






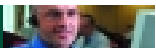





Truck management

maintaining the standard

FLEET*support*
GROUP



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maintaining the standard



Truck management and you

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In an increasingly litigious society, and especially where your core business is not operating trucks, why take the risk of losing your 'O' Licence?

This would affect your ability to deliver your goods and services to your customers, you would risk being taken to court for overlooking your Health and Safety obligations, and you would be vulnerable to unscrupulous drivers. Serious breaches can lead to your company being shut down by the Vehicle and Operators Services Agency (VOSA).

Using Fleet Support Group (FSG) for your truck management means you can concentrate on your core business leaving us to ensure that you comply with the stringent requirements of your Operators Licence.

By letting FSG form a partnership with you to look after this side of your business, you will be tapping into a company that guarantees your management needs are always met, your truck service intervals are complied with and your maintenance thoroughly executed.

FSG's systems have been developed and improved since the 1980s and are used by many blue chip, as well as small to medium sized companies.

Choosing FSG to look after the management of your trucks does not mean that you lose control over your fleet – rather, you will be free to concentrate on those areas of your business that generate profits for your company.

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Guidance:

- The booklet "Goods Vehicle Operator Licensing – A Guide for Operators" revised 12/95 (or later) will help you fill in this form. A copy can be obtained from your local Traffic Area Office which is listed at the bottom of page 8 of this form.

- If you need any further help, contact the Goods Vehicle Operator Licensing section of your Traffic Area Office on the telephone number given at the bottom of page 8 of this form.

PLEASE COMPLETE ALL SECTIONS FULLY IN CAPITALS

Operator licences

operators who receive penalties are any easy target for roadside inspections

You cannot operate a vehicle over 3.5 tonnes without an 'O' Licence – it is as simple as that.

But are you legally and technically qualified to deal with all the administration necessary to meet the legal requirements of obtaining an Operators Licence to operate the vehicles you need to conduct your day-to-day business?

Should you wish, FSG's truck management team will make applications on your behalf to your Traffic Area Office and, before doing so, ensure that your operation meets the requirements for granting an Operators Licence.

Not only must your company have a licence to operate trucks on the road, you must also ensure that the conditions you signed up to are observed to avoid any prosecutions.

Since all penalties incurred are notified to the Traffic Commissioners in the eight Traffic Areas throughout the UK, operators who receive penalties are any easy target for roadside inspections which could result in the loss of your Operators Licence, and even a conviction from the Court.



HGV RiskMaster

HGV RiskMaster is a high visibility, fully integrated software tool developed to manage all aspects of vocational driver safety.

HGV RiskMaster changes the driving culture by demonstrating to individuals that they have a clear responsibility for their actions when driving commercial vehicles. It demonstrates a serious commitment to reducing the risk of death or serious injury for all vocational drivers.

Board approved, it invites all vocational drivers to apply online for a Permit to Drive. The system then risk-assesses all applicants.

Compliance is then continuously measured in areas such as maintenance, driving, accidents, Operators Licencing, driver tachograph cards, and ancillary equipment operator qualifications.

The system automatically produces requests, prompts or reminders for all required events. It informs management whenever non-compliance occurs.

From the moment drivers begin the process of applying for a Permit to Drive the culture shift starts; costs will reduce consistently in all vehicle related areas such as maintenance, accidents, insurance premiums and wear and tear.

*a clear responsibility
for their actions
when driving
commercial vehicles*





Administration

view vehicles and individual components using a revolutionary remote visual verification system

FSG systems offer great flexibility, fleet parameters can be changed instantly to encompass operating circumstances as and when they impact on the fleet.

In addition to information being accessed via the FSG website, you will be able to view vehicles and individual components using the revolutionary Masterview remote visual verification system, available in many garages throughout the UK.

Garages selected for the supply of servicing and maintenance are subjected to regular stringent assessments.

Compliance with FSG's ordering and authorisation process forms part of the performance measures used to determine the success of the supplier partnership.

Cost control forms the basis of the authorisation process to ensure effective management of all expenditure.

Bespoke solutions to specific requirements are facilitated by the in-house IT team.



Maintenance

Managing the maintenance of commercial vehicles is of vital importance.

FSG has developed its systems to ensure that all legal requirements are met. These criteria are also applied to all ancillary equipment. Maintenance and servicing of vehicles is carried out strictly in accordance with legal requirements. The system properly records details of all transactions and is available for inspection at any time, either online through the FSG Interactive website or produced as hard copy data.

The comprehensive management system covers annual MoT testing, tachograph two yearly checks and six year calibration, and the legal requirements for ancillary equipment.

Tyre expenditure on commercial vehicles is a major element of operating costs. FSG ensures that this area of expenditure is carefully scrutinised as part of the overall objective of managing all areas of vehicle maintenance without compromising reliability or safety.

Analysis of maintenance costs and comparison with FSG systems data indicates how well your trucks are being driven and whether any driver training is needed.

At the outset FSG will agree the level of maintenance management required. This is fed into the operating system which provides 24-hour support and monitoring. The process ensures strict compliance with maintenance schedules. Only necessary, authorised work is approved for payment. The system also ensures that downtime is minimised.

data indicates how well your trucks are being driven and whether any driver training is needed





Checks and reports

FSG can assist you in minimising the risk and cost of negligence

Although this is an area where you will have to rely on the integrity of your own drivers to check their vehicle each day and your management to ensure the reported defects are rectified, FSG can assist you in minimising the risk and cost of negligence by providing timely reminders.

Remember that you can lose your Operators Licence if your drivers fail to carry out daily checks and arrange for any defects found to be rectified and recorded.

As part of a package of services, standard reports are provided from an off-the-shelf suite. Additional bespoke reporting can be specified at no extra cost. All reporting is available online through the FSG Interactive website.



Tachographs and analysis

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Apart from the legal requirements of accurate tachograph calibration and maintenance, these also record your drivers' speeds, distances travelled and other duties. The company has a legal duty to check and analyse tachographs.

But did you know that tachographs are also an invaluable productivity tool that can prove just how well – or badly – your drivers are contributing to the profitability of your company?

Operating commercial vehicles is an expensive business. FSG will help you manage the use of the vehicle and, in so doing, will protect your investment and your profitability.

Analysis services can be provided as part of an agreed package.

*tachographs are also
an invaluable
productivity tool*





Accidents/breakdowns

the service is designed to ensure round-the-clock support

Commercial vehicles involved in accidents or off the road as a result of breakdown quickly accumulate costs which have a negative effect on the overall operating efficiency of the fleet.

The FSG approach is to quickly identify what course of action is required and then implement the necessary processes as fast as possible.

Operating parameters are essential to ensure that the process followed takes into account the needs of the business, for example, locating and hiring suitable replacement vehicles.

The suppliers utilised by FSG for accident repair, breakdowns and recovery are continually assessed to ensure that they are able to deal with every emergency, including the use of specialist recovery equipment. FSG's experience in the managing of specialist suppliers ensures that your needs are professionally dealt with as situations arise.

Irrespective of the size of your fleet, the service is designed to ensure round-the-clock support, minimising down-time and delivering trouble-free operations.



About Fleet Support Group

FSG is a well established vehicle management organisation based in Chippenham, Wiltshire.

It has gained an enviable reputation within the vehicle management industry by concentrating on delivering consistent quality service.

FSG ensures the selection and recruitment of the right kind of people who share the ethos of the company. Their positive, daily contributions ensure that the ever-expanding client network continues to benefit from a partnership with a team of people who really care about what the client wants.

Within the commercial team, there is significant experience from the qualified engineers who are, in turn, supported by an in-house IT operation which continually upgrades the operating systems, thereby improving operating efficiency.

FSG has a very innovative approach to managing vehicles. It has even installed real-time video links into its supplier network under the Masterview brand.

FSG believes in the sound principle of providing partnership solutions. It will only sell what it is capable of delivering and, as a consequence, stresses the importance of establishing with clients at an early stage operational objectives that are achievable.

*a team of people
who really care
about what the
client wants*





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Please note that in the interests of customer care, all telephone calls are recorded

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