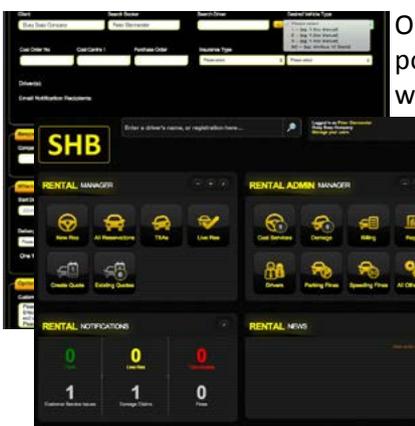




Vehicle Hire and Management

Happy New Year and welcome to the first edition of 2015. In this issue you will learn more about our newly updated customer portal, Fleet On Demand (FOD), due in spring, you will meet our new Customer Service Director, Richard Evans, and find out why we have partnered with a new service provider. Remember, you can always subscribe to our newsletter online by visiting www.shb.co.uk. You can also follow us on Twitter @SHBhire, like our Facebook page and visit us on LinkedIn.

You are one click away to a new customer portal



Our new and improved customer portal has been under wraps for a while but we are delighted to announce that the new service will be ready in time for spring. The new customer portal, developed by technology provider, Fleet On Demand (FOD), will offer our customers more control and interactivity over how they manage their fleet data. Although our initial portal gave customers certain information the new FOD service will go a step further giving you more access to a range of information at the click of a button.

The new, streamlined system will give our clients a host of possibilities and interactive features, from booking services through to raising queries and complaints online. The easy to use interface is made up of visual icons that guide you through a multitude of screens where you can gather reports, check service due dates and make bookings. Working in real-time, the software logs all bookings, servicing and maintenance needs immediately which get updated into the system. The new system will be rolled out in the next few weeks so watch this space.

09:02
12/02/2015

Charity Update...

For 2015 we are pleased to announce we will be staying with our chosen charities, **Help for Heroes and Cancer Research.** Make sure to keep an eye out for our next charity event we have in the pipeline.




New Bodyshops...

We are currently in the process of further improving and developing our body shops across our depots in order to enhance our customer service experience offering our customers more bodywork and to help reduce costs. We can confirm that Newcastle's new and improved bodyshop will be up and running over the next few weeks.



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Meet the Team...

Richard Evans - Customer Service Director

Former Group Hire Manager, Richard Evans, has been welcomed onto the Board of Directors as SHB's Customer Service Director. Richard is at the helm of overseeing and managing the Customer Service Teams, including Rental, Account Management, Service Desk, Compliance and Customer Satisfaction. Richard has been an integral part of the business for the last 17 years. With this new position we're sure SHB customers will continue to receive excellent customer satisfaction from initial enquiry right through to after sales support.



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SHB in partnership with new service provider



One of the UK's most progressive motoring organisations, RAC, has become our latest network service provider. The RAC will provide in-house attendance and recovery for cars, 4x4s and LCVs supporting our mobile fitters and depots. They will also act as our out-of-hours provider between the hours of 19:00 - 07:00 where phones are diverted to their 24/7 call centre to manage

all breakdown and recoveries. RAC have been awarded this contract following a robust tendering process where they were able to evidence their ability to support our customers and our specialist fleet effectively. This includes their ability to offer superior reporting tools and online capability and their culture of continuous improvement with SHB to provide excellent customer services.

The RAC has been supplying the country with breakdown coverage for more than 100 years. They currently have over eight million members and boast to having the world's most advanced computer systems to handle roadside assistance calls.



Grounds Maintenance

Be a cut above the rest this season and visit our website for all the latest makes and models for Grounds Maintenance. From Cage Tippers to Tractors, Beavertails to Buggies, we have everything you need to support you this season.

What you've been saying about SHB...

"The vehicles always come in a clean condition and if I requested with the vehicle (e.g Full of fuel, with a number plate) this always happens. Simon has got me out of a lot of holes this year and is very helpful and will go the extra mile to help if he can. I have used many hire firms in the past, but this has to be the best I have used so far for service and reliability."

Ian Gabrielson, SFC Event

I need a hero! SHB employee wins industry award for 2015



A big congratulations to our Assistant Operations Manager, Rick Barker, who was recently awarded the

BVRLA Industry Hero Award for 2015.

Rick beat off stiff competition from other nominees to win the prestigious award for all the hard work and dedication he has put into the company over the past several months. Rick will attend the BVRLA Annual Dinner, a black-tie event, on 5 March 2015 at the London Hilton, Park Lane joining other VIP guests where he will be presented with his award.

We would like to thank Rick for his commitment to the company and for going above and beyond the call of duty for SHB.

What we've been doing for the community

At the end of last year we raised over £1.4K for Cancer Research from our annual Christmas Raffle. Numerous staff members across our depots dug deep in a bid to help raise as much funds as possible for the charity. Our latest draw took more than double what we did in 2013!



Back in December we supplied Burton's Rotary Club with a 4x4 110 Hard Top to help pull Santa's sleigh across the local village to help raise money for local charities. The 4x4 was used on several occasions throughout December and managed to raise over £7, 000!

