



Client Manual g-FleetT Management



GAUTENG PROVINCE

ROADS AND TRANSPORT
REPUBLIC OF SOUTH AFRICA



gFleetT
MANAGEMENT

"Making your fleet our business"



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1. IMPORTANT CONTACTS

OPERATING SITES

Head Office	76 Boeing Road East, Bedfordview	Tel: 011 372 8600/ 8646
Airport Kiosk	OR Tambo International Airport, Domestic Arrivals, Terminal B	Tel: 011 390 3509
Ipeleng Office	5206 Block A, Mabopane	Tel: 012 702 9906
Koedoespoort Office	1225 Blesbok Street, Koedoespoort, Pretoria, 0186	Tel: 012 310 2466/67/12
KwaZulu-Natal Regional Office	22 Island Circle, Riverhorse Valley, Durban	Tel: 031 569 1538 Cell: 083 294 6738
Western Cape Regional Office	20 Boston Circle, Airport Industria, Cape Town	Tel: 021 531 0836 Cell: 083 294 6784
Eastern Cape Regional Office	Windmill Park, 2nd Floor Moore Street Quigney, East London	Tel: 043 722 0139 Cell: 083 294 6853

CALL CENTRES

g-FleeT Call Centre	Tel: 011 372 8602/ 8611/ 8786/ 8701 (Monday to Friday, 08:00 – 16:00)
Bank Call Centre	Tel: 0861 000 575 (After Hours, Weekends & Holidays)
Fuel Card enquiries, lost or stolen card	Tel: 0800 242 777
Vehicle Tracking Services	Tel: 0800 010 115
Maintenance Call Centre (pre-authorization and 24-Hour Roadside Assistance)	Tel: 0800 111 352



SERVICES

Fleet Acquisition Mr. Trevor Nkambule Tel: 083 286 9564	Fuel Cards Ms. Ipeleng Mokgoro Tel: 083 284 9095
Fleet Logistics Ms. Sinenhlanhla Dube Tel: 060 571 3544	Licence Disc Renewal Ms. Mapule Mxakato (066 478 9345) Ms. Louise Fourie (011 372 8677)
New Fleet Acquisition Ms. Tania Auerswald Tel: 060 571 3545	Cross Border Permit (outside the country) Mr. Michael Tsolo Tel: 083 379 9465
Fleet Maintenance Mr. Sifiso Mhlongo Tel: 083 379 9991	Finance Mr. Matodzi Mamatsinya Tel: 082 884 9778
Panel Beating Mr. Mabuti Sesing Tel: 072 391 3600	Billing/Invoicing Ms. Nozuko Tabata Tel: 083 379 9672
Mechanical Repairs Ms. Nandi Mbi Tel: 083 379 9475	Assets Mr. Lekheu Mphanya 060 517 3529
Transport Support Services (Fleet Administration) Mr. Bongani Thabede Tel: 083 564 9694	VIP & Pool Services Ms. Sherlon Segal (083 513 9324) Mr. Douglas Scott (076 400 6018)
Transport Support Services (Loss Control) Mr. Edwin Makhafola Tel: 083 265 4656	Client Relations Ms. Alet Nel (082 565 6642) Mr. Thulani Nkala (083 387 4084) Ms. Ursula Reed (083 551 7360)
Accident Management Ms. Thandi Melani Tel: 076 991 3005	Key Account Managers (KAMs) Ms. Lerato Molefe (082 888 8253) Ms. Lydia Maila (082 888 8255) Ms. Brenda Malema (082 888 8252) Ms. Simphiwe Twala (063 253 1957) Ms. Seipati Chaka (083 379 9473) Mr. Isaac Sithole (082 888 8251) Mr. Dorian Human (083 294 6734) Mr. John Mantshonyane (083 640 5785)
Loss Control Mr. Mzimasi Mdoda Tel: 083 513 6230	
Traffic Fines Ms. Lerato Legoale Tel: 083 708 9549	

2 ABOUT THE CLIENT MANUAL

All entities of government exist to provide services to the people of South Africa and one of the principal assets necessary to carry out service delivery to the greater public is a motor vehicle. With the use of this asset comes the responsibility to operate a productive fleet and to keep total costs associated with fleet operations to a minimum, thus providing stakeholders with the “best value” fleet management.

Centralized co-ordination of fleet management has proven to be the most effective tool to produce efficient fleet operations. g-FleeT was formed to provide centralized management and to maintain information regarding the operation of the state vehicles.

This manual is designed and organized to present you with the information you need to manage a government fleet. It is the desire of g-FleeT that the Client Manual will serve as a frequent and helpful guide in managing government fleet.



3 PROFILE OF THE ENTITY

g-FleeT Management, formally known as Gauteng Government Motor Transport (GGMT), is a trading entity of the Gauteng Department of Roads and Transport.

The service mandate of the entity is to provide vehicle leasing and fleet management services to the public sector in South Africa, whose clients include national, provincial and local government departments.

The core business of g-FleeT is the provision of fleet management solutions, including services such as long-term lease, short-term rentals, maintenance and repairs, fuel management, traffic fines management, vehicle registration, licensing and renewals to all government departments.

VISION

We keep government service delivery on the move

MISSION

We will achieve our vision by:

- Providing effective, competitive and efficient fleet services to government
- Focusing on providing reliable fleet to meet client needs
- Building and maintaining sustainable stakeholder relations

HEAD OFFICE

76 Boeing Road East
Bedfordview
Johannesburg
2008

Tel: 011 372 8600/ 8646
Website: www.gfleet.gov.za
GPS Coordinates: -26.167043, 28.136219
<https://goo.gl/maps/oWyiwJy5D6PxITIS6>

BUSINESS HOURS

Monday – Friday: 08:00 – 16:00

BRANCHES

Airport Kiosk OR Tambo International Airport Domestic Arrivals, Terminal B Tel: 011 390 3509 Fax: 011 390 2576	Ipeleng: Pretoria 5206 Block A Mabopane 0190 Tel: 012 702 9906
Koedoespoort 1225 Blesbok Street, Koedoespoort, Pretoria, 0186 Tel: 012 310 2466/67/12 Fax: 012 310 2483	Durban: KwaZulu Natal 22 Island Circle Riverhorse Valley, Durban Tel: 031 569 1538 Cell: 083 294 6738
Cape Town: Western Cape 20 Boston Circle Airport Industria Cape Town, 7490 Tel: 021 531 0836 Cell: 083 294 6784	East London: Eastern Cape Windmill Park, 2nd Floor Moore Street Quigney, East London Tel: 043 722 0139 Cell: 083 294 6853 Fax: 043 722 0147

4 PRODUCT OFFERING

4.1 Full Maintenance Lease (FML)

- 4.1.1 An FML vehicle is a vehicle that is owned by g-Fleet, but is leased to the client department for a fixed period and kilometers at a fixed monthly rate.
- 4.1.2 The rental period would preferably be between a minimum period of 12 months and a maximum period of 36 months, with a maximum mileage of 100 000 kilometers (however the rental structure is flexible to the clients' needs, vehicle application and type).
- 4.1.3 FML is structured in a way that it would automatically determine the replacement cycle of a vehicle. Since the rental amount will be fixed for the duration of the agreed period, payment of rentals can be flexible e.g. monthly, quarterly or annually.

4.1.4 FML will incorporate total fleet functions such as vehicle finance, replacement, depreciation, maintenance, accident and mechanical repairs, tyres, registration and licensing.

4.2 Short-term rental

Short-term rental is a fleet solution offered to clients on a short-term basis. This service is available from a period of one-day to three (3) months, with an option for renewal up to a maximum of 12 months. Short-term rental is available in three categories:

4.2.1 VIP Self-Drive

4.2.1.1 A luxury car hire service, consisting of a variety of medium to large luxury sedans and sport utility vehicles (SUV's) such as BMW, Audi, and Mercedes Benz, including minibuses and busses (with or without a driver).

4.2.2 VIP Chauffeur Drive

4.2.2.1 Chauffeur driving of senior government officials in luxury vehicles to any destination around the country.

4.2.2.2 This service is ideal for transportation of government officials to and from the airport.

4.2.2.3 Our drivers are responsible, reliable, professional and courteous.

4.2.3 Pool service

4.2.3.1 This service is available from a period of one-day to three (3) months, with an option for renewal up to a maximum of 12 months.

4.2.3.2 The fleet includes a wide range of the latest models of economy and commercial vehicles, including light commercial trucks.

5 REQUESTING A VEHICLE

5.1 Full Maintenance Lease (FML)

This process is applicable for replacements and new/additional long-term lease vehicles.

5.1.1 Client contacts the directorate Permanent Fleet, in consultation with the relevant Key Account Manager (KAM) to determine any vehicle requirements, be it replacements or additional vehicles.

5.1.2 Once consensus on the requirements has been reached in terms of the vehicle type (specifications) and utilization parameters, the client completes and submits a requisition (VRFI) form to Permanent Fleet.

5.1.3 The client will receive the relevant Full Maintenance Lease (FML) quotation within 10 working days, depending on the type of vehicle/s specification received from the client.

5.1.4 The client accepts the quote and submits back to Permanent Fleet at least within five (5) working days.

5.1.5 Permanent Fleet completes all documentation for procurement approval through Supply Chain Management (SCM) processes within five (5) working days.

- 5.1.6 The delivery of the vehicle may be expected between 90-120 days (3 to 4 months) or as determined by RT57 vehicle purchasing contract conditions.
- 5.1.7 The vehicle is delivered and received by Permanent Fleet and undergoes the necessary preparation before dispatching the vehicle to the client within 20 working days from the date of receipt.
- 5.1.8 Client must collect the vehicle within five (5) working days from receipt of collection notification, failure to which the vehicle contract will be activated for billing

5.2 VIP (self-drive) and Pool (Ad-hoc)

- 5.2.1 Bookings should be made within a minimum of 48 hours prior to the expected vehicle collection time.
- 5.2.2 The fax/email or letter of request is to reflect the client department's name and the section requesting the vehicle, the timeframe the vehicle will be required for, as well as the Basic Accounting System (BAS) responsibility and objective codes for billing allocation.
- 5.2.3 The request letter must be signed by the delegated transport officer/manager or the relevant financial officer as per the transport policy.
- 5.2.4 VIP self-drive and Pool section will check the availability of a suitable vehicle in line with the request.
- 5.2.5 The client department will be contacted by fax/email or telephonically to confirm the availability of the requested vehicle/s.
- 5.2.6 The client department will be requested to bring an authorized Trip Authorization Form (Z606) for collection of the vehicle.

5.3 VIP/Chauffeur Service

- 5.3.1 Bookings should be made within a minimum of 48 hours prior to the expected pickup time.
- 5.3.2 Clients should make use of the official VIP/Chauffeur service booking form which can be downloaded from the Fleet Information System website (FIS). Copies of the booking form are also available at any of the VIP/Chauffeur offices.
- 5.3.3 The booking form must be signed by the delegated transport officer/manager or the relevant financial officer as per the transport policy.
- 5.3.4 The booking form should be completed in a legible manner and in full to be viewed as a valid request, and should include the client department's name, official/s to be collected, trip details, as well as the BAS responsibility and objective codes for billing purposes.
- 5.3.5 The booking form should be faxed/emailed and/or hand delivered to the relevant VIP and Pool Office the client wishes to make a booking with.
- 5.3.6 Please DO NOT place bookings with more than one office, as this will be seen as separate bookings and the client will be held liable for all bookings made.
- 5.3.7 The responsibility rests with the client to confirm that a fax or email was received by the VIP/Chauffeur booking offices. g-Fleet cannot be held liable for faxes or emails sent, but not received due to communication errors and/or other reasons.

5.4 Cancellation of Chauffeur booking

- 5.4.1 Cancellation of a trip or service should be made in writing two (2) hours prior to the scheduled pickup for local pickups and 24 hours for long distance bookings.
- 5.4.2 The responsibility lies with the client to ensure that a follow-up call is made to confirm that the faxed or emailed cancellation was received by the relevant Chauffeur Services office. If this does not happen, the client department which made the booking will be liable for all costs incurred by the g-Fleet Chauffeur Services
- 5.4.3 If a booking was made and the official/s to be collected are not found at the pre-booked pickup point, the driver will contact the official/s to be collected or the transport officer and wait for a maximum period of 30 minutes. Thereafter, the trip will be considered as a "No Show" and all costs incurred will be for the client's account.
- 5.4.4 Where officials miss or change flights, the VIP offices and/or the OR Tambo Airport kiosk should be informed of such changes immediately to make corrective booking arrangements. Should the offices not be informed on time, the booking will be considered a "No Show" and the client will be held liable for costs incurred.

6 VEHICLE COLLECTION AND RETURN

6.1 Collection of vehicle/s

- 6.1.1 A client must present a valid driver's licence and have at least one-year of driving experience.
- 6.1.2 A client should provide a letter on a valid letterhead with responsibility and objective codes.
- 6.1.3 A fully completed original Trip Authorization Form (Z606) must also be provided.
- 6.1.4 A fuel card will be issued with the collection of the vehicle.
- 6.1.5 A client will be given a checklist to complete after physically verifying the vehicle, i.e. tools, damages, kilometre reading and the required accessories.

6.2 Return of vehicle/s

- 6.2.1 When returning a lease vehicle (FML) to g-Fleet, a client must have a signed letter for returning the vehicle, a key and spare key, fuel card, and all the tools/accessories that belong to the vehicle such as radio, spare wheel, jack, wheel spanner, etc.
- 6.2.2 To return a short-term rental vehicle (VIP and Pool), a client must have the vehicle key, fuel card, logbook and all the tools/accessories that belong to the vehicle.



- 6.2.3 If there are missing tools/accessories in the lease or short-term rental vehicle, a client must present a losses report for the missing tools.
- 6.2.4 When a client returns a vehicle for maintenance or repairs, the vehicle must be filled up with petrol and the client should keep the fuel card safe with them.
- 6.2.5 A client must remove all (official) documents/papers and other refuse material from the vehicle when returning it to g-Fleet for maintenance, replacement or at the end of a vehicle contract.
- 6.2.6 In addition, a client must also remove all (official) documents/papers and other refuse material from vehicles, when taking them to the merchant for maintenance and/or repairs.

7 FLEET SUPPORT SERVICES

7.1 Fuel card

- 7.1.1 The driver will be held responsible for the transactions that take place on the fuel card whilst it is in his/her possession.
- 7.1.2 All fuel receipts must be kept and made available when the vehicle is returned to the transport manager/officer.
- 7.1.3 On receipt of the fuel card, the GG number on the fuel card must be compared with the registration number on the number plate.
- 7.1.4 The fuel card will not be accepted by a commercial service station for any services if the number on the fuel card does not correspond with the particulars of the vehicle.
- 7.1.5 A fuel card is valid only for the specific vehicle for which it was issued.
- 7.1.6 Fuel cards must be kept safe in a lockable cabinet when not in use and must be checked daily by the transport manager/officer or a person delegated by him/her.
- 7.1.7 Lost fuel cards must immediately be reported by telephone and in writing to the transport manager/officer, g-Fleet and the Bank.
- 7.1.8 In the event of any irregular use of fuel cards being identified or suspected, the matter must be reported without delay to g-Fleet and the South African Police Service (SAPS). An internal investigation must be initiated immediately.

7.2 Procedure to report lost fuel card

Turnaround time: 9 days

- 7.2.1 A client should provide a signed affidavit to report a lost fuel card.
- 7.2.2 Fuel Card section will order a replacement fuel card and inform the client to collect.

7.3 Fuel card fraud management

- 7.3.1 Transport managers/officers must review a record of all fuel card transactions to ensure that drivers are in compliance with current policies regarding the purchase of fuel and other items that may be purchased on the fuel card, i.e. oil and tollgates access.

7.3.2 Client departments' internal audit procedures should be utilized to review all fuel bills for possible fraud.

7.3.3 Clients must be wary of transactions such as Rands only, multiple fills, weekend fills etc.

7.3.4 Possible fraud should be investigated by the client department, and any employee that has been found to have committed fraud should be disciplined, which can include termination and possible prosecution.

7.4 Logbook

7.4.1 Log sheets must be completed in every detail, immediately after a trip.

7.4.2 It is the responsibility of the driver to fill in the vehicle's log sheet legibly and accurately.

7.4.3 Failure to submit log sheets on time and non-submission of log sheets will result in late billing for that particular trip.

7.4.4 The objective and authority numbers must be filled in.

7.4.5 Client departments are urged to complete electronic log sheets timeously and regularly on the Fleet Information System (FIS).

7.4.6 In the event where an electronic log sheet cannot be utilised or submitted, a manual log sheet must be utilised and submitted timeously to g-Fleet for capturing.

7.5. Procedure to request for a logbook

Turnaround time: 3 days

7.5.1 The client department requests a logbook through an email from the Traffic Fines section.

7.5.2 The client must collect and sign for the logbook/s from the Traffic Fines section.

7.5.3 The client will request a pass-out from the Customer Service Centre (CSC) if the quantity is above 10.

7.6 Driver Tag

To start a government vehicle, a driver must utilize a Driver Tag, which is linked to the tracker system. The tag enables client departments to monitor the usage and driver behavior of officials, as each driver is allocated their own tag.

7.6.1 How to operate a Driver Tag

- Insert vehicle key into the ignition.
- Turn the key to "On" position.
- Wait for five (5) seconds, until you see an LED light on the Touch Key Reader starts to flicker or flash slowly.
- Place your authorized tag on the Touch Key Reader.
- Make sure you hold the tag in place until the LED light on the Touch Key Reader starts flickering or flashing rapidly.
- Now start the vehicle – please note that some vehicles will need you to step on the clutch or brake paddle for them to start.
- Remove the Driver Tag at the end of the trip.

7.6.2 Terms of usage

7.6.2.1 The allocated user shall be responsible for the use of the Driver Tag.

7.6.2.2 The allocated user shall timeously inform both the transport officer or the Driver Tag administrator and his/her director of any change in his/her circumstances in so far as these are related to the use and status of the Driver Tag.

7.6.2.3 The allocated user cannot take the Driver Tag with him or her when leaving their department.

7.6.2.4 Should the allocated user plan to leave the department, he or she shall inform his or her director and the Driver Tag administrator in order to agree on the date by which the Driver Tag will be returned to the transport officer or Driver Tag administrator.

7.6.2.5 The tag will then be cancelled on the allocated user's account and any outstanding traffic fines or costs due by the allocated user will be recovered.

7.6.2.6 If the allocated user is transferred within his or her department, the transport officer/Driver Tag administrator or his/her supervisor must, by means of a memorandum, approve the transfer of the Driver Tag and inform g-Fleet of the new and correct allocation details.

7.6.2.7 At all times, the transport officer or Driver Tag administrator must be informed by the allocated user of any change of details regarding the use of the Driver Tag.

Drivers must always utilize a Driver Tag when driving a government vehicle and lost or damaged Driver Tags must immediately be reported to g-Fleet for replacement or repairs.

7.6.3 Loss of a Driver Tag

In the event that the Driver Tag is lost, the following will apply:

7.6.3.1 The responsibility is on the allocated user to report the loss of a Driver Tag to his or her director and to the transport officer or Driver Tag administrator.

7.6.3.2 The transport officer or Driver Tag administrator will in turn report the lost Driver Tag to g-Fleet in order to block the use of the Driver Tag and for its deactivation.

7.6.3.3 The allocated user must also report the loss of the Driver Tag to the SAPS within 48 hours of the loss occurring.

7.6.3.4 If it is found that the loss of the Driver Tag was as a result of gross negligence and such loss results in the replacement of the Driver Tag for which the department incurs an expense, the allocated user may be held liable for such costs.

7.6.3.5 If the Driver Tag is damaged and it is found that it was as a result of gross negligence and such damage results in repair of or replacement of the Driver Tag for which the department incurs an expense, the allocated user may be held liable for such costs.

7.6.3.6 Regulation 12 of the Treasury Regulations will be applicable in determining the liability of the allocated user.

7.7 E-tag

- 7.7.1 The e-tag is fitted on the far left of the vehicle windscreen to prevent it from interfering with windscreen electronics which results in malfunctioning.
- 7.7.2 It is mainly used for overheads toll gantries equipped with toll collection equipment.
- 7.7.3 It is also used in some tollgates, the e-tag is recognized and the gates automatically open and the financial transaction is recorded.
- 7.7.4 The e-tag can benefit drivers of government vehicles as it can reduce the amount of time spent at the toll gates.

7.8 Procedure to order e-tag

Turnaround time: 9 days

- 7.8.1 The client department sends a request to g-Fleet Traffic Fines section to order an e-tag.
- 7.8.2 The Traffic Fines section sends an order request to the South African National Roads Agency Limited (SANRAL).
- 7.8.3 When the order is ready for collection, SANRAL informs the Traffic Fines section.
- 7.8.4 The Traffic Fines section will inform the client to collect the e-tag

7.9 Licence Disc Renewal

Turnaround time: 23 days

- 7.9.1 Licence discs are renewable annually by g-Fleet.
- 7.9.2 Licensing section delivers licence disks to the Client Service Centre (CSC).
- 7.9.3 Key Account Managers (KAMs) will ensure that licence discs are distributed to respective client departments.
- 7.9.4 For vehicles located or operating in Kwa-Zulu Natal, Western Cape and the Eastern Cape; clients should collect licence discs from their regional offices.
- 7.9.5 The Licensing section courier licence discs directly to the client on request.



7.10 Procedure to report lost licence disc

Turnaround time: 5 days

- 7.10.1 Client department will complete the losses form with supporting documents and submit to the Losses section.
- 7.10.2 Once the loss number is issued, documents are submitted together with an affidavit to Licensing section.
- 7.10.3 The duplicate licence disc will be ordered by the Licensing section.
- 7.10.4 The client department will be informed to collect the licence disc.
- 7.10.5 If there is an enforcement order on the vehicle, the client department must pay for the enforcement and send the proof of payment to the Licensing section before the duplicate is ordered.

7.11. Process to request Certificate of Fitness

Turnaround time: 7 days

- 7.11.1 The client department should submit the Certificate of Fitness to the Licensing section a month in advance before the licence disc expires.
- 7.11.2 The Licensing section will renew the licence disc.
- 7.11.3 The client department will be informed to collect the licence disc.

7.12 Traffic Fines

- 7.12.1 All traffic infringement notices received at g-Fleet will be re-routed to the transport manager/officer of the respective client department for nomination (information of offender driver) or for payment.
- 7.12.2 Driver details will be requested from the client department to re-route the traffic fine or offence.
- 7.12.3 It is the transport manager/officer's responsibility to hand over the infringement notice to the individual driver.
- 7.12.4 In situations where the traffic fine belongs to a deceased driver, an executor of the deceased driver's estate would need to do the representation. The following documents would be required:
 - AARTO 08 representation form;
 - Death Certificate;
 - Appointment letter by the Master of the Court for an estate that is worth more than R250 000.
- 7.12.5 Fines for traffic violations incurred by an individual driver of a government vehicle are the responsibility of the driver and will be paid by the driver.
- 7.12.6 Transport managers/officers are required to keep the following driver's information on file:
 - Records of who is the driver of the state vehicle at all times (in order to identify the offender driver e.g. Trip Authority)
 - Copy of the driver's identity document
 - Copy of the driver's licence
 - Physical address details of the driver



- 7.12.7 Payment details or offender driver information must be submitted to g-FleeT within five (5) working days, after the client has received the request.
- 7.12.8 AARTO traffic infringement notices payable within 32 days of receipt of the notice are entitled to a 50% discount.
- 7.12.9 Non-payment will result in Enforcements and Admin Mark, blocking g-FleeT on the E-Natis from printing licence renewals.
- 7.12.10 In the event where g-FleeT has paid for fines as a result of Enforcements and Admin mark, such costs will be recovered from the relevant client departments.
- 7.12.11 Non-payment by drivers will result in losing points, when the de-merit system is implemented.

7.13 Reporting an accident

In case of an accident, contact the following call centres.

- g-FleeT: 011 372 8602/8611/8786/8701 (8:00 – 16:00, Monday to Friday)
- Bank: 0861 000 575 (After hours, Weekends & Holidays)

Turnaround time for g-FleeT to finalize the accident reporting process: 140 days

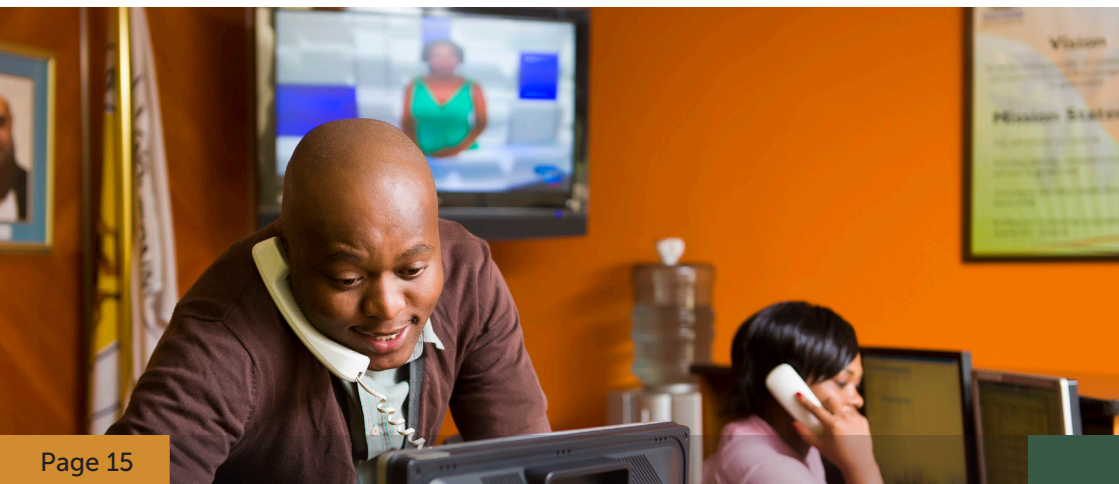
The following procedure must be followed in the event of a government vehicle being involved in an accident, no matter how trivial and irrespective of whether or not any person, animal or property or another vehicle is involved:

- 7.13.1 Call the police or traffic officer if possible, or if no such officer is available, report the accident as soon as possible, but within 24 hours of the occurrence of the accident to a nearest police station.
- 7.13.2 The driver must also report the accident to their supervisor immediately.
- 7.13.3 Drivers should always inform the police that they are driving a government vehicle.
- 7.13.4 Supply the name and address of the driver of the government vehicle and the number of the vehicle to any other person having reasonable grounds for requesting the information.
- 7.13.5 Under no circumstances, must liability be admitted to any person at all or at any time, or any payment offered or made to a third party.
- 7.13.6 In the event of any third party admitting liability, endeavors must be made to obtain a written statement from him or her to that effect.
- 7.13.7 Should a driver of another vehicle be suspected of being under the influence of intoxicating liquor or narcotic drugs, this fact must be brought to the notice of the police or traffic officer called to the scene of the accident.
- 7.13.8 If the government vehicle is not drivable, vehicle needs to be towed away from the scene by authorized merchants only.
- 7.13.9 The client department must submit a report of the accident to g-FleeT Accidents section within seven (7) days of the occurrence of the accident.

- 7.13.10 In the event where the driver is hospitalized, the transport officer should submit an accident report with whatever information available and indicate on the covering letter that the driver is hospitalized. The driver to complete and submit all outstanding documents relating to the accident once back at the office.
- 7.13.11 If the client department fails to submit an accident report within seven (7) days, the client department will be responsible for the accident claim and repair cost of the state vehicle.
- 7.13.12 In the event where there is non-compliance, the process to bill the client department will start on receipt of the cost documents and receipt of the claim.
- 7.13.13 The following particulars, which are required for completing the Accident/Incident Report Form must be obtained as soon as possible, preferably at the scene of the accident:
- Brief written and/or diagram (sketch) description of the accident.
 - Photos of all vehicles involved in the accident.
 - The registration number, make and model of the other vehicle(s).
 - The name, address, driver's licence number, ID number, home and work telephone number of the driver(s) and the owner(s) of the other vehicle(s).
 - The name of the insurance company/broker with respect to the other vehicle(s).
 - Whether the driver acted in his/her own interests or in the interests of the owner of the vehicle.
 - The nature and extent of the damage caused to the other vehicle(s), in this particular accident only.
 - The name, address, ID number, home and work telephone number and estimated age of any passengers and/or pedestrian(s) involved in the accident and of any person(s) killed or injured, as well as the nature and extent of injuries
 - A description of animals and fixed objects involved in the accident and the name and address of the owner, in the case of animals, and the name and estimated age of any herdsman (men) who tended or drove the animals, as well as the nature and extent of injuries and damages.
 - The name, address, ID number, home and work telephone number of every witness, including the occupants of the other vehicle(s) concerned
 - Provide correct speed (Km per hour) driven during the time of accident. Please note that this will be verified against the tracking system. We rely on your honesty.

Remember – Never admit fault of an accident to the Third Party.

All third-party claims will be referred to the relevant department to finalize and settle the claim.





7.14 Documents required to report an accident

- 7.14.1 The driver of the vehicle must complete the Accident/Incident Report Form that must be signed by the transport manager/officer.
- 7.14.2 A letter on a departmental letter head signed by the transport manager/officer.
- 7.14.3 A certified copy of the driver's ID document.
- 7.14.4 Certified copy of the driver's licence.
- 7.14.5 A signed and stamped Trip Authority document.
- 7.14.6 Garaging authority (if applicable).
- 7.14.7 A case number on a stamped document from SAPS.
- 7.14.8 Detailed sketch plan of the accident scene.
- 7.14.9 Submit all documents to the Accidents section at g-FleeT and keep copies for your records.

Remember - Documentation must be submitted within seven (7) days of the accident occurring.

7.15 Damage, losses, and theft

Turnaround time to finalize the process: 178 days

- 7.15.1 An official who takes over a government vehicle must ensure that any damage or deficiency is immediately reported in writing to the transport manager/officer who must determine the responsibility for the loss, should it be the case.
- 7.15.2 Officials must fill in the check list before using any government vehicle.
- 7.15.3 The vehicle is the responsibility of the client department and such department will be held liable for any damage or loss that was not reported to g-FleeT beforehand.
- 7.15.4 Where incidents of damage, loss, deficiency and theft occur, the official operating the government vehicle must immediately report the incident to his or her transport manager/officer, who in turn must report the incident to the police within 24 hours and his/her head office and g-FleeT without delay.
- 7.15.5 Supporting documents such as driver's licence, ID document, trip authority, case number and completed loss form should be submitted to the Loss Control section.
- 7.15.6 Failure to report an incident immediately, the department will be held liable for the loss.
 - According to Treasury Regulation 12/ Transport policy, the client department will be held liable for non-compliance e.g. incomplete documents, unauthorized trips, etc.
 - g-FleeT will continue billing the client department for incidents not reported.
 - Client department will recover the cost incurred from the relevant driver.
- 7.15.7 When an official returns a pool vehicle, he or she must report any incident, damage, loss, deficiency or theft which has not yet been reported to g-FleeT.
- 7.15.8 The transport manager/officer must therefore ensure that all cases are properly investigated by obtaining all particulars and statements, etc.

7.15.9 In the event of a fuel card being lost or stolen, the official concerned should immediately report the incident by telephone and in writing to the transport manager/officer, the Bank and g-Fleet, stating the vehicle registration number and the number of the fuel card.

7.15.10 The transport manager/officer must in turn immediately cancel the fuel card and submit a report to Loss Control section at g-Fleet.

7.16 Stolen and hijacked vehicles

7.16.1 In the event that a vehicle is stolen or hijacked, the driver/transport officer must immediately contact the tracking services service provider (0800 010 115).

7.16.2 Late reporting of hijacked or stolen vehicles has a negative impact on the tracking and recovery of vehicles.

7.16.3 A case must be opened immediately at the nearest police station, but within 24 hours of the occurrence of the incident.

7.16.4 The client department should immediately (within 7 days) submit a loss report to g-Fleet with supporting documents:

- Case number, including a signed affidavit
- Fully completed and signed loss form
- Certified copy of the driver's identity document
- Certified copy of the driver's licence
- Trip authority
- Trip request form
- Garaging form, if applicable

7.16.5 Losses section will verify the accuracy of the information provided and the validity of the documents (1-day TAT).

7.16.6 Losses section records a loss incidence (1-day TAT).

7.16.7 A loss number is issued for the incident.

7.16.8 Losses section opens a file for the loss (1-day TAT).

7.16.9 The file is referred for execution of recovery, write-off and/or legal opinion (30 days TAT).

7.16.10 Vehicle contract is closed on FIS (14 days TAT).

7.16.11 Vehicle status is updated from "In Service" to "Stolen".

7.16.12 File is referred to Licensing for vehicle deregistration, contract termination, fuel card cancelation and billing to be stopped (1-day TAT).

7.16.13 Drivers must always utilize a Driver Tag when driving a government vehicle and lost or damaged Driver Tag must immediately be reported to g-Fleet for replacement or repairs. Driving a vehicle without a Driver Tag can compromise an investigation, tracking and recovery of a hijacked or stolen vehicle.

7.16.14 Inactive tracking units must immediately be reported to g-Fleet and/or the tracking services service provider for repairs and/or activation. Inactive tracking units can compromise the tracking of a vehicle.

- 7.16.15 If a vehicle is recovered, client departments should immediately inform g-Fleet of the recovery.
- 7.16.16 Client departments should never utilise a recovered vehicle, until they have received clearance from g-Fleet.

8 FLEET MAINTENANCE

8.1 Accident repairs process

TAT – Turnaround time

- 8.1.1 Client department submits an accident report to g-Fleet Accidents section (7 days TAT).
- 8.1.2 Accidents section issues HQ / losses number to the client department (1-day TAT).
- 8.1.3 Client department, through the transport manager/officer sends a quote request to RT46 service provider or Call Centre (1-day TAT). In the event where the vehicle was towed to g-Fleet premises, Fleet Maintenance unit will send a quote request to RT46 service provider.
- 8.1.4 RT46 service provider will source three (3) quotes from approved merchants (a three (3) quotation process is followed).
- 8.1.5 Quote analysis, assessment and validation of repairs is conducted (2 days TAT).
- 8.1.6 Selected quote and clearance request is sent to g-Fleet for approval (1-day TAT).
- 8.1.7 Fleet Maintenance unit analyses the quote, and provide approval by issuing a clearance (g-Fleet reference) number, or decline the repairs if uneconomical to conduct repairs (1-day TAT). Where necessary, g-Fleet will send out an in-house assessor to further assess and validate the repairs before approval.
- 8.1.8 The approval is sent to the service provider.
- 8.1.9 On receipt of the approval, RT46 service provider gives a go ahead to the merchant to proceed with the repairs (1-day TAT).
- 8.1.10 Normal turnaround time for minor accident repairs is 5 – 10 days, from the date the merchant receives the approval.
- 8.1.11 Normal turnaround time for major accident repairs is 10 – 30 days, from the date the merchant receives the approval.
- 8.1.12 On completion of the repairs, the client department signs an invoice on collection of the vehicle.
- 8.1.13 The merchant sends an invoice to the bank for payment.
- 8.1.14 g-Fleet receives transactional report on a monthly basis.

8.2 Mechanical repairs process

TAT – Turnaround time

8.2.1 The transport manager/officer calls the RT46 service provider's call centre and provide the following details:

- Vehicle registration number
- Kilometre reading
- Repairs required
- Area where the vehicle is situated

8.2.2 RT46 service provider identifies the merchant to perform the repairs, and issues a reference (preauthorisation) number (1-day TAT).

8.2.3 The client department (transport officer/operator) takes the vehicle to the merchant for repairs (1-day TAT).

8.2.4 Merchant strip and quote for repairs (2 days TAT).

8.2.5 Merchant sends a quote to RT46 service provider for authorisation (1-day TAT).

8.2.6 RT46 service provider performs quote analysis, conduct inspections and validate repairs where necessary, and send a quote to g-Fleet Fleet Maintenance unit for approval (2 days TAT).

8.2.7 Fleet Maintenance unit analyses the quote, and provide approval by issuing a clearance number, or decline the repairs if uneconomical to conduct repairs (1-day TAT). Where necessary, g-Fleet Fleet Maintenance unit sends out an in-house inspector to further validate the repairs before approval.

8.2.8 On receipt of the approval, RT46 service provider gives a go ahead to the merchant to proceed with the repairs.

8.2.9 Normal turnaround time for minor mechanical repairs is 3 – 5 days, from the date the merchant receives the approval.

8.2.10 Normal turnaround time for major mechanical repairs is 5 – 15 days, from the date the merchant receives the approval.

- In the case of FML, abnormal cases such as repairs resulting from driver's negligence/vehicle abuse are further investigated directly with the client department, and appropriate action is taken.
- This process might take five (5) days extended turnaround time due to further investigations.

8.2.11 On completion of the repairs, the client department signs an invoice on collection of the vehicle.

8.2.12 The merchant sends an invoice to the bank for payment.

8.2.13 g-Fleet receives transactional report on a monthly basis.

8.3 Roadside assistance

8.3.1 Should your vehicle become disabled with the following problems, contact g-Fleet and/or the Bank call centres and have your vehicle registration number and contact details ready:

- Flat battery
- Flat tyre
- Keys locked inside a vehicle

8.4 Towing service

TAT – Turnaround time

Towing service is available in the event of:

- Mechanical breakdown
- Electrical breakdown
- Accident damage

8.4.1 In-house Towing

8.4.1.1 In-house towing is mainly used for written-offs, withdrawn vehicles, and all vehicles declined for repairs at the merchant (collection from merchants).

8.4.1.2 Towed vehicles are returned to g-Fleet for disposal (5 Days TAT).

8.4.2 External Towing

8.4.2.1 The transport manager/officer or the driver of the vehicle must contact the call centre and provide the following details:

- Vehicle registration number
- Kilometre reading
- Repairs required
- Area vehicle situated
- Details of the transport manager/officer or driver

8.4.2.2 RT46 service provider will identify the merchant to tow the vehicle and issue a pre-authorisation number to provide towing services (1-3 hours TAT).

8.4.2.3 Vehicle is towed to the nearest g-Fleet or government premises.

8.4.2.4 The merchant sends an invoice to the bank for payment.



9 FINANCE

9.1 Billing

9.1.1 Invoices (summary, detailed and fuel reports and/or invoices per site) are printed and distributed to all clients on a monthly basis. These should reach the clients not later than the 10th day of each month.

9.2 Payments

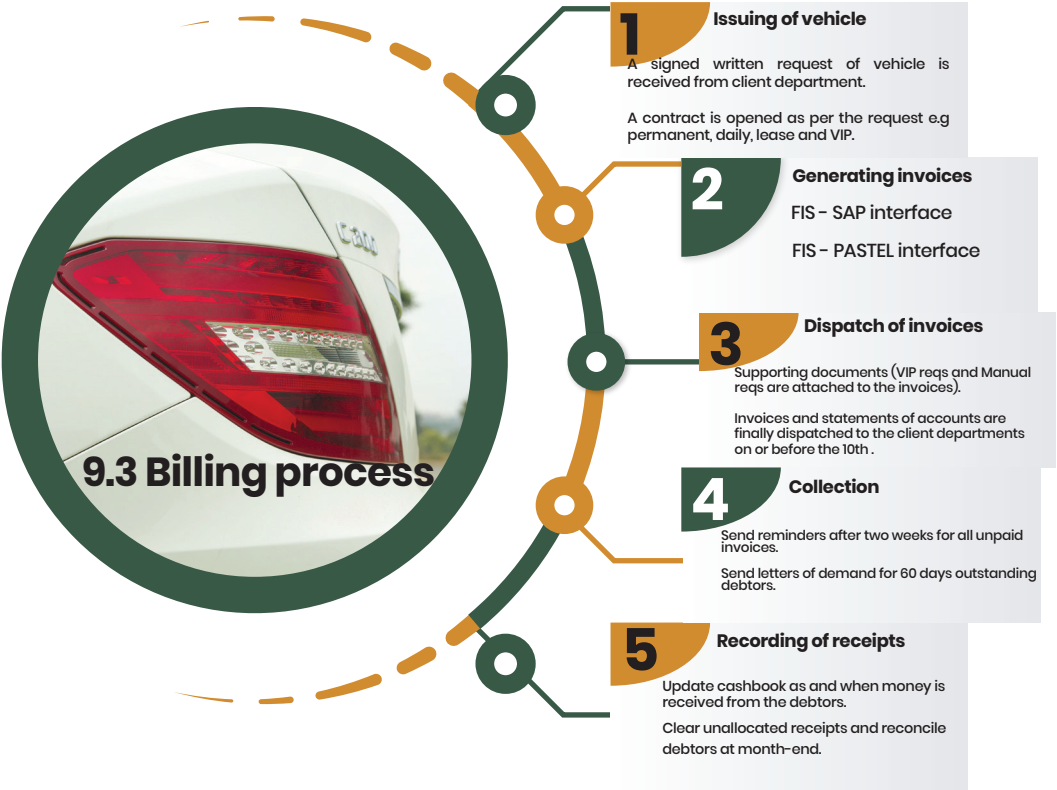
9.2.1 Client departments are expected to pay their monthly billing within 30 days of receipt of the invoice.

9.2.2 Reminders and letters of demand are sent to the departments that default on their monthly payments.

9.2.3 Confirmation letters are sent to the client departments to confirm the outstanding amounts on a quarterly basis.

9.2.4 Client departments should respond to the confirmation letters regardless of whether they agree or not. In the event were a client department does not agree, the confirmation letter should be accompanied by a reconciliation providing reasons for disagreement.





9.4 Verification of charges

VIP	Client departments are advised to use the requisitions provided to verify these transactions.
POOL	These charges should be agreed to the updated register of vehicles and the approved and published tariffs.
KILOS	These transactions should be agreed to log sheets.
FUEL CHARGES	Clients are advised to use the fuel slips to verify these transactions, which are charged per consumption.
FML	These transactions are charged as per the agreement between g-FleeT and the respective client departments.

9.5 Fleet Information System (FIS)

The Fleet Information System (FIS) is a web-based fleet management system that provides an analysis of a vehicle or fleet and assists both g-Fleet and clients to maintain, monitor and control the fleet. Below is the list of forms and documents that can be downloaded from the FIS system to administer daily functions:

1. Trip Authorization Form
2. Vehicle Handing Over Checklist
3. Government Vehicle Issue Form
4. Electronic Log sheet and Trip Authority Training Manual
5. Transport Circular No. 3 of 2019: Government Motor Transport Handbook
6. Manual: Updating Trip Authorities
7. Trip Request Form (Chauffeur Driven Service)
8. Procedures Manual (Chauffeur Driven Service)
9. Accident/Incident Report Form
10. Vehicle Garaging Form
11. Indemnity Form
12. Bank Lost Fuel card form
13. Bank Damaged Fuel card form
14. Manuals
15. RFC Form
16. DITC Form
17. FIS Staff registration and review form
18. FIS User registration and review form
19. Manual for Changing Password
20. New Driver Form
21. Driver Tagging Manual

FIS website address: <https://gfleetfis.gauteng.gov.za>

10 WHO CAN DRIVE A GOVERNMENT VEHICLE

10.1 A government vehicle can be driven by any person with an authorized trip authority who is involved in an activity that is in line with the objectives of their department.

10.2 Government vehicles are provided for strictly official services or business and are not to be used for private or other purposes without the necessary authorization.



10.3 The possession of a driver's licence does not automatically guarantee the right of an individual to drive a government vehicle.

10.4 Driver responsibilities:

- Ensure that you have a valid signed trip authority to utilize a government vehicle.
- Always have a valid driver's licence in your possession.
- Notify your manager or supervisor if your driver's licence has been suspended, revoked, or expired.
- Ensure that authorized passengers in the vehicle are recorded in the signed trip authority.
- No unauthorized passengers should be transported.
- Always wear a seat belt.
- Operate the vehicle in a safe and responsible manner.
- Do not drive the vehicle if under the influence of alcohol, drugs, or any other impairing substances.
- Do not use your cell phone whilst driving.
- Drive defensively, be courteous, and obey all traffic laws.

11 AUTHORIZED VEHICLE USE

11.1 All drivers must have a signed trip authority before the vehicle is moved.

11.2 In normal circumstances, a trip authority must be authorized by an official from Assistant Director level or above, who is senior to the person travelling and is in their direct management line. In circumstances where this is not possible, alternate signatories must be identified in the departmental transport policy.

11.3 If a vehicle is moved in an emergency, then the driver must immediately obtain a trip authority. This process is only to be used in an extreme emergency, otherwise disciplinary measures must be instituted.

11.4 It is recommended that departments address 'extreme emergency' on their departmental policy.

11.5 If a vehicle is based with a member of staff away from the office, then a trip authority must be issued according to a weekly plan.

11.6 Trip authorities must not run more than a week, unless a trip extends over a weekend.

11.7 Trip authorities must specify where weekend use is permitted, otherwise it will be assumed that the weekend use was not covered in the trip authority.

11.8 In normal circumstances, a vehicle must be parked at the site address recorded on the FIS system. The parking place should be capable of being locked up or have 24 hours' security.

11.9 When the vehicle is based away from its home base, the driver must activate all installed security systems e.g. gear lock and/or alarm system.

11.10 The driver of the vehicle is responsible for ensuring that the vehicle is parked safely.

11.11 The driver takes responsibility for the logbook, keys and fuel card once the vehicle issue form has been signed, until the vehicle has been returned to the transport manager/officer at the end of the journey.

If government vehicles are used irregularly, driven recklessly, neglected or misused, the matter must be viewed in a serious light and disciplinary action against the offending official should be considered, apart from any proceedings which may be instituted in terms of the Road Traffic Act

12 LIABILITY

12.1 Where government vehicles are used without an authorization, or it is found that the vehicle was operated recklessly or with intentions to cause damage, the official concerned will be held liable for:

12.1.1 The cost of the distance covered, including the driver's tariffs where applicable.

12.1.2 Where the vehicle was involved in an accident:

- The cost of repairing any damage sustained by the vehicle; and
- The amount expended in settling third-party claims arising out of the accident.
- g-Fleet will continue billing the client department for accident not reported.
- Client department will recover the cost incurred from the relevant driver.

12.2 According to Treasury Regulation 12/ Transport policy, user departments will be held liable for non-compliance e.g. incomplete documents, unauthorized trips, etc.

13. THIRD PARTY CLAIMS

13.1 All third-party claims will be governed in terms of part 12 of the Treasury Regulations of 2000 as issued in terms of Public Finance Management Act no 1 of 1999.

13.2 Notwithstanding anything else to the contrary in this Agreement, the client will defend and handle at its own expense and hold harmless g-Fleet Management, parent companies, subsidiaries and affiliated companies, operators, their respective officers, directors, employees and agents, subcontractors, suppliers from and against any and all claims, demands, actions, damages, costs and expenses, or liability of whatever nature of kind (whether under a theory of negligence, strict liability, contract or otherwise).

13.3 Any other incurred or to be incurred costs by g-Fleet Management (including but not limited to costs of investigation and reasonable attorney and other third party fees and, to the extent permitted by law, fines, penalties and forfeitures in connection with any proceedings against the client or g-Fleet Management) as a result of any act or omission of the client or any third party using the leased vehicle and its assets, will be recovered from the client.

13.4 All third-party claims received by g-Fleet Management will be communicated to the client responsible for the said vehicle.

13.5 The client should provide g-Fleet Management with a written letter within 7 business days stating whether g-Fleet Management should handle the third-party claim on its behalf or refer it to the client to handle at its own account.

- 13.6 It shall be the responsibility of g-Fleet Management to provide the client with all documentation in its position immediately after notification by client in exercising its rights as provided in clause 13.5 above that it shall handle the said third party claim on its own account regarding that specific accident.
- 13.7 If the client instructs g-Fleet Management to handle the third-party claim on its behalf, but subsequently does not cooperate and fails to comply with instructions from g-Fleet Management or state attorney or any of its appointed legal representatives, g-Fleet Management shall withdraw itself from such proceedings and instruct the State Attorney and the relevant claiming third party to direct its claim to the client and driver who are the legal possessors of the specific vehicle as per this contract.
- 13.8 The client has the option of electing g-Fleet Management to handle the third-party claim on its behalf, however such instructions need to be given in writing to g-Fleet Management. g-Fleet Management will therefore be entitled to recover such costs incurred in relation to the said instruction of the claim from the client as also provided in clauses 13.2 and 13.3 above.
- 13.9 After the client, has been informed by g-Fleet Management about a third-party claim in regard to a vehicle in the client's possession, and the client fails to give instructions as provided in clause 13.5, g-Fleet Management will instruct the claiming third party and the State Attorney if summons have been issued to communicate directly with the client and the state driver.
- 13.10 If the client driver loses state protection, the matter shall be referred to the client department to handle the matter on its own account.
- 13.10.1 g-Fleet Management shall provide the client department with the opinion that found that the state driver lost state protection as mentioned in Regulation 12.2 of Treasury Regulations.
- 13.10.2 g-Fleet Management shall provide the client department with all the necessary documentation at its position to assist the client department in claims and recoveries of such claims from any party responsible.

14 VEHICLE INSPECTION

- 14.1 All government vehicles are subject to an inspection by transport managers/officers to ensure that departments maintain their vehicles in a proper state of repair and efficiency, and that the required instructions are complied with.

14.2 Without the full cooperation of all parties concerned, the government transport operation cannot function efficiently. Officials using government vehicles are therefore earnestly requested to display at all times the same interest in government vehicles, which they would have displayed, had those vehicles been their own.

15 CLIENT RELATIONS

15.1 Customer Management Services

15.1.1 The Customer Management Services (CMS) unit manages client relations and assist clients on their day-to-day operation of their fleet. It is also responsible for the establishment and maintenance of sustainable stakeholder relations and communication between g-Fleet and its clients.

15.1.2 Each client department is allocated with a Key Account Manager (KAM), who from time-to-time conducts physical visits, and/or conducts online engagements with client departments that are located in Gauteng.

15.1.3 KAM's services offered

- Identifying and assessing clients' critical needs.
- Attending meetings with clients.
- Being a point of contact to priority clients and resolving any issues that they may have.
- Collecting and communicating client requirements to relevant business units.
- Responding to client communications or queries.
- Building and maintaining strong and long-lasting relations with clients.
- Arranging training and workshops for clients on g-Fleet processes, systems and policies; including training on service providers' systems.

15.2 Client Service Centre

15.2.1 The Client Service Centre (CSC) is a one-stop centre based at g-Fleet head offices in Bedfordview to assist clients in Gauteng to achieve maximum business productivity through service excellence. The CSC engages with clients face-to-face for speedy resolutions of queries.

15.2.2 CSC services offered

- Collection and returning of lease vehicles
- Collection and returning of Pool and VIP vehicles
- Drop-off point for vehicles that need repairs
- Collection point for vehicles after repairs or maintenance
- Drop-off point for log sheets and collection of log books
- Drop-off point for reports and other documentation (e.g. accident reports, losses report etc.)
- Collection point for licence discs
- Collection point for invoices and other supporting documents

15.3 Call Centre

15.3.1 The Call Centre is the first point of contact to manage inbound and outbound clients calls to fulfil client requirements.

15.3.2 Call Centre services offered:

- General client support
- Provide clients with relevant information and advice on the services of g-Fleet by explaining procedures and answering questions.
- Assist with accidents, breakdown and towing
- Resolve clients' queries and issues
- Escalate clients' issues to relevant support centres
- Provide feedback on clients' queries and issues

16 DIRECTIONS TO HEAD OFFICE

76 Boeing Road East, Bedfordview

GPS Coordinates: -26.167043, 28.136219

<https://goo.gl/maps/oWyiWJy5D6Px1TiS6>

FROM THE EAST RAND AIRPORT

Take the R24 West or N12 West highway towards Johannesburg town. Go straight over the Gilloolys Interchange. Take the Concorde Rd/East gate off ramp which immediately follows the interchange. Take your first left into Arbroath Rd, and then immediately left again into Concord Rd. At the robot turn left into Van der Linde Rd and cross over the highway. At the Robot turn right into Boeing Road West, pass the driving range on your left and keep to the right as the road splits. At the robot turn right and cross under the highway. At the T junction turn right into Boeing Road East. Drive around the bend and g-Fleet is on the first left (before robots).

FROM JOHANNESBURG TOWN

Take the M2 East highway and then turn onto the N3 North towards Pretoria. Take the Van Buuren Road off ramp. At the Robot turn right into Van Buuren Road. Continue straight on Van Buuren as it leads directly into Hawley Road, just past the Village View shopping Centre on your left. Continue straight at the traffic circle where Hawley Road becomes Concorde Road East. Follow the Road as it runs along the highway on your left and then crosses over it. Go over the highway then turn immediately left into Boeing Road East. Go straight, pass the robot and turn right into g-FleeT.

FROM PRETORIA

Take the N1 (Ben Schoeman Highway) and proceed straight until you see an off-ramp to Germiston/Durban/Bloemfontein/N3. Take the off-ramp and immediately keep left with the N3/Germiston road. Proceed straight until you see an off-ramp to OR Tambo International Airport (e-Malahleni), take the off-ramp keeping left, drive straight until you see robots. Follow the road as it runs along the highway on your left and then crosses over it. Go over the highway, then turn immediately left into Boeing Road East. Go straight, pass robot and turn right into g-FleeT.

FROM EASTGATE SHOPPING CENTRE

Take Cumberland Road (at the back of Eastgate, between Eastgate and Park Meadows shopping centres) towards Bedfordview (heading East). Turn Left into Van Der Linde Road (heading North) and cross over the highway. At the Robot turn right into Boeing Rd West and keep to the right as the road splits. At the next robot turn right and cross under the highway. At the T junction, turn right into Boeing Rd East. Drive around the bend and g-FleeT is on the first left (before robots).

ADDENDUM A: PROTOCOLS ON USE OF g-FleeT VEHICLES

A.1 BACKGROUND

The transport industry has a critical role during the COVID-19 pandemic by enabling essential workers to continue providing services as well as helping the general population to travel for various essential matters. Public transport and private cars used for e-hailing/metered taxis as well as carpooling have been associated with transmission of airborne infectious disease such Influenza and Tuberculosis. Factors associated were proximity, duration of travel, ventilation etc. Therefore, appropriate preventive, screening and testing measures need to be introduced to mitigate the spread of the COVID-19.

A.2 SCOPE

This guidance is targeted towards g-Fleet vehicles to introduce interventions to help prevent the transmission of COVID-19. All other relevant guidance from the national and provincial department of health need to be adhered to in conjunction with this.

A.3 OBJECTIVES

- 1) Provide guidance on infection prevention and control measures to be introduced to limit transmission of SARS-CoV-2.
- 2) To recommend standard precautions to be undertaken by government officials using g-Fleet vehicles and passengers thereof.
- 3) Provide guidance on maintaining internal and external communication to ensure there are no knowledge gaps.

A.4 INFECTION PREVENTION AND CONTROL

A.4.1 Vehicles

- 1) Regular disinfection with appropriate solutions ($\geq 70\%$ Alcohol based sanitiser) after every trip is recommended.
- 2) All surfaces that are frequently touched (e.g. door frames and handles – both inside and outside the vehicle; steering wheels, windows, seat frame/seatbelt buckles, gearshift, signaling levers, hand brakes, etc.), need to be wiped down in between trips.
- 3) Daily cleaning of all vehicles using soap/detergent and water should be done. Fogging using Hydrogen Peroxide is recommended where feasible.
- 4) Limit the number of passengers – the risk of exposure increases the more passengers travel with in a vehicle. The passengers must keep distance. (This must be in line with directives from the National Department of Transport that are issued from time to time)
- 5) Wash hands or use hand sanitizer frequently to not contaminate the inside of the vehicle – the general-purpose recommendations for avoiding the COVID-19 virus apply to the vehicle travel as they would

any other part of life. The use of hand sanitizer immediately after getting in the vehicle to avoid contaminating it with germs is recommended.

- 6) Disinfect vehicles high-touch areas frequently – disinfect high-touch areas every time an official get in and out of the vehicle. The steering wheel, interior door handle, gear-shift knob, seatbelt, radio, and cup holder are all potential hot spots for contamination and should be disinfected regularly
- 7) Don't forget to disinfect your dashboard too – the dashboard is considered one of the most germ-prone surfaces found inside the vehicle.
- 8) Disinfect areas where airborne particles could land – anytime you bring foreign, germ-prone objects into a vehicle – such as laundry or groceries – there is a chance of bringing the novel coronavirus in with them.
- 9) Crack the windows to air out the vehicle between rides – studies show that the novel coronavirus can live in the air for up to three hours, so leaving vehicles windows open between rides for at least a few minutes a day can reduce the risk of getting sick.
- 10) Make sure anyone who shares the vehicle takes the same precautions – each driver should disinfect high-touch surfaces after each use.
- 11) For best results, clean high-touch areas with soap before disinfecting them.
- 12) Try to avoid ride-shares, but take extra precautions if they're necessary

A.4.2 Mini/Midi Busses

- 1) Drivers must not allow any officials to enter their facilities without wearing a cloth face mask, homemade item, or another appropriate item that covers the nose and mouth.
- 2) Drivers must wear such faces masks or appropriate item that covers the nose and mouth, together with a face shield.
- 3) Mini/midi buses local trips will now be permitted to increase their capacity to 100%, while long distance taxis will not be allowed to exceed 70% occupancy, on condition that new risk mitigation protocols related to masks, vehicle sanitising and open windows are followed.
- 4) To this end, bus, taxi and e-hailing, meter taxis, shuttle services, chauffeur-driven vehicles and scholar transport vehicles are permitted to carry 100% of licensed carry capacity for any trip not regarded as long distance travel.

A.4.2.1 Long Distance Travel

- 1) Long distance travel refers to any trip that is 200 km or longer.
- 2) Mini and Midibus Taxi vehicles may not carry more than 70% of their maximum licensed passenger carrying capacity for long distance intra-provincial travel and permitted inter-provincial travel.
- 3) Long distance bus services are permitted to carry a maximum of 70% of their permissible passenger carrying capacity for intra-provincial and permitted inter-provincial travel.

A.5 AIR CONDITIONING

- 1) Windows need to be kept open to ensure ventilation and circulation of fresh air where possible. Air-conditioning system should not be used in public vehicles with windows that can be opened.
- 2) Avoid using the recirculated air option for the car's ventilation during passenger transport; use the car's vents to bring in fresh outside air and/or lower the vehicle windows.

A.6 FOOD AND DRINK

- 1) No eating, drinking and chewing of gum will be allowed inside the public transport vehicles except for drinking of water for medical reasons.
- 2) All passengers/drivers need to ensure they wash their hands with soap and water (or alcohol-based hand rub) as per the national guidelines after they disembark.

A.7 STANDARD PRECAUTIONS

- 1) All employees; should practice the standard cautions of hand hygiene; cough etiquette and social distancing.
- 2) If a vehicle may have been exposed to someone with COVID-19 do not touch it for 24 hours, then disinfect it.

A.8 PASSENGERS AND/OR OFFICIALS USING THE VEHICLE

- 1) All passengers should wear face masks or a homemade item or another appropriate item that covers nose and mouth throughout the journey.

A.9 VEHICLE EXPOSED TO OFFICIAL(S) TESTED POSITIVE TO COVID-19

- 1) If a vehicle may have been exposed to someone with COVID-19 do not touch it for 24 hours, then disinfect it.

A.10 COLLECTING PERMANENT LEASE VEHICLES FROM G-FLEET PREMISES

- 1) All documentation pertaining to the collection of a vehicle from g-Fleet's premises must be submitted electronically, e.g. via email, with all the necessary approvals/signatures appended.
- 2) No vehicle will be released to client if documentation is not received prior to collection of vehicle.

A.11 DELIVERY OF NEWLY PURCHASED VEHICLES FROM SUPPLIERS TO g-Fleet

- 1) Documents necessary for the receipt/acceptance of a newly purchased vehicles from suppliers should in all instances be sent electronically prior to such vehicles being delivered to g-Fleet. Original Natis documents can be delivered physically but taking guidance on proven science on the handling of paper under COVID-19.



