

CASE STUDY

A long-term collaborative partnership delivering consistent compliance and financial benefits



Stannah

Founded in 1867 Stannah is one of Britain's long-established 5th generation family-owned business. Today it is a global market leader in lift solutions designing, manufacturing and servicing a variety of lifts. There is a long-standing company commitment to quality, integrity, people and safety.

Fleet Operations

The Stannah fleet consists of 180 cars and 469 vans. In addition to company owned vehicles, Stannah also supports 74 grey fleet vehicles.

“ Stannah's fleet philosophy is driven by a simple principle; 'no job is worth doing if it cannot be done safely'. The team at Fleet Service GB provides me with a level of service that more than exceeds my expectations. ”

Denise Hawkins,
Fleet Manager,
Stannah



Background

The Stannah fleet team and senior managers of Fleet Service GB have worked together since 2007 – during that time an outstanding partnership approach has been developed supporting a management transition that continues to deliver safety, compliance and financial objectives.

Challenges of personal change

Sustaining demanding compliance, operational, and financial objectives over an extended period has been made possible through the continuous evolution of systems and processes. By maintaining a clear focus on delivering a class leading fleet policy, both teams have successfully navigated changes in personnel and technology, consistently generating measurable and meaningful benefits.

Supporting a safety philosophy

Stannah's embedded philosophy has created a robust safety culture across the fleet. Safety is never compromised; consequently,

driver compliance consistently remains at the highest level. Every aspect of driver and vehicle performance is continually assessed and analysed, with improvements implemented wherever opportunities are identified.

The extensive fleet knowledge and experience, built over many years, ensures that driver wellbeing and safety remain Stannah's highest priority.

Strengthening the partnership

From the outset, the relationship has operated as a genuine two way partnership. By applying a fresh eyes perspective, both teams have openly debated ideas and suggestions, leading to enhanced automation, improved operational efficiency, and more proactive fleet management.

As the partnership developed, the team were able to move from a reactive approach to anticipating and addressing issues before they arose. Regular performance reviews and analysis of outcomes continue to strengthen the partnership, providing a structured forum for continuous improvement. This collaborative approach proved especially valuable during periods of disruption, including the challenges posed by COVID 19 and wider supply chain interruptions.



Data access, analysis and system development

Data has become a key driver of effective fleet management at Stannah.

The Fleet Service GB system hub dashboards are used for both **quick snapshot views and detailed deep-dive analysis**, supporting a move towards evidence-based decision-making. All Stannah managers have direct access to relevant data, enabling them to manage their own areas without creating bottlenecks, while the Stannah fleet team retains an overarching view of fleet performance.

On a regular basis, suggestions and requirements from Stannah have directly influenced Fleet Service GB system developments, resulting in multiple enhancements being introduced to ensure the system continues to reflect operational needs and, at the same time, support best practice.

Working together

A core strength of the partnership is inclusivity.

This approach developed over many years has resulted in branch managers, drivers and other relevant stakeholders all being brought into the equation, resulting in better alignment, shared accountability and importantly, clear communications. The operational transparency supported by visibility of all areas ensures that management discussions and decisions are all fact/data influenced.

Processes and procedures are continuously under challenge, a recent supply chain pressure resulting from a branch relocation highlighted the importance of shared communications, with the additional effort and commitment from the Fleet Service GB team being recognised as **going above and beyond expectations**.

Results

Highly engaged drivers, supported by the Driver of the Month initiative

Increased driver participation and interest in achieving compliance and safety standard

Clear visibility and control of fleet costs

Strong vehicle and driver compliance across all key areas

Proactive identification and resolution of issues through data-driven insight

A safety-first culture embedded into operations, HR and leadership oversight

A trusted, transparent long-term partnership that continues to evolve

Looking ahead

Stannah recognises that nothing stands still.

By continually refreshing systems, processes and procedures, and by maintaining open, honest dialogue, the partnership with Fleet Service GB continues to develop.

The combination of **culture, control and transparency** ensures fleet operations remain aligned with the same values that have guided Stannah for more than 150 years.

Transparency removes stress and builds trust on both sides.

“ The partnership is now supported by its 2nd generation management team, where by fully embracing open collaboration, both teams have evolved and, importantly, continue to deliver Stannah’s operational objectives. ”



Sarah Clifford,
Client Services Director,
Fleet Service GB

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A fully integrated driver and vehicle management programme, to find out more visit:
fleetservicegb.co.uk



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