



PRESS RELEASE

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FIRST CLASS CUSTOMER SERVICE WINS AWARDS FOR STAFF AT BRITAIN'S LARGEST INDEPENDENT FLEET MANAGEMENT COMPANY

Top class! That's five employees at Fleet Support Group whose service excellence has helped the company expand to become Britain's largest independent fleet management company.

The Chippenham-based company's annual awards ceremony saw Training and Operations Principal, Paul Bayly, become the second recipient of the company's Lord MacLaurin Cup, which recognises customer service achievement.

The first winner of the Chairman's Award, which was chosen from nominations by staff, was Supplier Administrator Danny Craig; and three employees - Control Centre Night Shift Operator Ross Burton, IT Support Administrator Craig Hunt and Control Centre Authorisations Controller Daniel Roberts - each won Exceptional Customer Service Awards.

FSG has a fleet of 55,000 company cars, vans and trucks on its books which are operated by some of Britain's best known companies including Dun & Bradstreet, Network Rail, Travis Perkins and WHSmith.

Company Chairman Geoffrey Bray said: "FSG is a fantastic success and the business continues to grow. All of our employees play their part in making sure that the company is the very best vehicle management organisation within the UK. Without our hard working staff the business would not be the success it is."

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Mr Bray and Non-Executive Director Lord MacLaurin, former chairman and CEO of supermarket giant Tesco, believe that all customers deserve 'good old-fashioned first-class service' and that is the concept behind FSG's 'Going the Extra Mile' campaign, which is designed to ensure that all staff deliver service standards that are unmatched by its rivals.

Customers are encouraged to notify FSG bosses when they receive service excellence and Paul has a string of 'Going the Extra Mile' plaudits to his name which are used as the basis for awarding the Lord MacLaurin Cup.

He was also one of a six-strong FSG team who not only went the 'extra mile' but went 'hundreds of extra miles' across Europe last winter in a successful bid to locate and purchase snow chains for Network Rail's UK operation after none could be sourced in Britain.

Paul, who has been employed by FSG for 21 years having worked his way up from being an Authorisations Controller in the company's operations centre, said: "I was surprised but delighted to win the award. If anyone highlights a problem to me I always try and find a solution and I think that is the key to customer service excellence, which FSG aims to deliver.

"At FSG we all try to help each other with all employees encouraged to do everything possible to rectify issues. That is one of the reasons why the company is successful and has expanded so much over its 24-year existence."

Congratulating Paul on overcoming the challenge of almost 150 colleagues to win the Lord MacLaurin Cup, Mr Bray said: "The Going the Extra Mile campaign is a fantastic measure of commitment. It is vital that employees not only understand what our customers want but also deliver exceptional service. Paul never says no to anything and nothing is impossible for him."

Danny Craig was one of 28 employees nominated by colleagues to become the first recipient of the Chairman's Award.

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In presenting the trophy Mr Bray said: "In businesses there are people who hide away, dedicated, consistent, loyal and responsible but never lift their heads above the parapet and just get on with the job. Danny is one of those people who beavers away on a regular basis, listens when things go wrong and makes every effort to improve. He is reliable in every sense but, at the same time keeps a very low profile."

The three Exceptional Customer Service Awards were presented after the judges, which included Mr Bray, took into account comments received throughout the year from customers and other factors which positively affected employees' day-to-day influence on the company.

Finally, 24 long service awards were also presented to employees during the event - five who had notched up 20 years employment with FSG, one who has been with the company for 15 years, four who chalked up 10 years and 14 with five years on the staff.

Mr Bray concluded: "FSG has an exciting future and that is due to the work ethic of its employees who provides a seamless extension of a client's own management to deliver industry-leading service levels."

Photo caption: Paul Bayly (right) is congratulated on receiving the Lord MacLaurin Cup by Geoffrey Bray.

EDITOR'S NOTES

Fleet Support Group (FSG) is the largest independent vehicle management company in the UK and looks after approximately 50,000 vehicles.

The well-established organisation based in Chippenham, Wiltshire, has gained an enviable reputation within the industry by continually concentrating on delivering a consistent, quality service embracing full vehicle acquisition and disposal, vehicle outsourcing, fleet management, risk management and work-related road safety, maintenance management, accident management, breakdown recovery, short-term car rental and truck management.

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Within the FSG team, there is significant industry experience and qualifications across the range of services provided. This in turn is supported by an in-house IT operation which is continuously upgrading the internal systems and applications to ensure that, by innovation and product development, FSG leads the field in the provision of vehicle management.

For further information contact: FSG chairman Geoffrey Bray on 0844 8000 700