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NEW OPERATIONS DIRECTOR TO DRIVE IN-HOUSE MAINTENANCE GROWTH

Fraikin has appointed Andy Towns to the new role of Operations Director, with a brief to lead the firm's engineering and operations functions as it works to bring more maintenance back in-house. He will report directly to Darren Hall, Managing Director.

Towns benefits from 35 years of experience in the industry, including direct experience running a national network of commercial vehicle workshops.

He joins after four years as Aftersales Director at Farid Hillend Engineering, prior to which he was National Operations Manager at NRG Fleet Services, and previously Aftersales Director at FAUN Zoeller UK.

Commenting on his new role at Fraikin, Towns says: "Darren shared his plans for the business with me; in particular the work already started to bring more R&M back in-house, and I knew instantly this was a strategy I could really get behind.

"When you're in control of your own workshops, you're naturally that step closer to your customer at every stage, plus you're in the best position to rigorously manage operating costs and drive down VOR times. It's a win/win situation for everyone."

He will be formally based at the company's head office in Coventry but plans to spend much of his time working across the Fraikin network – which includes full-service depots in Bellshill, Warrington, Coventry, Enfield, Iver and Bristol, supported by a growing fleet of 38 mobile service vans.

Towns is engaged to be married. He enjoys all sports and has been Manager of the Oughtibridge War Memorial Women Football Club since 2003. The team plays in the East Midlands Regional Premier League.

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Notes to editor:

About Fraikin

[Fraikin Ltd](#) is part of the [Fraikin Group](#), the largest commercial vehicle fleet services company in Europe, providing expert fleet management, contract hire and rental solutions to both the private and public sectors. The Fraikin Group, established in France in 1944 by Gérard Fraikin, has operations in 11 countries, with more than 2,800 employees, 7,000 clients, 157 branches and a fleet of more than 58,000 vehicles. Its operations span Belgium, France, Germany, Italy, Luxembourg, Netherlands, Poland, Saudi Arabia, Spain, Switzerland, and the UK.

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