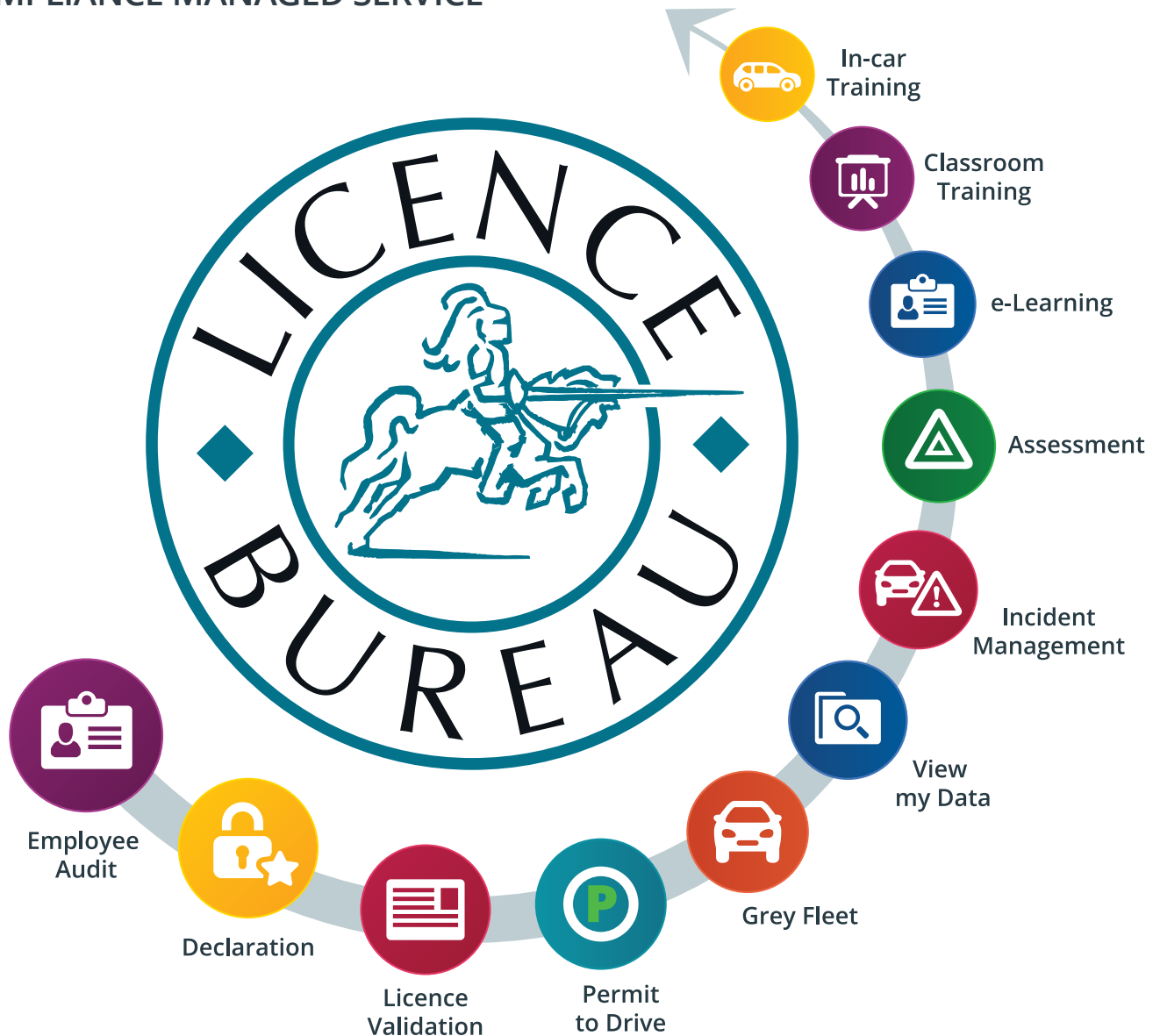


The No 1 **Driver Risk** **Compliance** Company

COMPLIANCE MANAGED SERVICE



About Licence Bureau and the Compliance Journey

Formed in 2003 Licence Bureau was the company that created the 3 year consent form and is now the Number 1 supplier of Driving Licence verification in the UK.

We are however much more than a driving licence checker and this booklet introduces you to our compliance journey which provides you with an ongoing automated process where you can simply set the rules and deal with exceptions.

Our aim is to make you safe and compliant.



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Employee Audit

All companies have a responsibility to ensure, as far as is reasonably practical, that the health, safety and welfare of employees is looked after in the workplace.

A company must ensure that others are not put at risk by the work activities of their employees.

So why audit?

Under health and safety guidelines an employer, has a Duty of Care for all their Drivers and the general public to ensure “work related road safety” obligations are met.

So why this audit?

The audit is quick easy and flexible. You can remove standard questions or add in those questions that are personal to your own business. The audit then raises risks that can be remedied. You decide the frequency of the process.

How much does it cost?

A fee per person per audit and depends on the size of the company.



Driving at Work

Licence Bureau™ sends your staff a simple survey that checks their knowledge. The survey takes only minutes and can be completed at work or home.

We send you the results, so you know where you're exposed to a business risk.

Do you know?

- Who drives?
- What they drive?
- Their health
- Have they read and understood your policies?
- Do they know the Highway Code?

This service can be undertaken at a frequency dictated by the customer.



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Driver Licence Checking Service

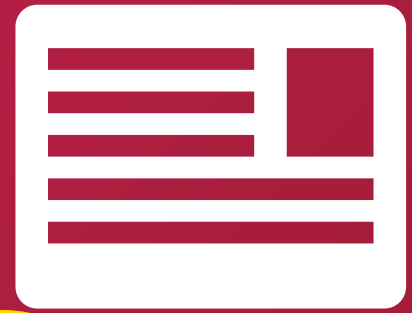
In 2003 Licence Bureau™ was the first company to offer a business to business driver licence checking service.

We are the number 1 provider of the service in the UK. Our cost effective approach of a management fee plus the DVLA/DVANI cost per check, means that our fees will always be competitive. We also offer unbeatable customer service with our unique, award winning “Compliance Managed Services” (CMS) portal.

As an authorised DVLA licence validation organisation we are also able to obtain information from DVANI. We therefore deliver licence checks against current agency records across both of the UK's licence agencies quickly and accurately.

We are also able to verify non UK licence holders and store their records with the necessary alerts.

If you can provide an email for the driver then the system will automatically launch eDeclaration and your unique CMS portal allows you to automate resolutions from risks presented. For example a new driver may have numerous convictions and can be sent a risk assessment and relevant targeted e-learning.



CASE STUDY

Pimlico Plumbers

Pimlico Plumbers is the country's largest independent plumbing and service company, based within Greater and Central London. It takes pride in providing excellent, no nonsense service at a great value.

This can only be delivered through its fleet of 160 Volkswagen Transporter vans and Golf cars navigating the streets of the capital 24 hours a day from their riverside headquarters in Lambeth.

Operating a large number of vehicles and drivers in London, not to mention providing service of the highest quality, is a constant challenge, therefore,

... continued on page 5



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Driver Licence Checking Service

Why do I need to check my drivers' licences?

The legal minimum requirement in the UK is for the driver of a vehicle to hold a full and valid driving licence for that vehicle category. If this driver is an employee and driving on company time, for business purposes, you as the employer have a duty of care to ensure that the employee acts within the law. This means having a robust procedure and audit trail when it comes to driver licence checks.

This duty of care extends not only to your full and part time staff, but temporary drivers and contractors that you may use. It covers all vehicles driven, including heavy goods vehicles, vans and cars (even if the car is their own, but driven for business purposes, on company time). These requirements are supported by legislation and now various scheme requirements for multiple checks per annum.

What will it cost me?

At Licence Bureau we charge a management fee per individual and then a cost per check. When the cost per check goes down which it has consistently over recent years, our system automatically adjusts all our accounts on the management fee to this new rate. You will then benefit from paying only the DVLA cost per check for each check you undertake, this means if the DVLA lower their price, we share that discount with you, as and when it happens. The management fee is calculated on the number of drivers you have and not the number of checks you undertake. So the more you undertake the cheaper the cost per check becomes.



CASE STUDY CONTINUED....

Pimlico Plumbers

Pimlico needs a proven approach to ensure all of its 160 drivers are compliant when covering a collective annual mileage of approximately 260,000 miles.

This is where Licence Bureau's Driver Licence Checking Service comes in. Pimlico uses the interactive online portal to successfully manage its fleet.

An ever-expanding list of clients has inevitably necessitated a demanding recruitment drive in London, meaning licence checks on any future additions to its 160 drivers will be quickly carried out by Licence Bureau's portal.

George Lusham, Transport Manager at Pimlico Plumbers, said "The system provided by Licence Bureau is an extremely helpful, efficient and resourceful tool that ensures our drivers remain compliant. Our reputation is built on the quick and proficient service delivered by our engineers, and with Licence Bureau's easy-to-use licence checking portal, we can focus on providing our clients with the high quality work they can depend on."



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Grey Fleet Management



What is Grey Fleet Management?

This term is used to describe those vehicles which are being driven on business but do not belong to the company. This might include a vehicle purchased via an employee ownership scheme, a privately rented vehicle or a vehicle privately owned by an employee.

Why do I need these checks?

Under current health and safety laws, employers owe the same duty of care to employees driving their own private vehicles as they do for employees who drive an organisation's owned, leased or hired vehicles.

What do I need to check?

- **Fit for purpose** – Are you using the correct vehicle for the correct job?
- **Insurance** – Does it cover your staff member and does it cover use or work?
- **MOT** – Is the vehicle roadworthy?
- **VED** – Is it legally compliant?

How does Grey Fleet Management help?

Our system will provide you with all the details of the vehicle from the data provided by the driver.

We will then obtain from the driver their insurance certificate to ensure they are entitled to drive that vehicle at work which will include a declaration. We will continue to chase on renewal dates.

Our system will check MOT and VED and confirm to drivers renewals.

We will by exception confirm when the vehicle does not meet your policy rules. e.g. Age of vehicle.

How much does this cost?

The fee is per vehicle per annum based on numbers of drivers, so is clear and transparent. There are no hidden costs per checks or issues just one fixed fee per vehicle.

Benefits

Identifies risk

Keeps you compliant with your legal obligations.

Confirms policy compliance

Identifies which vehicles are outside your rules.

Saves time and resource

We report to you exceptions only.

Peace of mind

This is a continual process.

Control and information

Our online portal enables you to be kept fully up-to-date and informed. It also gives you control over the alerts provided and the ability to add your actions.



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Permit to Drive

Permit to Drive

'Permit to Drive' allows customers to define their own risk based criteria but enables you to communicate both mandatory requirements and failures immediately to your employees whether directly or via their supervisors.

What is it?

You decide the parameters you require for each driver on our system. The drivers can be set to what they drive. E.g. Company car, grey fleet, van, lorry or bus. This status can be identified by you or through an audit. Each of these types of driver can then have rules attached to their permit:

Company car or van driver

Full driving licence

Grey fleet driver

Full driving licence - Valid Insurance - Valid MOT - Valid VED

Lorry driver

Full driving licence - C category - Valid CPC

How does it help?

Drivers are notified once they are granted a 'Permit to Drive', as well as if the permit is revoked and why.

System users will see the notification alerts via the Portal highlighting whether or not employees are compliant with company policy.

How Much does it cost?

The service is free. It is up to you if you want to make your process even easier to manage by exception. You can even have the permit and no notifications to drivers.



Testimonial

Leading global commercial real estate services and investment management firm, JLL appointed Licence Bureau to carry out drivers' licence checking of its employees.

In order to assess the drivers and non-drivers within JLL, Licence Bureau undertook an audit of over 900 employees, before beginning the process of seeing whether they were eligible for a Permit to Drive on business.

JLL's head of UK operations, Darren Battle said, "The tool gives us complete confidence that we are fully compliant when it comes to driver eligibility."



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View my Data



VMD allows the employee to not only view but amend their own data and to see what is being held as required by law.

What is it?

VMD is an App which provides a number of unique services to the employee.

- View current data
- View historical data
- Alerts
- Update current address
- Update vehicles
- Update nominated drivers
- Notify employer of any new convictions
- It notifies any live alerts and links to the audit and eDeclaration process if adopted by the customer

Each complaint is logged through our ISO process for auditing purposes and trends can be discussed at quarterly client review meetings.

Our work with our larger clients has taken a lot of the pain away from their fleet department and the VMD enables them to get their drivers signed up and compliant.

Why is this required?

To maintain compliance it is important that the data you hold is current and relevant. If a driver has changed vehicles this will allow instant changes.

What is the future?

Throughout 2018/19 the App will have additional features released for walk arounds and incidents.

What is the cost?

The App is free and is available to any current employee on the system. Future features will be both chargeable and non-chargeable but the option to take them will be up to each client.

Data Protection

“The introduction of the new Data Protection Act provides effective, modern data protection laws with robust safeguards. The Information Commissioner confirms these are central to securing the public’s trust and confidence in the use of personal information within the digital economy, the delivery of public services and the fight against crime.”

The ACT updates data protection laws in the UK, supplementing the General Data Protection Regulation (EU) 2016/679 (GDPR), implementing the EU Law Enforcement Directive, as well as extending data protection laws to areas which are not covered by the GDPR. It is intended to provide a comprehensive package to protect personal data.



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Incident Management IcM



IcM is a term describing the activities of an organisation to identify, analyse and correct hazards to prevent a future re-occurrence. If not managed, an incident can escalate into an emergency, crisis or a disaster.

Although many businesses have outsourced provision for driving incident management it invariably only covers Road Traffic incidents and not all the incidents which will provide you with the necessary information to make informed actions.

What is it?

This is a service on your CMS portal which allows data to be entered on an individual basis, in bulk and or through an API. This could vary from data obtained from your incident management provider for company vehicles, fine management or simply a driver of a grey fleet vehicle being able to report an incident. You need to be aware and have a process for all eventualities.

How does this help?

The information when collated will enable you to improve your overall management of health and safety.

Incident Management allows your company to record information about all incidents, whether minor or serious, for journeys driven on behalf of your company. The system also supports non-driving incidents. This knowledge will enable you to prevent further incidents and ensure current incidents are correctly investigated and closed across the business.

What does the future hold?

In 2018/2019 this will include linkage to the VMD App for walk arounds.

How much does it cost?

This is an additional service with either a monthly or annual fee subscription dependant on the size of your business.

Additional fees will apply if you exceed storage data limits per customer.

Benefits

- Alerts
- Classification
- Automated training
- Automated investigation
- Upload of external data
- Data such as reports and video
- Reporting



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Assessment and Learning

Drivers pose a serious risk. You rely on your drivers to act in the best interest of your business, to drive safely, to avoid accidents and to ensure that they comply with the law. Drivers also have an impact on the efficiency of your operation through fuel usage and safe driving techniques.

What is it?

Risk Excellence is an online assessment and e-learning package. This service can be sent to the driver or if they do not have an e mail to their supervisor. The service can be automated against risk or sent manually from the CMS portal when reviewing alerts.

The assessments cover three main themes:

- **Knowledge** – questions are extracted from the Highway Code
- **Attitude** – drivers are asked to consider their driving
- **Skills** – hazard awareness and reflection

Each driver will automatically receive compulsory e-learning modules where applicable. In addition, alerts and actions can be created for further classroom or in-cab/car training.

How does this help?

Once you have a risk you are required to act upon it. This service provides further indepth knowledge of the risk and provides immediate integral training. You may however decide the driver would benefit from further training or corrective education.

What does it cost?

The cost is a fee per login issued. The value for money is that each risk assessment login per driver lasts for one year, together with the e-learning modules. This means you can reassess or re assign non-compulsory e-learning free of charge within that time period.



Benefits

- Automated or manual assessment against your risks
- Assessment is set against the vehicle you drive eg car, van or lorry
- Corrective education linked to responses
- Alert management
- Risk profiling
- All on one platform
- Can be a stand-alone resource
- Used for driver of the year events and drivers at International sporting events



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Classroom and In-vehicle Training

Our unique programme brings together the latest thinking in driver education whilst giving you the flexibility to input core subjects that may be on your own company's agenda.

What is it?

Our classroom workshops are highly interactive, last 2.5 hours and can accommodate up to 16 participants. They consist of 2 core driver coaching workshops:

Safe Driving: This eye opening and highly educational workshop investigates why we crash our vehicles, where incidents occur in the UK and what the most common incidents are that we are likely to be involved in. Using real world strategies, together we will develop new ways of thinking about driving risk and how we can avoid being involved in an incident.

Driven to Distraction: The world is changing and with it is our ability to be distracted by a myriad of inner and outer influences whilst driving. This course will provide a new perspective on all the distractions we face, provide an understanding of how our brain processes information and give all that attend the ability to recognise and deal with driver risk from a totally new and invigorating perspective.

So why these workshops? Customer feedback:

I feel that I am a non-distracted driver 90% of the time. This course has helped me find methods to cover the 10% when distracted

Engaging, Enlightening, Educational

Very informative and thought provoking

Very interactive and encouraging

Very good thought provoking course

In-vehicle Coaching

We are able to offer coaching courses for all vehicles and all situations including: Driver development, Eco driving, UK familiarisation, Parking and Manoeuvring and Post incident coaching.

What does it cost?

There is a fixed fee per course and additional fees for modules and out of hour sessions.



Benefits

In addition to these core themes we can add up to 2 additional modules.

- Driver Fatigue
- Drink Driving and Drugs
- Speed Awareness
- Vehicle Familiarisation
- Eco Driving
- Night Driving
- Winter Driving
- Route Planning

We also offer a standalone module...

MyUK Driver Familiarisation

Designed especially for foreign drivers. A workshop that can be delivered online via WebEx without leaving the office!



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The Driver Risk Compliance Company



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