
# South London Waste Partnership

## Lot 1 Services

*Preferred Bidder - January 2017*

## Technical Response

Service Delivery Plan 1.5 – Service Vehicle Maintenance

# Contents

# Lot 1: Technical Response

## 1.5 Service Vehicle Maintenance

## 1. Introduction

Veolia will maintain all Service Vehicles to the high standards expected of the UK's fourth largest fleet operator. This method statement covers the vehicle maintenance of the vehicle fleet which is detailed in method statements 1.1, 1.2, 1.3 and 1.4 and summarised in method statement 1.7 Fleet Information.

### Service Vehicle Maintenance Commitments

*We will*

- *Maintain all vehicles to a high standard and in line with all legislative requirements*
- *Implement our electronic Tranman and Fleet Compliance Systems to ensure effective vehicle maintenance*
- *Provide spare vehicles to cover unplanned and planned maintenance*
- *Work with trusted suppliers that are best placed to service and maintain the vehicles and equipment utilised.*
- *We will work with Lantern Recovery Specialists who will provide Out of Hours and Emergency Service for the recovery of vehicles and assist our Mobile Fitters where required with breakdowns*
- *Manage and report fuel usage through the Triscan system*

## 2. Proposals for delivering the service as per the Specification

### 2.1 Depots Provision and Vehicle Maintenance

A strategic network of depots and workshops in South London will support efficient fleet operations.

Given the close proximity of the Therapia Lane depot to the Stubbs Mead depot, and in order to deliver optimum savings, Veolia will reduce the number of operating locations to:

- Garth Road, for Merton operations
- Stubbs Mead, for Croydon and Sutton operations
- Villiers Road, for Kingston operations

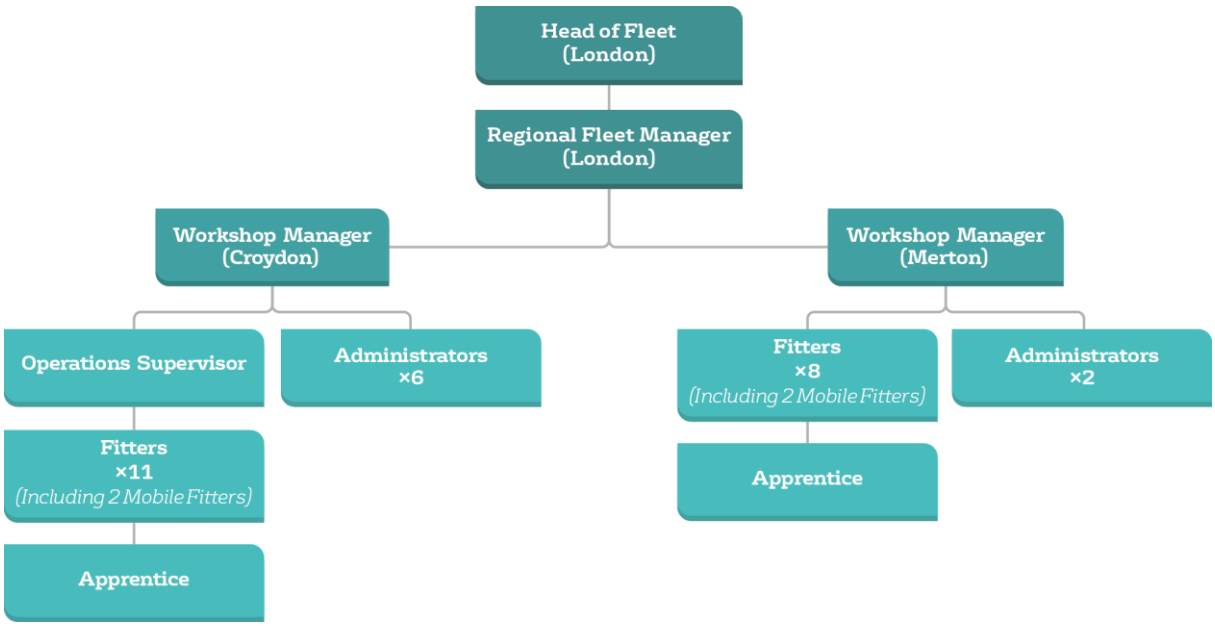
Veolia will also have two main workshops at:

- Garth Road, for servicing Merton and Kingston vehicles.
- Stubbs Mead, for servicing Croydon and Sutton vehicles and MOTs preparation

A smaller workshop will be provided at Villiers Road supported by a mobile fitter resource that will operate across the Boroughs as required.

The Sutton workshop staff will be relocated to the Stubbs Mead workshop in April 2017, following consultation during the mobilisation period, where they will be supported by the existing Croydon team until Croydon joins SLWP in 2018.

The Vehicle Maintenance Service will be undertaken by the resource shown below:




## 2.2 Role and Responsibilities

The two key workshops will be located at Garth Road and Stubbs Mead depots. The workshops will have an experienced Management Team supported by an Administration Team. The proposed Workshop Team consists of:

- 1 x Head of Fleet London
- 1 Regional Fleet Manager South London
- 2 x Workshop Managers, the managers will be based at the Croydon and Merton Workshop
- 1 x Operations Supervisor
- 19 x Fitters including 4 x Mobile Fitters with fully equipped service vehicles 2 x Apprentices
- 8 x Administrators

Many of the employees have long-term service in the South London Waste Partnership Boroughs and in depth knowledge of municipal vehicles and equipment. Fitters vans are fully equipped with fast moving stock, special tooling, and diagnostic equipment including lap tops on specified field service vans. All Workshop Fitters will be IRTEC licenced within 12 months from Contract Commencement. Veolia is currently championing the development of its Fitters in Croydon and will ensure that the Merton Workshop staff will be trained to the same standard within 12 months from Contract Commencement.

For Service Vehicles, there will be 8 fitters allocated for servicing vehicles, with 7Fitters working on Non Service and Third Party Maintenance. In addition, Veolia will have 4 Mobile Fitters to support the operations. The Fitters will report to the Workshop Managers. All vehicle maintenance will be tracked using schedules within Veolia's fleet management system - Tranman 8.

## 2.3 Development and Training of Workshop Team

Veolia provide development training for the workshop staff regarding all aspects of the services that we provide and the legislation that we have to adhere; in addition to core (NVQ/C&G) professional qualifications. These include:

- Certificate of Professional Competence (CPC)
- H&S IOSH
- DVSA or Freight Transport Association MOT and Category of Defect training for Freight and Passenger vehicles
- Abrasive Wheels
- Driving assessments
- LGV Vocational driving licence
- Environmental Awareness
- Roadside breakdown and recovery
- Digital Tachographs
- First Aid
- Alternative fuel maintenance training
- Train the Trainer
- Product training – various specific to contract requirements
- Diagnostic training - Texa
- Information technology
- Fork lift truck licence
- Welding and Industrial gases
- Supervisor/Management Training


All development training is progressively set for each individual and recorded with in our regional fleet training matrix. Veolia will use the in-house training team Campus Veolia and external training companies as required such as Denis Eagle Euro6 Training.

## 2.4 Apprentices

Veolia work exclusively with the organisation Skillnet; the London based automotive skills provider for adult learning and most importantly the recruitment and trade education of our apprentices.

We are amidst the development of a new five core module to further assist the development of bespoke municipal vehicle Fitters. These will be additional elements of training which lead to added professional qualification and will follow on from NVQ Level 3. These include:

- Welding and fabrication
- CAN-BUS principals
- RCV hydraulic system principals
- RCV pneumatic system principals
- RCV Electrical/Electronic systems

To ensure these additional elements of training are effective our vehicle suppliers have agreed to provide resources and work directly with us and our learning providers. This is part of the foundation of our Workshops providing a generalist approach to the specific area of Municipal vehicle, Plant and Equipment engineering.

In addition, our South London Fleet Manager – Alex Parsons will meet with the regional apprentices on a bi-monthly basis to provide development training and corporate identity.

Our South London Workshop Engineer Apprentice intake for 2015 was four, all of which are working and developing in our regional transport and engineering workshops.

The London Veolia Fleet Management Team illustrated below will support the local fleet maintenance resource. The team are all professional members of the Institute Road Transport Engineers and the Society of Operations Engineers. They have a vast amount of experience in the municipal engineering services and transport legislation and compliance. Information regarding the regional teams qualifications and experience are included in Appendix 1.7b

## 2.5 Procurement of service vehicles

Veolia will specify and negotiate the price on behalf of SLWP for the new waste and recycling collection, street cleansing and winter maintenance vehicles for the mobilisation of the new services in each Borough in accordance with the phasing indicated in the diagram below:


Where 'As Is' services are operated the existing fleet of vehicles will be utilised until the new services begin. Existing vehicles will continue to be used for the new collection services in Kingston and a number of existing vehicles in Merton and Sutton as described in Method Statement 1.7 – Fleet Management.

Veolia will specify for replacement the required vehicles at least 6 months before the end of the existing Contracts/planned usage of vehicles to ensure that the Partnership (or the relevant Borough) can purchase the assets before the new service delivery commencement, or replacement vehicles are required.

Close collaboration with Veolia's Fleet Development Manager, Andrew Hope, and the Procurement team will ensure vehicles and equipment are correctly specified enabling the Partnership to approve and order in a timely manner..

The branding for the vehicle livery will be jointly agreed with the Partnership during the specification process, and will be applied to transferring vehicles before they are engaged to deliver the Services for SLWP.

The overarching process for procuring new vehicles, plant and equipment is as follows:


***Fleet procurement process flow***

Veolia will ensure that the Boroughs receive copies of the final vehicle specifications, in order to review and sign off on these, prior to Veolia placing any order.

Vehicle delivery packs will accompany new vehicles. Contents will include, but not be limited to:

- Vehicle detailed specification
- Details of warranty agreement and where applicable SLA
- API and PDI reports
- Driver operators training
- Workshop Engineer training
- Manuals and documentation
- Whole Vehicle Type Approval conformity
- Supplier contact point for technical query and fault rectification (detailed procedure to be provided)

- Standard information for vehicle sign off (e.g. key numbers, axle weights, chassis number)
- Vehicle Brake Roller Test, Head Lamp Aim test, Exhaust Emissions Test Tachograph and Road Speed Limiter conformity documents.
- Checklists for use of operational management to ensure all necessary requirements are in place (servicing etc.)

The same approach as outlined above will be required for plant and equipment.

# 3. Vehicle servicing frequencies and maintenance proposals (including tiers of servicing)

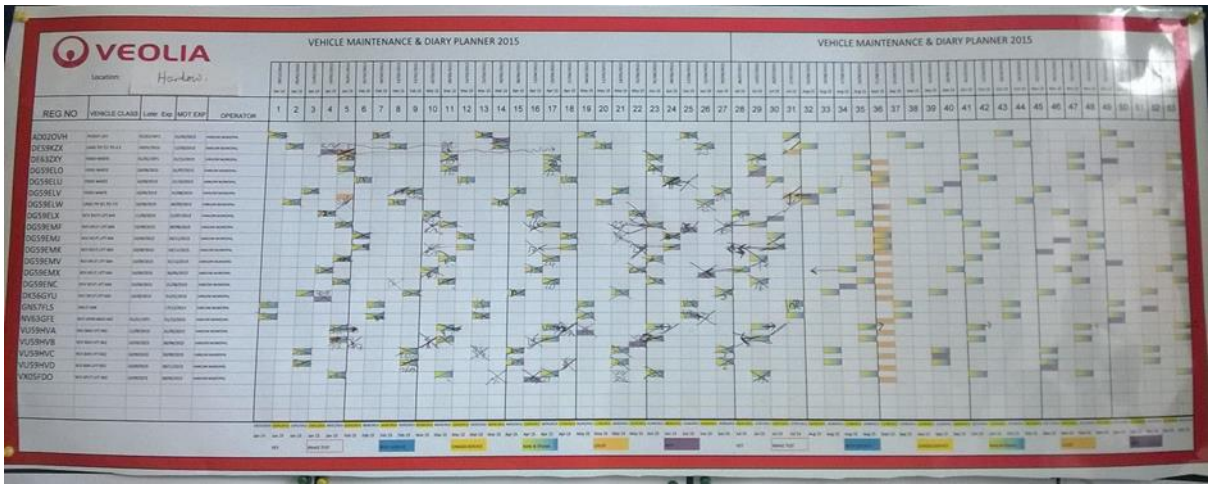
A detailed maintenance planner incorporating all servicing and testing requirements will be created for all service vehicles both for the existing and the new vehicles to ensure a correct programme of planned maintenance is created to meet legal and other requirements which are discussed below.

## 3.1 Schedule Maintenance

Scheduled maintenance is essential for continued operating economy and safety of the driver and the public. It is also a key factor in the achievement of reliability and minimising operating costs.

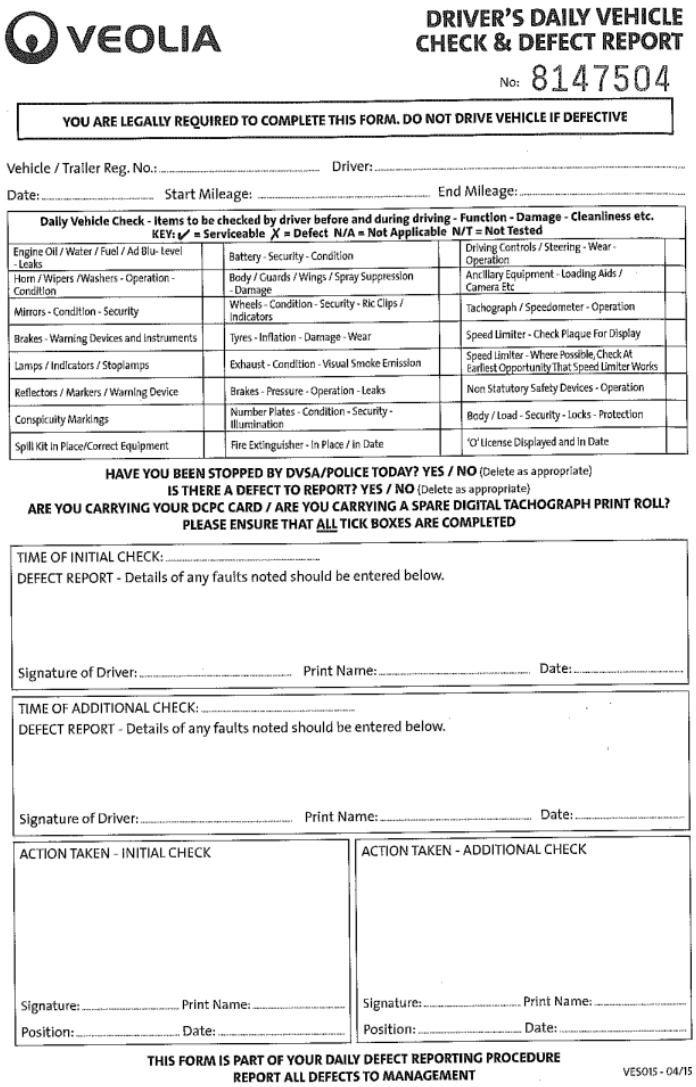
All vehicle and equipment will be maintained, as a minimum, to the standards required for use on public roads and statutory requirements for any lifting attachments. All vehicles will have the following documentation:

- All statutory certification including MOT tests, LOLER, Tachograph calibration, brake efficiency test, road speed limiter calibration and tank tests.
- As a minimum 15 months of vehicle maintenance records
- Operator Checks and Defect Reports and rectifications
- A hard copy and electronic scheduled maintenance plan




The CPC holder at each Operating Centre has the responsibility to ensure each vehicle is presented to the workshop in accordance with the maintenance schedule.

Daily / pre-start checks / inspections will be carried out by Drivers using Veolia Vehicle Defect Report. The inspections will include the items detailed below.



VEOLIA

**DRIVER'S DAILY VEHICLE CHECK & DEFECT REPORT**

No: 8147504

**YOU ARE LEGALLY REQUIRED TO COMPLETE THIS FORM. DO NOT DRIVE VEHICLE IF DEFECTIVE**

Vehicle / Trailer Reg. No.: ..... Driver: .....

Date: ..... Start Mileage: ..... End Mileage: .....

**Daily Vehicle Check - Items to be checked by driver before and during driving - Function - Damage - Cleanliness etc.**
**KEY: ✓ = Serviceable X = Defect N/A = Not Applicable N/T = Not Tested**

| | | | | | |
|---|---|---|---|---|---|
| Engine Oil / Water / Fuel / Ad Blu- Level - Leaks | | Battery - Security - Condition | | Driving Controls / Steering - Wear - Operation | |
| Horn / Wipers /Washers - Operation - Condition | | Body / Guards / Wings / Spray Suppression - Damage | | Ancillary Equipment - Loading Aids / Camera Etc | |
| Mirrors - Condition - Security | | Wheels - Condition - Security - Ric Clips / Indicators | | Tachograph / Speedometer - Operation | |
| Brakes - Warning Devices and Instruments | | Tyres - Inflation - Damage - Wear | | Speed Limiter - Check Plaque For Display | |
| Lamps / Indicators / Stoplamps | | Exhaust - Condition - Visual Smoke Emission | | Speed Limiter - Where Possible, Check At Earliest Opportunity That Speed Limiter Works | |
| Reflectors / Markers / Warning Device | | Brakes - Pressure - Operation - Leaks | | Non Statutory Safety Devices - Operation | |
| Conspicuity Markings | | Number Plates - Condition - Security - Illumination | | Body / Load - Security - Locks - Protection | |
| Spill Kit In Place/Correct Equipment | | Fire Extinguisher - In Place / In Date | | 'O' License Displayed and In Date | |

**HAVE YOU BEEN STOPPED BY DVSA/POLICE TODAY? YES / NO** (Delete as appropriate)
**IS THERE A DEFECT TO REPORT? YES / NO** (Delete as appropriate)
**ARE YOU CARRYING YOUR DCPC CARD / ARE YOU CARRYING A SPARE DIGITAL TACHOGRAPH PRINT ROLL?**
**PLEASE ENSURE THAT ALL TICK BOXES ARE COMPLETED**

TIME OF INITIAL CHECK: .....
DEFECT REPORT - Details of any faults noted should be entered below.

Signature of Driver: ..... Print Name: ..... Date: .....

TIME OF ADDITIONAL CHECK: .....
DEFECT REPORT - Details of any faults noted should be entered below.

Signature of Driver: ..... Print Name: ..... Date: .....

| ACTION TAKEN - INITIAL CHECK | ACTION TAKEN - ADDITIONAL CHECK |
|---|---|
| Signature: ..... Print Name: ..... | Signature: ..... Print Name: ..... |
| Position: ..... Date: ..... | Position: ..... Date: ..... |

**THIS FORM IS PART OF YOUR DAILY DEFECT REPORTING PROCEDURE**
**REPORT ALL DEFECTS TO MANAGEMENT**

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Where a defect is present, this be recorded in the dedicated vehicle defect sheet book and reported to the Workshop for repair prior to the vehicle being returned to service. There will be periodic weekly checks by Environmental Manager and Veolia Fleet department who will conduct regular audits and unannounced inspections to ensure compliance to company policy and statutory regulations.

Following each scheduled inspection the completed documentation will be placed in the vehicle file, retained for 15 months and held in archive at the operating centre with a copy held at Stubbs Mead workshop. This process is again subject to audit.

Veolia will implement and maintain an appropriate maintenance management system. This will ensure effective preventative and condition based maintenance practices prevail. All vehicles will be maintained in line with DVSA Freight and Passenger Inspection Manuals and our O-Licence undertaking.

All vehicles will be serviced at set intervals and in accordance with Veolia Fleet policy. Services are scheduled and recorded using the fleet management system (TRANMAN). The service will incorporate periodic oil replacement, filter replacements, lubrication, testing, calibration and all other preventative and condition based practices in line with the relevant Original Equipment Manufacturers (OEM) recommendations.

Operator Licensing Authorities require safety inspections to be carried out on all O-Licence Vehicles by time interval only. A period of six weeks between Safety Inspections is the maximum permissible and in line with our O-Licence undertakings.

Non O-licensed vehicles (principally light vans and mobile plant) will undergo a minimum full safety inspection every 12 weeks and the annual schedule will include a full service. These practices will ensure road safety, compliance, control of costs and effective asset control using uncompromising preventative and condition based maintenance systems and procedures.

The following table summarises the service frequencies for service vehicle categories and anticipated maintenance downtime:-

| Categories of Service Vehicles | Inspection/Service Frequency | Time taken for | | |
|---|---|---|---|---|
| | | Vehicle Inspection | (Vehicle Service | MOT Prep and MOT |
| Residual Collection Vehicles | 6 weekly | 3 hours | 5 hours | 3 days |
| HIAB | 6 weekly | 2.5 hours | 4 hours | 3 days |
| Vehicles over 3.5T | 6 weekly | 2.5 hours | 4 hours | 3 days |
| Large Mechanical Sweepers | 4 weekly | 3 hours | 4 hours | 3 days |
| Small/Compact Mechanical Sweepers | 4 weekly | 2 hours | 4 hours | 3 days |
| Gully | 4 weekly | 2.5 hours | 4 hours | 3 days |
| Small Vehicles including 3.5T cages/vans/flusher etc | 12 weekly | 1.5 hours | 3 hours | 2 days |
| Winter Service Vehicles | 6 weekly | 2.5 hours | 4 hours | 3 days |

## 3.2 Vehicle Service and Inspection

The following information applies to all Veolia fleet in respect of vehicles that are O-Licensed and vehicles that are categorised as non O-Licensed.

Veolia acknowledge both the minimum standards set out by the DVSA, OEM recommendations and the inspection intervals stipulated on each O-Licence. Our objective is to exceed these standards and best practices in a cost effective manner, ensuring our statutory compliance and obligations as transport operators and our commitment to our customers in providing the best contracted services.

Veolia achieve and manage this by using uncompromising quality systems and procedures and the continuous development of our staff. We instil in all our maintenance staff a firm

understanding of the importance and effectiveness of preventative and condition based maintenance practices and the way that these counteract the negative and more expensive effects of breakdown maintenance. All vehicles are maintained respectively in line with DVSA Freight and Passenger Inspection Manuals these are referenced in the ongoing training that our Workshop Fitters receive. Each location and Workshop Engineer has a copy of the Inspection Manuals and they are updated and changed in accordance with DVSA publications.

The Veolia policy regarding Brake roller testing is to test every 12 weeks (every x84 days) this is our minimum requirement. Each vehicle must have a brake roller test print out showing an overall pass result and must have a 2% positive variance on the minimum brake value percentage for service brake, secondary brake and park brake stipulated by the DVSA.

Veolia has bespoke service and inspection paperwork which covers all vehicles, body work, plant and other ancillary equipment.

Each Veolia transport and engineering workshop has a Maintenance Agreement set up in respect of the requirements of the O-Licence rules and regulations.

All vehicles fitted with tachographs will undergo inspection and recalibration at an authorised centre.

Analogue Tachograph

- Inspection – Every two years
- Calibration – Every six years

Digital Tachographs

- Calibration – Every two years.

Road Speed Limiter - two yearly checks will coincide when each vehicle is presented to the authorised centre for Tachographs for Inspection and Calibration.

## 3.3 LOLER Inspections Procedure

Veolia will maintain and operate lifting equipment in accordance with the Lifting Operations and Lifting Equipment Regulations 1998 or thereon amended (LOLER) which applies to any equipment that is designed and constructed for lifting, irrespective of whether it is road legal or site based. Appropriate LOLER testing records will be produced for all applicable fleet vehicles and plant, such as bin lifts and lifting equipment on mobile plant.

For these inspections and procedures the approved service provider is Zurich Insurance that carries out all LOLER inspections on behalf of Veolia. All associated equipment vehicles will be inspected and have a new certificate every 12 months, with the exception of any equipment that carries or lifts a person, such as a tail lift, which will be inspected every six months. After all inspections a new certificate must be issued and filed.

It should be noted that all LOLER inspections will be treated in exactly the same manner as a vehicle MOT and so no vehicle or item of lifting equipment will ever be used if it is outside of valid certification.

## 3.4 MOT Preparation and Presentation

MOT first time pass rates are a major contributor to Fleet Operators Official Compliance Risk Score which is the main performance indicator for the DVSA and the Traffic Commissioners. Each vehicles preparation is stringent, taking account of all the condition based tolerances as stipulated in DVSA Inspection Manual. It is our policy that each vehicle where applicable will undergo a four point check which includes:

- Brake Roller Brake efficiency Test with print out.
- Road Speed Limiter Test
- Head Lamp Aim Test
- Smoke Emissions Test

As a minimum, Workshop Fitters who prepare and present vehicles for annual MOT Test will be time served qualified Fitters who hold an IRTEC Licence as proof of professional competence. This ensures their specific knowledge of all MOT Test Classes as detailed below and reinforces any actions to specific changes that DVSA have or intend to implement:

- HGV -Heavy Goods Vehicles
- Class VII - Light Good Vehicles GVW over 3000kg but not over 3500kg
- Class VI – All PSV not listed below
- Class V – Non PSV -Public carrying vehicles 13 to16 passenger seats Vehicles with more than 12 passenger seats and less than 16 passenger seats, School buses with more than12passenger seats.
- Class IV
- Cars
- Goods vehicles up to 3000kg
- Motor Caravans
- Dual purposes vehicle
- Ambulances and Taxis
- Non PSV -12 or fewer passenger seats
- Class IVA - Mini Buses with additional belts
- Class VA – Private passenger vehicles and Ambulances 13 or more passenger seats with additional belts
  - Class III – 3 wheeled vehicle.
  - Class I &II -Motor bikes


MOT Test first time passes and failures are collated monthly, where we incur MOT Test failure an investigation is conducted and actions taken. All this information is communicated

to our Group Fleet department and referenced in our monthly Fleet Key Performance Indicators and Contract SPI's.

Veolia's performance in respect of MOT first time pass and other aspects of fleet management performance is upper quartile and represented in our Official Compliance Risk Ratings.

### 3.5 Procedure for unplanned maintenance

The procedure for all unplanned maintenance work will be evaluated on an individual basis. All unplanned maintenance will be reported and recorded using the daily Vehicle / Plant defect reporting book.

Following a detailed engineering examination by members of the engineering team, a decision as to the methodology required for the rectification of works will be made.

Veolia has contractual Service Level Agreements in place with a large number or our Original Equipment Manufacturers, this gives us influence when it comes to calling third party contractors, to provide advanced technical level support utilising on board diagnostics.

## 4. Emergency breakdown and out of hours provisions (including response times)

Veolia's team of Mobile Fitters would resource emergency breakdown and out of hours provisions throughout the Contract period. Standard working hours for the workshops will be between 06:00 and 22:00 hours and an on call engineer will be available outside of these hours.

For recovery of vehicles unable to be repaired at the roadside and breakdown assistance, Veolia London Region has worked with Lantern Recovery Specialists (LRS) for the last ten years. This success is mostly due to the fact that LRS are resourced to respond to vehicles within the London area.

LRS have proven to give Veolia London Region a preferential service by attending all categories of vehicles in respect of Recovery and Roadside Assistance in the majority of cases within one hour. Our analysis of their performance indicates that they achieve over 80% of their reactions within the one hour target.

We will continue to use the services provided by LRS in respect of our contract fleet requirements for SLWP Contract. The Target Response Times for responding to an emergency breakdown are shown in the table below:

| | Target Response Times |
|---|---|
| During Workshop Operational Hours (06:00 – 22:00) | 60 minutes |
| Outside of Workshop Operational Hours Provided by Lantern Recovery Specialists | 60 minutes |

See attached at Appendix 1.5a testimonial statement from Lantern.

## 5. Arrangements for tyre management and replacement (including response times)

Bandvulc are Veolia's tyre management provider and will supply, fit and dispose of tyres on waste collection and street cleansing vehicles. Vaculug manage the majority of our yellow plant and Veolia has had a very successful trading agreement and relationship with Vaculug for the last eighteen years. All tyre replacement, repair, monitoring, weekly checks and monthly inspections are coordinated and managed by our tryre management providers. These measures are over and above the drivers first-use walk around inspections and scheduled workshop maintenance. We have included these agreements as part of the provision of the SLWP fleet.

The main benefits of this agreement are road safety, annual fixed costs, DVSA compliance, economy, management of contractors through a single point of contact.

Costs are set by vehicle type, vehicle application, tyre size and expected annual mileage. All variances positive and negative are collated throughout the year which can be seen in the performance against budget section of the monthly reports. The reports are utilised to manage driving behaviour.

| | Target Response Times |
|---|---|
| Response | 60-90 minutes |

## 6. Outline of fleet management system, in compliance with Operator's Licence.

All vehicles and equipment that Veolia provides repair and maintenance services for will be added to its Tranman 8 system which will collate vehicle repair costs, allocated time, spare parts and job narrative. The system will also be used to store key information:

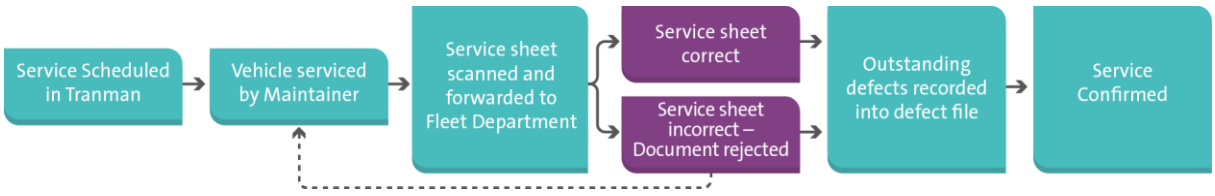

- Scheduled maintenance
- Non-scheduled maintenance
- LOLER Inspection
- MOT Test date,
- Reduced Pollution Certificate
- Road Fund Licence Status
- Financial performance information
- Maintenance Schedule

The Tranman 8 system has a separate report writing system known as Crystal Report; reports can be produced for individual vehicles, complete fleets and exception reports. Periodic set reports can be sent on a scheduled basis or on request, and will be provided on the SLWP SharePoint.

**LAMBETH**

| WORKSHOP | JOB TITLE | FLEET NO | REPAIR CLASS | JOB NO | DATE ARCH | HOURS | LAB | PARTS | TOTAL |
|---|---|---|---|---|---|---|---|---|---|
| AO55VSK | | | | | | | | | |
| LAMBETH WASTE DIV | ********SAFETY INSPECTION + B/TEST - WEEK 39****** | AO55VSK | SCH | EHO11576 | 29/10/2014 | 2:00 | 50.00 | 10.00 | 60.00 |
| LAMBETH WASTE DIV | ********SAFETY INSPECTION +B/TEST - WEEK 23******** | AO55VSK | SCH | EHO14786 | 26/06/2015 | 2:00 | 50.00 | 10.00 | 60.00 |
| LAMBETH WASTE DIV | ********SAFETY INSPECTION + B/TEST - WEEK 51****** | AO55VSK | SCH | EHO12700 | 28/01/2015 | 3:00 | 75.00 | 81.32 | 156.32 |
| LAMBETH WASTE DIV | **********MOT PREP - WEEK 2********** | AO55VSK | SCH | EHO12911 | 28/01/2015 | 3:15 | 81.25 | 88.00 | 169.25 |
| LAMBETH WASTE DIV | MOT FEE - REF. EHO12911 | AO55VSK | NON | EHO13529 | 25/02/2015 | 0:15 | 6.25 | 50.00 | 56.25 |
| LAMBETH WASTE DIV | ********** B+ SERVICE +B/TEST - WEEK 11 ******** | AO55VSK | SCH | EHO13719 | 27/03/2015 | 3:30 | 87.50 | 91.29 | 178.79 |
| | | | | | | | 350.00 | 330.61 | 680.61 |
| AY03HJX | | | | | | | | | |
| LAMBETH WASTE DIV | ********SAFETY INSPECTION - WEEK 34******** | AY03HJX | SCH | EHO11074 | 28/08/2014 | 3:00 | 75.00 | 283.57 | 358.57 |
| LAMBETH WASTE DIV | **********SAFETY INSPECTION + BB - WEEK 40******** | AY03HJX | SCH | EHO11629 | 29/10/2014 | 2:30 | 62.50 | 10.00 | 72.50 |
| LAMBETH WASTE DIV | ********* SAFETY INSPECTION +BB - WEEK 12 ******** | AY03HJX | SCH | EHO13795 | 27/03/2015 | 2:00 | 50.00 | 20.00 | 70.00 |
| LAMBETH WASTE DIV | **********SAFETY INSPECTION - WEEK 46********** | AY03HJX | SCH | EHO12194 | 27/11/2014 | 2:00 | 50.00 | 186.66 | 236.66 |
| LAMBETH WASTE DIV | **********SAFETY INSPECTION - WEEK 52********** | AY03HJX | SCH | EHO12744 | 23/12/2014 | 3:00 | 75.00 | 10.00 | 85.00 |
| LAMBETH WASTE DIV | **********B+ SERVICE - WEEK 6********** | AY03HJX | SCH | EHO13259 | 25/02/2015 | 3:00 | 75.00 | 56.11 | 131.11 |
| LAMBETH WASTE DIV | O/S MIRROR IS LOOSE | AY03HJX | NON | EHO14343 | 27/05/2015 | 0:30 | 12.50 | 0.00 | 12.50 |
| LAMBETH WASTE DIV | **********SAFETY INSPECTION - WEEK 18********** | AY03HJX | SCH | EHO14329 | 27/05/2015 | 2:00 | 50.00 | 20.00 | 70.00 |

The process of recording progress towards completing a vehicle service can be seen in the following diagram.




Veolia's policy for forward maintenance planning is that the current six-month period plus the next six-month period should always be displayed in the form of a wall planner in addition to the Fleet Management system outlined above. The Stubbs Mead and Garth Road Lane depots will display the wall planners to show that pre-planned maintenance has been arranged for every vehicle within the fleet.

The Workshop Manager and the CPC holder have a shared responsibility for ensuring the planner is up to date.

## 7. Arrangements for fuelling of vehicles

Fuel tanks will be maintained at each of the three operational depots; these will meet the requirements of the Control of Pollution (Oil Storage) England Regulations 2001 which requires a secondary containment system with no less than 110% of the storage tanks full capacity. Tanks will be inspected regularly to ensure they remain in good repair and will be appropriately labelled as to the content of the tanks. Appropriate spill kits will be located

within the vicinity of the tanks to deal with any incidental spillage that occurs during fuelling of vehicles.

Veolia will use Triscan Odyssey Fuel Management systems to provide onsite fuel management at the depot locations. Vehicles and/or drivers are allocated a unique ID which is used to validate their identity/the vehicle identity and allow access to fuel stocks. Fuel usage by driver and vehicle are monitored through the systems software providing a management understanding of the fuel usage and a mechanism to monitor any changes in patterns of fuel usage by driver or vehicle. This information is used to initiate management intervention when variances are outside of the expected tolerance for each round/vehicle/driver.

The Triscan Odyssey Fuel Management System also monitors existing stock within the fuel tanks. Based on anticipated fuel usage and current stock levels a programme for ordering fuel deliveries will be set up always ensuring there is sufficient fuel for 6 days of operation available at the depot locations. In the event of industrial actions or other events affecting fuel supply contingency arrangements for ensuring ongoing fuel supply will be arranged. Such contingencies will include provision of fuel cards with local fuel suppliers.

## 8. Details of any maintenance work to be undertaken by sub-contractors.

Veolia will not be using sub-contractors to undertake maintenance.

## 9. List of spares and consumables held on site.

Veolia has provided an example stock list of spares and consumables from our existing Croydon workshop in Appendix 1.5b. This stock list allows for parts for service and non-service vehicles that are maintained from the current Croydon workshop. The stock list illustrates the parts, supplier and location within the parts store with a flag for the point at which new parts will be reordered.

The suppliers used reflect the various vehicles which are maintained within the existing Croydon workshop. The stock levels will increase when Sutton vehicles are added in 2017 but overtime it is anticipated that the list will reduce as the range of vehicles supported reduces. Stock will be held at both of the vehicle workshops with stock levels proportionate to the requirements of the vehicles that will be maintained in each workshop. We retain the ability to transition stock between the stores should the need arise. The stock levels will be managed from the Croydon workshop to ensure an appropriate overview of stock levels and usage is maintained.

A just in time philosophy will be employed whereby required stocks of fast moving stock items are maintained, backed by a solid network of suppliers to provide other parts as required. We anticipate that the stock list included will change to reflect the new fleet of vehicles deployed within the partnership and that of the requirements for the non-service vehicles as the contract progresses.

## 10. Provisions for repairing and repainting vehicles that in the opinion of the Partnership Representative, are not an acceptable condition.

Veolia has provided for vehicle refurbishment within the submission, this is anticipated to be between year 4 and 6. Essential to maintaining the fleet appearance is the provision of vehicle wash facilities to keep the vehicles clean and in good working order. We have provided for vehicle wash facilities at the Stubbs Mead and Garth Road Depot and we will ensure that drivers wash their vehicles at least once every two weeks, and at least once a week in the summer period, as described in Method Statement 1.7.

## 11. Added Value

Veolia is the largest waste fleet operator in the UK, operating in excess of 7,000 commercial vehicles throughout the organisation. The experience that Veolia has gained through operating such a sizeable fleet will be delivered to the Partnership. Alongside this our existing workshop provision at Croydon has enabled us to gain insightful experience in the maintenance of vehicles within South London. Veolia will ensure that all Workshop fitters are IRTEC licenced within 12 months from Contract Commencement.

Veolia will utilise Tranman 8 to record, monitor and store all legal documentation to meet the requirements of the DVSA for all Service and Non-Service Vehicles. This will provide a central repository of all vehicle related information including inspections and servicing due, along with all legal documentation associated with the fleet; such as MOT certificates and proof of work carried out to satisfy duty of care requirements which provides a full audit trail of maintenance documentation that can be readily provided to the Partnership on request.


The system will be used to ensure that our maintenance provision remains efficient across the workshops within the Partnership and across Veolia as a whole with the regional fleet management team able to benchmark different workshops performance and highlight any anomalies for investigation and rectification.

Utilisation of the Triscan System to control the issue of, and monitor the usage of fuel by vehicle/driver will ensure early recognition of vehicles/drivers using excess fuel that can be rapidly responded to ensuring on-going monitoring and management of fuel consumption and control of vehicle emissions throughout the Contract.

Veolia are currently supporting over 300 apprentices, helping them to learn on the job and gain the vocational qualifications they need to perform a variety of skilled roles; everything from mechanical engineering and LGV driving to customer service and horticulture. The costs associated with young people being NEET (not in education, employment or training) as individuals in terms of quality of life and wider society in lost income are well established and Veolia's commitment to supporting apprentices across the Contract will help to alleviate such issues.