Students' Guild Vehicle Policy

Policy overview

The Students' Guild vehicle policy provides the organisation and prospective users the necessary information on to how its vehicles and vehicle related services are managed. It also gives guidance on how to qualify for driving a Guild vehicle as a student or employee, and what the associated documentation relates to.

Other documents that compliment this policy that form a 'vehicle hire pack' are:

- A dedicated vehicle handout which contains all the information you need in relation to the vehicle you are booking.
- A vehicle breakdown guide – giving the vehicle users a handy guide and walk through all the steps they need to know if a vehicle has a breakdown
- At Scene Collision Report Forms – has all the necessary field for collecting important information at the scene of an incident.

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How to qualify for driving a company vehicle

To be eligible to drive a Students' Guild vehicle, students and employees must adhere to the following steps. First complete an online form which collects information about you and the booking. You must have a valid driver's license, and not be disqualified from driving. If you have active endorsements against you, then the application would have to be referred to our insurers for approval and the Guild may incur a fee.

Step 1. Applying to use a Students› Guild company vehicle

To access the form please use the following link or QR code.

https://forms.office.com/e/TTFT7pE2Ed

Step 2. Learn about the vehicle.

Arrange an introduction session to learn about the vehicle you are requesting to drive.

This session will take no longer than 30 minutes and will include a tour of the vehicle, looking at what's included in the vehicle pack, common features and driving aids and driving familiarisation training. Someone will be in touch regarding this, so please give plenty of time between booking the vehicle and the date of use. You cannot drive a Guild vehicle without undertaking an introduction session. Once completed, you will be on an approved drivers list. Please note that you would still be required to follow the booking process for license endorsement checks.

Step 3. Collecting the keys/dropping off keys and the pre and post inspection documents

If your booking has been confirmed and you have successfully completed the introduction session, then you can collect the vehicles respective key from Guild reception.

Currently, as we have no staff in the office on a weekend, there is no way of issuing the keys on a Saturday or Sunday. Therefore, you will be required to collect before 5pm on Friday at the latest. You can drop off anytime over the weekend in the key drop off box on the right-hand side of the Guild reception desk.

Please do not pass the vehicle keys on to another vehicle user. They may not qualify to drive the vehicle, and any damage occurred would be attributed to your booking.

Step 4. Checking the vehicle before use
Once at the vehicle, please complete the Pre Hire Inspection form before use.
For the Toyota Proace Van, please use
https://hosted.exeterguild.com/forms/view.php?id=81283
For the Renault Trafic Minibus please use
https://hosted.exeterguild.com/forms/view.php?id=83989

You are required to submit the current mileage before the start of the journey and check the vehicle over. Please notify the Guild through the form of any damage you notice. Please be thorough, as any damage you miss, could be attributed to your booking.

Step 5. Returning the vehicle
Once you have completed your booking and returned the vehicle to its registered parking space in the Queens Carpark, you are required to complete the Post Hire Inspection Form.
For the Toyota Proace Van, please use
https://hosted.exeterguild.com/forms/view.php?id=84714
For the Renault Trafic Minibus please use
https://hosted.exeterguild.com/forms/view.php?id=85548

In this form, you are required to submit the vehicle mileage. Again, inspect the vehicle for damage and reference the details as clearly as possible in the form.

Please ensure the vehicle interior is clean and tidy, with all rubbish disposed of prior to hire period ending. The vehicle should be left in a usable condition for the next hiring party.

The location of the Guild Vehicles

The Students' Guild van located in the Queens carpark in the following space.
Check in Google Maps here



Queens carpark can get a little tight so please be mindful of adjacent vehicles when negotiating the parking space. If you need assistance parking, then please leave the vehicle safe and contact someone from the Operations team between 8am and 4.30pm.

Company vehicle rules

Any member or employee that is found to be in breach of this policy, for example by not adhering to the following vehicle rules, may be restricted from using the vehicles, and/or subject to a disciplinary investigation.

- Do not exceed the speed limit
- Always wear seatbelts
- Stow all equipment in designated cargo areas, and ensure it is secured
- Do not allow passengers to put feet on dashboard, this can lead to serious injury
- Obey traffic laws and be courteous to other drivers
- Monitor fuel, tire pressure and all fluid levels.
- Report any Vehicle damage to the Students' Guild
- Always lock the vehicle
- Do not drive dangerously
- Do not drive under the influence of alcohol and/or drugs
- Do not tamper with the vehicles Dashcam

- Do not allow unauthorised drivers to use the vehicle, unless in an emergency
- Do not lend, sell or lease the use of a Guild vehicle
- Report any changes to driver privileges i.e. endorsements, penalty points
- Do not smoke/vape in the vehicle
- Do not use your mobile phone whilst driving
- Be respectful of other road users
- Do not illegally park the Guild vehicle – Society groups may be liable for any parking charges
- Tidy away your rubbish, and ensure the vehicle is clean at the end of your hire period

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Responsibilities

The Students' Guild is responsible for:

- Ensuring vehicles are safe before assigning them.
- Ensuring suitable breakdown cover is in place
- Scheduling regular maintenance, Taxed and MOT is up to date.
- Ensuring comprehensive vehicle insurance is in place .
- Retiring and replacing vehicles as needed.
- Ensuring a log of vehicle use is up to date including the names of the drivers and the date/time they were using the vehicle.
- Ensuring drivers are legally entitled to drive a Guild vehicle by conducting anonymised license checks.
- Recharging any electric vehicles. We will ensure all vehicles are fully charged unless usage has been excessive. In this situation, please advise if campus charging is required.

The vehicle hirer is responsible for:

- Checking the vehicle before use. It is the responsibility of the vehicle user to check before they drive. Lights, indicators, tyres are inflated, fuel level. Visually check the vehicle for any indications that it is not suitable to drive.
- Fines etc – if we receive notification of an offence that has been committed, the Guild will pass on the correspondence to the driver at the time of the office. This will include they payment of fines that the vehicle user invokes during the time they are responsible.
- Vehicle condition during use. By carrying out a pre and post inspection of the vehicle, the driver is responsible for the vehicle whilst in their possession. Any damage that was the fault of the driver or any passengers or occupants, will carry a recharge to the society or group that will cover the repair costs of the vehicle
- Paying the excess for any insurance claim
- If using a vehicle that requires petrol or diesel, the vehicle user is to refuel the vehicle back to the level it was at the beginning of the usage period.
- Electric vehicle charging where charging is required off campus. Please be mindful of charge levels and plan your journey with that in mind.
- Refuelling any petrol or diesel vehicles is the responsibility of the hirer. These vehicles are to be fully fuelled when returned.

Accidents, Incidents and Breakdowns

All Guild vehicles are sufficiently covered with vehicle insurance have suitable breakdown cover in place.

The Insurance Policy is provided by Endsleigh.
Policy number XAO-272083-0763. Comprehensive cover includes:

Features and benefits

- Corporate Manslaughter defence costs included with limit of ° 5,000,000 any one period of insurance
- Cost of fuel tank draining and cleaning after accidental filling of incorrect fuel – no excess applies
- Electric vehicles, including charging cables and batteries
- Hiring Charges up to ° 1,000 as standard where damage to the Insured Vehicle is not attributable to third parties
- Hotel expenses if vehicle is immobilised – up to ° 250
- Limit for damage to third party property is ° 50,000,000 for cars and ° 5,000,000 for all other vehicles
- No additional young/novice driver excess
- No excess to apply for repair of windscreens
- Personal Accident Benefit – up to ° 10,000
- Personal effects – up to ° 500
- Medical expenses – up to ° 500
- Accidental loss or theft of keys
- Recovery and re-delivery following a damage claim with provision of courtesy car if repair is handled within our approved repairer network
- Cover for trailers whether attached or not
  Terrorism cover - Limit £5,000,000

The Breakdown Cover Policy is provided by RAC
Breakdown cover - Car/van-Roadside & at Home & Recovery which includes taking passengers to a single destination of choice nationwide. This includes up to 9 minibus passengers.

Breakdowns. What to do:

- If the vehicle develops a fault and becomes unsafe to drive, then please call this number.
- RAC 0333 202 3000. Quote the registration number of the vehicle
- Or report it online at www.rac.co.uk/reportbreakdown/about-you2
  Either option will go through the process of requesting roadside assistance.
- The policy coverage is Car/van-Roadside & at Home & Recovery. Home is the 'Queens carpark', where Guild vehicles have designated parking spaces. These spaces are highlighted in the Vehicle Handouts.

For a complete guide on what to do in a breakdown, please read the Guild Vehicle Hire Guide

Accidents

- Please follow the Accident/Incident Procedures guide in the Vehicle Hire Guide
  - Details of what happened, where it happened and who was involved. Use the At Scene Collision Report Form
  - Details of any damage (including photos)
  - Details of any emergency services involved or Crime Reference number (where applicable)
  - Any supporting documentation you have available.
- Follow legal guidelines for exchanging information with other drivers and report the accident to local police if required.

Do not guarantee payment or accept responsibility in the first instance

Safety

Vehicle safety and security

All Guild vehicles have a Kussla 3 channel dashcam installed. This cameras cover the front/rear and interior of the vehicles, capturing video and audio.. This is to give maximum visibility of an incident before and after the event. Access to the vehicle camera recordings will only be required following an incident and only used in conjunction with the insurers to determine the cause. All recordings will be formatted at the end of the week on a Friday.

Roadside emergency kit in each vehicle – which will contain:

- Tyre Inflator
- Warning triangle
- Towing eye – under passenger floor
- Hi-Vis Vest
- Fire Extinguisher
- Torch
- Booster Cables
- Storage Bag
- Vehicle First Aid Kit
- Front, rear and inside Dash Cam

Vehicle Charging

The Operations team will make the best effort to ensure the van is charged to a reasonable level. However, this depends on usage. I.e. if bookings are back to back. If you are planning a journey that exceeds 200 miles, then you will need to consider off campus charging.

Off campus charging

It is the responsibility of the vehicle hirer/user to ensure electric vehicles are charged when on longer journeys away from campus. Information on how to charge the vehicle is in the Vehicle Hire Guide.

Usage and Charges

One of the reasons the Guild has made its vehicles available for you is to help you make the most out of your time as a society member. This includes helping to keep travel costs down and make moving equipment around possible in an efficient and environmentally sustainable way. However, there are a few things you need to consider when using our vehicles.

Travel charges

- If you are entering any Ultra Low Emission Zones (ULEZ) or CONGESTION CHARGE ZONE (CCZ) you may be subject to additional charges. The Guild has registered its vehicles with the appropriate governing bodies, meaning all vehicle notifications regarding ULEZ & CCZ will be sent to the Operations team for payment, the Students' Guild will recharge these payments to the hiring party.

- Currently both vehicles are exempt from ULEZ charges. However, please check the CCZ charges using the Drive in a clean air zone - GOV.UK website.

- The minibus vehicle registration number is MW74 JHL and the Toyota Proace van is WD24 MYK, you will need these to check for ULEZ and CCZ charges on the corresponding website.

Fuel use

- Diesel use

  The Renault Trafic minibus uses diesel and will be fully refuelled before hire commences. It is the responsibility of the hiring party to ensure the vehicle is fuelled back to full before being returned to the Guild at the end of the hire period. Failure to do so will incur a society recharge for the cost of the fuel and will be marked against the booking, which could affect future bookings for that society.

- Electric use

  The Guild currently does not recharge the costs for the Toyota Proace cargo van. Society groups will be responsible for charging the vehicle for journeys that surpass the maximum charge range of the vehicle.

Data Collection and Use

The data we collect is the most minimal amount of data we require to fulfil the vehicle hire service to students and staff. The data is stored in two locations. Our Mac Forms product for the inspections and drivers license upload and Microsoft 365 for the booking form. We collect the following personal data.

Booking Form - For communication purposes:

- The hirers name
- The hirers email address
- Drivers name if different from hirer
- Drivers mobile number

Booking Form - Driving license endorsement check

- Last 8 characters of your driving license (UK only)
- Uploaded scanned copy of your driving license (international only)

Students' Guild Vehicle Hire Inspection Forms

- Name (to cross reference the booking)

Vehicle Installed Telematics

This system, which has been provided by the RAC, collects data about your journey. This is in line with our insurers recommendations to give us a better understanding about how the vehicles are being used and to ensure they are being used within the parameters of the Students' Guild Vehicle Policy. The personal data this system collects is:

- Current location
- Journey history

The Dashcam system which has front, internal and rear facing cameras

This camera has been installed to ensure we are capturing incidents from all angles, ensuring we can investigate the cause and effect of an incident and maintain surveillance from the outside and inside of the vehicle. A CCTV sign will be made visible inside the vehicle.

- Video footage of the occupants of the vehicle
- Audio including conversations between occupants in the vehicle

The dashcam footage we delete from the camera on a weekly basis every Friday

As this data relates to bookings, we will keep it for 12 months within a secure SharePoint location only accessible by the Operations Manager, We will then delete it from our systems.

Under data protection law, you have rights we need to make you aware of.
The rights available to you depend on our reason for processing your information.
For more information on what rights you have round your personal data, please visit
https://ico.org.uk/global/privacy-notice/your-data-protection-rights/