

# LeasePlan Supplier Newsletter

## November 2014 Edition

Dear all,

Welcome to the launch of our LeasePlan Supplier newsletter. Our Supplier Network plays a key role in the services and support that we provide to our clients and drivers. Following the success of the launch of our Supplier Recognition Awards, we wanted to develop more regular communication and updates with you and hence we decided that a newsletter may be the easiest way to do this on a regular basis.

This is our first edition and is dedicated to the launch of our inaugural Supplier Recognition Awards. We welcome any feedback or queries you may have.

Kind Regards,  
Madeline McGovern  
Operations Director

## Supplier Recognition Awards & Fleet Show 2014

What was originally intended to be a low key launch of the inaugural LeasePlan Supplier Recognition Awards, grew very quickly into a gathering of the Motor Industry from the length and breath of the country. On Thursday the 30<sup>th</sup> October we were delighted to welcome representatives from all sections of the Industry, Manufacturers, Dealers, Independents, Body shops and Support Services. Over 220 people attended the dinner and awards ceremony with Pat Kenny officiating as MC for the evening in the Leopardstown Pavillion. There was an impressive display of Prestige Cars which had been kindly loaned for the event by the various Manufacturers and certainly added to the evenings discussions.

LeasePlan announced the launch of these awards earlier this year and we wanted recognise and reward our suppliers for the important contribution you make to the continued success of LeasePlan Ireland and our Clients. Our suppliers have become key partners in our business and we wanted to formally show our appreciation for all that you do on our behalf.



# LeasePlan Supplier Newsletter

## The Awards - Nominees and Winners

The categories we launched took account of all of our suppliers from the different sections of our business and LeasePlan's brand promise "*it's easier to leaseplan*". We presented Awards in the following Categories



### **Procurement Supplier of the year**

Nominees : McAllisters, Spirit Motors, J Donohoes, Cahercalla Motors, Annesley Williams, Audi North  
Winner : J Donohoe

### **Independent Supplier of the year**

Nominees : Van Conversions, Scully Autocare, Hurley Brothers, Automotive Services  
Winner : Van Conversions

### **State services supplier of the year**

Nominees : Blackwater Motors, Donagh Hickeys, J Keane & Sons, Highland Motors, Divane & Sons  
Winner : Highland Motors

### **Accident Repairs /Bodyshop of the year**

Nominees : Accident Repair Centre, Gerry Kennedy's, Ace Autobody, Frank Byrnes  
Winner : Ace Autobody

### **Support Services Supplier of the year**

Nominees : Topaz, Universal Graphics, The AA, Enterprise Rent a Car, Atlas Tyres  
Winner : The AA



**The inaugural Recognition Awards included ten different categories**

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## The Awards - Nominees and Winners



### **Awards for demonstrating the LeasePlan values, by a Supplier or their Employee,**

Nominees Jim O'Keeffe – Kearys, Gary Finlay – Finlay Ford, Nicola Canning – Accident Repair Centre, Emmet McGuickian – Highland Motors, Brian Riordan – Kenilworth Motors, Derek Gallahue – Enterprise Rent a car  
Winner : Derek Gallahue – Enterprise Rent a car

### **Supplier or their employee who demonstrates Innovation / Excellence**

Nominees : Brendan Wall – Western Ennis, Dermot McDermott – Nissan, Steve Rayner – JDMG, Conor Dixon – Renault, Jimmy Mooham – Tim Hastings  
Winner : Dermott McDermott - Nissan

### **SMR Supplier of the year**

Nominees : CAB Motors, Frank Keane Motors, Frank Hogan Motors, Kenilworth Motors, S& R Motors  
Winner : Kenilworth Motors

### **Manufacturer / distributor of the year**

Nominees : Renault, Ford, Hyundai, Volkswagen, Skoda  
Winner : Hyundai



Over 45 different companies and employees were nominated for an award

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## The Awards - Nominees and Winners

### Overall supplier of the year award – Easier to LeasePlan

Nominees : J Donohoe, Van Conversions, Highland Motors, Ace Autobody, The AA, Enterprise Rent a Car, Kenilworth Motors, Hyundai

### Winner Over Supplier of the Year : Enterprise Rent a Car



The awards night was very well received by all sectors of our suppliers in attendance and will become an annual event in our calendar. LeasePlan want to ensure we continue to offer the most innovative, competitive range of services to our clients and drivers While ensuring they are delivered in a consistent professional manner in line with our working practices and Code of Conduct that would be expected of a provider with a fleet in excess of 15,000 vehicles and over 300 clients. Eddie Murphy, retiring Chairman and Managing Director of Ford Ireland spoke on behalf of the guests and was very complimentary on LeasePlan's continued success and the relationship they endeavour to develop with their network.

# LeasePlan Supplier Newsletter

## Supplier Recognition Awards & Fleet Show 2015

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Due to the success of the launch and the already competitive feedback from many of those in attendance, we thought it would be useful to provide you with some insight into what we are looking for and will form the basis for the winners in 2015!

The key criteria is still based on our brand promise “ *its easier to leaseplan*” and is based on all areas where we interact with our suppliers on a day to day and special instance basis.

We will be continually assessing our suppliers over a complete twelve month period reviewing feedback and comments on a monthly basis.

We will be getting regular feedback from our personnel, clients and drivers which will cover everything from the ease of booking in a job, the service they received, how the order number was handled, the timeliness and accuracy of the invoice and all demonstrations of innovation, going the extra mile and observing the LeasePlan values of Commitment, Expertise, Passion and Respect. Adherence to our Code of Conduct and business ethics will also be crucial and we will be working in line with our Supplier Relationship Policy.

We look forward to a competitive programme with even more nominees and winners for 2015!

Finally, we would like to thank you for your continued support to LeasePlan and helping us to deliver excellent services to our clients. We are also delighted to let you know that *TNS*, the independent world leader in market research and business analysis, who carries out our Client Loyalty Survey and Driver Satisfaction Surveys on behalf of LeasePlan Corporation, has just confirmed to us that we have increased our TRIM satisfaction scores for 2014, which illustrates that LeasePlan Ireland together with our suppliers are delivering service excellence well above industry averages.

We look forward to continuing to develop our relationship with you.

Kind Regards,  
The LeasePlan Operations Team

