



Masterview Images

This month's images are more 'no, no, no' than 'ho, ho, ho' and show examples of drivers using the back seats of cars for carrying large loads. Not only do these instances constitute a health and safety issue in the event of the driver having to brake sharply, but they do beg the question - is the vehicle allocated fit for purpose?



Webex Review Facility

Over the last week, the cold snap caught most people unawares and unprepared. Each year, motoring organisations issue tips to drivers for driving in snow and ice, and broadcasters urge people to only make **essential** journeys. Whilst historically this last piece of advice was the cause of much mirth amongst drivers, why not give consideration to possible alternatives that will enable your drivers to reduce the number of journeys?

During the remaining winter months, when the weather can be at best unpredictable, we will be utilising our new Webex facility to carry out a number of review meetings. The Webex facility requires a PC with internet access and a phone line and allows client fleet managers to see the FSG personnel taking part as well as viewing documents simultaneously on screen. Using Webex doesn't mean you will be receiving a lower standard of service, it is simply FSG practising what it preaches: restricting mileage on its vehicles, reducing journeys to save on fuel costs and reducing carbon emissions. We do of course understand that some of you will want to meet face-to-face but we hope you will support this initiative and agree to try out the Webex scheme.

For those of you whose drivers have no option but to be on the road every day, and we know there are a lot of you out there, please reiterate those driving tips. Let's try and keep everyone safe whilst they go about their daily business, particularly during the festive season.

Review Schedule

Historically FSG has aimed to hold review meetings with clients to tie in with their financial year end. This has allowed us to bring to the meeting a full year's data for discussion. However, a number of clients have indicated that an earlier meeting would be beneficial as the reports will assist in their budget forecasting. If you feel an earlier review would be of use to you, then please contact me on 0844 8000 700 to schedule an appointment.

Going the extra mile

Congratulations to Leanna Allison, the winner of this year's Lord MacLaurin Award for Customer Service Excellence, as nominated by FSG clients' fleet managers and drivers. Leanna is seen here receiving the trophy from FSG shareholder, Suzanne Jiggins, who kindly stood in for Lord MacLaurin, at FSG's Christmas party last weekend.



Rental Terms & Conditions

During November, we sent out a letter to all of our clients advising of the updates to rental company terms and conditions, specifically the new insurance liability indemnity requirements. With the letter, we also sent a set of the new terms and conditions. If you have not yet signed and returned these to FSG, we would be grateful if you would do so as soon as possible, marking them for the attention of Lesley-Ann Reilly.

£££ Additional savings

Last month, we talked about the 'additional' savings of £191,238 made by the FSG Authorisations and Technical Services teams over and above those made as part of the daily routine. This figure has since increased to **£211,099**. These figures only apply to savings achieved in our core maintenance area and, over the coming weeks, we will be developing new reporting formats to highlight savings in other areas such as accident repairs. Watch this space.

The FSG team and I would like to thank you for your support and valued business during 2009 and to take this opportunity to wish you and your drivers a very happy Christmas.

Frances North
Customer Relations Manager

frances@fsguk.com
Tel: 0844 8000 700