FRAIKIN

YOU DRIVE, WE CARE

A COMPREHENSIVE GUIDE TO FRAIKIN UK



YOU DRIVE, WE CARE.

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An Introduction to Fraikin

Foreword by Craig Douglas
Chief Executive Officer, Fraikin UK

At Fraikin, we've spent more than four decades building a reputation for delivering dependable, intelligent and future-proofed fleet solutions. Our journey has been shaped by a deep understanding of commercial vehicles and a commitment to helping businesses navigate the complexities of the sector with confidence.

By working closely with our customers, we fully understand the unique challenges each business faces, ensuring we are able to deliver solutions that go beyond simply vehicle provision. Whether through contract hire or fleet management, our goal is to optimise performance, ensure compliance and control costs. Our connected technologies, including MYSMARTFLEET and FRAIKinVIEW, provide the insight needed to improve safety, reduce downtime and make informed fleet decisions.

Looking to the future, Fraikin is focused on helping businesses negotiate evolving decarbonisation legislation and regulation, helping to support the drive for improved sustainability. We've been at the forefront of alternative fuel adoption since 2008, and our expertise in supplying and supporting electric, hydrogen, CNG and HVO technologies allows us to guide customers through their energy transition with confidence.

As we continue to invest in our people, technology and infrastructure, our mission remains to be the trusted fleet partner, helping businesses to both succeed today and prepare for tomorrow – You Drive, We Care.



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FULL-SERVICE CONTRACT HIRE

With nearly 50 years of experience in the UK market, we pride ourselves on knowing how to deliver a tailored contract hire package to match the needs of any sector.

With a philosophy for total manufacturer independence, alongside extensive operational and technical expertise, Fraikin delivers a complete contract hire solution.

This includes a comprehensive fleet evaluation, full vehicle funding, alternative fuel suitability analysis and a hassle-free proactive design and build management programme, guaranteeing every vehicle is designed to your exact requirements and supplied in your livery.

Our vastly experienced and responsive team ensures we provide the best in customer support and value for money, working to industry best practices to deliver total fleet compliance and maximum vehicle uptime, which sit at the core of our full-service option.

Relieve yourself of the burdens associated with vehicle financing, with all servicing, maintenance, administration and documentation managed for you, leaving you free to focus on your core business.



Immediately available vehicles

Fraikin offers a diverse choice of new and second-life vehicles, complete with all the associated advantages you can expect from long-term contract hire.

Sale and leaseback

Optimise your cash-flow and remove tied-up capital, maintenance responsibilities and residual risk by transferring your owned assets to a full-service contract hire package.

A Fraikin contract hire package includes:

- Vehicle funding
- Specification and build management
- Mobile technical support
- Access to extensive repair network
- Proactive vehicle uptime management
- Tyre management
- Compliance management
- Regular safety inspections and MOTs
- Road fund licensing
- Vehicle associated administration
- 24/7 customer support
- Online customer portal access
- Relief vehicle cover
- Fleet performance reporting and KPIs
- Access to a full suite of connected technologies
- Fleet disposal

Fraikin Business Solutions

Long-term stability, guaranteed flexibility

We recognise that no two businesses are the same, so we customise our offering to meet your bespoke needs. Whether you're due a fleet refresh, have a sudden need to expand your operations, or simply want to release capital tied up in your current vehicles for investment elsewhere, Fraikin can help.

Through our Fraikin Business Solutions consultancy service, we can create a tailored contract hire solution that both meets your needs today and provides flexibility to adjust as and when your business needs change.

By maintaining a fully independent stance regarding manufacturers, suppliers and technology, you can rest assured that your precise operational needs will be met in a way that works for you.

Intelligent connected fleet management

Many of our customers are already putting the data generated by Fraikin's suite of MYSMARTFLEET solutions to excellent use, calling on our analytical support to streamline workflows, cut costs, improve safety and reduce their carbon footprint.

As standard, our contract hire customers are provided with our entry-level turnkey SMART BASICS connectivity bundle. From there the full range of additional MYSMARTFLEET functionality can be selected, from remote monitoring of temperature-controlled units and 360-degree camera setups, to real-time driver coaching and optimised fleet planning.

Our easy-to-use customer web portal, FRAIKinVIEW, also provides total transparency of all scheduled maintenance work, giving operators the ability to track and monitor any progress to ensure you have a complete overview of your fleet.

Financial security

A key benefit of contract hire is the ability to manage your finances more efficiently. Each contract hire or leasing solution helps move vehicle costs below EBITDA, strengthening reported performance and financial metrics. With full-service support included, you can focus on running your business while we take care of your fleet.

- Predictable and stable costs
- Ease of forecasting and budgeting
- No reduction in your ability to borrow funds for other purposes
- No hidden costs



Fraikin is supporting Pass Logistics with six tractor units, supplied on a five-year, full-service contract hire agreement



Tremco CPG UK

As part of a full-service contract hire agreement, Fraikin delivered five new 18-tonne ADR-spec curtainside rigids to help Tremco CPG UK transition away from using freight forwarders, a shift that is projected to yield an annual six-figure saving.

"Fraikin has helped us tailor the fleet to meet our specific requirements. The move could save us in the region of £150,000 a year."

MARTIN HAGGART, LOGISTICS DIRECTOR, TREMCO CPG UK

FLEET MANAGEMENT

To some providers, the term 'fleet management' simply covers scheduled maintenance and any unexpected repairs on your commercial vehicles. At Fraikin, however, fleet management means much, much more.



Fraikin oversees the servicing, maintenance and compliance of more than 1,700 assets for the Department for Environment, Food & Rural Affairs.

Our comprehensive 24/7 fleet management solution has been specifically designed to minimise the risks associated with commercial vehicle investment. Taking full advantage of Fraikin's digital solutions and connected fleet technologies to help you control costs, improve operational efficiency and ensure your fleet remains compliant.

We take a modular approach with fleet management, enabling everything from basic maintenance programmes to comprehensive cover, ensuring you get as little or as much support as you need.

Management and maintenance

Let us handle the day-to-day repair, maintenance, servicing, administrative burdens and more associated with running your commercial vehicles, leaving you to focus on what really matters: maximising your productivity and profitability.

Fraikin fleet management customers can expect support with:

- **Compliance and cost management**
  - Scheduled maintenance planning
  - RFL (Road Fund Licence) services
  - Recall management
- **A full suite of online services**
  - Fully integrated defect reporting system
  - Vehicle history/documentation
  - Recharge authorisation portal
- **Standardised parts and labour**
  - National labour rates for planned or unplanned services, alongside collection and delivery
  - Provision of spare parts on either a factored or manufacturer basis
- **Tyre management**
  - Central or localised tyre management in order to provide planned and unplanned tyre replacement services
- **Glass replacement and repair**
  - Assistance with broken/chipped windscreens and specialist glass requirements
- **Roadside assistance**
  - Breakdown and recovery via our integrated network of roadside assistance partners

Delivering additional services

Fraikin believes in providing a total fleet management solution, one that goes beyond simply vehicle service and maintenance support. This means you can also call on a comprehensive range of additional services that allow us to provide seamless and fully integrated support to your business, including:

- **Vehicle build and technical support**
  - Alternative fuel consultancy
  - Technical and regulatory advice
  - Vehicle build management
  - PDI and delivery
- **Technology and digital solutions**
  - Driver behaviour management
  - Tracking data
  - Proactive maintenance alerts
  - Fleet and driver performance analysis
- **Accident management**
  - Incident repair
  - Desktop and network assessments
  - FNOL (First Notification of Loss) management
- **Asset disposal management**
  - Decommissioning
  - Vehicle movement and removal
- **Additional vehicle and asset hire**
  - Ad hoc hire availability
  - Seasonal peak support
  - Replacement vehicles
- **Dedicated account management**
  - Continuous improvement
  - Contract innovation
  - Relationship building

Peak performance

Through our proactive approach, we ensure your vehicles are kept fully up to date in terms of servicing, licensing and documentation, while all maintenance work is meticulously planned to guarantee optimum fleet availability, utilisation and reliability.

Vehicle cost administration is also greatly reduced, with every transaction condensed into one simple monthly invoice, helping to provide total financial transparency, clarity and simplicity.

Proven track record

At Fraikin, we understand what is required to deliver leading fleet management services, whatever the vehicle type, mix or contract term, across sectors including:

- Home delivery and retail
- Government and public sector
- Construction and supplies
- Wholesale and food distribution
- Manufacturing and packaging
- Transport and logistics
- Healthcare and environmental



NHS Blood and Transplant

Continuing a decades-long partnership, Fraikin is supporting NHS Blood and Transplant's 333-strong vehicle fleet. This includes emergency response, electric, and light commercial vehicles, plus minibuses and 7.5-tonne refrigerated trucks, all transporting blood and blood-related products nationwide.

"Fraikin's understanding of our requirements allows us to maintain the highest standards of reliability."

ANTHONY BAKES, HEAD OF OPERATIONS LOGISTICS, NHS BLOOD AND TRANSPLANT

MYSMARTFLEET
BY FRAIKIN

Your one-stop-shop for connected fleet management

MYSMARTFLEET puts your fleet data to work, delivering real-time insights backed by Fraikin's unrivalled expertise, ensuring your operation is able to reach its full potential.

Available for every vehicle, call on customised solutions designed to help you achieve mission-critical fleet objectives.

- Assure compliance
- Optimise total cost of ownership
- Enhance efficiency
- Reduce risk
- Lower costs

Your vehicle fitted with MYSMARTFLEET



You or your Fleet Manager



REASONS TO GET SMART

1 Start with the basics

The entry-level **SMART BASICS** package offers a turnkey solution that delivers total visibility across any Fraikin supplied vehicle – gain cost-effective access into the world of connected fleet management.

- Track and trace for your fleet
- Diagnostic information on every vehicle
- Custom reporting and critical alerts, including crash notifications
- Fuel idling and safety reports

2 Cold chain compliance

SMART FRIDGE delivers total traceability across your temperature-controlled fleet, allowing operators to closely track every vehicle to ensure cold chain compliance, improve efficiency and subsequently lower associated carbon emissions.

- Remotely access performance data
- Internal temperature and humidity status
- Readings reports and history, with data export
- Door opening alerts

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3 Tacho data made easy

SMART TACHO employs a desktop card holder that provides drivers with remote access to all their related tachograph data on a daily or weekly schedule, simplifying the process of meeting relevant industry regulations.

- Live and historical working hours data
- Unassigned driver alerts
- Infringement alerts – insufficient rest, working break and excess working hours
- Auto-integrations to tachograph analytics suppliers

4 Streamline daily tasks

Replace your paper-based routines with **SMART FLEET CHECK**, a dedicated walkaround app designed to streamline daily checks and provide customised inspection reports to support any vehicle in your fleet, helping to ensure compliance and improve safety.

- Defect reporting
- Photo upload
- Signature capture
- Damage log history

5 Safety first

Take safety further with **SMART VISION**, the latest integrated range of AI-enabled, 360° camera technology, installed either inside the cab or at important points around the vehicle. Protect your drivers and vehicles, capturing driver behaviour to improve safety and retrieve vital evidence to dispute wrongful claims.

- Photographic route capture
- Video retrieval and panic button recording
- Safety reporting and driver ranking
- AI-triggered alerts for erratic driving or incidents

6 Protect your drivers

Playing a key front-line role in protecting your drivers and your vehicles, **SMART COACH** delivers safety-related driver coaching designed to improve performance, minimise downtime and increase the longevity of your fleet.

- Notification of speeding and harsh events
- Bespoke driver training plans
- Customised audible alerts
- Safety and coaching effectiveness reporting

7 Optimise your routing

Through the **SMART ROUTING** driver app, operators can efficiently plan routes to improve customer experience, lower carbon emissions and monitor delivery performance in real-time.

- Route assignment to driver and vehicle
- Import routes from third-party systems
- Real-time messaging
- Proof of delivery/e-signing

MYSMARTFLEET
BY FRAIKIN



Loreburn Housing Association

Fraikin is supporting Loreburn Housing Association with a full-service contract hire agreement, covering 28 vans all equipped with MYSMARTFLEET. Through the platform, the customer has vastly improved its driver safety standards through bespoke coaching and guidance.

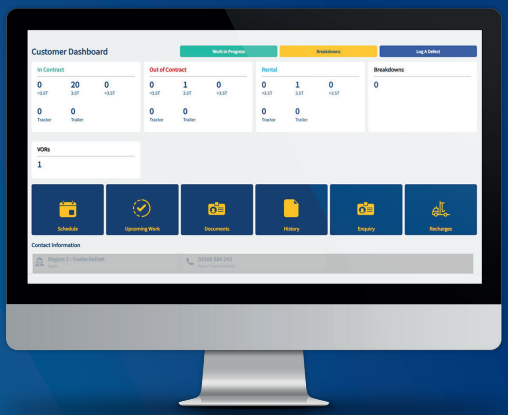
"Fraikin's expertise, industry understanding and commitment to customer service made them the ideal choice for us."

BILLY COUPLAND, HEAD OF REPAIRS & MAINTENANCE, LOREBURN HOUSING ASSOCIATION

FRAIKINVIEW

Comprehensive fleet monitoring

In today's fast-paced world, the efficient management of your commercial vehicle fleet is crucial for business success. FRAIKinVIEW is here to help you optimise every aspect of your fleet operation, from vehicle and maintenance tracking to asset management and cost control.



Available for fleets of all sizes, FRAIKinVIEW offers a complete digital overview of your commercial vehicles, accessible wherever you are and whenever you need. Our platform delivers real-time insights, enhances operational efficiency, and helps ensure regulatory compliance.



Using FRAIKinVIEW enables you to partner with a company dedicated to your success. Working with Fraikin, our platform is designed to provide you with:

- **Enhanced Productivity:** Utilise customised dashboards to sort and filter fleet information, access all scheduled maintenance events with downloadable data and service planners, and re-plan work around your operation, all helping to streamline your operations by freeing up valuable time and resources.
- **Improved Compliance:** Stay up-to-date with the latest industry regulations and ensure your fleet meets all safety standards.
- **Full Transparency:** Instantly access the latest planned completion dates and work narratives for your vehicles, provided by Fraikin's in-house technical experts.
- **Reduced Costs:** Unlock operational savings through online features, such as defect logging and cost approvals, with the option to download estimates and digitally approve charges, helping to enhance proactive cost control.
- **Superior Customer Support:** Benefit from our expert support team, ready to assist with any queries or issues.

The FRAIKinVIEW Advantage

- View live status of your vehicle contracts
- Digitally log your vehicle defects for repair
- View upcoming scheduled work
- Accept or replan booked events
- Approve or query recharge costs
- View live status of work in progress
- Download your vehicle compliance documentation
- View your compliance data
- Gain live roadside breakdown status and location
- View completed repair and maintenance history



NATIONWIDE MOBILE TECHNICIAN NETWORK

Vehicle downtime can significantly impact your business operations – that's why we've developed an extensive UK-wide network of Mobile Technicians, bringing their tools, expertise and first-class customer service directly to you.

With experience across all vehicle types and brands, our experts can manage any maintenance or repair task your fleet requires.



Expert service at your doorstep

Our national team of Mobile Technicians consists of highly trained specialists who undergo continuous professional development to stay at the forefront of vehicle maintenance technology.

Each of them is fully qualified and trained to Level Two of the IMI irtec licensing scheme – the nationally-recognised accreditation for commercial vehicle service and maintenance, technician safety and competence within the road transport industry.

We have also introduced IMI Level Three EV training, as well as training for temperature-controlled units and other specialist areas – all helping to minimise vehicle downtime by being able to complete multiple jobs in a single visit.

Modern van fleet

Courtesy of a £1.5 million investment, every Mobile Technician van has been designed to be a workshop on wheels, equipped with a specialist racking system, including a multi-purpose workbench and carry cases to store equipment.

Every van is also equipped with the latest diagnostic software, real-time communication systems, and digital documentation capabilities to ensure efficient and accurate service delivery.

Comprehensive nationwide coverage

Fraikin's mobile maintenance service provides UK-wide coverage through a strategic network of in-house technicians. We work with more than 800 approved repairers in order to deliver unparalleled support to our customers.

We've strategically positioned our mobile units and partner workshops to ensure comprehensive coverage of all major transport routes and business hubs – all managed by a central team based at Fraikin's head office in Coventry.

Our approach is designed with support in mind – if one technician is occupied, another is always ready to step in. This robust system ensures we can:

- **Respond rapidly to both routine maintenance and emergency repairs**
- **Provide consistent service quality across all UK regions**
- **Offer flexible scheduling to match your operational needs**
- **Maintain service levels even during peak demand**

CUSTOMER SERVICE

Appointing a commercial vehicle provider is a major undertaking for any company. When you sign with Fraikin, not only are you guaranteed the best vehicles for your business, but you'll also benefit from an unrivalled customer service.

From the get-go, our dedicated team will work to the highest standards across our organisation, ensuring we maximise your operational efficiency and become your partner of choice throughout the lifecycle of your vehicles.

Reliability – worthy of your trust, our team guarantees an efficient and cost-effective service, while meeting delivery deadlines with open and consistent communication.

Responsibility – the Fraikin team goes that extra mile to keep our promises and deliver the best solutions while embracing environmental and social responsibility.

Self-confidence – designing innovative solutions and remaining a flexible organisation, continually investing in our people, technology and the future.

Expertise – with an acute awareness of the complexity of our industry, we offer our customers unparalleled financial, technical and operational skills, as well as our safety and innovative know-how.

ISO	**ISO 9001:2015** Quality management	**ISO 27001:2003** IT security risk management	**ISO 14001:2015** Environmental	**ISO 45001** Occupational H&S management

Essential Resources

24/7/365 customer support

Our comprehensive customer support structure ensures that we have all your needs covered.

- **24/7/365 Customer Service Centre**
  - Dedicated to coordinating the day-to-day operations, service maintenance & repair, scheduling, 24/7 roadside support and compliance.
- **Customer Service Managers**
  - Leading the customer service centre teams with key priorities of vehicle uptime, customer intimacy and supplier engagement.
- **Regional Operations Managers**
  - Proactively manage our maintenance and repairer network solutions.
  - Provide technical expertise, cost control management and overarching management of vehicle safety, compliance and VOR.
- **Regional Fleet Maintenance Engineers**
  - Field-based and are responsible for the quality and control of our repairer network.
  - Build relationships with your team and local maintenance providers to maximise service delivery and fleet performance.
- **Key Account Managers**
  - A dedicated, capable and experienced Fraikin representative, responsible for ensuring overarching customer service satisfaction, monitoring and reporting of KPI metrics and delivering continuous improvement.
- **Technology Solutions Manager**
  - Provides technical expertise and support to maximise the use of connected fleet technologies to enhance operational efficiencies and value.
- **Strategic Business and Relationship Development Manager**
  - Collaborates with you to drive innovation and ensure your fleet meets your environmental goals.
  - Builds a close relationship with your business to help support your growth.

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Tailored for every sector

Fraikin UK customers by sector

- **Transport & Logistics**
  444 locations
- **Food & Beverage**
  402 locations
- **Health & Associated**
  413 locations
- **Utilities & Infrastructure**
  1,594 locations
- **Retail & E-Commerce**
  440 locations
- **Public Sector**
  2,495 locations



Trusted by organisations across diverse sectors, our extensive experience equips us with a deep understanding of industry-specific complexities and specialised vehicle needs. This allows us to deliver precise solutions for businesses of all types.

In it for the long haul

At Fraikin, we believe one of the keys to helping your business succeed is to always have one eye on the challenges and opportunities that might be relevant in the future – to ensure you and your fleet are ready.

FLEETCARE BY FRAIKIN

Fraikin's team of expert Mobile Technicians are equipped not only to work on Fraikin-supplied assets. Through our FleetCare service, we extend our nationwide maintenance expertise to customer-owned light commercial vehicles too.

Available as a standalone solution, or alongside Fraikin contract hire or fleet management agreements, FleetCare allows operators to apply the same high standards of maintenance and compliance across their fleets, regardless of vehicle ownership, all serviced through Fraikin's expert team.

FleetCare brings planned and reactive maintenance directly to your premises or the roadside. By removing the need for off-site workshop visits, this helps to reduce disruption, improve vehicle availability, and keep your operations moving.

A coordinated approach to fleet maintenance

The service provides comprehensive support across a broad range of maintenance needs, all delivered through a single, coordinated service approach which covers:

- **Routine servicing and planned maintenance**
- **Reactive inspections and repairs**
- **Brakes and suspension systems**
- **Batteries and drivetrain components**
- **Lighting, belts and cooling systems**
- **Vehicle software updates**
- **Ancillary equipment support, including tail lifts**
- **Temperature-controlled unit servicing**
- **Bodywork inspections and checks**

Additionally, FleetCare also includes end-to-end MOT support, covering vehicle preparation, defect rectification, test presentation and the return of vehicles to site. This coordinated approach reduces administrative burden and ensures assets are returned to service as quickly as possible.

FleetCare customers also benefit from full visibility of maintenance activity via the FRAIKinVIEW platform.

Real-time updates on job status, alongside instant access to service records and compliance documentation, provide total transparency across fleets.

Designed to integrate seamlessly with existing operations, FleetCare offers a practical, scalable way to strengthen day-to-day fleet support, contributing to maximum uptime and consistent standards across both customer-owned and Fraikin-supplied vehicles.



ENERGY TRANSITION

The automotive industry is making significant strides towards decarbonising road transport, but the correct path toward alternative fuels and more sustainable solutions is far from clear for many businesses.

At Fraikin, we've placed environmental leadership at the core of our business. As early adopters, we have developed industry-leading expertise in guiding customers through the transition and support organisations in navigating technical, operational, and infrastructure challenges, enabling them to accelerate their decarbonisation journey.

Delivering a smarter path to your fleet transition

To help shape your fleet strategy to alternative fuels, you may wish to consider some of the points below on the road to making that decision, then talk to Fraikin about discovering the answers:

Defining a clear strategic objective

- [ ] Why do you want to decarbonise your fleet operations and/or reduce noise pollution?
- [ ] Which regulations - current, or future - would transitioning help ensure you meet?
- [ ] Will the transition give you a competitive edge or improve brand image?
- [ ] Is this move driven by wider CSR policies or at the request of your customers?

Infrastructure and supply chains

- [ ] Are there any public charging/refuelling stations available nearby or on your regular routes?
- [ ] How quickly do your vehicles need to be turned around?
- [ ] Do you have the space to install recharging infra-structure on your premises?
- [ ] What permissions would you require to progress those installations?

How can we finance our transition?

- [ ] What government grants, subsidies and schemes are available?
- [ ] Are there any private sector schemes you can access?
- [ ] Are there any opportunities to collaborate with strategic partners?
- [ ] Will long-term total cost of ownership gains provide a return on investment in good time?
- [ ] Will it mean passing on costs to customers, will they accept this?

EVOLUTION BY FRAIKIN

Assessing operational suitability

- [ ] What is the average distance your vehicle(s) travel each day?
- [ ] What types of roads or routes do you primarily operate?
- [ ] Are your vehicles subject to clean air zone regulations?
- [ ] What additional ancillary equipment do you use? Tail lifts, cranes, tippers, refrigeration?

Safely enabling people & operations

- [ ] Will your drivers and/or technicians require additional training to operate these new vehicles?
- [ ] How will upcoming and proposed regulations change the market?
- [ ] What can you do with your existing assets?

Who can help me answer these questions?

- [ ] Fraikin can. We can guide you along the road, using our extensive experience to provide insight and advice at every turn.

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