

Department of Treasury and Finance

# Tasmanian Government - Fleet Management Handbook

Tasmanian Government Fleet Management: Fleet Management Handbook

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## 1. Background

The Department of Treasury and Finance, through the Procurement Risk and Contract Management Branch, is responsible for the management of the Government's Light Vehicle Fleet. Day to day management of the fleet is outsourced to an external fleet manager.

The current provider of Fleet Management services to the Tasmanian Government is LeasePlan Australia Limited. The contract commenced on 1 May 2019 for a three-year period with an option to extend for two additional three-year periods, subject to satisfactory performance. The first option was exercised in 2022 and has an expiry of 30 April 2025.

In appointing a professional Government Fleet Manager, the government is looking to achieve the following:

- reduction in cost of repairs and maintenance;
- reduction in costs of overheads and administration;
- fleet rationalisation to achieve better utilisation and improved fleet selection;
- timely changeover of vehicles;
- management of other related functions;
- provision of timely and accurate information that will, in turn, increase Agencies' productivity; and
- negotiation of favourable terms for vehicle maintenance.

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## 2. Government Vehicle Fleet Safety Policy

The Department of State Growth is responsible for the Government Vehicle Fleet Safety Policy.

### GOVERNMENT VEHICLE FLEET SAFETY POLICY

*From 1 July 2018 all vehicles<sup>1</sup> on the Tasmanian Government Vehicle Fleet Contract must have a 5-star Australasian New Car Assessment Program safety rating or the most recently available model has previously been 5-star ANCAP rated and is in a period of transition to a new model awaiting ANCAP testing.*

*Where no operationally suitable vehicle exists, agencies can provide a business case detailing the reason/s that precludes the fulfilment of this requirement for operational purposes.*

*Head of agency approval of a business case is to be provided directly to the Department of Treasury and Finance.*

*Please note that a selection of Large Vans (over 3500kg GVM) are included on the Tasmanian Government Motor Vehicle Contract (TGVC). Only these selected vans are exempt from the requirement to have a 5-star Australasian New Car Assessment Program (ANCAP) safety rating.*

Agencies are responsible for ensuring that all vehicles chosen are fit for purpose and meet all current Work Health and Safety legislation and guidelines. Agencies should consider, when selecting a vehicle, the inclusion of options and accessories and how these may affect vehicle safety in relation to axle weights, gross vehicles mass and the general safety of the vehicle. Please contact the Government Fleet Manager, LeasePlan should you have any queries in relation to vehicle weights, axle weights and vehicle selection.

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<sup>1</sup> This excludes trucks, buses and patient transport.

## 2.1 Heavy Vehicles (vehicles over 4.5 tonne)

Effective 1 October 2018, amendments were made to the National Heavy Vehicle Laws. The National Heavy Vehicle Regulator (NHVR) administers one set of laws (the HVNL) for heavy vehicles over 4.5 tonnes gross vehicle mass. The HVNL consists of the Heavy Vehicle National Law and four sets of regulations. The amendments are designed to better align the safety duties under the HVNL to those under the Work Health and Safety Laws. Whilst there are already chain of responsibility laws in place under the HVNL, the law is being amended to provide an overarching duty that will make anyone who can influence the transport task, responsible for safety on the road and for preventing breaches of the law.

The following is an extract from the National Heavy Vehicle Regulator regarding the amendments made on 1 October 2018:

### **New Primary Duty Laws in 2018**

*On 1 October 2018, the Heavy Vehicle National Law (HVNL) will be amended to provide that every party in the heavy vehicle transport supply chain has a duty to ensure the safety of their transport activities. In practical terms, this primary duty represents an obligation to eliminate or minimise potential harm or loss*

*(risk) by doing all that is reasonably practicable to ensure safety. As a party in the supply chain, the best way to do this is to have safety management systems and controls in place, such as business practices, training, procedures and review processes that:*

- *identify, assess, evaluate, and control risk*
- *manage compliance with speed, fatigue, mass, dimension, loading and vehicle standards requirements through identified best practice*
- *involve regular reporting, including to executive officers*
- *document or record actions taken to manage safety.*

For further information please refer to the National Heavy Vehicle Regulators website.

<https://www.nhvr.gov.au/safety-accreditation-compliance/chain-of-responsibility>

Agencies are to ensure that all relevant personnel who are responsible for and or operate heavy vehicles are aware of the above requirements and maintain appropriate oversight of these vehicles.

For additional information and assistance regarding heavy vehicles please contact the Government Fleet Manager, LeasePlan.

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## 3. Purchasing and Use of Vehicles

### 3.1 Purchase

A Common Use Contract for the purchase of passenger and light commercial vehicles (TGVC) has been established by the Department of Treasury and Finance under which all new government light vehicles are purchased.

In addition to passenger and light commercial vehicles, this contract allows for large buses (21-to-25 seater), trucks up to 8 tonne GVM and ambulance/patient transport vehicles to be purchased at government pricing, thus negating the requirement for agencies to tender and with no requirement to have the vehicle managed by the Government Fleet Manager. It should be noted that vehicles clearly outside the scope of the TGVC (eg large trucks over 8 tonne, motorcycles) must be purchased in accordance with the relevant Treasurer's Instructions.

Should an Agency representative wish to purchase a non-contract vehicle or a model variant, they are to first contact the Procurement, Risk and Contract Management Branch of Treasury who will advise the representative on the appropriate course of action.

### **3.2 Usage Guidelines**

As a general rule, all passenger and light commercial vehicles utilised by agencies must be managed by the Government Fleet Manager on behalf of Treasury. Agencies are not required to use the Fleet Management Agreement (F200) for large buses (21-to-25 seater), trucks and ambulance/patient transport vehicles but may do so if required.

### **3.3 Buses**

Agencies have the option of either utilising the Fleet Management Agreement (F200) or purchasing their own large buses, the decision is entirely at the agency's discretion. However, it should be noted that Treasury considers the use of the Fleet Management Agreement (F200) for large buses to be a far more prudent option, particularly from a workplace health and safety and fleet management perspective.

Utilising the Fleet Management Agreement for buses will allow the buses to be put on a specific replacement program therefore potentially limiting the likelihood of maintenance issues arising as a result of buses being held for an excessive amount of time.

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## **4. Policy and Guidelines for the allocation and use of Vehicles within the State Service**

The Department of Treasury and Finance has primary responsibility for administrative policy on the allocation and use of government motor vehicles. This policy can be viewed by clicking on the following link - [Government Motor Vehicle Allocation and Use Policy](#).

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## **5. Contract Management**

The Fleet Management Agreement (F200) between the Government and the Government Fleet Manager is a strategic whole-of-government contract that applies to all light vehicles utilised by agencies or other authorised users. The management of the Fleet Management Agreement is undertaken by the Procurement, Risk and Contract Management Branch of Treasury (Contract Manager).

The purpose of this Handbook is to provide a high level overview in relation to the services provided under the Fleet Management Agreement and to identify the responsibilities of agencies and vehicle users.

### **5.1 Government Fleet Manager's General Duties and Undertakings**

The Government Fleet Manager is responsible for managing and monitoring all vehicles constituting the Government Light Vehicle Fleet in accordance with the contract, with all due diligence, speed and care and all its experience and expertise as a Fleet Manager.

### **5.2 Contract Manager's Undertakings**

The Contract Manager agrees to give reasonable cooperation and assistance to the Government Fleet Manager to enable the Government Fleet Manager to properly and effectively carry out all duties and obligations in connection with the provision of the services and other functions specified

in the Contract. These include implementing suitable practices and procedures were recommended by the Government Fleet Manager and agreed by the Contract Manager.

### 5.3 Agency's Undertakings

The Agency Fleet Manager will advise the Contract Manager whenever they identify:

- any initiatives that their Agency has undertaken which may be beneficial to other agencies; and
- any less than satisfactory performance by the Government Fleet Manager.

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## 6. Management and Administration of the Fleet

### 6.1 Monthly Invoicing

The Government Fleet Manager will issue to agencies a consolidated monthly invoice for fleet management fees, usage charges, fuel, servicing, and other costs associated with the use of the vehicles. The invoice will provide a breakdown of costs for each of the agency's nominated cost centres.

#### Agency Responsibilities:

- ensure that cost centre changes are made as soon as practicable to ensure the provision of accurate invoices. Please note that cost centre changes can be made by an Agency Fleet Manager utilising the online system. Please contact the Government Fleet Manager to obtain further information and direction.

### 6.2 Payment of Accounts

Invoices are payable by Electronic Funds Transfer for the following month – ie approximately a 30 calendar day payment term. Failure to pay by the required date may incur interest, in accordance with the relevant Treasurer's Instructions.

#### Agency Responsibilities:

- ensure that invoices are paid within agreed payment terms.

### 6.3 Fuel Management

The Government Fleet Manager will be responsible for issuing and administering fuel card arrangements (including the payment of invoices) for the Light Vehicle Fleet, utilising the existing common use contract for Petroleum Products (Contract No P450).

The Government Fleet Manager will arrange for the issue of all fuel cards for each new vehicle prior to its delivery. Where no current contract supplier is available, an alternative fuel card will be provided.

#### Agency Responsibilities:

- immediately advise the Government Fleet Manager of lost, stolen or damaged fuel cards.

### 6.4 Vehicle Servicing and Maintenance

The Government Fleet Manager will manage the servicing, repair, and maintenance of the Government Light Vehicle Fleet in accordance with the manufacturer's specifications and warranty requirements. Agencies are reminded that failure to complete scheduled servicing on time can not only void the vehicle warranty, it may create a **serious occupational health and safety risk**, not only for the driver and any passengers, but also for members of the public. There could also be

serious implications for an agency, if it was ascertained that the failure to undertake regular maintenance was a contributing factor to a serious accident/incident.

It is extremely important that the Agency ensures that maintenance is undertaken in accordance with the manufacturer's specifications and warranty requirements.

**The importance of maintaining vehicles cannot be understated. Vehicles, that are overdue for servicing by more than 60 days, may be subject to an RACT inspection at the agency's cost. This audit could result in the temporary removal of the vehicle, whilst repairs and overdue maintenance/servicing is undertaken. The RACT will also be authorised to undertake random audits of Fleet vehicles for roadworthiness, and where vehicles are identified as not being roadworthy, the above will also apply.**

**Agency Responsibilities:**

- ensure that vehicles are kept clean and tidy;
- ensure vehicles are serviced regularly according to manufacturer's specifications and service manuals are endorsed by the service provider;
- only use approved service centres for repairs and servicing;
- maintain logbooks; and
- ensure accurate odometer readings are provided when refuelling.

## 6.5 Registration

The Government Fleet Manager will ensure that all necessary registrations are obtained and kept in full force and effect.

**Agency Responsibilities:**

- ensure all permits are current and maintained by the Agency.

## 6.6 Insurance

Insurance cover is provided through the Tasmanian Risk Management Fund for all Treasury owned vehicles. An excess applies for all major accidents / incidents. The Fund contracts an Administration Agent (currently JLT Risk Solutions Pty Ltd) for claims administration.

### 6.6.1 Insurance Claims

The Government Fleet Manager will do all things necessary to assist and progress each claim payment in accordance with the requirements of the Fund.

**Agency Responsibilities:**

- At the first opportunity advise the Agency Fleet Manager (major accident/incident);
- **not** make any admission of guilt or responsibility or make a promise or offer of payment or offer to settle regarding a casualty event or claim. All such issues or requests from third parties should be referred immediately to the Fund Administration Agent; and
- not authorise any repairs unless approved by the Fund Administration Agent (major accident/incident);
- Agency to advise the Government Fleet Manager of the repair costs/repairer details for all minor accidents/incidents (under excess claims) to allow the Government Fleet Manager to authorise payment.

## 6.7 Accident Procedures

### 6.7.1 Minor Accidents

In the event of a minor accident/incident (under excess claim), the Agency must follow government procurement processes in relation to the repair of the vehicle. When the cost of the repairs is known, the agency should advise the Government Fleet Manager of the repair costs/repairer details to allow the Government Fleet Manager to authorise payment.

**Drivers should not admit liability for any incident.**

#### **Agency Responsibilities:**

- follow appropriate procurement processes and advise the Government Fleet Manager of the repair costs/repairer details to allow the Government Fleet Manager to authorise payment; and
- should the repair quote be over excess refer to 6.7.2.

### 6.7.2 Major Accidents

In the event of a major accident and the vehicle is not driveable, the driver should arrange for the vehicle to be towed to holding premises. Remove any valuables and the fuel card from the vehicle prior to being towed.

The driver should adhere to the following guidelines:

1. **Do not admit liability.**
2. Ensure that any injured person is immediately attended to and medical attention if necessary is arranged.
3. Call the police and advise them of the accident. If the police do not attend the accident, then the driver will attend the most conveniently located police station within 24 hours to complete a self-reporting accident form.
4. Note all details of people and vehicles involved in the accident, including details of any independent witnesses, on the card provided in the glove box, such as:
  - makes of all vehicles involved;
  - all registration numbers;
  - all drivers' names and addresses;
  - contact phone numbers (home and work);
  - owner's names (if different to that of the driver);
  - insurance company names and policy numbers;
  - names and addresses of any witnesses; and
  - note the areas of accident damage to the vehicle.

At the first opportunity, the driver should accurately complete a Motor Vehicle Claim Form available on line at the Tasmanian Risk Management Funds web site ([Motor Vehicle Accident Claim Form](#)) and forward it immediately to the Agency Fleet Manager.

#### **Agency Responsibilities:**

- ensure that the driver **does not admit liability** and the above guidelines are followed;
- ensure that an accurately completed Accident Claim Form is forwarded immediately to the Agency Fleet Manager; and
- ensure that an approved TRMF Repairer is used for all repairs (link to [TRMF Repairer List](#)).

## 6.8 Windscreen Replacement

Agencies are not required to obtain written quotes for the replacement of windscreens. However, all repairs must be undertaken by an authorised LeasePlan repairer to ensure that the quality of repair meets the required standards, appropriate pricing is provided, and a maintenance authorisation record is documented. Agencies will need to ensure that when a vehicle is presented for repair the driver clearly states that it is a LeasePlan managed vehicle.

The compulsory use of genuine glass has been removed and aftermarket glass is now required. Genuine glass may be used if there is no aftermarket alternative manufactured or the vehicle is an emergency services vehicle, and the use of genuine glass will return the vehicle to operational duties with minimal delay (ie no aftermarket glass is readily available).

The cost of the windscreen replacements will be paid for by the agency through their monthly LeasePlan invoice. Should the cost exceed \$1 000, the agency may make a claim through the Tasmanian Risk Management Fund. The agency will be required to submit a motor vehicle claim form to the Government's Fund Administration Agent (currently JLT Risk Solutions Pty Ltd) and provide a copy of the LeasePlan invoice for the affected vehicle indicating the cost of glass repairs. On receipt of the claim form and copy of the LeasePlan invoice, the fund administration agent will process the claim and refund the cost of repairs less the \$1 000 excess to the agency.

## 6.9 Charging of electric vehicles

It is recommended that electric vehicles only be charged at public charging stations or workplace charging stations. LeasePlan will supply, on request, an RFID charge card for use at compatible public charging stations. The costs associated with charging will be invoiced to the agency via the monthly LeasePlan invoice.

There are various resources online to assist in identifying the location of charging stations.

Please note that at-home<sup>2</sup> charging is only permitted in accordance with the requirements set out in the *Tasmanian Government Motor Vehicle Allocation and Use Policy*, Section 7.8 - 'Charging of Electric Vehicles'.

In extenuating circumstances, where there is an operational need and where the use of an RFID charge card is not possible, a Tasmanian Government Card may be used for charging purposes.

Please refer to the [Financial Management - Better Practice Guidelines](#) for information regarding the use of a Tasmanian Government Card for electric vehicle charging purposes.

### **Agency Responsibilities:**

- Immediately advise the Government Fleet Manager of lost, stolen or damaged RFID charge cards. Ensure that any employee who intends to charge an electric vehicle at-home is aware of their responsibilities pursuant to the *Tasmanian Government Motor Vehicle Allocation and Use Policy*, Section 7.8 - 'Charging of Electric Vehicles'.

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<sup>2</sup> At-home means at a site that is not a public charging station or a work charging station including, but not limited to, principal place of residence, holiday/rental accommodation/guest, or visitor parking.

## 7. Vehicle Acquisition

The Government Fleet Manager will advise agencies six months in advance of when vehicles are due to be replaced. The Government Fleet Manager will advise on the appropriate usage term taking into account advice and policies on usage terms as advised by the Contract Manager.

### 7.1 Vehicle Ordering

The Government Fleet Manager is responsible for advising agencies on appropriate usage terms and vehicle selection and finalising orders with the relevant dealer.

#### 7.1.1 Online Ordering

All vehicles are to be ordered online using the Government Fleet Manager's system. The online system provides the ability to track orders easily and to review an audit log of approvals.

Agency Fleet Managers are required to adhere to all relevant authorisation processes when ordering vehicles.

#### **Agency Responsibilities:**

- ensure all relevant policies are considered, such as the Government's Vehicle Safety Policy and Climate Change Policy, when selecting a vehicle;
- ensure that all vehicles chosen are fit for purpose and meet all current Work Health and Safety legislation and guidelines. Agencies should consider, when selecting a vehicle, the inclusion of options and accessories and how these may affect vehicle safety in relation to axle weights, gross vehicles mass and the general safety of the vehicle;
- ensure that they consider the purpose and use of the vehicle, whole-of-life costs, resale value, maintenance costs, fuel consumption and supplier lead time when ordering a new vehicle to ensure that the most appropriate vehicle is selected and available;
- ensure that all authorisations are obtained prior to completing an online order and where possible submit orders to the Government Fleet Manager at least three months prior to the scheduled vehicle replacement date, or the date required for the new vehicle;
- not directly pre-order vehicles from the supplying dealers or request the vehicle to be held. Any queries in respect of ordering vehicles need to be referred to the Government Fleet Manager in the first instance;
- the Authorised Signatory for the Agency is required to ensure that the order form is in accordance with the Government's policy for the allocation and usage of fleet vehicles, and that the nominated usage term reflects the actual usage of the vehicle being replaced;
- responsible for advising the Government Fleet Manager of any amendments to authorised signatories; and
- advise the Government Fleet Manager of any additional options fitted after purchase.

### 7.2 Vehicle Delivery

The Government Fleet Manager is to ensure that the supplying dealer delivers all new vehicles directly to the driver/Agency and that a representative of the dealer collects any terminating vehicle at the same time and advises the Government Fleet Manager accordingly.

#### **Agency Responsibilities:**

- refer any queries in respect of vehicle delivery to the Government Fleet Manager in the first instance;

- carefully inspect the new vehicle in the presence of the representative of the supplying dealer to ensure that the vehicle is free from apparent defects and that all options and accessories are supplied and fitted in accordance with the vehicle requisition;
- if the vehicle is satisfactory, a Receipt Voucher should be signed and dated by the Agency and provided to the dealer at the time the vehicle is delivered; and
- if the vehicle is unsatisfactory in any way, delivery should not be accepted and the Government Fleet Manager is to be advised immediately.

## 8. Disposal of Vehicles

### 8.1 Return of Vehicles

The Government Fleet Manager is to monitor the age of each vehicle and notify the relevant Agency in sufficient time to enable the return of each vehicle at the end of its nominated usage term. The preferred policy position is 3 years or 60 000 kilometres. Once the appropriate usage term is established, agencies will be required to replace the vehicle at the end of that term regardless of the kilometres travelled. Usage term amendments may be possible in exceptional circumstances but will not be automatic. Requests for usage term amendments will be considered on a case-by-case basis (see Annexure A).

#### **Agency Responsibilities:**

- destroy the fuel card prior to vehicle changeover or disposal;
- ensure that the vehicle is returned in roadworthy condition;
- ensure that all scheduled servicing has been completed;
- ensure where practicable that any bodywork repairs, apart from fair wear and tear, have been completed. If accident repairs are unable to be completed prior to the return of the vehicle advise the Government Fleet Manager and complete the relevant insurance forms to allow the repairs to be completed prior to disposal;
- ensure that the surrendered vehicle is returned at the same time that the replacement vehicle is collected unless otherwise approved by the Contract Manager in writing, (which includes via email);
- ensure that any request for a usage term amendment is made at least two months prior to the expiry of the current usage term;
- ensure that when a vehicle is returned to the supplying dealer the manufacturer's handbook, service manual, owner's manual, spare keys, jack, spare tyre, driver information guide are present;
- ensure that all other accessories supplied with the vehicle are returned; and
- confirm the status of the vehicle being disposed and sign a Vehicle Surrender Report indicating the agency's agreement of the vehicle condition.

### 8.2 Inter Agency Vehicle Transfers

No vehicle transfers will take place between agencies unless prior approval in writing is provided by the Contract Manager. If a vehicle transfer is approved the new agency will be responsible for the condition of the vehicle on its return irrespective of the length of time that vehicle is in service unless otherwise approved by the Contract Manager.

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## 9. Reporting

### 9.1 General Reports

The Government Fleet Manager will provide agencies and the Contract Manager with appropriate monthly reports, together with any other ad hoc reports on a timely basis.

**Agency Responsibilities:**

- ensure that any changes relating to vehicles (eg driver, location, cost centres etc.) are made as soon as practicable to maintain the accuracy of data for the purposes of meaningful reporting.

### 9.2 Fringe Benefit Tax Reports

At the request of agencies, and for an additional fee per vehicle per month, the Government Fleet Manager will assist agencies to manage their Fringe Benefit Tax (FBT) obligations through the provision of reports and associated advice.

**Agency Responsibilities:**

- ensure that odometer readings and where necessary, logbooks are maintained. This will ensure accurate information is utilised when making FBT decisions.

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## 10. Advisory Services

Where requested by an agency or the Contract Manager, the Government Fleet Manager is to interpret and provide advice on fleet performance. The Government Fleet Manager is expected to be proactive in providing advice to Agencies and the Contract Manager on actions and strategies that will improve the efficient and effective utilisation of vehicles and/or reduce the costs to Agencies and the government.

**Agency Responsibilities:**

- to regularly meet with the Government Fleet Manager to discuss the day to day running of the fleet and the possibility of obtaining further efficiencies.

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## 11. Miscellaneous

### 11.1 Forms

The Government Fleet Manager will make available to agencies the following approved forms:

- Vehicle Order Forms;
- Receipt Voucher;
- Vehicle Surrender Form;
- Vehicle Transfer Form; and
- Motor Vehicle Accident Claim Form.

All forms will be approved by the Contract Manager prior to distribution.

**Agency Responsibilities:**

- ensure that all forms are completed correctly and in a timely manner and forwarded to the relevant contact.

## 11.2 Government Fleet Manager Stickers

The Government Fleet Manager will not place any advertising or identification material on any vehicle unless the Contract Manager has given prior approval in writing.

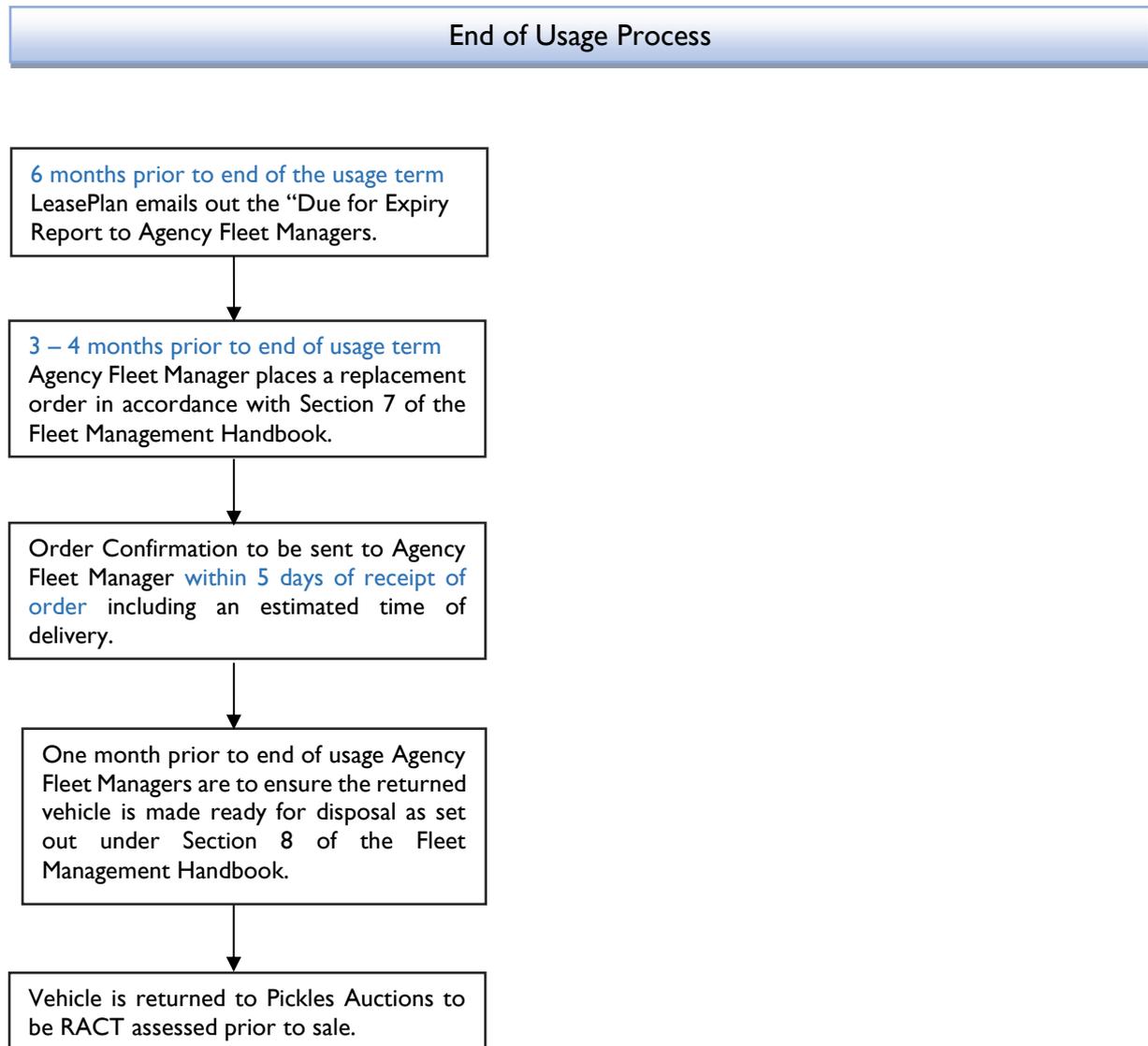
## 11.3 Traffic Infringements

All traffic infringement notices will be forwarded to the Government Fleet Manager, in the first instance. The Government Fleet Manager is responsible for sending these to the relevant agency, and for keeping records of infringements incurred by drivers.

**Agency Responsibilities:**

- required to keep adequate records to enable them to identify who was driving the vehicle at a particular point in time; and
- ensure that drivers pay any infringement fines within the required time.

## Annexure A



The following communication will also be made (if not already):

1. Due for service report sent – monthly
2. Overdue for service report sent – monthly
3. Due for replacement report sent – monthly
4. Overdue for replacement report sent – monthly