

Company Vehicles Drivers Handbook



Applies to:

All Staff

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2.1

CONTENTS

1. INTRODUCTION
2. COMPANY RULES AND PROCEDURES
3. CARE OF YOUR VEHICLE
4. SECURITY OF YOUR VEHICLE
5. ACCIDENTS AND LOSSES
6. MOTORING CONVICTIONS / OFFENCES
7. WINDSCREENS
8. IMPORTANT HELP NUMBERS
9. DRIVING TIPS
10. VEHICLE TAXATION
11. CERTIFICATE OF MOTOR INSURANCE
12. STATEMENT
13. VEHICLE ACCEPTANCE FORM

1. Introduction

1.1 Running a motor fleet is a large overhead and as an employee of the company you can contribute to its success. To be successful in our highly competitive business, the company must be as efficient as possible and to succeed we strive to reduce the operating costs as far as reasonably practicable. To control the costs of running the motor fleet it is essential to reduce the accident rates, cost of claims and try to avoid vehicle breakdowns/downtime.

1.2 In addition to reducing the costs of running the motor fleet, the measures detailed within this document will assist in the avoidance, as far as possible, of you and your passenger(s) being injured through a motor vehicle accident.

1.3 Please read the following and keep this handbook in your vehicle at all times for on-going reference.

2. Company Rules and Procedures

2.1 You are reminded that it is against the law to use your mobile phone whilst driving unless you have a suitable hands free kit.

2.2 You are reminded that it is against the law to drive any vehicle whilst under the influence of alcohol or drugs. It also contravenes company policy and is therefore STRICTLY prohibited.

2.3 Smoking in company vehicles is STRICTLY prohibited.

2.4 You will be responsible for the payment of any parking fines, speeding offences and/or Penalty Charge Notices received.

2.5 It is your responsibility to report any existing damage found to the vehicle during initial receipt. Any subsequent damage found must be notified immediately to your line manager for reporting. All repair costs incurred by the company through non-reporting or driver negligence/liability may be recovered from the individual at a monthly rate dictated by the company. The total amount recharged will be the total cost of repair. If the damage is due to an own-fault insurance claim this amount will be capped at the company insurance excess of £1,000.

2.6 Use of company vehicles outside of business is restricted to personal use only, i.e. social domestic and pleasure purposes. It is strictly prohibited to use a company vehicle outside of business for use of carrying passengers for reward and/or delivery services.

2.7 If you have a diesel-powered vehicle and receive fuel benefit you are required to fill up at either our Anchor Bay Wharf Depot in Manor Road or our Haulage Facilities in Ebbsfleet and you will be allocated a fuel fob for this purpose. Please contact Procurement to organise a fuel fob - Tel: 0370 950 8800.

2.8 If your vehicle is driven in a courteous manner, the image of the company in the local and wider community will be much greater.

3. Care of Your Vehicle

3.1 It is your responsibility to ensure your vehicle is kept well maintained. You should:

3.1.1 Wash and clean the vehicle, inside and out, weekly or more regularly if circumstances require.

3.1.2 Undertake checks of the following, at least on a weekly basis;

- Brake Fluid
- Engine Oil
- Engine Coolant
- Power Steering Fluid
- Lights/Reflectors
- Tyres
- Windscreens/Windows
- Windscreen Washer Fluid

3.1.3 Ensure the vehicle is regularly serviced in line with the manufacturers recommended service intervals for the vehicle - this information can be found in the service book kept in the vehicle. The vehicle should be serviced with an approved provider - please arrange this via the vehicle lease company.

3.1.4 Report and have repaired any mechanical fault(s) - again, please contact the vehicle lease company directly to arrange this.

3.2 A Full Maintenance package is included with all company vehicle leases that covers servicing, tyres, MOTs and other maintenance work needed for the duration of the lease, this also includes breakdown assistance.

3.2.1 What **is** and **isn't** covered varies between lease companies so you will need to check with your relevant vehicle lease company.

3.2.2 **What is usually included:**

- All scheduled servicing needed during the lease
- MOTs are covered if the lease runs in excess of three years
- Replacement tyres for fair wear and punctures
- Maintenance repairs and replacements of items like bulbs
- Roadside assistance

3.2.3 **What is not usually included:**

- Replacements or repairs needed due to driver error or driver induced faults
- Accidental damage, which may include kerbed or damaged tyres
- Windscreen replacement or repair
- Replacement of lost or broken items i.e. missing hub caps
- Incorrect fuelling, i.e. petrol in a diesel engine

3.3 Contact details can be found within the lease company driver information pack or contact card kept in the vehicle. Alternatively, please request contact information from Procurement.

4. Security of Your Vehicle

4.1 The risk of theft of or from your vehicle can be reduced by simple measures:

4.2 A vehicle **must not** be left with the keys in the ignition or not be properly secured - even if you're only leaving it for a few minutes. Failure to comply may affect your insurance cover.

4.3 More and more vehicles are being stolen following theft of keys often as a result of burglary of the home or work premises. Never leave the keys in view or in reach of a window or letterbox. Never leave keys unattended so that they can be taken for long enough to be copied or leave them in unoccupied premises unless in a key safe.

4.4 Value of plant, equipment and personal effects should be kept to a minimum in unattended vehicles. Any items which have to be left should be secured in a boot or covered area out of sight of passers-by.

4.5 Where possible vehicles should be placed in a locked garage when out of use and especially at night.

4.6 Larger vehicles, vans etc. where possible should be placed in approved parking areas.

4.7 If your vehicle is fitted with an alarm or immobiliser this must be armed when the vehicle is left unattended.

4.8 If your vehicle is fitted with audio or navigation equipment and this is removable or part removable for security purposes, the appropriate action should be taken to prevent theft.

5. Accidents and Losses

5.1 If an accident takes place, or the vehicle is stolen, you must report the incident to the appropriate authorities and to the company as soon as possible following the incident. **This must be within 24 hours.**

5.2 Failure to report an accident, or any attempt by you to falsify an accident report, could prejudice the position of the company and/or result in increased claims costs and ultimately higher insurance premiums. This is separate to any other disciplinary action the company may wish to take.

5.3 At the scene of the accident you should;

5.3.1 Obtain name(s) and address(es) of any other driver(s) and registration mark of any other vehicle(s) involved. Obtain Insurance Certificate details from any driver you hold responsible for causing the accident.

5.3.2 Obtain name(s) and address(es) of any witnesses.

5.3.3 Give your own name and address and insurance details to other parties involved in the accident.

5.3.4 Record details of the time, date and location of the accident, the weather and road conditions and visibility.

5.3.5 Record the position in the road of your vehicle and any other vehicle involved.

5.3.6 Take photographs if a camera is available of both damage to vehicles and also third party driver and any passengers present. Also take measurements recording the positions of the vehicles in relation to fixed points on the road i.e. kerbs, lamp posts, telegraph poles, gate posts, road signs etc. A sketch should be made showing these measurements and positions of the vehicles.

5.3.7 If anyone has been injured or if you have suffered a theft or malicious damage the matter must be reported to the police as soon as possible. Take down details of the police officer's name and number and the station to which attached.

5.4 The above information will be required when completing the Fleet Motor Accident Report Form. A copy is issued with this Handbook.

5.5 As soon as reasonably possible telephone and report the details of the accident / loss to the Transport Office on 0370 950 8800.



**DO NOT MAKE ANY ADMISSION OF LIABILITY OR GIVE
MONEY TO ANY PERSON INVOLVED**

6. Motoring Convictions / Offences

6.1 Regardless of how minor, all convictions imposed or pending must be notified immediately to the company who will decide what action, if any, needs to be taken regarding your entitlement to continue driving company vehicles. This responsibility also applies to you in respect of convictions made or pending to others that drive the vehicle for which you are responsible.

6.2 Failure to notify convictions to your employer could result in your removal from the approved drivers list and any other disciplinary action the company feels fit to take or invalidate your permission to drive under the company motor insurance.

6.3 The company operates an online driving licence checking facility (DVLA E-Consent) via a third party organisation. All drivers of company vehicles are required to register on the system to allow periodic checking of their driving licence.

6.4 Any company vehicle driver with 6 points (or more) on their licence will be required to carry out additional driver training which will be provided by a third party organisation, the cost of which will be payable by the individual (if applicable).

6.5 **WARNING** - You can be disqualified from driving by the DVLA if you build up 12 or more penalty points within a period of 3 years.

7. Windscreens

7.1 We strongly recommend that you make regular checks on the condition of your windscreen and that the 'repair' option is taken whenever possible to mitigate full replacement costs.

7.2 If you discover a 'chip' in your vehicle's windscreen, report the damage immediately to the Transport Office or Procurement who will provide guidance on how and where the repair can be carried out.

8. Important Help Numbers

To Report an Accident: Contact the Transport Office on 0370 950 8800

Windscreen Repairs: Contact the Transport Office or Procurement on 0370 950 8800

Emergency Breakdown: Contact the vehicle lease company directly.

9. Driving Tips

Please practice the following driving tips:



Concentration - Your brain isn't able to process all of the information it sees - there's just too much. So you need to concentrate to spot potential hazards. Use your experience to anticipate what could happen, so that you can minimise the risks of incidents or collisions.

Observation - This means thoughtfully looking at certain things. Instead of just generally looking around, deliberately look right in front of you, a bit further away and at what's in the distance. Use your mirrors. Move your head and body as well as your eyes to maximise your vision.

Anticipation - Having the expectation that something may happen and preparing for it to happen. Be constantly aware of what is happening around you and make early use of all the information available. Read the road and pay attention to the road conditions and the actions of other road users.

Space - Make sure that you leave enough space around you. You need to make sure that if a hazard appears, you will be able to safely avoid it or stop without creating danger. Recognising hazards early allows you to change your position - away from the risk. Leave enough space between you and the vehicle in front to create a 'safety zone' around your vehicle. Be aware of your blind spots.

Time - It is important to make decisions quickly, but also to avoid rushing them. Make sure that you have enough time. If you have given yourself enough space, you will have time to react when the unexpected happens, and to accommodate other people's mistakes.

10. Vehicle Taxation

10.1 TAXATION OF COMPANY CARS

10.1.1 Under tax self-assessment you are responsible for reporting any company car or fuel benefit directly to HMRC and you should do this at the earliest opportunity to avoid any underpayment of tax.

10.1.2 If you have an online account with HMRC, you can report the benefit directly using your account or alternatively by calling HMRC on 0300 200 3310.

10.1.2 It is also important that you report any changes to your car or fuel benefit on a timely basis when they occur, such as changing to a different vehicle.

10.1.3 The company will also report the car and fuel details to HMRC on a quarterly and annual basis, however, under self-assessment it remains the employee's responsibility to ensure tax is being paid on the benefit.

10.2 TAXATION OF COMPANY VANS

10.2.1 In order to demonstrate business use only of a company van and therefore avoid the associated tax charges, it is a requirement for you to maintain a detailed mileage log of all business mileage that you complete each tax year, which should also match with the vehicle odometer.

10.2.2 A vehicle mileage template is available on request from Payroll (payroll@erith.com). Payroll will request that you submit your mileage log on an annual basis each April, along with a declaration which will be provided to you at that time.

11. Certificate of Motor Insurance

11.1 A copy of the current Company's Certificate of Motor Insurance will be issued with this Handbook. Subsequent certificates will be published to Ezone at renewal and it is the driver's responsibility to print a hard copy and keep in the vehicle.

11.2 The Company Motor Insurance extends to Occasional Business Use which applies in respect of any Private Car, the property of or hired or loaned to any employee whilst being used in connection with the Company's business.

**KEEP THIS HANDBOOK PLUS A COPY OF THE COMPANY CERTIFICATE
OF MOTOR INSURANCE IN YOUR VEHICLE AT ALL TIMES**



This document forms part of Company Procedure and is an ADDENDUM TO YOUR TERMS AND CONDITIONS OF EMPLOYMENT. Failure to comply with the contents could lead to disciplinary action.

If any part of this guide is unclear, or further information is required please contact your immediate Line Manager or the Transport Manager.

You are expected to comply fully with the contents of this document.

13. Vehicle Acceptance Form

Employee Name.....

Department / Division.....

Vehicle Make / Model.....

Vehicle Colour.....

Vehicle Registration No.....

Date of Receipt of Vehicle.....

Please sign below to;

Acknowledge your responsibilities with regards to acceptance of your allocated vehicle and/or any company vehicle which you may use in order to carry out your duties.

Acknowledge receipt of your copy of the Company Vehicles Driver's Handbook which now forms part of your Terms and Conditions of Employment and details your responsibilities with regards to the above.

Signed (Employee).....

Print Name.....

Date.....

Fleet Motor Accident Report

Claim No. (if known)

Please complete and
return form to:
Allianz Insurance plc
500 Avebury Boulevard
Milton Keynes MK9 2XX

Policyholder

Name	ERITH HOLDINGS LTD AND SUBSIDIARY COMPANIES	Policy/Certificate Number	BV/13923200
Address	ERITH HOUSE, QUEEN STREET, ERITH, KENT		
		Postcode	DA8 1RP
Occupation	CONSTRUCTION INDUSTRY SERVICES	Telephone No.	0370 950 8800
Mobile No.	N/A	Can we contact you by SMS?	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
Email Address	insurance@erith.com	Are you registered under the VAT regulations?	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
If 'Yes' please confirm VAT registration number	206 5156 86		

Insured Vehicle

Make	<input type="text"/>	Model	<input type="text"/>	Registration	<input type="text"/>
Year of Manufacture	<input type="text"/>				
Description of damage	<input type="text"/>				
Address where vehicle is currently located	<input type="text"/>				
Estimated cost of repair (if known)	£	<input type="text"/>			
Purpose for which vehicle was being used	<input type="text"/>				
Nature and weight of any load carried	<input type="text"/>				
Was the vehicle towing?	Yes <input type="checkbox"/>	No <input type="checkbox"/>			
Is vehicle fitted with Telematics?	<input type="text"/>				

Driver/Person in charge of insured vehicle

Name			
Address			
	Postcode		
Tel. No.			
Email Address			
Mobile No.		Can we contact you by SMS?	Yes <input type="checkbox"/> No <input type="checkbox"/>
Occupation			
Age and date of birth (if known)			
Type of Licence held		Licence held for less than 12 months?	
1 Has the driver been involved in any motor accident or had a vehicle damaged or stolen, regardless of who was at fault or whether a claim was made, within the past five years?			Yes <input type="checkbox"/> No <input type="checkbox"/>
2 Does the driver have any pending prosecutions, ever been prosecuted or incurred a Fixed Penalty for an endorsable offence in connection with a motor vehicle in the last five years?			Yes <input type="checkbox"/> No <input type="checkbox"/>
3 Has the driver ever had a Motor policy cancelled, declined, declared void, refused renewal or asked to bear special terms or conditions?			Yes <input type="checkbox"/> No <input type="checkbox"/>
4 Does the driver have defective vision or hearing (not corrected by glasses or hearing aid), diabetes, or any disease or physical or mental infirmity, or fits of any kind?			Yes <input type="checkbox"/> No <input type="checkbox"/>
5 If not the Policyholder, did the driver have the Policyholder's permission to drive?			Yes <input type="checkbox"/> No <input type="checkbox"/>
If answer to question 1, 2, 3, or 4 is 'Yes', please give details			
Is driver an agency worker? Yes <input type="checkbox"/> No <input type="checkbox"/>			

Third party – other driver(s) and vehicle(s) involved

Name			
Address			
	Postcode		
Tel. No.		Mobile No.	
Name/address of Insurers			
	Postcode		
Policy/Certificate No.			
Registration No.			
Make and Model of Vehicle			
Number of passengers in Vehicle			
Description of damage to other Vehicle or Property			

Third party – other driver(s) and vehicle(s) involved

Injured Persons

Name

Address

Nature of Injuries sustained

Apparent Age

State whether occupant
of Insured car, other car,
or pedestrian

Particulars of Hospital or Doctor attending injured person(s)

Witnesses

Names and addresses of all independent Witnesses

Names and addresses of passengers in Insured Vehicle

Were particulars taken by a Police Officer? If so, please provide the Police Officer name, number and station details

Accident

Date

Time

Place

State of roads

Weather conditions

- Was anyone tested for drink or drugs?

Yes

No

If yes, please confirm name(s) and result(s) if known

Accident

Your Vehicle

Other Vehicle

Estimated speed

Position in road

What lights were used

Did vehicle suffer any mechanical or non mechanical failure? **Yes** No

if **yes** please give details

Are there any photographs available of the damage sustained to the Vehicles involved?

Yes

☐

No

☐

Who do you consider at fault?

Description of Accident

Please provide a sketch of the accident here

(show if possible, widths of roads, location and direction of travel of vehicles or pedestrians concerned and relevant road signs.)

Please ensure the form is signed and dated overleaf

Note to Help You

If anyone has been injured or if you have suffered a theft or malicious damage the matter must be reported to the police as soon as possible. Send immediately, unanswered, all correspondence you or the driver receive from others involved in the incident to your insurance advisor or your Allianz office.

Getting your Vehicle Repaired

If your vehicle is insured for the damage to it, you may put in hand any temporary repairs necessary to make it driveable. We will want to see any estimates and invoices for this work but do not delay submitting the accident report form.

Approved repairers – We have a network of these, and we may have already suggested that you use them. Using one of our Approved Repairers will give you many advantages, such as:

Free courtesy car/vehicle*

Free collection and delivery of your vehicle*

Priority service and speedy repairs

5 year guarantee on all repairs

Free wash and vacuum

* For vehicles up to 3.5 tonnes gross vehicle weight

We understand if you want to use a repairer of your own, although it is likely we would want to inspect your vehicle at the repairer's premises at some point. Please telephone us with details of the repairer you want to use.

For the address of our nearest Approved Repairer's please telephone your insurance advisor or Allianz's nearest office.

Beyond Economic Repair - If your vehicle proves to be too badly damaged to repair economically we will need the following:

- Your Registration Document (V5)
- Your current MOT certificate (if applicable)
- Your original purchase receipt, if possible
- Certificate of insurance
- Any service or repair accounts
- All sets of keys

Notice

Insurers pass information to the Claims and Underwriting Exchange Register and the Motor Insurance Anti-fraud and Theft Register run by Insurance Database Services Ltd. (IDS Ltd). The aim is to help us check information provided and also prevent fraudulent claims. Under the conditions of your policy, you must tell us about any incident (such as an accident or theft) which may or may not give rise to a claim. We may pass information related to this incident to the registers.

Data Protection Notification

We may use the personal and business details you give us, or which are supplied by third parties, to consider your claim, search the files of credit reference agencies who may keep a record of the search, to carry out such financial and other enquiries as we may consider necessary to evaluate the claim and assist in making a decision regarding the claim, and for compliance business reviews. We may also share these details with other insurance organisations and selected other parties to handle claims and prevent fraud. Personal details may be transferred to countries outside of the EEA. They will at all times be held securely and handled with the utmost care in accordance with all principles of English law.

We will store personal details on computer but will not keep them for longer than necessary. Under the terms of the Data Protection Act 1998, individuals are entitled to a copy of all the information we hold about them. Telephone calls may be recorded for our mutual protection, training and monitoring purposes.

VERY IMPORTANT – FRAUDULENT AND EXAGGERATED CLAIMS

Deliberately exaggerated claims could invalidate your policy cover. Insurance fraud is a crime and liable to prosecution. The above answers to our questions will be the basis of consideration of your claim. You must ensure that all information is true, correct and complete to the best of your knowledge and belief.

FAILURE TO DO THIS MAY RESULT IN YOUR POLICY BECOMING INVALID AND A CLAIM PAYMENT WILL NOT BE MADE.

I/We declare that the particulars provided are correct to the best of my knowledge and belief. I/We understand that you may seek information from other insurers to check the answers I/we have provided. This report is made in the bona fide belief that litigation may ensue and to enable solicitors and/or agents to conduct such litigation and advise in relation thereto.

Signature of Insured:

Date:

Certificate of Motor Insurance

Certificate Number:

601

1 Description of vehicle:- Any motor vehicle owned by or hired or leased or loaned to the Policyholder.

2 Name of Policyholder:

3 Effective Date of Commencement of Insurance for the Purpose of the Relevant Law:

12:00

Hours

4 Date of Expiry of Insurance:

12:00

Hours

5 Persons or Classes of Persons Entitled to Drive:

Any person driving with the Policyholder's permission.

Provided that the person driving holds a licence to drive the vehicle or has held and is not disqualified for holding or obtaining such a licence.

6 Limitations as to Use:

For social domestic and pleasure purposes and for the Policyholder's business or profession.

The policy does not cover

Use for carrying passengers for reward, racing, reliability trials, speed testing in any competition irrespective of whether this takes place on any race track or circuit, or motor trade purposes. (See reverse)

I hereby certify that the Policy to which this certificate relates satisfies the requirements of the Relevant Law applicable in Great Britain, Northern Ireland, the Isle of Man, the Island of Guernsey, the Island of Jersey and the Island of Alderney.



Jonathan Dye
Chief Executive

Authorised Insurers
Allianz Insurance plc

ADVICE TO THIRD PARTIES

Nothing contained in this Certificate affects your right as a Third Party to make a claim

www.allianz.co.uk

Allianz Insurance plc. Registered in England number 84638.
Registered office: Allianz Insurance plc 57 Ladymead, Guildford, Surrey, GU1 1DB, United Kingdom.
Allianz Insurance plc is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. Financial Services Register number 121849.

NOTE: For full details of the Insurance cover reference should be made to the Policy

European Cover

The Insurance evidenced by this Certificate of Motor Insurance extends to include the compulsory motor insurance requirements of any other member of the European Union, Iceland, Norway and Switzerland.

El seguro constatado por el presente Certificado de Seguro de Automóviles se amplia para incluir los requisitos del seguro obligatorio de automóviles de cualquier otro país miembro de la Unión Europea, Islandia, Noruega y Suiza.

Die vorliegende Versicherung gilt auch überall in den Ländern der Europäischen Union sowie in Island, Norwegen, und die Schweiz. Die Versicherung bietet auf jeden Fall die für die jeweiligen Länder gesetzlich geforderte Mindestdeckung.

L'assurance objet de la présente attestation d'assurance automobile s'étend et satisfait aux exigences d'assurance automobile obligatoire de tout autre pays membre de l'Union Européenne, L'Islande, La Norvège, et la Suisse.

L'assicurazione comprovata da questo Certificato di Assicurazione Automobilistica si estende ad includere i requisiti d'assicurazione automobilistica obbligatoria di ogni altro paese membro dell'Unione Europea, Islanda, Norvegia ed Svizzera.

Important

1 Driving Other Vehicles

If section 5 of this Certificate of Motor Insurance contains a sentence marked “*” Your attention is drawn to the fact that irrespective of the basic policy cover, Third Party Only cover applies under this extension and there is no cover in respect of loss or damage to the motor vehicle being driven.

2 Limitations As To Use (Section 6 Overleaf)

Use by any person only includes driving by that person if permitted under section 5- Persons or classes of persons entitled to drive.

Addition or change of vehicle

Unless stated otherwise on the face of this Certificate of Motor Insurance, if the registration mark of Your vehicle is shown You must obtain a new Certificate of Motor Insurance or cover note for any additional or replacement vehicle before any insurance cover is in force in respect of such vehicle.

If the registration mark is not shown you must inform us of the change or addition within the terms of Your policy stating the following information:- make and model, cubic capacity, year of manufacture, estimated value and registration mark.

Failure to do so may mean that the protection of Your policy is not fully operative (cover required by virtue of the relevant law shown on the face of this Certificate of Motor Insurance is not affected).

In the event of an accident

- 1 Do not make any admission of liability nor give money to any injured person.
- 2 Obtain the name and address of any other driver and registration mark of any other vehicle involved.
- 3 Obtain Insurance Certificate details from any driver You hold responsible for causing the accident and give such details to anyone that similarly holds you responsible (You are compelled to provide such information by the Road Traffic Act 1988).
- 4 Obtain the name and address of any witnesses.
- 5 Record the position in the road of your vehicle and any other vehicle involved.
- 6 Inform us as soon as reasonably possible by calling our **Motor Claims Team** on **0330 102 1998**.