

Fleet Management Policies and Procedures

For

**Lepelle Nkumpi
Municipality
(LNM)**



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Definitions

	Term	Description
1	LNM	Lepelle Nkumpi Municipality
2	Fleet Management	All activities that relates to planning, organisation, control of fleet activities
3	LNLM User Department	<p>The functional department in LNLM responsible for service delivery. There are six LNLM User Departments situated at three different sites, each situated approximately within 10 minutes travel from each other. The Departments could be listed as follows:</p> <ol style="list-style-type: none"> 1. LED & Planning; 2. Technical Services; 3. Corporate Services; 4. Community Services; 5. Municipal Managers Office; and 6. Finance.
4	LNM Departmental Head (Operations Manager)	The functional head of the LNM user department or his/her official delegate.
5	LNM Departmental Fleet Controller/Fleet Management Clerk	The person in the LNM user department responsible for fleet operations control.
6	LNM Fleet/Technical Officer	The Official person at LNM responsible for planning, organisation and control of fleet activities.
7	LNM Fleet Administrator/Senior Fleet Management Clerk	The Official person responsible for LNM fleet administrative functions. (This could be the same role as the LNM Fleet Officer)
8	LNM Procurement	The Department responsible for the procurement of maintenance services, spares and material, fuel and vehicles.
9	LNM Fleet Management Forum	<p>The LNLM Fleet Management Forum is a committee that meets on a regular basis to discuss and make recommendations on all issues that relates to fleet. The Manager Corporate Services is the custodian of the Fleet Management Forum. The forum should meet at least on a monthly basis to discuss all issues related to fleet performance, which includes, but is not limited to the following :</p> <ul style="list-style-type: none"> • Fleet Cost performance to pre-set norms; • Fuel consumption control; • Vehicle availability;



Fleet Management Policies and Procedures

		<ul style="list-style-type: none"> • Accidents and investigations; • Fleet related disciplinary actions and performance management; • Compilation of fleet operation budgets; • Compilation of fleet replacement budgets; and • Risk management • All matters that relates to vehicle mis-use and vehicle abuse on a driver and/or departmental level.
	Vehicle Abuse	<p>All driver behaviour and habits that relates to poor driving practices such as :</p> <ol style="list-style-type: none"> 1. Accidents; 2. Bumps and scratches; 3. Speeding; 4. Harsh braking and acceleration; 5. Over revving; 6. Out of green band driving as and when indicated and displayed on the engine revolution counter of the vehicle; <p>Vehicle abuse is regarded as an official offence that warrants disciplinary investigation.</p>
	Vehicle Misuse	<p>All incidents that relates to LNM vehicle being not being used or applied for its intended purpose. This includes but are not limited to the following :</p> <ol style="list-style-type: none"> 1. Unauthorised use of an LNM vehicle 2. Driving the LNM without the appropriate licence 3. Using the LNM vehicle for non-official purposes 4. Leaving the LNM district without the required permission 5. After hour and over the weekend use to the LNM vehicle without official authorisation used that is not related. <p>Vehicle Misuse is regarded as an official offence that warrants disciplinary investigation</p>
	Fuel consumption	<p>The rate at which the LNM vehicle consumes fuel, measured as fuel volume in liters consumed for every 100 kilometers travelled and expressed as L/100km. This is measured after each vehicle is refuelled by dividing the litres filled through the kilometers travelled since the previous refuel. This measurement applies to the following categories of vehicles:</p> <p>Sedans;</p> <ul style="list-style-type: none"> • Light Delivery Vehicles (LDV's); • Small, medium and large trucks; • Refuse compactors <p>or</p> <p>The rate at which the LNM vehicle consumes fuel, measured as fuel volume in liters consumed for every hour operated and expressed as L/hour. This is measured after each vehicle is refuelled by dividing the liters filled through the hours operated</p>



Fleet Management Policies and Procedures

		since the previous refuel
	Fuel consumption norm	It the expected fuel consumption for a specific class of vehicle as officially specified by LNM from time to time. This will be obtained from consulting the official vehicle technical specifications or internally pre agreed norms. It will be expressed in either L/100km or L/hour.
	Vehicle Economic Life	<p>The useful life of and LNLM vehicle, plant or equipment. The following key criteria will be applied by the LNLM designated official to determine the useful economic life.</p> <ol style="list-style-type: none"> 1. When the estimated cost of repairs or rehabilitation will exceed the current market value of the vehicle; 2. When the life to date service and repair cost exceeds the original purchase price of the vehicle; 3. When the technical capability of the vehicle is no longer required or relevant; 4. When the vehicle breaks down on a regular basis and disrupts the service delivery capability of LNLM; 5. When a passenger vehicle has reached the age of 5 years or 120 000 petrol ,150 000 km diesel 6. When yellow fleet have reached the age of 5 years o 10 000 hours.
	LNM Workshop Reception	This role will be executed by the existing LNM Mechanic.
	LNM Workshop Supervisor	This role will be executed by the existing LNM Mechanic.
	LNM Workshop Manager	This role will be executed by the existing LNM Mechanic.
	LNM Vehicle Pool Manager	This role will be executed by the existing LNM Fleet Officer



Lepelle-Nkumpi Local Municipality: Fleet Management Policies and Procedures

Introduction

Lepelle-Nkumpi Local Municipality (LNLM) requires an available, reliable and cost effective fleet of vehicles, plant and equipment to service the needs of the LNLM stakeholders. This document outlines the guidelines, practices and business principles to manage the LNLM fleet.

Once approved by Council, this document will contain the official Fleet Management policies and procedures of LNLM. Non-conformance to these policies and procedures will constitute misconduct and will be dealt with through the LNLM disciplinary processes.

This document contains the policies and procedures pertaining to the following fleet management areas:

- Fleet Asset Management;
- Fuel Management;
- Vehicle & Driver Operations;
- Tyre Management;
- Maintenance Management;
- Vehicle mis-use and abuse management;
- Fleet Finance and Budgeting; and
- Pool Vehicle management.

It is envisaged that this document will evolve to encompass all aspects related fleet management on an ongoing basis and needs to be reviewed on an annual basis for relevance.

Amendments to this document will be updated as and when required. The latest version of the document will be available from the Manager Corporate Services.

For comments please contact Mr David Somo.



1 Fleet Asset Management

The Fleet Asset Management section of the document deals with the following areas:

- Fleet Asset Procurement & Capital Budgeting Process
- Fleet Asset Take-on Process
- Asset Disposal Process
- Annual Licensing Process
- FML/Hire Contract Management



1.1 Fleet Asset Procurement & Capital Budgeting Process

1.1.1 Purpose

The purpose of the Fleet Asset Procurement & Capital Budgeting Process is to ensure that LNLM has sufficient vehicles, plant & equipment available to the respective user departments to ensure service delivery to the stakeholder of LNLM.

This process is initiated annually as part of the Capital Budgeting process.

This process starts with the User Departmental Head performing a fleet needs assessment and concludes with the Departmental Fleet Controller taking delivery of the vehicle and ensures the driver/operator training is attended.

1.1.2 Policies

- Vehicles, plant and equipment should be replaced based on economic and functional principles. It should not be retained beyond its economic life based on kilometers / hours.
- The multi-year business plan must be analysed in terms of vehicles and equipment required over the short and medium term.
- The frequency of the needs and the critical delivery dates must be established to support the supply chain management process and the budgetary process.
- Determine details of available and redundant vehicles to be renewed.
- Determine the specifications/terms of reference.

1.1.3 Roles

LNLM Departmental Head (Fleet Operations Manager)

- Perform needs assessment based on usage, operational requirements and LNLM Vehicle Replacement Policy.
- Define technical specification of new vehicle(s).
- Review capital budget.

LNLM Departmental Fleet Controller

- Prepare schedule of Asset Procurement needs and vehicles identified for disposal.
- Receive vehicle, keys, logbook and operating instructions.
- Arrange driver / operator training.

LNLM Fleet Officer (Corporate and Technical)

- Validate department procurement needs and specifications.
- Define capital budget for new vehicles and possible disposal values.
- Request budget approval from Council.
- Supply details for procurement process.
- Receive delivery of vehicle(s) from supplier.
- '9Vehicle take-on process.
- Issue vehicle to department.

LNLM Procurement



Fleet Management Policies and Procedures

- Procure vehicles.

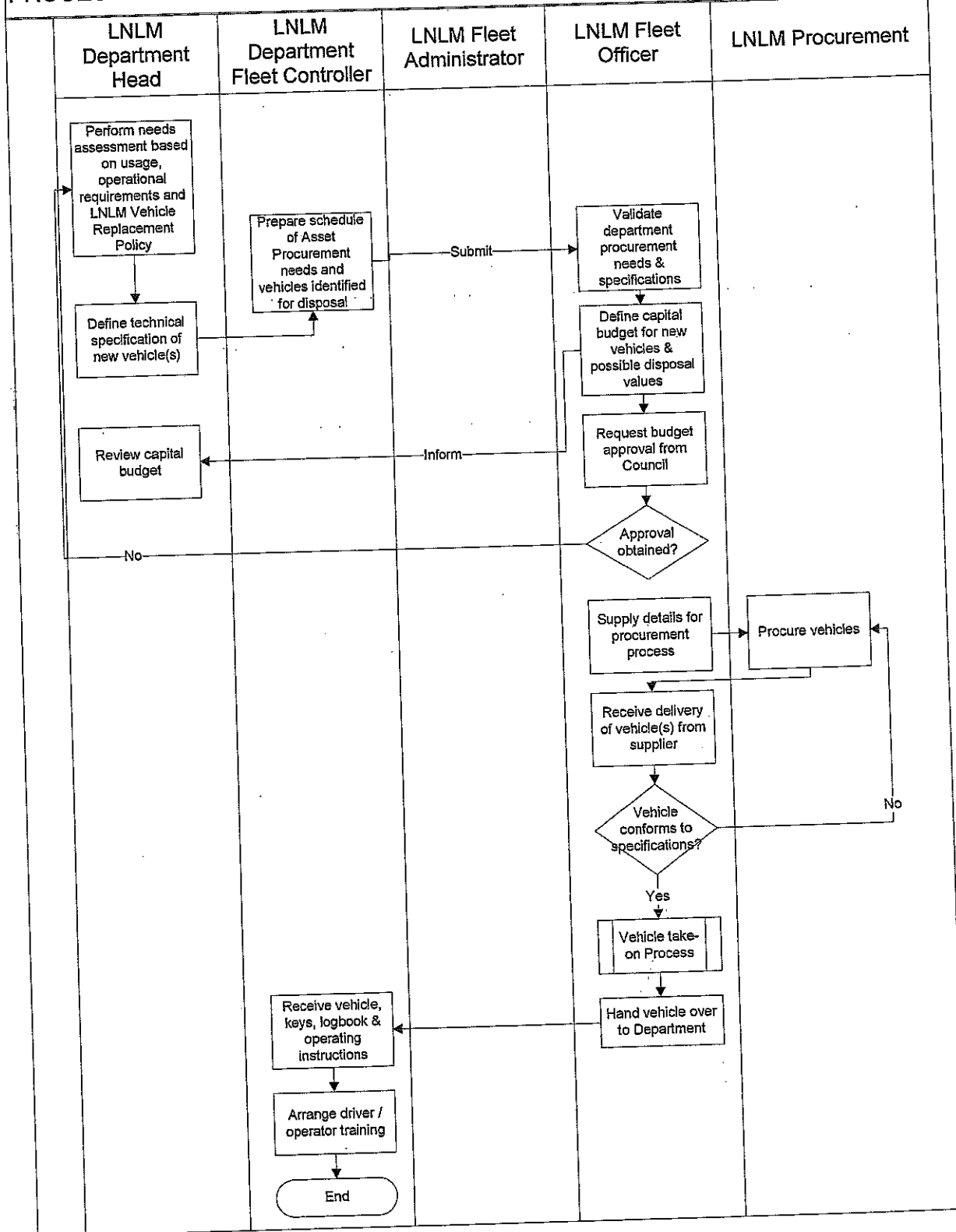
1.1.4 Process

- Perform needs assessment based on usage, operational requirements and LNLN Vehicle Replacement Policy.
- Define technical specification of new vehicle(s).
- Prepare schedule of Asset Procurement needs and vehicles identified for disposal.
- Validate department procurement needs and specifications.
- Define capital budget for new vehicles and possible disposal values.
- Request budget approval from Council.
- Supply details for procurement process.
- Procure vehicles.
- Receive vehicles.
- Vehicle take-on Process.
- Issue vehicle to department.
- Arrange driver / operator training.



Fleet Management Policies and Procedures

PROCESS: Fleet Asset Procurement & Capital Budgeting Process



1.2 Fleet Asset Take-on Process

1.2.1 Purpose

The purpose of the Fleet Asset Take-on Process is to ensure that the asset is taken-on in a controlled fashion and that all information pertaining to the vehicle is recorded and activated on all LNLN systems and records. This process is a sub-process of the Fleet Asset Procurement & Capital Budgeting Process.

This process is an administrative process that starts when a new vehicle is delivered and confirm to the procurement specifications and concludes once the LNLN Fleet Officer sign-off the Vehicle Take-on Form.

1.2.2 Policies

- The details of all vehicles should be recorded on the LNLN systems and records.
- All physical documentation relating to the vehicle should be filed in the vehicle file.
- The LNLN Fleet Take-on Process must be completed before the vehicle is issued to the department.

1.2.3 Roles

LNLN Fleet Administrator

- Load new vehicles on Excel and/or Venus and allocate a fleet no.
- Register vehicle.
- Add vehicle on the insurance schedule.
- Complete Vehicle Take-on Form.
- Capture details on fleet system.
- Record Vehicle Supplier warranty terms and conditions on fleet systems.
- Perform Tyre Take-on Process.
- Perform Service Take-on Process.
- Open file for vehicle and file all documentation.

LNLN Fleet Officer

- Verify take-on process.
- Sign-off Vehicle Take-on Form.

1.2.4 Process

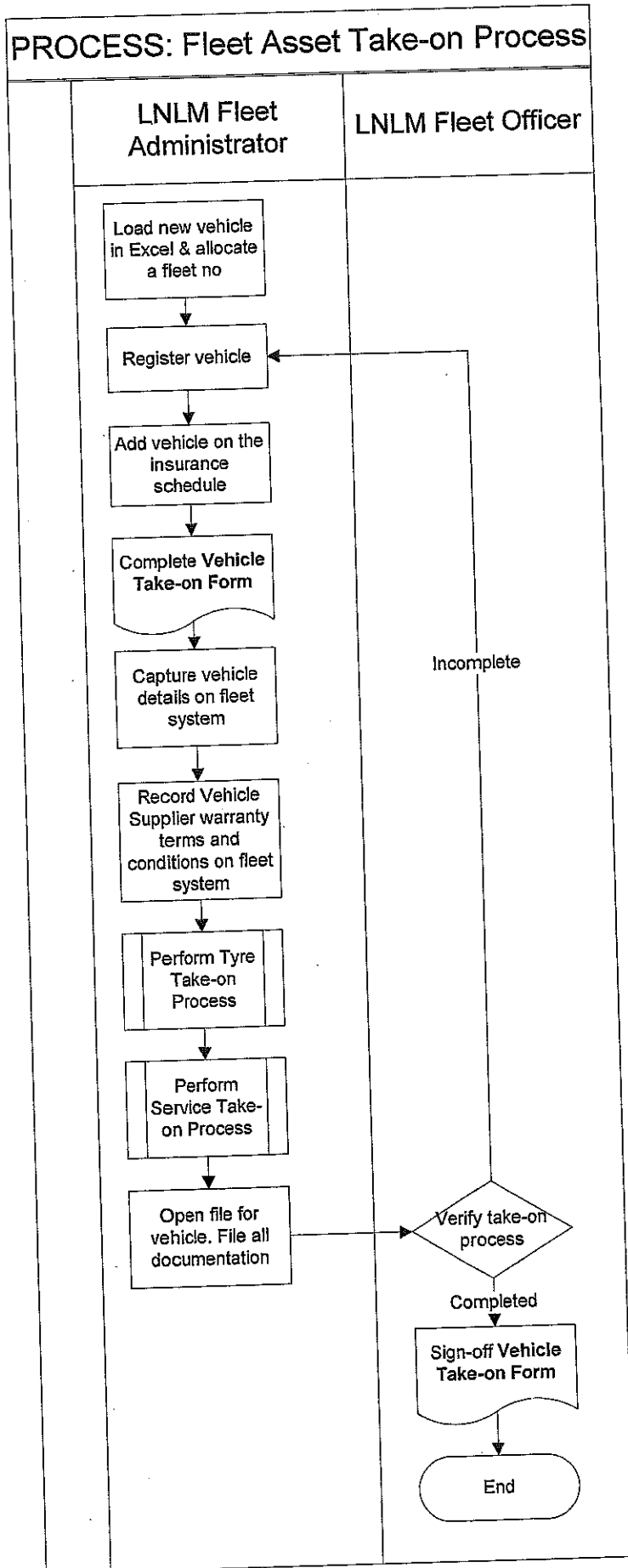
- Load new vehicles on Excl/Venus and allocate a fleet no.
- Register vehicle.
- Add vehicle on the insurance schedule.
- Complete Vehicle Take-on Form.
- Capture details on fleet system.



Fleet Management Policies and Procedures

- Record Vehicle Supplier warranty terms and conditions on fleet systems.
- Perform Tyre Take-on Process.
- Perform Service Take-on Process.
- Open file for vehicle and file all documentation.
- Verify take-on process.
- Sign-off Vehicle Take-on Form.





Fleet Management Policies and Procedures

1.2.5 Standard Forms

- Vehicle Take-on Form



1.3 Asset Disposal Process

1.3.1 Purpose

The purpose of the Asset Disposal Process is to dispose all redundant vehicles, plant and equipment in a controlled fashion, whilst adhering to procurement regulations.

This process is initiated on an as-and-when required basis, but should be executed at least on an annual basis to prevent loss and damage to the council.

This process starts with the Departmental Head performing a fleet needs assessment and concludes once the vehicles are handed over, de-registration completed and systems updated with the disposal status of the vehicle(s).

1.3.2 Policies

- Asset disposal decisions must be made within an integrated, service and financial planning framework.
- Lepelle-Nkumpe Local Municipality must establish a disposal strategy to determine the best mechanism of disposal for each asset guided by the Asset Management policy of the Municipality
- Lepelle-Nkumpe Local Municipality may:
 - Transfer vehicles to another organ of state in terms of a provision of the MFMA enabling the transfer of assets, or
 - Transfer the vehicle to another organ of state at market related value or, when appropriate, free of charge, or
 - Sell the asset guided by the Asset management policy of the Municipality
- Lepelle-Nkumpe Local Municipality must ensure that where vehicles are traded in for other vehicles, the highest possible trade-in price is negotiated.

1.3.3 Roles

LNLN Departmental Head

- Perform needs assessment based on usage and operational requirements.
- Identify vehicles to be disposed in line with LNLN Replacements Policy.

LNLN Departmental Fleet Controller

- Prepare schedule of vehicles to be disposed.
- Deliver vehicles to Auction site.

LNLN Fleet Administrator

- De-register scrapped vehicles.
- Change of ownership of vehicles disposed.
- Update fleet systems with disposed status, terminate service schedules, capture disposal value, remove from fuel records, and remove from insurance schedules.

LNLN Fleet Officer



Fleet Management Policies and Procedures

- Validate department disposal list.
- Request approval from Council to dispose vehicles.
- Supply details for vehicles to be disposed.

LNLN Procurement

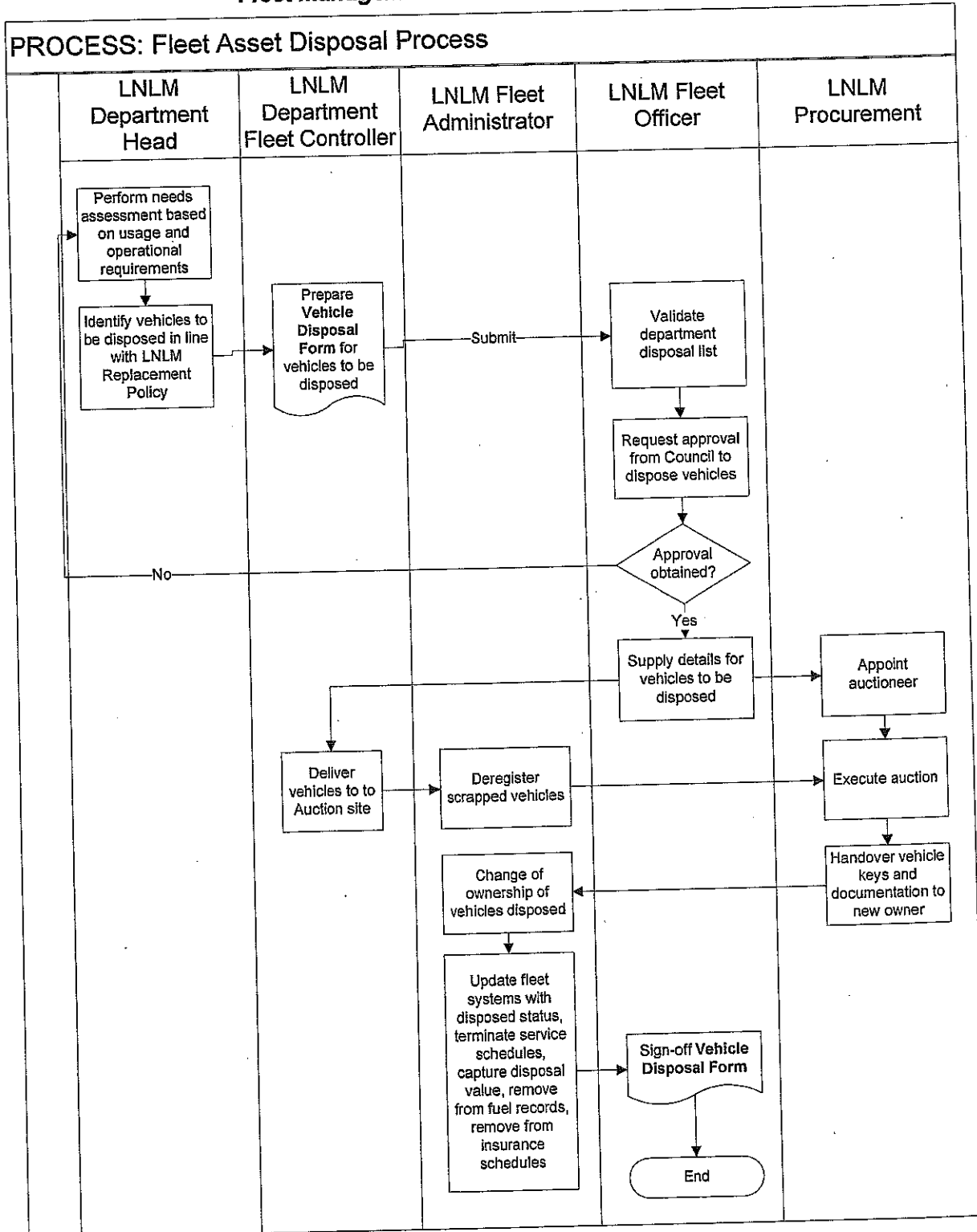
- Appoint auctioneer.
- Execute auction.
- Handover vehicle keys and documentation to new owner once payment is confirmed by the LNLN Chief Financial Officer.

1.3.4 Process

- Perform needs assessment based on usage and operational requirements.
- Identify vehicles to be disposed in line with LNLN Replacement Policy.
- Prepare Vehicle Disposal Form for vehicles to be disposed.
- Validate department disposal list.
- Request approval from Council to dispose vehicles.
- Supply details for vehicles to be disposed.
- Deliver vehicles to auction site.
- De-register scrapped vehicles.
- Appoint auctioneer.
- Execute auction.
- Handover vehicle, keys and documentation to new owner once payment is confirmed by the LNLN Chief Financial Officer.
- Change ownership of vehicles disposed.
- Update fleet systems with disposed status, terminate service schedules, capture disposal value, remove from fuel records, and remove from insurance schedules.
- Sign-off Vehicle Disposal Form



Fleet Management Policies and Procedures



1.3.5 Standard Forms

- Vehicle Disposal Form



1.4 Annual Licensing Process

1.4.1 Purpose

The purpose of the Annual Licensing Process is to ensure that all LNLM vehicles are licensed all times.

This process is initiated monthly.

This process starts with the Fleet Administrator producing a License Renewal schedule and concludes when the expired license disk is removed and the new license disk displayed.

1.4.2 Policies

REGISTERING OF NEW VEHICLES

- A Lepelle-Nkumpe Local Municipality fleet number must be allocated to all new vehicles, trailers and plant.
- Vehicle must be registered and licensed.

REGISTRATION OF VEHICLES

- Collect the Vehicle's Registration documents from the supplier.
- Send to license office
- Ensure that the appropriate funds are available.
- The licensing dept will issue a new registration document, listing the new titleholder and owner.
- Original registration documents to be filed in Vehicle fleet file.
- If the equipment is not being financed LNLM is registered as both titleholder and owner.
- RLV A, B & C to be completed and will be processed as one transaction.

LICENSE VEHICLE

- Complete blue RLV – B & C and send a copy of the new registration document along with it.
- Send to local licensing department
- The cost of the licensing depends on the tare weight.
- Arrange for a cheque.
- The licensing dept will return the copy of the registration document and the licensing paper with the discs.

LICENSE PLATES, INSURANCE, DATABASE

- New licence plates should be ordered as per new registration number when necessary.
- Make a copy of the licence discs before handing it over to workshop/Fleet controller.
- Give the original discs to the workshop/Fleet controller.
- Give details of new vehicle / equipment and registration numbers to insurance and finance departments.
- Update the new information on Excel and/or Venus
- Update the new information on the Fleet database.



Fleet Management Policies and Procedures

- Number plates, license documents and operator's discs must be fitted on to vehicle immediately.

FILING

- First take the copy of the registration document.
- On top of that staple to copy of the discs.
- File in the Vehicle File system.

1.4.3 Roles

LNLN Department Fleet Controller

- Informed of License Renewal.
- Remove expired license and display new license.

LNLN Fleet Administrator

- Produce License Renewal Schedule from the Fleet System.
- Distribute License Renewal Schedule.
- Receive License from Licensing Authorities.
- Update Fleet Management System with license renewal completed and file.
- Distribute license disk to Departments/Fleet controller.

LNLN Fleet Officer

- Verify and authorise the License Renewal Schedule.

LNLN Procurement

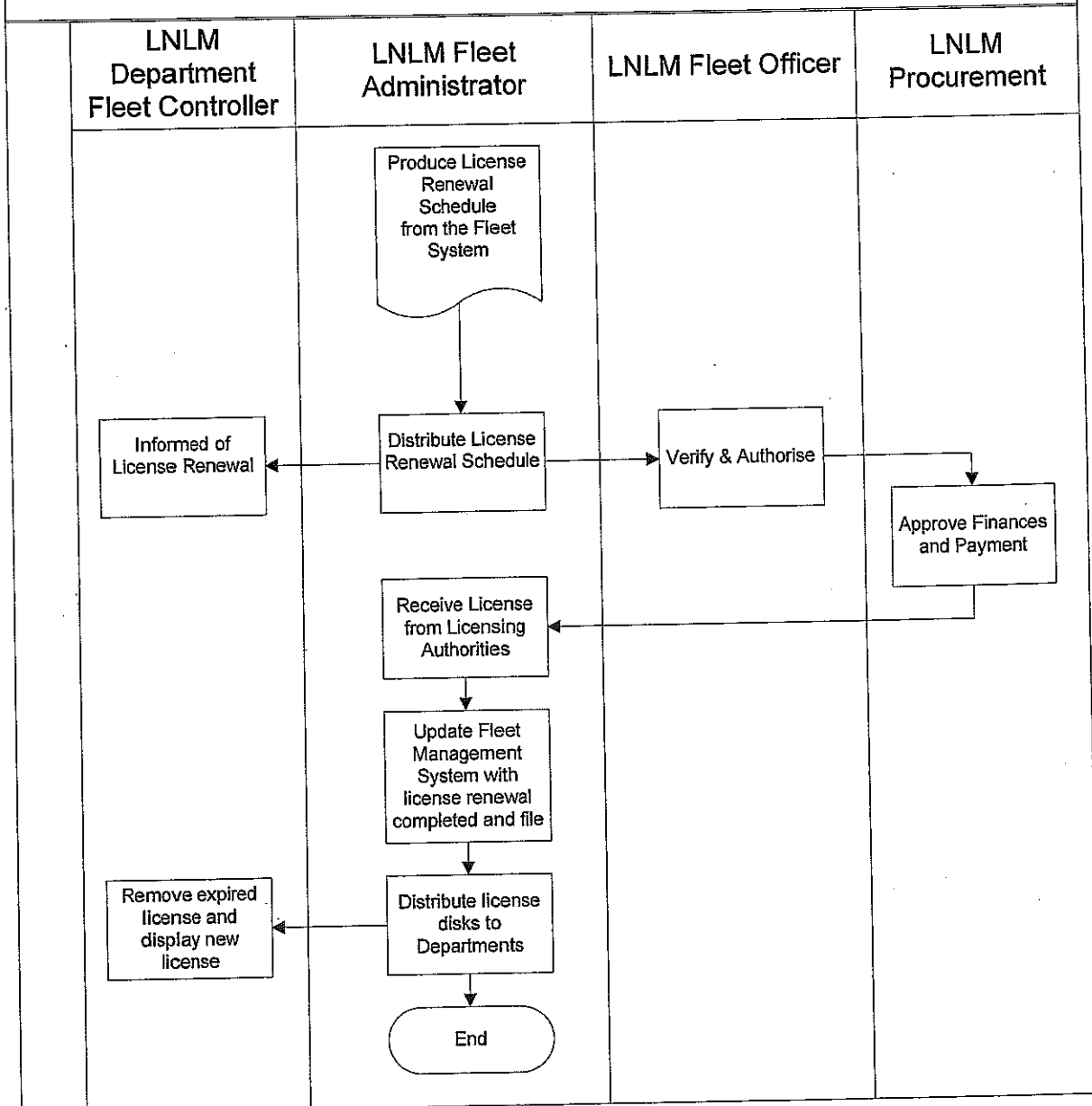
- Approve Finances and Payment.

1.4.4 Process

- Produce License Renewal Schedule from the Fleet System.
- Distribute License Renewal Schedule
- Verification and authorisation of schedule.
- Approve payment.
- Receive License from Licensing Authorities.
- Update Fleet Management System with license renewal completed and file.
- Distribute license disk to Departments.
- Remove expired license and display new license.



PROCESS: Annual License Renewal Process



1.5 FML/Hire Contract Management

Refer to current contracts with the current contracted service providers:



2 Fuel Management

The total annual fuel and oil expenditure is a substantial portion of the total vehicle-operating budget.

It is the long-term commitment and strategy of the Lepelle-Nkumpe Local Municipality (LNLM) to ensure that the fuel stock and consumption is managed in efficient and effectively and in accordance with the requirements as stipulated in the Municipal Financial Management Act (MFMA).

This policy will enable the LNLM to account for funds being spent on fuel. The procedures as set out below will ensure that fuel fraud and mis-use is eliminated or minimised.

It is further the purpose of this document to outline the Lepelle-Nkumpe fuel management process, which outlines the roles and responsibilities of various parties involved in the fuel management process.

Bulk fuel purchases should not be an option for the current fuel management process and policies.

The Fuel Management section of the document deals with the following areas:

- External Fuel Purchases for Plant and Equipment.
- External Fuel Purchases (Wesbank)
- Monthly Fuel Management Reports
- Fuel System and Equipment Contract Management



2.1 External Fuel Purchases – Plant and Equipment

2.1.1 Purpose

The purpose of the External Fuel Purchases process is to accommodate LNLN Operators that need to refuel when they are refuelling at authorised fuel vendors in and outside the LNLN area.

This process is executed on an as and when required basis.

The External Fuel Purchase process is initiated when an LNLN Operator requests authorisation for a vehicle to be refuelled externally and concludes when the fuel transaction is recorded in Excel, and all documentation filed.

2.1.2 Policies

LNLN vehicles may only be refuelled at LNLN Authorised fuel supplier.

2.1.3 Roles

External Fuel Supplier

- Supply fuel to LNLN vehicle.

LNLN Vehicle Driver/Operator

- Request authorisation for vehicle to be refuelled externally on a Fuel voucher.
- Keep Fuel Filling Receipt and record vehicle details, driver, ODO details on the Trip sheet.

LNLN Departmental Fleet Controller

- Validate the fuel request.
- Check availability of vehicles.

LNLN Fleet Administrator

- Issue the External Fuel Authorisation Vouchers and record the vehicle and driver details.
- Receive authorised fuel voucher for refuelling of the vehicle.
- Receive Fuel receipts when driver/operator returns from journey.
- Make copies of all documentation and file fuel receipts.
- Capture fuel filling details on Fleet system (Excel).

2.1.4 Process

- Issue two copies of the External Fuel Authorisation Voucher and record the vehicle and driver details.
- Request authorisation for vehicle to be refuelled externally.



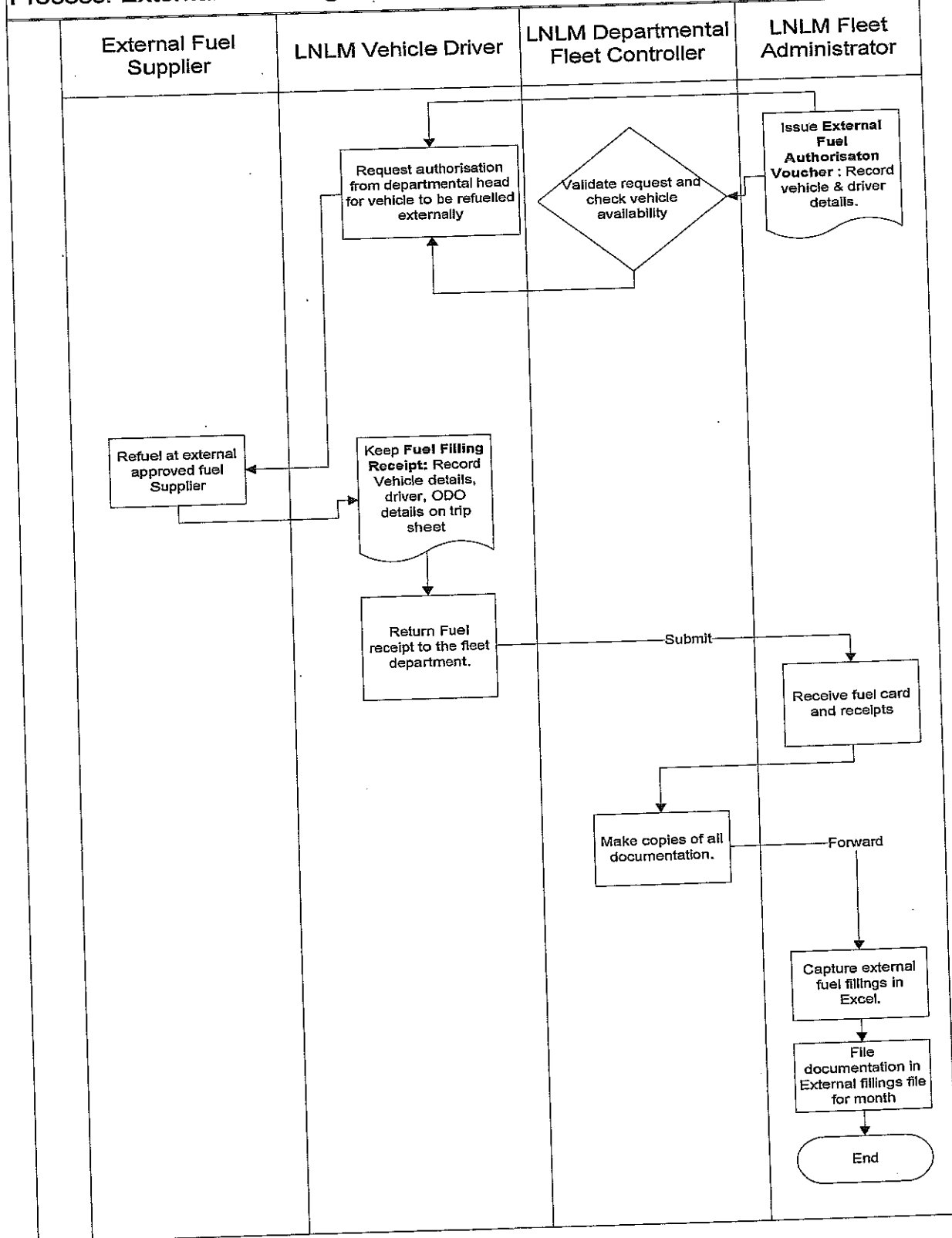
Fleet Management Policies and Procedures

- Validate the request.
- Authorise Fuel vouchers.
- Refuel at external pump and keep Fuel Filling Receipt with the driver, vehicle and ODO detail.
- Return fuel receipt at fleet office.
- Capture external fuel fillings in Excel.
- File documentation in External fillings file for the month.



Fleet Management Policies and Procedures

Process: External Refueling Process Plant and Equipment



2.1.5 Standard Forms

- External Fuel Authorisation Voucher



2.2 External Fuel Purchases – Wesbank Fuel Card

2.2.1 Purpose

The purpose of the External Fuel Purchases process is to accommodate LNLM officials that need to refuel when they are refuelling at authorised fuel vendors in and outside the LNLM area.

This process is executed on an as and when required basis.

The External Fuel Purchase process is initiated when an LNLM Driver requests authorisation for a vehicle to be refuelled externally and concludes when the fuel transaction is recorded in Excel, and all documentation filed.

2.2.2 Policies

LNLM vehicles may only be refuelled at LNLM Authorised fuel suppliers unless the vehicle is authorised by the Departmental Manager to refuel at other fuel suppliers on an ad hoc basis.

2.2.3 Roles

External Fuel Supplier

- Supply fuel to LNLM vehicle.

LNLM Vehicle Driver

- Request authorisation for vehicle to be refuelled externally on a Fuel voucher.
- Keep Fuel Filling Receipt and record vehicle details, driver, ODO details on the Trip sheet.

LNLM Departmental Fleet Controller

- Validate the fuel request.
- Check availability of vehicles.

LNLM Fleet Administrator

- Issue two copies of the External Fuel Authorisation Vouchers and record the vehicle and driver details.
- Receive authorised fuel voucher for refuelling of the vehicle.
- Issue Wesbank Fuel card.
- Receive Fuel card when driver returns from journey.
- Make copies of all documentation and file fuel receipts.
- Capture fuel filling details on Fleet system (Excel).

2.2.4 Process

- Issue two copies of the External Fuel Authorisation Voucher and record the vehicle and



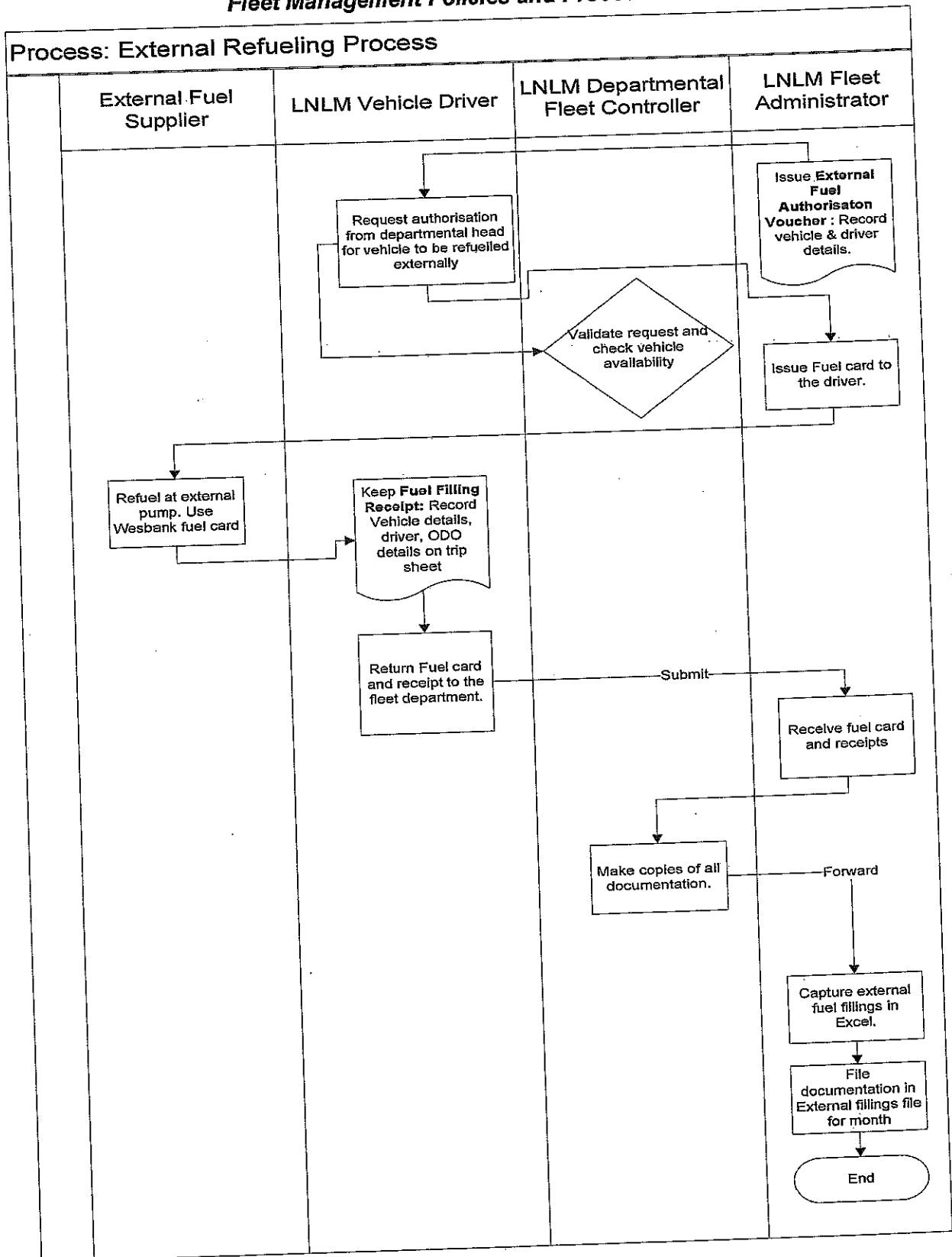
Fleet Management Policies and Procedures

driver details.

- Request authorisation for vehicle to be refuelled externally.
- Validate the request.
- Authorise Fuel vouchers.
- Issue Wesbank Fuel cards.
- Refuel at external pump and keep Fuel Filling Receipt with the driver, vehicle and ODO detail.
- Return and receipt of Fuel card at fleet office.
- Capture external fuel fillings in Excel.
- File documentation in External fillings file for the month.



Fleet Management Policies and Procedures



2.2.5 Standard Forms

- External Fuel Authorisation Voucher



2.3 Monthly Fuel Management Reports

2.3.1 Purpose

The purpose of the Monthly Fuel Management Reports is to enable LNLM Departmental Managers to manage their fuel usage.

This process is executed monthly.

This process commences when the Fleet Administrator prepares a Fuel Consumption Report and concludes when the Departmental Head submits a copy of the report to the Fleet Management Forum.

2.3.2 Policies

Generate monthly reports with the following information:

- Kilometers travelled and/or hours worked
- Litres of fuel used
- Consumption figures in litres/100 km or litres/hour
- Cost

2.3.3 Roles

LNLM Departmental Fleet Controller

- Review draft copy of department's Fuel Consumption report and exceptions.
- Ensure all fuel slips and trip sheets are at the fleet department on the due date (7th of each month) if not submitted the vehicle will be impounded.

LNLM Fleet Officer

- Review Fuel Consumption report.

LNLM Fleet Administrator

- Prepare Consumption Report by Department.
- Compare consumption with norms and highlight exceptions.
- Finalise Report.

LNLM Departmental Head

- Receive copy of department's Fuel Consumption report and exceptions.
- Submit report to Fleet Management Forum and MM.

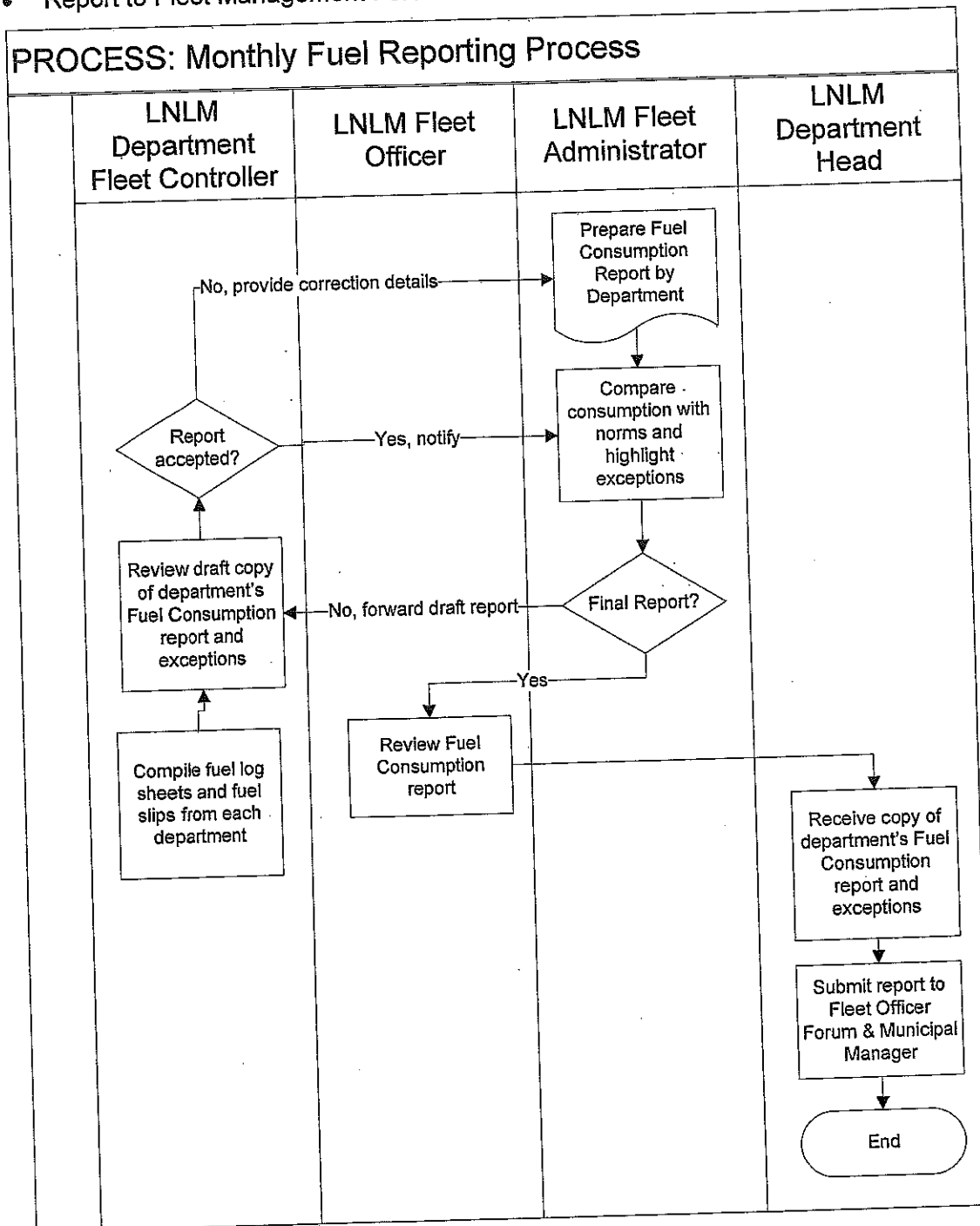
2.3.4 Process

- Prepare Fuel Consumption Report by Department.
- Compare consumption with norms and highlight exceptions and manage the exceptions.



Fleet Management Policies and Procedures

- Review draft copy of department's Fuel Consumption report and exceptions.
- Finalise report.
- Copy of department's Fuel consumption report to Departmental Manager.
- Report to Fleet Management Forum and MM.



3 Vehicle & Driver Operations

This section firstly details the LNLM Driver Code of Practice. This is important information to every driver of an LNLM vehicle.

It further focused on the following processes:

- Trip Authorisation and Vehicle Inspection
- Vehicle Utilisation Management
- Accident Management
- Fines Administration
- Monthly Driver License Renewal
- Driver performance Management and Training
- Vehicle Monitoring



3.1 Driver Code of Practice

DRIVER CODE OF PRACTICE

RESPONSIBILITIES OF DRIVERS

USAGE

- Municipal transport is provided strictly for official services only and is not to be used for private purposes.
- When a municipal vehicle is to be used, the driver must ensure that a copy of the Trip Authority, duly authorised and signed, is held in the vehicle.
- All municipal vehicles and mobile plant must be issued with a logbook. The driver / operator is required to record all his / her daily trips in the logbook, of which the top sheet is to be detached and handed to his / her Supervisor for checking and recording purposes on a weekly basis.
- These log sheets should be sent to the fleet department on a monthly basis before the 7th of each month for the previous month.
- The vehicle whose log sheets have not been submitted to the Fleet Department shall not be driven until such log sheets are completed and submitted. To this effect keys as well as fuel cards shall be withdrawn until log sheets are submitted.

PUBLIC IMAGE

All municipal vehicles shall be driven in SAFE and COURTEOUS manner, which will promote the Municipality's PUBLIC IMAGE. Municipal drivers and vehicles are constantly in public view. Their behaviour shapes the public concept of municipal efficiency in general.

CAREFUL HANDLING

Municipal vehicles shall at all times be driven and handled with proper care and attention, to obtain the mechanical service and avoid infringements of the law. Any evidence of neglect, rough handling or reckless driving shall be reported to the LNLN Fleet Officer and will result in disciplinary action.

INSPECTION

Pre-drive inspection of vehicles / plant is to be carried out by drivers / operators on a daily basis (Use the format at the back of the Log/Trip Sheet).

- Every driver of a municipal motor vehicle must at all times ensure that the vehicle is in a roadworthy condition, failing which he /she will be responsible for the payment of any traffic fines and disciplinary action may be imposed.
- The last user of a vehicle will be held responsible for any unreported damage / defects / loss. The onus is therefore on each driver to thoroughly inspect a vehicle prior to acceptance.
- Any damage / defects found by the driver must be reported to his / her Supervisor and recorded on the trip sheet.
- All municipal vehicles will be inspected weekly by the LNLN Fleet Officer or his delegate to ensure that a proper state of cleanliness, repair and efficiency is being maintained by the driver / person responsible for the vehicle.

PRE- AND POST- DRIVER ACTIVITIES

Before a vehicle is driven, the driver must ensure that the following activities have been carried out:



Fleet Management Policies and Procedures

Pre-trip activities:

- Request and receive authorisation from LNLM Departmental Fleet Controller to drive the vehicle. The authorisation process is recorded on the trip sheet and must be completed prior to departure.
- Carry out an inspection of the vehicle and complete the Pre- drive Inspection.
- Enter details of the trip to be undertaken in the Log/Trip sheet Book.

Post-trip activities:

- Enter the Odometer reading, distance covered and time in the Log/Trip sheet book.

SAFETY

- All employees must be fully aware that it is a criminal offence to disobey the general safety instructions issued by their employer.
- Persons guilty of failing to observe safety instructions are liable not only to disciplinary action in terms of the Municipality's Condition of Service, but also to prosecution by the Department of Labour.

PROFESSIONAL DRIVING PERMITS

Professional Drivers required driving the following vehicle categories are required to have Professional Driving Permits (PrDP's):

- Heavy goods >3,5t GVM
- Articulated >3,5t GVM
- Breakdown vehicle
- Bus seating more than 16
- Mini-Bus seating more than 12
- Refuse C
- Compactor
- Water Tanker
- Vacuum Tanker
- Truck Tractor >3,5t GVM

PROPER USE OF MUNICIPAL VEHICLES

The following must be observed:

- The most economical vehicle for the purpose must be used.
- The vehicle shall only be driven by an appropriately licensed and duly authorised employee on official duty.
- The driver must be licensed in terms of the National Road Traffic Act for the particular class of vehicle under his / her control.
- The user department should allocate specialized vehicles to the driver for security purposes
- All officials must be tested by traffic Officer before driving municipal vehicle/plant
- No person shall move, drive or operate any municipal vehicle unless he / she is fully authorised to do so. The unauthorised use of a vehicle renders the person concerned liable for prosecution in a court of law, over and above any internal disciplinary action.
- Passengers, inclusive of municipal staff, are not permitted to ride on or inside any municipal vehicle except for execution of municipal duties and duly authorised as per the



Fleet Management Policies and Procedures

Trip sheet.

- The driver shall not deviate from the shortest route to the destination to serve the private interest of the driver or his / her passenger or in connection with the conveyance, loading or unloading of private property.
- **The driver shall not utilise any municipal vehicle for private purposes.**
- **The driver of any vehicle shall not deviate to any unauthorised routes or destinations and shall not enter any unauthorised premises or areas.**
- Drivers are expected to route their vehicles so as to secure maximum operating efficiency at minimum expense.
- Logbooks with specific details must be kept up to date and inspected by Departmental managers or designated representatives at least once a week.
- Any deviation must be investigated and when necessary, reported to Fleet Management section for further investigation, so that disciplinary action can be taken against infringing municipal employees.
- Incidences identified as deviations must be reported to LNLN Fleet Officer a daily basis and be reported on at the LNLN Fleet Forum.
- The Fleet Officer will coordinate the information received and will submit a consolidated report to the relevant Departmental Managers and the LNLN Fleet Forum.

VEHICLE KEYS

- Employees in charge of vehicles shall ensure at all times that the ignition, door lock, fuel cap; gear-lock and other keys of the vehicle in use are suitably safeguarded against loss or theft.
- In the event of a vehicle's keys being lost or mislaid, the driver shall not attempt to open the locking system of the vehicle, but shall obtain assistance from the Fleet Officer who will coordinate with the relevant external service provider.
- At no time shall a driver leave his /her vehicle unattended without first switching off the engine and removing the ignition key, engaging the gear- lock and the key.
- Vehicle keys will only be replaced on production of a copy of the relevant loss report.

DAMAGES, LOSSES AND THEFTS

Damages, losses and thefts, other than those arising from accidents, are dealt with under this section.

- An employee who takes over a municipal vehicle must ensure that any damage or loss is immediately brought to the notice of his / her supervisor in writing. Unless he /she comply with this instruction, he / she will be deemed to have received the vehicle in good order.
- **Any person found unlawfully removing fuel from a municipal vehicle or engaged in the unauthorised removal or exchange of any component on a municipal vehicle will be subjected to the strictest discipline, as prescribed in the prevailing LNLN Conditions of Service.**
- In the event of losses, theft or hijackings, the employee operating the vehicle shall immediately report the matter to his / her Supervisor, who shall, in turn, ensure that the incident is dealt with in terms of the Municipality's Loss Control Procedures for reporting of incidents of Fraud / Theft / Loss.
- In the event of a hijacking or armed robbery, the Departmental managers concerned must ensure that the affected staff member(s) is / are given the necessary counselling.
- Any Municipal vehicle may be subjected to a search by appointed Security Personnel or

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Fraud hotline number 0800 20 50 53

P371

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by any official from Supervisory level upwards.

SAFE CUSTODY OF MUNICIPAL MOTOR TRANSPORT AND OTHER MUNICIPAL PROPERTY

In respect of official vehicles taken home by employees, the Policy for Safe- Keeping of Municipal Vehicles at Private Residences will be strictly enforced. In particular, the following should be noted:

- Specific authority from the Departmental Manager/Fleet Officer concerned must be obtained before an employee will be permitted to safeguard any official vehicle at a private residence.
- Such vehicle shall be parked on the premises of the employee, preferably in a lockable garage, but in event of this being impossible, the vehicle shall be kept out of sight of road users and / or passers- by, behind a locked gate / fence.
- All such vehicles shall be equipped with insurance approved anti- theft devices (e.g. Gear-lock, immobiliser and vehicle tracking / retrieval unit.) Such devices should be operational at all times.
- The driver must ensure that the gear-lock is engaged and the key is removed when the vehicle is not in use.
- The driver is responsible for any tools and equipment left on or in the vehicle when taken home. The driver will be held liable should these be stolen from the vehicle not kept in a locked garage. Where vehicles are not kept in a locked garage, loose equipment must be securely locked away in the house, flat or garage.
- The driver must take possible and practical precautions for the safeguarding of municipal property in municipal vehicles when he or she temporarily absents himself / herself from the vehicle. The non- observance of this directive will render the driver / employee liable for any loss to the municipality.
- To eliminate the possibility of the theft or loss of municipal assets and personal belongings whilst a motor vehicle is being serviced or repaired, all such items must be removed BEFORE the vehicle is delivered to the LNLN Fleet Officer or the external service provider (where appropriate).
- If vehicles are left at the service provider with such items still in the vehicle, the driver will be held responsible for any subsequent loss in this regard.

GARAGING AND PARKING OF MUNICIPAL TRANSPORT

OVERNIGHT PARKING

- Vehicles shall be parked or garaged at designated municipal premises.
- Under no circumstances should municipal vehicles be parked outside designated premises without the LNLN Departmental Manager/Fleet Officer.

ON TOUR / RETRIEVAL OF MUNICIPAL VEHICLE

In the case of vehicles on tour municipal vehicles being retrieved, the most suitable arrangements must be made for safe garaging facilities.

PARKING METERS AND PARKING LOTS



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Where an employee in a municipal vehicle makes use of parking meters or parking lots, the driver is NOT exempted from the payment of the necessary fees.

RESERVED AREAS

The casual garaging or parking of municipal motor vehicles in garages or parking areas specially set aside for persons or purposes is not permitted, except by special arrangement.

SECURITY

Whenever a municipal motor vehicle is garaged or parked, every precaution shall be taken to safeguard it against damage, theft or irregular use.

To this end:

- The handbrake shall be applied and if the vehicle is parked on a slope, the front wheels shall be turned towards the kerb. In addition, where such vehicle has a manual transmission, either the low or reverse gear shall be engaged and in the case of an automatic transmission, the shifting lever shall be placed in the "P" (Parking) position.
- The windows shall be closed.
- The ignition key shall be removed, the gear-lock, doors and luggage compartment locked and the keys kept in safe custody.
- If the vehicle is parked in a lockable garage, the doors of the garage shall be locked.

SUSPENSION OF EMPLOYEES FROM DRIVING MUNICIPAL MOTOR VEHICLES

- In the event of a municipal motor vehicle being or having been subjected to flagrant misuse or irregular use, or the vehicle being maliciously damaged by the driver
- Or where evidence exists that a driver is or was guilty of recklessness or negligent conduct whilst driving a municipal vehicle, or such a vehicle was involved in an accident whilst so driven
- Or where a driver of a municipal motor vehicle has been found guilty of driving such vehicle
 - Under the influence of intoxicating liquor or narcotics
 - Or whilst the concentration of alcohol in his or her blood was more than 0.02 grams per 100 millilitres for driver in possession of a PrDP and 0,05 grams per 100 millilitres for other drivers, such a driver shall be suspended immediately from driving municipal vehicles until such time as a disciplinary tribunal has been concluded.
- In the event of a driver developing any disease or disability which will render him / her incapable of effectively controlling a vehicle and subject to a report from the Health and Social Development Department, he / she will be suspended temporarily or permanently from driving a municipal vehicle.

MECHANICAL APPRECIATION

- Whilst a municipal vehicle is in operation, the driver shall regularly check the warning lights, indicators and gauges. Immediate action must be taken should anything untoward be noticed, to prevent damage or further damage to the vehicle or its components.
- Where there is an indication of excessive engine heat or lack of oil pressure, the engine shall be switched off immediately and the vehicle not driven further under its own power until the matter has been rectified.



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- The "revving" up of engines is detrimental, especially at the cold starting- up stage. Until normal operating temperatures are achieved, high-speed engine operation must be avoided.
- Where a vehicle is subjected to extended periods of waiting in dense traffic, the neutral gear position must be selected and the hand brake applied, in order to avoid unnecessary wear on the clutch components.
- Travelling with a foot on the clutch pedal must be avoided, as this causes premature failure of clutch components.
- A smooth balance must be maintained between the clutch and accelerator pedal to avoid damage to the vehicle's drive train.
- Diesel engines fitted with turbo chargers must be allowed to idle for two minutes before switching off. This waiting period allows the turbine to slow down with sufficient lubrication.
- Brake air tanks fitted to heavy commercial vehicles are to be drained daily.

GOVERNORS

- Where a governor is fitted to any municipal power driven machinery, it is there for specific purpose of providing protection against over speeding / overloading / abuse of the mechanical systems. Governors are not to be tampered with.
- Where heavy vehicles use lower gear ratios to negotiate down grades, progressive foot brake action must also be used, since the governor will not be able to keep control of engine speed. Diesel engines can be effectively used as a brake, provided that the engine speed is kept below its rated governed r.p.m.

SPEEDOMETERS, ODOMETERS AND HOUR- METERS

- It is important that odometers and hour-meters always reflect the true elapsed distance and times. Any defect in a speedometer, odometer, or hour-meter should be rectified as soon as possible.
- No person shall disconnect the speedometer of a municipal vehicle. Where a speedometer is fitted to a vehicle, the National Road Traffic Act requires it to be in good working order.
- Speedometers and Hour-meters should not be tampered with.

CARE OF TYRES

TYRE PRESSURES

Driver / Operators are to ensure that the inflation of tyres is in accordance with the pressures recommended by the manufacturer of the vehicle. Incorrect inflation, particularly under inflation, is the greatest single factor contributing to undue wear, overheating and premature failure of tyres. Any deviation from specified pressures will have adverse effects on steering, braking, road holding and safety.

Precautionary measures:

The checking and correction of tyre pressures should be performed in cold tyres only.

- Scuffing or running into kerbs and running over projections should be avoided.
- Mechanical defects that cause uneven tyre wear should be rectified immediately.
- Regular inspections should be held for tread wear, cuts, bruises and stones wedged

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between dual wheels. Tread depth at any point across the entire breadth of the tread and circumference of the tyre must not be allowed to be less than 1mm. A tyre that does not meet this requirement must be replaced immediately.

- Dust caps on tyre valves must be replaced.
- Sudden or fierce braking, unnecessary acceleration and fast cornering should be avoided.
- Dumping sites are always littered with sharp projections, which cause an ongoing puncture problem. Special care must be taken to avoid sharp obstacles in the final approach to dumping. When the vehicle is clear of dumping area, the tyres must be inspected immediately and any foreign objects removed before they become embedded in the tyre.
- The removal of any imbedded foreign objects will deflate the tyre, therefore must be reported to Fleet Management and not be removed by the driver.
- The abusive or negligent treatment of tyres should be avoided as any tyre damage caused through abuse or negligence will be for the account of the driver / operator.

WHEEL NUTS

Drivers must carry out a daily check for any loose wheel nuts on all heavy vehicles.

FUEL AND OIL

SUPPLY

- Where employees in charge of municipal vehicles require fuel / oil, they shall obtain supplies from the nearest designated supply point. Drivers are to ensure that the fleet number, odometer reading and quantity of fuel / oil supplied are entered correctly on the appropriate forms.
- Tanks are to be filled to a constant level.
- The driver is responsible for checking the engine oil and water on every occasion that the vehicle is refuelled. If the vehicle does not require any oil, the driver must write his or her initials in the space provided for oil on the fuel requisition. This will act as confirmation that the oil level has been checked.

FUEL SAVING

Some factors that have a major bearing on fuel economy are set out below for the guidance of all concerned:

- The Municipality's computerised Fuel Management System will trace every vehicle's fuel consumption in litres consumed per 100km. Personal concern for the consumption obtained over specific distances or periods keeps interest alive and is an incentive towards obtaining better results. Abnormal increases in consumption indicate losses such as those caused by careless driving, theft, leakage and mechanical defects.
- Incidences identified must be reported to Fleet Management.
- The Fleet Officer will submit a report on a monthly basis to all Departmental Managers.
- Wastage due to overfilling of the fuel tank must be avoided and vehicles must, wherever possible, be parked on level ground and in the shade.
- Vehicles must at all times be driven in gear ratio appropriate to the road conditions.
- Road speeds must be kept as constant as possible.
- Acceleration and braking must be executed smoothly and gently. The most uneconomical use of fuel occurs during acceleration and with the engine idling in a stationary vehicle.



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- Any strong smell of fuel must be investigated immediately, especially if noticed while the vehicle is in motion. Besides causing wastage, petrol leaking is highly dangerous.
- The driver should not allow the engine of any vehicle or machine to run unnecessarily.

FUEL IN SEPARATE CONTAINERS

The transporting of additional quantities of fuel in separate containers will be allowed only for small plant and issued against a separate requisition and duly authorised by the MM.

USE OF TRAILERS

Trailers are designated to meet specific needs. They are therefore only compatible with specific vehicles.

COUPLING OF TRAILERS

When coupling up a trailer to a towing vehicle, the following checks apply:

- The towing vehicle must have sufficient capacity to pull the trailer.
- The height of the vehicle tow hitch and trailer bar must correspond.
- The types of couplings on a vehicle and trailer must correspond.
- The brake system must be compatible
- The electrical system must be of the same voltage.
- When the trailer is coupled, the jockey wheel must be retracted and secured.
- The "Park" brake must be released.
- If the trailer is fitted with an overriding brake, the reverse lock must be disengaged before moving forward.
- Air brake connections must be checked for any air leaks.
- The trailer stoplights and indicators must be tested.
- The load on a single axle trailer must be biased forward of the axle.
- The brakes of the vehicles with trailer must be tested after moving off.
- Only the correct type and size of coupling pins must be used and these are to be permanently fastened to tow bar attachments.
- Daily per-drive checks are essential, with particular attention to be directed to signalling lights, brake connections of tow bar, trailer "A" frame and tyres.
- Tow hitches and ball pins must be inspected for wear and if found to be defective, the matter should be reported to Fleet Management.
- Municipal trailers may not be modified to fit external service provider's vehicles and / or plant.

TURNING RADIUS

The trailer wheels have a smaller turning radius than those of the towing vehicle. Consequently, when negotiating a turn, it is necessary for the driver to compensate by widening the turning radius of the towing vehicle. This will prevent the trailer from climbing over the kerb when turning.



OVERHANG

When turning from a two or more lane situation, special caution must be exercised, since a trailer with a long overhang can swing out and collide with adjacent traffic. This situation arises where the width of road compels tight positioning.

MAINTAINING THE APPEARANCE OF MUNICIPAL VEHICLES AND EQUIPMENT

- Every driver / operator must keep his / her vehicle in a clean and hygienic condition. The littering of vehicle interiors with papers, bottles, etc is not allowed.
- Only cleaning materials and disinfectants that are compatible with automotive finishes may be used. Any advice on this subject can be obtained from the LNLM Fleet Officer.
- Drivers / Operators can make use of designated areas provided by the LNLM to wash and clean their vehicles.

SERVICING AND REPAIR OF MUNICIPAL MOTOR VEHICLES

- All motor vehicles shall be serviced and repaired in accordance with the policies and procedures as laid down in the fleet Management policy and the relevant service providers.
- Drivers / Operators in charge of vehicles shall be responsible for ensuring that service arrangements are strictly adhered to.
- Failure to comply with the service arrangements will result in the recovery of all costs as a result of damages from the driver / operator or designation person in the department.

TIMEOUS SERVICING ARRANGEMENTS

- When a vehicle needs to be serviced, the vehicle user will receive an advance notification and then arrange for the vehicle to be delivered to the contracted and authorised LNLM service provider at the stipulated time and day. An alternative service appointment, necessitated by unavoidable circumstances, may be negotiated with Fleet Officer at least four working days before the original service date.
- Whenever possible, a replacement unit will be provided. However, servicing is not to be delayed due to the non-availability of a substitute vehicle.

ADJUSTMENTS AND REPAIRS

- When handing the vehicle over for servicing or repair, the driver / operator in charge shall report to Fleet the Fleet Officer what he / she considers necessary. A brief description of the repair required should be recorded in the vehicle logbook, which must accompany the vehicle when presented for service / repair.
- All vehicles requiring a Certificate of Fitness (COF) must be presented to LNLM Fleet Officer at least six weeks prior to expiry of the COF. Failure to observe this directive will result in additional cost / penalties imposed in respect of expired COF's being charged to the driver / department concerned.

BREAKDOWN PROCEDURES

- In the event of a breakdown, all care should be taken that the vehicle and its load are in the safest position possible and that warning triangles be placed at a distance of 45 meters in line with the centre of the vehicle and in the direction of approach. If the breakdown results in a traffic hazard, assistance must be required from the Traffic Authorities.



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- In the event of a breakdown involving suspected brake failure, **THE VEHICLE MUST REMAIN STATIONARY**, to be moved only by the breakdown crew or designated service provider.
- Breakdowns during normal working hours must be reported to the LNLM Fleet Officer, or in respect of non- owned vehicles, to the external service provider concerned.
- In order to guide the breakdown crew regarding the choice of equipment best suited for the speedy repair / recovery of the unit, the following information should be provided:

Names of driver and Departmental manager

Vehicle Registration number or Fleet number

Exact location where the vehicle has broken down

Possible causes of breakdown

Evidence of leaks (Oil, Water, Hydraulic fluid, air, etc)

Where the fault is located (e.g. Front, rear, side)

Whether the vehicle is bogged down

- Breakdowns outside normal duty hours should be reported to the LNLM Fleet Officer or delegated person on standby.
- Drivers are to remain with their vehicles until assistance arrives.

ROADWORTHINESS OF VEHICLES

- Every driver / operator of a motor vehicle must at all times ensure that the vehicle is in a roadworthy condition, failing which he / she will be responsible for the payment of any traffic fines imposed.
- Should any of the following items be found to be defective, the driver may not drive the vehicle, but must report such items in writing to the Supervisor and the LNLM Fleet Officer or the external service provider and await further instructions:

- Lights
- Breaks
- Wheel nuts secured
- Tyre wear and condition
- Spare wheel condition
- Speedometer
- Windscreen wiper
- Steering
- Rear-view mirrors
- Hooter
- Chevron boards / retro reflectors
- Side body reflective tape (Trucks & Trailers)
- Emergency warning triangles
- Number Plates
- Tow hitch and air couplings



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- Any defaults discovered, must be reported immediately to the LNLN Fleet Officer for the necessary attention.
- The last user of a vehicle will be held responsible for any unreported damage / defects / loss. The onus is therefore on each driver to thoroughly inspect a vehicle prior to acceptance.
- Basic maintenance / safety checks (pre-drive checks) as prescribed, supplemented by additional checks specific to user requirements, must be carried out daily.

LOAD ON VEHICLES

The load on any vehicle must not exceed the load recommended by the manufacturing of the vehicle. Apart from excessive strain imposed on the vehicle itself, with resultant accident risk and high wear, overloading has an adverse effect on the road surface and tyre life and may induce failures that endanger the lives not only the occupants of the vehicle, but also of other road users. In the case of commercial vehicles, the vehicle's maximum load capacity and gross vehicle mass are clearly displayed on the left side of the unit.

T = Tare mass, kg (un-laden vehicle mass)

V = Gross vehicle mass, kg

D/T = Gross combination mass, kg (laden vehicle and laden trailer mass)

Load capacity of vehicle = V-T (kg)

Load capacity of trailer = D/T – V – mass of trailer.

The National Road Traffic Act prohibits transgression of the GVM limit

- Due attention must be given to the correct distribution of the load over the vehicle's axles.
- All loads must be firmly secured in a manner that will prevent the load from moving while the vehicle is mobile.
- Loose tools, equipment or goods must be positioned in a manner that will prevent them from dangerously moving forward in event of an emergency braking action.
- Drivers must not allow any loose papers, sand, dirt, refuse, etc. to spill from or blow off the rear of the vehicle. Not only does this pollutes the LNLN area, but also constitutes an offence in terms of the National Road Traffic Act.

When transporting personnel, drivers must ensure that the vehicle is stationary while passengers climb on or off.

All persons are to be seated before the vehicle moves

- Passengers must be allowed to embus and debus only at safe stopping places and not at traffic lights or stop streets.

IDENTIFICATION OF MUNICIPAL TRANSPORT AND EQUIPMENT

- Except for the usual number plates, municipal crests and fleet numbers, manufacturers mascots, name, model inscriptions and license tokens, municipal vehicles may not display any private insignia, mascots, stickers, advertising or advertising material.
- Every municipal motor vehicle will be identified with an individual fleet number.
- Drivers must ensure that the registration plates, fleet numbers, municipal crests and any other markings on the vehicle in their charge are always in good order and the colour of



Fleet Management Policies and Procedures

the plates, letters and figures are at all times clearly visible.

- Mass information in respect of carrying capacity is displayed on certain vehicles. In terms of the requirements of the National Road Traffic Act, information relative to the Tare Mass (T), Gross Vehicle Mass (GVM)
- If a Clearance certificate (license token) is lost, destroyed or illegible, the fact shall be reported without delay to Fleet Management.
- Expired tokens must be removed from the vehicle. Failure to display current tokens constitutes an offence in terms of the National Road Traffic Act for which the vehicle driver will be held liable.

DUTIES OF DRIVERS IN EVENT OF AN ACCIDENT

DAMAGES AS A RESULT OF A MOTOR VEHICLE ACCIDENT

The driver of a vehicle involved in contributing to any accident in which any other person is killed or injured or that causes damage in respect of property or animal, shall take the following actions:

- Immediately stop the vehicle
- Ascertain the nature and extent of any injury sustained by any person
- If a person is injured, render such assistance to the injured person as he / she may be capable of rendering
- If a person is injured, call an ambulance, the Traffic department and the Police Services
- If any person is injured or killed the vehicle shall not be moved from the position in which it came to rest, until such removal is authorised by a Police Officer. If the vehicle is causing a complete obstruction, its position should be marked before the vehicle may be moved to a safe place.
- If there are no injuries at the scene of the accident the perimeter of the involved vehicle may be marked, after which they may be moved to a safe area.
- **DO NOT ACCEPT ANY LIABILITY.** Under no circumstances shall a municipal official admit liability or make any statements to any person.
- State only what happened to the Police. A brief account of what happened is all that is required. **DO NOT SIGN ANY STATEMENTS.**
- Do not take any intoxicating liquor or any drugs unless administered by a doctor.
- Should the driver of the other vehicle be suspected of being under the influence of intoxicating liquor or drugs, this fact should be brought to the notice of the attending Police or Traffic Officer.
- Record the name and address of the other driver, his / her vehicle registration number, the name of the owner of the vehicle, and the vehicle's insurance company. Record the name, license details and address of any independent witnesses, including the occupants of the other vehicle(s) involved in the accident.
- Supply your name, address and LNLN Departmental details to persons having grounds for requesting such information.
- Record the nature and extent of damage to all the vehicles involved in the accident and enter this on the appropriate motor vehicle insurance claim form.
- Inform the LNLN Fleet Officer as soon as possible.

COMPLETION OF MOTOR VEHICLE INSURANCE CLAIM FORMS



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The LNLM Motor Insurance Claim form is the official document on which details of all incidents or accidents involving Municipal vehicles must be recorded and reported.

The drivers of a LNLM vehicle must ensure that a Motor Vehicle Insurance Claim form is completed immediately should any of the following events occur:

- Any accident, theft or hi-jacking involving a LNLM vehicle.
- Any loss or theft of vehicle accessories, including batteries, spare wheels, etc.
- Any damage to a LNLM vehicle, even though such damage cannot be related to a specific accident.
- Any incident involving damage to private or public property, irrespective of whether or not damage occurred to the LNLM vehicle.
- The driver of a LNLM vehicle must ensure that all sections of the Motor Insurance Claim form are completed in full, and particular attention should be given to the following essential information:

GENERAL INFORMATION

- Date, time and place of accident
- Full description of how the accident occurred
- Names and addresses of witnesses
- Names and addresses of persons injured
- Sketch plan of accident

OTHER VEHICLES / PROPERTY

- Name and address of driver
- Name and address of owner
- Registration number(s)
- Make of vehicle(s)
- Description of damage
- Expiry date of vehicle's disc / permit

MUNICIPAL VEHICLE

- Fleet number
- Registration number
- Name of driver and personnel number
- Department and Section in which driver is employed
- Description of damage
- The driver of the LNLM vehicle must ensure that the completed Motor Insurance Claim form is signed, dated and submitted to LNLM Fleet Officer within 48 hours of the accident / incident.

INSURANCE OF MUNICIPAL MOTOR VEHICLES

MUNICIPAL MOTOR INSURANCE FUND

The Municipality provides comprehensive cover from its own insurance fund, which administers legitimate claims arising from accidents involving municipal vehicles and equipment. Suitably licensed municipal employees driving municipal vehicles are covered to the following extent:



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- The Municipality will provide all-risk cover of loss or damage for its vehicles, as described and provided for in terms of the currently accepted form of Automobile / Motor Insurance policies as issued and agreed by municipal insurers. Coverage is not included for the loss of or damage to any items owned or possessed by the employee or by any person or body other than the Municipality.
- The Municipality will provide Third Party liability insurance covering any driver's liability arising out of the use of the vehicle.

NON-MUNICIPAL EMPLOYEES

The comprehensive motor vehicle insurance cover provided by the Municipality's Insurance Fund provides cover for any municipal vehicle driven by a person qualified to do so and not in the employ of the Municipality, if such action relates to the maintenance or repair of the vehicle involved.

EXTERNAL VEHICLES FROM SERVICE PROVIDERS

Insurance claims in respect of vehicles provided by service providers will be dealt with by the relevant external lease agreement.

FORFEITURE OF COVER BY DRIVER

The cover and arrangements mentioned will not apply as far as the driver of municipal motor vehicles is concerned in cases where:

- He / she was under the influence of intoxicating liquor or a drug with a narcotic effect
- The concentration of alcohol in his / her blood was more than 0.02 gram per 100 millilitres for drivers in possession of PrDP's and 0.05 gram per 100 millilitres for other drivers
- The vehicle is / was used without authority for other than strictly official purposes
- He / she is not in possession of an appropriate legally valid driver's license
- He / she drives or has driven a vehicle without having been properly authorised thereto
- He allows or has allowed the vehicle to be driven by a person not authorised thereto
- In the event of any one of the clauses mentioned being applicable, the driver / operator will be liable for all claims and liabilities.

EXCLUSION OF THIRD PARTY COVER

In terms of the Road Accident Fund, passengers transported IN A MUNICIPAL VEHICLE without authority shall NOT BE COVERED.

SAFE DRIVING

TRAFFIC REGULATIONS

The LNLN will not pay traffic fines arising from neglect on the part of the driver. The driver will be held personally responsible and will not receive any financial assistance from LNLN.

SPEED LIMIT

Apart from the necessity of observing the speed limits laid down by the government and local authorities, municipal motor vehicles must not be driven at speeds that may endanger the lives of occupants and other road users. Speed must be adjusted to suit weather conditions, road conditions and the particular type of vehicle being used.

EMERGENCY VEHICLES

Law enforcement and emergency vehicles may only exceed the speed limits when it is



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essential to do so. In an emergency the appropriate alarms, warning devices and warning signals must be used. Drivers of emergency vehicles must exercise extreme caution.

RULES OF THE ROAD

All drivers of LNLM vehicles must strictly adhere to the rules of the road. Some of the more important guidelines in this regard are as follows:

- Maintain a thorough knowledge of traffic regulations and signs applicable to streets, main roads, through roads.
- Overtake or pass other traffic only when the road is clear and safe.
- Always use safety belts.
- Stop or park off the road surface only where it is safe to do so.
- Do not communicate on any handheld communication devices while driving a vehicle.

NIGHT DRIVING

• CORRECT USE OF VEHICLE LAMPS

Regulation 157 of the National Road Traffic Act No. 93 of 1996, requires, inter alia, that vehicle lights be operational at any time from sunset to sunrise and at any other time when, due to insufficient light or unfavourable weather conditions, persons and vehicles that may be on public road would not be clearly discernable at a distance of 150 m ahead.

• MOVING VEHICLES ON PUBLIC ROADS

Headlamps on main beam or on dipped beam, as necessary (Reg. 157.3)

Rear lamps visible from a distance of at least 150 m (Reg. 158. 2)

Registration plate lamp to render every letter and figure on the registration plate clearly visible from a distance of at least 20 m (Reg. 170)

• STOPPED OR PARKED VEHICLE ON PUBLIC ROAD

Headlamps on dipped beam (Reg. 161)

Two fog lamps or parked lamps emitting light to the front of the vehicle (Reg. 164 and 164)

Rear lamps visible from a distance of at least 150 m (Reg. 168)

• STOPPED OR PARKED VEHICLE OFF PUBLIC ROAD

- Regulation 157 (1) (b) provides further that vehicle lights need not be displayed if a vehicle is parked off the roadway of a public road or in a parking place demarcated by appropriate road traffic signs, or within a distance of 12 m from a lighted street lamp illuminating the public road on which such a vehicle is parked.

- However, even under these conditions, drivers are urged to use their discretion and switch on at least their parking lamps and rear lights if the safety of their person, the public or the vehicle is at risk.

- It is the driver's responsibility to ensure that vehicle lights are working, when necessary, and that the lenses are kept clean for maximum visibility.

REVERSING AND MANOEUVRING

The driver shall not move any vehicle unless he / she are sure that there is sufficient clear space around and above the vehicle to permit the manoeuvre. Extreme care must be exercised when manoeuvring in a confined space or when reversing. Where difficulties are such that guidance is necessary, the driver is responsible for safety. If there are any doubts as to the signals given, the driver must stop the vehicle, alight and check the position of the vehicle.

ENTERING OR LEAVING PREMISES WITH GATEKEEPERS



Fleet Management Policies and Procedures

Drivers must come to a distinct stop when entering or leaving all enclosed premises and where applicable, must not proceed until given the right of way by the gatekeeper. Where a boom or chain is placed across the entrance or exit, it is the driver's responsibility to ensure that the obstruction is moved entirely before he /she proceeds on his / her way.

QUALITIES OF A "PROFESSIONAL" DRIVER

THE DRIVER

- Is a responsible skilled person who takes genuine pride in his / her work.
- His / her ability, skill and dedication are always reflected in the appearance and condition of the vehicle under his / her care.
- The driver has developed the ability to think and act safely as an individual.
- He /she has successfully combined his / her mental, physical and behavioural attributes into specialized job- orientated expertise.
- He / she is a master of his / her trade.

TRAFFIC ENVIRONMENT

Drivers and their vehicles move in an environment with constantly changing hazards, most of which are predictable to a greater or lesser degree. The least predictable of these hazards are the drivers of other vehicles in the vicinity. A "professional" driver respects the destructive potential of moving vehicles, acknowledges his / her own vulnerability and does not underrate the speed and suddenness with which accidents occur. His / her major strengths are self-discipline, ability to assess traffic conditions correctly and timeously and to plan his / her own action accordingly. In order to be able to accurately predict other people's behaviour in the traffic situation, it is necessary to firstly recognize and correct in oneself those mental, physical and behavioural factors that inhibit driving excellence.

The following physical and mental factors have played a role in 77% of all recorded road accidents:

- **VISION**

Good eyesight is required to constantly scan the ever-changing scene, to be able to see far ahead and read and react for the unexpected. The eyes should constantly scan and observe the environment as a total picture. This allows an alternative course of action or an escape route to be planned when a potentially dangerous situation is developing.

- **REACTIONS**

Good reactions are the ability to convert quickly what you see and what you decide to do into well-planned actions and movements.

- **REFLEX ACTION**

This is a spontaneous movement or unplanned impulsive action. Reflex action provides very little, if any, room for error. Driver dependence on reflex action, therefore, should be the exception rather than the rule.

- **MENTAL ALERTNESS**

Mental alertness prevents accidents. Conversely, the absent-minded driver is inclined to lose concentration. He/she has a tendency to stare fixedly at one point, becoming dangerously unaware of the traffic situation developing around him / her.

- **DISTRACTION**

The ability to keep one's attention on the road is vital for any driver. A vehicle travelling at 60 km/h covers a distance of 16 meters per second. It is accepted practice for all drivers to look away from the road for a fraction of a second. Talking to and looking at passengers is common major distraction, invite an accident.



- **WORRY**

Many drivers will pass numerous accident-free years without having an accident and then, due to sudden worry, will have a series of them.

Mental turmoil, upsets, fatigue and ill-health can destroy concentration, as can drugs and alcohol. The professional driver is aware of these human fatalities and their negative effects on road safety. He / she will not allow personal problems to accompany him / her into the driver's seat.

DRIVER ATTITUDES

ATTITUDE

Attitude is a mental condition combining action and behaviour toward the job, fellow employees and life in general. Attitude is determined by the way a person talks, acts and works. Wrong attitudes cause problems, whilst right attitudes are important contributors to success. One can learn and develop good attitudes by recognizing and avoiding the bad ones. This requires constant self-appraisal and discipline on the part of the driver.

DON'T CARE ATTITUDE

Many drivers run into constant difficulty because of their "Don't Care" attitude. This type of person has no interest in his / her job, doing only the absolute minimum. This attitude results in damage to vehicles and equipment, and can lead to accidents caused by negligence.

TEMPER

When a person is angry he loses his / her sense of judgement and values. He / she will do things which he / she would not consider doing normally. Temper must be controlled: a good driver has learnt how. One of the best means of temper control is to evaluate the relative importance of events. Usually the occurrences that make one annoyed are trivial or unimportant when compared with the consequences of irrational behaviour.

OVER-CONFIDENCE

It is necessary for all drivers to have a certain amount of self-confidence if they expect to be. However, when a driver reaches the expert stage where he / she is good and knows that, he / she must become wary of over-confidence.

Some of the most common and important traits, of over-confidence to recognize and guard against are as follows:

- **FALSE SECURITY**

After a number of years of driving experience, and especially if their accident record has been good, many drivers begin to feel that because of their skill, they are able to take a few chances now and then and get away with them. This leads to increasingly poor driving habits.

- **POOR JUDGEMENT**

Driving involves using good judgement in knowing when to move and when to stop. Over-confidence plays its part in urging a driver to go ahead, even under unfavourable conditions. Over-confidence promotes poor judgement.

IRRESPONSIBILITY

The irresponsible driver has no regard for his / her vehicle or other road users. He / she has no clear concept of the possible consequences of his / her behaviour and therefore project a poor image.

DEFENSIVE DRIVING

"Defensive driving" is a term used for a system of vehicle control to prevent accidents in spite of adverse conditions and the incorrect action of others.

Defensive driving is a practical system or drill, each feature of which is to be considered in sequence by the driver at the approach of any hazard.



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The whole driving plan must be mapped out deliberately and thoughtfully, with the accent on being in the correct place on the road, at the right speed, with the correct gear engaged.

ABC OF DEFENSIVE DRIVING

- **ATTITUDE** (See section 7.25)
- **BACK DOWN**

There is a multitude of hazards a driver may encounter on the road it is very easy for a driver to make a mistake. Seen in this context, getting irritated or insisting on one's rights will not improve matters. In fact, these reactions will tend to worsen the situation.

It is necessary to adopt an attitude of tolerance toward the mistakes of other road users and to be prepared to back down.

- **CLEAR SPACE**

In order for moving vehicles to operate in close proximity, they need space to manoeuvre or clear space. Clear space is a critical factor in defensive driving, since the driver has to create and preserve this clear space under variable conditions such as light, weather, road surface, traffic density and vehicle capacity.

To maintain clear space, it is necessary to have a basic knowledge of stopping and following distances.

STOPPING DISTANCE

The total stopping distance is the distance a vehicle travels from the moment the driver realises he needs to stop, to the point where the vehicle actually stops.

This distance is dependent on a number of factors, which can be divided into four major categories:

1. Human response
2. Mechanical efficiency
3. Road conditions
4. Weather conditions

REACTION DISTANCE / HUMAN RESPONSE

The average driver's reaction time is 0,75 seconds. Reaction to a hazard consists of the following four elements:

- The Observance / Identification of danger in the road ahead.
- The Realization of the significance of the danger and the Prediction of what may happen.
- The Decision for action.
- The Execution of physical movement to change speed or direction, or both.

The reaction distance is largely dependent on the mental and physical condition of the driver.

Inexperience and lack of concentration can produce side effects such as, "sees but cannot assess a hazard". Consequently, there is no prediction of what may happen and it is assumed that other road users will make the necessary adjustments to avoid the hazard.

Without the process of identifying the danger and predicting what may happen, there can be no sound decision. Wrong decisions, or indecisions, are the predominant danger to the clear space requirement.

MECHANICAL EFFICIENCY

A vehicle's brakes cannot stop it instantly. The efficiency of the braking system depends on:

- The type of brakes



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- The condition of the brakes
- The condition of the tyres.
- The type of tyre.
- The speed of the vehicle.
- The size and load of the vehicle.

ROAD CONDITIONS

Road surfaces play an important part in the vehicle's braking distance. Again, we have a number of variables to consider:

- The composition of the road surface (asphalt, concrete, gravel, traffic markings. Etc.)
- The condition of the road surfaces (loose gravel, stones, potholes, corrugations, mud, water, oil etc)
- Road gradients.

WEATHER CONDITIONS

Water reduces the adhesion of tyres to the road surface. In wet conditions, the approach to other vehicles, freeway ramps, sharp curves, stop streets, roundabouts, etc. must be significantly slower than normal, since these areas tend to turn oily from the volume of traffic.

STOPPING DISTANCES

The total stopping distance for an average-size vehicle with good tyres, on a dry level tarmac road, are given in the following table.

SPEED	REACTION DISTANCE	BRAKING DISTANCE	TOTAL STOPPING DISTANCE
20 km/h	4 m	3 m	7 m
40 km/h	8 m	12 m	20 m
60 km/h	13 m	23 m	36 m
80 km/h	17 m	38 m	55 m
120 km/h	25 m	80 m	105 m

This danger zone is in the total stopping distance of the vehicle.

There is a danger zone in front of any moving vehicle.

This danger zone is in the total stopping distance of the vehicle.

If any vehicle, object or person is within this danger zone, a collision will occur, unless either party changes direction.

To avoid an accident, it is necessary to change speed or direction, or both. Therefore, with the brakes fully applied, the only remaining option is to change direction.

If the brakes are applied on a loose or wet surface and the vehicle starts to slide, complete loss of control can occur. Where there is no adhesion between the road and tyres, there is no control. With no road adhesion, it is not possible to change either speed or direction therefore without clear space a collision cannot be avoided.

It is very rare for any vehicle to go out of control if due caution is exercised and speed is

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adjusted to suit road conditions.

The total stopping distance has been tabulated to illustrate braking performance under average conditions and other relevant factors have been mentioned. However, a further and very important perception of the human mind should be noted.

The human mind can fairly accurately adapt itself to an increase in speed (From slow to fast), but will invariably misjudge a decrease in speed (from fast to slow).

A perception of high speed will be created by the immediate surroundings. Travelling on a road with a verge of large trees and tall undergrowth at 80 km/h, the angle of vision will give a perception of many large dense objects flowing rapidly past. Vehicle speed will therefore be perceived as fast.

The same speed of 80 km/h on a flat open road will appear to be comparatively slow, since the lack of large objects gives a far and broad horizon, which remains distant no matter how fast the vehicle is being driven.

Once a person has adapted to 120 km/h, then 60 km/h is perceived as very slow until a readjustment of perceptions take place.

The human speedometer is not accurate; its perception is relative to its environment.

In a rapid "fast to slow" situation, the average person underestimates the terminal speed by 25 %. This gives an indication of what occurs on our roads every day. These facts need to be used to good advantage in daily driving techniques.

Since stopping distances are directly related to speed, underestimated speed will result in underestimated stopping distance.

FOLLOWING DISTANCE

A normal safe distance at all speeds is a two-second interval between vehicles. The two-second rule is also termed "the time lapse formula"

Where poor road conditions, poor visibility and adverse weather are experienced, the time lapse formula should be increased to three or more seconds, depending on the nature of the circumstances.

To determine the safe two-second lapse, a driver observe the car ahead and when it has just passed some fixed point alongside the roadway (lamppost / sign etc), starts counting "one thousand and one" "one thousand and two". This equates to two-seconds.

At the end of the count, the front of the driver's vehicle must not have passed the fixed point. This would indicate a safe following distance.

If the driver's vehicle has passed the fixed point before the two- second count, he / she is too close to the vehicle in front.

In cases where another vehicle is following too closely, the safest procedure is to show tolerance and let the vehicle pass at the first opportunity.

On heavy vehicles equipped with air brake systems, the method of tapping the foot brake to flick the stoplights is not considered safe, since this can tend to bring the following vehicle even closer.

A common practice is to switch on the headlights, thereby bringing the taillights into operation, alternatively, or to switch on hazard lights at night. The concept is that the following vehicle interprets the signal as "stop lights" and increases his / her following distance. When using this method, a driver should beware of starting an unsafe chain reaction behind him / her.

THE VEHICLE CONTROL SYSTEM

The five functions in applying the vehicle control system are:

- Mirrors
- Signals



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- Position
- Brakes
- Gears

MIRRORS

A driver must be fully aware at all times of the exact position of any traffic in front, behind or on either side of his / her vehicle before he / she can make a decision to alter direction or speed.

All vehicles have blind spots immediately behind the rear of the vehicle and under the left side mirror. It is therefore essential that mirrors left and right, be used at regular intervals to confirm the clear space needed for a change of speed or direction, should a hazard arise.

SIGNALS

Every time a driver plans a change of direction or speed, he / she must signal his / her intentions early, leaving sufficient time for other road users to react.

There are several methods of signalling driver's intentions:

- Indicators
- Stop lights
- Hand signals
- Hooter
- Head light

Drivers must be quite sure that the signalling facilities are working correctly and are not obscured by dust or dirt. The relaying of false information about a driver's intentions can lead to critical situations. Pre-drive checks are essential.

POSITION

The position of moving vehicles cannot be altered safely at the last moment and requires pre-planning. Heavy vehicles need sufficient time and distance to change lanes. One of the most important factors is knowledge. To know the location of main road junctions, one-way streets, traffic circles, etc. and the type of conditions prevailing there, can be of great assistance to the driver in positional planning. Planning a vehicle's position 12 seconds in advance will allow sufficient time and distance to maintain clear space.

BRAKES

The first stage of braking is to take the foot off the accelerator.

Methods of Braking

- Engine brake
- Front brake
- Hand brake
- Exhaust brake

With correct speed / distance judgement, braking can be kept to a minimum. Minimum braking means efficient driving.

GEARS

The gear must always be selected in relation to power demand and the speed of the vehicle. The average large diesel engine produces maximum turning moment (torque) at approximately 1500 engine R.P.M. For optimum efficiency, the engine should be operated at or around the maximum torque speed.



SEQUENCE OF CONTROL

The system of vehicle control requires skill, which can be acquired by practice. The driver control sequences for the five major driving modes are as follows:

PULLING OFF

- Mirrors
- Signal
- Select correct gear
- Release hand brake
- Pull off smoothly
- Mirror left and right
- Position
- Cancel Indicators

CHANGING LANES

- Mirror left and right
- Signal
- Change lane
- Mirror left and right
- Cancel indicator

OVERTAKING

- Mirror left and right
- Indicate to right
- Select gear as necessary
- Change lane
- Accelerate
- Mirror left and right
- Signal to left
- Left mirror to clear
- Change to left lane
- Check mirror left and right
- Cancel indicator

TURNING

- Mirrors left and right
- Signal
- Position
- Brake
- Gears
- Turn corner
- Cancel indicator



STOPPING (at side of road)

- Mirrors left and right
- Signal
- Decelerate
- Brake
- Change gears
- Position
- Handbrake
- Cancel indicator

HOW TO AVOID ACCIDENTS

ACCIDENTS

A motor vehicle accident can be defined as an unintentional, chance event often resulting in damage and sometimes causing injury or death. Accidents are costly in terms of lost productivity and vehicle repair costs.

A large number of motor accidents contain an element of driver negligence and whilst it is impossible to completely eradicate pure accidents, it is possible to minimise the incidence of motor accidents in the municipal fleet on two fronts by:

- Eliminating driver negligence as a contributing factor
- Reducing the chance factor to below the national average

These objectives can be achieved if each municipal driver strove to attain the proficiency of a "Professional Driver".

AVOIDANCE OF ACCIDENTS

There are only two ways in which accidents can be avoided. These are either a change in speed, or a change in direction, or a combination of both. The three methods applicable are BRAKING, STEERING and ACCELERATION.

BRAKING

A vehicle can only be stopped in order to avoid an accident if it is travelling at a speed that will enable it to stop within the available clear space.

STEERING

A driver can only change direction to avoid an accident if the vehicle has sufficient clear space in which to move.

Two objects cannot occupy the same clear space at the same time. A driver must surround him / herself with enough CLEAR SPACE to cope with the unexpected.

ACCELERATION

If it is necessary to accelerate out of a danger situation, the engaged gear ratio must be able to provide sufficient power and speed to move the vehicle into safety.

REVERSING

Statistics reveal that reversing constitutes a major hazard. All reversing procedures must be carried out slowly, after making sure that no pedestrians or animals are to the rear and that no other vehicle are approaching from behind. When reversing, the responsibility of ensuring a clear course rests entirely with the driver.

- Routes and manoeuvres should be planned to keep reversing to a minimum. This applies particularly to heavy vehicles.



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- Reversing into traffic should be avoided.
- Drivers should inspect the line of travel before reversing by getting out of their vehicles and checking for obstacles. Vehicle clearance of overhead wires and overhanging roofs must be confirmed.
- The reversing area is to be sufficiently firm to carry the weight of the truck plus its load (refuse sites, construction work, dumping, etc)
- When an assistant is directing a driver, the helper must be in a position where he / she has a clear view and where his / her signals can be seen or heard.
- The driver must instruct his / her assistants in methods of giving clear and conspicuous signals so that no misunderstanding will arise in situations requiring guidance.
- Where an assistant is directing a driver and an accident occurs, the responsibility still rests with the driver.



3.2 Trip Authorization and vehicle inspections Process

3.2.1 Purpose

The purpose of a Trip Authorization and Vehicle Inspection Process is to ensure that all trips executed are authorised and that deviations are investigated.

This process is executed continuously.

The Trip Authorization and Vehicle Inspection Process are initiated when the Departmental Head compiles and authorises a vehicle authorisation schedule. It concludes when the vehicle logbook and keys are handed back to the Department Fleet Controller and deviations are resolved.

3.2.2 Policies

INSPECTION

- Pre-drive inspection of vehicles / plant is to be carried out by drivers / operators on a daily basis (Use the format at the back of the Log/Trip Sheet).
- Every driver of a municipal motor vehicle must at all times ensure that the vehicle is in a roadworthy condition, failing which he /she will be responsible for the payment of any traffic fines and disciplinary action may be imposed.
- The last user of a vehicle will be held responsible for any unreported damage / defects / loss. The onus is therefore on each driver to thoroughly inspect a vehicle prior to acceptance.
- Any damage / defects found by the driver must be reported to his / her Supervisor and on the Trip sheet.
- All municipal vehicles will be inspected periodically by the LNLM Fleet Officer to ensure that a proper state of cleanliness, repair and efficiency is being maintained by the driver / person responsible for the vehicle.

PRE- AND POST DRIVER ACTIVITIES

- Before a vehicle is driven, the driver must ensure that the following activities have been carried out:
- Pre-trip activities:
- Request and receive authorisation from LNLM Departmental Fleet Controller to drive the vehicle.
- Carry out an inspection of the vehicle and complete the Pre- drive Inspection.
- Enter details of the trip to be undertaken in the Log/Trip sheet Book.
- Post-trip activities:
- Enter the Odometer reading, distance covered and time in the Log/Trip sheet Book.

VEHICLE KEYS

- Employees in charge of vehicles shall ensure at all times that the ignition, door lock, fuel cap, gear- lock and other keys of the vehicle in use are suitably safeguarded against loss or theft.
- In the event of a vehicle's keys being lost or mislaid, the driver shall not attempt to open the locking system of the vehicle, but shall obtain assistance from the LNLM Fleet Officer.
- At no time shall a driver leave his /her vehicle unattended without first switching off the



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engine and removing the ignition key, engaging the gear- lock and the key.

- Vehicle keys will only be replaced on production of a copy of the relevant loss report.

DAMAGES, LOSSES AND THEFTS

Damages, losses and thefts, other than those arising from accidents, are dealt with under this section.

- An employee who takes over a municipal vehicle must ensure that any damage or loss is immediately brought to the notice of his / her supervisor in writing. Unless he / she complies with this instruction, he / she will be deemed to have received the vehicle in good order.
- **Any person found unlawfully removing fuel from a municipal vehicle or engaged in the unauthorised removal or exchange of any component on a municipal vehicle will be subjected to the strictest discipline, as prescribed in the prevailing Conditions of Service.**
- In the event of losses, theft or hijackings, the employee operating the vehicle shall immediately report the matter to his / her Supervisor, who shall, in turn, ensure that the incident is dealt with in terms of the Municipality's Loss Control Procedures for reporting of incidents of Fraud / Theft / Loss.
- In the event of a hijacking or armed robbery, the Departmental managers concerned must ensure that the affected staff member(s) is / are given the necessary counselling.
- Any Municipal vehicle may be subjected to a search by Security Personnel or by any official from Supervisory level upwards.

PROPER USE OF MUNICIPAL VEHICLES

The following must be observed:

- The most economical vehicle for the purpose must be used.
- The vehicle shall only be driven by an appropriately licensed and duly authorised employee on official duty.
- The driver must be licensed in terms of the National Road Traffic Act for the particular class of vehicle under his / her control.
- No person shall move, drive or operate any municipal vehicle unless he / she is fully authorised to do so. The unauthorised use of a vehicle renders the person concerned liable for prosecution in a court of law, over and above any internal disciplinary action.
- Passengers, inclusive of municipal staff, are not permitted to ride on or inside any municipal vehicle except for execution of municipal duties and duly authorised.
- The driver shall not deviate from the shortest route to the destination to serve the private interest of the driver or his / her passenger or in connection with the conveyance, loading or unloading of private property.
- The driver shall not utilize any municipal vehicle for private purposes.
- The driver of any vehicle shall not deviate to any unauthorised routes or estimations and shall not enter any unauthorised premises or areas.
- Drivers are expected to route their vehicles so as to secure maximum operating efficiency at minimum expense.
- Log/Trip sheet books with specific details must be kept up to date and inspected by Departmental managers or designated representatives at least once a week.
- Any deviation must be investigated and when necessary, reported to the LNLM Fleet Officer for further investigation, so that disciplinary action can be taken against infringing members.



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- Incidences identified as deviations must be reported to the LNLM Fleet Officer on a monthly basis.
- The LNLM Fleet Officer will coordinate the information received and will submit a corporate report to the relevant Departmental Managers.

3.2.3 Roles

LNLM Departmental Head

- Compile and authorise vehicle operating schedule.
- Receive trip deviations for formal investigation.
- Authorise the trip.

LNLM Departmental Fleet Controller

- Receive authorised vehicle schedule from LNLM Departmental Head.
- Issue vehicle inspection sheets, logbook and vehicle keys to driver.
- Receive the Vehicle Pre-Inspection Sheet form the LNLM Vehicle Driver.
- Report any defects and tyre details to the LNLM Fleet Administrator, record vehicle condition and file document.
- Authorise the trip
- Receive the Post-Inspection Sheet, Logbook and Keys from the LNLM Vehicle Driver.
- Record vehicle condition and match planned trip vs. actual trip.
- Forward any trip deviations to the LNLM Departmental Head.

LNLM Vehicle Driver

- Receive Vehicle Inspection Sheet; Log/Trip sheet book & Vehicle Keys form LNLM Departmental Fleet Controller.
- Complete the vehicle Pre-Inspection Sheet and Tyre Inspection and forward to the LNLM Departmental Fleet Controller.
- Receive authorisation from LNLM Departmental Fleet Controller to start the trip.
- Fill out vehicle logbook with start of trip detail.
- Execute Trip.
- Fill out vehicle logbook with end of trip detail, fill out the Vehicle Post- Inspection Sheet and forward all documents and the keys to the LNLM Departmental Fleet Controller.

LNLM Fleet Administrator

- Receive vehicle defects and tyre details from the LNLM Departmental Fleet Controller.
- Forward tyre mismatches to the LNLM Fleet Officer.
- Capture vehicle defects in the Workshop Management System.

LNLM Fleet Officer

- Receive tyre mismatches from the LNLM Fleet Administrator and investigate.



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- Inform LNLN Department Fleet Controller and the LNLN Departmental Head.

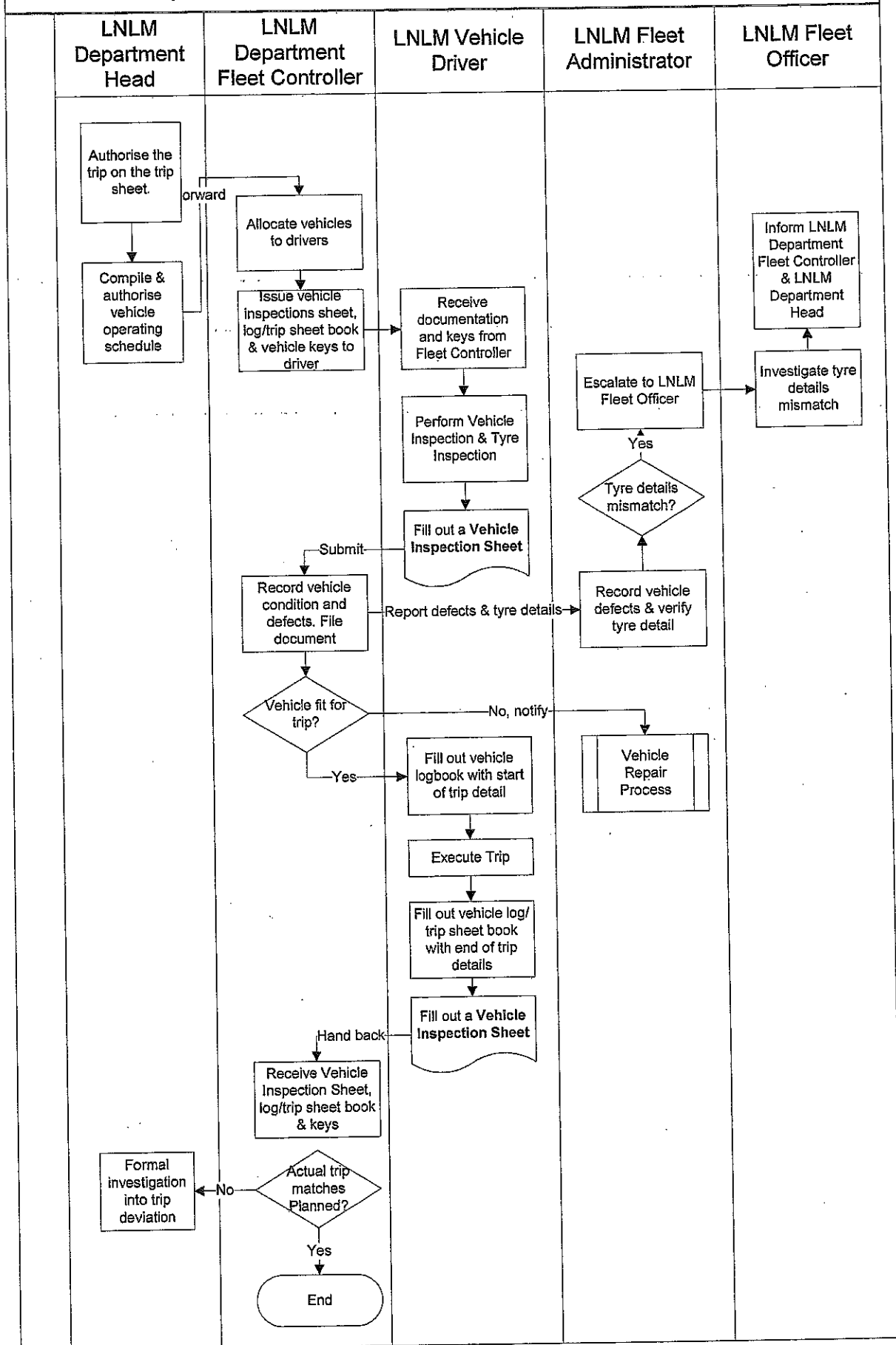
3.2.4 Process

- Compile and authorise vehicle operating schedule.
- Authorise the trip.
- Allocate vehicles to drivers.
- Vehicle inspections sheets, logbook and vehicle keys are issued.
- Vehicle Pre-Inspection is done.
- Vehicle defects and tyre details are recorded and investigated.
- Vehicle Post-Inspection is done.
- Logbook is updated with the trip end details.
- Investigate trip deviations.
- File documentation.



Fleet Management Policies and Procedures

PROCESS: Trip Authorisation



3.2.5 Standard Forms

- Vehicle Inspection Sheet
- Vehicle Logbook
- Trip sheet.



3.3 Vehicle Utilization Management Process

3.3.1 Purpose

The purpose of the Vehicle Utilization Management process is to manage vehicle productivity as measured against schedules operations and baselines.

This process is executed monthly.

The Vehicle Utilization Management process commences with the preparation of a Vehicle Utilisation report by the Fleet Administrator and concludes when the Departmental Head received a copy of the report and exceptions.

3.3.2 Policies

ON BOARD COMPUTERS AND ODO / HOUR METERS

- Must be monitored on a weekly basis.
- Operations must be informed and arrangements must be made with the workshop to fix faulty ODO / Hour Meters immediately.

3.3.3 Roles

LNLN Department Fleet Controller

- Review draft copy of department's Vehicle Utilization Report and exceptions.

LNLN Fleet Officer

- Review vehicle Utilization Report.

LNLN Fleet Administrator

- Prepare Vehicle Utilization Report by Department.
- Compare Utilization with norms and highlight exceptions

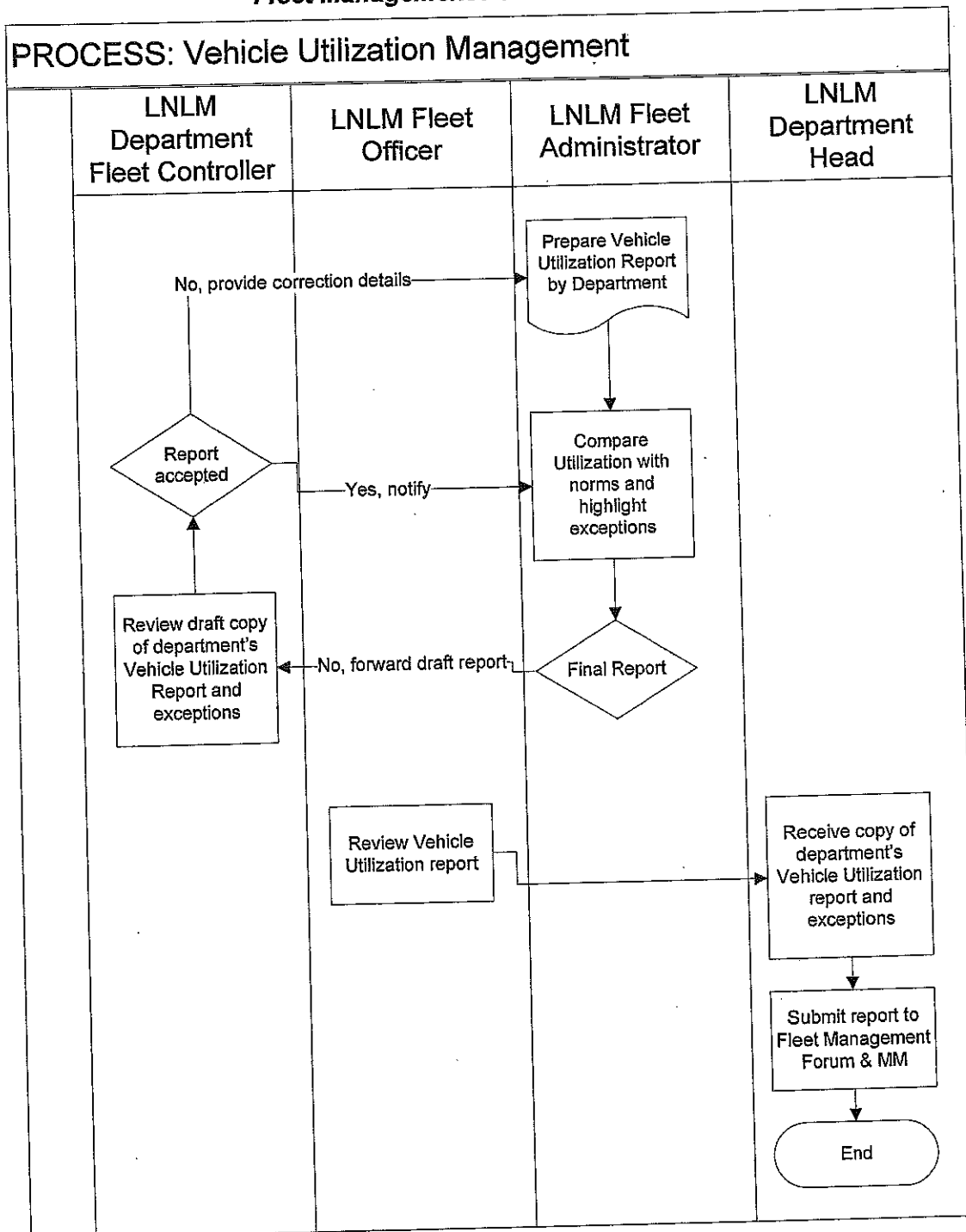
LNLN Department Head

- Receive copy of department's Vehicle Utilization report and exceptions.
- Submit report to Fleet Management Forum & MM.

3.3.4 Process

- Prepare Vehicle Utilization Report by Department.
- Compare with norms and highlight exceptions.
- Review draft copy of the report.
- Finalise report and exceptions to the MM and to the Fleet Management Forum.





3.4 Accident Management Process

3.4.1 Purpose

Accident Management ensure that all accidents are investigated and that the operation risk of the LNLM is contained. It also facilitates that the LNLM asset is repaired quickly and according to the set standards.

Effective Accident Management ensures increased vehicle availability and improved service levels.

This process is executed on an ad-hoc basis.

3.4.2 Policies

DUTIES OF DRIVERS IN EVENT OF AN ACCIDENT

DAMAGES AS A RESULT OF A MOTOR VEHICLE ACCIDENT

The driver of a vehicle involved in contributing to any accident in which any other person is killed or injured or that causes damage in respect of property or animal, shall take the following actions:

- Immediately stop the vehicle
- Ascertain the nature and extent of any injury sustained by any person
- If a person is injured, render such assistance to the injured person as he / she may be capable of rendering
- If a person is injured, call an ambulance, the Traffic department and the Police Services
- If any person is injured or killed the vehicle shall not be moved from the position in which it came to rest, until such removal is authorised by a Police Officer. If the vehicle is causing a complete obstruction, its position should be marked before the vehicle may be moved to a safe place.
- If there are no injuries at the scene of the accident the perimeter of the involved vehicle may be marked, after which they may be moved to a safe area.
- **DO NOT ACCEPT ANY LIABILITY.** Under no circumstances shall a municipal official admit liability or make any statements to any person.
- State only what happened to the Police. A brief account of what happened is all that is required. **DO NOT SIGN ANY STATEMENTS.**
- Do not take any intoxicating liquor or any drugs unless administered by a doctor.
- Should the driver of the other vehicle be suspected of being under the influence of intoxicating liquor or drugs, this fact should be brought to the notice of the attending Police or Traffic Officer.
- Record the name and address of the other driver, his / her vehicle registration number, the name of the owner of the vehicle, and the vehicle's insurance company. Record the name, license details and address of any independent witnesses, including the occupants of the other vehicle(s) involved in the accident.
- Supply your name, address and Departmental details to persons having grounds for requesting such information.
- Record the nature and extent of damage to all the vehicles involved in the accident and enters this on the Motor Insurance Claim (Annexure "F").



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- Inform the designated staff of the relevant Department as soon as possible.
- The driver's license must be produced to the SA Police or Traffic Department within 21 days.
- Complete a Motor Insurance Claim form.

COMPLETION OF MOTOR VEHICLE INSURANCE CLAIM FORMS

The Municipality's Motor Insurance Claim form is the official document on which details of all incidents or accidents involving Municipal vehicles must be recorded and reported.

The driver of a municipal vehicle must ensure that a Motor Vehicle Insurance Claim form is completed immediately should any of the following events occur:

- Any accident, theft or hi-jacking involving a municipal vehicle.
- Any loss or theft of vehicle accessories, including batteries, spare wheels, etc.
- Any damage to a municipal vehicle, even though such damage cannot be related to a specific accident.
- Any incident involving damage to private or public property, irrespective of whether or not damage occurred to the municipal vehicle.
- The driver of a municipal vehicle must ensure that all sections of the Motor Insurance Claim form are completed in full, and particular attention should be given to the following essential information

GENERAL INFORMATION

- Date, time and place of accident
- Full description of how the accident occurred
- Names and addresses of witnesses
- Names and addresses of persons injured
- Sketch plan of accident

OTHER VEHICLES / PROPERTY

- Name and address of driver
- Name and address of owner
- Registration number(s)
- Make of vehicle(s)
- Description of damage
- Expiry date of vehicle's disc / permit

MUNICIPAL VEHICLE

- Fleet number
- Registration number
- Name of driver and personnel number
- Department and Section in which driver is employed
- Description of damage

The driver of the municipal vehicle must ensure that the completed Motor Insurance Claim form is signed, dated and submitted to Fleet Management within 48 hours of the accident / incident.

INSURANCE OF MUNICIPAL MOTOR VEHICLES



MUNICIPAL MOTOR INSURANCE FUND

The Municipality provides comprehensive cover from its own insurance fund, which administers legitimate claims arising from accidents involving municipal vehicles and equipment. Suitably licensed municipal employees driving municipal vehicles are covered to the following extent:

- The Municipality will provide all-risk cover of loss or damage for its vehicles, as described and provided for in terms of the currently accepted form of Automobile / Motor Insurance policies as issued and agreed by municipal insurers. Coverage is not included for the loss of or damage to any items owned or possessed by the employee or by any person or body other than the Municipality.
- The Municipality will provide Third Party liability insurance covering any driver's liability arising out of the use of the vehicle.

NON-MUNICIPAL EMPLOYEES

The comprehensive motor vehicle insurance cover provided by the Municipality's Insurance Fund provides cover for any municipal vehicle driven by a person qualified to do so and not in the employ of the Municipality, if such action relates to the maintenance or repair of the vehicle involved.

EXTERNAL VEHICLES FROM SERVICE PROVIDER

Insurance claims in respect of vehicles provided by service providers will be dealt with by the relevant external lease agreement.

FORFEITURE OF COVER BY DRIVER

The cover and arrangements mentioned will not apply as far as the driver of municipal motor vehicles is concerned in cases where:

- He / she was under the influence of intoxicating liquor or a drug with a narcotic effect
- The concentration of alcohol in his / her blood was more than 0.02 gram per 100 millilitres for drivers in possession of PrDP's and 0.05 gram per 100 millilitres for other drivers
- The vehicle is / was used without authority for other than strictly official purposes
- He / she is not in possession of an appropriate legally valid driver's license
- He / she drives or has driven a vehicle without having been properly authorised thereto
- He allows or has allowed the vehicle to be driven by a person not authorised thereto
- In the event of any one of the clauses mentioned being applicable, the driver / operator will be liable for all claims and liabilities.

EXCLUSION OF THIRD PARTY COVER

In terms of the Road Accident Fund, passengers transported IN A MUNICIPAL VEHICLE without authority shall NOT BE COVERED.

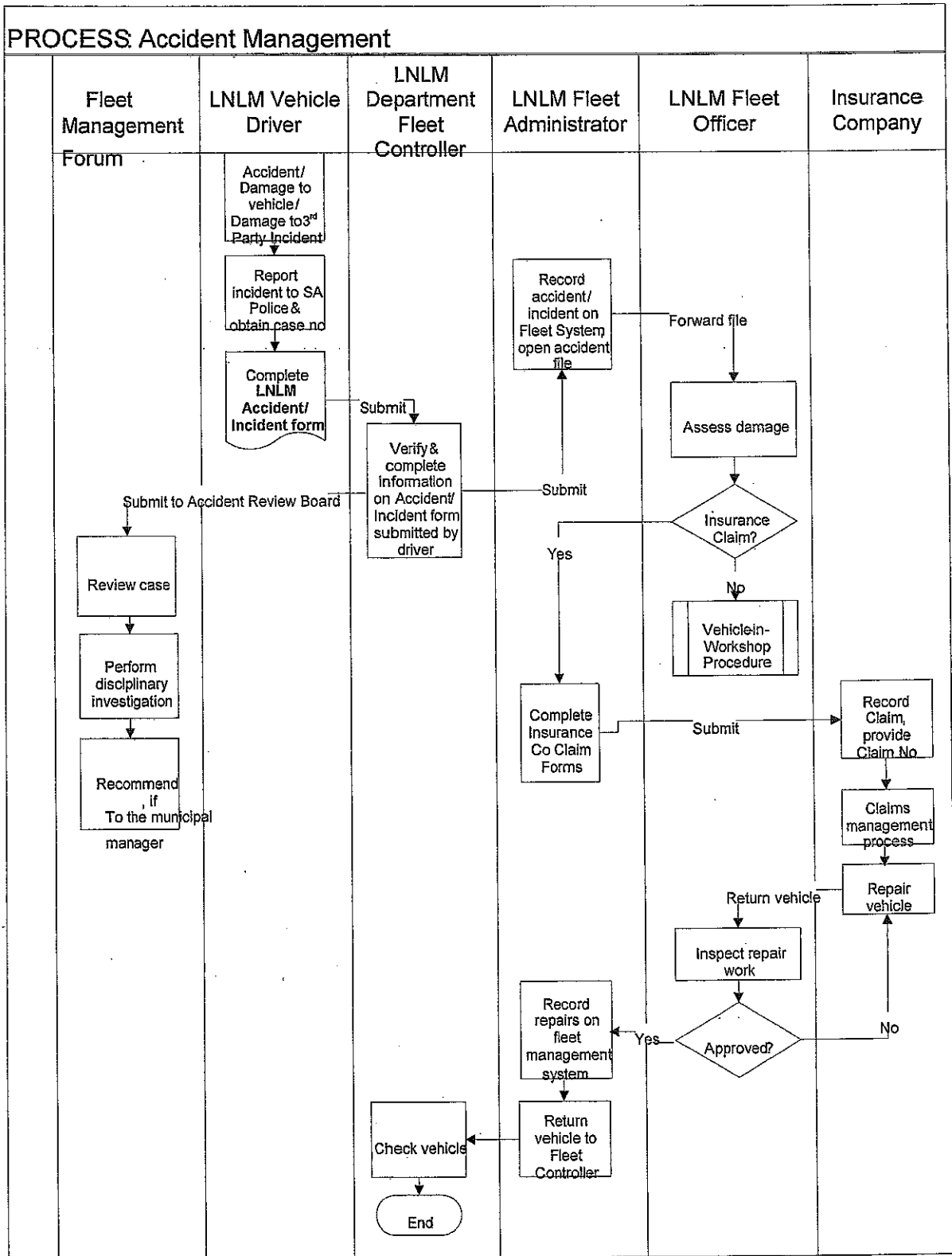
FLEET MANAGEMENT FORUM

The LNLN Fleet Management Forum is a committee that meets on a regular basis to discuss and make recommendations on all issues that relates to fleet. The Manager Corporate Services is the custodian of the Fleet Management Forum. The forum should meet at least on a monthly basis to discuss all issues related to fleet performance, which includes, but is not limited to the following:

- Fleet Cost performance to pre-set norms;
- Fuel consumption control;



Fleet Management Policies and Procedures



3.4.5 Standard Forms'

- Accident / Incident Form



3.5 Fines Administration Process

3.5.1 Purpose

The purpose of the Fines Administration process is to ensure timeous payment of fines and the recovery of payments from drivers.

This process is executed as and when required.

The Fines Administration process commences when the fleet administrator received a traffic fine and concludes when the fine is paid, documentation filed and monies recovered from the LNLN official.

3.5.2 Policies

- Fines must be handed in on a daily basis by the recipients of the fines
- Fines received by mail must be recorded and auctioned.
- Report, copy of fine and cheque requisition submit to finance for issuing of a cheque
- Deduction from individual where applicable.
- Date cheque issued is entered onto report.
- The cheque and original fine is sending off to the Clerk of the Court where fine is due.
- Report for Senior Management must be finalised on last day of the month.
- Fines received later than last day of month must be finalised during next month.

3.5.3 Roles

LNLN Vehicle Driver

- Receive Traffic fine from LNLN Department Fleet Controller or Traffic Officer.
- Sign acknowledgement of Debt and forward to LNLN Departmental Fleet Controller.

LNLN Departmental Fleet Controller

- Receive Traffic fine from LNLN Fleet Administrator and hand it to the LNLN Driver
- Forward deduction detail to LNLN Human Resources.
- File documentation and notify LNLN Fleet administrator.
- Record payment of fine on file.

LNLN Fleet Administrator

- Receive Traffic fine
- Verify detail
- Record detail on Fleet system and forward to LNLN Departmental Fleet Controller.
- Get authorization for payment from LNLN Fleet Officer.
- Receive documentation back from LNLN Departmental Fleet Controller
- Request payment from Procurement.



Fleet Management Policies and Procedures

- Pay the Traffic fine.
- Update Fleet system with payment details.
- Notify LNLM Departmental Fleet Controller.

LNLM Fleet Officer

- Authorize Traffic fine payment.

LNLM Human Resources

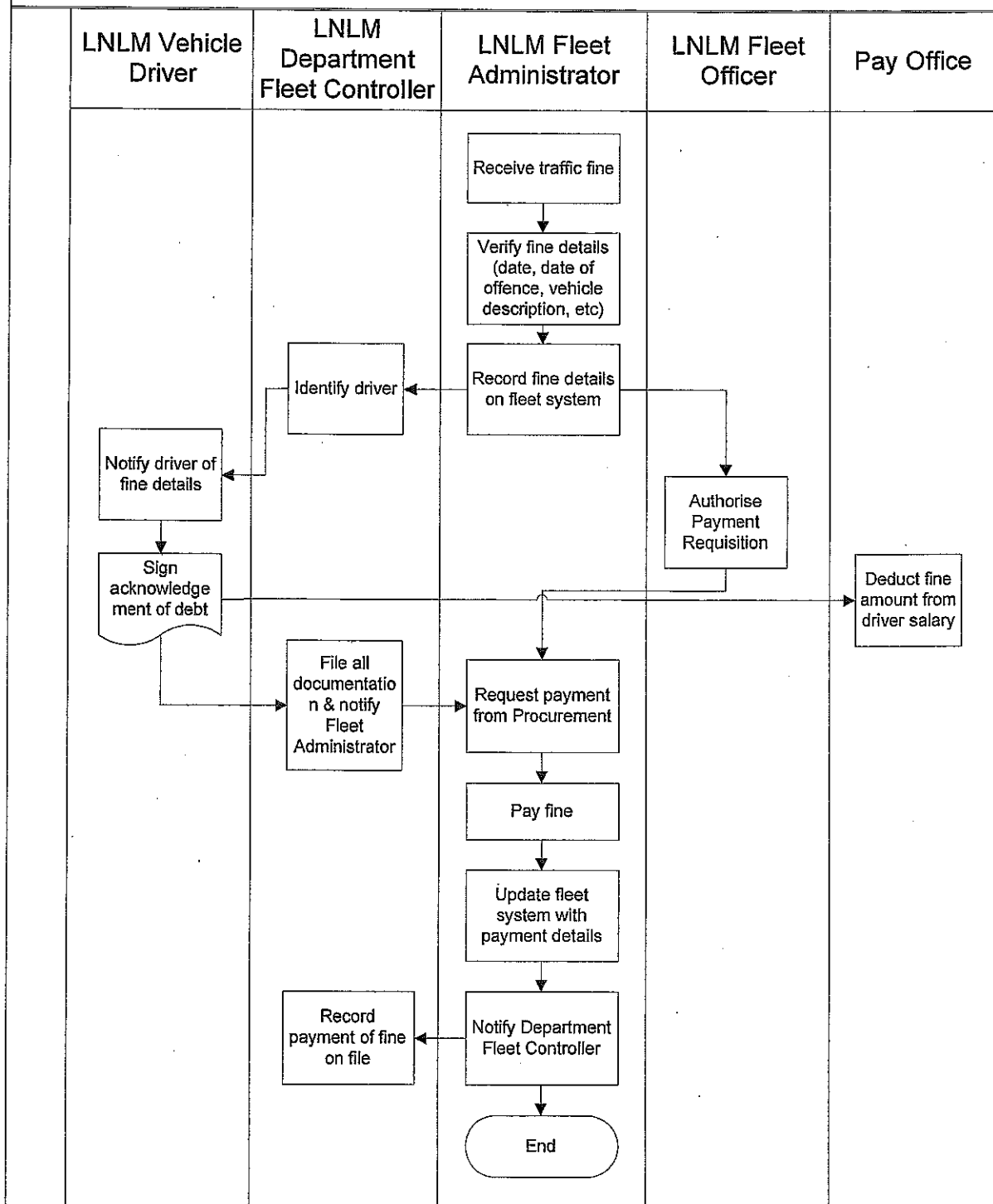
- Deduct Traffic fine from driver salary.

3.5.4 Process

- Receive Traffic fine
- Verify the details.
- Record the fine detail on Fleet System.
- Identify and notify the driver.
- Get acknowledgement of debt on file.
- Deduct the fine amount.
- Request payment and pay fine.
- Update Fleet system with payment details.



PROCESS: Traffic Fine Administration Process



3.6 Monthly Driver Licence Renewal Process

3.6.1 Purpose

The purpose for a Driver License renewal process is to ensure that all drivers of LNLM will have valid driver's licenses at all times.

This process is executed monthly.

The Driver License renewal process commences when the Department Fleet Controller compile a Driver License Report and concludes when a copy of the new Driver license is filed and the register is updated with the new expiry date.

3.6.2 Policies

PROFESSIONAL DRIVING PERMITS

Professional Drivers required driving the following vehicle categories are required to have Professional Driving Permits (PrDP's):

- Heavy goods > 3,5t GVM
- Articulated > 3,5t GVM
- Breakdown vehicle
- Bus seating more than 16
- Mini-Bus seating more than 12
- Refuse C
- Compactor
- Water Tanker

LICENSE INFORMATION FOR the FLEET MANAGEMENT SYSTEM

- Employee number of driver.
- Name and surname of driver.
- ID number of driver.
- Expiry date of PDP.

A separate sheet on the schedule must be divided into the numerical expiry dates of the PDP's to ensure easy reference to expiry dates.

Departmental Managers must be informed of a driver's PDP expiry date, at least one month in advanced to give the driver change to renew his PDP. This must be done in writing and be signed by the Fleet Services Manager.

Departmental Managers must acknowledge receipt for the letter and it must be filed.

Departmental Managers must ensure that the driver has acquired a new PDP before they allow him to continue driving.

The new copy of the PDP must be made and submitted to the Fleet Management Department.

No driver must be allowed to drive a vehicle until such time as he has submitted a copy of his new PDP.

A report must be submitted at the end of every month regarding the status of the PDP's on record.



3.6.3 Roles

LNLN Departmental Fleet Controller

- Compile Driver License Report.
- Identify license renewals due and inform the drivers.
- Receive copy of new license from LNLN Driver
- File copy of new license on driver file.

LNLN Fleet Administrator

- Receive the Driver License Report from the LNLN Departmental Controller.
- Verify with LNLN authorised Driver Database and confirm with LNLN Departmental Fleet Controller.
- Receive notification of new licenses from LNLN Departmental Fleet Controllers.
- Update authorised Driver Database.

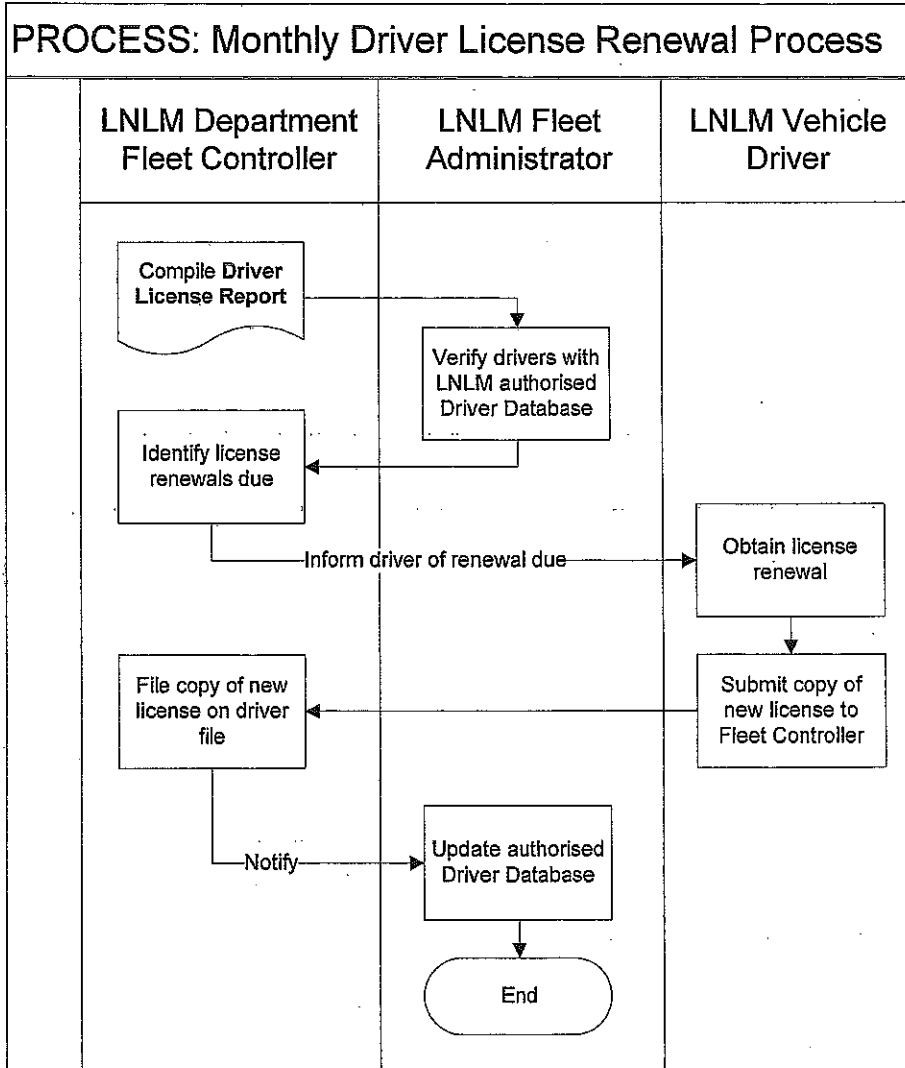
LNLN Vehicle Driver

- Receive instruction from LNLN Departmental Fleet Controller to renew license.
- Obtain license renewal.
- Submit copy of new license to LNLN Departmental Fleet Controller.

3.6.4 Process

- Compile Driver License Report.
- Verify with LNLN authorised Driver Database.
- Identify license renewals due.
- Obtain license renewals.
- File copy of new license on driver file.
- Update LNLN authorised Driver Database.





3.6.5 Standard Forms

- Driver License Report



3.7 FUTURE - Driver performance management and training process

3.7.1 Purpose

The Driver Performance Management Process is dependent on On-Board Computer system recording driver behaviour whilst driving.

This section will be finalised during the implementation of system.

3.7.2 Policies

3.7.3 Roles

LNLN Vehicle Driver

- Receive notification of scheduled training from LNLN Departmental Fleet Controller.
- Attend Training and give feedback to LNLN Departmental Fleet Controller.

LNLN Departmental Fleet Controller

- Identify specific driver training needs.
- Notify the LNLN Fleet Officer of training needs.
- Receive information of service providers from LNLN Fleet Officer.
- Obtain quotations from service providers and forward for approval to LNLN Departmental Head.
- Request order for training from procurement.
- Notify service providers and schedule training dates.
- Evaluate training.
- Record training completed in Driver File and forward to LNLN Fleet Administrator.
- Notify HR of training completed.

LNLN Departmental Head

- Approve training required.

LNLN Fleet Administrator

- Update Driver Database with training completed.

LNLN Fleet Officer

- Advice on possible training service providers to use.

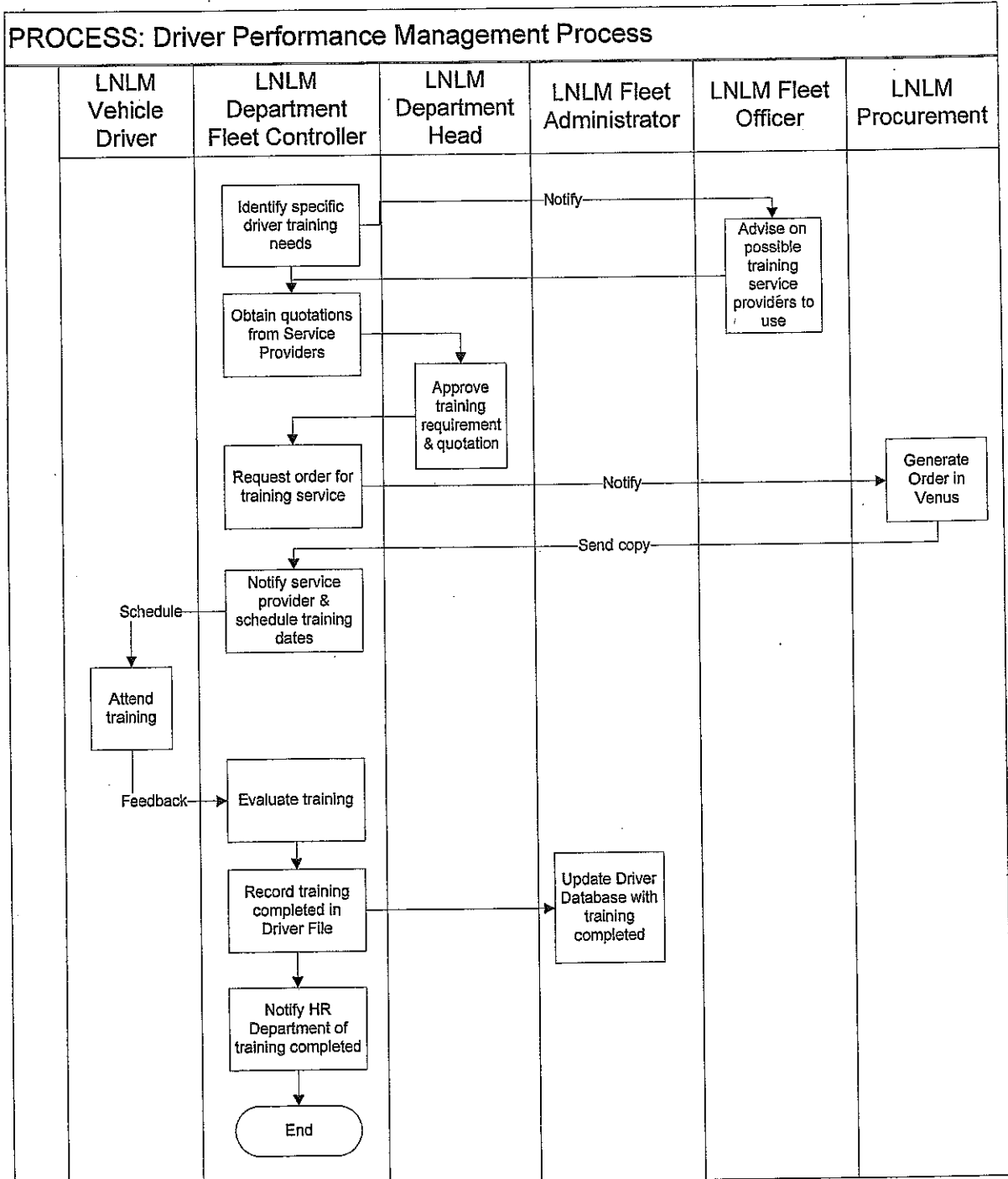
LNLN Procurement

- Generate order for training.



3.7.4 Process

- Identify specific driver training needs.
- Obtain quotations from service providers.
- Confirm with service providers and schedule training.
- Attendance and evaluation of the training.
- Record completed training in Driver File, HR Records and Driver Database.



3.8 FUTURE - Vehicle Monitoring Process (Vehicle tracking)

The Vehicle Monitoring Process is dependent on an On-Board Computer system recording spatial movement of the vehicle.

This section will be finalised during the implementation of tender.



4.1 New Vehicle Tyre Take-on Process

4.1.1 Purpose

The purpose of the New Tyre Take-on Process is to ensure proper control on tyres commences when a new vehicle joins the fleet. This will minimise potential tyre and casing losses.

This sub-process is executed each time a new vehicle is added to the fleet. It forms part of the Fleet Asset Take-on Process.

4.1.2 Policies

- All LNLN tyres will be branded before use by the supplier/ LNM to come up with mechanism of branding of tyres and other accessories.
- Monthly checks to be conducted on tyres to identify mismatches.

4.1.3 Roles

LNLN Workshop

- Ensure all tyres are fitted correctly on each vehicle.

LNLN Fleet Administrator

- Update Tyre Register with brand number and tyre detail.
- Update vehicle on system with tyres fitted.

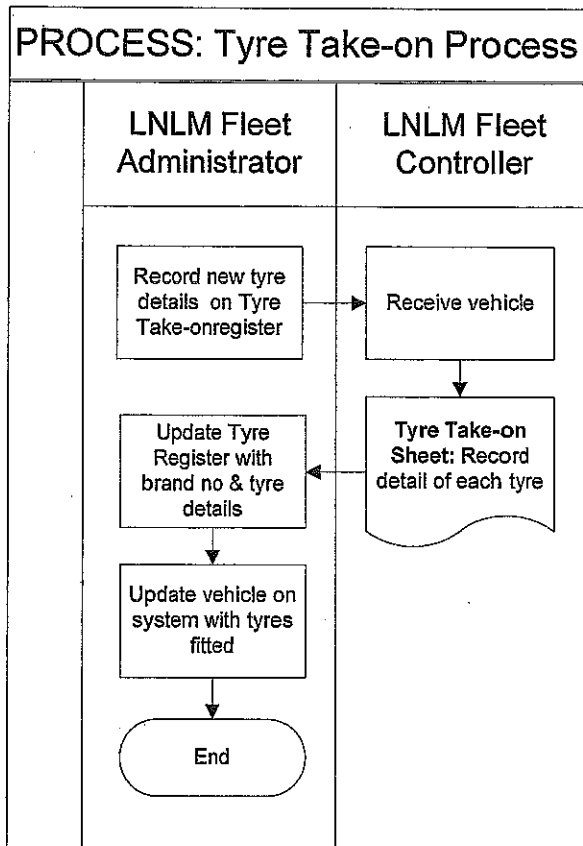
LNLN Fleet controller

- Receive vehicles and ensure that the correct tyres are fitted to the vehicle.
- Record detail of each tyre on Tyre Take-on Sheet.

4.1.4 Process

- Record Tyre Take-on.
- Receive vehicle and check tyres specifications.
- Inspect tyre branding as per supplier and record on Tyre Take-on Sheet.
- Update Tyre Register with brand no and tyre details.
- Update vehicle on system with tyres fitted.





4.1.5 Standard forms

- Tyre Take-on Sheet



4.2 Tyre Inspection Process

4.2.1 Purpose

The purpose of the Tyre Inspection Process is to verify branding mismatches and to check the general condition of the tyres and to record it in the Fleet Management System.

This process is executed monthly.

The Tyre Inspection Process is initiated by the Fleet Administrator that compiles a Tyre report per department and forwards it to the Department Fleet Controller. It is concluded after tyre mismatches are resolved and repairs are initiated if required.

4.2.2 Policies

CARE OF TYRES

TYRE PRESSURES

Driver / Operators are to ensure that the inflation of tyres is in accordance with the pressures recommended by the manufacturer of the vehicle. Incorrect inflation, particularly under inflation, is the greatest single factor contributing to undue wear, overheating and premature failure of tyres. Any deviation from specified pressures will have adverse effects on steering, braking, road holding and safety.

Precautionary measures:

- The checking and correction of tyre pressures should be performed in cold tyres only.
- Scuffing or running into kerbs and running over projections should be avoided.
- Mechanical defects that cause uneven tyre wear should be rectified immediately.
- Regular inspections should be held for tread wear, cuts, bruises and stones wedged between dual wheels. Tread depth at any point across the entire breadth of the tread and circumference of the tyre must not be allowed to be less than 1mm. A tyre that does not meet this requirement must be replaced immediately.
- Dust caps on tyre valves must be replaced.
- Sudden or fierce braking, unnecessary acceleration and fast cornering should be avoided.
- Dumping sites are always littered with sharp projections, which cause an ongoing puncture problem. Special care must be taken to avoid sharp obstacles in the final approach to dumping. When the vehicle is clear of dumping area, the tyres must be inspected immediately and any foreign objects removed before they become embedded in the tyre.
- The removal of any imbedded foreign objects will deflate the tyre, therefore must be reported to Fleet Management and not be removed by the driver.
- The abusive or negligent treatment of tyres should be avoided as any tyre damage caused through abuse or negligence will be for the account of the driver / operator.

4.2.3 Roles

LNLN Departmental Fleet Controller

- Receive Tyre Details Report from LNLN Fleet Administrator.
- Conduct a physical tyre inspection of each vehicle.



Fleet Management Policies and Procedures

- Verify tyre numbers check tyre pressure, record tread depth of each tyre.
- Record detail on Tyre Detail Inspection Checklist

LNLM Fleet Administrator

- Print Tyre Details Report and forward to LNLM Departmental Fleet Controller.
- Receive completed Tyre Details Report from LNLM Departmental Fleet Controller
- Capture/File Tyre Detail Inspection Checklist.
- Forward mismatches to LNLM Fleet Officer.
- Follow Vehicle Repair Process if defects are recorded.

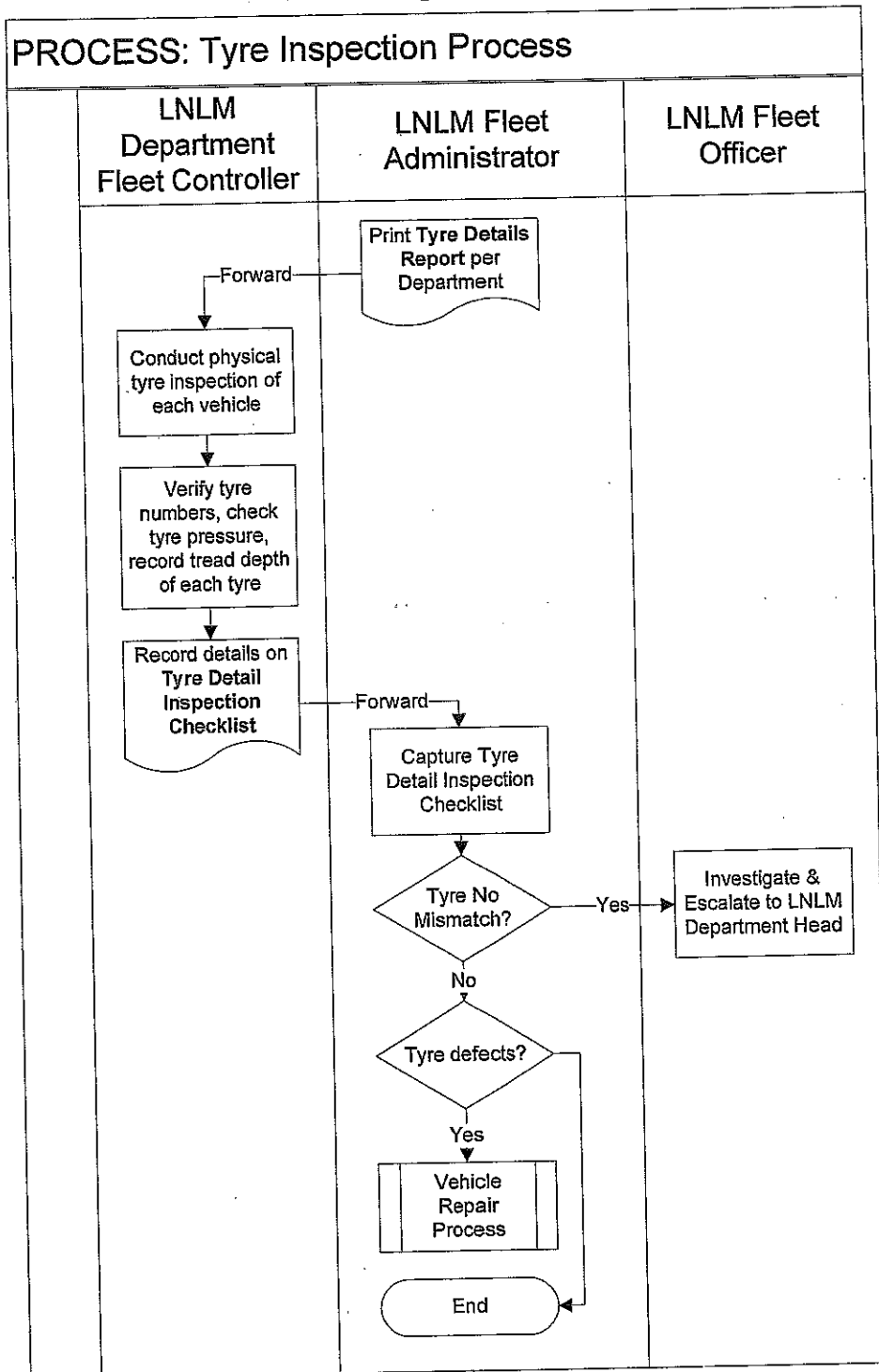
LNLM Fleet Officer

- Receive tyre mismatches from LNLM Fleet administrator.
- Investigate and escalate to LNLM Departmental Head.

4.2.4 Process

- Print Tyre Details Report.
- Conducts physical tyre inspection of each vehicle.
- Verify tyre numbers, check tyre pressure, record tread depth of each tyre.
- Record detail on Tyre Detail Inspection Checklist.
- Capture Tyre Detail Inspection Checklist.
- Investigate mismatches.
- Follow Vehicle Repair Process if defects are recorded.





- Decision has to be taken around the fixing of the puncture - or scrapping of the tyres.
- Potential theft of tyres.
- Coding of tyres.

4.2.5 Standard forms

- Tyre Details Report
- Tyre Detail Inspection Checklist



5 Maintenance Management

This section focused on the following processes:

- Vehicle in Workshop
- Outwork Job
- Internal Job
- Tyre Bay Process
- Warranty Management



5.1 Vehicle in Workshop Process(When applicable)

5.1.1 Purpose

The purpose of the Vehicle in Workshop Process is to manage the overall process of all vehicle repairs and planned maintenance jobs. The following sub-processed are incorporated in this process:

- Outwork Job
- Internal Job
- Tyre Bay Process
- Warranty Management

5.1.2 Policies

- All repairs or planned maintenance to be conducted or co-ordinated by the LNLM workshop.
- No repairs may be performed by the user department themselves or by external service providers without the knowledge and approval of the LNLM Workshop Manager.
- The Vehicle in Workshop process to be executed in the shortest possible time period.
- All potential delays to be eliminated pro-actively.

5.1.3 Roles

LNLM Department Fleet Controller

- Complete Vehicle Repair Voucher/Request (VRV) for vehicle, detailing the work to be done.
- Collect the vehicle after the repair is completed.
- Verify that work as per the VRV was completed. Return the vehicle to the workshop if not done.
- Sign-off VRV and file the documentation.

LNLM Workshop Reception

- Receive vehicle sign for keys & note on VRV the equipment in vehicle
- Open & print Job Card, record time received details in VRV in Job Card. If service, link service to Job Card.

LNLM Workshop Supervisor

- Receive Job Card documentation and keys.
- Conduct detailed vehicle inspection & validate work requested.
- Record vehicle condition on Job Card.
- Authorise work (Outwork, Internal workshop and/or tyres) to be done on Job Card.



Fleet Management Policies and Procedures

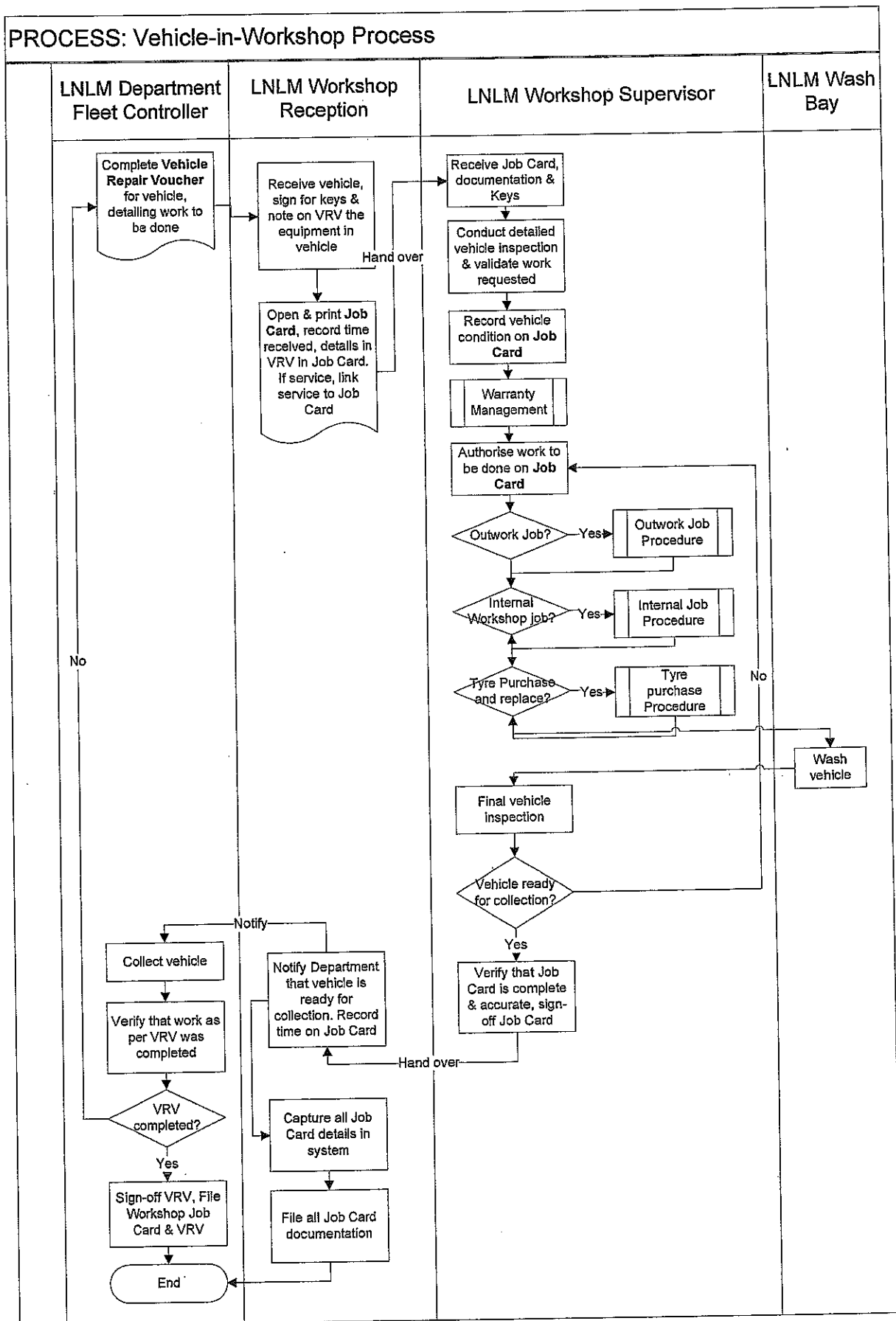
- Perform final vehicle inspection and determine if vehicle is ready for collection.
- Verify that Job Card is complete & accurate. Signoff Job Card.

LNLN Wash Bay

- Wash vehicle.



5.1.4 Processes



5.1.5 Standard forms

- Vehicle Repair Request/Voucher Form



5.2 Outwork Job Process

5.2.1 Purpose

The purpose of the Outwork Job Process is to manage the work to be performed by an external service provider. This process forms part of the Vehicle Maintenance Process.

This process is performed when an external job is required.

The Outwork Job Process commences when the LNLM Technical/Corporate Fleet Officer stipulates outwork and concludes when the vehicle is returned to the LNLM Workshop and the Supervisor has successfully verified the work done by the external supplier.

5.2.2 Roles

LNLM Departmental Fleet Controller

- Review amount to be spend on repair / service.
- Collect and Deliver Vehicles.

LNLM Technical/Corporate Fleet Officer

- Hand over vehicle keys and record time of collection/delivery on Job Card and System.
- Receive vehicle and keys from supplier.
- Record time of return of vehicle on Fleet management system.
- Update system with completed job details and supplier invoice.
- Identify potential suppliers based on LNLM Procurement Policy.
- Request quotation(s) from External Supplier.
- Ensure request is handed to Wesbank.
- Asses Quotation(s).
- Liaise with / visit supplier(s), inspect work to be done and finalise quotation.
- Obtain authorisation to place order based on LNLM Procurement Policy.
- Ensure amount spend is within Budget.
- Hand Wesbank Order and other documentation to Supplier.
- Inspect job done by supplier.
- Sign-off Supplier job.
- Sign-off supplier invoice.

LNLM Procurement

- Generate Order

LNLM Departmental Head

- Authorise Repairs to be done on vehicles.



External Supplier

- Collect vehicle and strip.
- Prepare quotation.
- Repair / Service as per Order.

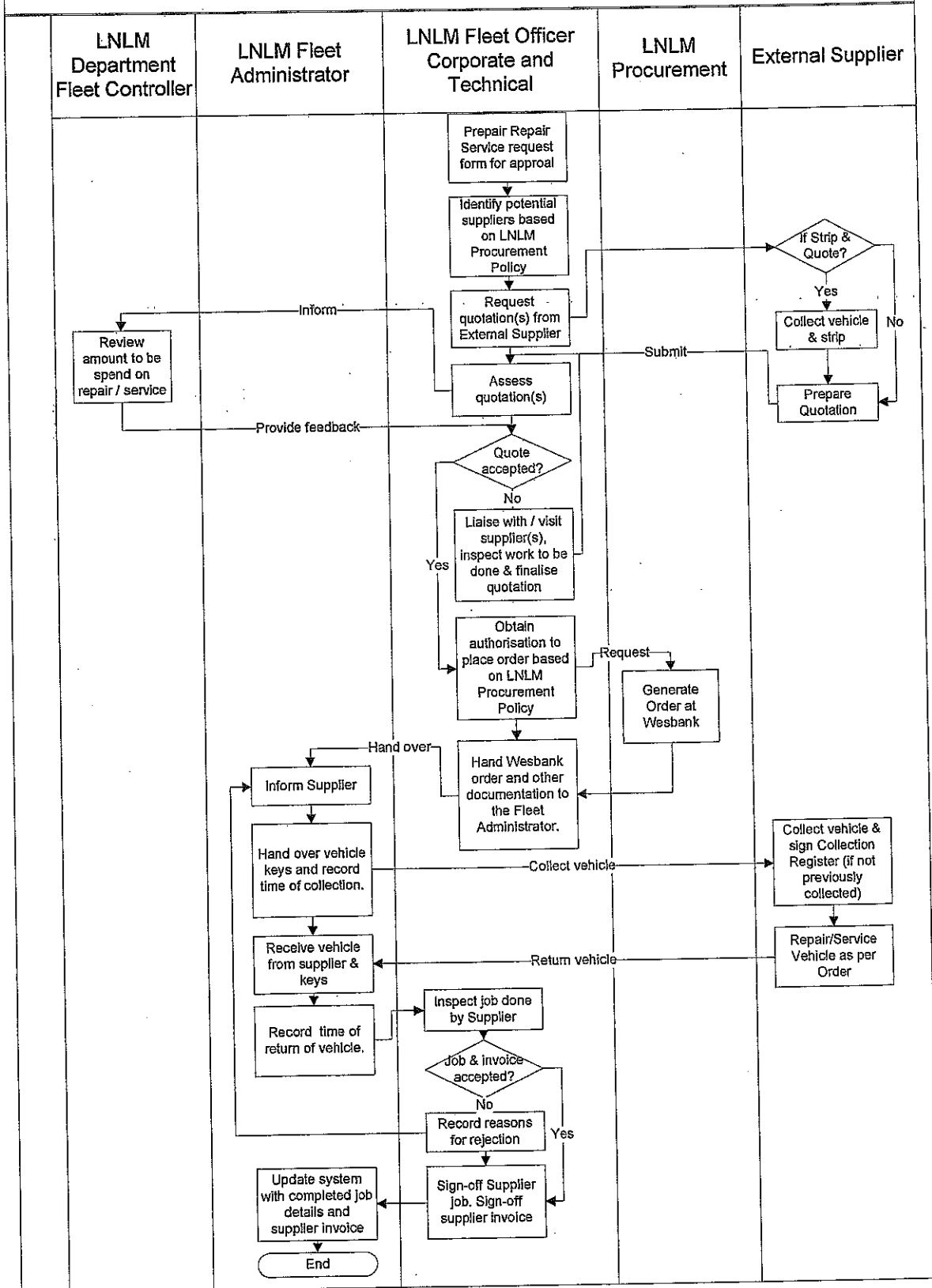
5.2.3 Process

- Receive Repair/ Service request from Fleet officers.
- Identify potential suppliers based on LNLM Procurement Policy.
- Request quotation(s) from External Supplier.
- Include Wesbank Process of document flow.
- Receive quotation(s).
- Review amount to be spend on repair / service
- Accept quote.
- Forward accepted quote to Wesbank / Supplier.
- Liaise with / visit supplier(s), inspect work to be done and finalise quotation.
- Obtain authorisation to place order based on LNLM Procurement Policy and generate order.
- Hand over vehicle and keys to supplier and record time of collection on Fleet System.
- Receive vehicle back from supplier.
- Inspect job done by supplier.
- Sign-off Supplier job on Job Card.
- Sign-off supplier invoice.



Fleet Management Policies and Procedures

PROCEDURE: Outwork Job Procedure



5.3 Internal Job Process (Only if and when necessary)

5.3.1 Purpose

The purpose of the Internal Job Sub-Process is to describe the administration process to be followed to perform a repair in the LNLN workshop, whilst optimising the LNLN Workshop structure and infrastructure. Currently this process should be followed for small jobs done on equipment and vehicles.

This process is executed as and when work is to be performed by the LNLN workshop.

The Internal Job Sub-Process commences when the LNLN Workshop Supervisor stipulates that the job to be performed internally. It concludes when the LNLN Workshop Supervisor has successfully verified the work done.

5.3.2 Policies

- Follow the LNLN Procurement Policy in the Internal Job Process.

5.3.3 Roles

LNLN Departmental Fleet Controller

- Review amount to be spend on parts.

LNLN Workshop Reception

- Record Mechanic detail on system.
- Receive parts ordered, verify delivery note details and sign.
- Record parts received on system.
- Update system with completed job details, supplier invoice and labour details.

LNLN Workshop Supervisor

- Allocate job to Mechanic.
- Review and authorise parts required.
- Obtain authorisation to place order based on LNLN Procurement policies.
- Inspect repair job.
- Sign-off job on Job Card.

LNLN Mechanic

- Receive Job Card.
- Strip Vehicle.
- Compile schedule of parts required.
- Receive parts.
- Repair vehicle.
- Fill in detail on Job Card; record all labour hours and tasks.



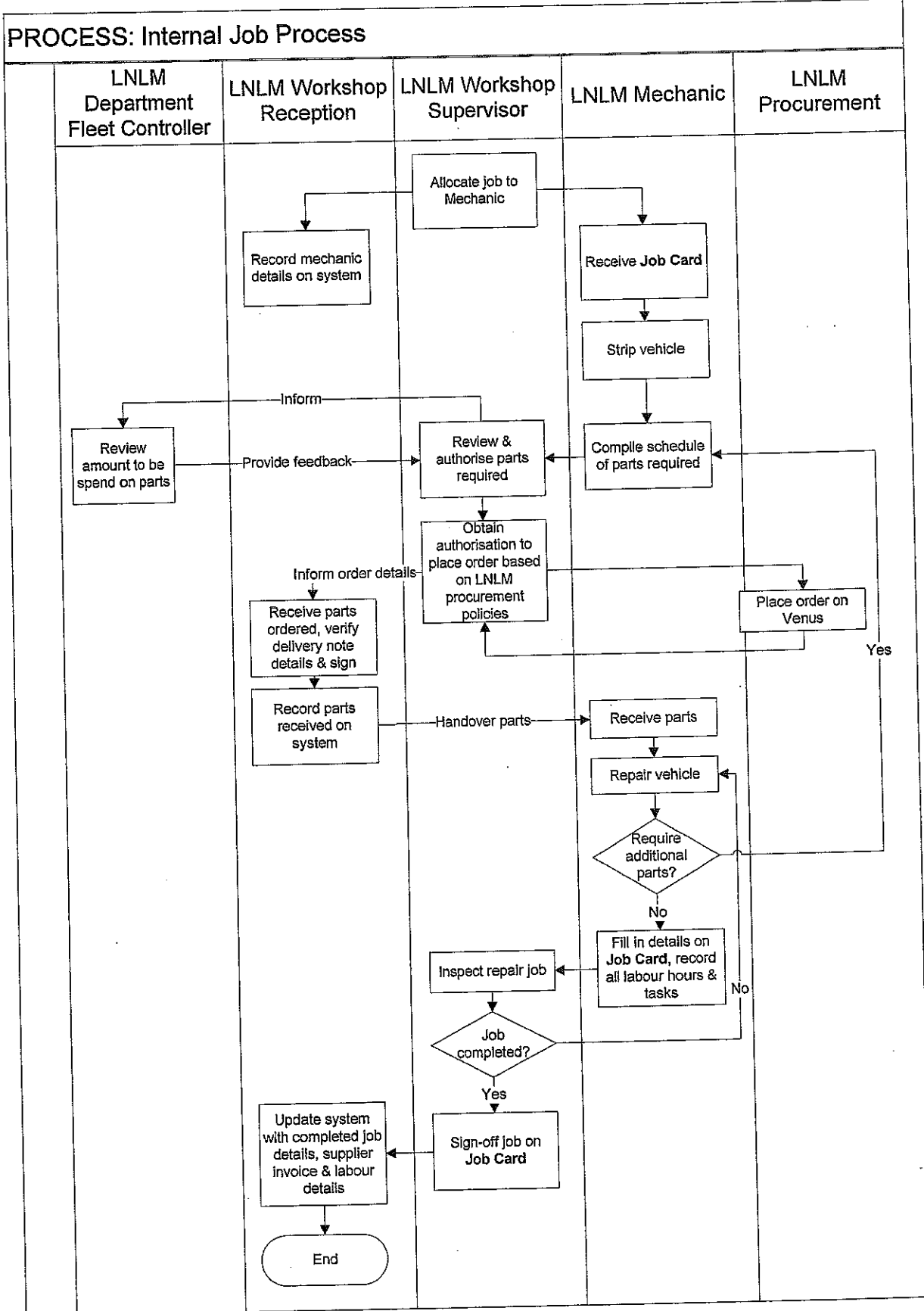
LNLN Procurement.

- Place order on Venus.

5.3.4 Process

- Allocate job to LNLN Mechanic.
- Record Mechanic detail on system.
- Strip vehicle.
- Compile schedule of parts required.
- Review amount to be spend on parts.
- Obtain authorisation to place order.
- Place order on Venus.
- Receive parts ordered, verify delivery note details and sign.
- Record parts receive on system.
- Repair vehicle.
- Fill in details on Job Card, record all labour hours and tasks.
- Inspect repair job.
- Sign-off on Job Card.
- Update system with completed job details, supplier invoice and labour details.





5.4 Tyre Bay Process (For future reference only)

5.4.1 Purpose

The purpose of the Tyre Bay Sub-Process is to perform a repair or replacement of vehicle tyres

This process is executed as and when a tyre repair / replacement are to be performed.

The Tyre Bay Sub-Process commences when the LNLM Workshop Supervisor stipulates that a tyre repair / replacement to be performed. It concludes when the LNLM Workshop Supervisor has successfully verified the work done.

Critical parts of this process must be followed when a tyre bay is not in use.

This process must only be used when a tyre bay has been implemented.

5.4.2 Policies

- Follow the LNLM Procurement Policy when repair / replace tyres in Tyre Bay.

5.4.3 Roles

LNLM Departmental Fleet Controller

- Review amount to be spend on tyre parts.

LNLM Workshop Reception

- Record Tyre Job details.
- Receive tyre parts ordered, verify delivery note details and sign.
- Record parts received on system and hand over to LNLM Tyre Bay.
- Update system with completed job details, supplier invoice and labour details.

LNLM Workshop Supervisor

- Allocate job to Tyre Bay.
- Review and authorise tyre parts required.
- Obtain authorisation to place order based on LNLM procurement policies.
- Inspect repair job and sign off on Job Card.

LNLM Tyre Bay

- Receive Job Card.
- Strip Tyre.
- Compile schedule of tyre parts required.
- Receive tyre parts.
- Repair tyre.
- Complete Tyre Take-on Sheet if it is a new tyre.



Fleet Management Policies and Procedures

- Fill in details on Job Card, attach Tyre Take-on Sheet and record all labour hours and tasks.

LNLN Procurement

- Place order on Venus Financial System.

LNLN Fleet Administrator

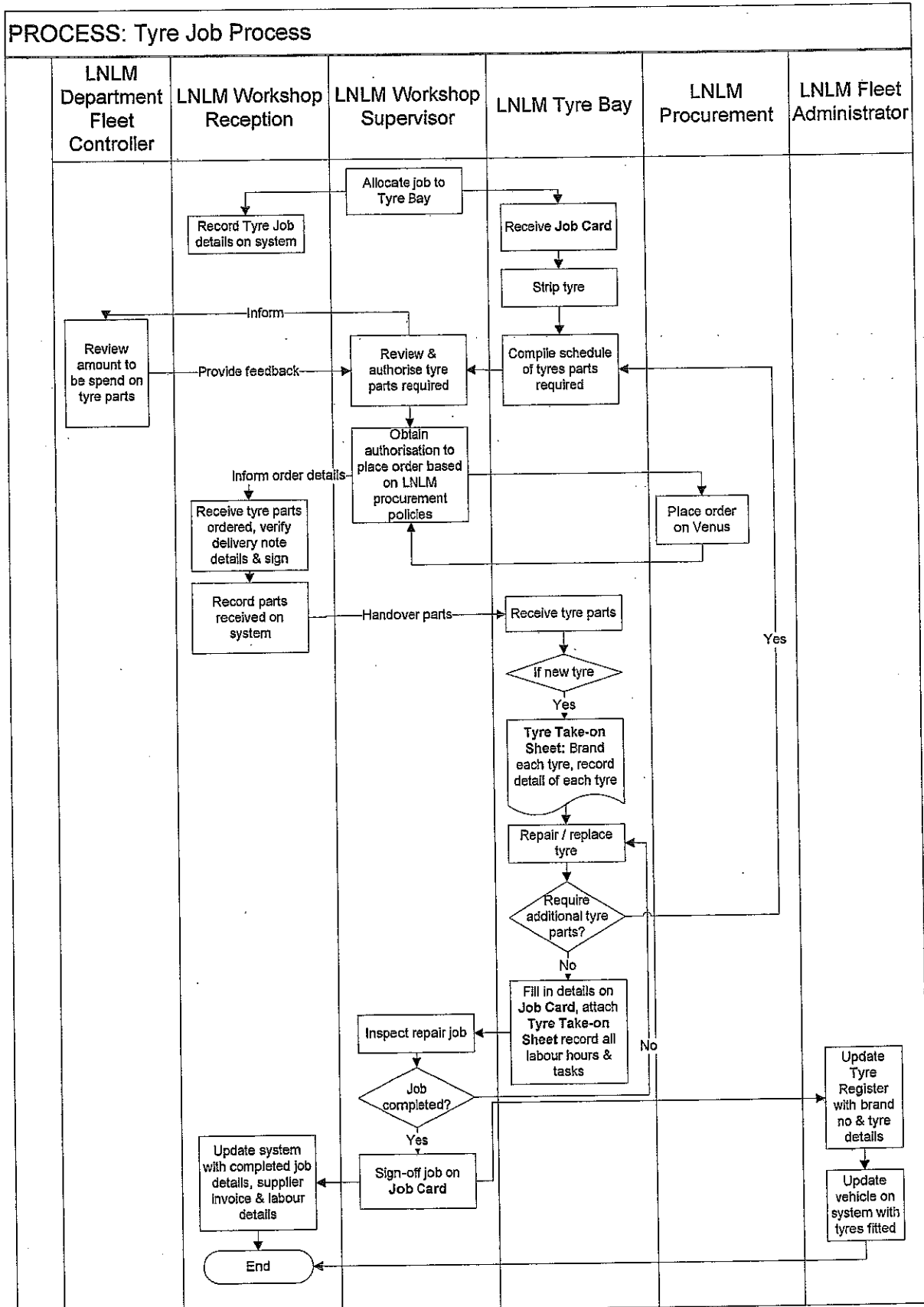
- Update Tyre Register with branding and tyre details.
- Update vehicle on system with tyres fitted.

5.4.4 Process

- Allocate job to Tyre Bay.
- Record Tyre Job details on system.
- Strip tyre and compile a schedule of tyre parts required.
- Review amount to be spend on tyre parts.
- Obtain authorisation and place order.
- Receive parts ordered and verify delivery note details.
- Record parts on system.
- Repair tyres.
- Complete Tyre Take-on Sheet if it is a new tyre.
- Fill in details on Job Card.
- Inspect repair job and sign off.
- Update Workshop system and Tyre Register.



Fleet Management Policies and Procedures



5.4.5 Standard forms

- Tyre Take-on Sheet



- Job Card



5.5 Warranty Management Process

5.5.1 Purpose

The purpose of the Warranty Management Process is to ensure that all claims are submitted to service providers and suppliers.

This process is executed every time a repair is to be performed on a vehicle in order to identify potential warranty claims.

The Warranty Management Process commences when a repair is to be performed. The full process is initialised if a claim is required. It terminates early if no warranty claim is applicable, alternatively the process concludes when the claim is finalised.

5.5.2 Policies

- Identify potential warranty claims based on the warranty term of fitted parts.
- Initiate claims based on the factory warranties for new vehicles.
- Have a structured system that records every step of the warranty management process.
- Warranty compensation received from the supplier (replacement part, credit note, etc.) must be recorded against the relevant vehicle and reduce its maintenance costs accordingly.

5.5.3 Roles

LNLN Fleet Officer

- Request recent repair and service history on vehicles from LNLN Fleet Administrator.
- Scrutinise warranty reports for potential warranty claims.
- Forward potential warranty claim to LNLN Fleet Administrator.
- Receive feedback on Warranty Claims from LNLN Fleet Administrator.

LNLN Fleet Administrator

- Receive request for recent repair and service history on vehicles from LNLN Fleet Officer.
- Compile Vehicle Maintenance History Report, Vehicle Supplier Warranty Schedule and forward to LNLN Fleet Officer.
- Receive potential Warranty Claim from LNLN Fleet Officer.
- Generate Warranty Claim and forward to Vehicle / Maintenance Supplier.
- Follow up on Warranty Claim.
- Record outcome of Warranty Claim.

Vehicle / Maintenance Supplier

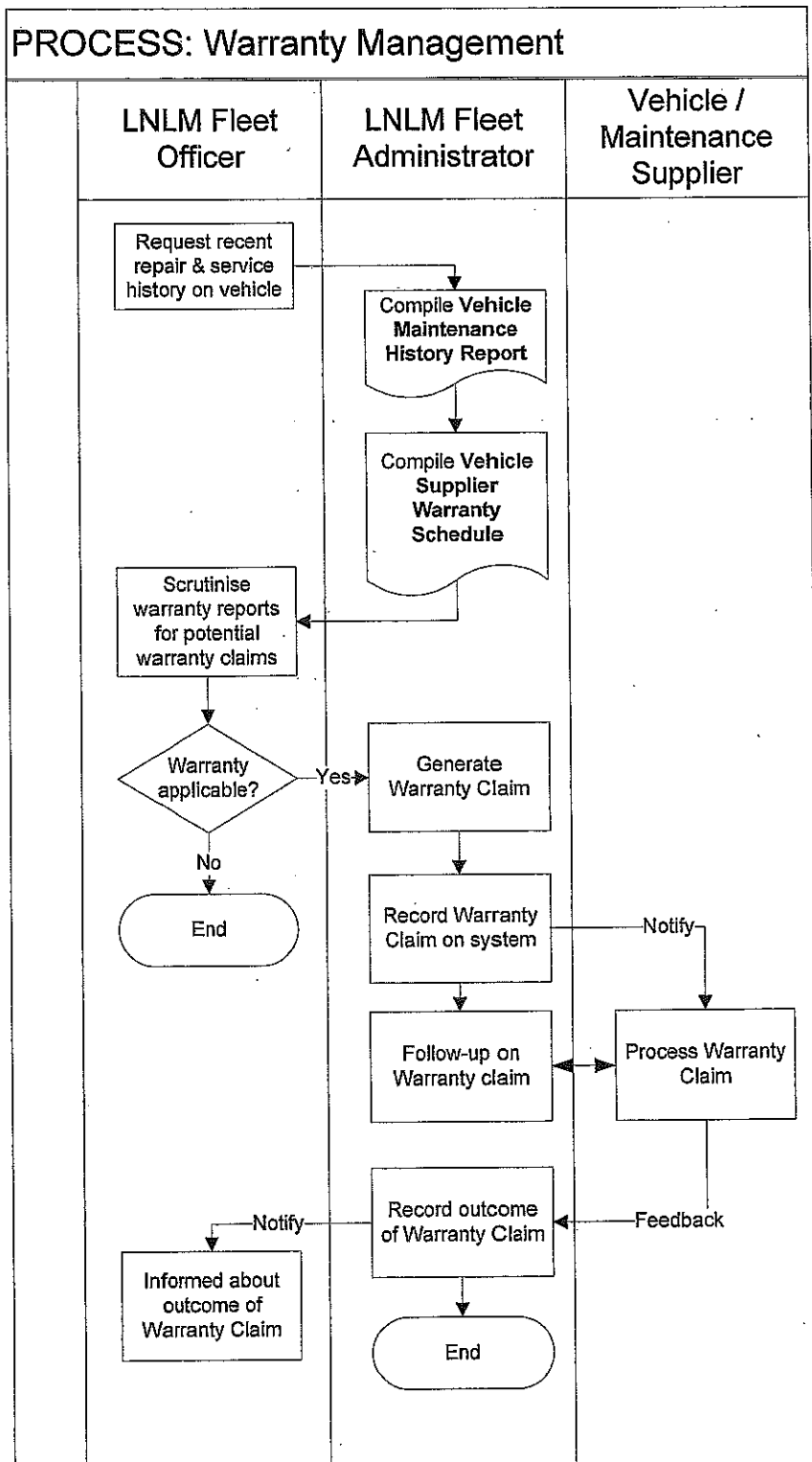
- Receive Warranty Claim from LNLN Fleet Administrator.
- Process Warranty Claim.
- Inform the LNLN Fleet Administrator of the outcome.



5.5.4 Process

- Compile Vehicle Maintenance History Report.
- Compile Vehicle Supplier Warranty Schedule.
- Scrutinise warranty reports for potential warranty claims.
- Generate Warranty Claim.
- Record Warranty Claim on system.
- Follow up on Warranty Claim.
- Record outcome of Warranty Claim.





5.5.5 Standard Forms

- Vehicle Maintenance History Report
- Vehicle Supplier Warranty Schedule



6 Planned Maintenance

This section focused on the following processes:

- Service Take-on Process
- Weekly Service Planning Process



6.1 Service Take-on Process

6.1.1 Purpose

The purpose of the Service Take-on Sub-Process is to define and initialise the cycles and services for a vehicle to ensure that scheduled activities will appear in the Planning Schedule. This sub-process forms part of the Asset Take-on Process.

This is performed when a new asset is incorporated into the LNLN Fleet.

6.1.2 Policies

TIMEOUS SERVICING ARRANGEMENTS

- When a vehicle needs to be serviced, the vehicle user will receive an advance notification and then arrange for the vehicle to be delivered to the relevant Fleet Management service provider at the stipulated time and day. An alternative service appointment, necessitated by unavoidable circumstances, may be negotiated with Fleet Management or the service provider at least four working days before the original service date.
- Whenever possible, a replacement unit will be provided. However, servicing is not to be delayed due to the non-availability of a substitute vehicle.

6.1.3 Roles

LNLN Departmental Fleet Controller

- Review Service Schedule
- Provide motivation for adjustments
- Approve Service Schedule

LNLN Fleet Administrator

- Obtain vehicle Service Types and Intervals from vehicle and auxiliary equipment supplier(s).
- Adapt Service Rules as per Fleet Manager feedback.
- Initiate Service Schedules per Vehicle on Fleet Management System based on rules to apply and previous service history (If applicable)
- Produce Service Schedule per vehicle.

LNLN Fleet Officer

- Review Service Planning rules and customise to suite LNLN requirements.

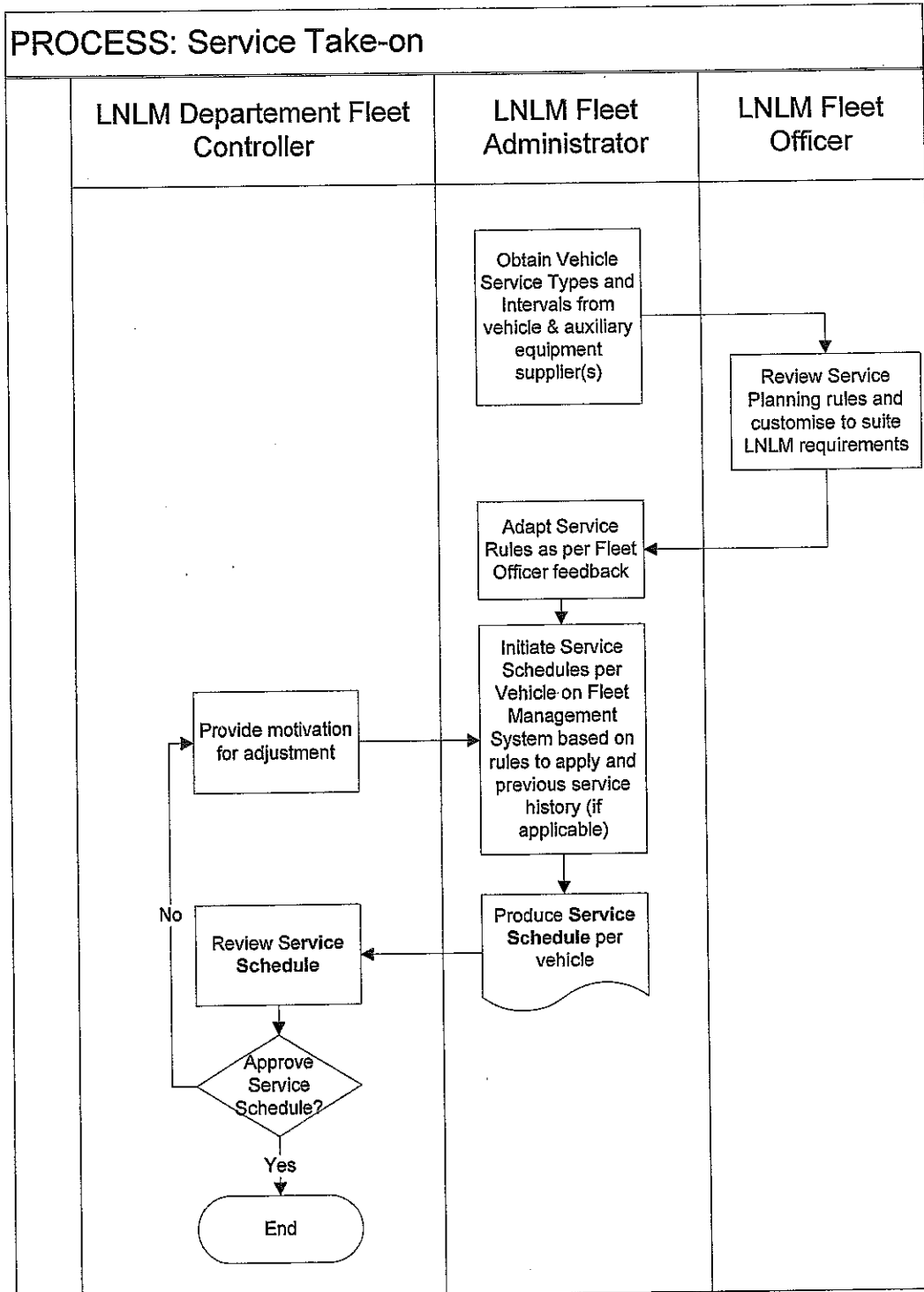
6.1.4 Process

- Obtain Vehicle Service Types and Intervals from vehicle and auxiliary equipment supplier(s).
- Review Service Planning rules and customise to suite LNLN requirements.



Fleet Management Policies and Procedures

- Adapt Service Rules as per Fleet Manager feedback.
- Initiate Service Schedule per Vehicle on Fleet Management System based on rules to apply and previous service history.
- Produce Service Schedule per vehicle.
- Review and adjust if applicable.
- Finalise and approve Service Schedule.



6.1.5 Standard forms

- Service Schedule



6.2 Weekly Service Planning Process

6.2.1 Purpose

The purpose of the Weekly Service Planning Process is to ensure that preventative maintenance is done timeous and to highlight any overdue services.

This process is performed weekly.

The Weekly Service Planning Process is initiated by the LNLN Fleet Administrator producing a Service Planning Schedule for each department and concludes when the final Planning Schedule is distributed to all Department Fleet Controllers.

6.2.2 Policies

SERVICING AND REPAIR OF MUNICIPAL MOTOR VEHICLES

- All motor vehicles shall be serviced and repaired in accordance with the policies and procedures as laid down by Fleet Management and the relevant service providers.
- Drivers / Operators in charge of vehicles shall be responsible for ensuring that service arrangements are strictly adhered to.
- Failure to comply with the service arrangements will result in the recovery of all costs as a result of damages from the driver / operator or designation person in the department.

TIMEOUS SERVICING ARRANGEMENTS

- When a vehicle needs to be serviced, the vehicle user will receive an advance notification and then arrange for the vehicle to be delivered to the relevant Fleet Management service provider at the stipulated time and day. An alternative service appointment, necessitated by unavoidable circumstances, may be negotiated with Fleet Management or the service provider at least four working days before the original service date.
- Whenever possible, a replacement unit will be provided. However, servicing is not to be delayed due to the non-availability of a substitute vehicle.

ADJUSTMENTS AND REPAIRS

- When handing the vehicle over for servicing or repair, the driver / operator in charge shall report to Fleet Management or the relevant service provider any adjustments or repairs that he / she considers necessary. A brief description of the repair required should be recorded in the vehicle logbook, which must accompany the vehicle when presented for service / repair.
- All vehicles requiring a Certificate of Fitness (COF) must be presented to Fleet Management or the relevant external service provider at least six weeks prior to expiry of the COF. Failure to observe this directive will result in additional cost / penalties imposed in respect of expired COF's being charged to the driver / department concerned.

6.2.3 Roles

LNLN Departmental Fleet Controller

- Confirm vehicle availability.
- Receive final Service Planning Schedule.

LNLN Fleet Administrator



Fleet Management Policies and Procedures

- Produce Service Planning Schedule.
- Update Service Planning schedule with feedback.
- Final Service Planning Schedule.
- Distribute Final Service Planning Schedule.

LNLN Fleet Officer

- Establish External Supplier capacity.
- Receive final Service Planning schedule.

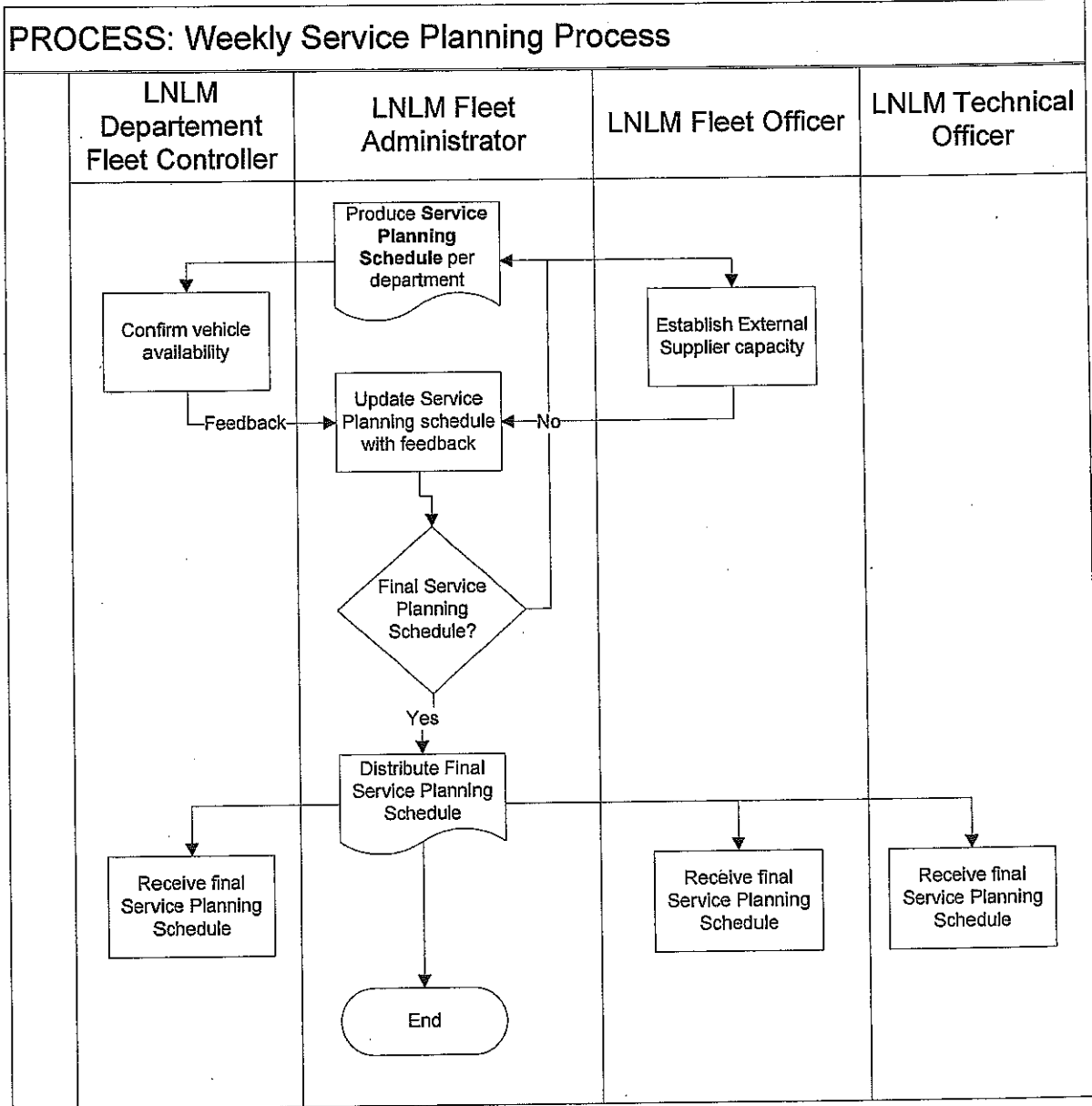
LNLN Technical Officer.

- Receive final Service Planning Schedule.

6.2.4 Process

- Produce Service Planning Schedule.
- Confirm vehicle availability.
- Establish External Supplier capacity.
- Validate Internal Workshop Capacity.
- Update Service Planning schedule with feedback.
- Distribute Final Service Planning Schedule.





6.2.5 Standard forms

- Service Planning Schedule



6.3 Maintenance Contracts Management (Future)

Refer to contracts with the maintenance service providers:



7 Management, Financial & Budgeting

This section focused on the following processes:

- Fleet Operational Budgeting
- Monthly Fleet Cost Analysis



7.1 Fleet Operational Budgeting Process

7.1.1 Purpose

The purpose of Fleet Operational Budgeting Process is to ensure realistic budgets based calculated costs and not on escalated projections.

This process is executed annually as part of the LNLN budgeting process.

The Fleet Operational Budgeting Process commences with the LNLN Fleet Officer request information from the departments and concludes with an approved budget.

7.1.2 Policies

- Budgets will not represent escalated projections but it should be calculated figures.

7.1.3 Roles

LNLN Fleet Officer

- Request Information.
- Gather industry norms and supplier cost increase estimates.
- Compile Draft Fleet Operational Budget per Department.

LNLN Fleet Administrator

- Generate Fleet Register.
- Compile Cost Analysis Report.

LNLN Departmental Fleet Controller

- Compile report on estimated utilisation per vehicle.

LNLN Departmental Head

- Review Fleet Operational Budget.
- Submit Fleet Budget.

LNLN Treasury

- Budget approval process.

7.1.4 Process

- Request information for the budget process.
- Generate Fleet Register
- Compile report on estimated utilisation per vehicle.



7.2 Monthly Fleet Cost Analysis Process

7.2.1 Purpose

The purpose of the Monthly Fleet Cost Analysis Process is to control and manage the allocated Fleet Budget.

This is performed monthly.

The Monthly Fleet Cost Analysis Process commences when the LNLM Fleet Administrator produces a Monthly Fleet Cost Analysis report and concludes when the Fleet Management Forum has reviewed the report and agreed actions (if required).

7.2.2 Policies

- Departmental Managers will only authorise expenses that is in the approved budget.
- Any overspending will have to be authorised by Senior Management.

7.2.3 Roles

LNLM Fleet Officer

- Review report, compare to budget and cost norms.

LNLM Fleet Administrator

- Prepare Monthly Fleet Cost Analysis Report and submit to LNLM Fleet Officer.
- File final report.

LNLM Departmental Head

- Review report, add comments and submit to LNLM Fleet Management Forum.

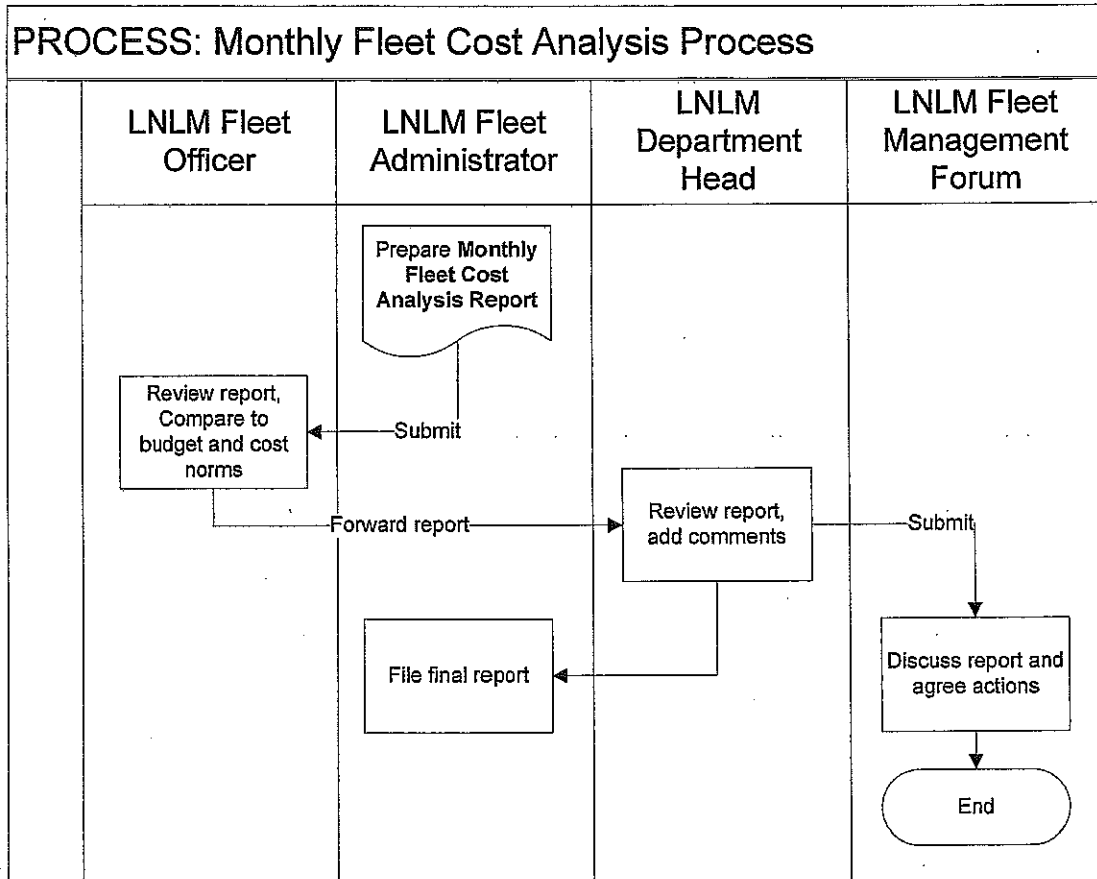
LNLM Fleet Management Forum

- Discuss report and agree on actions.

7.2.4 Process

- Prepare Monthly Fleet Cost Analysis Report.
- Review report, compare to budget and cost norms and add comments.
- Discuss report and agree on actions.





7.2.5 Standard forms

- Monthly Fleet Cost Analysis Report



7.3 Dispute Resolution Process

7.3.1 Purpose

The Lepelle-Nkumpi Fleet Officer will be responsible to ensure that the LNLN fleet is operated in an efficient and effective manner. User departments will also be accountable to ensure that the fleet is run in an efficient and effective manner. It will be possible that the views of User Departments will differ from that of the Fleet Officer, or visa versa. This will entail that a formal dispute will have to be resolved. The philosophy and background of the fleet management policies and procedures will be applied in order to resolve this dispute.

The purpose of the disputes process is to resolve disputes regarding the LNLN Fleet Management process.

7.3.2 Policies

- The Fleet Manager will use the LNLN Fleet Management Policies and Procedures as a guideline to evaluate disputes.
- The Departmental Managers may disagree with Policies and Procedures.
- Any other fleet related disputes will have to follow this dispute resolution process.
- The decision of the LNLN Fleet Management Forum is final and any appeal should be made to the LNLN Municipal Manager.

7.3.3 Roles

LNLN Fleet Officer

- Review dispute report and forward to departmental Head for comments.

LNLN Fleet Administrator

- Compile a report on the dispute.

LNLN Departmental Head

- Review report and add comments.

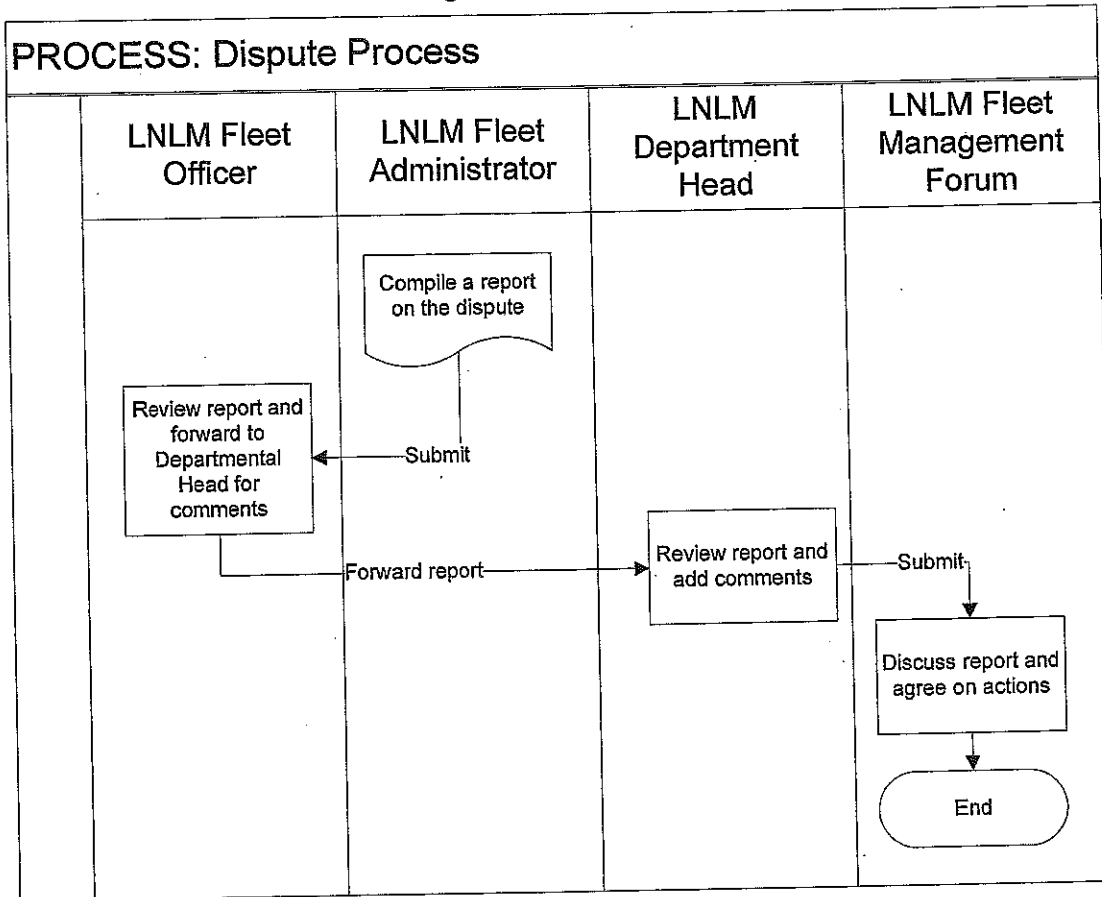
LNLN Fleet Management Forum

- Discuss report and agree on actions.

7.3.4 Process

- The LNLN Fleet Administrator will compile the dispute report.
- The Fleet Manager will review the report and forward to the LNLN Departmental Manager.
- LNLN Departmental Manager reviews the report, add comments and submit to the LNLN Fleet Management Forum.
- LNLN Fleet Management Forum discusses report and agrees on actions.





7.4 Policy & Procedure Amendment Process

7.4.1 Purpose

The Lepelle-Nkumpe Fleet Manager will be responsible to ensure that the LNLM fleet management policies and procedures are updated on a continuous basis and to ensure that it conforms to regulatory and organisation changes.

7.4.2 Policies

- All policies and procedures will be reviewed on an annual basis to ensure relevance to the fleet management environment
- Any structural or regulatory changes related to the fleet management environment will immediately necessitate the amendment process.

7.4.3 Roles

LNLM Fleet Officer

- Review amendment report and forward to Departmental Head for comments.

LNLM Fleet Administrator

- Compile a report on the amendment.

LNLM Departmental Heads

- Review report and add comments.

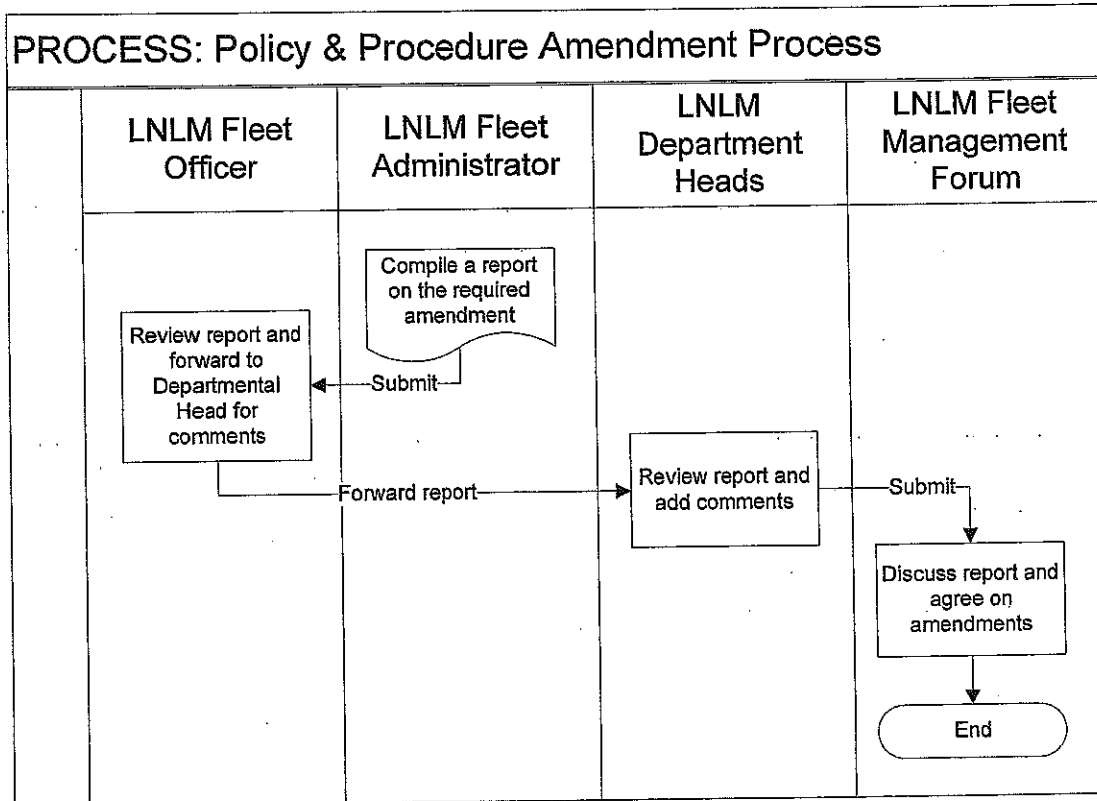
LNLM Fleet Management Forum

- Discuss report and agree on amendments and implementation.

7.4.4 Process

- The LNLM Fleet Administrator compiles a report on the required amendment
- The Fleet Officer reviews report and forward to Departmental Head for comments
- LNLM Departmental Manager reviews report and add comments
- LNLM Fleet Management Forum discuss report and agree on amendments





8 Pool Vehicles

This section focused on the following processes:

- Vehicle Pool & External Hiring of Vehicles



8.1 Vehicle Pool & External Hiring of Vehicles

8.1.1 Purpose

The purpose of the Vehicle Pool & the External Hiring of Vehicles Process is to ensure optimal usage of LNLN vehicles.

This process is executed on an ad hoc basis.

The Vehicle Pool & the External Hiring of Vehicles Process commences when the LNLN Department Fleet Controller issues a Pool Vehicle Requisition and concludes when a vehicle is made available to the department as requested.

8.1.2 Policies

- All external vehicle hiring will be done by the Vehicle Pool structure.
- No vehicle hiring will be authorised if there are under-utilisation of the same category vehicle in the department.

8.1.3 Roles

LNLN Departmental Fleet Controller

- Request vehicle from Vehicle Pool per requisition.

LNLN Vehicle Pool Manager

- Receive request for vehicle and forward for verification.
- Verify vehicle availability.
- Issue vehicle to department.

LNLN Fleet Administrator

- Verify the request against vehicle utilisation.
- Validate request.

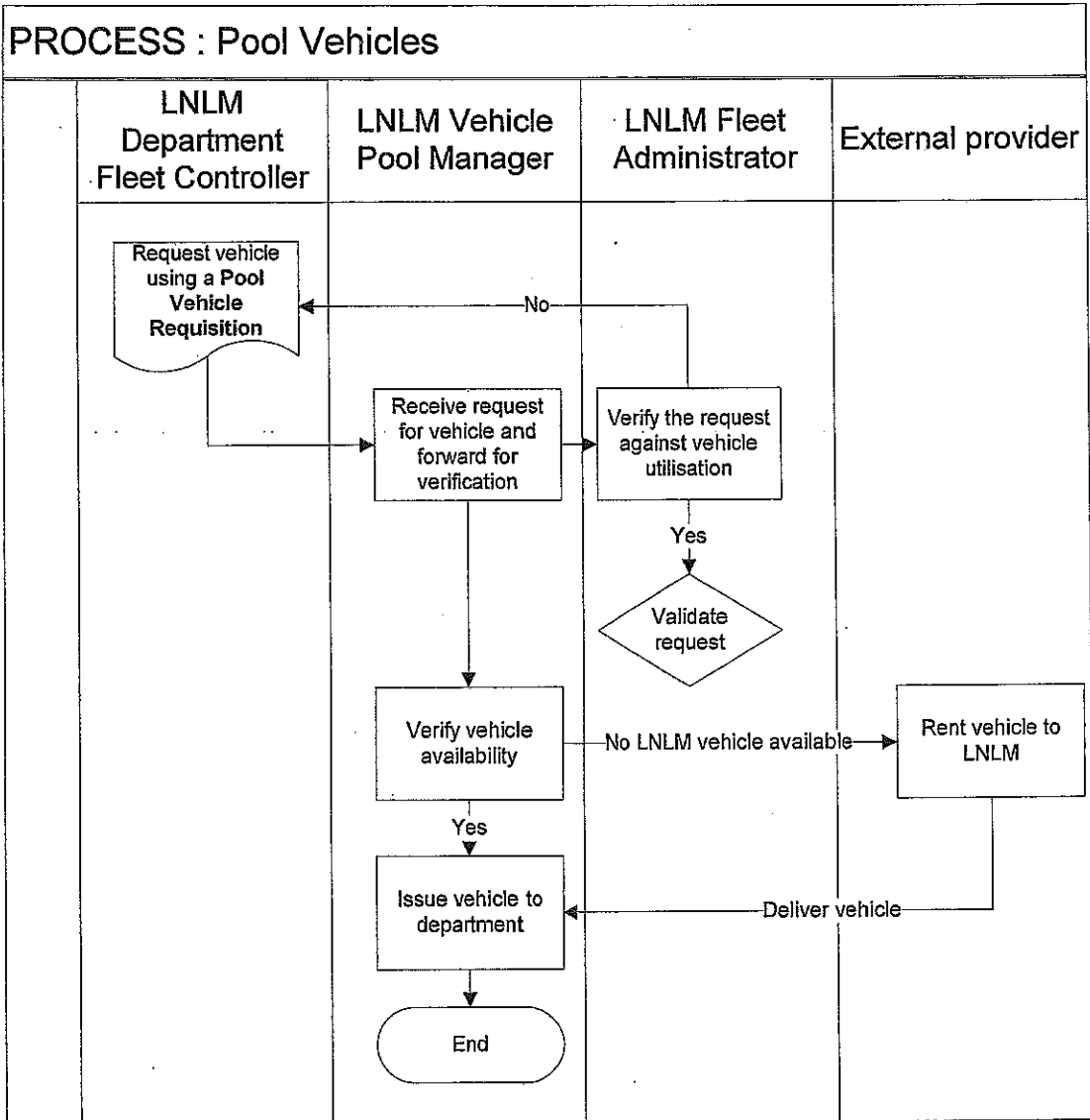
External provider

- Rent vehicle to LNLN.

8.1.4 Process

- Request vehicle from vehicle pool per requisition.
- Forward request for verification.
- Verify request against vehicle utilisation
- Validate request.
- Issue vehicle from pool or rent from external provider.

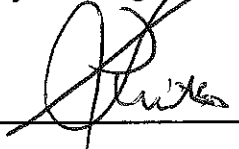




8.1.5 Standard forms

- Pool Vehicle Requisition

Document Name : Policy on usage of telephones:

Developed by:  Date: 13/04/2018
MUNICIPAL MANAGER

Approved by the Council:  Date: 13/04/2018
RESOLUTION NUMBER

