

## **VEHICLE TRACKING POLICY**

### **INTRODUCTION**

Vehicle tracking devices using GPS (Global Positioning System) are common place within transport operations because of the operational efficiencies, safety and security benefits they can offer organisations. Vehicle tracking devices (GPS) or Vehicle Telematics, as it has now more commonly become known because of the way systems have developed, provide a more sophisticated range of information which offer significant benefits.

Tayside Contracts has used GPS in vehicles since 2006 with an expansion in 2011 due to the proven advantages of using such technology and a further expansion in 2016, with around 320 vehicles and 100 items of plant fitted with GPS. It is anticipated that this number will fluctuate over time.

Tayside Contracts drivers are issued with ID fobs in order that their information is linked to the vehicles that they drive/plant they operate.

The purpose of this policy is to make employees aware of the presence of tracking devices in most vehicles and items of plant, explain the purpose of the devices, the rules on their use and to explain what data the system can provide and how the data gathered will be used by managers, supervisors, the Transport Unit, and in specific cases our clients and the general public.

### **SCOPE OF POLICY**

This policy applies to all employees working at all levels and grades within Tayside Contracts who have access to and are required to drive/operate any Tayside Contracts vehicle or item of plant.

### **HOW GPS VEHICLE TRACKING WORKS**

Vehicle tracking systems were originally used for military purposes and rely on satellite technology. Initially the information provided was restricted to location and speed and direction of travel which was transmitted from a tracking device fitted in the vehicle to a computer via the satellite. However this has now developed over time and far more sophisticated information is now available. In certain applications this records how the vehicle is being used and driven. Such information is picked up from the vehicle's engine management system. This data is formatted and can be stored for potential later use or viewed real time using a computer application. The information is highly accurate.

### **BENEFITS OF A GPS VEHICLE TRACKING SYSTEM**

#### **Using GPS aims to provide the following benefits:**

1. Safety and legal compliance – to increase driver safety and security, through safer and compliant driving as well as helping ensure the safety and consideration for other road users.
2. Operational efficiencies – to provide data that supports operational improvements e.g. start and finish times.
3. Vehicle cost efficiencies – to reduce maintenance costs, reduce the frequency of accidents and other costs e.g. hire costs associated with vehicle downtime.
4. Maintenance compliance and efficiencies – to locate itinerant plant so that it can be maintained at the appropriate frequencies and also accurately locate broken down vehicles and plant.
5. Environment – improve fuel efficiency and other environmental benefits.

### **More specific aims are to:**

- Ensure a safe operation by monitoring instances of speeding.
- Assist Tayside Contracts compliance with section 172 of the Road Traffic Act 1988 i.e. the identification of the driver of a particular vehicle, at any time, through the use of the driver fob.
- Provide better protection for lone workers e.g. gritter drivers.
- Provide accurate locations so that vehicles or plant can be found in the event of a breakdown.
- Improve the security of the fleet, in particular items of plant e.g. trailers.
- Provide the ability to locate primarily items of plant for maintenance purposes.
- Provide the ability to show live gritting information via the Tayside Contracts or client websites thus reducing the number of enquiries from the public.
- Assist in improving route optimisation e.g. gritting routes.
- Provide the ability to show live information at the quarry on the location of the Tayside Contracts quarry lorry fleet thus being able to respond to queries from customers.
- Assist managers to improve productivity e.g. identify down time due to waiting time at quarries.
- Provide an asset management/recording tool e.g. gully locations.
- Assist the identification of additional payments e.g. time at gully chokes paid on day works.
- Provide management information which can be shared with the client to give reassurance that we are doing what we say we are doing.
- Assist with better utilisation of the fleet and allow a reduction in the number of owned and hired vehicles.
- Provide management information to defend claims for accident damage e.g. can prove where each of our vehicles was at any given time.
- Assist managers to improve employee driving standards and reduce fuel usage and maintenance costs.
- Provide benchmarking data to allow comparison with external organisations.

### **DATA THAT CAN BE GATHERED FROM A GPS VEHICLE TRACKING SYSTEM**

The system can provide both real time and historical information which can be obtained direct from the tracking devices via a computer system with little or no intervention from the driver.

With growing public demand for information particularly around gritting routes it is intended to reduce the number of queries by showing live route data on the Tayside Contracts and/or the relevant local authority websites thus reducing the need for direct enquiries from the public. Whilst the information will show some gritter details on where it has been and what it has been doing no information regarding its driver will be shown.

Exception reports will also be available and provided to managers/supervisors on a regular basis to enable them to monitor certain data sets. Examples of exception reports available for managers are as follows:

- Instances of harsh braking, acceleration or cornering.
- Instances of excessive engine idling.
- Instances of over-revving.
- Instances of drivers failing to swipe their fob.

Please note that the above list is not exhaustive and new and additional reports will be designed and produced for managers/supervisors as the system is further developed. Managers/supervisors can also access ad hoc reports. It will be their responsibility to follow up on any issues identified by the exception reports, for example, through coaching, arranging driver retraining etc.

In addition, with justification authorised staff will be able to interrogate the system to obtain information specific to a vehicle, driver, time and/or location.

Whilst the basic data gathered remains constant across all the vehicles which are fitted some have additional and different features depending on their application. A standard application will give the vehicle's exact location at any given time, its direction and speed of travel and distance travelled between geographical markers. Note that the information available from plant is more basic.

The additional vehicle features are:

- Who is recorded as driving the vehicle (via the driver's fob).
- Information on instances of engine idling time.
- Information on instances of harsh acceleration and over-revving.
- Information on instances of harsh braking.
- Information on instances of harsh cornering.

On gully emptiers:

- Provides a register of assets through some basic input by the driver.
- Provides a record of all gullies that were successfully emptied and a record of volume allowing problem gullies to be targeted, again through basic input by the driver.
- Allows details of any problems that were encountered e.g. parked cars, broken lids etc to be logged and reported.

On gritters:

- Whether or not the gritter is actually working.
- What the rate and width of spread is.
- Whether or not the plough is up or down.

Tower wagons:

- Information on each time the boom is raised.

Trailers and small mobile plant:

- Allows the facility to locate trailers and small mobile plant for breakdown, maintenance and security purposes.

## **EMPLOYEE GUIDELINES**

You are required to adhere to the following guidelines when operating Tayside Contracts' vehicles and in particular those fitted with vehicle tracking equipment:

### **Do**

- Be aware that the vehicle tracking device and system is there for your safety and to protect you from prosecution or unwarranted claims.
- Be aware that information gathered by a vehicle tracking system can be used in a court of law should this become necessary.
- Be aware that in certain circumstances information transmitted from the system could be shown live on the Tayside Contracts and / or local authority web site.
- Always follow the designated route where this is set down or where that is not the case always take the shortest and/or most practical route to your destination.

- Be aware that the system can identify the vehicle's location, direction of travel, speed etc. at any given time whether in real time or historically.
- Shut off the engine when the vehicle is stationary for any length of time. Remember that it is an offence to leave a vehicle unattended whilst idling.
- Always drive smoothly and avoid harsh braking, acceleration and cornering. Do not over rev the engine.
- Always drive within the speed limits.
- Carry your driver I.D. fob with you at work and use it when driving.
- When towing a trailer, always drive with your side lights on to charge the internal battery for the GPS system.

### **Do Not**

- Allow vehicles to idle for any longer than operationally necessary. The vehicle tracking system will monitor and report on all excessive idling time. Unnecessary idling burns fuel needlessly.
- Brake, corner or accelerate harshly or over rev the vehicle as again the vehicle tracking system will monitor and report on this. Such behaviour is unsafe, causes undue wear and tear to the vehicle and burns excessive fuel.
- Forget to swipe your driver I.D. fob. If you fail to use the fob, a warning alarm will sound in the vehicle and the fact that no driver I.D is registered will be monitored and reported.
- Do not allow anyone else to use your driver I.D fob. If they commit a driving offence it could be you who will be prosecuted by the Police/DVSA.
- Do not under any circumstances tamper with or attempt to deactivate the vehicle tracking device fitted to a vehicle.
- Do not use a Tayside Contracts vehicle for any other reason other than in the execution of Tayside Contracts business.

### **PROTOCOL FOR ACCESSING DATA FROM THE VEHICLE TRACKING SYSTEM**

Only users authorised by the relevant CMT member, who have been assigned a personal user name and password, may access the vehicle tracking system. This password should be treated in the same way as any other IT password and kept secure at all times. Passwords should not be shared with anyone else.

Authorised users will be given training on the vehicle tracking system to ensure responsible use of the system. All information that is obtained from the vehicle tracking system will be held in a safe and secure manner, which observes the principles of the Data Protection Act 1998.

Routine exception and standard reports from the system will be set up and available for authorised managers/supervisors but all requests to interrogate the vehicle tracking system for information specifically relating to a driver's driving behaviour, e.g. following a complaint from a member of the public, and therefore not contained with the exception or standard reports must be made to and authorised by the relevant Head of Unit prior to any interrogation being carried out. In addition, requests from individual employees or shop stewards to access the data will be considered and may be granted by the Head of Unit where such information would assist in any formal investigation.

Additionally authorised managers/supervisors will be given specific access to the system for operational monitoring and planning purposes e.g. relating to gritting, gully emptying routes, monitoring the level of charge in trailer batteries or location of small items of plant.

To protect the privacy of employees the vehicle tracking system will not be used to watch/systematically monitor the movements of employees/vehicles throughout the day other than in the cases specified. However, any data gathered could be used for a legitimate purpose for example to investigate allegations of serious misconduct. Any monitoring must not be intrusive or excessive and must be proportionate to the aim (such as investigating an allegation of inappropriate or dangerous driving). Whilst the vehicle tracking system is a useful management tool, it should not be used to replace normal good management practices.

Any manager/supervisor found to be seeking to monitor vehicles/employees and/or seeking to access data from the vehicle tracking system for no legitimate reason will be liable to be investigated and may have disciplinary action taken against them.

### **BREACH OF VEHICLE TRACKING POLICY**

Any employee found to be in breach of this policy may be subject to a disciplinary investigation and action in accordance with Tayside Contracts' Disciplinary Policy.

Any employee who believes that the vehicle tracking system is being used inappropriately by a manager/supervisor and not for the purposes for which it was introduced, can submit a grievance in line with Tayside Contracts' Grievance Policy.

### **RELATED POLICIES**

The Vehicle Tracking Policy links to the following policies, which can be found on the intranet, from your line manager and from the HR Admin Team:

- Disciplinary Policy
- Grievance Policy

The above list is not exhaustive.

### **POLICY REVIEW**

The Vehicle Tracking Policy will be reviewed at three yearly intervals, or as required by legislative changes.

### **GENERAL DATA PROTECTION REGULATION**

Tayside Contracts respects the privacy of our employees, any personal data processed during the application of this policy will be in line with Data Protection Legislation. Further information on how we may process personal data for the purpose of applying this policy can be found in our Privacy Notice.

**Should you have any queries or require further clarification regarding any aspects of this policy or related policies please contact, HR Services on 01382 812721 or [employment.policies@tayside-contracts.co.uk](mailto:employment.policies@tayside-contracts.co.uk)**

**If you would like this document translated into another language or in another format such as audio or large print then please contact Angie Thompson, Equalities and Communications Manager on 01382 834165 or [angie.thompson@tayside-contracts.co.uk](mailto:angie.thompson@tayside-contracts.co.uk)**