

COLLEAGUE STORY

30 YEARS
FOUNDED IN 1995



MEP Hire

Mechanical, Electrical & Low Level Access Specialists

MEP HIRE 30 CASE STUDY

Elizabeth Hoey National Customer Support Centre Manager

Elizabeth Hoey, MEP Hire's National Customer Support Centre Manager, joined us back in 1997. An MEP Hire colleague for 28 years of our 30-year history, we wanted to showcase her story with you.

Having joined MEP Hire straight out of school at 17 years of age, Elizabeth originally planned to only stay over the summer before her nursery college course started. However, 28 years later (with no similarity to the new Danny Boyle feature film) Elizabeth remains as a cornerstone to the fantastic work our Hire Desk do.

Initially working as a Hire Controller within the original Hire Desk team up in Bothwell, Elizabeth enjoyed supporting customers to hire our core press-fitting solutions; designed to make joining and fitting pipe both speedier and more effective.

After taking a break to raise her family, Elizabeth returned to MEP Hire in 2006, later moving into a supervisor role and eventually the manager for the entire Hire Desk.

Of course, the Hire Desk has seen lots of changes in the time Elizabeth has been working for MEP Hire. A massive expansion of branches nationwide, alongside a growing fleet of hire solutions, including on-boarding a new Low Level Access equipment range in 2013, are just a few of those.

"Everyone has story. I feel like it's as much my job to listen and understand as to manage, and that's the key to getting the best out of my team and creating a positive place to work for everyone.

This is a culture that has certainly been a part of MEP Hire from its infancy and I feel is very much down to the way Joe Stewart, the businesses original owner, steered the company from the very beginning.

We very much continue to shape a family feel in the way we do things today, and that has had fantastic results internally, but for business performance and growth as well."

Elizabeth Hoey





Elizabeth accepts her Leadership Role Model Award from Anna Bielby, Chief Executive Officer, Vp Group.

Originally a team of just four people, the Hire Desk expanded as more branches opened to support MEP Hire's growth. The centre now has a team of 24 staff in total, operating from a new site in Bellshill on the outskirts of Glasgow. Supporting all 13 of the MEP Hire branches nationally, the Hire Desk offers advice and guidance around hires and off hires, account queries, and much more.

We asked Elizabeth what she likes most about her job and she told us it was the people and camaraderie; she loves to get the best out of people and sees her role as much of a listener as a manager.

Elizabeth's hard work was recognised by Vp Group last year at the Vp Anniversary Awards to celebrate its 70th year, where she took home the 'Leadership Role Model' Award. Very well deserved, I'm sure we can all agree.

About MEP Hire

MEP Hire, a division of Vp plc, provides mechanical, electrical, press-fitting and low-level access products to the UK's building services trades.

Originally founded in 1995, MEP Hire's rich history has built them an enviable reputation for quality, service and reliability.

Since 2013, MEP Hire branched-out into low-level access products and now offer one of the most comprehensive and best-maintained fleets in the industry.

MEP Hire offer national coverage from 13 branches across the UK, priding themselves in the specialist knowledge, expertise and skills their dedicated colleagues offer.



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