



VAN WALT
equipment for soil and water research

The Van Walt Group

Proud to be Different

www.vanwalt.com

About us

Van Walt is a bespoke team of individuals in 5 offices across 3 continents who design, source, install, supply, rent and repair equipment for environmental research. For more than 40 years we have developed our expertise and experience to bring you best-in-class equipment when it comes to reliability, robustness and cost of ownership for soil, water and groundwater monitoring and research. We take pride in your projects, and we are proud to work with so many of the leading organisations in our sectors and markets.



We understand it is our attention to detail, quick response to your enquiries and creative equipment solutions, that sets us apart from other equipment suppliers. Our range of equipment helps you protect our environment and precious natural resources.

From concept, to design, to manufacture; from auger, to datalogger, to a full turnkey monitoring system - no project is too small or too large. We offer equipment that delivers time and time again and because our equipment is rugged, reliable and site ready, the cost of ownership is market-leading. We test, re-test and test again and we are always prepared to look at alternatives – if that is what it takes to get your job done.

Our service never ends with the supply of equipment, we offer full installation options; equipment training and after-sales customer care – our reputation depends on it.

Our Values

Quality and Excellence

Of equipment and service.

Respect and Consistency

Listening to your needs, using our experience and expertise, to offer solutions that help you meet your project objectives, each and every time.

Dynamic and Commercial

Adding value to your projects with equipment solutions and field services that you can trust.

Proactive and Innovative

Developing the equipment you need to protect the World's resources for future generations.



Corporate Responsibility

For us corporate responsibility means managing our business responsibly, ethically, fairly and sensitively for long-term success.

To do this we consistently address the expectations of our customers, suppliers, employees and other business stakeholders. We comply with the letter and the spirit of the law, without exception. We never put the company, or our customers, suppliers and employees own personal situation at risk or do anything that may damage our corporate and personal reputations. We do not tolerate bribery in any form.

We share responsibility for the local environment with our neighbours and visitors to our premises by minimising any damaging effects of our normal business activities (land, water, air, noise pollution and by recycling our waste and reducing the use of natural resources) and re-cycling and re-using whenever possible.

We recognise the world is a rich and diverse place and it's our aim that our people reflect this diversity, so that we can better anticipate and meet our customers' needs.

Our first responsibility is to be a successful company. Success is the only outcome that satisfies all of our stakeholders and without it we would not have the resources to secure from our suppliers the best equipment for our customers to buy and we would not attract loyal, capable, dedicated people to work with us.

Van Walt customers can access our products and services via our website that provides detailed information on the range of environmental monitoring and research equipment and the services we provide.

Our direct impacts on the environment arise from our day-to-day business operations and business travel. We invest in environmental efficiencies and engage with colleagues to support our strategy.

Whenever possible we use virtual conferencing technologies as an environmentally friendly, cost-efficient alternative to travelling, particularly during negotiations with overseas suppliers.

We can deliver environmental training, both theoretical and practical, sharing our knowledge, best practice and field techniques with our customers, students, environmental consultants and other interested parties.

We have adopted ISO best practices to ensure we have in place procedures, policies and auditable processes that support our business relationships with customers, suppliers and other stakeholders and adds value to the Van Walt brand; ensures our equipment is market leading and the customer service experience is recognised as the best in our sector.

Our Team Commitment

Business success depends on many variables, but key is engaged and motivated colleagues. Our goal is to create a good, positive working environment and to attract, retain and develop the best talent.

We do this through offering competitive reward packages, investing in colleagues' skills and knowledge through adequate training and ensuring that we have the right tools and resources we need to make their contributions effective.

Van Walt achieves this in several ways:

- ▶ We ensure that our colleagues feel valued, and we recognise and reward their efforts.
- ▶ We try to take into account their personal circumstances and offer them a flexible approach to work-life balance.
- ▶ Creating a positive working environment that reflects the diversity of our colleagues.
- ▶ Giving our colleagues the right tools to carry out their jobs and adequate opportunities for learning and self-development.
- ▶ We track colleague engagement through formal reviews.

Van Walt is a business based on building deep and lasting relationships with our customers through the efforts of our colleagues and the quality of our equipment.





Our promise to Customers

To provide the most appropriate equipment

We won't compromise on quality, we will listen and then help you find solutions that meet your needs both for results and your cost of ownership. We supply equipment that keeps you safe and secure onsite and delivers the best, most accurate results. If we haven't got the right equipment for your job, we will tell you.

To deliver excellent service

Friendly, efficient service is our passion. You can always expect approachable, helpful and knowledgeable service from every member of the Van Walt team. We promise to respond to your enquiries within two hours of receiving them during normal working hours.

To understand your requirements

To provide the most appropriate equipment we need to know as much as we can about your project. We promise not to assume we know best but will work with you to ensure you get what you need in the simplest and most convenient way.

To make it easy to deal with us

We will make it as easy as possible: whether online (www.vanwalt.com), on the telephone (+44 (0)1428 661 660), by email (sales@vanwalt.com) or in person, to deal with us – across all our offices. We will ensure you know what to expect from our equipment and services and if you are not entirely satisfied, we ask that you tell us as quickly as possible and we promise to do all we can to respond to your complaint within 1 hour. (Of course – if you are delighted with your equipment and the service you have received – we would love to hear from you as well!)

To be open and honest at all times

Van Walt will be honest and straightforward with you, keeping you informed at all times of changes in our processes, equipment, personnel, prices and relevant technical updates. We promise to label our communications so you can see in advance the content of the communication.

So what we expect from you:

- Provide us with as much information as you can so we can better match equipment to your needs.
- Keep us informed if things change
- Be honest about any project critical requirements.
- Provide us with accurate information regarding your purchase order number, delivery address & purchase ledger processes.
- Pay us according to our agreed terms of trade.
- Tell us if things go wrong so we can deal with issues immediately.

Our Partners

Suppliers

Van Walt is committed to the highest standards of social, environmental and ethical responsibility. So we ask our suppliers to provide safe working conditions, treat their staff with dignity and respect, act fairly and ethically and use environmentally responsible practices during manufacture.

As a supplier you own the Van Walt brand too, your success, the quality of your equipment and the service we receive from you matters to us. We promise to work with you to increase new business opportunities and to continually improve the quality of equipment by giving you regular feedback. We will ensure that appropriate individuals within the Van Walt Group are fully trained on your equipment so we can offer excellent support to our customers.

We promise to review supplier contracts regularly, visit regularly and share feedback that might help your future business success.

Business Sectors

Environmental Research & Monitoring

Agriculture

Food Production & Security

Engineering

Rail & Transport

Agri-research

Nuclear

Charitable Sector

Local Government

Universities & Education

Archaeology

Environmental Protection

Infrastructure Development

Water Management & Supply

Climate Change

Ecological Surveys

NGOs

Geological

Customers

Van Walt is proud to work with some of the largest organisations in our sector; the leading Universities around the World, internationally recognised leaders in their field and household names we all recognise. The list is long and illustrious, and every contact is important to us. We work with customers to create long lasting relationships and with customers who return to us time and again.



Our customers' support and patronage sustains us and - to every single one of you – thank you.

Equipment for:

- ▶ Data Collection Telemetry
- ▶ Groundwater Sampling
- ▶ Water Level & Flow
- ▶ Sediment & Soil Sampling
- ▶ Soil Moisture Testing
- ▶ Soil Testing & Other
- ▶ Water Quality
- ▶ Rentals



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