

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 Tyre Service Provider 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 annually 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 Tyre 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 Tyre Service Provider
 - Customer Contract details – inclusions, contacts etc.
- Provide Authorisation for work to be carried out – order numbers.
- Advise the Customer should
 - Inspections not be completed on the day booked
 - The Tyre Service Provider advise that additional repairs required will incur additional downtime.
- Overdue inspections are monitored and vehicles will not be allowed to become more than one week overdue.
- Monitor the performance of Tyre Service Providers

Tyre Service Providers will:-

- Fully understand the *iFleet* Tyre Service Provider obligations contained in the *iFleet* "Tyre Policy" and the key part that the Tyre Service Provider must play in ensuring the success of the '*iFleet* Management' programme.
- Inspect and maintain the tyres on *iFleet* vehicles promptly in accordance with the agreed inspection schedules provided by *iFleet* from time to time.
- Complete the necessary work properly and make the vehicle available for use as soon as possible.
- Undertake to complete the Inspections 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.
- 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 or replacement of tyres for any additional re-chargeable work.
- In the event of a breakdown, follow *iFleet* "Breakdown procedures"
- 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 work carried out.
- Keep up-to-date copies of all relevant *iFleet* / customer documentation, including fleet inspection reports.
- Advise the *iFleet* Maintenance Controller of any apparent items of damage or misuse in relation to *iFleet* vehicles

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@ifleettd.co.uk or Tel. 0844 800 7891 or as advised from time to time.

iFleet is required to:-

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

Out of Hours

- Scheduled events – Authorisation must be obtained to commence the work. *iFleet* will provide the Tyre 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 Tyre Service Providers 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

- Inspection and repairs
- Event reminders for above items
- Replacement tyres and puncture repairs due to normal wear and tear (not damage)

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 vehicle(s) for inspection
- Vehicle call-outs and recoveries in respect of the above items.
- Repairs due to driver negligence.

REPAIRS AND INSPECTION

- Inspection should be carried out in accordance with manufacturer’s schedules for distance travelled. Inspection must be incorporated into vehicle workshop visits for Safety Inspections.
- The Tyre Service Provider must advise *iFleet* of any deferred work that requires re-booking.

Inspection Sheets

- The Tyre Service Provider must ensure that vehicle and trailer inspection reports used meet with VOSA requirements and carry a Declaration of Roadworthiness.
- The inspection report MUST be fully and legibly completed
- The Tyre 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 Tyre Service Provider will fully complete all fleet inspections, signed, dated and faxed to *iFleet* Maintenance Control 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 Tyre Service Provider for future reference. NB. Payment will be held until relevant documentation is received.

Breakdowns

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

AUDITS

All Tyre Service Providers carrying out work for *iFleet* will be the subject of Service Quality audits. These audits for example will cover adherence to *iFleet* requirements, Customer complaints etc.

CHARGES AND PAYMENT TERMS

- Tyres 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.

Tyre Policy

1. TYRE POLICY

Fitment Policy

Position	Manufacturer	New/Retread	Pattern / Type
Trailer All Axles	<i>IFLEET</i> Approved	New	R164
Front Steer Axle (1)	<i>IFLEET</i> Approved	New	R297
Tag / Mid Lift Axle(2)	<i>IFLEET</i> Approved	New	R297
Drive Axle	<i>IFLEET</i> Approved	New	M729

Alternative:

Another product shall only be fitted when all *IFLEET* Approved resources have been checked but supply of non *IFLEET* Approved product will only be fitted with if approved by *IFLEET*.

Emergency:

Any premium tyre may be fitted in an emergency situation.

IFLEET has the right to remove an emergency fitted tyre and replace it with an **IFLEET** approved tyre at the earliest convenience and keep the other tyre as a spare.

Re-groove:

Re-grooving will be undertaken when there is between 3mm and 5mm tread depth remaining on the tyre from new.

All Drive axle tyres will be re-grooved.

Front Steer axle tyres will be re-grooved and utilised on the 2nd steer position.

Trailer tyres will be re-grooved on the first and middle axles only.

We do not fit re-grooved tyres to the third axle on trailers or the steer axle on units

2. FLEET INSPECTIONS

Regular fleet checks are an option available to customers for an agreed fee.

- We or our Service Agent will carry out visual checks for obvious tyre related problems. Details will be recorded on relevant work request sheets.
- We or our Service Agent will carry out rolling monthly written inspections. Pressures and rectification of pressures may be available on a quarterly basis and are a chargeable item.

3. SERVICE COMMITMENT

We or our Service Agent will supply and fit valve extensions where necessary. If any are found to be missing on fleet inspection they will be replaced.

We or our Service Agent will relocate tyres, including turning tyres on the rim if necessary, to gain improved tyre performance.

We or our Service Agent will correct irregular pairing of twin wheels to gain improved tyre performance. We will ensure no more than 4-mm differentiation.

We provide new tyres on all axle positions.

4. TYRE REMOVAL

Tyres to be removed at 3 mm re-grooved tread pattern depth.

All removed casings must be returned to the relevant **IFLEET** Approved Manufacturer via our Service Agent's Depots marked up "**IFLEET**" with the relevant casing return number.

IFLEET will endeavour to have quality tyres fitted to vehicles at its absolute discretion

IFLEET will pay for tyres through fair wear and tear i.e. below 3mm tread depth remaining (TDR).

IFLEET will pay for puncture repairs in the U.K. only within the tread area including call-out charges of our Agents.

IFLEET will not pay for premature replacement of tyres (i.e. above 3mm TDR), irrespective of how this may have occurred – including blow-outs, major damage to tread pattern or punctured tyres 'run-flat' resulting in sidewall damage and reckless or deliberate damage, unless specified within the customers contract that damage is inclusive.

In the latter circumstances **IFLEET** will re-charge the customer the element of tread depth unused above the first 3mm (in accordance with the following table) and any associated charges, for example call-out. In the event that the tyre tread depth is not measurable then the unused tread of the tyre should be calculated by subtracting the distance travelled in kilometres at the last recorded service interval from **IFLEET**'s estimated minimum tyre life expectancy to be determined at **IFLEET**'s absolute discretion.

Up to 20mm (22.5")	Up to 16mm (19.5")	Up to 12mm (16 – 17.5")	Re-charge percentage to customer
3 – 7 mm TDR	3 – 5 mm TDR	3 – 4 mm TDR	25%
F8 – 9 mm TDR	6 – 9 mm TDR	5 – 7 mm TDR	50%
12 – 16 mm TDR	10 – 14 mm TDR	8 – 10 mm TDR	75%
17 – 20 mm TDR	13 – 16 mm TDR	11 – 12 mm TDR	100%

5. REPAIRS

All repairs will be carried out to British Standard BSAU 159E.

Major repaired tyres will NOT be fitted to steer axle positions.

6. CUSTOMER LIABILITY

Daily visual tyre checks are to be undertaken by the driver and any defects are to be reported to **IFLEET** or our Service Agent immediately.

The vehicle operator must make the vehicle available to carry out tyre inspections and service work in accordance with the Fleet

Inspection and Service Commitment sections as recorded in this Policy document.

7. ROADSIDE BREAKDOWN

The operator will in the event of a roadside breakdown, immediately contact the Truck Point free phone number on 0800 281687 giving details of the vehicle ID, exact location, nature of the breakdown, tyre size and wheel position.

Our commitment is to attend breakdowns during normal working hours within an hour.

Our commitment is to attend breakdowns outside of normal working hours within 2 hours.

Safe access must be provided to all wheel positions to enable us to carry out inspections and remedial work.

8. HEALTH AND SAFETY

We or our Service Agent, whilst on the operator's site, will abide by the customers Health and Safety procedures

9. TORQUE

Wheels removed shall be refitted and the securing nuts tightened to the manufacturers torque specification.

A re-torque will be applied after a half hour of waiting.

One waiting charge per site visit is chargeable

If a re-torque is refused it will be recorded on the work sheet and signed by the driver/engineer.

A wheel re-torque certificate will be completed for each re-torque that is completed to **IFLEET** or our Service Agents satisfaction.

10. WHEEL SECURITY

Wheel Fixings

All work carried out to wheels and wheel fixings will be carried out in accordance with the British Standard Code of Practice for the selection and care of tyres and wheels for commercial vehicles BSAU 50, Part 2, Section 7a 1995.

Wheel fitting

After removal of any wheel, for whatever reasons, the following steps are to be taken.

- The wheels be examined for any visual defects, for example, elongation of the stud holes, cracks between stud holes, damage to nave faces etc.
- Wheel studs and nuts - the threads be examined for debris and obvious damage. The nut should run freely over the whole length by hand action only. Nut flats be examined for damage. In the case of conical or spherical seating, mating faces must be examined for condition including distortion or uneven seating and in the case of spigot mounting fixings the captive washer must be examined for freedom and absence of undue rotational friction when pressed against the nut.
- It is essential when mounting wheels on the vehicle that they should all be centred correctly to avoid overstrained or fractured studs, distortion of the wheels, hub flanges and brake drums, loose wheels and elongated stud holes. The machine spigot bore of the wheel must be wire brushed clean and a light application of Thermo Paul 2 grease applied to the inner boar of the wheel. Prior to fitting the wheel, the matching hub spigot boar must also be clean and free from any surface burrs and evidence of fretting or wheel to hub movement.
- Lubrication of fixings has a great influence on the tightness of a fixing for a given torque. Before assembly the threads of the stud and nut must be lightly oiled using clean engine oil, particular attention must be given to the lubrication of the nut/captive washer interface of spigot mounted fixings.
- 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 must be done with a calibrated torque wrench, set to the vehicle or trailer manufacturers torque value.
- Do not slacken and retighten nuts just apply the tightening torque.
- When replacing wheel nuts and studs, only components to the original material specification must be used. They must conform to BSAU 50 Part 2, Section 3 1994. It should be noted when new components have been fitted a second re-torque will be required after the vehicle has travelled a further distance of 100 miles.

11. AMENDMENTS TO TYRE POLICY

Amendments to this Tyre Policy can only be made in writing and by agreement with the senior Management of **IFLEET** Ltd.