

Network Partner Focus

Carrier Transicold Southern

Carrier Transicold Southern, run by Mark and Denise Lovering, became a Network Partner for Carrier Transicold in 2001. From small beginnings in Caerphilly, supporting the South Wales area, CTS has now grown to such an extent that they also now have responsibility for the South of England from Kent to Cornwall.



Operating from several dedicated service locations throughout the

South at Cardiff, Avonmouth, Portsmouth and Croydon, Carrier Transicold Southern has over 32 factory trained mobile engineers

Set Point: What's the main focus of your business?

Mark Lovering: *The provision of an effective and efficient service operation in support of Carrier Transicold refrigeration systems for our extensive customer base. We also provide full support for Golden Cold customers as well as full warranty cover.*

Set Point: How would you describe your partnership with Carrier Transicold?

Mark Lovering: *First class, we work extremely closely at all levels within the organisation, each having the same goal of providing the highest possible level of customer satisfaction.*

Set Point: What do you consider to be your main achievement as a Network Partner?

Mark Lovering: *The provision of stability throughout our appointed territory. Across the south of England, customers benefit from*



dealing with one company with the same consistent level of service support wherever they are.

Set Point: What does the future hold?

Mark Lovering: *Further expansion is planned, with increased coverage across the region. The number of fully qualified refrigeration engineers we have will increase from the current figure of 32 up to 40 by mid 2007.*

setpoint

Discover the exciting world within Carrier Transicold

Leading from the Front

"Welcome to the first edition of Setpoint, the new in-house publication from Carrier Transicold. With this newsletter, we plan to communicate with our extensive customer base on a more frequent basis to show what is new and exciting within the business life of Carrier Transicold here in the UK.

Customer focus can mean many things but I believe that focusing on our customer needs and expectations and delivering seamless customer support is important and we apply this philosophy to all our customers, right from the largest fleet operator to the one van user.

It is easy to talk about customer support and customer focus, but it is sometimes difficult to deliver. Here at Carrier we have a fully integrated national support system from initially taking support calls, through service delivery to

call completion and customer update. The ability to measure and deliver to agreed standards is, we believe, beyond comparison with others.

At Carrier Transicold, we all look forward to working with our customers to form even greater beneficial partnerships in 2007."

Justin Grace, Managing Director, Carrier Transicold (UK)



For many years now, Carrier Transicold has been renowned for bringing innovative transport refrigeration solutions to the market – just look at the impact that Vector and

Xarios has had on the market place. 2007 is set to be a year where we again raise the industry benchmark with new product offerings and innovative solutions that will bring material benefits to our customers and partners.

One of the strong themes throughout 2007 will be increased **customer focus**.



Headline sponsorship by Carrier Transicold



As part of the Motor Transport Awards for Excellence 2006, Carrier Transicold sponsored the "Fleet Van" category, supporting the company's successful direct Drive business.

This years finalists were unusual in that with the exception of the LDV, they were all replaced or facelifted during 2006. In the end, the new Ford Transit, Mercedes Sprinter and the Iveco Daily, were over shadowed by the winner LDV's Maxus.

In front of a packed CV industry audience, Tony Lewis from LDV (above centre) received his prestigious award from television celebrity Eamonn Holmes and Victor Calvo from Carrier Transicold Europe.



Competition

This Spring, there are a myriad of exciting sporting events taking place here in the UK....and one lucky reader of Setpoint can win tickets for 2 persons to attend one of these major spectacles.



To win these valuable tickets, and having a day to remember, all you have to do is answer the following question correctly:

Q: How many incidents has Carrier Assistance responded to in its first year of operation?

A:.....

Simply email your answer in to Carolyn Bardwell on

setpoint@carrier.utc.com

And the lucky winner will be soon on the way to an exciting day out at a sporting event to be remembered.

Closing date for entries: all entries to be received by 09.00hrs on February 28th 2007



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Carrier Transicold is to launch "Carrier Foretrack", a brand new GPRS based fleet management package that has been developed using the latest technology to allow users of Carrier Transicold refrigeration systems to communicate with their fleet in real time.....no cables, no printers or third party operators required.



This new communication medium simplifies and improves fleet controls by enabling users to keep an eye on each of their trucks or trailers, whether they are in a depot or out on the road, without even moving from the office...what could be simpler!!!

More information on Carrier Foretrack can be obtained by contacting Mark Daniels or by viewing the dedicated website on www.carrierforetrack.com

Carrier Transicold sponsors major industry award

As part of the support for its direct drive business development, Carrier Transicold were headline sponsors at the Motor Transport Awards for Excellence held at the Grosvenor House Hotel, Park Lane, London.

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Sales & Marketing Focus

High profile Vector advertising



Carrier Transicold's latest advertisement promoting Vector

When Vector was first launched, it turned heads with its innovative design features, stylish good looks and impressive levels of performance. Vector, in both single and multi-temp versions, confirmed the long held position of Carrier Transicold as a world class manufacturer of temperature controlled transport systems. Today, Vector remains unique and unchallenged, in terms of proven "on the road" performance. There is nothing else that compares with Vector, as it continues to stand the test of time within the most demanding operating conditions in Europe.

Covering December and January, Carrier Transicold launched a major advertising campaign in publications such as "Cold Chain News" and "TCS&D", to promote the trailer systems' proven longevity and ability to outperform its "so called" competitors.

"Leading from the Front" is the main headline for the advertising campaign, shown left:

Expanding the product portfolio



2006 also saw the debut of two major products covering the direct drive sector of the Carrier Transicold product portfolio. The CV Show (UK) and the IAA Hanover (Germany) showcased the Neos 100 and Viento systems, confirming the company's reputation as a leading innovator in the design and manufacture of market leading temperature-controlled systems.



"One call, one solution"



The team at Carrier Assistance is 100% dedicated to delivering rapid response to Carrier customers and is headed up by Mark Swales and Andrew Barrett and their team of 11 incident controllers. The objective is to provide a "one call, one solution" offer where the customer only needs to make the initial call and we take control and manage the whole incident thereafter.

Here, Mark Swales runs through some recent facts about the Carrier Assistance operation since it went live 12 months ago:

- We employ 13 members of staff dedicated to handling Carrier breakdowns and planning scheduled services, all calls to the incident management centre are answered personally

- We use an internet based custom built application for managing incidents. Our Network service partners have the facility to update incidents remotely so that we can keep the customer advised of progress in real time

- We answer 73% of all incoming calls in less than 10 seconds

- We have received 56,500 incoming calls and made 108,900 outgoing calls, each incident requiring typically 9 telephone calls to resolve

- Carrier Assistance have responded to 18,600 incidents

- On average we receive 60 incidents per day (24 hours), which reached a peak of 175 per day during the hot days of July



- The service network have repaired 76.2% of all incidents during the first attendance

Training & development

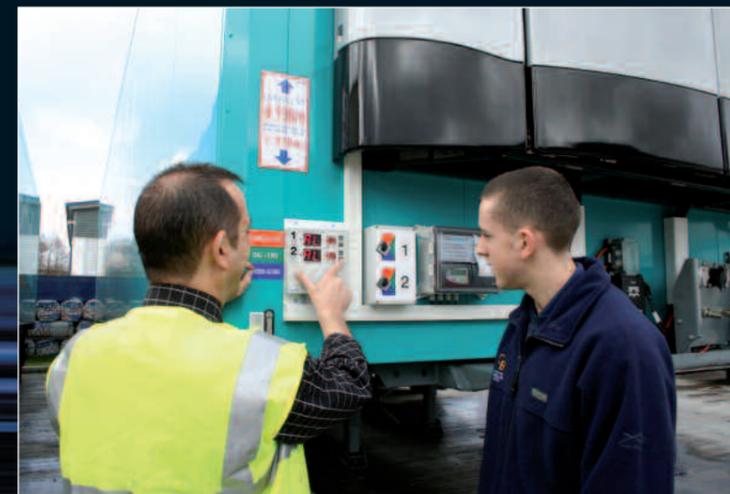
Effective and progressive training together with clear development plans have been identified as one of the cornerstones to support the Carrier Aftermarket business.

With dedicated Training and Development Centres in Rouen, France and a newly built facility in the UK, Carrier Transicold's aim is to not only deliver the highest quality of training to our Network Partner's engineers to ensure they have the skills to deliver the service needs of our customers but also to create career development plans for both existing and new engineers to ensure that we retain the highest quality of engineer within our Network.

"Set Point" talked briefly with Carrier Transicold's Training and Development Manager Phil Atherton about recent milestones on the training front at CTUK:

"In early January 2006, the Carrier Transicold Training and Development Centre obtained City and Guilds accreditation for all its training programs which is a major achievement and an industry first"

"Not only do we now offer a comprehensive portfolio of training courses for engineers, we are also able to develop our engineer's safety awareness and technical skills when working on our equipment. These are essential to meet our commitment to our EH&S obligations and function effectively in the working environment," added Phil Atherton.



During 2006 Carrier Transicold ran 14 different training courses covering all the various product ranges including specialist multi-temp modules. This is in addition to regular onsite training that is conducted at Network Partner premises and at end user locations.

Phil continued, "Carrier Transicold are committed to delivering all its courses in-house to ensure the highest quality, commitment and professional delivery of effective training. New training courses are constantly being identified and introduced which are designed to provide more effective service delivery in the field and to meet the increasing demands of our industry."



Aftermarket Focus

"Since joining Carrier Transicold in September 2006, the one thing that has impressed me more than anything else has been the overriding commitment and ability of our staff and Network Partners to put the customer first and develop innovative solutions to specific problems.

An example of this can be seen in the approach taken to managing breakdowns. It is an unfortunate fact of life that unit breakdowns do occur and when they happen, customers rely on Carrier Transicold to minimise the impact to their operations.

Recognising that improvements could be made in this area, 12 months ago Carrier Assistance was launched as a dedicated incident management centre underpinned by highly trained operators and bespoke internet based systems that dramatically improved the flow of information to our customers and Network Partners and provided much closer management levels of incidents. This was supported by various initiatives from our Network Partners such as Carrier Transicold Central's Immediate Response motorbike, which as an industry first, not only reduced attendance times but also had a positive effect on first time fix rates and job turnaround times.

Another more recent example has been the release of Carrier Foretrack in January 2007. This has been specifically developed as a result



of customers telling us of their frustrations at not being able to find a reliable solution that gives them the levels of data they need from the myriad of GPRS and telematics solutions

being offered in the market place today. The response from Carrier's Service Engineering Team has been to develop a customer driven solution which is again industry leading in terms of the management information it can provide.

These are just a few of many developments that would not have been possible without the hard work and outstanding levels of expertise and talent possessed by our staff and network partners. There is always room for improvement however and I recognise that no matter what systems and processes we develop, the most crucial link in our service offering will always be our Technicians and our success relies upon their competency levels, attitudes and access to replacement parts when in the field.

To this effect we will be working with our Network Partners to introduce a number of additional support initiatives during the course of 2007 for both Technicians and Parts staff so that our customers can be confident that they are backed up by the best trained, best stocked and most responsive Technicians in our industry."

Scott Dargan, Operations Director