

26th June 1986

Hello All

As you will know from Tony Jones's letter there have recently been some major structural changes throughout the Company. To progress from here, if not merely to survive we all need to stand back to look, assess and instigate a course of action to make the company significantly more efficient than ever before.

Without in any way compromising SAFETY - (our utmost concern at all times) - the following points address themselves to reducing the cost of running your Expedition/Tour. This can and will be done and will most certainly not undermine the well-being of your group - quite the opposite.

The points are:

- 1) Communications
- 2) Trip Accounts and Expenses
- 3) Parts, Tools and General Equipment

#### 1. Communications

There was a time when facilities were almost non-existent yet we operated efficiently and effectively - now that we have good services we do not always use them in this way. In whatever form, be it E.R.R.s, Telex, 'Phone or Cables, they must be really effective - recent years have shown a dramatic increase in frequency and length (which is costly) yet no actual improvement in success of the overall result.

En Route Reports (E.R.R.): Completed E.R.R.s have frequently been a topic of criticism by E.O.L. mainly because road crews have not always realised just how important they really are. The quality (not quantity) of E.R.R.s rarely fails to give the correct impression of the quality of the show you're operating. They are the basic written record of the events of a particular Expedition, Tour, Trek or Safari - they can and have been called upon in a Court of Law.

We are to introduce a simplified but more pertinent E.R.R. It places greater emphasis where it needs to be placed and it no longer shirks the real business of BUDGET and SCHEDULE.

Copies of this revised E.R.R. are attached and are to be used, please, as of now.

We are also to introduce a simple method for the noting and responding to E.R.R.s. This will be instigated by the beginning of July. It will be in the form of a simple comment sheet (E.R.R. Response) posted to you noting and commenting on facts supplied in your latest report.