For Immediate Release

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Carrier Transicold Northwest Named Network Service Partner of the Year 2016

WARRINGTON, England, September 23, 2016 — Carrier Transicold Northwest has been named Network Service Partner of the Year 2016 as part of Carrier Transicold UK's annual Performance Assessment and Competitive Excellence (PACE) Awards. *Carrier Transicold, which operates in the UK as Carrier Transicold (UK) Limited, is a part of UTC Climate, Controls & Security, a unit of United Technologies Corp. (NYSE: UTX).*

Liverpool-based Carrier Transicold Northwest secured the coveted award six times in the PACE programme's eight-year history, demonstrating its commitment to providing temperature-controlled fleets in northwest England, north Wales and the Midlands with a consistently high level of service support.

Carrier Transicold Northwest scored an impressive 600 points out of a possible 645 available under the stringent PACE Awards judging criteria, which examines 29 key performance indicators (KPIs) across 39 service standards. The programme assesses key aspects of network service partner operations, including breakdown response

times, planned maintenance completion rates, spare parts availability and ‘first-time fix’ rates.

Each network service partner is an independent company that provides support to customers operating Carrier Transicold equipment. The network consists of 15 service partners based around the UK and Ireland, which collectively employ more than 155 mobile service engineers.

“As the KPIs are monitored in real-time via web management software, Carrier Transicold Northwest’s outstanding record in the PACE Awards is testament to the team’s exceptional performance each and every day,” said Scott Dargan, managing director, Carrier Transicold, Northern Europe & Service EMEAR. “The judging criteria is assessed each year in order to ensure our network service partners are always striving for the highest quality of standards and service.”

Cambuslang-based Carrier Transicold Glasgow secured second place at the awards, while Stockton-On-Tees’ Carrier Transicold Northern placed third, earning both centres Premier Service Partner status.

Additionally, Cardiff-headquartered Carrier Transicold Southern earned the new PACE Recognition Award following its successful restructuring and investment efforts. The new Recognition Award was created to honour network service partners for a wide range of achievements.

For more information on Carrier Transicold and its products and services, visit www.carriertransicold.co.uk. Follow Carrier Transicold on Twitter: @SmartColdChain.

About Carrier Transicold

Carrier Transicold helps improve transport and shipping of temperature controlled cargoes with a complete line of equipment and services for refrigerated transport and cold chain visibility. For more than 45 years, Carrier Transicold has been an industry leader, providing customers around the world with advanced, energy-efficient and environmentally sustainable container refrigeration systems and generator sets, direct-drive and diesel truck units, and trailer refrigeration systems. Carrier Transicold is a part of UTC Climate, Controls & Security, a unit of United Technologies Corp., a leading provider to the aerospace and building systems industries worldwide. For more information, visit www.transicold.carrier.com. Follow Carrier on Twitter: @SmartColdChain.

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