

N E X U S



#### KEEPING FLEET MANAGERS ON THE MOVE

Nexus is the UK's leading tech-driven business mobility provider, bringing vital support to fleets of all sizes – with unrivalled vehicle choice and service, competitive pricing and sound advice.

Our one-of-a-kind, dedicated online system makes light work of all types of cars, commercials and specialist vehicles, giving you access to more than 550,000 models from over 2.000 locations across the UK.

Any of them can be booked in seconds through our user-friendly portal and delivered in just hours. We offer short, medium and long-term hire, providing full flexibility for rental periods from only one day upwards, allowing vehicle returns at any time – AND all at cost savings of up to 20% on the industry average.

Keeping fleet managers on the move, we ensure that vehicles are always where they are needed, when they are needed – leading the shift from ownership to usership.

Our Glovebox Guides are part of an always-on drive to inform our clients.

In this one, we aim to keep your fleet on the move by helping your drivers stay safe on the road.

The latest Department for Transport (DfT) stats reveal motor traffic levels rose by 1.4% to the year ending June 2017 compared with the previous year and that the casualty rate per vehicle mile decreased by 6% over the same period.

Despite this, 27,120 road users were killed or seriously injured (KSIs) due to road traffic accidents.

Travelling with care and consideration for other road users and pedestrians is vital for all drivers, especially the professional or individual who must spend a lot of time behind the wheel for their work.

Aside from the possibility of serious injury to themselves and others, the repercussions of unsafe driving for employers are plentiful. They could lose a valuable staff member to injury or a ban; be liable for injuries or damage caused; and suffer huge reputational damage.





Damage claims on rental vehicles can be costly for businesses, with the largest online car repairs site, WhoCanFixMyCar.com, reporting a 29% increase in the average cost of repairs over the last three years.

This is a key area where Nexus' expertise adds further value for its customers. All damage claim invoices, reports and images are uploaded to IRIS by the rental supplier and then reviewed by the Nexus team before being forwarded to the customer.

As a result, 30 per cent of damage claims are closed or 'knocked back' by Nexus, saving thousands of pounds for customers. Through this system, Nexus saved its clients £1.1m in damage claims in 2017.

Unlike many flexi-rental and mini-lease offerings, Nexus provides a replacement vehicle as standard in case of an accident. Our pioneering IRIS software sorts out delivery of a like-for-like vehicle within two hours as part of our flexible accident management, minimizing downtime when the original incurs damage for any reason.

Our new management information (MI) suite makes it easier for fleets to pick out accident trends and address them to save on insurance costs.

This works by giving them access to be poke data, which includes insight into individual driver behaviours – among them, fines incurred, the number of damage claims and their historical value.

The heightened visibility these pioneering tools offer helps fleets recognise and reduce avoidable insurance spend.

In addition, we use Thatcham Research methodology, which ensures the most economical and safest repairs to return damaged vehicles to the road with minimum disruption and expense. Client outlay is reduced further by our only charging for the costs of repair, with no management fees.



Nevertheless, it is better to minimise the risk of accidents as much as possible, not only because they could still take thousands of pounds off your bottom line every year, but because there is a moral responsibility to ensure your people and others are safe on the road. We hope this guide, inspired by The Highway Code, will serve as a ready briefing document for them.







## WHAT TO LOOK OUT FOR Motorcyclists and cyclists

It is often difficult to see motorcyclists and cyclists, especially when they are approaching from behind, coming out of junctions, at roundabouts, overtaking or filtering through traffic. Always look out for them before emerging from a junction – they could be moving faster than they appear.

When turning right across a line of slow-moving or stationary traffic, look out for cyclists or motorcyclists on the inside of the traffic being crossed. Be especially careful when turning and when changing direction or lanes. Always check mirrors and blind spots carefully.

When passing motorcyclists and cyclists, give them plenty of room. If they look over their shoulder it could mean that they intend to pull out, turn right or change direction. Give them time and space to do so.

They may need to avoid uneven road surfaces and obstacles, such as drain covers or oily, wet or icy patches, suddenly. Give plenty of room and pay particular attention to any rapid change of direction they may have to make.









## WHAT TO LOOK OUT FOR Other vehicles

#### **Emergency and Incident Support Vehicles**

Look and listen for ambulances, fire engines, police, doctors and other emergency vehicles using flashing blue, red or green lights and sirens or flashing headlights – or Highways Agency Traffic Officer and Incident Support Vehicles using flashing amber lights.



When one approaches, simply consider its route and take appropriate action to let it pass, always complying with all traffic signs. If necessary, pull to the side of the road and stop, but try to avoid stopping before the brow of a hill, a bend or narrow section of road and do not mount the kerb. Do not brake harshly when approaching a junction or roundabout, as a following vehicle may not have the same view.

#### Powered vehicles used by disabled people

These small vehicles travel at a maximum speed of 8mph (12 km/h). On a dual carriageway, where the speed limit exceeds 50 mph (80 km/h) they MUST have a flashing amber beacon, but may not have that advance warning on other roads.

#### Large vehicles

May need extra road space to turn or deal with a hazard that other drivers cannot see. When following a large vehicle, such as a bus or articulated lorry, remember that the driver may not be able to see everyone behind in their mirrors. Be prepared to stop and wait if it needs room or time to turn.



Large vehicles can block views, so other drivers' ability to see and plan ahead will be improved if they pull back, increasing their separation distance. Be patient, as larger vehicles are subject to lower speed limits than cars and motorcycles. Many large vehicles are fitted with speed limiting devices, restricting them to 56 mph (90 km/h) - even on a motorway.





#### Buses, coaches and trams

Give priority to these vehicles when this can be done safely, especially when they signal to pull away from stops. Look out for people getting off a bus or tram and crossing the road – especially those stepping out from the front.



#### **Electric vehicles**

Be careful of electric vehicles such as milk floats and trams. Trams move quickly but silently and cannot steer to avoid others.

#### Vehicles with flashing amber beacons

These warn of a slow-moving or stationary vehicle (such as a Traffic Officer's, salt spreader, snow plough or recovery vehicle) or abnormal loads, so approach with caution. On unrestricted dual carriageways, vehicles with a maximum speed of 25 mph (40 km/h) or less (such as tractors) MUST use a flashing amber beacon.







## WHAT TO LOOK OUT FOR Other road users

#### **Animals**

When passing animals, drive slowly. Give plenty of room and be ready to stop. Do not scare them with the horn, rev the engine or accelerate rapidly once passed them. Look out for animals being led, driven or ridden on the road and take extra care. Reduce speed at bends and on narrow country roads. If a road is blocked by a herd of animals, stop and switch off the engine until they have left the road. Beware of animals on unfenced roads.



#### Horse riders and horse-drawn vehicles

Be particularly careful of horses, especially when overtaking. Always pass wide and slowly. Horse riders are often children, so take extra care and remember they may be in double file when escorting a young or inexperienced animal or rider. Look out for horse riders' and horse drivers' signals and heed a request to slow down or stop. Take great care and treat all horses as a potential hazard.

#### Older drivers

Their reactions may be slower than other drivers', so make allowances for this.

#### Learners and inexperienced drivers

Newer drivers may not be practiced at anticipating and responding to events. Be particularly patient with learners and young drivers. Those who have recently passed their test may display a 'new driver' plate or sticker.



#### **Home Zones and Quiet Lanes**

Are places where people could be using the whole road for a range of activities, e.g. children playing or a community event. Always drive slowly and carefully and be prepared to stop to allow people extra time, making the space to pass them safely.











#### WEATHER AWARE

Always use headlights when visibility is seriously reduced – i.e. when it is down to no more than 100 metres (328 feet). Drivers may also use front or rear fog lights but MUST switch them off when visibility improves.

#### Wet weather

Rain can make stopping distances at least double those on dry roads as tyres have less grip in these conditions. In wet weather, drivers should:

- keep well back from the vehicle in front. This will increase the ability to see and plan ahead
- go slower than normal. If steering becomes unresponsive, water is probably preventing the tyres from gripping the road, so ease off the accelerator and slow down gradually
- allow for the rain and spray from vehicles making it difficult to see and be seen
- be aware of the dangers of spilt diesel making road surfaces very slippery
- take extra care around pedestrians, cyclists, motorcyclists and horse riders

#### Icy and snowy weather

Check the local weather forecast for warnings in winter. DO NOT drive in icy or snowy conditions unless the journey is essential. If it is, take great care and allow more time to get there. Take an emergency kit of de-icer and an ice scraper, torch, warm clothing and boots, first aid kit, jump leads and a shovel, together with a warm drink and food, in case the vehicle gets stuck or breaks down.

Before setting off, drivers must:

- be able to see, so clear all snow and ice from all windows
- ensure that lights are clean and number plates are clearly visible and legible
- make sure mirrors are clear and windows are demisted thoroughly
- remove all snow that might fall off into the path of other road users
- check the planned route is clear of delays and no further snowfall or severe weather has been forecasted







#### When driving in icy or snowy weather:

- · drive with care, even if roads have been treated
- keep well back from the road user in front; stopping distances can be ten times greater than on dry roads
- take care when overtaking vehicles spreading salt or another de-icer
- watch out for snowploughs, which may throw out snow on either side. Do not overtake them unless the lane being moved into has been cleared
- be prepared for road conditions to change quickly over short distances
- listen to travel bulletins and take note of variable message signs giving information about weather and road and traffic conditions ahead

#### When driving on icy roads

Proceed extremely carefully, avoiding sudden actions which can result in loss of control. Always:

- · drive slowly, in as high a gear as possible
- · accelerate and brake very gently
- drive particularly slowly on bends where loss of control is more likely. Brake progressively on the straight before reaching a bend. Having slowed down, steer smoothly round the curve, avoiding sudden actions
- check tyre grip on the road surface when there is snow or ice by choosing a safe place to brake gently.
   If the steering feels unresponsive, the vehicle may be losing traction







#### Windy weather

High-sided vehicles are most vulnerable to windy weather, but strong gusts can also blow cars, cyclists, motorcyclists and horse riders off course – particularly on open stretches of road exposed to strong crosswinds, or when passing bridges or gaps in hedges. In very windy weather, large vehicles may create turbulence. Motorcyclists are particularly susceptible, so keep well back from them when they are overtaking a high-sided vehicle.

#### Foo

Check all mirrors before entering fog and slow down. If the word 'Fog' is shown on a roadside signal but the road is clear, be prepared for a bank of it or drifting patchy fog ahead. Even if it seems to be clearing, further reduced visibility may not be far away.



When travelling in fog, drivers must:

- use lights when needed
- keep a safe distance behind the vehicle in front.
   Rear lights can give a false sense of security
- be able to pull up well within the distance they can see clearly. This is particularly important on motorways and dual carriageways, where vehicles travel faster
- · use windscreen wipers and demisters
- beware of other drivers not using headlights
- not accelerate to get away from a vehicle that is too close behind
- check mirrors before slowing down. Then use brakes to do so, so that their lights warn drivers behind
- stop in the correct position at a junction with limited visibility and listen for traffic. When certain it is safe to emerge, proceed smoothly, without hesitating when directly in the path of approaching vehicles

Drivers **MUST NOT** use front or rear fog lights, unless visibility is seriously reduced, as they dazzle other road users and can obscure their brake lights. They MUST switch them off when visibility improves.

#### Hot weather

Keep vehicles well ventilated to avoid drowsiness. Be aware that the road surface may become soft or if it rains after a dry spell it may become slippery. These conditions could affect steering and braking. If dazzled by bright sunlight, slow down and stop, if necessary.







#### SAFE MOTORING ON MOTORWAYS

Traffic on motorways usually travels faster than on other roads, leaving drivers less time to react. It is especially important they use mirrors earlier and look much further ahead than elsewhere.

#### Motorway signals

Warn of danger ahead, e.g. an incident, fog, a spillage or road workers on the carriageway that drivers cannot see immediately. Signals on the central reservation apply to all lanes. On very busy stretches, signals may be overhead – with a separate one for each lane.



#### Amber flashing lights

Warn of a hazard ahead. The signal may show a temporary maximum speed limit, lanes that are closed or a message such as, 'Fog'. Adjust speed and look out for the danger until passing a signal that is not flashing or one that gives the 'All clear' sign.

#### Red flashing lights

If red lights on the overhead signals flash above a lane and a red 'X' is displayed, drivers MUST NOT go beyond the signal in that lane. If red lights flash on a signal in the central reservation or at the side of the road, they MUST NOT go beyond the signal in ANY lane.

#### Joining a motorway

Motorways are normally approached from a road on the left (a slip road) or from an adjoining motorway, and drivers should:

- give priority to traffic already on the motorway
- check traffic on the motorway and match their speed to fit safely into the flow in the left-hand lane
- not cross solid white lines that separate lanes or use the hard shoulder
- stay on the slip road if it continues as an extra lane on the motorway
- remain in the left-hand lane long enough to adjust to the speed of traffic before considering overtaking





#### Once on the motorway

Once drivers can see well ahead and the road conditions are good, they should:

- drive at a steady cruising speed that they and their vehicle can handle safely and is within the speed limit
- keep a safe distance from the vehicle in front and increase that gap on wet or icy roads, or in fog

They MUST NOT exceed 70 mph (112 km/h), or the maximum speed limit permitted for their vehicle. If a lower speed limit is in force, either permanently or temporarily, at road works for example, they MUST stay within the lower limit. On some motorways, mandatory motorway signals (which display the speed within a red ring) are used to vary the maximum speed limit for improved traffic flow (For more information see our **HGV Operations** Glovebox Guide). This cannot be exceeded.



#### Lane discipline

Always drive in the left-hand lane when the road ahead is clear. If overtaking a number of slower-moving vehicles, return to that lane as soon as it is safe to do so. Slow-moving or speed-restricted vehicles must always remain in the left-hand lane unless overtaking. Drivers MUST NOT travel on the hard shoulder, except in an emergency or if directed to do so by the police, HA traffic officers in uniform or by signs.

The right-hand lane of a motorway with three or more lanes MUST NOT be used (except in prescribed circumstances) if driving:

- · any vehicle pulling a trailer
- a goods vehicle with a maximum laden weight exceeding 3.5 tonnes but not exceeding 7.5 tonnes, which is required to be fitted with a speed limiter
- a goods vehicle with a maximum laden weight exceeding 7.5 tonnes
- a passenger vehicle with a maximum laden weight exceeding 7.5 tonnes constructed or adapted to carry more than eight seated passengers plus the driver
- a passenger vehicle with a maximum laden weight not exceeding 7.5 tonnes which is constructed or adapted to carry more than eight seated passengers plus the driver, that is required to be fitted with a speed limiter





#### Approaching a junction

Look well ahead for signals or signs, which may well be placed over the road. Drivers needing to change lanes should do so in good time. At some junctions a lane may lead directly off the motorway. Only get in that lane if wishing to go in the direction indicated on the overhead signs.

#### **Overtaking**

Only do so when entirely sure it is safe and legal to manoeuvre – and only on the right. Drivers should:

- check their mirrors
- · take time to judge speeds correctly
- make sure that the lane they will be joining is sufficiently clear ahead and behind
- take a quick sideways glance into the blind spot area to check the position of a vehicle that may have disappeared from their view in the mirror
- remember that traffic may be coming up behind them very quickly. Check all mirrors carefully. Look out for motorcyclists. When it is safe to do so, signal in plenty of time, then move out
- ensure they do not cut in on the vehicle they have overtaken
- be especially careful at night and in poor visibility when it is harder to judge speed and distance

Do not overtake on the left or move to a lane on the left to overtake. In congested conditions, where adjacent lanes of traffic are moving at similar speeds, traffic in left-hand lanes may sometimes be moving faster than traffic to the right. Here, drivers may keep up with the traffic in their lane, even if this means passing vehicles in the lane to their right. They MUST NOT weave in and out of lanes to overtake.

#### Hard shoulder

Drivers MUST NOT use the hard shoulder for overtaking. In areas where an Active Traffic Management (ATM) scheme is in force, the hard shoulder may be used as a running lane. Drivers will know when they can use this as a speed limit sign will be shown above all open lanes, including the hard shoulder.

A red cross or blank sign above the hard shoulder means that they MUST NOT drive on the hard shoulder except in an emergency or breakdown. Emergency refuge areas have also been built into these areas for use in cases of emergency or breakdown.









#### WAIT FOR IT

Drivers MUST NOT wait or park on yellow lines during the periods shown on nearby time plates (or zone entry signs if in a Controlled Parking Zone). Double yellow lines prohibit waiting at ANY time, even if there are no upright signs. Drivers MUST NOT wait or park, or stop to set down and pick up passengers, on school entrance markings when upright signs instruct not to.

#### **Parking**

Use off-street parking areas, or bays marked out with white lines on the road as parking places, wherever possible. If having to stop on the roadside:

- · do not park facing against the traffic flow
- · stop as close as possible to the side
- do not park too close to a vehicle displaying a Blue
   Badge: occupants may need more room to get in or out
- always switch off the engine, headlights and fog lights
- · always apply the handbrake before leaving the vehicle
- be careful not to hit anyone when opening the door.
   Check for approaching cyclists and other traffic
- it will be safer for passengers (especially children) to leave the vehicle on the side next to the kerb
- · put all valuables out of sight and secure the vehicle
- lock the vehicle



Drivers MUST NOT park partially or wholly on the pavement in London, nor elsewhere unless signs permit it. Parking on the pavement obstructs and seriously inconveniences pedestrians, people in wheelchairs or with visual impairments and those with prams or pushchairs.

Nexus clients were issued with 4,000 private parking fines to clients alone in 2017. In fact, 2.6% of Nexus rentals incurred a parking fine in 2017, rising from 1.4% in 2016

Decriminalised Parking Enforcement (DPE) is now common as more authorities take on the role. The local traffic authority assumes responsibility for enforcing many contraventions in place of the police. Further details on DPE may be found at <a href="https://www.trafficpenaltytribunal.gov.uk">www.trafficpenaltytribunal.gov.uk</a> (outside London) and <a href="https://www.londontribunals.gov.uk">www.londontribunals.gov.uk</a> (London).

For more information see our **Avoiding Fines** Glovebox Guide.





# To find out more on how Nexus can help your fleet and drivers, get in touch:

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