



South London Waste Partnership

Lot 1 Services

Preferred Bidder - January 2017

Technical Response

Service Delivery Plan 1.7 – Fleet Information for Each Service Area

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Lot 1: Technical Response

1.7 Fleet Information for Each Service Area

1. Introduction

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. Veolia will ensure that all Services are resourced with vehicles that provide the Council with 'Value for Money'.

Veolia will provide exceptional fleet management and compliance across the Contract for Service and Non-Service Vehicles. Veolia will ensure road safety, compliance, control of costs and effective asset control using uncompromising preventative and condition based maintenance systems and procedures which are discussed in this method statement.

Fleet Management Commitments

We will

- *Ensure best practice in fleet management is applied to the Contract*
- *Ensure a minimum of two Certificate of Professional Competence holders are in place at each operating centre*
- *Inspect and maintain vehicles in accordance with the requirements of the Driver and Vehicle Standards Agency (DVSA), manufacturers guidance and O-Licence commitments*
- *Provide a bespoke In-Cab Technology system to provide real-time information between Veolia and the Partnership*
- *Provide rear view and side cameras to allow for safe operation live video recording of the operations*

2. Fleet Management

General approach to fleet operations, including any independent standards adhered to (e.g. FORS), management structure and staff qualifications.

Veolia will implement best practice in fleet management at the Contract; ensuring Operator Licences (O-Licences) are in place ahead of Contract Commencement to cover the Contract operations. Veolia will ensure that there are a minimum of two Certificate of Professional Competence (CPC) holders per Operating Centre to more than meet the requirements of its O-Licences and to ensure that cover is provided at all times. Veolia has achieved FORS Gold accreditation recognising its achievements and ongoing improvements in its approach to fleet operations which will be applied to the Partnership:-

Fleet Compliance

Veolia's London Region has achieved FORS Gold accreditation which demonstrates an unrivalled standard to fleet compliance.

This standard acknowledges Veolia's commitment to enhanced industrial standard and best practice.

Gary Clark, Head of Fleet is an appointed member of the FORS Governance Standard and Advisory Group.

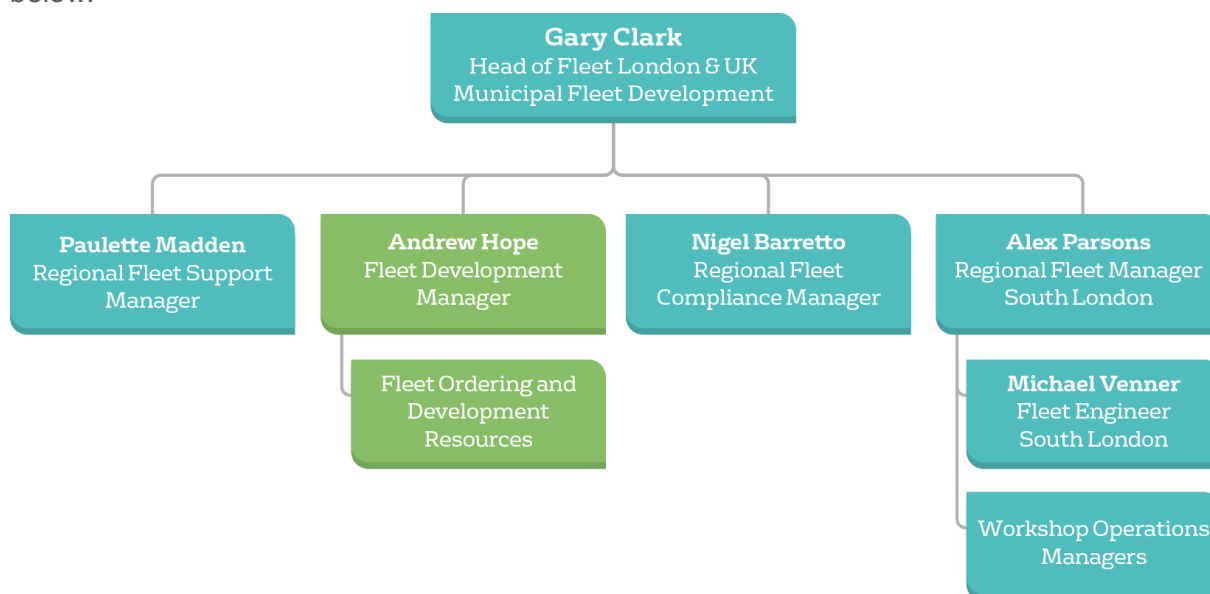
Veolia is also compliant with the the Construction, Logistics and Community Safety (CLOCS) Scheme cyclist safety requirements.



Vehicles will be inspected, maintained, serviced and operated in accordance with the Driver and Vehicle Standards Agency (DVSA) requirements, manufacturer's recommendations and O-Licence stipulations. Maintenance activities will be managed via Veolia's DVSA approved, Fleet Management and Compliance Systems, outlined in the diagram below:

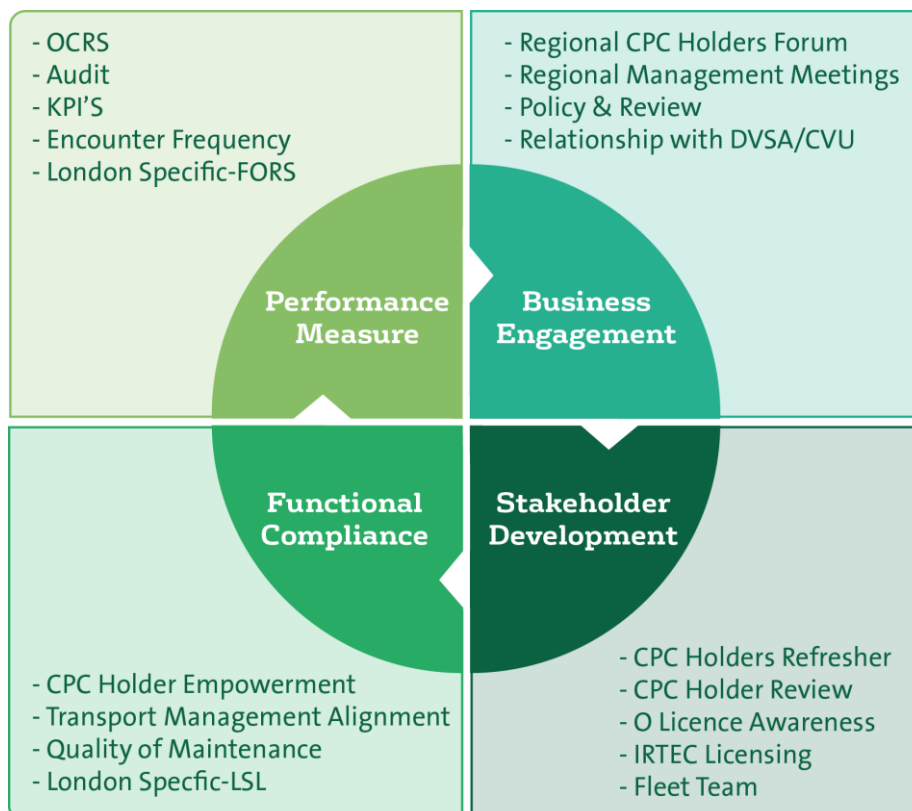


Veolia Fleet Management and Compliance Systems are managed by the CPC Holder for the Operating Centre and they are supported by the regional fleet team illustrated in the diagram below:-



Information regarding the regional team qualifications and experience are included in Appendix 1.7a

Veolia's approach to fleet compliance is illustrated in the diagram below showing the interrelationship between various resources and the fleet management and compliance system which are essential to ensure delivery of fleet compliance.



3. Transfer of Vehicles

A clear statement of any Partnership owned vehicles intended to be used, for how long and for what purpose.

Veolia proposes to use the following vehicle types that are transferring from the Boroughs in the delivery of the Services:

Authority	Year	Vehicle Type	No of Vehicles	Services	Period of Use (from contract start)
Merton	2015	Glutton	6	Street Cleaning	3 years
Merton	2013	Citroen Dispatch	1	Street Cleaning	1 year
Merton	2014	Ford Connect	1	Street Cleaning	3 years
Merton	2014	Ford Transit	1	Street Cleaning	4 years
Merton	2009	Grab Lorry	1	Street Cleaning	2 years
Merton	2011	Mercedes Econic	12	Waste Management	2 years
Merton	2012	3.5 T Tipper cage	1	Street Cleaning	3 years
Merton	2013	3.5 T Tipper cage	3	Street Cleaning	4 years
Merton	2012	7.5 T Tipper cage	2	Street Cleaning	4 years
Sutton	2013	Dennis Eagle Olympus Nbody/Omnidel lift	7	Refuse & Recycling	4 years
Kingston	2015	Olympus twin pack 22T	5	Refuse & Recycling	2 years (2022-2024)
Kingston	2015	Olympus twin pack 16	1	Refuse & Recycling	2 years (2022-2024)
Kingston	2015	Olympus OL21W Wide	7	Refuse & Recycling	2 years (2022-2024)
Kingston	2015	7.5t cage tipper van	1	Refuse & Recycling	2 years (2022-2024)

The Veolia Fleet Team undertook a condition survey of the Merton and Sutton assets mentioned above in October 2015 and determined the appropriate vehicles to be utilised in the new Contract Period. The Kingston vehicles are currently operated and maintained by Veolia and we therefore have sufficient knowledge of these to readily determine the capability of continuing operations of the fleet.

4. Fleet Overview

Provide the following vehicle information, clearly differentiating each service area

4.1 Vehicle Specifications and Quantities

Collection Services

The following table outlines the vehicle type per collection service for each property type and outlines the number of vehicles required when all four Boroughs are in the Partnership. We have provided pictures of the key service vehicles below.

Service	Property Type	Vehicle Type	Vehicle Specification	Bin Lift	No of Vehicles	Spare Vehicles
Residual Waste	Kerbside	Standard RCV 26T 6x2	RS OL21W	Terberg OmniDEL	17	2
DMR and Food	Kerbside	Twin Pack 26T 6 x2	RS OLTP22 3565	Terberg OmniDEL Triple	13	1
Paper/Card and Food	Kerbside	Twin Pack 26T 6 x2	RS OLTP22 3565	Terberg OmniDEL Triple	13	1
Garden Waste	Kerbside	Standard RCV 26T 6x2	RS OL21W	Terberg OmniDEL	7	1
Residual and Food	Flats	Duo 26T 6 x2	RS OL13W TD3 Standard	Terberg OmniDEL	9	1
DMR/ (Paper and Card)	Flats	Twin Pack 26T 6x2	RS OLTP22 3565	Terberg OmniDEL Triple	7	1
Residual and Food	Narrow Access	Narrow Twin Pack 16T 4x2	NTM K-Maxi 70/30 split	Barlift	1	
DMR/ (Paper and Card/Food)	Narrow Access	Narrow One Pass 16T	NTM K2 70/30 Split with pod	Barlift	1	
Bin Deliveries	All	7.5T Cage Vehicle	Fuso Canter Hybrid Chassis with Cage body	Tail Lift	5	
Bulky Waste	All	7.5T Boxed Van	Fuso Canter Hybrid Chassis with Box body	Tail Lift	3	1



26 tonne Dennis Eagle Olympus (Residual Waste, Garden Waste)



26 tonne Dennis Eagle Twin Pack (DMR/Food, Paper & Card/Food, DMR/Paper & Card - Flats)



26 tonne Dennis Eagle Duo (Residual/Food - Flats)

The Vehicle specifications are appended in Appendix 1.7b.

Veolia will implement its Vulnerable Road Users Policy which complies with the Mayors Safer Lorry Scheme. All vehicles over 3.5 tonne will be fitted with side intrusion bars, mirrors, cameras and appropriate signage. Vulnerable road user training will also form a key component of CPC training undertaken by Drivers.

4.2 Vehicle Capacity and Payload

Table detailing vehicle capacities and payloads for each waste stream

Collection Services

Service	Property Type	Vehicle Capacity (m3)	Material Compaction Rate	Vehicle Payload (T)
Residual Waste	Kerbside	21.4	3.9:1	11.2
DMR and Food	Kerbside	14 / 7.6	2:1/1.7:1	5.1/3.1
Paper & Card and Food	Kerbside	14 / 7.6	3.6:1/1.7:1	4.9/3.3
Garden Waste	Kerbside	21.4	2.6:1	11.2
Residual and Food	Flats	13 / 4.8	3.9:1/1.7:1	8.45/1.05
DMR/ Paper & Card	Flats	14 / 7.6	2:1/3.6:1	5.1/3.1
Residual and Food	Narrow Access	6.6/3.4	3.9:1/1.7:1	4.29/1.7
DMR/Paper & Card/Food	Narrow Access	4.7/2.4/2.1	2:1/3.6:1/1.7:1	2.12/0.96/1.05

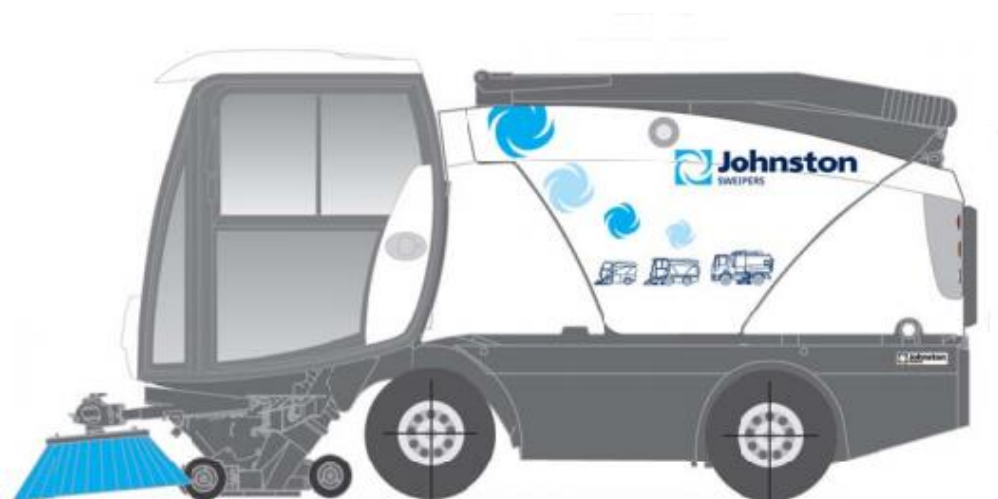
Street Service

The following table outlines the street cleaning vehicle required when all four Boroughs are in the Partnership pictures of the proposed fleet are shown below.

Service	Vehicle Type	Vehicle Specification	Spare Vehicles	No of Vehicles	GVW
Mechanical Sweeping	Large Mechanical Sweeper	DAF LF220 FA 4x2 Johnston VT651 Truck Mount	1	8	12T
Mechanical Sweeping	Small Mechanical Sweeper	Johnston CN201 Compact Sweeper	2	18.0	4.5T
Village Team	12T Compaction Vehicle	Daf Chassis. Dennis Mini Olympus body	0	3	12T
Village Team	7.5T Caged Tipper	Fuso Canter Hybrid Chassis Caged Body	2	16.0	7.5T
Gully	Gully QCB	DAF LF1220 FA 4x2 18T with demountable Whale Medium Volume Combination Gully	1	3.0	18T
Markets	Electric Cart	Bradshaw PSB1500 Pedestrian controlled Electric Vehicle	0	1	N/A
Croydon Housing	7.5T Caged Vehicle	Fuso Canter Hybrid Chassis Caged Body	1	8	7.5T
Cleaning Team	Vehicle plus Flusher	Trafalgar Skid Mounted Jet Wash	0	1	N/A
Graffiti	Graffiti Vehicle	Trafalgar Skid Mounted Jet Wash	0	1	N/A
Large Flytips	Hi-Ab	DAF LF1220 FA 4x2 18T	0	1	18T



Johnston VT651 Mechanical Sweeper



Johnston CN201 Mechanical Sweeper



Illustration of Quick Change Body System (QCB) for HIAB



Quick Change Body System (QCB) for Gully

Veolia will implement its Vulnerable Road Users Policy which complies with the Mayors Safer Lorry Scheme. All vehicles over 3.5 tonne will be fitted with side intrusion bars, mirrors, cameras and appropriate signage. Vulnerable road user training will also form a key component of CPC training undertaken by Drivers.

Winter Maintenance Service

The following Service outlines the vehicles required for Winter Maintenance when all four Boroughs are in the Partnership.

Vehicle Type	No of Vehicles	Capacity
18T Gritters	7	6 m ³
QCB on Gully	4	6 m ³
QCB on Hiab	1	6 m ³
QCB on Hook lift	0	6 m ³
7.5T Gritters	2	2 m ³
QCB on Small Mechanical Sweeper	1	



QCB Gritter bodies



7.5T QCB Gritter

4.3 Fuel Type and Emission Standards (including proposals for alternative fuels)

Fuel

Veolia will use Ultra Low Sulphur Diesel as the primary fuel for all vehicles on the Partnership with diesel power units. This conforms to EN590 standard which contains a minimum 5% bio-diesel element. Veolia is currently in the development process of sourcing a sustainable bio-fuel made from reclaimed bio-diesel oils (Fatty Acid Methyl Ester) to enhance the use of Bio-diesel within the whole of Veolia. Veolia will also use the “ChemEcol” fuel additive where bulk tanks exist at depots, which reduces fuel consumption and carbon emissions by up to 3%.

Emissions Standards

Veolia is at the forefront of research and development into reducing the impact of plant and vehicle emissions on the local and global environment. Innovation holds a key position within Veolia’s corporate strategy. Through Project Tangram, created to drive innovation and efficiency, we are working on 21 projects aligned with Veolia’s corporate objectives.

Throughout the life of the Contract, Veolia will optimise it’s Service Delivery to ensure emissions are reduced at every opportunity. At Contract level, the specification of Euro 6 vehicles when the fleets are replaced will achieve lower emissions of NOx, hydrocarbon (HC) and particulate matter (PMs) when combusting fuel compared to the existing fleet.

In order to optimise vehicle fuel consumption Veolia has included the option of Alison Fuel Sense Max on all Dennis Elite6 vehicles. Fuel Sense Max involves recalibrating the vehicles gearbox ECU, activating an 'intelligent engine load sensing gear shift schedule' and a 'reduced engine load at stop' function. Load Based Shift Scheduling monitors the load on the vehicles engine as well as the road speed and acceleration; the most efficient gear for the given performance conditions is then automatically selected. This helps to prevent situations such as over acceleration and over-revving. 'Reduced Load at Stop' is activated when the vehicle is stationary and still in gear; the gearbox is automatically placed into a 'semi-neutral' state via the torque converter which reduces the load on the engine.

Veolia will ensure that the collection vehicles compaction mechanism is calibrated to the optimum performance characteristics to suit the duty cycles within the Partnership. This will include optimising the refuse bodies compaction pressures and number of compaction cycles performed. The vehicles engine 'high idle' which is activated when the body is functioning will be reduced by 15%. As well as improving fuel consumption the measures will also reduce noise pollution considerably.

The “Driving Efficiently and Safely” (DES) programme will be launched which uses new sensor technology to retrieve engine management data including over-revving, harsh braking, rapid acceleration, idling, and speeding to enable more efficient driving. This reduces vehicle emissions by approximately 5% and improves the performance of the fleet by reducing operating costs. The ECHO System records performance data from vehicles using GPS tracking, on-board vehicle computers, and vehicle telematics, this coupled with

the use of Triscan fuel management system recording fuel usage by driver/vehicle will enables on-going monitoring of driver and vehicle performance.

Optimised vehicle routing considering locations, vehicle capacities, collection days, property density, and local traffic conditions, to reduce mileage where possible has been applied to this Contract and will be reviewed on an ongoing basis to ensure on-going optimisation of routes.

Hybrid Technology

Veolia has specified 39 Fuso Canter Hybrid chassis as part of the street cleansing/collection support fleet. The Euro VI compliant Canter Eco Hybrid has a powerful hybrid drive system; the electric motor uses energy recuperation to support the combustion engine, along with the standard stop/start function and DUONIC transmission reduce fuel consumption by around 23% and reduce CO2 emissions. The engine facilitates saving of fuel while driving whilst tanking energy when braking which then drives an electric motor that assists the combustion engine both at moving off and during acceleration. The start/stop function switches the engine off when it comes to a standstill, and starts it again when the vehicle is ready to move off.



The clearly legible hybrid display shows the driver the current state of charge and the energy flow display shows when energy is being used or regenerated allowing them to amend their driving style.



4.4 In-cab Technology

Details of fitted In Cab Technology (ICT) allowing two-way communication of Information,

Vehicle tracking and data recording

Veolia's IT solution incorporates the innovative and real-time communications in-cab technology component, ECHO OnBoard.

The in-cab solution enables effective communications between the crews using ECHO OnBoard, supervisors operating in the field using ECHO Mobile and depot based administrators using ECHO Web.



The ECHO OnBoard system will provide the drivers with electronic versions of their collection round-sheets, which they will download to their in-cab computer terminal prior to starting the shift. Where appropriate (e.g. streets adjacent to schools) the device will show "Round Leg Notes" to provide round risk assessment information.

The ECHO OnBoard computer system incorporates built in GPS tracking and can display the Round on the computer screen in either GPS location order, or alphabetically by street order; allowing the driver to choose their preference.

Electronic Round Sheets will deliver the efficiency and time saving benefit of avoiding the reliance and delay on depot based administrators having to interpret and confirm paper based round sheets after the round has been completed.

Two-way and real-time communications deliver significant operational and administrative efficiencies enabling the crews to receive and confirm completion of new or updated “Tasks” (service requests) whilst the round is in progress. By example, “Tasks” will include instructions to collect a previously reported and genuine “missed collection”. Crews will use ECHO OnBoard to confirm the rectification of such service failures.



To reduce the interaction and time spent by the driver using the device, ECHO OnBoard has been purposely designed to minimise the number of key strokes required to confirm progress of the rounds. This design of “confirmation by exception” means that the driver can confirm completion of whole streets or street sections (known as “Round Legs”) with just one keystroke.

However, if the driver encounters any collection “incidents” during the round e.g. Side Waste or Abandoned Bins, the driver will drill down into the street to locate the exact property address and confirm against it the appropriate “Resolution Code”.

A table detailing “incidents” and “exceptions” that can be reported by crews via ECHO OnBoard is shown below:

<i>Service Task State</i>	<i>Resolution Code Tier 1</i>	<i>Resolution Code Tier 2</i>
Collection Not Completed	Not Out	-
	Nothing Found	-
	Contaminated	Con – Non Domestic
		Con – Hazardous Waste
	No Access	NA – Gate Locked
		NA – Dangerous Animal

Collection completed but with an Exception reported		NA – Blocked by Vehicle
		NA – Key/Code Changed
	Abusive Resident	-
	Key/Code Required	-
	Broken Bin	BB – Replace Bin
		BB – Replace Wheel
	Spillage on Arrival	-
	Damage on Site	-
	Excess Waste	-

Where an exception does not exist the crew will close a “round leg” as completed. In this instance all tasks within this “round leg” are marked as complete.

As the crew confirm completion of the “Round Legs”, the ECHO Web “Bulletin Board” will publish “live” progress of the rounds and will show any round exceptions, e.g. non-presentation of recycling, contaminated recycling. The “Bulletin Board” will be available to authorised users of ECHO, including nominated officers of the Council. The “Bulletin Board” will confirm to the Council that a Round has outstanding work or has been completed.

This powerful combination of sending and receiving data will deliver a superior and optimised collection service enabling all users of ECHO to be kept completely up to date and fully informed of the status, progress of work and of any reported service issues

4.5 Camera Systems

Veolia will equip all RCV's with side and rear cameras provided by Vision Techniques to capture real time video data. The system will provide authorised users with access to both live or previously recorded video footage over a secure, dedicated network.



Veolia will make all relevant video data available to the Partnership upon request. This will include but not be limited to data required for data protection and Freedom of Information requests, customer queries, complaints and any other data that Veolia is required to provide to the Council.

The camera system has a built-in system health check which will alert the drivers if there is any fault with the vehicle mounted cameras and will therefore ensure critical incidents are not missed due to any unreported faults. In addition to viewing the normal collection activities of

emptying and replacing containers, and collecting street arisings, the video cameras will identify risks, hazards and obstructions affecting or preventing collections or deliveries.

Live video evidence will be able to justify or refute claims made by the public with respect to damages to their property, person or vehicle.

The footage could potentially include the identification and evidence of problems such as pot holes, fly-tip waste, graffiti, obstructions to line of sight (e.g. tree branches hiding road signs and directions) and illegal parking.

Such information will be shared with the Council to support monitoring of the efficacy of other Council services. Using systems intelligently this way will demonstrate the advantages of partnership working and will enable Veolia's crews to be ambassadors within all the SLWP Villages they work.

As a key monitoring tool the video camera system will deliver the following benefits and improvements in service, operational and financial performance. We will therefore use the system to:

- Improve standards of service and safety
 - Monitor service performance
 - Identify training requirements
 - Identify any operational inefficiencies which can be quickly corrected
 - Provide instant identification of unsafe practices which can be instantly addressed
 - Provide evidence of alleged customer and public complaints
 - Log and review reversing manoeuvres for audit of group safety policies
 - Creates an overall safer working environment
- Protect staff and assets
 - Provide evidence of verbal abuse or assault of Veolia staff
 - Identify vehicle theft or vandalism
 - Communicate and monitor the safety of lone workers
 - Eradicate fraudulent insurance claims with instant review of footage
- Deliver operational cost savings and improvements
 - Monitor vehicle routing, which if errant can be corrected and therefore reduce fuel usage and carbon emissions
 - Dramatically reduce staff hours investigating insurance claims and complaints
 - Identify any illegally collected waste e.g. commercial waste

4.6 Livery / Banner

It is Veolia's intention to ensure that the vehicles have both the Council's and Veolia's corporate livery displayed from day one of the new service, example liveries are shown below.



Veolia will use Agrippa boards on the side of the collection vehicles as an educational medium to encourage residents to recycle and reuse more. We will be able to tailor the campaigns to the issues that we highlight in rounds within the Boroughs and tailor them to each Borough. For example, if we notice a high level of contamination in a specific Borough, we will use the Agrippa boards as a communication means to educate residents about what they can and cannot recycle with agreement of the Authorised Officer.

4.7 Registration Number

Required Post Contract Award

Veolia will provide registration numbers Post Contract Award.

4.8 Contract Hire / Lease / Purchase Details

Required Post Contract Award

Veolia will provide details at Contract Award.

5. Vehicle Cleansing

Vehicle cleansing frequencies, identifying where these may differ between vehicle types or vehicles carrying different waste types.

It will be the Driver's responsibility to ensure the cleanliness of the vehicle. The drivers will be expected to undertake a full exterior wash of the vehicle once every two weeks.

All Drivers will adhere to the following:

- **Vehicle cabs** – will be kept clean, inside and out always ensuring the interior is free from litter and clutter
- **Vehicle bodies** – will be kept clean and all side panels (Agrippa) are clean and easy to see
- **Hopper / bin lift and rave plate/Mechanical Sweeper bodies** – these areas of the vehicle require particular attention and the drivers will be required to ensure that the back end of the vehicle is kept clean and that odours are kept to a minimum

- **Wheels** – the area around the wheels and under the wheel arches will require attention as any dislodged material from underneath the vehicle can pose a hazard for other road users (this is particularly important when the vehicles use a landfill site)
- **Lights, beacons, number plates and cameras** – drivers will need to ensure that all lights, beacons, number plates and cameras are not compromised by a build-up of dirt and residue
- **Sump Guards and chassis** – the area under the vehicle body will require cleaning, particularly the sump guards, which can hold a large amount of mud and oil

Veolia will make available all the necessary tools for the drivers to undertake the cleansing of their vehicles. This will include traffic film remover, scrapers, sponges, brushes, dust pan and brush, brooms and deodorisers for the vehicle cab and hopper. Veolia will provide a wash bay area at each depot including the provision of suitable jet wash equipment.

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 once a week in the summer period. This will be monitored by the management team.

The Supervisors will undertake regular checks of the fleet throughout the working week and any vehicle identified as not being clean enough for the standards required the driver will be required to clean at the end of that particular working day.

Prior to any scheduled maintenance activities and MOT preparation, the complete underside of the vehicle will receive a steam clean to enable visual checks to be completed by the fitters.

6. Daily Driver Checks

All operators must use a system for inspecting and capturing vehicle and trailer defects as part of the operator licence, ensuring roadworthiness. Drivers are responsible for the condition of their vehicles when in use on the road, they will carry out a full walk round inspection of the vehicle before they take the vehicle out at the start of the shift and be vigilant for any defects that may develop during the day. Daily / pre-start checks / inspections will be recorded using Veolia Daily Vehicle Check & Defect Report shown below.

If a defect is not discovered then the driver will record a nil defect form. Where a defect is present, this will be recorded in the dedicated vehicle defect sheet book and reported to the Workshop for repair prior to the vehicle being returned to service and the defect report closed out the diagram below illustrates Veolia's defect reporting procedure.


**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 Blue 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: _____

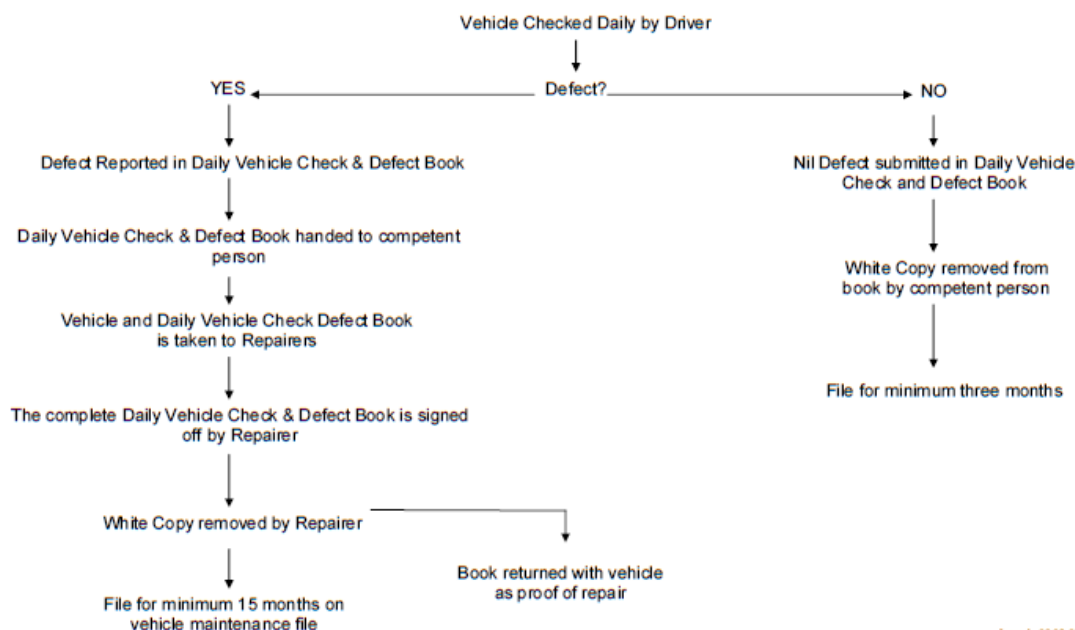
TIME OF ADDITIONAL CHECK: _____
DEFECT REPORT - Details of any faults noted should be entered below.

Signature of Driver: _____ Print Name: _____ Date: _____

<p>ACTION TAKEN - INITIAL CHECK</p> <p>Signature: _____ Print Name: _____ Position: _____ Date: _____</p>	<p>ACTION TAKEN - ADDITIONAL CHECK</p> <p>Signature: _____ Print Name: _____ Position: _____ Date: _____</p>
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**THIS FORM IS PART OF YOUR DAILY DEFECT REPORTING PROCEDURE
REPORT ALL DEFECTS TO MANAGEMENT**

VES015 - 04/15


VEOLIA DEFECT REPORTING PROCEDURE


Issued: 09/02/07

There will be periodic weekly checks by Environmental Managers and the Veolia Fleet department who will conduct regular audits and unannounced inspections to ensure compliance to company policy and statutory regulations in relation to driver daily checks.

7. Fleet Compliance

Details of the Contractor's Operators License and competent person. (required Post Contract Award)

Veolia will provide details at Contract Award.

8. Added Value

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 maintenance provision remains efficient across the workshops within the Partnership and across Veolia as a whole.

Veolia is proud to be a Fleet Operators Recognition Scheme (FORS) gold accredited company. FORS is a method of recognising fleet operations which comply with the requirements of the FORS standard which is based upon lawfulness, safety, efficiency, and environmental protection in four key areas including Management, Vehicles, Drivers and Operations. Fleet operator's operations are audited against the requirements of the standard to receive bronze, silver or gold accreditation. Veolia will continue to improve its overall performance throughout the organisation and within the Partnership Contract to ensure ongoing Gold accreditation which will give the Partnership confidence in Veolia's ongoing commitment to deliver excellent fleet management and operations throughout the Contract term.

Veolia's MIMS solution incorporates the innovative and real-time communications in-cab technology component, ECHO OnBoard. This system will ensure that the Partnership will receive real time information regarding any exceptions encountered during collection/cleansing or winter maintenance operations as well as being able to access tracking information to identify the progress of completion of scheduled collection, cleansing or gritting routes. This ready availability of information will enable Council Contact Centres to effectively deal with enquiries from residents regarding collection/cleansing activities at first point of contract.