Overview

This Owner's Manual will provide you with a roadmap towards the primary objectives you seek. These typically include:

Fleet Surveillance Objectives	Key Reports
Safety & WHS Compliance (Driver behaviour)	Safety Performance Driver Report Card (History) Trend Analysis
Asset Efficiency (Fleet size, hours of operation)	Fleet Activity Utilisation Active/Dormant Assets Trend Analysis
Reduce Asset Losses (Theft, loss, damage)	Recovery of Assets (Theft, Loss) Active/Dormant Assets Appropriate Use Surveillance
Proof of Service (Revenue recovery)	Geofence Visit History
Understand Operational Blockages (Site transit delays)	Geofence Movement Report Trend Analysis
Optimise your asset Residual Values (End of life disposal recovery)	Vehicle History Lease Progression (kms driven vs lease)

Essential to reach your Objectives, this Owner's Manual will assist you with:

- Set Up Your Fleet Data Structure
- Reporting & Oversight
- Taking Corrective Actions

Euclidic Systems

Chifley Tower, Level 12, 2 Chifley Square, Sydney NSW 2000
Level 26, PwC Tower, 188 Quay Street, Auckland 1010
www.euclidic.com

euclidic

Setting Up your Fleet Data Structure

Every Organisation will need to be set up correctly from the start, usually into separate Divisions, or work groups, and with Assets and Drivers assigned. Each vehicle (Asset) has a profile recording its make, model, initial odometer, VIN, plate and other identifier information. Each Driver has a profile which captures their name, driver license details, assigned location, and assigned vehicle. Careful thought should organise these into a clear hierarchy.

Step 1 – Set up Roles:

Assigned Roles are critical. For FleetGate (FGC) access, there are two primary default roles – Operator (driver) and Admin (manager).

Operator/Drivers commonly Login to FGC via a Phone App, and will have access to:

- Pre-Start Checklist
- Dashboard Display of their driving performance
- Replay-A-Day Reports to review a full day

Admin/Managers commonly Login to FGC via a Web Browser, and will have access to:

- Fleet Operational Reports
- Fleet Safety Reports
- Detailed History for Assets, or Drivers
- Flag Settings for the Fleet or Individual Drivers

Step 2 – Set up "Flag" parameters:

Key Parameters must be set up to match your Objectives. Important parameters include:

Speeding Alert	Speeding "flags" are typically broken into low range, mid range and high range. Across your fleet, these are set: Low (5-10km), Mid (10-15km), High (15+). You can choose when to be notified of flagged behaviour.
Audible Alert	Activate the In-Cab Audible Alert ("beep beep" sound) per vehicle.
SOS Alert	If a Duress kit is fitted and activated, how are these messages handled?
Accident Detection	Similar to SOS Alerts, who is notified of accident flag messages?
Pre-Start Alert	When a vehicle fails a Pre-Start test.
Device Tamper	If a device is disconnected in a vehicle, you can receive an alert.

You can select notification flow to nominated contacts via email or SMS for urgent handling.

Euclidic Systems

Chifley Tower, Level 12, 2 Chifley Square, Sydney NSW 2000
Level 26, PwC Tower, 188 Quay Street, Auckland 1010
www.euclidic.com

euclidic

Reporting & Oversight

Once a Fleet has been set up in FleetGate and Assets are activated and "live", you are ready to decide your Reporting choices. There is a library of standard Push Reports available which are proven tools for the oversight of a fleet. These include:

- <u>Fleet Activity</u>: An overview of key metrics across a pool of Assets and Drivers, generally reporting based on Divisional groups, and providing insights for kms driven, operational hours, time of day, day of week patterns.

- <u>Safety Performance</u>: This report will amalgamate safety data across a pool of Drivers, tracking metrics of their performance, and driving safety behaviours. A Table of Top/Bottom individuals helps to identify drivers for attention.

Trend Analysis: For each of the Push Reports, there is trend analysis based on a selected time period of weekly/monthly/quarterly. Trends will report on metrics based on current + 3 prior periods.

See Push Reports discussion paper.

Safety Performance Report

Our Safety Performance Report functionality leverages all our available datasets to form a simple & insightful scorecard report for your fleet drivers. The scorecard report allows you to compare drivers against an absolute standard, and rank performance across groups of drivers.

We measure "risk events" from a driver's performance, across distance and time, and blend these into a Safety Score. The key parameters around which we score your vehicle and driver safety performance are:

- <u>Speeding</u> (assessed by low/medium/high speeding measured in time blocks)
- <u>Harsh Braking</u> (assessed by events with greater than threshold G-forces and frequency)
- <u>Harsh Acceleration</u> (assessed by events with greater than threshold G-forces and frequency)
- <u>Harsh Turns</u> (assessed by events with greater than threshold G-forces and frequency)

Other Indicators of Safety include Accident Detection, Engine Over-Rev and Excessive Idle events. These are not included in the Safety Performance Score, but are recorded and reported.

Euclidic Systems

Chifley Tower, Level 12, 2 Chifley Square, Sydney NSW 2000
Level 26, PwC Tower, 188 Quay Street, Auckland 1010
www.euclidic.com

euclidic

Once configured, the generic scorecard is set-up across your fleet. A Safety Score is a measure of number of risk events per 100 km of driving.

Additional Details found in Safety Score Explained.

Driver Report Card

Where Drivers may have recurring Safety Scores of concern, it is recommended that Fleet Supervisors run a Driver Report Card. This report provides feedback to the driver on how they performed on a weekly or monthly basis. This report is per driver where the overall score and the score for each metric is provided. The report includes graphs to compare the driver's score against the set target and the fleet average. The report also includes score trend for the driver over the last 4 periods that gives a trend viewpoint of a driver's performance history.

Taking Corrective Actions

It is essential that in viewing Safety Performance & Driver Scorecard reports, Managers must recognise that data dot points can have errors from a variety of sources, including reference maps, vehicle measurements, and GPS data gaps. It is unwise to make decisions based on single or limited flags or data points. Importantly, the conversation should be taken with a view of relative performance amongst a peer group of comparative vehicles and driving terrain (urban vs rural).

When evaluating an individual Driver's performance, it is recommended to focus on Trend Analysis. Hence a historical view of individual performance is best viewed through Driver Scores per time period (weekly, monthly) for at least 6 periods, on up to 18 periods.

Driver Evaluation & Feedback

When debriefing conversations are held with Drivers, it is recommended that Managers adhere to a standard protocol:

1. Sit down one on one with the individual
2. Provide in advance, Driver historical performance report
3. Discuss driving conditions – time of day, number of stops, traffic, vehicle model and operational constraints
4. Consider distractions and route change frequency
5. Ask driver what they need to better consider routine vehicle safety
6. State clearly what business requirements for Safety are, and reasons why

It is recommended that Managers consider the use of Incentives, as opposed to penalties, to encourage improvements in Driver Safety Performance. Best Driver Awards for periods such as Monthly, or Quarterly, are often excellent tools for both recognition and reinforcement of behaviour.

It is recommended that Euclidic collaborate with your Fleet Operations team and create driver tracking clusters, where benchmark scoring and historical reporting can help form internal benchmarks. It will be worth considering these benchmarks by operational groups – urban, rural, frequency of stops, loads, vehicle model.

Disciplinary Techniques

Where you may have a sustained driver performance problem, options for remediation can include:

- Activate in-cab audible alerts
- Requirement to attend third-party Driving School
- Install Dash Cameras

Euclidic Systems

Chifley Tower, Level 12, 2 Chifley Square, Sydney NSW 2000
Level 26, PwC Tower, 188 Quay Street, Auckland 1010
www.euclidic.com

Additional Resources

Useful for latest product information   www.euclidic.com

Euclidic reference documents   www.euclidic.com/resources

- Safety Performance Scoring & Hardware Data Specifications
- Odometer vs GPS Accuracy – Field Trial Results
- Benchmarking – discussion paper
- How to set up your Push Reports
- FleetGate Introduction
- Privacy Policy
- Code of Conduct
- ATO Fringe Benefit Reliance Certificate
- Terms & Conditions

Euclidic Systems

Chifley Tower, Level 12, 2 Chifley Square, Sydney NSW 2000
Level 26, PwC Tower, 188 Quay Street, Auckland 1010
www.euclidic.com