



BREAKDOWN ESCALATION PROCESS

Revised: 24.03.2021

Escalation Process 1: Breakdown or Technical Fault with Rental Asset

Application of Process - Scenario Example: *A Viking Employee has received correspondence regarding a breakdown or technical fault with a rental asset.*

- 1. Phone Call:** Viking employee is to answer the phone in line with Viking expectations, quickly identify the issue with the client and in the event that it is a quick fix, offer a suggestion to rectify the issue over the phone.
- 2. If the Issue is an Easy Fix:** The Viking employee who had the initial correspondence with the customer will contact the respective rental regional manager (East/West) and inform them of the situation. A phone call is sufficient, and a follow up e-mail is required.
- 3. Record-Keeping:** The Rental Area manager will then be responsible for keeping a record of the issue and what rectifications were required, whether costs are required to be passed on. If Syrnix does not provide adequate recordkeeping, a spreadsheet is required: Customer, Fleet number, Serial Number, date, fault, rectification, contact & works completed.
- 4. Follow-up:** The Rental Area Manager will be responsible for after sales follow up call and a follow up email to confirm the client is happy with the result.

Example: A Field Service Technician receives a call from Barry at Hutchies about a 200kva that Viking have in Central QLD on their job powering a hoist. Barry believes that they can't get the machine to work and they need it sorted as soon as possible because they are now losing productivity on the site. The machine keeps tripping out on earth leakage shutdown; the Viking Field Service Technician talks them through bypassing the E/L relay which gets them up and going again quickly without needing to go to site. The Viking Field Service Technician relays this information to East Coast Rental Manager via phone and email who follows the customer up with a phone call and email to confirm everything is satisfactory and nothing additional is required. The respective rental manager will BCC hubspot and CC the Viking Field Service Technician in also.

Escalation Process 1.1: Rental Asset Fault Cannot be Rectified Over the Phone

Application of Process - Scenario Example: *A Viking Employee has received correspondence regarding a breakdown or technical fault with a rental asset and it can not be rectified quickly over the phone.*

Escalation Example: *Generator on a Camp has Failed*

- 1. Obtain Information:** Viking employee receives a phone call from a client and a generator on a camp has gone down. Viking Employee talks them through the process of ensuring that there is another machine online and they are not without power. In the event of a single unit breakdown,

legitimise the customers' requirements; for example, determine whether it is an essential service.

2. **Escalation Determination:** Viking employee determines the situation cannot be rectified over the phone and the responsibility is now required to be passed to Viking Industrial Rental Area Managers. The Rental Manager will now be responsible for engaging and providing as much information as possible to Field Service technician and be involved at every step of the process to ensure a good customer service.
3. **Purchase Order:** A PO will then be raised from Rental to Sales for labour and parts. The Rental Area Manager is responsible for updating the client of the technician's intention to repair/rectify.
4. **Communication:** Once a satisfactory solution has been reached the Rental Manager calls and emails the client (Bcc'ing HubSpot and other necessary Viking Staff) and keeps a log of the necessary information.

Example: The East Coast BDM, as the account manager for Westconnex, gets a call from the client saying that the machine on site has no charging voltage and the batteries are flat.

He immediately engages the East Coast Rental Manager to speak with the client directly and establish what is actually going on (he may involve rental coordinators or technicians for assistance if required). The East Coast Rental Manager will then develop a plan with the help of Viking Sales staff and roll it out with the customer accordingly. East Coast Rental will act as the single point of contact responsible for keeping the client updated. Once rectified, the Rental Manager will follow up the client with a phone call and email as above.

Cheat Sheet: Viking Rental Breakdown Response

Use the below as a guide to determine the need for a technician to attend a breakdown.

1. Identify who the person is, what company they are from and where the machine is located
2. Confirm the size and model of the machine
3. Have the customer explain what the issue with the machine is. The most common fault will be the machine not starting. Have the customer go through the following steps:
 - Is the battery/ starter motor isolator turned on?
 - Is the key on?
 - Is the emergency stop engaged?
 - Does the machine/external fuel cell have sufficient fuel in it?
 - If there is a controller on the machine- is it on/is it displaying any faults. Is it possible to get a photo sent through of the fault displayed?
 - Is the machine attempting to start? - if the engine is turning over and not firing, that suggests a fuel issue
4. If the engine is running, but it has been determined that it is an electrical issue, then this needs to be escalated in accordance with Breakdown Escalation Process 1.1

Enquiry Form

CUSTOMER (BUSINESS NAME)	
CUSTOMER CONTACT	
PHONE NUMBER	
EMAIL	
LOCATION (ADDRESS & SITE)	
IDENTIFIED ISSUE	
GENERATOR MODEL	
GENERATOR SERIAL #	
GENERATOR KVA	
PPE/SITE REQUIREMENTS	
APPLICATION	
WHAT IS IT POWERING?	
HOW IS IT CONNECTED? (ELECTRONICALLY)	
IS IT CONNECTED TO AN EXTERNAL FUEL SOURCE? CURRENT FUEL LEVEL?	
WHAT/IF ANYTHING HAS SITE DONE TO RECTIFY?	
CRITICAL IMPLICATIONS OF GENERATOR BEING OFFLINE?	
ANY CONTINGENCIES	

Process Authorised: Anthony Jensen
Position: Operations Director

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