incoming calls properly. If you’re found missing calls or being irresponsible, necessary action would be taken against it as per the management’s decision.**

## PAYMENT/ RENTAL FOLLOW-UP



**WARNING:** You are required to share/update the payment/material follow-up with accounts team. Otherwise fine will be charged accordingly.

## QUOTATION MODULE

When you are making quotation in ERP:

1. Confirm the Person's name, Landline No., Mobile No., E-mail id etc. and also update the same in Company/Individual Add.
2. If you need some changes in the quotation, you can edit it before sending it to the customer. If you've sent the Quotation to the customer you can't edit it.
3. If you have sent it to the customer, you have to make a *revised quotation*.
4. You are not supposed to change the no. of components of any product on your own. You must not change the components in the pop-up without confirmation.
5. If you have made any wrong quotation, you first make its amount to zero before declaring it as Lost Quotation.
6. If there is "**Contact Madam only for the prices and other details**", then you can't send the Quotation without the permission of Madam.
7. In case, Madam is not available at the moment and it's urgent then you can contact Shahid Sir.

**WARNING:** *If you're found missing any of these, necessary action would be taken against it as per the management's decision.*

We **DON'T** give the below products in rental:

1. Wooden Toe Boards
2. 15 cm Castor Wheel
3. Snap Pins
4. Scaffolding Towers of intermediate heights

(Like we don't give 3.5, 4.5, 5.5, etc. We'll only give exact ones 3, 4, 5, etc.)

*Example: Say someone needs a tower of 4.5 m on rental, we would offer him 4 or 5 according to his requirement. We give 4.5 only in sales. For rental he can choose from 4 or 5 in this case.*

In case of steel enquiry, consider the below:

1. Outer Diameter = 48.3 mm
2. Thickness = 3.2 mm
3. Steel Scaffolding Pipes/Black Pipe/ Bracing Pipe/ Scaffolding tube is same thing.  
And the Length = 0.5 m to 6.0 m, Height = 10 to 13 m
4. We DON'T GIVE GI (Galvanized) PIPES.
5. Our pipes are Mill Finished/ Black Pipe
6. We do erection dismantling also.
7. Steel can be given on rental, but it depends on the Quantity of the material.  
And it will be decided by the management.  
So, no one will regret without approval of Sir & Ma'am.
8. Standard (Vertical Pipe) Length

Length	0.5 m	0.8 m	0.9 m	1.0 m	1.3 m	1.5 m	1.8 m	2.0 m	2.3 m	2.5 m	3.0 m
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9. Ledger (Horizontal Pipe) Length

Length	0.32 m	0.50 m	0.65 m	0.6 m	0.8 m	0.9 m	1.0 m	1.2 m	1.3 m	1.5 m	1.6 m	1.8 m	2.0 m	2.5 m
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10. Intermediate Transom Length

Length	0.6 m	0.9 m	1.0 m	1.2 m	1.3 m	1.5 m	1.6 m	1.8 m	2.0 m	2.5 m
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11. Thickness of Prop Jack is 2 mm, Castor Wheel for Steel is SH-924: Castor Wheel with male fixed jack.

12. If you receive any enquiry, ask the below

Length	Scope of work
Width	Site Location
Height	Site person contact no.
Duration	Time Period
Erection Dismantling req?	

13. Ask the customer to send BOM.

14. If there is any enquiry regarding steel, no one will regret without the approval of Sir & Ma'am.

**WARNING:** *If you're found missing any of these, necessary action would be taken against it as per the management's decision.*



## RENTAL EXCEPTIONAL

We **DON'T** give the below products in rental:

1. Wooden Toe Boards
2. 15 cm Castor Wheel
3. Snap Pins
4. Scaffolding Towers of intermediate heights (Like we don't give 3.5, 4.5, 5.5, etc. We'll only give exact ones 3, 4, 5, etc.)

Example: Say someone needs a tower of 4.5 m on rental, we would offer him 4 or 5 according to his requirement. We give 4.5 only in sales. For rental he can choose from 4 or 5 in this case.

## INFORMATION REQUIRED FOR LEAD GENERATION:

1. E-MAIL
2. Phone Number
3. Delivery Place
4. Enquiry Details
5. Name & Company Name

Note: If the person is not giving the e-mail on any condition, at last give him the Phone Number after consulting the TEAM LEADER.

Then take the follow-up from the senior.

Then, after receiving the enquiry. GENERATE LEAD.

## PAYMENT FOLLOW-UP MODULE

Basically for payment follow-up, there are two cases,

1. If you have a reception landline number
2. If you have the mobile number of the accounts person

For landline number,

- Call on the landline number.
- Ask the receptionist to transfer it to purchase department.
- Give your introduction to the person. "I am XYZ calling from *SHAHID HUSSAN SCAFFOLDING INDUSTRIES, INDUSTRIAL AREA 5, SHARJAH* regarding the Invoice No. 12345 made on Date."
- Share your concern with the person.
- Sometimes the accountant would say that he has not yet received the details of LPO from the purchaser then inform the concerned SALES PERSON to ask his purchaser for the same.
- You have to take the follow up until you get the payment from the company.
- For mobile number, directly call the person and share the concern with the person in the same way giving him information about the invoice, date, payment details etc.

## MATERIAL FOLLOW-UP MODULE

- For material follow up, call the concerned person.
- Tell him/her the invoice number. Ask him about the pending material.
- Always match the material received with the invoice made for the same.
- If any component is missing, call back the concerned person again for the missing material.
- You can get the details of the material in ERP.

### **REMEMBER:**

- \* *If you have got the details about a new person add him/her in erp.*
- \* *Never share your contact number, live location with the customer.*
- \* *For location, Always tell the customer that you are calling form Industrial Area 5, Sharjah.*
- \* *Talk to the customer professionally always.*