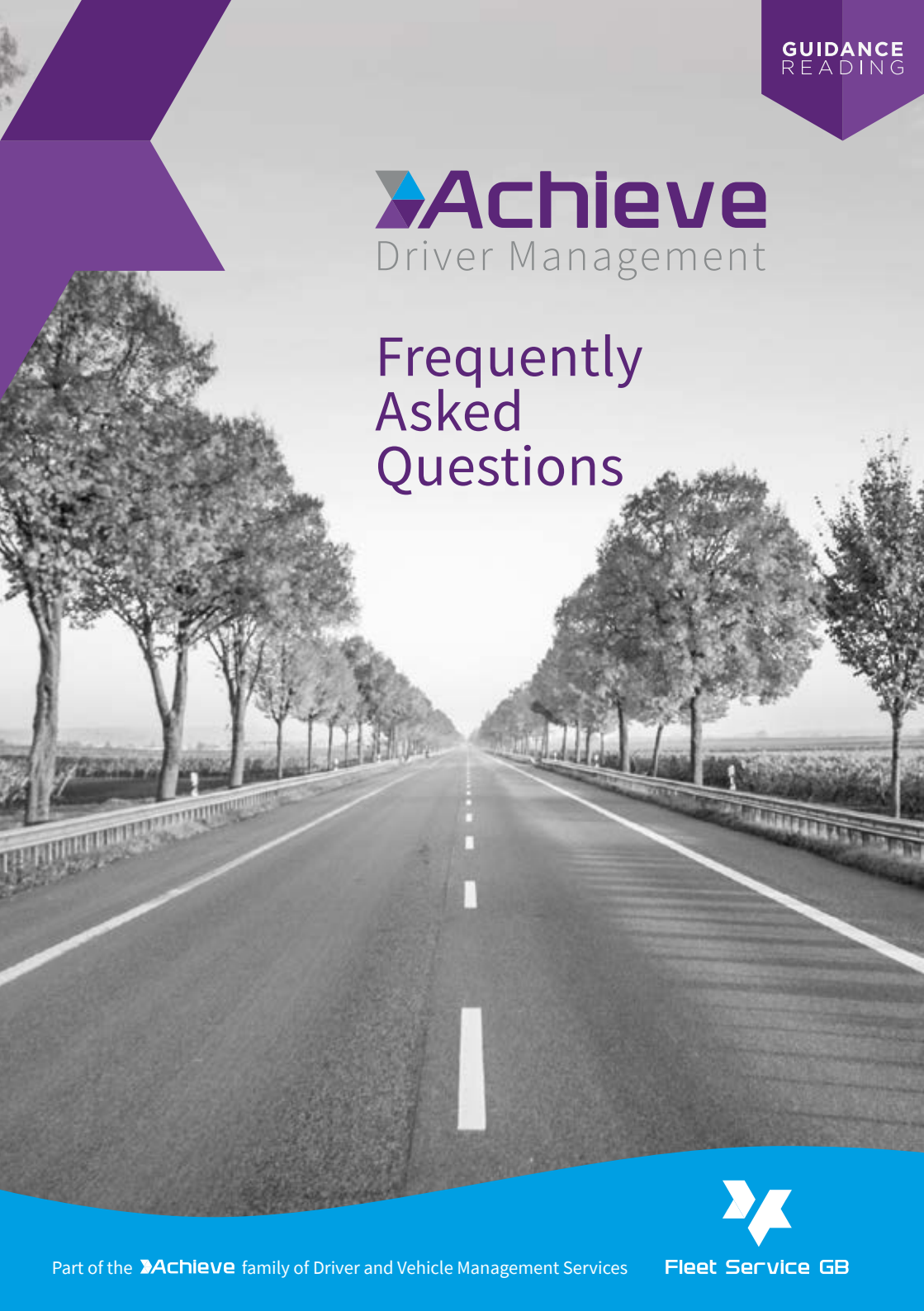




Frequently Asked Questions





Managing work-related road safety

This document is designed to answer some of the **frequently asked questions** many employees who drive their own vehicle on company business or drive a company vehicle for any reason, may have about the introduction of a programme to manage their work-related road safety.

The **Achieve Driver Management** programme has been developed to improve driving standards, to encourage safe driving, reduced stress and overall improve the driving experience. It also ensures that your company is managing its work-related road safety obligations.

Working together to stay safe, protect jobs and secure the future.



Why should my company be concerned about work-related road safety?

Motor vehicles pollute, maim and kill. Your company recognises its responsibility for managing work-related road safety and its legal obligations under Health and Safety law to ensure that all its employees are working safely and in a safe environment, which includes motor vehicles. Your company is implementing the **Achieve Driver Management** programme to deliver these obligations.

On average, 10 people die and almost 100 are seriously injured every week whilst driving on company business. If you and your vehicle are not absolutely fit to drive, you may be putting yourself and others at risk.

What is Achieve Driver Management?

The **Achieve Driver Management** programme is a product developed by Fleet Service GB to comprehensively manage all aspects of work-related road safety. It continuously measures and records all aspects of driving performance to ensure that you are driving legally, safely and in a roadworthy and appropriate vehicle. Your continuously calculated Live Driver Score is displayed prominently on the home screen of the app.

What service is my company introducing?

The **Achieve Driver Management** programme satisfies work-related road safety requirements. To start the process your company requires that you apply for an **Authority to Drive**. This applies to everyone, either driving a company owned vehicle for any purpose, or any vehicle on company business.

Is it difficult to apply for my Authority to Drive?

No, it's quite simple. You will be sent an invitation to apply for your **Authority to Drive**, by email, from Fleet Service GB's **Achieve Driver Management** support team, on behalf of your company. You then complete an online application through the Fleet Service GB driver portal to an agreed timescale, to ensure both you, and the vehicle you drive, meets all legal and company requirements. At all times the programme will support and assist you in driving better and driving safer.



Why do you want to see my documents?

We need to see relevant documents to check that you have the appropriate driving licence and insurance for the types of vehicle you will be driving. Your data will be managed and verified in accordance with the General Data Protection Regulations (GDPR).

We need to verify the information entered on the **Achieve Driver Management** website is accurate and the easiest, most efficient way to do this is to compare the electronic entries with the authenticated copy of the actual documents.

How is my driving licence checked?

As part of the **Achieve Driver Management** application process you will be required to complete a mandate giving permission to Fleet Service GB's licence checking partner to carry out a licence check. The consent process is simple and effective with results being received in 'seconds'. The 'consent' remains valid for three years. There is a two-stage verification process that drivers have to complete for security purposes and results are received from DVLA instantaneously.

What if I drive my own vehicle on company business?

Such vehicles are not under the direct control of your company and are licenced, insured, and maintained by you, the owner. They therefore represent a high-risk to the company. Collection and review of the following key documents is therefore an essential requirement to allow us to establish a detailed profile of each vehicle authorised to be driven on company business:

- Vehicle registration document (V5)
- Insurance certificate
- Maintenance history
- MOT certificate (if appropriate)



Vehicle registration document (V5)

This is required to confirm that the age and model of a vehicle used by the authorised driver is in accordance with the company vehicle policy and for verification against the electronic entry.

Insurance certificate

This ensures that the authorised driver, the authorised vehicle and third parties are correctly and adequately insured for the appropriate business use.

Many drivers may not have understood, when making their declarations to their insurance company, the need to specify the number of miles driven on company business and, therefore, should they be involved in an accident during work activities, may find that their insurance is inadequate and therefore invalid. Your company could then be prosecuted for involuntary or corporate manslaughter. This is a high-risk area for both the authorised driver and the company. **Achieve Driver Management** checks the information as part of the programme and will advise the authorised driver immediately if the cover is inadequate to ensure that the situation can be quickly rectified.

Maintenance history

Vehicles with abnormally high mileages or those that are not maintained in accordance with the manufacturer's recommendations represent another high risk. It is therefore important to audit and confirm the vehicles maintenance history. Frequent brake and clutch repairs or failures can, for example, also indicate poor driving techniques - again increasing the risk. All of these factors are taken into account in assessing the risk profile of an authorised driver. This information is entered electronically, and the company is required to verify the integrity of the data.



MOT certificate (if appropriate)

Cars and LCVs over three years old (For cars in Northern Ireland, the period is four years) are required to have a valid MOT certificate. Evidence of a current MOT certificate confirms that the authorised driver is complying with current legislation and the details are verified against the electronically entered data.

The information gained serves two purposes:

- To protect the company
- To protect the authorised driver

This independent analysis (of vehicles provided by drivers/employees for use on company business) carried out as part of the **Achieve Driver Management** programme not only ensures full compliance in all areas, but also provides benefits for the driver as the programme will issue reminders for insurance and MOT renewals, plus other identified prompts.

Will I qualify for an Authority to Drive?

Your company will have agreed a set of parameters which will determine what weightings are given to various areas of the application process. Providing you haven't had too many accidents or motoring offences then you should receive an **Authority to Drive**. In some circumstances you may be given a temporary **Authority to Drive** until an in-car assessment or other checks have been carried out.

What is an in-car assessment?

A qualified assessor sits with you whilst you drive to gauge whether there are any areas of your driving which may require improving before you receive your **Authority to Drive**. Your company may arrange the assessment or may ask Fleet Service GB to arrange it on their behalf. Please remember this process is in place to help and protect you.



What happens next?

Following a successful application, you will receive your **Authority to Drive**. You will be required to renew this in an annual basis. If you drive your own authorised vehicle (including any vehicle provided through a cash for car scheme) on company business, you may be required to renew your declarations on a more frequent basis as determined by your company. You can add to or amend your declarations or information at any time by visiting the portal.

What does my Driver Lifetime History contain?

The Driver Lifetime History, available from the driver portal, contains information such as: personal details, mileages, traffic offences, accidents, thefts, and all other related events and is available to view as a report. It is kept continuously up to date by the addition, automatically, of information collected by the continuous performance measurements of both the vehicle and the driver. Each event recorded either adds or subtracts points in accordance with the agreed event points, as set out as part of the **Achieve Driver Management** parameters. Your current Achieve Live Driver Score is displayed at the top of the **Driver App** home page.

Please note, if you are driving your own vehicle for business purposes the Achieve Driver Programme will not automatically be receiving driving performance information. This means that your Live Driver Score may appear to be better than drivers who are driving company provided vehicles where live driving events are automatically fed into the programme.

What if I think the information in my Driver Lifetime History is wrong?

Although your Driver Lifetime History should accurately detail all relevant data, there may be times when the information shown is incorrect. If this is the case, then you have an automatic right of appeal. Contact the **Achieve Driver Management** helpdesk at achieve@fleetservicegb.co.uk stating your concerns. These will be immediately investigated; your company will be involved and the outcome notified to you.



Who has access to my information?

You can access your own information at any time by logging on to the driver portal to manage your **Authority to Drive**. The only other people who can view this are those within your company who have managerial access to your data. Authorised people generally include your fleet manager and one or more administrators within your fleet department. The **Achieve Driver Management** department within Fleet Service GB also has access to your information.

Is my information secure?

Fleet Service GB complies with The Data Protection Act 2018, which implements GDPR.


Our online services comply with all the current security standards. Only you, nominated individuals within your company and the **Achieve Driver Management** department within Fleet Service GB have access to the data you provide us. We will not supply your data to any third party other than to your company's chosen driver training organisation, and you can, of course, review all information stored on the driver portal at any time you wish.

What is the significance of the vehicle policy and driver handbook?

It is a requirement under health and safety law that your company provides you with information about the tasks it requires you to carry out which includes work-related driving. It is also a legal requirement that you cooperate with your company by carrying out your duties safely and in line with information you are provided.

Whether you drive a company car or drive your own vehicle on company business you must comply with your company's policies as contained in the driver handbook and any policy documents.

It normally contains information on health and safety issues, authorised drivers, changing cars, legal and general responsibilities such as vehicle condition and handover procedures, service and maintenance, accident procedures, foreign travel, insurance and so on.



You will be expected to understand and abide by the information contained in the handbook, which is available, in electronic format, via the driver portal. A simple, easy to understand index is provided with relevant driving related information the company considers necessary in the management of work-related road safety. Your company will expect you to confirm that you have read and understood it.

When will I know if I am authorised to drive?

Once you have completed the online application for an **Authority to Drive** and a positive check of your driving licence has been processed then authorisation should take no more than 24hrs. In many instances, authorisation is given the same day.

What's in it for me?

Your company is demonstrating a real commitment to ensure you are safe and supported when carrying out work-related driving activity, plus protecting jobs and securing the future. The commitment also extends to your wellbeing. The company cannot do it all on its own – your absolute participation is a no option requirement.

What is an e-learner?

The e-learner is an online learning package covering a variety of driving challenges and situations. E-learners can be selected in any order to help with identified training requirements. Alternatively, they can be presented randomly as part of a scheduled training program. As each e-learner is successfully completed, points are added to the individual **Achieve Live Driver Score**.

What happens if I decide not to participate in the programme

The policy agreed by the Board (Company) will specifically state that anyone driving on company business irrespective of what vehicle is being driven, must be in possession of a current **Authority to Drive**. There are no exceptions or alternatives and you must comply with your company's relevant policies, or you will not be authorised to drive on company business.



What happens if I fail to comply with tasks generated by the system

Requests, prompts or reminders are automatically generated by the **Achieve Driver Management** programme. If you fail to respond within a specific timeframe the system will, in addition to reminding you of your outstanding tasks, escalate the outstanding task(s) to a company nominated person. This escalation process increases as any failure to comply is identified and may result in a removal or suspension of your **Authority to Drive**. It is also important to note that depending on the severity of a compliance failure, disciplinary proceeding may be initiated.

What are points and how do I accrue them

You accrue points based on your **Achieve Driver Management Live Driver Score**. This is calculated initially from response to your application questions, your driving history, your licence check information and various other company related parameters. The higher number of points the better.

If your score goes below a certain threshold, you may be asked to complete an e-learning package or be given an in-car assessment tailored to your individual needs. You will still be authorised to drive on company business whilst this is ongoing unless your driving licence has been revoked by the DVLA.

The points system is basically a risk assessment process and is there to ensure that you are as low risk a driver as possible. This is in your interest as well as your companies and helps to ensure that you drive safely.

How do I communicate with Fleet Service GB

Download the **Driver App** at <http://www.fleetservicegb.co.uk/app>, which provides real time communication between you the driver, and the Achieve Driver Support team.

Alternatively, you can login to the Achieve Driver Portal at <https://fleet.fleetservicegb.co.uk/account/login> this will provide you access to e-learning training modules and also provide you with a dashboard of information about your Achieve performance.

Am I now authorised to drive?

Once you have completed the online application for your **Authority to Drive** and your licence has been checked automatically with the DVLA (with a positive outcome) you will receive notification via the **Driver App** that you are now authorised to drive.

For further information

If you have any further questions about the **Achieve Driver Management** programme or would like further clarification on any of the questions, then please make contact in the first instance with your company dedicated person and then if required, the Achieve Support team 03332 200 508.

The Achieve Driver App

When you download the **Driver App**, you will be able to access the User Guide from either the login screen or once logged into the app from the main menu. The **Achieve Driver Management** Support team is able to help if you have any difficulties.

Conclusion

The primary objective of the **Achieve Driver Management** programme is to ensure anybody driving either a company vehicle or their own vehicle on company business goes home safe and well at the end of the day, and in these unprecedented times to demonstrate by working together, jobs are protected and the future is secured.

Think safe. Be safe.

Every effort has been made to ensure the information contained herein was correct at the time of going to press. However Fleet Service GB reserves the right to make changes to any products, services and specifications in line with a policy of continual product improvement.



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