



# Driver's Guide



## **BGW Group Vehicle Policy:**

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To drive a BGW Group vehicle, you must be in possession of a current and valid driver's license and you must be in a fit state to drive. If your address and telephone number change, you must report the change immediately. It is your responsibility to ensure your license is current. Any insurance claim not met as a result of a license not being current shall mean you may be liable. If your position requires you to drive a vehicle you must inform management immediately if at any time your driver's license is suspended, endorsed, disqualified, etc. Where your position requires you to drive a vehicle, employment cannot be guaranteed in the event that your driver's license is suspended, endorsed, disqualified, etc.

BGW Group vehicles are to be driven in an orderly manner with due care and consideration for the vehicle, the passengers, equipment carried and other road users. Others in the organisation and also in the community note the driver's conduct. You are required to set a good example.

All drivers are to abide by traffic laws. Any fines and/or penalties you incur are your responsibility. BGW Group will not pay speeding, parking or any other fines.

If you are driving during working hours or driving a company vehicle at any time and you commit a 'driving under the influence of alcohol and/or drugs' offence and this results in expenses or damage to persons, vehicles or property, BGW Group will hold you completely responsible\* (see page 13).

Full details of the BGW Group Vehicle Policy are available on the company Intranet.

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# 1.0 Introduction

## Welcome to Fleet Management

At BGW Group, we are committed to delivering first-class customer service and ensuring your vehicle meets all of your requirements. As part of our commitment to you, we have prepared this driver’s guide which provides an overview of the management services available to you and answers any questions you may have.

Please take the time to read this guide. If you have any further questions regarding your vehicle or what services are included in your contract, please contact the BGW Group Assets Department on **(07) 3907 8323**.

We wish you happy and safe motoring.

## Driver’s Quick Reference Table

Please refer to your fleet administrator or contract information for details of what items are covered in your ORIX contract.	
Orix Fleet Management	1300 652 886
Orix roadside assist - Passenger and Light Commercial vehicle	1300 032 563
Orix roadside assist – Heavy Commercial Vehicle	1300 300 034
Toll Tag	(07) 3907 8323
Accident management	(07) 3907 8323
Windscreens/headlights/glass	(07) 3907 8323

Tyre outlets	
Bob Jane T-Marts	132 625
Beaurepaires	132 381
Bridgestone	131 229

# 2.0 Vehicle Servicing and Mechanical Repairs

BGW Group and Orix have established an approved repairer network for your vehicle servicing and repairs.

Service/maintenance – To maintain the vehicles operational performance

Vehicle damage – The repair or replacement of structural components on the vehicle (this is under insurance, please refer to page 13).

## 2.1 Booking your vehicle in for a service

### Pre-plan:

We recommend you call the approved repairer two weeks prior to your vehicle service to make a booking at a convenient time. Please also advise the BGW Group Assets Department of any issues you may be having with the vehicle to help avoid delays in the approval process.

Another advantage of pre-planning your service is that most dealership repairers offer a loan car while your vehicle is being repaired (excluding trucks). Your local approved repairer may offer a ‘pick up and drop off’ service if given sufficient notice. If this is not available, most offer a courtesy drop off service to central business locations, bus and train stations. When you book your vehicle in for a service, ask them about their courtesy drop off service.

**Our approved repairers are as follows:**

Your vehicle can be serviced or repaired by an Orix approved repairer in accordance with the manufacturer's specifications:

- Your motor vehicle manufacturer's approved dealerships
- Designated vehicle manufacturer agents (in country areas)
- Once vehicle is out of warranty please feel free to use any of the local service providers registered with Orix.

Should you require details of an approved repairer in your area, refer to Orix landing page on our intranet to find your local service supplier.

Should you require details on the BGW Group approved repairers, please contact the BGW Group Assets Department on **(07) 3907 8323**.

**Repair Authorisation:**

Prior to the commencement of any work, you will need to advise the approved repairer that your vehicle is managed by Orix Fleet Management.

A repair authorisation sticker is enclosed within your driver's kit. You should affix this sticker to the front of your service book, to remind repairers they need to contact Orix prior to commencing any work on your vehicle.

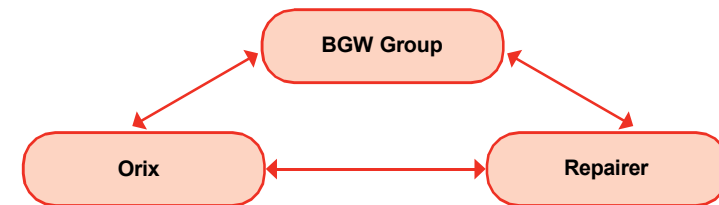
Advise them that your vehicle is managed by Orix. The approved repairer or supplier will then contact Orix repair authorisation centre to obtain approval to work on your vehicle.

**Note:**

**All repair work must go through Orix Fleet Management for approval. Any work completed that is unauthorised will not be paid for.**

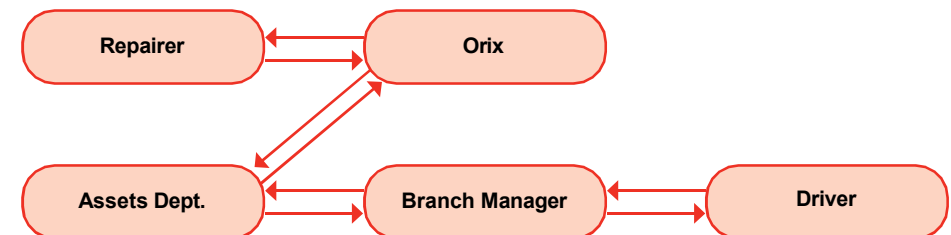
**Pre-approved service/maintenance**

- Manufactured service requirements
- Pre-advised issues with the vehicle



**Non-approved service/maintenance**

- Not pre-advised to BGW Group Assets Department
- Repairs outside of manufacturer's service requirements



## 3.0 Tyres

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When your vehicle needs replacement tyres, a puncture repair, or a wheel alignment, please take your vehicle to one of our approved tyre repairers listed below. The tyre outlet will need to obtain approval from Orix Repair Authorisation Centre, prior to the commencement of any work on your vehicle.

We recommend that the replacement tyres should be the same make and specification as those fitted by the manufacturer of the vehicle.

The tyre outlets we recommend:



**Bridgestone**  
Call 131 229



**Beaurepaires**  
Call 132 381



**Bob Jane T-Marts**  
Call 132 625

## 4.0 Batteries

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Most batteries are covered by the manufacturer's warranty for the first 12 months.

Should your battery fail, please call Orix roadside assist on:

Passenger and Light Commercial vehicle breakdowns – **1300 032 563**

Heavy Commercial vehicle breakdowns – **1300 300 034**

or call our BGW Group Assets Team on:

**(07) 3907 8323**

for advice on your options.

Please advise the supplier that it is an ORIX vehicle. The supplier will then contact ORIX for authorisation and payment.

Battery World  
[www.batteryworld.com.au](http://www.batteryworld.com.au)  
131 760

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Marshall Batteries  
[www.marshallbatteries.com.au](http://www.marshallbatteries.com.au)  
1300 627 742

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## 5.0 ORIX Roadside Assist

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Our Orix contract includes roadside assist which is available 24 hours a day, 365 days a year and can be contacted via the toll free number.

Passenger and Light Commercial vehicle breakdowns – **1300 032 563**

Heavy Commercial vehicle breakdowns – **1300 300 034**

### **In the event of a vehicle breakdown:**

If your vehicle breaks down, you should be prepared to provide the following information to your roadside assist operator:

- Your vehicle registration number
- Your name and the name of your employer
- Details of your breakdown location including the street name and number and the nearest cross street(s) or landmark
- Whether you are on the road or off the road and the direction that you were travelling in
- The nature of the breakdown (describe it as best you can)
- A contact phone number (if available)

## 6.0 Fuel and Oil

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Our Orix contract includes a fuel card. The BGW Group Assets Department will send your fuel card within seven working days of the card being ordered.

Each time you use your card, please provide the service station attendant with an accurate and current odometer reading. This assists us in providing accurate fleet management, fuel and Fringe Benefits Tax (FBT) reporting.

If your fuel card is lost or stolen, please contact the BGW Group Assets Department immediately on **(07) 3907 8323**.

Pin number for fuel card is required. If you need assistance with the pin number for your fuel card please contact BGW Group Assets Department on **(07) 3907 8323**

## 7.0 E-Tag

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If you have ordered an E-Tag with the BGW Group Asset Department, you will receive the E-Tag within five working days. Please install the device on your windscreen so vision is not obstructed. The tag must be appropriately displayed at all times to ensure it works correctly. If it doesn't beep as you pass through a toll boom or if you suspect that it's not working correctly, please contact the BGW Group Assets Department to order a replacement tag.

### Lost/stolen E-tags

If your tag is lost or stolen, please notify the BGW Group Assets Department immediately. **(07) 3907 8323**

### End of contract

If your vehicle is being returned to BGW Group for any reason, please ensure the E-tag is returned to the BGW Group Assets Team.

## 8.0 Accident Management

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In the event of an accident you should take the following steps:

- Call an ambulance if there are any injured persons
- Call the police if required by state law. Normally this is required if any person is injured or either vehicle requires towing
- For insurance reasons, do not admit liability
- If your vehicle cannot be driven, arrange for it to be towed to a safe place pending finalisation of the repair arrangements
- Notify the BGW Group Assets Department as soon as possible after the event on **(07) 3907 8323**
- Complete the Motor Accident Report form contained on the BGW Group Intranet.
- If anyone is injured in the accident complete the Incident Report form contained on the BGW Group Intranet
- Obtain a quote for the vehicle repairs
- Email the Motor Accident Report form within 24 hours, and quote for the vehicle repairs to the Assets Department at: [assetsteam@bgwgroup.com.au](mailto:assetsteam@bgwgroup.com.au)

\* Persons driving without a current driver's license or exceeding the prescribed alcohol limit are uninsured and if involved in an accident could be held personally liable for all costs incurred as a result of the accident. This may include third party personal injury and any property damage or associated costs.

## 9.0 Vehicle Registration

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The majority of BGW Group vehicle registrations fall due on the 15th October. If your vehicle requires an inspection notice, we will advise you so that one can be arranged.

Should you receive the registration renewal notice, it is important that you promptly forward this to the BGW Group Assets Department for payment at the Support Office.

Email both sides of registration notice to [assetsteam@bgwgroup.com.au](mailto:assetsteam@bgwgroup.com.au)

If your vehicle is registered in a state/territory that requires a registration label to be displayed and you haven't received the new label before the registration expiry date, please contact the BGW Group Assets Department during business hours on **(07) 3907 8323**.

As the authorised custodian/driver of the vehicle, it is your responsibility to ensure the vehicle is registered at all times and displays a current registration label if required by law.

## 10.0 Broken or Damaged Windscreens, Headlights or Glass Panels

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Cracked, broken or chipped windscreens can make your vehicle un-roadworthy. Therefore, we recommend that all glass damage is attended to at the time of damage. Broken or damaged windscreens are not covered under our vehicle insurance policy. Please contact the BGW Group Assets Department on **(07) 3907 8323** for instructions on how to undertake the repairs.

## 11.0 Traffic Fines and Infringements

You are responsible for all traffic fines and infringements incurred while driving your vehicle. If you lend your vehicle to a colleague or family member, it is advisable to record the date and time that you lent the vehicle as you may be held liable for any traffic infringements or fines that they incur.

All traffic infringements or fines received by the BGW Group Assets Department will be forwarded to the branch manager to provide us with the driver's details.

Not providing the Assets Department with the driver's details may incur additional penalties and may result in the de-registration of your vehicle and BGW Group fleet.



