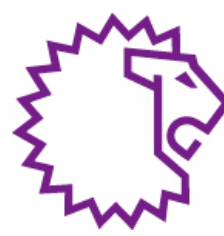


LEICESTERSHIRE

FIRE and RESCUE SERVICE



LION APPAREL

LION DELIVERS SUPERB SERVICE

Leicestershire Fire and Rescue Service (LFRS) delivers an essential emergency service to the people of Leicester, Leicestershire and Rutland, as well as a comprehensive programme of education for schools, community safety and building safety inspection.

The Service operates from twenty operational fire stations and a command and control centre, handling around 23,299 calls that resulted in of 13,626 emergency incident responses each year. Each of the brigade's 701 firefighters is protected by 'head to toe' Personal Protective Equipment (PPE) supplied by Lion Apparel under its TotalCare® solution.

Every firefighter in the Service is supplied with two tunics and leggings incorporating GORETEX® Airlock fabric, two flash hoods, a Cromwell 600 helmet, Seiz gloves, Haix Firehunter boots and Hunter rubber fire boots. Under the terms of the TotalCare® agreement Lion is responsible for maintaining and laundering all of the PPE so that it is fit for purpose at all times.

“One of the best decisions we have ever made”

Kate Clay, Stores Officer, Leicestershire Fire & Rescue Service said:

“Lion's quality and management control systems give us a great deal of confidence that our firefighter's PPE is always fit for purpose. As a customer, the service that we receive is absolutely superb thanks to the people at Lion who are totally committed to meeting our needs. They deliver what they promise, when they promised it, every time.

“Prior to working with Lion, we would have to source each different product separately and deal with a number of different suppliers for maintenance and replacements. One of the greatest operational benefits of TotalCare® is that there is only one point of contact, which makes a huge difference to the time spent administering our PPE contract.

“The quality of the equipment is excellent but it is the customer service from Lion that really makes the difference - I really think the move to TotalCare® is one of the best decisions we have ever made. The Service achieves excellent value for money, our firefighters benefit from quality equipment that is fit for purpose at all times and we can very precisely budget our PPE costs for the lifetime of the contract.”



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