



**For Immediate Release**

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## **Carrier Transicold Southern the First to Sweep the PACE Awards**

**WARRINGTON, England, July 22, 2019** — [Carrier Transicold](#) Southern has become the first Network Service Partner to win all three Carrier Transicold UK Performance and Competitive Excellence (PACE) awards: Network Service Partner of the Year 2019, Carrier Safe Award, and Training Academy Candidate of the Year. *Carrier Transicold is a part of Carrier, a leading global provider of innovative heating, ventilating, air conditioning (HVAC), refrigeration, fire, security and building automation technologies.*

It is the first time Carrier Transicold Southern – which is part of Glenside Commercials and is headquartered in Caerphilly, with sites in Avonmouth, Portsmouth, Bracknell and Faversham – has secured any of the three main awards. This year, it managed to take the prestigious top spot across the entire service partner network with a score of 94 per cent. Scores are based on 29 key performance indicators across 38 service standards and 610 individual checkpoints, including ‘first-time fix’ rates, planned maintenance completion figures, breakdown response times and spare-part availability.

Carrier Transicold Southern posted a network-leading total of 575 points, 13 more than it achieved in 2018. Carrier Transicold Northern and Carrier Transicold Glasgow completed the top three, scoring 573 and 571 respectively.

“We’re thrilled to be the very first Service Partner to take home all three awards in one year; it’s a testament to all the hard work and dedication the team has put in,” said Mark Lovering, managing director, Carrier Transicold Southern. “The standards across the service partner network are always extremely high, so the competition was obviously very tough; we’re extremely proud.”

To win the Carrier Safe Award, Carrier Transicold Southern was recognised for its stand-out achievements and fantastic performance relating to health and safety throughout the year. Completing the hat-trick, the Training Academy Candidate of the Year was handed to Jake Salter, who is completing a professional development course accredited by the Society of Operations Engineers at Carrier Transicold UK’s Training Academy.

“We’re delighted that the hours of hard work Jake has put in this year has been recognised, it’s a huge achievement that he is rightly very proud of and it marks a fantastic start to what surely will be a long and successful career,” added Lovering.

Elsewhere, Carrier Transicold West Midlands was presented with a Recognition Award for excellent performance over the past 12 months. There were also commendations for three other service partners: Carrier Transicold Cornwall, which demonstrated great Carrier Safe results, as well as securing fourth place in the Service Partner of the Year category with a 65-point improvement against its 2018 score; Carrier Transicold East Midlands, which also improved by an impressive 65 points; and Carrier Transicold West Midlands, which scored 48 more points versus last year.

Carrier Transicold’s network service partners, based in 22 key locations across the UK, are independent companies that provide support to customers operating Carrier

Transicold equipment on their light commercial vehicles, trucks and trailers. They collectively employ more than 160 mobile service engineers.

For more information on Carrier Transicold and its products and services, visit [www.carriertransicold.co.uk](http://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 Carrier, a leading global provider of innovative HVAC, refrigeration, fire, security and building automation technologies. For more information, visit [www.carriertransicold.co.uk](http://www.carriertransicold.co.uk). Follow Carrier on Twitter: [@SmartColdChain](https://twitter.com/SmartColdChain).

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