

Fleet Management Policy

Originator:	Policy and Strategy Team
Approval date:	February 2020
Review date:	February 2022

1	Introduction
1.1	Carroll Telecoms recognises that effective management of the use of vehicles is essential for its core business activities.
1.2	<p>In operating this Fleet Management Policy, Carroll Telecoms sets out to:</p> <ul style="list-style-type: none"> • Reduce where possible the negative environmental impacts associated with emissions from vehicle use • Promote a culture of driving safely to protect the health and safety of employees, customers and the wider communities in the areas of Carroll Telecoms' operations • Manage leasing, purchasing and day-to-day use of vehicles that are essential for core business activities in an efficient and systematic manner to secure value for money, best use of resources and maintain competitive advantage and reputation
1.3	The Policy applies to all vehicles that are used for Carroll Telecoms business purposes including where staff members use their own vehicles in the course of their duties.
1.4	Carroll Telecoms will expect its staff to abide by the principles and provisions set out in the Policy at all times when they are driving Carroll Telecoms owned or leased vehicles including journeys to and from their place of work. The Policy will also apply when staff are permitted / required to drive Carroll Telecoms owned or leased vehicles outside of standard working hours i.e. in personal time.
1.5	<p>In operating this Policy, Carroll Telecoms will meet all legislative and regulatory requirements. The principle legislation is set out below:</p> <ul style="list-style-type: none"> • The Health and Safety at Work Act 1974 • The Corporate Manslaughter and Corporate Homicide Act 2007 • The Goods Vehicle Operators (Qualifications) Regulations 1999 (SI 1999/2430) • The Goods Vehicle (Licensing of Operators) Act 1995 • EU Directive 96/26 as amended by 98/76 • Council Regulation (EEC) No 881/92 • The Goods Vehicle (Community Authorisations) Regulations 1992 • British Vehicle Rental and Leasing Association standards

<p>1.6</p> <p>1.6.1</p> <p>1.7</p> <p>1.7.1</p> <p>1.7.2</p> <p>1.7.3</p> <p>1.8</p>	<p>Access and Communication</p> <p>Carroll Telecoms is committed to ensuring that our services are accessible to everyone. Carroll Telecoms will seek alternative methods of access and service delivery where barriers, perceived or real may exist, that may make it difficult for people to work for Carroll Telecoms or use its services.</p> <p>Equality, Diversity and Human Rights</p> <p>Carroll Telecoms is committed to ensuring that no person or group of persons will be treated less favourably than another person or group of persons and will carry out our duty with positive regard for the following core strands of equality; Age, Disability, Gender, Race, Transgender, Sexual Orientation, Marriage and Civil Partnership, Pregnancy and Maternity, Religion and/or Belief.</p> <p>Carroll Telecoms also recognise that some people experience disadvantage due to their socio- economic circumstances, employment status, class, appearance, responsibility for dependants, unrelated criminal activities, being HIV positive or with AIDS, or any other matter which causes a person to be treated with injustice.</p> <p>Carroll Telecoms will endeavour to ensure that all services and actions are delivered within the context of current Human Rights legislation. Staff and others with whom we work, will adhere to the central principles of the Human Rights Act (1998).</p> <p>This Policy should be read in conjunction with:</p> <ul style="list-style-type: none"> • Carroll Telecoms Staff Handbook • Carroll Telecoms Disciplinary Policy
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2	Statement of Intent
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<p>2.1</p> <p>2.2</p>	<p>Carroll Telecoms will operate a systematic use of fleet vehicles to deliver efficient and effective services to customers. To ensure purchase, lease and regular use of vehicles delivers desired outcomes, Sovini Group (which Carroll Telecoms is part of) employs a Fleet Manager to provide a corporate function for all its Group Partners.</p> <p>The Fleet Manager will regularly review the arrangements for leasing company vehicles, to ensure:</p> <ul style="list-style-type: none"> • Value for money is obtained and lease companies pass all conditions to be included on the Carroll Telecoms preferred supplier list • Vehicles are regularly maintained and are adequately equipped to ensure operative and public safety • The brand image of Carroll Telecoms is maintained and correct company logos and livery is used at all times • The use of low emissions vehicles to reduce the negative environmental effects associated with transport use
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2.3	The Fleet Manager, working in conjunction with Line Managers and the People and Learning Team will further promote staff and public safety and reduced emissions through the use of vehicle diagnostics and the provision of training / advice on driving styles and techniques, as required.
2.4	The Fleet Manager will also liaise with the relevant Carroll Telecoms managers on compiling business cases for new purchases of vehicles where required or expansion of lease arrangements. The Fleet Manager will use discretion on the replacement of fleet vehicles, usually in a five yearly cycle or at 50, 000 miles. Replacement of Carroll Telecoms owned vehicles will be determined by a business case submitted by Line Managers, as required.
2.5	In operating fleet management functions, Carroll Telecoms will ensure all legal and regulatory requirements are met.
2.6	Carroll Telecoms is committed to developing good business practice and will take any necessary disciplinary action against any member of staff that deliberately commits fraud or in any other way breaches the requirements of the Fleet Management Policy.

3	Policy
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3.1	Carroll Telecoms Business Responsibilities in Operating the Fleet Management Policy
3.1.1	<p>Carroll Telecoms is committed to using fleet management as a means of reducing the negative environmental impacts associated with vehicle emissions. Carroll Telecoms achieves this aim by:</p> <ul style="list-style-type: none"> • Constantly reviewing supply chain management to ensure where possible local suppliers are used with local distribution centres (reducing the length of business journeys) • Implementation of fully automated work flow management systems (for Carroll Telecoms fleet vehicles), ensuring efficient route planning and reducing unnecessary journeys • Use of vehicle telematics to educate operatives on efficient driving styles and speed restrictors to reduce fuel consumption • Employment, where possible, of local staff to reduce ‘journey to work’ travel
3.1.2	<p>In order to meet all legal requirements the Fleet Manager, in conjunction with the People and Learning Team and Risk and Assurance Manager will ensure:</p> <ul style="list-style-type: none"> • All drivers of Carroll Telecoms vehicles have appropriate and full driving licenses (full UK Driver’s License only with appropriate category – depending on what vehicles the operative is required to drive for work purposes), which will be assessed before employment commences and subsequently on an annual basis • Where required, that Carroll Telecoms has the appropriate Operators License’s for heavy goods vehicles (maximum permissible weight over 3.5 tonnes including any trailer or semi-trailer) • The Motor Insurance Database (MID) is kept up to date with fleet vehicle details • All drivers of Carroll Telecoms vehicles have appropriate personal and business insurance

- Where necessary due to the nature of work being undertaken by an employee, Carroll Telecoms will ensure up-to-date and appropriate waste carrier certificates are held and recorded
- Carroll Telecoms employees who have to drive heavy goods vehicles have up-to-date Driver Certificate of Professional Competence training and regular eyesight tests
- Carroll Telecoms employees comply with United Kingdom and European Union rules for checking drivers hours and recording tachograph information
- All Carroll Telecoms vehicles will be kept in a roadworthy condition and receive regular maintenance and servicing in line with legal requirements and manufacturer's instructions (grey fleet drivers are responsible for the condition of their own vehicles)

3.1.3 To ensure Carroll Telecoms vehicles are used appropriately, efficiently and for the purposes which they are intended, the following conditions will apply:

- Use of Carroll Telecoms vehicles will only be permitted to authorised staff only

3.2 **Promotion of Safe Driving Practice**

3.2.1 Whilst driving Carroll Telecoms vehicles or any vehicle for work purposes at any time, Carroll Telecoms employees should always drive with due care and attention, according to the Highway Code (available at www.gov.uk/browse/driving/highway-code) and all legal requirements.

3.2.2 To protect their own safety and that of others, Carroll Telecoms authorised vehicle users should treat every journey as a 'managed journey' and take into consideration all local driving conditions and adopt the necessary precautions to deal with traffic density, weather conditions and any other potential road hazards.

3.2.3 All Carroll Telecoms employees that are authorised drivers and have to work alone will receive health and safety and lone working training (if required) near to the commencement of their employment and this will be refreshed every three years. This training will also highlight the importance of being vigilant and taking necessary precautions when carrying potentially hazardous materials in vehicles in line with COSHH (Control of Substances Hazardous to Health) requirements.

3.2.4 Carroll Telecoms encourages members of the public to report any erratic or dangerous driving by Carroll Telecoms employees using Carroll Telecoms vehicles. If after investigation of any reported incidents employees are found to be responsible for this type of behaviour they may be subject to disciplinary procedures.

3.3 **Smoking, Drugs and Alcohol**

3.3.1 Carroll Telecoms authorised vehicle users are strictly prohibited from smoking in Carroll Telecoms owned vehicles at any time or grey fleet vehicles whilst in use for business purposes, this includes with the engine off and the windows open. All Carroll Telecoms fleet vehicles will have appropriate 'no smoking signage' attached in a prominent position in the interior of vehicles.

3.3.2	Any employee found to be responsible for smoking in a Carroll Telecoms vehicle or deliberately removed 'no smoking' signage will be subject to disciplinary procedures. Carroll Telecoms grey fleet users will be similarly prohibited from smoking in their vehicles whilst in work time or when conducting duties associated with their employment.
3.3.3	Any Carroll Telecoms employee who is found to be driving during business hours under the influence of alcohol or illegal drugs or in possession of alcohol or illegal drugs may be subject to disciplinary proceedings which may result in dismissal.
3.4	Driving whilst on Medication
3.4.1	Carroll Telecoms employees have a duty to inform Line Managers, of any prescribed or over the counter medication they may be taking or medical condition, that is likely to impair their ability to drive safely, at the earliest opportunity. Line Managers, on a case by case, basis may request further medical advice before issuing instructions to the staff member.
3.5	Use of Mobile Devices
3.5.1	Carroll Telecoms employees should not use mobile devices such as mobile phones whilst driving a Carroll Telecoms vehicle. Use of all mobile devices such as Mobile Hands Free kits, Personal Digital Assistants (PDA's), ipods and lap tops is also prohibited whilst driving Carroll Telecoms vehicles unless the vehicle is safely parked and with the engine switched off.
3.6	Authorised Passengers / Drivers
3.6.1	Drivers of Carroll Telecoms vehicles should not carry unauthorised passengers in their vehicles at any time.
3.6.2	Passengers permitted in Carroll Telecoms vehicles are limited to Carroll Telecoms employees only. Friends or family should not be transported in the vehicle at any time, including out of working hours. Any employee found to have breached this clause may be subject to disciplinary proceedings.
3.6.3	Drivers of Carroll Telecoms vehicles should not swap vehicles with other Carroll Telecoms drivers unless a vehicle change request form has been signed off by their Line Manager.
3.7	Vehicle Security
3.7.1	Drivers of Carroll Telecoms vehicles should keep the vehicle keys safe and secure at all times and in the event they are stolen they should report the theft immediately to the Police, Fleet Manager or their Line Manager.
3.7.2	An unattended Carroll Telecoms vehicle must not be left with the keys in the ignition or unsecured. If an alarm or immobilizer is fitted this must be set when the vehicle is left unattended and failure to do so may result in disciplinary action.
3.7.3	Employees who are permitted to take Carroll Telecoms vehicles home outside of normal working hours should not use the vehicles for their personal use during these times. They should also:

- Take care when parking Carroll Telecoms vehicles so as not to cause an obstruction to pedestrians and other road users
- Consider the security of the vehicle, where possible parking in well-lit locations with good visibility and not leaving valuable equipment in the vehicle when unattended for long periods of time
- Remove all value tools where practicable when the vehicle is left unattended

3.7.4 Employees who drive Carroll Telecoms vehicles should take precautions to avoid personal information relating to themselves or customers being left on display and / or insecure in their vehicles at any time. Carroll Telecoms employees should be mindful of their requirements under the General Data Protection Regulations (GDPR) and Data Protection Act 2018 in this respect.

3.8 **Points, Fines and License Checks**

3.8.1 Carroll Telecoms employees who drive Carroll Telecoms vehicles have a duty to report any points that they accrue on their licenses. Carroll Telecoms will also carry out remote checks on employees licenses with limited access to this information between the People and Learning Team, Fleet Manager and their Line Manager. If Carroll Telecoms employees are banned from driving for any reason and this is essential for their job, they may be subject to disciplinary measures.

3.8.2 Carroll Telecoms employees required to drive Carroll Telecoms vehicles will be required to sign a mandate which will authorise Carroll Telecoms to periodically access relevant driving license information via the DVLA and (for this to be shared in anonymised form with Carroll Telecoms insurers).

3.8.3 Where license checks identify any issues, employees will be invited to explain their position to the Fleet Manager and their Line Manager. Staff may be removed from driving duties until an issue with a license check is resolved. Carroll Telecoms will not accept any responsibility for issues identified on license checks.

3.8.4 Carroll Telecoms will not accept responsibility for any fines issued to employees for use of mobile devices whilst driving, smoking whilst driving or for any other motoring offences. Any employee found to have driven whilst using a mobile device may be subject to disciplinary proceedings.

3.9 **Accident Reporting**

3.9.1 Employees who drive Carroll Telecoms vehicles have a duty to comply with the normal rules of the road and should report to the Police all road traffic accidents and collisions where one or both parties are injured.

3.9.2 In the event of an accident or incident, details of all parties should be obtained including registration numbers, drivers and witness names and addresses and third party insurance policy details (Using bump cards issued). If safe and practical, photographs of the accident scene should be taken. Liability should not be admitted at the accident scene. All such incidents involving a third party must be reported immediately to the insurance company (details available on the bump cards) and at the earliest opportunity to the Fleet Manager.

3.9.3	Drivers of Carroll Telecoms vehicles should in addition report any accidents or collisions (in particular where there is damage to vehicles, no matter how minor) to the Fleet Manager and their Line Manager using the 'Vehicle Accident Incident Report Form – available in the document management system – HS.AI.VRF or on request from the Fleet Manager) at the earliest opportunity and where possible within the same working day as the incident occurred.
3.10	Theft and Incident Reporting
3.10.1	Drivers of Carroll Telecoms vehicles should report any vandalism or theft from Carroll Telecoms vehicles (including ID cards and branded clothing) at the earliest opportunity and to the Police, where immediate action is required. Any theft of the vehicle itself should immediately be reported to the Police and to the Fleet Manager (or Line Manager if the Fleet Manager is not available), even if this occurs outside of working hours. For all incidents or damage caused, operatives will need to complete an incident / accident form.
3.11	Discipline and Recharges
3.11.1	Drivers of Carroll Telecoms vehicles that cause repeated, deliberate or significant damage may be subject to disciplinary measures and may also be liable for the costs of vehicle repair or insurance excess recharge / other damage caused (this includes but is not exclusive of loss of keys, using the wrong type of fuel or losing fuel cards). This will be assessed on a case by case basis and the decisions to recharge operatives will be at the discretion of the Fleet Manager / Line Manager in conjunction with the People and Learning Team dealing with any disciplinary process.
3.11.2	Any employee who is found to have tampered with tracker devices in Carroll Telecoms vehicles or any other falsification of vehicle records will also be subject to disciplinary measures (that may lead to instant dismissal) and possible criminal proceedings.
3.12	Use of Fuel Cards
3.12.1	Each Driver of Carroll Telecoms vehicle is assigned a fuel card marked with the vehicle registration number on. When purchasing fuel for Carroll Telecoms vehicles, authorised drivers should take care to use the appropriate fuel type for the vehicle concerned. Employees that cause damage to company vehicles by using the wrong fuel types may be subject to disciplinary measures including being recharge for any costs incurred by Carroll Telecoms.
3.12.2	If a Carroll Telecoms driver accidentally use the wrong type of fuel they must not start the engine as this risks further damage to the vehicle. Drivers of Carroll Telecoms vehicles will be required to contact the approved breakdown service (contact numbers available in each vehicle) and inform the Fleet Manager / Line Manager immediately and they may be recharged for cost of the call out, repairs and any fuel purchased.
3.12.3	Operatives should also: <ul style="list-style-type: none"> ● Only use standard fuel (use of V.Power / Ultimate diesel is strictly prohibited) ● Give the cashier an up-to-date mileage reading at every fill up

	<ul style="list-style-type: none">• Ensure the vehicle has a minimum of 1/4 tank at all times• Only use approved suppliers of fuel (details supplied with each vehicle)• Not use procurement cards for any fuel purchases unless authorised by their Line Manager or Fleet Manager• Only use the fuel card for the vehicle it is intended• Not to fill up another operatives vehicle unless authorised by their Line Manager or Fleet Manager
3.12.4	Any fraud that is discovered in the use of fuel cards will be classed as gross misconduct and could lead to instant dismissal.
3.13	Weekly Vehicle Checks and Cleaning
3.13.1	Employees who use Carroll Telecoms vehicles on a permanent basis will be expected to carry out regular maintenance of the vehicle including weekly checks for: <ul style="list-style-type: none">• Tyres:- ensuring they have the appropriate tread and are inflated to the correct pressure and there is no side wall damage• Oil:- ensuring there is sufficient oil in the engine and there are no leaks• Engine coolant and Screen-wash:- ensuring there are sufficient levels• Lights:- ensuring all lights and indicators are working• Electrics:- ensuring all electrical features are operational, including horn and wipers
3.13.2	Employees that use Carroll Telecoms vehicles on a permanent basis will also be expected to maintain the appearance of the vehicle to a reasonable standard, ensuring it is clean and projects the right company image at all times i.e. free from personal insignia and effects.
3.14	Return of Fleet Vehicles in Periods of Absence
3.14.1	Where employees authorised to drive Carroll Telecoms vehicles book annual leave for five consecutive working days or more the Fleet Manager/ Line Manager will decide if they must return the vehicle to their place of work on the last working day before the leave commences.
3.14.2	The Fleet Manager /Line Manager will decide if employees that are authorised to drive Carroll Telecoms vehicles that absent due to illness or injury and have a fit note that specifies a return-to-work date beyond five working days (and they are capable of driving) should return the vehicle to their place of work. If operatives are unable to drive due to their condition, Carroll Telecoms will arrange for the vehicle to be collected from the operative's home address.
3.14.3	In all cases where employees authorised to drive Carroll Telecoms vehicle are required to return vehicles for a period of time or permanently they should remove all personal possessions and effects from the vehicle before it is returned. Carroll Telecoms will not be held responsible for any personal items which are left in the vehicle.

<p>3.15</p> <p>3.15.1</p> <p>3.15.2</p> <p>3.16</p> <p>3.16.1</p> <p>3.17</p> <p>3.17.1</p> <p>3.17.1.1</p> <p>3.18</p> <p>3.18.1</p>	<p>Vehicle Maintenance and Repairs</p> <p>The Fleet Manager will arrange appointments for all pre-planned maintenance for fleet vehicles including services and MOT's and will inform their Line Manager of any 'downtime' that results. Drivers of Carroll Telecoms vehicles should ensure that bookings are kept, failure to do so may result in failed attendance costs which will be recharged to the driver.</p> <p>For any unforeseen repairs, drivers of Carroll Telecoms vehicles should inform the Fleet Manager / Line Manager at the earliest opportunity who will then arrange for the repair to be carried out via the breakdown service or recommended dealer / repair centre (contact details will be available in each vehicle).</p> <p>Mileage Claims</p> <p>Where Carroll Telecoms employees use their own vehicles for business purposes, they will be entitled to claim mileage expenses, subject to prior approval from their Line Manager. All claims for mileage should be submitted to the People and Learning Team one week before the 1st of each month and employees will need to have provided current copies of driving licence, insurance and MOT for claims to be processed.</p> <p>Telematics</p> <p>Where possible Carroll Telecoms vehicles will be fitted with telematics devices, which will aid Carroll Telecoms to manage its vehicles and provide greater efficiencies for the business. Carroll Telecoms reserves the right to use any information from the telematics devices to investigate issues. The telematics provider and Carroll Telecoms will monitor the operation of every device at all times and if any unit is identified as being faulty or defective, it will be serviced and/or repaired as soon as possible.</p> <p>Where it is found out that the telematics device was faulty due to tampering or misuse, Carroll Telecoms will launch an investigation into the matter, which could result in disciplinary proceedings.</p> <p>Disclaimers</p> <p>All Carroll Telecoms employees that are authorised to drive Carroll Telecoms vehicles will be required to sign disclaimers to ensure they have read the Carroll Telecoms Fleet Management Policy and agree to abide by its terms and conditions.</p>
<p>4</p>	<p>Implementation</p>
<p>4.1</p> <p>4.2</p>	<p>All staff who drive Carroll Telecoms vehicles for business purposes will need to be aware of and abide by the provisions set out in the Carroll Telecoms Fleet Management Policy.</p> <p>The Fleet Manager will have specific responsibilities (as outlined in sections 2.1 - 2.4 above) and will work in conjunction with the People and Learning Team, Risk and Assurance Manager and Directors to ensure Carroll Telecoms meets all legal requirements in the management of vehicle usage.</p>

4.3	Carroll Telecoms relies on members of the public to ensure its staff take appropriate care and attention when driving on Carroll Telecoms duties and encourages them to report any examples of driving or use of vehicles that does not meet the standards required.	
5	Performance	
5.1	Carroll Telecoms will monitor and report on the following key performance indicators: <ul style="list-style-type: none"> • All record keeping in respect of fleet management including operatives license and insurance checks, operators vehicle checks for Heavy Goods Vehicles and all waste carrier certificates (ensuring they are up-to-date and retained for required periods) • Fuel usage and miles per gallon rates (establishing a baseline position for the Sovini Group and developing targets for annual reduction at a rate of 5%) • Accident reporting and complaints (ensuring 100% of accidents are reported in line with legal requirements) and all complaints are investigated and responded to within target times 	
5.2	Numbers of high risk drivers as determined by points and / or offences outstanding on a license (and subject to driver training measures)	
6	Review	
7.1	The Policy will be reviewed every two years, on or as near as possible to the date of approval by the Managing Director. The Policy may be reviewed more frequently, as required by new legislation or regulation concerning fleet management or as a result of system audits.	
7	Equality Impact Assessment	
8.1	Was a full Equality Impact Assessment (EIA) required?	No
7.2	When was EIA conducted and by who?	An EIA Relevance Test conducted by the Policy and Strategy Manager and the Policy Writer in January 2020 is still relevant for this Policy review.
7.3	Results of EIA	The Relevance Test did not reveal any adverse or differential impacts for any groups with protected characteristics that will result from the operation of this Policy.
8	Scheme of Delegation	
8.1	Responsible officer for approving and monitoring implementation of the Policy and any amendments to it	Managing Director –Carroll Telecoms

8.2	Responsible officer for formulating Policy and reporting to committee on its effective implementation	Managing Director –Carroll Telecoms
8.3	Responsible officer for formulating, reviewing and monitoring implementation of procedures	Managing Director –Carroll Telecoms

9	Amendment Log		
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Date of revision:	Reason for revision:	Consultation record:	Record of amendments:
Not Applicable-this is the first version of the Policy for Carroll Telecoms-04/02/2020	Not applicable	See section 6	Not Applicable