

Fraikin Ltd
First Floor, 2M, Middlemarch Business Park,
Siskin Drive, Coventry, CV3 4FJ
Tel: 02476 694494
Email: talk-to-us@fraikin.co.uk
Web: www.fraikin.co.uk

Release date: 5 May 2026

FRAIKIN RENEWS 333 VEHICLE FLEET MANAGEMENT DEAL WITH NHS BLOOD AND TRANSPLANT

NEWS SUMMARY:

- *Fraikin renews its long running partnership with NHS Blood and Transplant, securing a new multi-year fleet management deal*
- *The contract builds on strong KPI performance, high vehicle availability and rapid first-fix rates*
- *Fraikin supports the delivery of critical service public sector fleets as an approved Government Commercial Agency (GCA) supplier*

Fraikin and NHS Blood and Transplant have strengthened their decades-long partnership with a renewed fleet management agreement. Building on a relationship that began in 2002, the new contract underscores Fraikin's proven expertise in delivering comprehensive, specialist solutions to critical-service organisations.

Under the latest contract, Fraikin will manage NHS Blood and Transplant's 333-strong vehicle fleet, which includes emergency response, electric, and light commercial vehicles, plus minibuses and 7.5-tonne refrigerated trucks. All the assets are used to collect and transport blood and blood-related products nationwide.

Anthony Bakes, Head of Operations Logistics, NHS Blood and Transplant, says: "Fraikin plays an important role in keeping our operations moving, and this renewed agreement reflects the confidence we have in its ability to support a fleet

that is critical to patient care. Its understanding of our requirements allows us to maintain the highest standards of reliability across the country.

“As we continue to evolve and modernise our fleet, we know that reliable insight and practical guidance will be vital. Fraikin is also helping us prepare for the shift towards cleaner technologies and a more sustainable operation model, giving us the support we need to plan responsibly, while continuing to safeguard service continuity.”

Comprehensive customer support

Fraikin’s in-depth understanding of NHS Blood and Transplant’s operational requirements – built over 24 years of partnership – was central to securing the renewal. The new contract follows a period in which Fraikin consistently met, and frequently exceeded, stringent Key Performance Indicators, including maintaining at least 98 per cent vehicle availability and delivering an impressive 99 per cent first-fix rate for breakdowns.

To maximise uptime for the customer’s critical delivery operations, Fraikin has tailored the contract to include its [newly launched agile mobile FleetCare maintenance network](#) to provide on-site and roadside servicing and repairs, helping to minimise downtime. Backed by a team of skilled [Mobile Technicians](#) operating from fully equipped specialist vans, NHS Blood and Transplant benefits from faster response times, reduced disruption, and greater confidence in fleet reliability and compliance.

The fleet’s maintenance schedule will be managed by Fraikin from its Coventry headquarters, providing a 24/7 support line for any immediate issues year-round. Additionally, NHS Blood and Transplant continues to benefit from the FRAIKinVIEW online customer portal, which offers a complete overview of all scheduled maintenance and repair work, alongside a wealth of vehicle documentation to aid fleet compliance.

The Fraikin team will also work proactively with NHS Blood and Transplant on its sustainability ambitions, supporting the organisation in accelerating internal driver

initiatives and providing ongoing guidance to advance its transition toward a greener fleet. Fraikin has a long-standing history of enabling data-driven insight, to ensure new technologies can be adopted with confidence, efficiency, and minimal operational disruption.

John Cunningham, Chief Operating Officer, Fraikin, says: “Our relationship with NHS Blood and Transplant has given us a clear understanding of the responsibility that comes with supporting a fleet of this nature. Every vehicle plays a part in delivering essential services, and our priority is to provide the level of reliability, confidence and insight that keeps those services moving without interruption.”

As an approved Government Commercial Agency (GCA) – formerly Crown Commercial Service (CCS) – supplier, Fraikin can provide expert commercial vehicle fleet support across the full range of public sector businesses and organisations. This includes hospitals, nursing homes, waste management companies and more, with Fraikin able to supply and manage a diverse array of specialist vehicles for all fleet types and sizes.

NHS Blood and Transplant is a special health authority, sponsored by the Department of Health and Social Care, providing a reliable, efficient supply of blood, plasma and platelets for England, and the organ donation service for the United Kingdom.

Government Commercial Agency (GCA) is the UK’s central commercial and procurement organisation, connecting public and private sectors to achieve the best outcomes for the UK and its citizens. GCA uses its commercial expertise to create a simpler procurement experience that redirects valuable resources into essential public services – creating value for the nation.

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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 across Europe, with more than 3,000 employees, 11,200 clients, 171 branches and a fleet of more than 60,000 vehicles. Its operations span the Benelux countries, France, Germany, Italy, Poland, Spain, Switzerland, and the UK.

For further press information please contact:

Jack Hunsley at Garnett Keeler PR on 020 8647 4467 or by email to jack.hunsley@garnettkeeler.com

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