Vehicle Hire Guide

Toyota Proace L2 icon cargo van



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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 an anonymised license check via the .gov website.
- 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.
- Any additional charges that may occur whilst hiring a Guild vehicle, including both Ultra-low emission (ULEZ) and congestion charges in applicable areas.
- 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 of £150 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.
- Any member or employee that is found to be in breach of this policy, for example by not adhering to the vehicle rules, may be restricted from using the vehicles, and/or subject to a disciplinary investigation.

Vehicle Surveillance and security

This Guild vehicle has a Kussla 2 channel dashcam installed. This camera covers the front and interior of the vehicle 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.

Vehicle overview



C02 admissions	0 g/km
Transmission	Automatic
Fuel type	Electric L2 fast charge
Engine power	136 bhp
Maximum speed	83 mph
Max charge range	178 miles
Max payload	800kg
Loading Bay size (cubed)	3.9m3
Load length	3,440mm

An overview of the vehicle can be viewed by following this link:

https://www.toyota.co.uk/new-cars/proace-ev

The full manufacturers guide can be viewed on Memplus under the "Guild vehicle hire (new procedure)" Knowledgebase article.

Collecting the vehicle

- Driving an electric vehicle is significantly different to a petrol/diesel vehicle with manual gears, therefore 30-minute driver familiarisation training including test drive will be undertaken by the hiring party under the supervision of Guild staff.
- Drivers who have completed the 30-minute training will be placed on an approved drivers list and will not need to complete an induction for future bookings.
- Subject to a satisfactory driving license check, vehicle keys can be collected from The Students' Guild reception, located on the first floor of Devonshire House.
- The Vehicle must be collected at your agreed collection time, stated and confirmed on the booking form.
- Prior to use a pre- hire inspection vehicle check must be completed. The vehicle inspection check will note any signs of damage to the exterior of the vehicle and should be recorded in the form.
- If at any point you feel unconfident in your ability to drive the vehicle, please let the Staff member know, and they will revoke the booking.

Returning the vehicle

- At the end of the hire period the vehicle must be returned to the original parking location.
- A post-hire inspection will be completed by the hiring party, if there are any signs of damage not identified on the pre-inspection checks a member of the team will be in contact with the hiring party to investigate said damage.
- 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.

  Note: Do not pass the vehicle key to another hiring party. The key must be returned to reception, and the vehicle checked by guild staff before the next booking can commence.

Pre-use vehicle checks

It is the driver's responsibility to undertake the following checks before driving the vehicle. A pre-hire inspection form will be completed with a member of Guild staff before the vehicle is handed over for the hire period.

Undertake a visual check of the bodywork for damage.

- Tyres: check tyres for cuts, abrasions, foreign objects and deflation. Do not attempt to drive the vehicle if a tyre appears to be wholly or partly deflated or damaged in any way. Ensure that the wheel nuts are present and not loose.
- Fluid levels: Please check the following:
- Steering: Check steering feels loose, with steering wheel rotating easily in hands.
- Vehicle doors: Please ensure that all vehicle doors close and secure firmly.
- Interior safety equipment: Please ensure that First aid kit, Fire extinguisher and roadside emergency kit bag is in the vehicle.
- Cleanliness: Please ensure that the vehicle is clean and tidy prior to hire period commencing.
- Driver adjustment: Ensure that the driver's seat is adjusted to a comfortable position so that all controls can be reached. Re-adjust exterior and interior mirrors to provide an unrestricted view.
- Record starting mileage: Make sure the starting mileage is recorded on the vehicle pre-inspection form.

AFTER TURNING ON THE IGNITION

1. Check that all warning lights go out.
2. Check vehicle lighting, including interior lights.
3. Check windscreen wipers (test wiper fluid spray)
4. If riding with a passenger, ensure they have their seatbelt on.

5. Perform a brake test under controlled conditions when it is safe to do so.

If a driver is concerned about the condition of the vehicle, it should not be used. Instead, report the defect to the Guild reception team.

The driver is legally responsible for the vehicle and passengers on board.

Loading and unloading

Take extra care when loading cargo into the vehicle, injury can occur from handling and loading cargo incorrectly. Here's a few things to remember:

Know Your Limits: Always test the weight of the load before lifting. If it's too heavy, get help or use loading equipment.

Distribute Weight Evenly: Load heavier items first and place them at the bottom. This helps maintain the van's balance and prevents items from shifting during transit.

Secure Everything: Use ratchet straps, bungee cords, or cargo nets to secure items. Anchor points within the vehicle cargo area can help keep everything in place.

Load from Back to Front: Start loading from the back of the cargo space and move towards the front. This ensures a stable load and makes unloading easier.

Protect Fragile Items: Place fragile items where their movement will be restricted and use padding to prevent damage.

Take Breaks if Needed: If you need to carry heavy items a long distance, take breaks to avoid straining yourself.

Final Check: Before setting off, do a final check to ensure everything is secure and nothing is protruding dangerously.

Drive Steadily: Once loaded, drive smoothly to avoid sudden movements that could shift the cargo.

Driving

When driving Students' Guild vehicles, the organisation expect that the driver will adhere to the rules outlined in the Highway code. Failure to comply with these rules could result in a fine/fixed penalty points on the driver's license.

A full breakdown of the Highway code can be found here:
https://www.gov.uk/guidance/the-highway-code

Key things to remember:

- 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

Vehicle charging

The Toyota Proace uses a Type 2 charging connector, which is the standard connector type in Europe. The vehicles charge cable will be compatible with the majority of charging stations on UK roads. The Students' Guild will be responsible for the majority of charging, but where a vehicle surpasses the maximum charge range or is booked out for a longer duration the hiring part will be responsible for charging the vehicle,

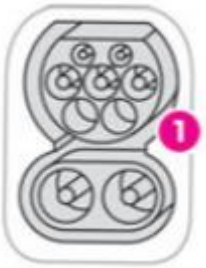
Charging the vehicle

The charging cable has two different ends:



This end inserts into the vehicle, in the corresponding charging slot. You can find the charging slot on the passenger side, to the rear of the vehicle.

To open the flap and access the charging port you simply need to push down on the door, once open you will see the following:



The cable inserts into the top section of the charging socket.



The other end of the charging cable will then need to be connected into the charging point. Note: Some charging stations will provide the type 2 cable directly from the machine, negating the need to use the vehicles cable.

Charging indication

The vehicle has indication lamps next to the socket that indicate the charging status of the vehicle:

Fixed white: This light comes on when opening the flap and disconnecting the charging cable.

Flashing white: Indicates that charging is initialising.

Flashing Green: Vehicle is charging.

Solid Green: Vehicle has finished charging, this light will go out 2 minutes after completing charging cycle.

Fixed Red: There is a fault with the vehicle charging, if this occurs please contact the Students' Guild.

Planning your journey

When hiring the vehicle ensure you plan your journeys ahead of the booking:

- Weather: check the forecast ahead of your booking.
- Route planning: Check your route ahead of your journey for any unexpected delays/diversions.
- Rest stops: If you are planning long journeys ensure you incorporate stops along the way to allow rest and restore concentration.
- Pack Essentials: It's always a good idea to pack for longer journeys. Consider fluids and snacks etc.
- Parking: Ensure there is suitable parking at the location you are traveling to, will this incur a cost?
- ULEZ or Congestion zone: Are you travelling to an area that enforces ultra-low emission or congestion zones? You can find out where these locations are by using the guidance available on the .gov website: https://www.gov.uk/clean-air-zones

Speed Limits

It is up to the driver to interpret a safe speed when traveling, taking in all surrounding factors such as vehicle load, weather and road conditions.

Below is a breakdown of speed limits, always drive to the condition of the road and decrease your speed where necessary.

Single carriageway roads (where no lower limit applies)

Cars - 60mph
Vans – 50mph
Minibuses - 50mph

Dual carriageways

Cars - 70mph
Vans – 60mph
Minibuses - 60mph

Motorways

Cars - 70mph
Vans – 70mph

Accident/Incident Procedures

Depending on the severity of an accident/incident there will be separate processes to follow, outlined in this document under "What do I do in an emergency: For the purpose of this document Accidents/incidents have been defined by two categories:

MINOR

Definition: A minor accident/incident can be classified as a scenario where:

- There is no significant injury to the driver or third party.
- Minor vehicular damage has been sustained (Vehicle scratches, wing mirror damage etc).

- Minor collision with surroundings or damage to another vehicle.
- No emergency services involved.

MAJOR

Definition: A major accident/incident can be classified as a scenario where:

- There is significant damage to the vehicle, injury to the driver and/ or third party.
- The vehicle has sustained damage which stops it from starting/being able to be moved.
- Emergency services are involved.

When Emergency services may need to be contacted:

- If the vehicle cannot be moved due to damage and is severely obstructing traffic.
- Person(s) have sustained serious injury because of a collision.
- The vehicle is on fire.
- The vehicle has left the road because of a near-miss/collision.
- The vehicle has flipped orientation because of a crash/collision.

If you are involved in an accident/incident try to remain calm, refer to the "What do I do in an emergency?" Section of this document.

REMEMBER: If involved in a collision, do not accept liability at the scene. You will need to fill out the At Scene Collision Report form, copies can be found within the vehicle.

It's important that when safe to do so, you complete the form to ensure that we have all the correct information for insurance purposes and any legal proceedings that may occur as a result of the collision.

Breakdown procedures and Recovery

Students' Guild vehicles are covered by RAC business breakdown cover, with the policy covering for the following:

Type of cover	Description
Roadside	An RAC patrol will attempt to repair the vehicle on the road.
At Home	An RAC patrol will attempt to repair the vehicle at the registered address – Queens car park.
Recovery	The RAC will tow the vehicle Nationwide back to stated location (UoE).

If you require assistance, you will need to call the following number:

0333 2000 999

The Guild has put together an extensive Vehicle Breakdown Guide, which can be found within this guide under "what do I do if the vehicle breaks down? "This document details how to deal with a breakdown in different driving scenarios, please refer to this document if you have broken down and unsure what to do.

Returning your Vehicle

- At the end of the hire period Guild vehicles must be returned to their designated parking bays, located in Queens Car Park.
- The driver will be greeted by a Guild employee to undertake a post-hire inspection which will involve checking the exterior and interior of the vehicle for damage.

- The driver will be responsible for notifying the Students' Guild of any signs of vehicle faults/issues.

- Once inspection is complete the driver and Guild employee will sign off the inspection.

Please note: If there are any noted signs of damage caused by the hiring party, they may be liable to pay to repair damages.

What do I do if the Vehicle breaks down?

What do I do if the vehicle breaks down?



EXETER STUDENTS' GUILD

A car breakdown can be a frightening and frustrating experience.

However, if you have experienced vehicle trouble, then it is important to remain calm and attempt to reach a place of safety.

We have put together an in-depth guide to help you deal with a breakdown, with specific advice for all types of roads in the UK (including motorways and smart motorways).

Read on to find out what you should do in the event of a vehicle breakdown.



I have broken down – what should I do?

1. Stay calm and think of other road users
2. Attempt to pull over so you're off the road
3. Turn on your hazard lights
4. Retrieve the roadside emergency kit bag from the vehicle, put on the high vis vest and leave the car by the left-hand door.
5. Take out the warning triangle and place it 45 metres (147 feet) behind your vehicle, that's about 60 paces. Don't do this on a motorway.
6. If visibility is poor or you're stood waiting for help at night, keep your sidelights switched on and make sure you're not blocking others from seeing your lights.
7. Finally, call RAC on 0333 2000 999

NOTE: When calling RAC you will need to quote the vehicle registration number.

Remember: Do not stand, or let your passengers stand, between your car and oncoming traffic

What to do if you've broken down on a motorway

1. Take your car off the motorway

Try to leave the motorway at the nearest exit or by pulling into a service station.

If this isn't possible, pull over onto the hard shoulder and stop your car as far to the left as possible with your wheels also turned to the left.

2. Leave your car safely and stand away from traffic

Turn on your hazards and if you've broken down at night or visibility is low, use your sidelights too.

Make sure you retrieve the roadside emergency kit bag, retrieve, and put on the high vis vests. Leave the car using the left-hand door, passengers should also do the same.

Climb over the safety barriers to distance yourself from passing traffic. Wait for help here.

3. Give Breakdown provider a call

call RAC on 0333 2000 999 to get instant breakdown support.

If you don't have a mobile phone available, walk to an emergency telephone on your side of the motorway.

Emergency telephones are found roughly one mile apart should you need to use them. Breakdown services can also use these sites as markers to help us locate you more quickly.

The emergency telephone service is free of charge, and you should always face traffic when speaking on the phone. And don't forget to inform the operator if you have any additional needs to be aware of.

Do not...

- attempt any repairs yourself - if you have been rescued from a breakdown and need any repairs, contact a RAC Mobile Mechanic or search for a RAC Approved Garage to carry out any required work.
- place a warning triangle anywhere on the motorway, that includes dual carriageways
- stand on the carriageway or stand between your car and other passing vehicles.

Broken down on a motorway and can't get to the hard shoulder

1. Try to get into the leftmost lane and as far off the carriageway as possible
2. Keep your seatbelt fastened and switch on your hazard lights
3. Get out of the car only if you can safely get clear of the carriageway
4. Do not attempt to place a warning triangle
5. Call 999 first
6. Then give us a call

If you can't get to the leftmost lane, stay in your car with your seatbelt and hazard lights on, then call 999.

If you're disabled and unable to follow advice about leaving the car, also stay in your car with your seatbelt and hazard lights on, then call 999.

Broken down on a smart motorway

Your car may break down on a smart motorway without a hard shoulder. If you break down on one of these roads, you should:

1. Try to take your car off the motorway

Move to the left-hand lane with your hazard lights on, then exit the motorway at the nearest junction, service station, or emergency refuge area – you can find these safe sections of road by following orange SOS signs.

2. Leave your car safely and stand away from traffic

Turn on your hazards and if you've broken down at night or visibility is low, use your sidelights too.

Retrieve the roadside emergency kit bag and make sure you and your passengers leave the car using the left-hand door, retrieve high vis jackets from Kit bag and put them on before exiting the vehicle.

Climb over the safety barriers to distance yourself from passing traffic. Wait for help here.

3. Use the emergency phone service

You MUST use the emergency telephone found in the emergency refuge area and give as much information to the operator as you can.

You can ask the highways agency to contact the RAC on your behalf.

When you've completed the call, stand behind the emergency barrier.

Do not…

- attempt any repairs yourself.
- place a warning triangle anywhere on the motorway, including the dual carriageway.
- stand on the carriageway, or between your car and other passing vehicles.

Breaking down on a smart motorway and can't get to a refuge area

1. Try moving your car as far over to the left-hand verge as possible.
2. Only if it's safe to do so, leave the car along with your passengers using the left-hand door and wait behind any safety barriers.
3. Call 999 immediately.

IMPORTANT – If your car unexpectedly stops in a lane away from the verge, do not attempt to get out. Keep your seatbelts and hazards on and call 999 immediately.

Broken down?

Call for recovery as you are an RAC member:

0333 2000 999

What to do if your vehicle breaks down on a country road?

If your car breaks down on a country lane, don't panic, take these steps to ensure your safety.

- Should you find yourself in this situation, turn on hazard lights, pull over as far as possible, and exit the vehicle when safe to do so.
- Following this, retrieve the warning triangle from the roadside emergency kit bag and place 30 to 45 meters behind your car.
- If there is somewhere where you can stand off the road, position yourself there and put on a high vis jacket.
- You are then safe to call RAC and request some roadside assistance.
- After you've spoken to RAC, wait in a safe place.

Report your breakdown to the Students' Guild

The most important thing to focus on if the vehicle breaks down is the safety of yourself, your passengers and other road users, The Students' Guild does not expect users to report vehicle incidents until the situation is safe and vehicle issues have been resolved.

Successful vehicle repair

If the vehicle breaks down but is successfully repaired by an RAC roadside mechanic, continue with your onward journey and report the break down once it is safe to do so through the Students' Guild accident/incident reporting form, a QR can be found on the vehicles dashboard which will take you to the form online.

Unsuccessful vehicle repair

If the vehicle cannot be repaired, then please instruct the breakdown service to bring you back to campus so that you can return home safely. The location of the parking space is in the Guild Vehicle Policy. The Guild will resume the process of getting the vehicle in a drivable condition.

What do I do in an emergency?



EXETER STUDENTS' GUILD

What to do in the event of an emergency

In this section you will find guidance for common vehicle emergencies drivers may encounter when operating vehicles, please familiarise yourself with the information in this section as it could assist you in the event of an emergency.

Vehicle emergencies can be a frightening experience but it's important to try and remain calm, the most important thing is the safety of yourself and others.

Car fire

Follow the steps below in the event of a vehicle fire, this guidance has been provided by Devon & Somerset fire & rescue service:

1. stay calm and don't panic.
2. put your hazard lights on.
3. pull over as soon as possible. Try to choose somewhere safe.
4. turn your wheels to prevent the car from rolling away, apply your handbrake and turn off the engine.
5. release the bonnet using the control in the car. Do not touch the bonnet or lift it up.
6. get everyone away from the vehicle and move to a safe area. If there is a barrier, stand behind it.
7. make yourself as visible as possible. Use hi-vis clothing and wave your arms to warn oncoming traffic.
8. dial 999 and ask for fire. Tell the person on the phone where you are and if your vehicle is a danger to others. Using the What3Words app can help us find your specific location.

Puncture

Below are the common signs to look out for when experiencing a puncture when driving:

Booming Sound

Many drivers report hearing a booming sound before their tyres go flat. This is usually the case with a blowout.

Sluggish vehicle

If the vehicle is struggling and sluggish despite heavy acceleration or stops abruptly like someone stepped on the brakes, check your tyres to see if you are running with a flat.

Veering off

When your car starts to veer off to one side, it means you have a flat in one of your tyres up in front.

If you suspect a puncture whilst driving the vehicle:

1. Ease of the accelerator and grip the steering wheel firmly.
2. Look for a safe place to pull over:

- Motorways: If you get a puncture or blowout on the motorway, simply move safely to the hard shoulder.
- Town/city roads: Slow down carefully and find a safe place to stop like a shop car park, lay-by or a safe parking spot at the side of the road.
- Country road: Because of how narrow some country roads can be, it is important to pull over enough to allow other road users past. Look for a farm gate entrance or a solid verge and be careful not to pull over into a ditch or soft verge.

3. Call RAC on 0333 2000 999 to get instant breakdown support, explain you have broken down and give location.

Tyre Blowout

Experiencing a tyre blowout can be alarming, but knowing the right steps can help you stay safe. Here is what you should do:

1. Stay Calm: Keep a firm grip on the steering wheel with both hands.
2. Avoid Braking Suddenly: Sudden braking can cause you to lose control. Instead, gently ease off the accelerator to gradually reduce speed.
3. Maintain Control: Steer straight and avoid making sudden movements. The car will naturally pull towards the side of the blowout, so counter-steer gently to keep it straight.

4. Signal and Move to Safety: Turn on your hazard lights to alert other drivers. When it's safe, carefully steer towards the shoulder or a safe area off the road.
5. Slow Down Gradually: Let the car slow down on its own. If you need to use the brakes, do so gently.
6. Stop and Secure the Vehicle: Once you've come to a stop, put the car in park, activate the parking brake.
7. Call RAC on 0333 2000 999 to get instant breakdown support, explain you have broken down and give location.

Broken Windshield

If you are driving a Guild vehicle and the windshield experiences damage, depending on the extent of the damage the vehicle will need to be returned to the Students' Guild.

Minor cracks and chips

The guild vehicle can be driven back to its designated parking spot in the Queens car park. The students' Guild must be informed of the vehicle damage by completing an incident report, use the QR code on the dashboard to report this.

Major cracks and chips, shattered glass.

Do not continue to drive the vehicle. Pull over somewhere safe and call RAC on 0333 2000 999 to get instant breakdown support, explain you have broken down and give location. Arrange for the vehicle to be towed back to The University of Exeter, giving the following address: Queens building car park, The Queen's Drive, Exeter EX4 4QH

Injury

Vehicular injuries can differ dramatically and be dependent on the type of activity undertaken at the time. An example of a stationary vehicle injury could be crushing and pinching caused by loading the vehicle, trapping hands in doors etc. A moving vehicle injury could be result of a collision with another moving vehicle or stationary object, the list can be extensive.

All Guild vehicles have a first aid kit onboard to deal with minor injuries that may not require intervention from medical services, or help to stabilise an injury until appropriate medical attention arrives.

In the event of a major injury then the appropriate emergency services must be called on 999, there are key things to remember when calling the emergency services:

Location
Type of Incident
Hazards present
Number of casualties
Emergency service(s) required

Remember to report any injuries to the Students' Guild when it is safe to do so, using the QR code, located on the Dash of Guild Vehicles.

Collision

If you are involved in a vehicle collision whilst driving a Guild Vehicle please do the following:

1. Stop the car as soon as possible – it is an offence not to do so.
2. Turn off the engine.
3. Switch the hazard lights on.
4. Check for any injuries to yourself or your passengers.
5. If it's a minor collision and there are no injuries, make a note of it just in case the other party try to claim for an injury later on.
6. Call the police and an ambulance immediately if anyone is hurt or if the road is blocked.
7. Try to remain as calm as possible – its normal to be shaken after an accident, take a few deep breaths and try to take stock of the situation the best you can. And don't lose your temper.
8. Do not apologise or admit responsibility for the accident, use the At Scene Collision Report form, copies are in this folder. This form is self-guided and will ensure you are collecting the necessary information for our insurers.
9. Once safe to do so, please report the incident to the Students' Guild using the QR code on the vehicles dashboard to access the incident reporting form.

Note:

If at any point you are unsure of what to do when involved in a collision with another driver please contact our insurer Endsleigh:

Tel no: 0800 783 6066

Policy no: XAO-272083-0763

They will be able to assist with you over the phone with collecting the necessary information.

Theft

Vehicle break in

If the vehicle you are driving has been broken into then you will need to contact the police, if you are in danger because of a vehicle break in call 999 immediately.

Reporting to the police

You can report a crime via telephone or using the online portal.

Online Portal:

https://www.police.uk/pu/contact-us/theft-damaged-property-or-assault/

Depending on where you are located within the country the website will divert you to the local constabulary for that region.

Via Telephone:

In an emergency you will need to call 999:

- there is an immediate danger to life
- someone is using violence or is threatening to be violent
- a road traffic collision where life is at risk, or the road is blocked
- a crime is happening right now, like a house burglary or a theft

For non-emergencies:

- For non-emergencies call 101

When you speak with an operator, they will give you a Crime reference number please ensure you make note of this number.

Insurance

The students' Guild Vehicle insurance policy will cover the theft of personal effects up to the value of £500. If you feel you need to make a claim for the loss of personal effects following a vehicle theft you can contact the Students' Guild via the following email: facilities@exeterguild.com.

If the vehicle is in a safe condition to drive, then please return to the University of Exeter and contact the Students' Guild using the email above. Please also ensure that an incident report is completed, and the Crime reference number included within that report.

If the vehicle is not in a safe condition to drive then please call RAC on 0333 2000 999 to get instant breakdown support, explain the situation and give location of the vehicle.

Breakdown

The Students' Guild Vehicle Breakdown Guide located in this folder gives an extensive overview of what to do if you experience a vehicle breakdown, please refer to this document if you find you have broken down in a Students' Guild vehicle.

For breakdown assistance please call RAC on 0333 2000 999

Brake failure

The Students' Guild currently operate two vehicles, one electric and one combustion. The braking systems in these vehicles differ in their design and therefore have different emergency braking procedures.

Below is an overview of the different vehicles, and emergency procedure in the event of a total brake failure.

Toyota Proace City L2 Electric Icon Van

In the event of brake failure do not panic, try to stay calm and follow these steps.

1. Stay Calm, Keep a firm grip on the steering wheel with both hands.
2. Put on your hazard lights to warn other road users of the Braking hazard.
3. Pump the brake pedal, pumping the brake pedal several times may regain pressure in the brake line, providing partial ability to slow the vehicle down.
4. Engage the emergency brake. The Proace has an electric handbrake. In an emergency push and hold down the button. This will engage the handbrake and provide friction against the brakes in a controlled way, eventually stopping the vehicle.
5. Look for a safe place to pullover. Whilst slowing down look for a safe place to bring the vehicle to a controlled stop –

- Motorways: move safely to the hard shoulder if safe and capable to do so.

- Town/city roads: Slow down carefully and find a safe place to stop like a shop car park, lay-by or a safe parking spot at the side of the road.
- Country road: Because of how narrow some country roads can be, it is important to pull over enough to allow other road users past, try to bring the vehicle to a stop in a location with enough space to pass, if not put on hazard lights and call 999 to inform police of road obstruction.

6. Call RAC on 0333 2000 999 and Arrange for the vehicle to be towed back to The University of Exeter, giving the following address: Queens building car park, The Queen's Drive, Exeter EX4 4QH

Power Steering failure

If the power steering fails whilst driving the vehicle you will notice that the steering becomes heavy, making it hard to control the vehicle. In the event of power steering failure, follow the steps outlined below:

1. Stay Calm: Keep a firm grip on the steering wheel with both hands.
2. Engage the hazard lights: Put on your hazard lights to warn other road users of the Braking hazard.
3. Grip the steering wheel tightly, use both hands to turn the wheel as steering will be more difficult.
4. Look for a safe place to pullover: Whilst slowing down look for a safe place to bring the vehicle to a controlled stop –

- Motorways: move safely to the hard shoulder if safe and capable to do so.
- Town/city roads: Slow down carefully and find a safe place to stop like a shop car park, lay-by or a safe parking spot at the side of the road.
- Country road: Because of how narrow some country roads can be, it is important to pull over enough to allow other road users past, try to bring the vehicle to a stop in a location with enough space to pass, if not put on hazard lights and call 999 to inform police of road obstruction.

5. Arrange recovery. Call RAC on 0333 2000 999 and Arrange for the vehicle to be towed back to The University of Exeter, giving the following address: Queens building car park, The Queen's Drive, Exeter EX4 4QH

Driving in adverse weather conditions

Always check the weather forecast prior to driving Guild vehicles, this will ensure you are prepared for potential adverse weather conditions prior to your hire period commencing.

Here are some key tips to help keep you safe when driving in adverse conditions:

General Tips

- Slow Down: Reduce your speed to maintain better control of your vehicle.
- Increase Following Distance: Leave more space between you and the vehicle in front to allow for longer stopping distances.
- Use Headlights: Ensure your headlights are on to improve visibility and make your vehicle more visible to others.

Wet Weather

- Avoid Sudden Movements: Sudden braking or sharp turns can cause skidding.
- Watch for Hydroplaning: If your steering becomes unresponsive, ease off the accelerator and steer straight until you regain control.
- Be Aware of Spray: Rain and spray from other vehicles can reduce visibility.

Icy and Snowy Conditions

- Prepare Your Vehicle: Clear all snow and ice from windows, mirrors, and lights before setting off.
- Drive Slowly in High Gear: Use a higher gear to reduce the chance of wheel spin.
- Carry an Emergency Kit: Include items like de-icer, a torch, warm clothing, a first aid kit, and a shovel.

Fog

- Use Fog Lights: Turn on your fog lights when visibility is seriously reduced but remember to switch them off when visibility improves.
- Drive Slowly: Reduce your speed and increase your following distance.
- Avoid Overtaking: It's harder to see oncoming traffic in foggy conditions.

Windy Conditions

- Hold the Steering Wheel Firmly: Strong gusts can cause your vehicle to swerve.
- Be Cautious of High-Sided Vehicles: They are more affected by strong winds and can be unpredictable.

Hot Weather

- Check Tire Pressure: Hot weather can increase tire pressure, so ensure they are properly inflated.
- Stay Hydrated: Keep water in the car to stay hydrated during long journeys.

Useful contacts and information

Breakdown information

Provider: RAC Business

Tel no: 0333 2000 999

Vehicle registration no: WD24 MYK

Vehicle insurance information

Provider: Endsleigh

Tel no: 0800 783 6066

Policy Number: XAO-272083-0763

Vehicle bookings and queries

Email: vanbookings@exeterguild.com

Insurance queries

Email: facilities@exeterguild.com