

Introduction

iFleet Ltd is committed to providing our customers with the highest quality of Managed Fleet Services incorporating Contract Hire, Repair & Maintenance and Tyre Management amongst other services. It is essential that our customers are provided with quality products backed up by quality service at competitive pricing. Effectively executed and properly documented maintenance carried out in a timely manner is essential in ensuring a vehicle's safety and reliability and in enabling our Customers to meet their legal obligation under both their Operator Licence and Health & Safety Regulations. The purpose of these operational guidelines is to enable *iFleet* and its Authorised Service Providers to deliver a consistent level of service that meets both the Customers' expectations and *iFleet* Quality Standards, vehicle uptime being a critical factor.

Note that the mention of "vehicle" in this document means the Vehicle chassis, the Vehicle body or the Vehicle ancillary equipment.

Duration / Review

The Payment Terms will be reviewed yearly with each of our agents to agree rates and charges for the following year. The content below will be updated on a regular basis as appropriate to reflect changes in legislation and/or operational improvements. Each update will, if required, be discussed with you.

Key Responsibilities

iFleet will:-

- Nominate a Service Provider based on the operating location of the vehicle, the quality of service that the Supplier is able to provide and always in conjunction with the Customer's requirement.
- Provide to the Nominated Service Provider
 - Vehicle Contract details – inclusions, contacts etc
 - A 12 month Inspection and Service scheduler, annually thereafter.
 - Arrange the booking of vehicles with Nominated / Authorised Service Providers for Inspections, Calibration Certification and Servicing.
 - Bookings will be made suitably in advance to ensure the date and time slot required are available in order to minimise downtime and operational disruption.
- Provide the Service Provider with an *iFleet* Maintenance Control Schedule confirming what the vehicle is booked in for, and any additional work that may be required – defect list etc.
- Provide Authorisation for work to be carried out – order numbers.
- Advise the Customer should:
 - Inspection Calibration Certification or Servicing not be completed on the day booked.
 - The Service Provider advises that additional repairs required will incur additional downtime.
- Overdue maintenance is monitored and vehicles should not be allowed to become more than one week overdue.
- Monitor the performance of Service Providers.

Nominated/Authorised Service Providers will:-

- Fully understand the *iFleet* Service Provider obligations contained in the *iFleet* 'Master Agreements' and the key part that the Service Provider must play in ensuring the success of the '*iFleet* Management' programme.
- Service and maintain the relevant *iFleet* vehicles' ancillary equipment promptly in accordance with the maintenance schedules provided by *iFleet* from time to time.
- Ensure work to be carried out is planned in line with vehicle bookings into a workshop and is fulfilled at the appropriate time, date and location.
- Complete the necessary work properly, complete all defects and make the vehicle available for use as soon as possible.
- Undertake to complete the work required on the day or night on which it is booked and to inform *iFleet* Maintenance Control immediately (or as soon as is practicable) of any delay to the work being carried out.
- Where unscheduled work is required, provide within 2 hours of receiving the vehicle an estimated completion time to *iFleet* Maintenance Control.
- Obtain authorisation from *iFleet* and provide cost of repairs for any additional re-chargeable work.
- Prepare and submit the equipment, as applicable, for any Ministry approval certification and to send to the *iFleet* Maintenance Controller all valid certificates and documentation.
- Take all possible action to minimise vehicle downtime.

- Complete all *iFleet* documents and procedures in accordance with *iFleet* requirements.
- Ensure that all invoices are compiled and accurately completed, including odometer readings and equipment operating hours, and submitted to *iFleet* promptly upon completion of work carried out.
- Keep up-to-date copies of all relevant *iFleet* / customer documentation, including inspection reports and ancillary equipment maintenance records.
- Advise the *iFleet* Maintenance Controller of any apparent items of damage or misuse in relation to the ancillary equipment

Repairs Authorisation

The Nominated / Authorised Service Provider is required to:-

- Obtain pre-approval authorisation (start up order number) from *iFleet* before commencing any scheduled and un-scheduled repairs by providing:
 - Vehicle Registration number
 - Odometer reading kilometres or miles as required
 - Equipment operating hours
 - Details of the work carried out
 - Estimated and or final repair cost
 - Estimated repair completion time
- Request final Order Authority number from *iFleet* within 5 working days after completion of the work.
 - Quote start up number
 - Full details of the repair work carried out
 - Final repair costs
 - Actual repair completion date and time

To obtain authorisation, contact *iFleet* Maintenance Control on info@ifleetltd.co.uk or Tel. 0844 800 7891 or as advised from time to time.

iFleet is required to:-

- Provide the Service Provider with a final Order Authority number within 2 working days of the Service Provider's request.

Out of Hours

- Scheduled events – Authorisation must be obtained prior to commencement of the work. *iFleet* will provide the Repair Agent with a “start up” authority number.
- Work arising – Authorisation must be obtained the next working day for any work carried out that in total is likely to exceed £250.00. Failure to advise *iFleet* of the work carried out on the next working day will result in *iFleet* rejecting the request and raising an order to the maximum value of £250.00. *iFleet* will accept that an E-mail request sent to *iFleet* out of hours or the next working day as fulfilment of the Service Provider's obligation.

In the event of breakdowns:

The standard *iFleet* GOP terms are:-

- £500 value for normal roadside support incidents outside of warranty period or any operation subcontracted on the motorway in accordance with regulatory obligations.
- The *iFleet* Assist Centre can postpone work if they believe the value of the GOP issued by *iFleet*, Home Dealer; Customer is insufficient to cover the cost of repairs. In these incidents the work will be suspended until the person responsible provides a higher GOP.
- *iFleet* Working Hours – Monday to Friday 8.00am to 6.00pm

Contract Inclusions / Exclusions

General Inclusions

- Statutory tests in compliance with legislation.
- Servicing and repairs.

- Event reminders for above items.
- A relief vehicle, if the contract vehicle is off the road due to ancillary equipment breakdown (check contract).

General Exclusions

- Damage caused as a result of accident, vandalism or theft.
- Repairs necessary, due to:
- Unfair wear and tear or abuse
- Refusal by customer to submit ancillary equipment for servicing
- Repair and maintenance of any ancillary equipment fitted by the customer outside those services included in the contract.
- Vehicle call-outs and recoveries in respect of the above items.
- Damage to or loss of goods carried on the vehicle or left on the vehicle (including delay), howsoever caused.
- Repairs / maintenance / parts due to driver negligence.

REPAIRS AND SERVICING

- Servicing should be carried out in accordance with manufacturer's schedules for specific Makes and Models and hours or mileage used. Servicing and repairs must be incorporated into vehicle workshop visits for vehicle Safety Inspections.
- There should be no additional downtime for Inspection Calibration Test Certification and Service other than the 1 day the vehicle is in for chassis inspection or service.
- All repairs to be carried out and charged out in line with the Manufacturer's standard labour times but in any case should not exceed the actual time taken.
- The Service Provider must advise *iFleet* of any deferred work that requires re-booking.

PMI Sheets

- The Service Provider must ensure that the ancillary equipment inspection reports to be used meet with legislation requirements and carry a declaration of "fit for use".
 - The Safety Inspection report MUST be fully and legibly completed.
 - The Service Provider will not allow a vehicle with a safety related defect or a defect which could attract a prohibition (PG9) back into service until such defects have been rectified.
 - The Service Provider will fully complete all inspections and service reports, signed, dated and faxed to *iFleet* Maintenance Control 0844 800 7892 within 24 hrs of completion of work or alternatively to allow *iFleet* access to documents that are completed and held via electronic option. The original sheets should be retained by the Repair Agent for future reference.
- NB.** Payment will be held until relevant documentation is received.

Defect Reporting

- All vehicles presented should have a supporting Drivers Defect Report, detailing the defect/concern.
- The Service Provider will complete and supply *iFleet* with a copy of the driver defect report for all completed repairs.

Breakdowns

- Service Providers should attempt to be in attendance within 60 minutes of accepting a call.
- The attending Service Provider should whenever possible carry out roadside repairs.
- If vehicle recovery is necessary or a vehicle arrives at the workshop requiring an emergency repair after roadside attendance, then the Service Provider will carry out repairs immediately.
- The Service Provider should at all stages of a breakdown provide *iFleet* with regular updates.

INSURANCE

- The customer must insure the vehicle with fully comprehensive cover in respect of fire, theft, loss, damage and destruction and the customer must handle any resulting insurance claim.
- Accident repairs to the vehicle must be carried out by an *iFleet* Service Provider or by an *iFleet* Approved Repair Centre.
- The Service Provider must ensure that the vehicle is insured with fully comprehensive cover whilst in its possession.
- *iFleet* will never be responsible for any insurance related claim.

CHARGES AND PAYMENT TERMS

- All repairs to be carried out and charged out in line with the Manufacturer's standard labour times but in any case should not exceed the actual time taken.
- Parts to be charged out at agreed discount levels.
- Payment will only be made against invoices that clearly quote the valid Repair Authorisation number that was provided at authorisation stage.
- All invoices will be paid no later than 30 days following the month end in which the invoice was raised (30 days from date of Statement) by BACS transfer.