



Driver Guide

IAG Motor Vehicle Fleet

Sharon O'Neill, Manager IAG Fleet
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IAG Motor Vehicle Driver Guide. Condensed version for the vehicle glove box

Accidents & Broken Screen - Call NRMA Insurance Ph: 1800 672 017 or go to <https://www.nrma.com.au/>

Quote Policy Number: Salary Sacrifice Vehicles – MF220-0109 Tool of trade vehicles – MF220-0143

Accident Procedure

1. Assess surroundings and secure your safety
2. Determine if there are any injured persons
3. Call emergency services if required **Ph: 000** (Police, Ambulance or Fire Brigade)
4. If other parties are involved in the accident obtain & provide the following (Name, Address, Licence no., Registration no, Insurance details)
- 5. Do not admit liability or offer payment to anyone**
6. Make every effort to find a witness and obtain their details, i.e. Licence #, Name address, Insurance provider, rego number.
7. Record accident time, location, travel direction, vehicle damage, take pictures if possible
8. Lodge a police report (Refer to reporting accidents to the police – page 3 of this guide)
9. Report accident to NRMA insurance and your line manager within 48hrs of the accident

Log details of accident on IAG's incident report portal; <http://nupoint.iag.com.au/sites/WAIR/Pages/WAIR.aspx>

Windscreens

1. For replacements and repairs contact NRMA Insurance

All vehicle support & enquiries - Call ORIX Ph: +61 2 9856 6370

ORIX is IAG's Fleet Management provider and is responsible for the management of all operational needs for your vehicle such as

1. Fuel Cards – New Vehicles, Replacements, Theft and Loss
2. E-Tags (Tool of Trade and Departmental Pool vehicles Only)
3. Service & Maintenance – **Ensure you inform the repairer your vehicle is managed by ORIX for authorisation, this includes free Services**
4. Any other running cost requirement contact ORIX
5. Cost reimbursements, (i.e. when a fuel card doesn't work)

Mechanical Breakdown Assistance - Call NRMA Motoring Services Ph: 1300 369 349 & dial 1

Ensure you quote the membership number applicable to you

Tool of trade vehicles – quote membership number – 2053376B

Packaged vehicles NSW & ACT Only – Quote your individual BusinessWise membership number

Packaged vehicles all other States – Quote Membership Number – 2053376B (Please note additional information in the driver Guide)

Tool of Trade & Salary Sacrifice Vehicles

Reporting Accidents to Police

NSW, VIC & TAS – You must report an accident to police;

- When a vehicle has to be towed
- When there is injury or a fatality
- When there is suspicion of drug or alcohol use by a driver;
- When any other driver involved in an accident fails to stop or provide their details.

ACT & NT - You must report an accident to police;

- Within 24 hours or as soon as possible after the accident (including accidents involving animals)

QLD - You must report an accident to police;

- When the aggregate of damage to a vehicle and or property exceeds \$3000
- Where there is damage to third party property and the owner cannot be contacted
- When there is injury or a fatality

SA & WA

- You must report all accidents involving motor vehicles (including accidents involving animals) to police within 24 hours unless there is no personal injury and the aggregate of damage to vehicles and/or property is less than \$3000.

Note: This information is a general guideline & correct at preparation and may change without notice.

Any accident must be logged on IAG's incident report portal; <http://nupoint.iag.com.au/sites/WAIR/Pages/WAIR.aspx>

Tool of Trade & Salary Sacrifice Vehicles

Account Management & Support

For all operational fleet support - ORIX Australia Corporation

Day to Day Account management, queries and support

IAG account team

Phone: +61 2 9856 6370

Email: IAG@orix.com.au

After Hours Help

Driver Helpline after hours: NRMA MotorServe – PH:1300 369 349 & dial 1 for roadside assist

Policy, Strategies & Escalation

IAG Fleet Management

Email: fleetmanagement@iag.com.au

Bianca Reihana – Fleet Co-Ordinator

Phone: +61 3 9601 8432

Sharon O'Neill – Manager IAG Fleet

Phone: +61 2 9292 2753



Tool of Trade & Salary Sacrifice Vehicles

Maintenance – all providers should be referred to ORIX National Service Centre 1300 300 034

Scheduled Servicing

- All vehicles must be serviced as per the manufacturers guidelines.
- We recommend utilising a dealership specialising in the make of your vehicle or via NRMA MotorServe for drivers in NSW and ACT.
- Interim services are not required and will not be authorised for Tool of Trade vehicles.
- For servicing on weekends, contact ORIX for instructions.
- For NRMA MotorServe locations go to: - <http://www.mynrma.com.au/motoring-services/motorserve.htm>

Batteries

- Batteries may be obtained from the following authorised battery suppliers:

Battery World 13 17 60

Marshall Batteries 1300 627 742

NRMA Motor Services For breakdown replacements in NSW & ACT, refer to breakdown services

Any issues contact ORIX on 02 9856 6370

Tool of Trade & Salary Sacrifice Vehicles

Maintenance – all providers should be referred to ORIX National Service Centre 1300 300 034

Tyres

Tyre replacement and repairs can be arranged through an authorised ORIX tyre supplier:

- Beaufepaires 13 23 81
- Bob Jane T-Mart 13 26 25
- Bridgestone 13 12 29
- Goodyear 13 23 43

Tyre repairers have been instructed to replace your vehicle tyres with the same tyre specifications that were supplied when the vehicle was delivered with at new. For a different make of tyre to be fitted, prior approval must be obtained from ORIX.

Windscreens

Windscreen repairs and replacements are managed by NRMA Insurance, call 1800 672 017 and quote the applicable policy number for your vehicle..

There is one free screen replacement per annum under the Insurance policy.

Any issues contact ORIX on +61 2 9856 6370



Salary Sacrifice Vehicles

Roadside Assistance – NRMA BusinessWise Nationally

Call 1300 369 349 and dial 1 for roadside

For vehicles registered in States other than NSW or ACT, quote membership number 2053376B

The key features of BusinessWise Assist are:

- 24/7 roadside assistance with nationwide coverage
- Unlimited call outs
- Lost, locked-in or damaged key help
- They will even rescue you if you run out of fuel
- Tyre changing help

Club	Free Metro Towing	Free Regional Towing
NRMA NSW - http://www.mynrma.com.au/default.htm	20km	To nearest Service Centre
RACV Victoria - http://www.racv.com.au/	20km	To nearest Service Centre
RACQ Queensland - http://www.racq.com.au/	10km	40km
AANT Northern Territory - http://www.aant.com.au/	8km	32km
RAC WA Western Australia - http://rac.com.au/	10km	80km round trip from their base
RAA South Australia - http://www.raa.com.au/	8km	32km

Tool of Trade & Salary Sacrifice Vehicles

Fuel Cards

IAG's preferred fuel supplier is **Caltex Australia** and the fuel card may be used at any Caltex, Woolworths, Safeway or Star Mart site. (Over 1,900 sites nationally)

Fuel Card Requirements

- Your Fuel Card only permits products applicable to the vehicle nominated on the fuel card
- The correct vehicle odometer reading must be recorded for each fuel transaction
- **Your fuel card may not be used for any other vehicle other than the one its assigned to, this includes loan vehicles when your vehicle is in for maintenance or repairs**
- Immediately report fuel card loss or theft to ORIX +61 2 9856 6370 or alternatively Caltex on 1300 365 096
- Caltex is IAG's primary fuel supplier, so staff operating in remote areas who have been provided with an additional fuel card from ORIX, (**BP Motorpass**) must use the Caltex card where ever possible.
- **BP Motorpass cards are not to be used at Caltex outlets**
- For Caltex Site locations go to: - <http://www.caltex.com.au/Pages/Sitemap.aspx>

Any issues contact ORIX on 02 9856 6370 

Salary Sacrifice Vehicles

Acquisition & Disposal

All vehicle orders must be processed through IAG's procurement purchasing system ARIBA

For details of the Salary Sacrifice Scheme refer to the following intranet page;

<http://intranet.iag.com.au/workplace-services/motor-fleet/salary-packaged-vehicles/Pages/default.aspx>

Acquisitions

- Research your choice of vehicle either online or at a dealership
- Negotiate pricing with a dealer and obtain a quote, remember to tell the dealer the vehicle will be financed and registered in the name of IAG to obtain the applicable discount pricing.
- **(Do not sign any kind of agreement and do not leave a deposit)**
- Place an order in the procurement purchasing system, and ensure you attach the dealer quote if acquired

Disposals

- IAG utilises an online remarketing provider for vehicles that have reached their useful life. It's also possible to sell a vehicle to the new delivering vehicle dealer.
- **(Note: the new vehicle acquisition is processed separately to the old vehicle sale)**
- Contact ORIX for vehicle return instructions – iag@orix.com.au

Tool of Trade Vehicles

Acquisition & Disposal

All vehicle orders must be processed through IAG's procurement purchasing system ARIBA

For details of the Tool of trade policy refer to the following intranet page;

<http://intranet.iag.com.au/workplace-services/motor-fleet/tool-of-trade-vehicles/Pages/default.aspx>

Acquisitions

- Replacement vehicle criteria, refer to the TOT policy
- Place order in ARIBA - (Tool of Trade Purchase Authorisations)
- Follow the new vehicle order criteria - (Vehicle choice, safe colour policy, approved accessories)

Disposals

- Contact ORIX for vehicle return instructions
- Ensure services books, spare keys, added accessories are left with the vehicle
- All insurance claim repairs to be completed before hand back
- Return e-tags to ORIX – Refer page 16 of this guide.

Tool of Trade & Salary Sacrifice Vehicles

Infringement Management

Fines (including Tolls)

All traffic infringements are issued in the name of IAG and will be redirected to nominated driver. The nominated driver will then receive the fine directly from the relevant state body, at this point they can either pay, dispute or transfer to driver applicable at the time of the incident.

NOTE: Statutory Declarations are a legal document and false information may result in legal action.

e-Tags

Tool of Trade Vehicles

All Tool of trade vehicles are supplied with a road toll e-Tag, refer to the tool of trade policy

Salary Sacrifice Vehicles

It is responsibility of the allocated driver to arrange their own private road toll account and install an e-tag.

Note: Non compliance may result in a toll evasion notice management fee.

Tool of Trade & Salary Sacrifice Vehicles

Links for Road & Traffic Authorities & Regulations

Use the following links to access road, traffic & waterways information in your State.



NSW www.rms.nsw.gov.au

VIC www.vicroads.vic.gov.au

NT www.transport.nt.gov.au

ACT www.rego.act.gov.au

QLD www.tmr.qld.gov.au

TAS www.transport.tas.gov.au

SA www.sa.gov.au/topics/transport-travel-and-motoring

WA www.mainroads.wa.gov.au/Pages/default.aspx

Road Transport (Safety & Traffic Management) Regulation 2000

www.legislation.act.gov.au/sl/2000-10/




Additional Information for Tool of Trade Drivers

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Tool of Trade & Departmental Pool Vehicles



Key Policy Items

5 Star ANCAP Safety	Light Colour Policy	Carbon Footprint
All vehicles must be a minimum 5 star ANCAP rating (Prioritised by rating date)	All vehicle are to comply with the safe colour policy guidelines (Managed by IAG research centre)	Vehicles are to have a min 3.5 Green Star Rating where possible
Vehicle Choice Criteria	e-Tags	Vehicle Retention
<ul style="list-style-type: none"> 1 - Fit for purpose 2 - As per TOT policy guidelines 3 - Approved by applicable authorisation hierarchy 4 - Ordered through the IAG procurement ordering system 	Tags provided for all TOT & Pool vehicles or as directed by the applicable authorising Manager for a Department or Cost Centre	Guideline of 48mths x 100,000 km's Whichever comes 1st. Managed on a whole of life cost basis by Fleet Management. (Case by case)
FBT	Log Books	Purchase Opportunities
FBT Reported using the Operating Cost Method New Log book required	To be kept for a continuous 12 week period, submit to CC Manager electronically 	The assigned Tool of Trade driver may purchase the vehicle at the end of its term at the WDV

Tool of Trade & Departmental Pool Vehicles

Safety


IAG Tool of Trade and Departmental Pool Vehicle(s);

- Must be a 5 Star ANCAP Safety Rating, (Prioritised by the rating date)
- Shall have a first aid kit, (Includes, safety triangle & florescent vest) supplied with all new vehicle deliveries
- **Only fitted with Genuine or approved accessories by the vehicle manufacturer**
- Must be fitted with a fixed mobile phone handset cradle (recharge only)
- Shall have reverse sensors and or a reverse camera
- Fitted with mudflaps
- Must comply with IAG's Safe colour policy - Vehicle colour choice - Colour table is available on the intranet site, (Colour grading is determined by the research centre)
-  Wagons must be fitted with a fixed cargo barrier, no exceptions
- Driver must practice a vehicle safety check as per the safety check list in the TOT Policy 
- Vehicle to be driven with parking lights on if DRL's are not standard
- Vehicle must be driven within the road rule guidelines of the State or Territory

Tool of Trade & Departmental Pool Vehicles

Road Tolls & e-Tag Devices


IAG has a National road toll account, (Citylink)

- Any independent e-tag accounts are to be cancelled and tags returned to the supplier
- Citylink will capture and report all road toll use for operational visibility
- Cost Centre Managers will have system access to monitor e-Tag use behaviour
- Tool of Trade and Departmental Pool Vehicles will be provided with an e-Tag
- Reasonable private use is acceptable, (Cost Centre Managers are to monitor and manage reasonable personal use)
- E-Tags are assigned to a vehicle registration number and may not be swapped between numerous vehicles
- Drivers are responsible for returning e-Tag devices to IAG's Fleet Management organisation once a vehicle is traded or returned for sale 

For further information or support contact ORIX on 02 9856 6370


Tool of Trade & Departmental Pool Vehicles

Standard Vehicle Appointments

- Air Conditioned
- Reverse sensors and or reverse camera (Based on available options)
- Cruise Control
- Bluetooth technology
- Fixed mobile phone handset cradle Supplied at vehicle delivery
- First Aid kit, safety triangle & florescent vest ... Supplied at vehicle delivery
- Rubber floor mats front & rear, carpet for fixed mat design
- Fixed cargo barriers (Wagons) 
- Mud Spats/Mud flaps
- Steel spare wheel and window tint is only provided for vehicles operating in regional areas (Window tint must be approved by the Cost Centre Manager)

Tool of Trade & Departmental Pool Vehicles

Log Books

- All Tool of trade drivers must complete an FBT log book 
- Logbooks MUST be completed for a Continuous 12 week period. “there can be no holidays during that period” e.g. If a logbook is started on a Monday, complete each weekly page for 12 full calendar weeks showing the opening odometer reading Monday morning of the 13th week.
- Logbooks are attached to a vehicle not a person.
- Record only Business trips, details of private travel are not required. Business travel for taxation purposes does NOT include travel between home and your usual place of employment.
- Ensure odometer readings are recorded at both the beginning and end of each business trip. Only one entry is required where you make more than one CONSECUTIVE business trip on the SAME DAY.
- Please ensure that the logbook is completed accurately at the end of each day.
- The logbook details of the same vehicle must be recorded on the logbook. Do NOT include 2 vehicles in the same logbook.
- If you change vehicles, a NEW logbook needs to be started for a full 12 consecutive week period.
- Completed logbooks must be given to the Cost Centre Manager to be kept on file for a 5 year period



For further information refer to the Tool of Trade Policy