

Visiting Rotec is a pleasure: you will be met with modern and attractive premises that spells quality. The Locations are easy to find, driving past you will see a bright red, eye catching Rotec sign.

On entering you are immediately met by a smiling and enthusiastic member of staff; I don't have to wait – they see me coming!

The area is bright and surrounded by technology and parts to stimulate any visitor's imagination. You will see an area to relax while you wait for your repair or replacement part, service is quick.

I can hear & see engineers in the background, they are all smartly dressed working on a range of equipment, machines are buzzing-the factory is busy.

On meeting our Senior Managers and technical staff their experience is evident immediately, they are enthusiastic, interested, and keen to resolve your problem, nothing is too much trouble.

The phone rings, the calls are answered immediately; conversations are friendly, business like.

The whole team is smartly dressed, uniformed, and smartly presented. Documentation is clear and concise and easily understood, I can even have things tailored to suit my business.

You will be pleasantly surprised and reassured by everyone's experience and knowledge across a wide range of hydraulic, electrical, and mechanical solutions. The atmosphere is 'febrile' the staff are motivated and driven.

## **Mission Statement**

We believe in providing continuity and stability for our work force, aspire to be leaders in quality systems and recognised within the industry as trusted and loyal partners. Our vision of increasing our market share and aspirations for growth over the bet 5 years by investing in technology, training, and facilities, we will ensure our employees and customers have the highest standards for safety, quality, and service they would expect.

## **Core Purpose**

To provide impeccable customer service and deliver complete customer satisfaction

## **Core Valves**

Integrity, Honesty and Enthusiasm