

# **MGroup**Services

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## Plant & Fleet Solutions

### **Fuel Cards, Emissions & Air Quality Management Policy**

## Contents

1. Issue, Review and Amendment.....	3
2. Policy Statement .....	4
3. Policy Scope .....	4
4. Legislative Framework.....	4
5. Policy Framework .....	4
6. Fuel Card Security.....	4
7. Fuel Card Types .....	5
8. Vehicle Specific Fuel Card.....	5
9. Bearer Fuel Card .....	5
10. Fuel Selection.....	6
11. Purchase of Fuel & Oil.....	6
12. Lost, Stolen or Damaged Fuel Cards .....	7
13. Monitoring .....	7
14. Anti-Engine Idling & Eco-Driving .....	7
15. Reducing Pollution.....	7
16. Vehicle Telematics.....	8

## 1. Issue, Review and Amendment

This Policy document shall be made available by M Group Services Plant & Fleet Solutions (MGSPFS) within the Business Management System (BMS) on MGS Stay Connected.

The Management Appointee shall review this Policy document annually or immediately if its contents are deemed to be no longer valid.

Where revisions are required, they shall be made by replacement of the applicable page(s). An amended revision number and the date of revision shall identify each revised document; this shall be detailed within the document revision table below.

When changes affect a considerable number of pages, this document shall be reissued/revised in its entirety, incorporating all previous revisions. A number shall identify issues and each issue shall cancel and replace all previous issues and revisions. Revisions shall be replaced by a number and detailed in the table below.

All revisions shall be notified to all Company employees through internal communication and will be recorded on the document control register within the BMS.

Document Reviews		
Date	Revision	Reviewer
03 <sup>rd</sup> February 2022	Document creation & Issue 1	George McChord
30 <sup>th</sup> March 2022	Document Review	Neil Walton
13 <sup>th</sup> October 2022	Review Regional Structure & Issue 2	George McChord
15 <sup>th</sup> February 2023	Annual Document Review	Darren Povey
12 <sup>th</sup> August 2023	Review Monitoring & Issue 3	Eugene Yirenkyi

## 2. Policy Statement

This Policy document highlights the risk associated with work-related vehicle use specifically, fuel cards, vehicle emissions & Air Quality to lessen our potential environmental impact.

M Group Services (MGS) and its associated businesses have a duty of care towards its employees and their safety. The Company is committed to providing a safe place and safe systems of work and to eliminate or minimise risk wherever possible.

Failure to comply with this policy may lead to disciplinary action, so you must adhere to the guidelines set out in this document.

## 3. Policy Scope

This policy is intended to cover the following groups:

- Employees provided with a commercial vehicle (HGV/LCV) to drive on company business.
- Any other worker (including agency workers and any other individuals working temporarily within M Group Services).

## 4. Legislative Framework

The legislation governing road safety in the UK is the Road Traffic Act 1988 and subsequent amendments supported by the Highway Code. All drivers are legally responsible for their own actions on the road and for keeping to the requirements of the road traffic acts and codes.

In addition, the following UK legislation currently applies; new legislation may be added to this list

- *Health and Safety at Work Act (1974)* where employees have to use vehicles for work.
- *Management of Health and Safety at Work Regulations 1999*, where the company has to manage Health and Safety effectively.
- *Corporate Manslaughter and Corporate Homicide Act 2007* - companies must ensure they adequately protect employees & the public during the course of business activities.

## 5. Policy Framework

Any related information (car policy, driver handbooks, health and safety policies, safety briefings, etc) are complementary and should be read in association with this policy.

Information on Company policies, user guides etc. are available to all employees via MGS stay connected or through local Safety, Health, Environment and Quality (SHEQ).

This document sets out the key elements of the Company's policy and guidelines on business-related vehicle use in relation to Fuel Cards, Emissions & Air quality Management.

## 6. Fuel Card Security:

Fuel cards cannot be operated without a valid PIN number; this feature has been added to prevent fraudulent use.

- PIN numbers are held by the transport manager or responsible person.

- Drivers are required to look after fuel cards and to keep the PIN safe.
- Fuel card PIN number must never be divulged to unauthorised persons.
- Drivers shall not write down or record the PIN.
- Drivers shall not leave company fuel cards in vehicles when not in use.
- Misuse of the fuel card may render the relevant person to disciplinary measures.

## 7. Fuel Card Types

**There are three types of commercial vehicle fuel card that can be issued:**

- A vehicle-specific card that has the registration number of the vehicle to which it relates embossed on the card.
- A person-specific card has the registration number of the vehicle to which it relates and the name of the person who is responsible for the card embossed on it.
- A Bearer Card is open and can be used by any person for any vehicle. These should however only be used in extenuating circumstances, where a vehicle/driver-specific card is not available.

## 8. Vehicle Specific/Person Fuel Card

These cards can be used by any authorised person to obtain fuel for the vehicle specified on the card.

- Fuel cards must never be used to obtain fuel for any other vehicle than the one specified on the card.
- The correct mileage **MUST** be entered at the till when purchasing fuel.
- These cards will normally be associated with diesel-fuelled vehicles but can be used to obtain petrol for small plant carried on vehicle each event must be justified on request.
- If used to obtain petrol for small plant, then a separate transaction must be made for the petrol.
- When analysing vehicle statistics any petrol obtained on the card will be excluded from any mpg calculations made for the vehicle and will not be attributed to the vehicle. All diesel obtained will be attributed to the vehicle specified on the card.
- Vehicles that have a vehicle-specific fuel card must never obtain fuel from an alternative source, by using bunkered fuel or using a different fuel card.
- The responsibility for the security of a vehicle-specific card lies with the Contract and Driver's or another nominated responsible person.

It is best practice to keep cards in a card wallet and to attach the wallet to the keys of the vehicle to which the card relates, which ensures the card is always available to the driver.

The fuel card remains the property of M Group Services and must be returned when the vehicle is sold or returned.

## 9. Bearer Fuel Card

These cards must be strictly controlled as they can be used by any person to obtain fuel.

- These cards can be used to obtain fuel for small plant or short-term hire vehicles that do not have a vehicle-specific card.
- These cards must never be used to obtain fuel for a vehicle that has its own vehicle-specific fuel card.
- The responsibility for the security of a wild card lies with the person to whom it was issued.
- The responsibility for the card can be transferred to another employee but the business unit must manage this transfer of responsibility and if it is no longer required it must be returned to your Transport Manager.

All fuel cards will be issued with an expiry date and new cards will be issued automatically before the expiry date. Expired fuel cards must be destroyed and disposed of by the person responsible for the card.

Any improper use of a fuel card will result in the employee being subject to the company's disciplinary procedure.

## 10. Fuel Selection

The fuel card can be used to obtain the following items:

- Fuel
- Lubricants (including Ad blue)
- Vehicle Wash- (Commercial vehicles only unless agreed with MGSPFS fleet team)

**Drivers must refuel with regular standard fuel and not use premium brands.**

Although the fuel card is to be used within the Shell Network, the card can be used at other alliance retail sites. Drivers must always check with the forecourt cashier they will accept the Shell card before making a purchase. The fuel card leaflet shows which are the most cost-effective service agents to refuel your vehicles at and should be used accordingly.

## 11. Purchase of Fuel & Oil

The driver must lock all vehicle doors before leaving the vehicle to purchase their fuel, when refuelling their vehicle and after obtaining the fuel or lubricants, the driver must present the card to the cashier at the point of sale. The driver will be asked to provide the vehicle registration number and **current odometer reading**, before the transaction can be authorised the driver will enter the card pin number and the cashier will issue the driver with a fuel receipt, when transaction has been authorised.

- The odometer reading for vehicles exceeding 3.5 tons must be entered in kilometres and not miles.
- If the card is vehicle-specific and has been used to obtain petrol for small plant, a separate transaction must be undertaken.
- The driver must check that the vehicle registration number, mileage, and charge made for the fuel are correctly shown on the fuel receipt.

- The driver must keep the fuel receipt as proof of the transaction in case of discrepancies.
- Only purchase oil in sufficient quantities to top up the engine oil level to the manufacturers mark on the vehicle dip stick. It is excessive to purchase oil that is not required and for this reason the purchase of oil in 4.5 litre containers should be avoided. Excessive use of engine oil should be reported immediately to your Line Manager and your vehicle maintenance provider.
- If a transaction is declined, then an incorrect PIN may have been entered or there may be a technical fault with the card. In this situation the driver should ask the cashier to ring the Shell Customer Service Department to establish what is wrong. If the card is faulty, the driver should ask the Shell Customer Service Department to manually authorise the transaction. If the PIN is incorrect the driver will need to use alternative means of payment.
- Try to use first choice stations as listed on the information that comes with your fuel card, other stations are authorised if they are listed but cost significantly more.

## 12. Lost, Stolen or Damaged Fuel Cards

If a card is lost/stolen during the working day, driver's must contact their Line Manager immediately to arrange lost/stolen/damaged to be stopped and obtain a replacement card.

If a card is lost or stolen outside of business hours, the driver must call shell customer Services and report the event.

If the old card is found after it has been stopped, it cannot be used as it will no longer work, any attempt to use it will be flagged by Shell as fraudulent use, If the fuel card is damaged or previously been reported lost and is retrieved, it must be returned to your Line Manager.

## 13. Monitoring

All fuel transactions and trends are monitored by (MGSPS) and a monthly fuel report is produced. The fuel report will be used to highlight any breaches of policy including the use of cards to obtain fuel for vehicles not specified on the card or for non-authorised transactions i.e. the purchase of premium brand fuel etc.

MGSPS will nominate a fuel and emission champion through the FORS organisational chart.

## 14. Anti-Engine Idling & Eco-Driving

As a driver, you have a significant impact on fuel consumption. Alert, positive, and professional drivers can reduce fuel use and hence vehicle emissions and operating cost whilst contributing to greater road safety.

## 15. Reducing Pollution

Drivers can do their bit to reduce emissions by following this the checklist:

- Avoid using vehicles for short journeys wherever possible and combine trips.
- Care for your company vehicle and maintain tyre pressure, this helps keep your vehicle efficient and saves fuel.
- Lighten up your load and remove roof racks, adding drag and other unnecessary weight increases fuel consumption.
- Drive gently, quick starts and sudden stops increase fuel consumption. Use higher gears when traffic conditions allow.
- Steady you speed, at around 50mph (80 kph) emissions will be lowest and they will rise dramatically above 70mph (110 kph).

- Switch your engine off when stationary if stuck in traffic or stopping more than a minute. Idling engines make sitting in congestion even more unpleasant. Do not run
- the engine unnecessarily. Drive off soon after starting (in some areas it may be an offence to leave the engine running).
- Be considerate of those around you and avoid revving your engine. Engineers must be aware of the environment when burning off particulates (avoid weekends and residential areas causing public nuisance).
- Air conditioning and on-board electrical devices increase fuel consumption – only use them when necessary.

## 16. Vehicle Telematics

Vehicle telematics data shall be monitored to prevent fuel waste and unnecessary engine idling. Results from any analysis should be acted upon as soon as practically possible and if necessary, drivers shall be given Eco-driver training to improve fuel efficiency and change driver behaviour

The journey planning procedure requires those responsible for journey planning (drivers / operatives/Managers) to plan journeys, so they:

- Decide whether a journey by road is necessary, or whether it can be made by rail or air travel or replaced with remote communications.
- Understand the importance of getting adequate sleep before driving, especially on long journeys the dangers of 'moonlighting' or spending too long on evening hobbies, social activities, or domestic work that limit sleeping time
- Minimise driving during risky periods, such as the early hours of the morning
- Ensure that the correct vehicle is utilised for the task being completed.
- Schedule visits and deliveries so that mileage is kept as low as possible and organise shifts and workloads to reduce the risk of driving tired.
- Plan routes to use roads, such as motorways and dual carriageways where possible
- Take account of road type (for example, accident rates are lowest on motorways and dual carriageways), hazards (road works, accident 'hot spots'), congestion (time journeys to avoid peak traffic hours, schools, or busy shopping centres).
- Share journeys and driving whenever possible to minimise journeys and mileage costs.
- Include time for rest breaks (and if necessary, overnight stops) and plan where to stop for regular rest breaks (every two hours - or sooner if feeling tired - for at least 15 to 20 minutes) and follow the rules for breaks when operating under driver's hours.



- Do not put drivers under time pressures or cause them to speed or drive too long
- Understand the early signs of fatigue and what to do if they begin to feel tired during a journey (take caffeine and have a short, 15 minutes' nap (but no longer).
- Make sure that routes and Satellite Navigation systems are regularly updated
- Where possible, avoid specific risky situations (such as interactions between large goods and construction vehicles and cyclists at junctions).
- Where possible, avoid driving in adverse weather, especially if the emergency services and motoring organisations advise it should be avoided unless necessary.
- When planning your journey, safe travel should be of equal importance to cost. Where driving remains the preferred method, employees have a legal duty to follow instruction from their employer, taking reasonable care for themselves and for the safety of others whilst at work. Any vehicle or people incidents must be reported via the Incident Line.
- Be aware when driving into restricted areas, such as Low Emission Zones (LEZ) and Clean Air Zones (CAZ) that toll charges may apply and FORS restrictions for accredited business units.