

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 vehicles safety and reliability and in enabling our Customers to meet their legal obligation under both 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 Service Providers for Inspections, Servicing and MOTs
- 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.
- Arrange delivery and collection of the vehicle to the Service Provider according to the pre-arranged booking. This may be subject to arrangement with the Customer and the Service Provider.
- 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.
- Arrange collection (as per above) of the vehicle when work is completed and ensure receipt of the completed *iFleet* Maintenance Control Schedule.
- Provide Authorisation for work to be carried out – order numbers.
- Advise the Customer should a
 - Inspection or Servicing not be completed on the day booked.
 - MOT's not be completed in 2 days.
 - Service Provider advise 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* Authorised Service Provider obligations contained in the *iFleet* 'Master Hire Agreement' and the key part that the Repair Agent must play in ensuring the success of the '*iFleet* Management' programme.
- Service and maintain *iFleet* vehicles promptly in accordance with the maintenance schedules provided by *iFleet* from time to time and to carry out statutory inspections in support of the customer's Operator Licence.
- Ensure planned workshop bookings are 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 Inspections and services on the day or night on which they are booked and *iFleet* Maintenance Control to be informed immediately or as soon as is practicable any delay to the work being carried out.
- Undertake to complete MOT preparation and test within a maximum of 2 days.
- 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 vehicles for Department of Transport testing, as applicable, and to send to the *iFleet* Maintenance Controller all valid certificates and documentation.
- In the event of a breakdown, where the customer's contract includes a relief vehicle, to take the lead in arranging one through *iFleet* or, out of hours, from an *iFleet* Approved Supplier.
- Take all possible action to minimise vehicle downtime and *iFleet* relief vehicle hire charges.
- Complete all *iFleet* documents and procedures in accordance with *iFleet* requirements.
- Ensure that all invoices are compiled and accurately completed, including odometer readings, and submitted to *iFleet* promptly upon completion of vehicle servicing and / or statutory inspections.
- Keep up-to-date copies of all relevant *iFleet* / customer documentation, including safety inspection reports and vehicle maintenance records
- Advise the *iFleet* Maintenance Controller of any apparent items of damage or misuse in relation to *iFleet* vehicle

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
 - Vehicle Registration number
 - Odometer reading kilometres or miles as required
 - 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 final Order Authority number within 2 working days of the Service Provider's request.

Out of Hours

- Scheduled events – Authorisation must be obtained to commence the work. *iFleet* will provide the Service Provider 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 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 vehicle inspections in compliance with 'O' Licensing
- Vehicle MOT testing and plating, including preparation, steam cleaning, testing fees and administration
- Servicing and repairs
- Event reminders for above items
- Road Fund Licence
- Tachograph inspection and calibration
- Speed limiter inspections
- Ancillary equipment statutory tests (e.g. Tail lift annual weight certificate)

Other Common Inclusions

- Replacement tyres and puncture repairs due to normal wear and tear (not damage)
- A relief vehicle, if the contract vehicle is off the road due to mechanical breakdown:
- Vehicle mid-life repaint
- European Breakdown Cover

General Exclusions

- Windscreen and any glass replacement
- Topping-up fluids between services.
- 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 vehicle(s) 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 due to dirty, incorrect, contaminated or frozen fuel.
- Repairs / maintenance / unused tyre tread / 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 distance travelled. Servicing must be incorporated into vehicle workshop visits for Safety Inspections.
- Downtime for Inspection and Service should be no more than 1 day.
- 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 vehicle and trailer Safety Inspection reports to be used meet with VOSA requirements and carry a Declaration of Roadworthiness.
- 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 advise *iFleet* Maintenance Control during working hours of rectification work which requires a third party to carry out such repairs (e.g. tyres, windscreen, bodywork and ancillary). *iFleet* Maintenance Control will arrange third parties to undertake such repairs.
- The Service Provider will fully complete all Safety Inspections and Service reports, signed, dated and faxed to *iFleet* Maintenance Control on 0844 800 7892 within 24 hrs of completion of work or alternatively access made available to *iFleet* 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.

MOT Testing and Tacho Calibration

- *iFleet* Maintenance Control will advise the Service Provider of vehicles' MOT due dates.
- Where possible 2 months or more notice should be given.
- The Service Provider should then book MOT test appointments and confirm these to *iFleet* Maintenance Control.
- Downtime for MOT preparation and test should be 2 days maximum.
- All annual MOT tests and Tachograph Checks / Calibrations must be completed prior to renewal dates.
- The Service Provider will notify *iFleet* immediately if a vehicle receives a PRS, Mot failure or PG9.
- The Service Provider will fax to *iFleet* Maintenance Control (0844 800 7892) all MOT certificates along with the relevant PG14 (notification of refusal) and Tachograph Calibration Certificates within 24 hrs of completion of work or alternatively access made available to *iFleet* to documents that are completed and held via electronic option.
NB. Payment will be held until relevant documentation is received.
- All original MOT certificates along with a copy of the relevant PG14 (notification of refusal) and Tacho calibration certificates should also be sent by registered mail to:

iFleet Ltd
960 Capability Green
Luton
LU1 3PE

Brakes

- Service Provider must conduct a brake test on each PMI and the readings noted clearly on the inspection sheet.

Tyres

- Tyres should be checked for:
 - Size
 - Condition
 - Tread Depth
 - Inflation Pressure
 - High Pressure Valve caps fitted
- Tread Depths and inflation pressures must be clearly and legibly entered on the inspection sheet.
- Where a vehicle is found to require tyre repairs or replacements, contact should immediately be made with *iFleet* Maintenance Control who will authorise and arrange for the work to be carried out by the approved *iFleet* tyre contractor. **Note:** Out Of Hours procedures to be followed as above during periods of out of hours and as advised in our contract details
- Wheels removed shall be refitted and the securing nuts tightened to the manufacturers torque specification.
- A re-torque will be applied after half hour of waiting.
- A Re-torque Certificate must be completed and sent to *iFleet* for customers requiring it (this requirement will be indicated upon the 'contract details')
- Air impact tools must not be used during the refitting process, all wheel nuts must be capable of running the whole length of the stud by hand action only (i.e. using an L bar or brace with no undue effort). The final tightening of the nuts should be done with a calibrated torque wrench, set to the vehicle or trailer manufacturers torque value.
- A label must be applied in the cab in clear view of the driver informing him of any recheck of wheel nuts procedures required.

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 agent will carry out repairs immediately.
- The Service Provider should at all stages of a breakdown provide *iFleet* with regular updates.

AUDITS

All Nominated / Authorised Service Providers carrying out work for iFleet will be the subject of engineering audits. These audits for example will cover Service Provider's service quality, adherence to **iFleet** requirements, Customer complaints and MOT pass rates.

PG9's

iFleet should be advised immediately of all PG 9's and MOT failures against the customer's "O" License and provided with a copy of the respective documentation with a brief explanation.

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** Authorised Service Provider Agent or by an **iFleet** Approved Repair Centre.
- The Service Point must insure the vehicle 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.