

FLEET
MANAGEMENT



Risk management

An overview



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Risk management Reducing risk, liability and costs across your fleet

Toyota Fleet Management (TFM) provides a comprehensive suite of risk management services designed to mitigate risk for your drivers.

We can also help to reduce costs for your business and assist in meeting OH&S obligations. Rest assured that TFM is on hand when you need it most.

The six key services of risk management

A comprehensive range of services that work together to offer your fleet the ultimate protection.



Accident assist

Ease driver anxiety in the event of an accident

24/7 phone service for drivers who are involved in an accident.

How does it work?

With the aim of minimising stress and getting your drivers back on the road as soon as possible, you can report an accident and start the vehicle recovery process with one simple call. With the vehicle on its way to a repairer, the claim lodged and your driver safely on their way, TFM will then recharge the costs direct to your monthly invoice, all for a minimal monthly cost per vehicle.

Features:

- 24/7 phone service
- Costs automatically recharged
- Claims lodged on your behalf
- Vehicle sent to repairer
- Online reporting.

Benefits:

- Reduces driver stress in the event of an accident
- Frees up time and eliminates claims paperwork
- Peace of mind knowing your drivers will be provided with the right advice
- A full overview of your fleet's activities with online reporting.

Accident and claims management

Minimise vehicle downtime and manage costs

We can manage the entire process so you can be sure your drivers are receiving the right advice – and enable you to focus on business.

How does it work?

If one of your drivers is involved in an accident, or the vehicle is subject to theft or vandalism, they can simply call TFM directly from the scene, 24/7. A TFM Accident Manager can then notify emergency services and organise towing and a taxi. If necessary, they can also contact family, friends or work and coordinate a replacement vehicle to get your driver back on the road. Your drivers will be taken care of by our experienced and dedicated claims team, right throughout the claim and repair process.

Features:

- Access to 24/7 emergency services
- Centralised call centre
- Coordination of replacement vehicle
- Experienced and dedicated claims team, available after hours
- Immediate notification to preferred repairers
- Electronic claim forms
- Dedicated recovery and settlement team.

Benefits:

- Save administration time with costs recharged monthly
- Monitor your fleet's activity with online reporting
- Peace of mind knowing a relief vehicle is organised
- Quality repairs guaranteed
- Maximise the recovery of costs from at-fault third parties.

OH&S reporting

Report OH&S incidents with just one call

In today's heavily legislated environment, it's important to ensure all workplace incidents are documented quickly and efficiently. TFM's OH&S reporting service allows you to do just that.

How does it work?

Using a simple phone-based system, you can record workplace OH&S incidents with one simple call, even if the incident was a 'near miss'. Results are analysed and recommendations are made with the aim to reduce driver risks in the future. It's summarised information that can help make decision-making a breeze.

Features:

- 24/7 live operator service
- Summarised data reporting
- Secure access to online reporting
- Electronic notification to stakeholders
- OH&S compliance checklist.

Benefits:

- Enjoy a simple process that saves time
- Take the hassle out of recording incidents
- Receive detailed information to aid in reducing risks
- Tailor to your specific business needs.

Driver education and training

Improve your drivers' knowledge and behaviours

Over 50% of workplace fatalities result from collisions involving vehicles on public roads.¹ Driving a motor vehicle is therefore a significant risk for both employers and their employees, which is why driver education is crucial.

How does it work?

Designed to drive permanent behavioural change, DriveSystem™ is a confronting, thought-provoking program that's both educational and entertaining. It starts with a 3.5-hour theory session that addresses a range of topics and highlights the consequences of unsafe behaviours.

DriveSystem™ features:

- Focuses on behaviours, not skills
- Uses a research-based approach
- Includes an accredited EcoDrive program.

Benefits:

- Reduce exposure to collisions that cause injury
- Increase driver awareness and safety
- Reduce operating costs
- Comply with OH&S obligations.

1. Safe Work Australia, *Work-Related Traumatic Injury Fatalities, Australia 2010-11*, published December 2012.

Online driver training

Educate drivers quickly and easily

With driving contributing to almost 50% of workplace fatalities,¹ offering your drivers further training can improve the wellbeing of your employees and mitigate the costs and other risks associated with managing a corporate fleet.

How does it work?

TFM's DrivingSafer™ program is a two-hour interactive e-tool, focused on reinforcing driver awareness and encouraging safer driving behaviours.

1. Safe Work Australia, *Work-Related Traumatic Injury Fatalities, Australia 2010-11*, published December 2012.

DrivingSafer™ features:

- One-on-one training with a virtual trainer
- 24/7 access
- Realistic simulations
- Knowledge testing throughout
- Independent and research based content.

Benefits:

- Increased driver awareness and safety
- Reduced operating costs
- Cost-effective form of training
- Doesn't take up too much work time
- 12-month licences enable drivers to revisit training.



Driver risk management and profiling

Safeguard your company fleet

OH&S laws are becoming more stringent, with vehicles often considered as a place of work. As a result, there is more pressure for companies to put risk management policies in place. TFM provides driver risk management and profiling to help reduce costs through reduced incident rates, while assisting in meeting your OH&S obligations.

How does it work?

TFM driver risk management and profiling helps you meet your OH&S obligations with FleetProtect™, the proactive risk management solution which helps you identify 'at risk' drivers that require training. Every incident is recorded and provided with a 'weighting' to assist our driver profiling.



FleetProtect™ features:

- Identification of 'at risk' drivers
- Personalised 'at risk' driver coaching
- Appropriate feedback provided to drivers
- Driver-based profiling
- Individual recommendation letters
- Proactive warning letters
- Secure recording of traffic infringements
- Real-time data mining.

Benefits:

- Assists you to meet OH&S legislation
- Saves you on training costs and downtime
- Save through reduced motor vehicle claims and personal injury claims
- Reassurance that your drivers are fully trained.

Like to find out more?

For more information on any of TFM's risk management services, contact your TFM Relationship Manager, or call us on **1300 888 870**.

Contact the trusted figures in fleet
toyotafleetmanagement.com.au
1300 888 870