

WINTER SAFETY

NEXUS' GLOVEBOX GUIDE



NEXUS VEHICLE RENTAL IS THE UK'S LEADING TECH DRIVEN BUSINESS MOBILITY PROVIDER, SUPPORTING COMPANIES AND FLEETS OF ALL SIZES.

We combine unrivalled vehicle choice and service – helping our customers to drive down costs and keep their business moving.

Our award-winning, online rental booking platform, IRIS, enables business customers to access more than 550,000 vehicles, including 100,000 specialist and commercial vehicles, and 50,000 HGVs, across 2,000 locations. New bookings can be made in 30 seconds and repeat bookings in just 10 at the click of a mouse or via smartphone.

Our software works to minimise errors and enables customers to self-serve, putting them in control of their entire rental process. IRIS' MI suite also spots trends in vehicle usage to identify inefficiencies in the rental process – helping users to make informed decisions about business costs and unnecessary spending.



OUR GLOVEBOX GUIDES

OUR GLOVEBOX GUIDES ENSURE YOU AND YOUR TEAM ARE UP-TO-DATE WITH THE LATEST REGULATION AND LAWS OF THE ROAD, AND THAT YOUR BUSINESS MOBILITY COSTS ARE KEPT TO A MINIMUM.

This one aims to ensure you and your team remain safe whilst on the road, especially during adverse weather conditions in the winter.

WEATHER AWARE

WHILE SO FAR THIS WINTER HAS BEEN QUITE MILD, TEMPERATURES ARE DEFINITELY STARTING TO DROP AS THE COLDER WEATHER OFFICIALLY TAKES HOLD ACROSS THE UK.

This means it is now vital to ensure vehicles are fit for the road and that drivers are aware of the hazards extreme cold weather can bring.

We've put together this handy guide to keep you safe on the road this winter and help you with what to do if your rental vehicle is damaged due to bad weather.



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. This is particularly important as earlier this year, we saw a new hierarchy system put in place for road users across the UK. This is incredibly important for fleets and large vehicle drivers; if an accident were to occur on the road, the responsibility will always fall to the driver of the larger vehicle.

● In order, the new hierarchy:

- 01 PEDESTRIANS
- 02 CYCLISTS
- 03 HORSE RIDERS
- 04 MOTORCYCLISTS
- 05 CARS/TAXIS
- 06 VANS/MINIBUSES
- 07 HGVS/PASSENGER VEHICLES



ICY & SNOWY WEATHER

MAKE SURE THAT YOU 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 TO YOUR DESTINATION.

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 de-misted 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
- 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.



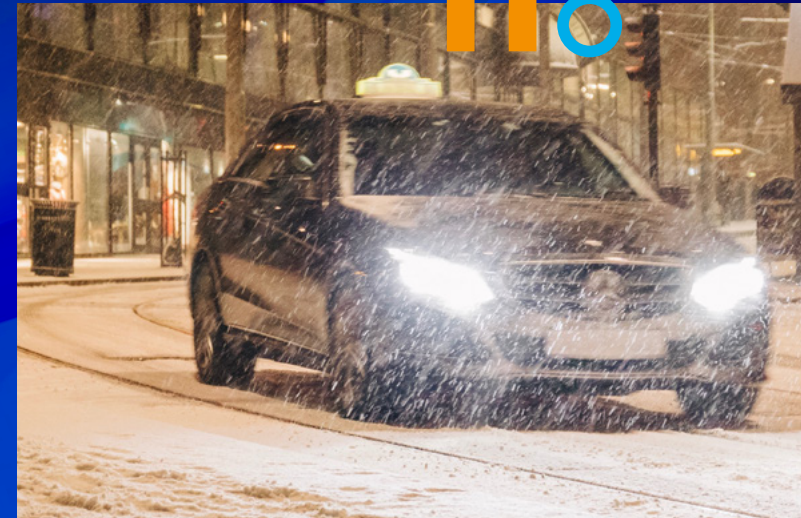
When driving in icy or snowy weather:

- ▶ 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





When driving in fog:

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

When driving in 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.

- 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.



IN THE EVENT OF AN ACCIDENT OR DAMAGE TO A VEHICLE DURING ADVERSE WEATHER, ADHERE TO THE FOLLOWING PROCESSES:



Damage to a windscreen:

- ▶ Call the number on the key fob or found provided in the paperwork at the start of hire
- ▶ Damage will normally be repaired on the spot or at roadside; if the vehicle is driveable you will be given the nearest location of the supplier branch to replace or repair the windscreen
- ▶ If the vehicle can be repaired roadside, the recovery vehicle will do so. If not, the vehicle (and driver) will require recovering back to the closest branch who will assist with a suitable replacement
- ▶ The branch will provide a replacement vehicle to ensure the driver is mobile, if the vehicle isn't within the group booked the customer should make Nexus aware the next working day and a changeover will need to be arranged

Tyre Damage:

- ▶ Call the number on the key fob or found provided in the paperwork at the start of hire
- ▶ Damage will normally be repaired on the spot or at roadside; if the vehicle is driveable you will be given the nearest location of the supplier branch to replace or repair the tyre
- ▶ If the vehicle can be repaired roadside, the recovery vehicle will do so. If not, the vehicle (and driver) will require recovering back to the closest branch who will assist with a suitable replacement
- ▶ The branch will provide a replacement vehicle to ensure the driver is mobile, if the vehicle isn't within the group booked the customer should make Nexus aware the next working day and a changeover will need to be arranged

Breakdown:

- ▶ If your rental vehicle breaks down, call the number on the key fob or found provided in the paperwork at the start of hire
- ▶ In most cases the AA or other roadside repair company will recover the vehicle
- ▶ If the vehicle can be repaired roadside, the recovery vehicle will do so. If not, the vehicle (and driver) will require recovering back to the closest branch who will assist with a suitable replacement
- ▶ The branch will provide a replacement vehicle to ensure the driver is mobile, if the vehicle isn't within the group booked the customer should make Nexus aware the next working day and a changeover will need to be arranged



Accident:

- ▶ In the event of an accident, when fit to do so, notify Nexus of the damage, if the vehicle is undriveable the customer stays with the vehicle to be recovered back to the branch for a swap over
- ▶ If the customer is Accident Managed by Fleet Management Group or another similar company, we would be notified by the customer that their Accident Management company are responding
- ▶ If the Police take the vehicle to one of their compounds for further investigation, the customer will be required to make Nexus aware on **0871 984 1943**; for Driver Services
- ▶ If another Third Party is involved please provide us with the details so we can relay this back to the branch in the event of a Third-Party Claim

Mid-Hire:

- ▶ If you are mid-hire and the damage to the vehicle does not need repairing immediately, call Nexus on **0871 984 1943** to report the incident. You will be asked to provide photographs and any other details regarding the incident
- ▶ If another Third Party is involved please provide us with the details so we can relay this back to the branch in the event of a Third-Party Claim



TO SEE HOW WE CAN
HELP YOU, VISIT
OUR WEBSITE

FOLLOW US:

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