



Drivers' information pack

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go beyond

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Driver policy

Driving and use of vehicles at work policy (CP.007)

VGC Value – “We deliver on our promises” - We are responsible for our performance

Vision

VGC ensures that all those who are required to operate a company vehicle within their work activities, do so in a safe way that reduces the risk to themselves, their colleagues and members of the general public. We believe that by managing work related road risk there will be fewer incidents which could lead to injury, repairs, increased running costs, reputational damage and environmental damage. We will strive to promote a safe driving culture throughout our business.

Strategy

The VGC Group aims to minimise and control the risks involved in driving on VGC Group business to as low as is reasonably practicable. We do this by ensuring

1. VGC drivers complete an induction detailing roles, responsibilities and expectations when operating and the requirement to adhere to the highway code at all times when driving on company business.
2. The capability, qualification, license conditions and experience of the driver are considered. Drivers are reminded of company requirement and the legal obligation to provide updates if their license conditions or personal circumstances change, affecting their ability to operate a vehicle safely.
3. Ongoing knowledge updates (highway code) and driver awareness training are provided
4. Only authorised / approved drivers are permitted to drive specific vehicles and that this is regularly reviewed.
5. Drivers are reminded that company vans are only to be used on company business. No personal use is permitted.
6. That rules surrounding the use of mobile phones or other ‘in vehicle’ distractions are adhered to at all times. Where operating as part of of Network Rail projects, mobiles phones are totally prohibited when operating vehicles.
7. That drivers are not permitted to consume alcohol, prohibited drugs or substances, or prescribed medication (where the advice on the medication is not to drive) whilst driving on VGC company business.
8. Only suitable vehicles are supplied – including consideration for purpose, load, maintenance, taxation and insurance
9. Regular vehicle inspections are undertaken to identify wear and tear on vehicles that may require maintenance.
10. All vehicle incidents, accidents or injuries sustained whilst driving on company business are reported to fleet@vgcgroup.co.uk as soon as reasonably practicable.
11. That drivers understand that passengers must also comply with the Road Traffic Act, the Highway Code and any other legislation that maybe in force at that time as well as all company policies and procedures

Signed

Dated: 31 March 2023



Laurence Mckidd

Chief executive officer

Introduction

This driver's handbook applies to everyone driving vehicles on VGC Group business, whether the vehicles are owned or leased by the company or the individual.

This booklet and company rules have been prepared to outline the expectations the company has of you whilst driving a vehicle on company business.

Driving for work is riskier than driving for personal reasons. Work drivers have a higher accident rate than the general driving population even after their higher mileages are taken into account. Accident and insurance statistics have demonstrated that drivers of company vehicles are more likely to take risks and be at fault when they crash.



Every year:

- Over 400 people are killed in crashes in which someone was careless, reckless or in a hurry
- Around 700 people die as a result of someone speeding
- About 20% of crashes involve someone failing to judge other person's path or speed.
- Every year in the UK, almost 3,000 people are killed in road crashes and over 25,000 are seriously injured

As a driver you must play your part by ensuring you are fit to drive, plan your journey safely, and drive in a safe way relevant to the conditions and the road traffic laws. In addition, VGC Group has a requirement to ensure that you are legally entitled to drive the vehicle you are provided with and you are trained competent and fit to drive it safely

HSE Guidelines, 'Driving at Work', state that "health and safety law applies to on-the-road work activities as to all work activities and the risks should be effectively managed within a health and safety system. This information pack seeks to ensure VGC is managing its work related road safety (INDG382). Under the Health and Safety at Work Act 1971, employees, (drivers) have a legal obligation under section 7 to *It shall be the duty of every employee while at work—*
(a) to take reasonable care for the health and safety of himself and of other persons who may be affected by his acts or omissions at work; and
(b) as regards any duty or requirement imposed on his employer or any other person by or under any of the relevant statutory provisions, to co-operate with him so far as is necessary to enable that duty or requirement to be performed or complied with.

The Highway Code classes user most at risk from road traffic as pedestrians, cyclists, motorcyclists and horse riders (Highway Code rule 204). It is particularly important to be aware of children, older and disabled people, and learner and inexperienced drivers and riders.

At all times, you must comply with the Highway Code.

A copy can be obtained by either by contacting VGC Group receptionist who will supply you with a copy or by going online to <https://www.gov.uk/browse/driving/highway-code-road-safety> and downloading a free copy.

Associated documents

Driving and use of road vehicles (27.FLE.001)
Driver licence check and health surveillance (27.FLE.002)
Driver and vehicle safety (27.FLE.003)
Driving and use of vehicles at work policy (CP.007)
Mileage form for car drivers with fuel card - business (27.FLE.003.F.004)
Mileage form for van users - business miles only (27.FLE.003.F.005)
Speeding control process (27.FLE.003.F.001)
Vehicle accident follow up form (27.FLE.003.F.007)
Daily PUWER check (27.FLE.003.F.002)

Company qualifications for drivers

For company owned or company leased vehicles, drivers must:

1. Be aged over 25
2. Have a full UK driver's licence
3. Have held full licence for at least one year
4. Have no more than six points on the licence (for minor driving offences – eg SP30, traffic lights)
5. Have no serious driving convictions within the previous 10 years (for example – drink driving, driving without insurance)

For privately owned or leased vehicles, drivers must:

1. Have a UK driver's licence
2. Have held full licence for at least one year
3. Have no more than six points on the licence (for minor driving offences – eg SP30, traffic lights)
4. Have no serious driving convictions within the previous 10 years (for example – drink driving, driving without insurance)

Any deviation from these rules must be risk assessed and agreed by Ciara Pryce (Chief Operating Officers – VGC Group) or Nicki Mason (General Manager – Cole Hire).

All drivers must undergo the VGC Group driver's induction and sign 27.FLE.002.F.003 to acknowledge understanding. Records of driver's inductions will be maintained by the people specified in Appendix 1. All drivers must present their driver's licence. In addition at periods not exceeding 6 months, your driving licence details will be checked against DVLA database.

You must agree to have your licence checked by VGC/Cole Hire with the DVLA at periods not exceeding six months. If there are any material changes to your driver's licence or your ability to drive in the interim period, you must advise the fleet administrator immediately. This includes any medical conditions that may affect your fitness to drive either temporary or permanently. Failure to do so could invalidate the insurance.

You must agree to have your eyesight checked by VGC/Cole Hire (Highway Code Rule92). This will be done at periods of four months. If there are any changes to your eyesight or your ability to drive in the interim period, you must advise the fleet administrator immediately. Failure to do so could invalidate the insurance.

Drivers will be required to participate in driver training which will equip a driver with skills for defensive driving and to drive in an eco-friendly style, helping to reduce fuel consumption, CO₂ emissions and the wear and tear of the car.

The company has a driving and use of vehicles policy (CP.007). A copy of this can be viewed on the company website <http://vgcgroup.co.uk/about/policies/> or a hard copy is available on request from the VGC fleet administrator.

The company reserves the right to remove a company vehicle and/or fuel card from any driver at any time.

Before you get into the vehicle

Ensure you are fit to drive

Talk to your VGC line manager if there is something that may affect your ability to drive safely.

Do not drive if you feel your driving ability may be impaired through

- Illness
- Prescribed/over the counter medication
- Tiredness
- Being under the influence of drugs and / or alcohol. (Please note that on 2 March 2015 there was a change to the drug driving law which allows police to test for drugs, both illegal drugs and prescription or over-the-counter medication. If you are taking medicines please talk to your doctor, pharmacist or healthcare professional before driving)

You must be able to

- Read a number plate at a distance of 20.5 metres. If you have to use glasses or contact lenses to do this then you must always use them when driving and have your eyesight checked regularly.

Plan your journey

Plan your journey in advance to ensure that you minimise the amount of time driving. Consider using the phone, teleconferencing, public transport or car sharing to reduce the number of journeys.

- Check the weather forecasts and traffic reports before setting off and try to avoid driving in difficult conditions.
- Avoid driving at night where possible.
- Avoid driving at rush hour where possible.
- Be mindful of the total time of both the work shift and the journey times.
- Can a dedicated driver be used who is not part of the working team?
- Give yourself enough time to get to your destination.
- Adhere to the following daily driving limits.
 - A minimum of 11 hours rest / non-working time in a 24 hour period
 - No more than 9 hours driving in a 24 hour period
 - Adherence to the following driving / resting periods

2.5 hrs	15 min	2 hrs	30 min	2.5 hrs	15 min	2 hrs	30 min
Drive	Break	Drive	Break	Drive	Break	Drive	Break

In the vehicle

Pre-drive vehicle checks

Company vehicles will be registered, taxed, MOT, insured and serviced. Do not drive if you suspect that the vehicle may be in an unsafe or illegal condition: you must report it to Cole Hire immediately.

If you are driving your own vehicle you must ensure that it also meets these conditions and that your insurance covers you for business use.

As the driver of a vehicle you have a responsibility for ensuring the vehicle is roadworthy before each and every use. Make sure that:

- Tyres are undamaged, at the correct pressure and have enough tread depth
- There are no signs of vehicle damage
- The vehicle is kept clean at all times
- Oil, coolant and windscreen wash levels are correct – check when cold
- You know the correct type of fuel for the vehicle
- Brakes are working
- Lights and indicators are working
- Windscreen and windows are clean and not damaged
- Washers and wipers are working
- Mirrors are correctly positioned
- Ensure that the jack wheel brace handle and spare wheel are in the vehicle at all times and are in working order
- Head restraints are adjusted accordingly – the top of the head restraint should be level with the top of your head.

If you are in any doubt how to do these checks, check the vehicle's handbook, and / or ask someone to show you.

Vehicle inspections are required to be done, and recorded, monthly and the forms forwarded onto the fleet coordinator at Cardinal House. These can be sent either electronically or as a hard copy. The vehicle registration, primary drivers name/ vehicle inspector, mileage, fresh interior/exterior damage and any faults must be clear and legible on these forms (form 27.FLE.003.F.002). These forms are to be handed in prior to the 7th calendar day of the following month. VGC also has the ability to record these vehicle checks on a smart phone app. Your line manager will inform you which method you are required to follow.

Failure to adhere to this will result in your line manager or business head being notified of your non-compliance.

Safe loading

It is illegal and dangerous to drive a vehicle that is overloaded or has an insecure load. As the driver it is your responsibility to ensure any load carried is safe and legal, even if it was loaded by another person.

- Make sure that the area in which the vehicle is being loaded or unloaded is away from other traffic, pedestrians and people not involved in the loading or unloading process.
- Make sure that the vehicle is parked on level firm ground with the handbrake on.
- Correct manual handling techniques should be used when loading a vehicle.
- Distribute the load evenly.
- The load being carried should be secured to the floor of the vehicle with suitable strapping.
- The driver, if not involved in the loading should not stay in the cab, goods being unloaded by overhead crane could fall onto the vehicle.
- Avoid putting items on the dashboard or rear parcel shelf as they could become missiles if you crash!
- Make sure the vehicle is not overloaded. Check the handbook for the maximum weight.
- If you are unsure if a vehicle is over loaded you can take the vehicle to a public weigh bridge.
- Ensure that the vehicle is locked at all times when not in use. The goods carried in the vehicle can be very expensive to replace if stolen. Our clients entrust us with their equipment to use or to install on their behalf. Take good care of it.

Differences between driving cars and vans

Different types of vehicles may have different speed limits. There are no special licence requirements for drivers of small and medium sized vans so many people have gained their experience in cars. You should ensure that you have the capability and confidence to drive the vehicle and if you are unsure you should request familiarisation coaching from the general manager of Cole Hire.

Definitions of car, car derived van and van are specified within the Highway Code. Please ensure you are aware of what class of vehicle you have been provided with as different rules apply to different vehicles.

	Built up areas (unless stated otherwise)	Single carriageways	Dual carriageways	Motorways
Cars	30 MPH	60 MPH	70 MPH	70 MPH
Car-derived vans (Fiesta or Astra vans)	30 MPH	60 MPH	70 MPH	70 MPH
Vans over 2.0t. Maximum gross weight up to 7.5t (Transits or similar)	30 MPH	50 MPH	60 MPH	70 MPH
VGC speed limit whilst towing	30 MPH	50 MPH	50 MPH	60 MPH

Smoking

You must not smoke in a company vehicle **at any time.**

You must not smoke in your own vehicle when it is being used for business purposes.



Company property and personal possessions

Vehicles must have the key removed from the ignition and be securely locked whenever the vehicle is unattended.

Company property must not be left unattended in a company vehicle. In the event that company property is stolen from a vehicle the full replacement cost will be charged to the driver unless the driver can show the property was locked and out of sight. This will be by way of a payroll / invoice deduction. A director will make the final decision when arbitration is required

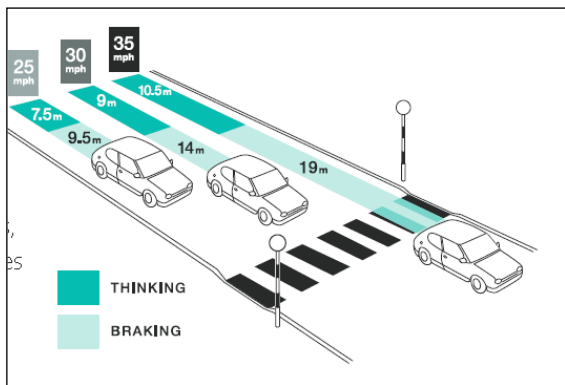
VGC will not be liable for any loss or damage to personal property left in a company vehicle.

While driving

Legal and safe driving

The VGC Group expects all drivers to drive safely. Dangerous driving or negligent driving whilst on company business is taken very seriously and may result in the company vehicle / allowance being removed from your use. If you are a direct employee this may also result in disciplinary action being taken against you as well as a possible negative influence on your ability to continue in your role. You are responsible as the driver of a vehicle for ensuring any passengers you carry also comply with legal requirements such as the wearing of seatbelts.

- Always obey the Highway Code.
- Ensure that both you and your passengers wear a seatbelt.
- Manage your speed in accordance with the road conditions bearing in mind a limit is a limit and not a target.
- Be aware of breaking distances and keep a safe distance from the vehicle in front. All drivers should be aware that breaking distances can be significantly reduced in adverse weather or road conditions. Always maintain a safe stopping distance from the vehicle in front.



Good and economical driving

- Ensure you are calm and in a good mood when driving
- Be tolerant towards others
- Avoid hard accelerating and breaking
- Change gear as soon as possible without labouring the engine
- Only use air conditioning when you really need to
- You should drive according to the road and weather conditions. Be aware that driving a 70mph uses 9% more fuel than driving at 60mph and up to 15% more than 50mph.
- Concentrate.

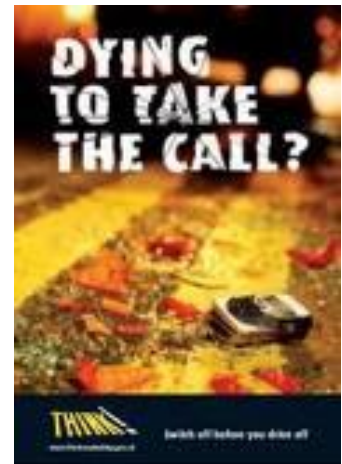
Speeding control process

- The speeding control process is to be included in the drivers handbook (27.FLE.003.F.001)
- The process and consequence of speeding will be part of the driver's induction.
- Department heads having responsibility for vehicles will have access to In Car Cleverness and in User Profile, the "Send speeding notifications" will be switched on.
- Department heads to review each speeding alert using the Google maps feature to ascertain the speed limit of the section of road relating to the alert.

Distractions

Safe driving requires concentration. Doing something else while driving will slow your reactions and make a crash more likely. Even though using a hands free phone is not in itself illegal, you can still be charged with "failing to have proper control of their vehicle". The penalty is a fine of up to £1,000, three penalty points and a discretionary disqualification. VGC does not condone the use of hands free phones whilst driving, even if the technology is fitted into the vehicle. When using a hand held mobile phone whilst also the driver of a vehicle, you must be stopped in a place of safety, the engine switched off and the parking brake applied otherwise you could still be charged with using a hand held mobile phone whilst in control of a vehicle

- Mobile phones (See Risk Assessment on appendix A)
 - It is illegal to use a hand held mobile phone while driving or to permit somebody else who is driving to use a hand held mobile phone
 - In some cases it may be illegal to use a hands free phone whilst driving as you could be charged with 'failing to have proper control of the vehicle'
 - If you need to take a call, pull over somewhere safe before you answer the phone.
 - Drivers are advised to switch to either switch the phone off, set a default message service and pick up messages when taking breaks from driving.
 - If driving on Network Rail business, including travelling to and from your place of work, the use of any mobile phone by the driver is prohibited.
- Technology
 - Technology such as satellite navigation systems or sound systems may have an impact on your driving ability. Ensure they are set up prior to the vehicle moving and only input new information when you are stopped and in a position of safety.
- Eating and drinking
 - Refrain from eating and drinking whilst driving.
- Passengers
 - You should advise all passengers to refrain from distracting you whilst you are driving the vehicle.



Motorway driving

High speed driving means that dangerous situations can develop quickly.

- Drive at a steady speed in the left hand lane keeping a safe distance from the vehicle in front.
- Stay in one lane unless you need to overtake in a safe way. Return to the left hand lane when you have overtaken.
- Stay within the maximum speed limit even if other drivers are going faster.
- Some motorways have active traffic management systems (ATMS) and / or variable speed limits. Follow the instructions given on the electronic gantries.
- When leaving the motorway reduce your speed in accordance with the requirements on the new road you are entering.

Poor weather

- Listen to local / national weather broadcasts and travel bulletins for advice.
- If conditions are bad, avoid making the journey unless it is necessary.
- Think about taking warm clothes, boots and a torch with you
- Remember that inclement weather conditions can affect driving conditions
- Rain
 - Reduced visibility
 - Increased distance to slow down and stop
 - Increased risk of skidding
 - Increased risk of aquaplaning
- Flooded roads

- Look for an alternative route
- Avoid the deepest water – which is usually near the kerb
- If you must go through it, drive slowly in first gear but keep the engine revs high
- Test your breaks when you are through the flooding
- Snow and ice
 - Reduced visibility
 - Keep the vehicle well ventilated as heaters can make you drowsy

Driving at night

- Driving at night is more hazardous than driving in daylight because visibility is reduced.
- Darkness reduces your ability to estimate speed and distance and to assess accurately the position of oncoming traffic.
- Keep a particular look out for pedestrians and cyclists who may be difficult to see.
- Do not wear tinted glasses when driving at night.
- Do not use the horn between 23.30 – 07.00 hrs in built up areas.

Stop if you are tired

- If you are tired whilst you are driving you must stop in a safe place.
- Do not take a rest break on the hard shoulder of a motorway.

Towing

- Towing is not permitted unless specifically required and authorised by a director for business reasons. Our insurance does not allow for ad-hoc towing. No vehicles are, or are to be, fitted with towbars unless authorised by a VGC director and arranged by the Cole Hire general manager. If a business requirement arises where towing is needed, the following will apply
 1. The driver permitted to tow must be authorised by a director after a check on their licence to ensure they have the correct licence for the task required.
 2. Cole Hire manager or a director confirms the vehicle is insured for towing and which drivers are authorized to undertake towing duties.
 3. On vehicles with multiple authorised drivers, only the drivers authorised in point 1 above are permitted to actually tow.
 4. If the maximum authorized mass, MAM (this was previously known as the Gross train weight or GTW) exceeds 3500Kgs, the vehicle must be fitted with a tachograph
 5. The driver must be aware of and comply with any manufactures instructions on towing, for either the trailer or the vehicle being used for towing.
 6. The driver must ensure both the trailer and the vehicle towing are suitable for the task. If there is doubt, the driver must not commence towing.
 7. Drivers "on duty" hours must not exceed 12 hours per day (worked hours plus driving whilst towing hours and/or more than 6 consecutive shifts).
 8. Whilst towing, the maximum permitted speed is 60mph, whether or not the trailer is loaded or if the UK law permits higher speeds
 9. A breakaway cable, connected to the trailer braking system must be utilized.
 10. The trailer must be of a "braked trailer" design.
 11. UK law on towing must be complied with.
 12. Drivers who are permitted to tow will be immediately suspended from towing authorisation if either a complaint is received about their driving whilst towing or they incur a VGC stage 2, 3 or 4 alert (as prescribed in 27.FLE.003.F.001) whilst towing (this will apply even if preceding alerts were triggered whilst not towing).

Accidents, breakdowns, tyres, windows and emergencies

Accident procedure

1. **Do not admit liability**
2. Stop. It is an offence not to stop if your vehicle is involved and damage is caused to property or someone is injured.
3. Use hazard warning lights and switch off your engine.
4. If anyone is injured in the accident you must call the police & an ambulance to the scene immediately.
5. Do not move injured passengers unless they are in immediate danger of further injury.
6. Remain calm. Do not get angry with the other driver.
7. Write down the registration number, make, model and colour of the other vehicle(s) involved in the accident.
8. Take the name, address and telephone number of the driver(s) and witnesses.
9. If the other vehicle involved in the accident is operated by a company obtain their name and contact details.
10. Note where the vehicles are positioned in the road following the accident – sketch the scene or take photos.
11. Write down exactly where the accident has happened, the road name or number and at what time it occurred.
12. Inform your VGC line manager and the general manager of Cole Hire.
13. Complete an accident report 27.FLE.003.F.006 form fully and email it to the general manager of Cole Hire immediately.
14. Ensure the vehicle is roadworthy before continuing the journey.

Breakdown procedure

1. Move the vehicle off the carriageway (onto the hard shoulder on a motorway) and switch on the hazard warning lights.
2. If this is not possible move it as far away from moving traffic as possible.
3. Move passengers out of the nearside of the vehicle and as far away from it and other traffic as possible.
4. Call the relevant breakdown assistance line as detailed on the last page of this booklet. The vehicle will be registered with the breakdown assistance company under the company name "Cole Services Limited trading as Cole Hire."
5. Inform them of your vehicle registration, location and the nature of the breakdown.
6. If the vehicle cannot be repaired at the roadside then the vehicle will be recovered.
7. Inform your VGC line manager immediately.
8. Inform Cole Hire of the breakdown, if necessary they will arrange for the vehicle to be recovered to a suitable garage for repairs.

9. Motorway breakdowns
 - a. Where possible continue to a safe stopping point preferably as far left as possible and close to an emergency telephone.
 - b. Switch on your hazard lights.
 - c. Only use the hard shoulder in an emergency.
 - d. Where the ATMS indicates that the hard shoulder is a running lane use the emergency refuges next to the hard shoulder.
 - e. All occupants of the vehicle must exit the vehicle by the nearside doors and seek refuge in a safe locations. This will usually be behind the nearside road barrier. If this is not possible get to a positions as is safe as is possible as is detailed in the Highway Code.
 - f. Call for help on the emergency telephone rather than on your mobile.
 - g. Stand as far away from the running motorway as possible – over the crash barrier and on the embankment is best.
 - h. Do not attempt repairs yourself.

Windscreen damage

If the windscreen suffers a bad stone chip that is not in the field of vision report this to your VGC line manager. The screen can then be inspected to determine the action to be taken.

If the chip results in a crack spreading across the windscreen and into the driver's field of vision then the screen needs to be replaced. Contact National Windscreen – 0800 616 1222 – Account number: C165.

If your vehicle has suffered a broken window as a result of an attempted theft or vandalism the vehicle will need to be secured immediately and you should contact Cole Hire who will determine which is the quickest way to secure the vehicle. If the damage is caused out of hours then contact the windscreen supplier as detailed on the last page of this booklet. Inform your VGC line manager of this immediately.

Tyre damage / puncture procedure

If you have a puncture or sustain tyre damage, stop immediately and position the vehicle in a place of safety.

If possible, find a position where it will be safe to inspect the wheel.

If you feel it is safe to do so change the damaged tyre with the spare wheel carried on the vehicle on flat ground.

- Front wheel change. Place the jack under the front jacking point, which is accessed from just behind the front wheel and under the chassis.
- Rear wheel change. The rear jacking point is the rear axle a few inches in from the wheel.

Following a puncture or blow-out, the rim of the wheel may touch the road; this may prevent the new inflated tyre from fitting onto the wheel studs. If this happens, jack the vehicle up in the normal position, place the rim of the punctured wheel in the centre of the drum and lower the vehicle on to the rim. This will allow you to place the jack nearer to the wheel and give the clearance required to fit the spare wheel.

Get the puncture repaired or the tyre replaced at the first opportunity. For details of our suppliers please see the last page of this booklet. The supplier will contact Cole Hire to obtain authorisation for the repair.

Only use the callout service in an emergency as this service attracts a very high out-of-hours callout service charge. If punctures are repaired immediately after they occur there should be no need to use the callout service. If you have difficulty in changing the wheel then the breakdown assistance provider can be called.

Do not attempt to replace a punctured tyre on any high speed road (road where speed limit is 50MPH or greater). Instead get to a positions of safety and seek assistance.

Vehicle thefts and staged accidents

Vehicle theft

Vehicles must have the key removed from the ignition and be securely locked whenever the vehicle is unattended.

Do not leave company property unattended in vehicles. In the event of loss or theft you may be liable for replacement costs.

If you witness a company vehicle being stolen call the police on 999.

On notification of a vehicle being missing, presumed stolen, you should notify the general manager of Cole Hire supplying details of the vehicle type, registration and last known location - tel: 0208 568 0733 Mobile: 07843 058 463. You must also notify your line manager and the police using either 999 or 111 as appropriate.

If the theft is discovered between the hours of 21.00 – 06.00 hours you should text the general manager of Cole Hire - 07843 058 463.

A number of incidents have occurred recently where vehicles have been involved in staged accidents or stolen. Below is a selection of scenarios to be aware of:

1. **Deception** - The thief indicates to the driver that there is a problem at the rear of the vehicle such as a fluid or fuel leak. When no leak can be detected the thief suggests that the driver starts the engine as the leak was probably only noticeable when the engine is running. When the driver returns to the rear of the vehicle, a second thief jumps in the van and drives off. To avoid this happening ensure that you keep the ignition key with you at all times.
2. **Frosting** - The vehicle is left on the road/driveway unattended with the engine running and the heaters on to allow the vehicle to warm up. The opportunist thief steals the unattended vehicle.
3. **Roundabouts** – The individual waits at a roundabout for a gap in the traffic and pulls off quite quickly. Then for no reason they stop abruptly. You then drive into the back of them and are liable for their repair costs / personal injury claim.

Fines and penalties

You are responsible for the payment of any parking tickets, speeding fines, motoring offences, bus lane offences and fixed penalties or excess charges you incur whilst driving or in control of the vehicle. If the company has to administer the payment of any of these fines you will be charged the full cost of the fine which will be deducted from any payments due to you. The company may also charge an **administration fee. (Currently £25.00 per fine.)**



The company will meet the cost of the daily congestion charge / dartcharge / toll fee when incurred in the course of company business and if it is agreed in advance with your VGC line manager. You must make arrangements in advance with your VGC line manager on how this payment should be made. The company will not pay for any fine incurred as a result of the driver failing to pay for the fee and receiving a fixed penalty notice. All VGC Group and Cole Hire owned vehicles are exempt from the ULEZ charge for London. It is your responsibility to ensure any other UK city or town emission zone charging cost is either paid by yourself then claimed back on expenses or the vehicle is pre registered for this through Cole Hire.

If you change vehicles it is your responsibility to ensure that the prepaid congestion charge / dart charge / toll fees are paid or an account is set up for the new vehicle.

Using a fuel card

- The fuel card is property of the VGC Group and must be surrendered to the company when it is requested, if your vehicle is changed or you leave the company.
- The fuel card must only be used for the refuelling of the VGC vehicle it has been assigned to (the vehicle registration number will be on the fuel card). If you are in a replacement vehicle you must claim back fuel expenses using a mileage claim form.
- The fuel card is issued with a PIN which you will not share with anybody else. If you forget your PIN please contact your line manager – do NOT destroy the card.
- The fuel card can only to be used at BP filling stations in accordance with the suppliers instructions for payment of petrol/diesel.
- Advise the service station attendant of your current mileage for every transaction.
- If you lose the card you must notify your division line manager immediately.
- If the card is used at a station that is not BP you will be responsible for paying any costs, these costs may or may not be recouped dependant on the specific circumstances.
- If the fuel card is used to refuel any vehicle other than the one it is allocated to, you will be liable to pay the value of the fuel purchased which will be recoverable directly from your wages.

Fuel usage and spend will be monitored to ensure that the company is getting best value at all times.

Fuel budget – Some individuals may be issued with a fuel budget by VGC.

- This will state the maximum value of fuel that you are permitted to purchase in a week / month. You are responsible for the fuel utilisation within this budget.
- If a higher amount is required in the period then this will need to be authorised by your VGC line manager prior to the purchase of the fuel.
- Any unauthorised purchase over the agreed budget will be charged to the fuel card holder by way of a payroll / invoice deduction.
- Failure to implement this procedure will result in the fuel card & company vehicle being withdrawn from your use.

VGC supplied vehicles

VGC fleet vehicles are managed by Cole Hire who may contact you from time to time to discuss vehicle / driver's licence issues. VGC fleet vehicles may also be hired in from external rental companies.

Approved drivers

In order to be a VGC approved driver you must meet the qualifying conditions as outlined in page 4 of this document.

Principle drivers are required to be the main driver on the vehicle and are responsible for submitting all vehicle paperwork as outlined in appendix 1.

Secondary drivers are only authorised to drive when the principle driver is on holiday, absent, in emergency situations or when instructed by the VGC line manager or director. They must sign the mileage forms for journeys that they have undertaken in VGC vehicles.

Drivers do not have the authority to allow anyone else to drive a company vehicle. If there is a requirement for an additional person to drive the vehicle, the principle driver must raise the matter with his / her line manager. Any additional drivers must go through the driver approval process and be authorised by the fleet administrator.

Subject to company approval, company cars (not vans) may be driven by a drivers spouse, civil partner or members of the driver's immediate family. The person is required to sign a driver's declaration pack & agree to have their licence checked with the DVLA every six months. Approval for additional drivers is at the company's discretion and the company reserves the right to withdraw approval to drive a vehicle at any time.

Vehicle issue

You will be required to collect the VGC vehicle from either Cardinal House, Cole Hire or from a named location.

You will be required to sign a damage sheet for the vehicle. This may be in the name of VGC, Cole Hire or an external rental company. You must take care to record all external and internal damage to the vehicle as you may be liable for the repair costs on any pre-existing damage to a vehicle if it is not recorded on this form.

Vehicle usage

If you are driving a vehicle supplied by the company:

- Vans must only be used for company business. You must only carry authorised VGC people in company vans.
- Company cars may be used for personal use however you will be required to pay any tax to the HMRC as required and all private mileage costs must be reimbursed to the company.
- The vehicle must be locked and secured when not in use.
- You must keep the keys of the vehicle secure at all times.
- You are required to make the vehicle available for maintenance and routine servicing when this is due / requested by the company.
- You must report any damage to the vehicle to Cole Hire at the earliest opportunity.
- Your VGC line manager/director will inspect your vehicle on a regular basis and complete a formal report.
- When given the authority to change the driver or vehicle, you must complete the relevant inspection / hand-over forms. Otherwise you will remain responsible for the vehicle and any subsequent damage.

Vehicle trackers

All VGC supplied vehicles are fitted with trackers that identify the location, journeys, speed and driving behaviours.

The system can also provide the following information:

- virtual images of accidents occurring, including G force at point of impact
- excessive accelerating and breaking
- over-revving of vehicles
- idling vehicles
- vehicles entering ports or high risk areas
- some vehicle faults
- exceeding speeds on individual roads

This information will be monitored on a weekly basis and may be used to assess the suitability of company drivers.

The VGC Group will investigate any complaint of bad, dangerous or negligent driving and may take action where appropriate.

Speeding

VGC will use the tracker system to monitor driving behaviours and speeding. If a company vehicle is being driven in such a way that contravenes the highway code or in a negligent way the company reserves the right to remove a vehicle from an individual's use, invoke a disciplinary procedure (for direct employees) or bring contracts to an end.

Vehicle servicing

All company vehicles are serviced at 15,000-mile intervals, which may be less than the manufacturer service interval recommendation.

There are arrangements with garages nationally who service vehicles on our behalf. These have been approved by the company and are the only garages to be used.

When a vehicle has been serviced it will have a 'vehicle service due' sticker affixed to the vehicle this will indicate when the next service is due.

When your vehicle becomes due for service Cole Hire will contact you to make arrangements. If you have not been contacted by Cole Hire and your vehicle service due mileage is imminent or you feel that the vehicle needs to be serviced please contact Cole Hire as soon as possible.

Vehicle damages

If you are involved in an accident / incident that results in damage to a company vehicle / third party vehicle and it is deemed a 'fault' action by our insurance company or there is unexplained damage to a vehicle you *may* be liable for the cost of the excess endorsed on our Fleet Insurance Policy. At present the excess for each claim is £1000.00 however the company will limit your liability to £500.00. This will be recovered by way of a payroll / invoice deduction. The circumstances of the damage will be reviewed by the VGC management prior to authorising this deduction.

In certain circumstances a higher/lower excess has been agreed with drivers and separate agreements are in place to cover this.

Where the damage to the vehicle is as a result of negligence the company reserves the right to remove a vehicle from an individual's use, invoke a disciplinary procedure (for direct employees) or bring contracts to an end.

Vehicle modifications

You must not modify or add accessories to a company vehicle without the written permission of the general manager of Cole Hire.

If permission is granted, you will be responsible for the cost of the modification or accessories and the cost of removing them at the end of the contract if necessary, any costs of making good and/or extra depreciation associated with the modifications. Any costs will be recovered by way of a payroll / invoice deduction.

Taking a vehicle overseas

You may not take company vns overseas.

If a company car driver wishes to take a company car overseas, prior written authorisation must be obtained from the company. At least one months' notice must be given. You may be charged an amount to cover increased insurance / emergency cover and an administration fee may also be applicable.

Administration responsibilities of drivers

1. Company car and van drivers with a fuel card

- a. Prior to driver approval
 - i. Must meet drivers qualifications as outlined on page 4 of handbook
 - ii. Attend a 'Drivers Induction' and sign acknowledgement form
 - iii. Submit driver's licence prior to approval
- b. When an approved driver
 - i. Complete monthly mileage form detailing business miles by 7th of month and submit to line manager
 - ii. Agree to six-monthly DVLA licence checks

Useful information and contacts

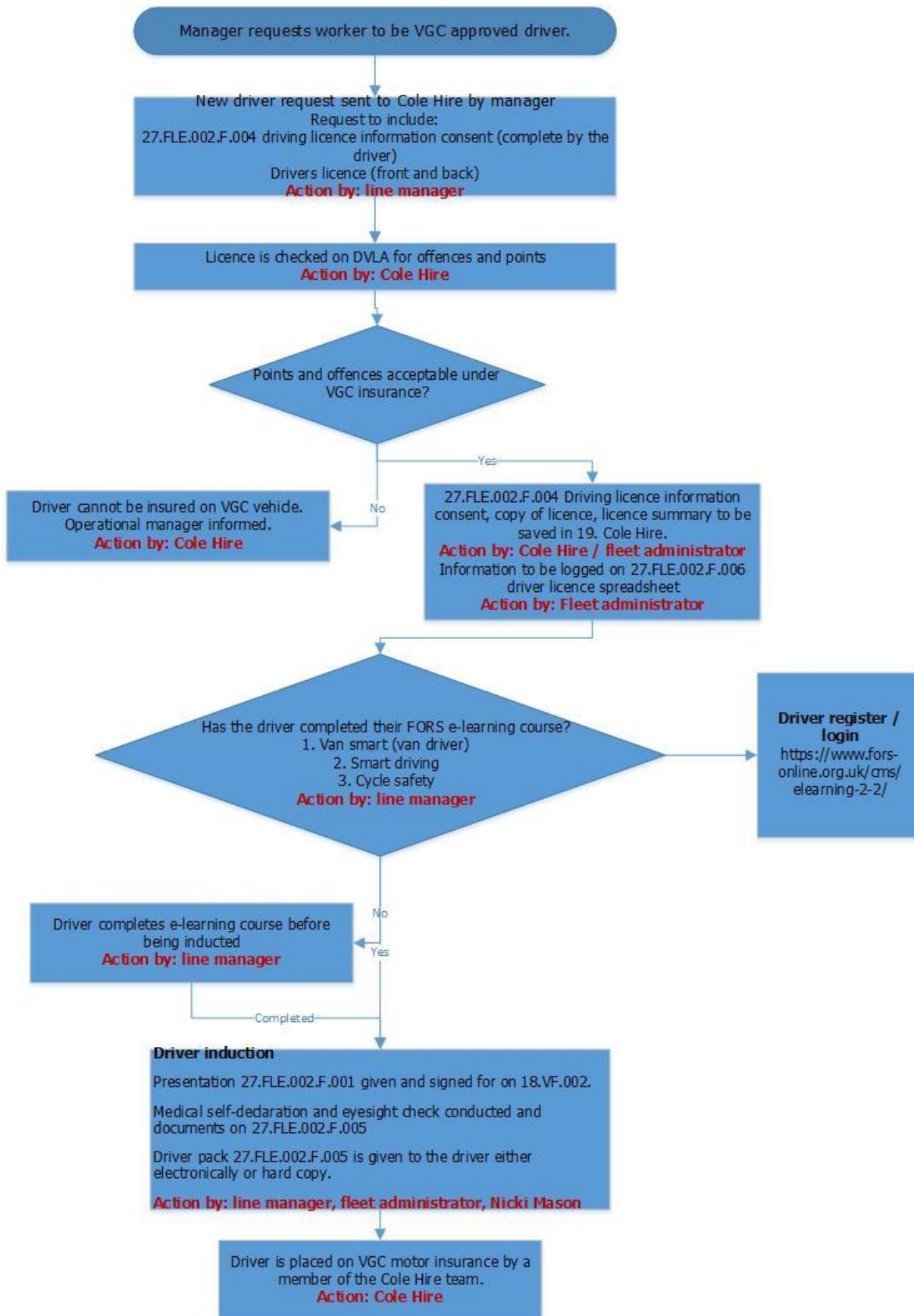
VGC Fleet Administrator	01895 671 892	fleet@colehire.co.uk	
VGC Head Office	01895 671 800		
Cole Hire	020 8568 0733		
Cole Hire General Manager	07843 058 463	Nicki@colehire.co.uk	Nicki Mason
Chief Operating Officer	07789 743 115	Ciara.pryce@vgcgroup.co.uk	Ciara Pryce

	Servicing and MOT	Breakdown	Tyres	Glass
VGC vehicles	020 8568 0733 Mon – Fri 08.00 – 1700hrs	Under 1 year old: 0800 111 234 Over 1 year old: 0800 107 5867	Halfords: Find local Acc no: 2480 OR ATS: Find local Acc no: 198798 Inform Cole Hire: 0208 568 0733	National Windscreens 0800 622 122 Quote: C165
Northgate vehicles	0843 208 7507	0800 716 418 OPTION 3	Halfords: Find local Acc no: 2480 OR ATS: Find local Acc no: 198798 Inform Cole Hire: 0208 568 0733	National Windscreens 0800 622 122 Quote: C165
Dawsons	01908 218 111	01908 218 111	Halfords: Find local Acc no: 2480 OR ATS: Find local Acc no: 198798 Inform Cole Hire: 0208 568 0733	As per sticker on windscreen.

Mileage forms are available to download from <https://vgcgroup.sharepoint.com/sites/VGC-Group>

- Mileage form for car drivers with fuel card - business (27.FLE.003.F.004)
- Mileage form for van users - business miles only (27.FLE.003.F.005)

Approved driver process



Ongoing driver management

Monthly

PUWER forms and mileage forms to be submitted monthly to the fleet administrator.



Forms to be saved on [19.Cole](#) SharePoint

Yearly

27.FLE.002.F.002 form completed by driver with medical self-declaration and eyesight check conducted by competent persons.



Forms to be saved on [19.Cole](#) SharePoint under driver folder. Information logged on 27.FLE.[002.F,006](#)

Yearly

Driver to compete one of the below course:

- Cycle safety
- Smart driving
- Van smart

Driver to send certificate to fleet administrator



Certificate saved on [19.Cole](#) SharePoint under driver folder. Information logged on 27.FLE.[002.F,006](#)

Appendix 1 – Paperwork required for each type of driver and approval processes

Type of driver	Driver qualification	Approved driver paperwork	Mileage forms	Tax requirements	Payments / deductions	Consequences	Reporting
<p>Company car driver with fuel card</p> <p>Monthly paid staff only</p>	<p>Be aged over 25</p> <p>Have a full UK driver's licence</p> <p>Have held full licence for at least one year</p> <p>Have no more than six points on the licence (for minor driving offences – eg SP30, traffic lights)</p> <p>Have no serious driving convictions within the previous 10 years (eg drink driving, driving without insurance)</p>	<p>Driver's induction form held by human resources manager</p> <p>Six-monthly DVLA licence checks fleet administrator</p>	<p>Form - 6.ACC.014</p> <p>Monthly mileage for car driver with fuel card</p> <ul style="list-style-type: none"> Submitted to line manager by 7th of month No fuel receipts required <p>Line manager to submit to human resources manager by 12th of month</p>	<p>Business and personal journeys permitted. This is a taxable benefit and will be declared on your P11d each year.</p>	<p>Human resources manager to deduct personal mileage from monthly payroll</p>	<p>Full months fuel to be deducted from primary driver if</p> <ul style="list-style-type: none"> the mileage form is not submitted by 7th of month the driver's licence is not submitted every six months <p>Fuel card to be removed from driver if there are two non compliances</p>	<p>Weekly fuel report from accounts to directors on a Monday</p>
<p>Company van driver with a fuel card –</p> <p>Weekly paid staff, Monthly paid project staff and labour managers</p>	<p>Be aged over 25</p> <p>Have a full UK driver's licence</p> <p>Have held full licence for at least one year</p> <p>Have no more than six points on the licence (for minor driving offences, eg SP30, Traffic lights)</p>	<p>Driver's induction form held by fleet administrator</p> <p>Six-monthly DVLA licence checks fleet administrator</p>	<p>Form 6.ACC.016-monthly mileage for van drivers</p> <ul style="list-style-type: none"> Submitted to line manager by 7th of month No fuel receipts required <p>Line manager to submit to fleet</p>	<p>No personal journeys permitted</p>		<p>Full months fuel to be deducted from primary driver if</p> <ul style="list-style-type: none"> the mileage form is not submitted by 7th of month the driver's licence is not submitted every six months 	<p>Weekly fuel report from accounts to directors on a Monday</p>

	Have no serious driving convictions within the previous 10 years (eg drink driving, driving without insurance)		administrator by 12 th of month.			Fuel card to be removed from driver if there are two non-compliances	
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