



For Immediate Release

Contact: Gary Baker
For Carrier Transicold
020 8647 4467
gary.baker@garnettkeeler.com

Carrier Transicold Southern Again Recognised as UK Service Partner of the Year at PACE Awards

WARRINGTON, England, July 19, 2021 — Carrier Transicold Southern has again been recognised as Service Partner of the Year at the [Carrier Transicold](#) UK Performance and Competitive Excellence (PACE) awards, which were held virtually. *Carrier Transicold is a part of Carrier Global Corporation (NYSE: CARR), the leading global provider of healthy, safe and sustainable building and cold chain solutions.*

After winning Service Partner of the Year for the first time in 2019, Carrier Transicold Southern – which is part of Glenside Commercials and headquartered in Caerphilly, with sites in Avonmouth, Portsmouth, Bracknell and Ashford – maintained the prestigious top spot with a performance score of 92% for 2020. The runner up places were secured by Carrier Transicold Northern and Carrier Transicold South & Central Scotland, with scores of 91% and 90% respectively.

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.

“We’re extremely proud to be named Service Partner of the Year for a second time,” said Mark Lovering, Managing Director, Glenside Commercials. “We have a fantastic and

dedicated team working for us and their collective experience played a huge role in securing this award. The competition from across the network is incredibly high, which makes this result all the sweeter. We all work extremely hard to ensure we provide our customers with the best possible service and it's fantastic to be recognised for that effort."

Carrier Transicold Southern also played its part in the Training Academy Candidate of the Year, with James Barber landing the prize.

Another PACE award of note went to Carrier Transicold Lincolnshire, receiving the Recognition Award for continued improvement year-on-year.

"It's fantastic to be recognised for the focus we've placed on providing the best possible customer service," said Aaron Woods, Depot Manager, Carrier Transicold Lincolnshire / Pullman Fleet Services. "We've made some foundational changes designed to strengthen our team and demonstrate our commitment to continual improvement. We're proud to be a Carrier Transicold service partner, so it was fantastic to have the work we've been doing acknowledged with this award."

For more information on Carrier Transicold and its products and services, visit carriertransicold.co.uk. Follow Carrier Transicold on Twitter [@SmartColdChain](https://twitter.com/SmartColdChain) and on LinkedIn at [Carrier Transicold Truck Trailer Refrigeration](#).

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 50 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 Global Corporation, the leading global provider of innovative HVAC,

refrigeration, fire, security and building automation technologies. For more information, visit www.carriertransicold.co.uk. Follow Carrier on Twitter: [@SmartColdChain](https://twitter.com/SmartColdChain) and on LinkedIn at [Carrier Transicold Truck Trailer Refrigeration](#).

#

CT/337/21