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| crslogo | POLICY AND PROCEDURECRS EAST AFRICA  |

1 July 2007

**The Management and Use of CRS Vehicles**

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| ***Purpose:*** | This document represents guidance, policies and procedures related to the use and operation vehicles managed by the CRS East Africa . Disregard of or non-compliance with these protocols may result in restricted access to the vehicles, removal of use privileges, verbal or written warnings, and could have more severe repercussions depending on the seriousness of the offense.Vehicles are tools we employ in our private and working lives, but are also a major component in our security planning. When used appropriately, they provide a positive image of CRS. When abused, the Agency’s image may be negatively affected; in some cases, tragedy results. Road safety is the agency’s single most serious security concern impacting our staff and their families. Driver conduct will be closely scrutinized to reduce risks to our staff, their families, guests, partners, and other road users, to protect the vehicle assets, and to maintain a positive image for the Agency and the Church. Vehicles are high-value assets that can lead to our being targeted by criminals. The inappropriate use of vehicles, and a lack of “situational awareness” (e.g., defensive driving) by users, exacerbates potential threats.As a team, it is imperative that we rationalize vehicle procurements to meet the greatest overall needs, that we manage the fleet maturely, rationally and logically, and that the vehicles be used and cared for as well as possible. Poor management or abuse of the vehicle fleet could easily result in an executive-level decision to seriously reduce or severely restrict the privileges we all enjoy.Many of the policies and procedures in this document are specific to the CRS East African . However, the Agency’s vehicle use policies and procedures have been taken into full consideration. |
| ***table of authorities*** | * **“CP”** is Country Program. **“RO”** is Regional Office. **“FO”** is Field Office (generally of a CP).
* **“CR”** is Country Representative. **“HoOps”** is Head of Operations. **“RD”** is Regional Director. **“DRD-MQ”** is Deputy Regional Director-Management Quality. **“DRD-PQ”** is Deputy Regional Director-Program Quality. **“SO”** is Security Officer. **“FOC”** is Field Office Coordinator. **“VMS”** is Vehicle Management System.
* **“ELT”** is Executive Leadership Team of CRS, and includes the President and Senior Vice Presidents.
* **“Staff”** applies to any and all employees, international or national, who work at a country program/regional office facility.
* **“Vehicle” or “Rolling Asset,”** are used interchangeable to identify vehicles and motorcycles.
* **“Fleet”** refers to all vehicles owned or under the authority of the CP or RO. It includes those assets loaned to partners that remain titled to CRS and in our inventory.
* **Vehicle Management Unit (“VMU”, supported by HoOps, DRD-MQ or designate)**: is not necessarily a formal office department, but rather a team including anyone involved in fleet and vehicle management. It is responsible for general vehicle documentation, maintenance, repair; trip planning; daily assignments; processing vehicle procurements; inventory (including FAN processing); testing, approving and documenting users.
* **HoOps (backed up by the HoP or CR)**: special vehicle request approvals; accident reporting; replacement planning; strategic and tactical procurement decisions; on-call for emergency assistance (in absence of SO).
* **SO (backed up by the HoOps)**: security incident reporting; on-call for emergency roadside assistance; security decisions on no-go areas (advises CR).
* **CR (backed up by the HoOps)**: all vehicle travel outside the country; travel in-country when at security level 2 or above; restrictions on or suspensions of personal use privileges; determination of penalties for damage which is the fault of the user (in coordination with the HoOps, Fleet Manager and SO).
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| ***General information and protocols*** | * CRS vehicles represent one of the largest capital expenses in our budget and on the Agency’s balance sheet. They must be managed with care and used with respect. They are exclusively for the use of staff, official visitors, partners, staff family members and guests.
* By order of the ELT, all vehicles procured and managed by CRS facility are pooled. This means only that they come under one single management structure. In general, CP and RO support departments (as part of the “VMU”) are charged with managing the entire fleet.
* CRS vehicles are provided principally for conducting business activities, and as such priority will always be given to business over personal use. Vehicles acquisitions may not be based on the personal use needs of staff unless approved by the RD and ELT.
* During working hours, all vehicles are available for business use by all staff. They will be assigned upon request by the Fleet Manager.
* CRS policies do not guarantee staff access to a vehicle; their use is a privilege and not a right. The self-drive privilege may be withdrawn at any time.
* By policy, only tested and approved staff and spouses of international employees are authorized to drive CRS vehicles unless approval has been obtained from the CR, RD or designate in advance and in writing.
* All national and resident vehicle operators must possess a valid local driver’s license, a copy of which shall be retained in the employee’s Personnel file in the and in the Driver file in the Vehicle Management Unit (VMU).
* Visiting international staff do not normally have access to CRS vehicles. However, under special circumstances, and based on a formal request, they may be permitted to use a CRS vehicle if available after orientation and passing a driving test. Such use shall be approved in advance by the CR, RD or designate, provided the user has been tested and approved by the VMU. Authorized users shall carry a valid driver’s license from their country of record and a valid International Driver’s License. Copies of all licenses shall be retained on file in the Administrative Office and the VMU.
* Employees shall not retain the keys to any vehicle during business hours. Upon arrival at or return to the office, staff must hang vehicle keys on the key caddie in the VMU.
* Drivers are expected to respect local traffic laws and drive within established speed limits. The maximum speed limit in any town is  KM/hour; outside of the towns, drivers should travel at speeds determined by the conditions of the roads. The maximum speed on any road throughout the country is KM / hour, though a maximum KM/hour is recommended when there is considerable traffic on major roads.
* No Approved User is allowed to drive any vehicle while under the influence of drugs or alcohol. Non-compliance will result in a loss of driving privileges.
* Smoking in CRS vehicles is prohibited. Non-compliance may result in a suspension or revocation of driving privileges.
* All passengers riding in CRS vehicles must wear **seat belts at all times**. **Drivers are responsible for enforcing this rule** **with passengers in their vehicles**. Vehicles shall not move if anyone isn’t buckled up for safety.
* Drivers are responsible for ensuring that children are carried in approved child-seats as per local law (check with the Administration Office and/or VMU for clarity).
* It is generally against local law to talk on cell phones while driving. CRS has no responsibility for fines levied due to infractions.
* In Keny, in consideration of security concerns, the  has determined that identification stickers  all CRS vehicles.
* It is not permitted to accept unknown riders – particularly individuals carrying weapons, wearing military uniforms, police or those linked to conflict – in CRS vehicles. Do not accept unknown parcels, baggage or other questionable loads in the vehicles.
* All accidents and incidents involving a CRS vehicle and/or user shall be reported to the HoOps, SO, CR and/or RD within 24 hours. These individuals will determine what follow-up actions are necessary, required or recommended (e.g., Security Incident Report, Accident Report, Police Report). Failure to report an accident, from any cause, may lead to the restriction or suspension of driving privileges, or carry other ramifications.
* The VMU is responsible for ensuring the availability and use of Vehicle Logs, Vehicle Daily Inspection Checklists, and the regular maintenance and repair of the vehicles. Staff are asked to notify the VMU when new Vehicle Logs are needed in a specific vehicle. Staff are also asked, upon initial use of an assigned vehicle, to check the *Maintenance and Repair Tag* hanging in a visible location for the next service date and odometer reading. If the vehicle is getting close to its next servicing date, staff should notify the VMU.
* Staff traveling in CRS vehicles out of town should verify the status of the vehicle the day before departure and notify the Fleet Manager, VMU or HoOps of any problems identified. Staff traveling outside of the capital are responsible for: procuring additional fuel as required during travel; checking oil and verifying lubricant levels during refueling; checking tire pressure and repairing damaged tires; obtaining receipts for such repairs or fuel purchases; and noting fuel procurements or repairs in the vehicle log.
* All cross-border travel in CRS vehicles must be approved in advance by the or designate.
* No expatriate staff may be assigned a vehicle for personal use without adequate, secure and well-lit parking facilities at their residence.
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| ***Authorization to drive CRS Vehicles*** | * Every new staff member and spouse (of international staff) who wishes to drive a CRS vehicle must pass a driving test before being allowed to drive. Besides general knowledge of the “rules of the road” and the “road culture” in the country, the test will include such items as conducting Daily Inspections, changing tires, using the 4x4 system, and general knowledge of vehicle operations. The test will be administered by the VMU, who will simultaneously verify that the driver holds a valid driver’s license from their country of residence and / or a valid international driver’s license, and will make a photocopy for the files.
* In some cases, a staff member or spouse may be required to take driving lessons outside CRS prior to being approved to drive CRS vehicles. Generally, the staff member is responsible for covering the costs of such training.
* All Authorized Users posted to the country program must obtain and hold a valid local driver’s license within three (3) months of arrival. The country program is responsible for the entire cost of obtaining local licenses for international staff and for ensuring they remain valid. CRS national staff are responsible for the entire cost of obtaining their local drivers licenses. However, CRS will reimburse the costs of annual renewals for all national staff required to drive Agency vehicles as part of their employment.
* When at security level 1, international staff and spouses authorized to drive CRS vehicles may do so at any time, both in and outside of Nairobi. When at Security Level 2 – 5 [see CRS Kenya Security Plan], travel may be restricted and must be approved by the RD (in coordination with the CR, DRD-MQ, HoOps, SO and RSO).
* Extended use of vehicles for personal travel up-country or on work days must be approved in advance by the HoOps (see procedures and restrictions below). Authorized national staff users may drive only within the town limits unless prior approval is given by the HoOps.
* CRS employees who come from other programs to visit the CRS East Africa are not allowed to drive CRS vehicles unless the CR or designate approves so in writing and in advance. All visitor travel outside of Nairobi requires a resident authorized driver unless prior approval is given by the CR, RD or designate.
* OverOps Policy POL-OSD-VEH-001 (Use of CRS Vehicles) requires all drivers to sign a “***Disclaimer for Authorized Users of CRS Vehicles***” that confirms that the driver has read the relevant policies and procedures documents related to vehicle use and agrees to their terms. For all approved drivers, the HoOps will sign an “***Authorization to drive CRS Vehicles***” approving the driver’s use of specific classes of vehicles. The original documents shall be placed in the employee’s personnel file in HR and a copy in the VMU Driver File.
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| ***Vehicle management responsiblities*** | * Vehicle assignments during non-business hours will be made by the VMU. A schedule will be posted on the Wednesday following the 15th and 30th of each month next to the key caddie. Special vehicle requests will be handled through the process described below. Vehicle assignments shall be determined first and foremost according to the needs of the office and the staff it supports. Vehicle assignment priorities are as follows:

- Business needs- Availability- Staff based in country- According to funding source that procured the vehicles- Visiting CRS staff on official business who are approved to drive in country- Spouses* For security and equity reasons, vehicles will be rotated among staff when a new vehicle assignment list is prepared. No vehicle is assigned permanently to any staff member, and staff have no exclusive rights to any specific vehicle(s). Staff are free to switch vehicles among themselves, but are asked to inform the VMU in such instances. The rotation of vehicles is meant to deter criminal elements that may be surveilling staff in order to carjack the vehicle or rob the employee at their residences.
* Employees are highly encouraged to vary travel schedules and routes as much as possible to thwart criminal elements and reduce potential security threats. It is also recommended that staff arrange a signal (e.g., flash the brights twice upon arrival) with their guards so they know it’s okay to open the compound gate.
* Employees are required to keep their assigned vehicle clean and are expected to clean the vehicle inside and out before rotation day. CRS expects its staff to treat the vehicles with the same respect they would if they owned it, or if it were borrowed from a friend or relative. The VMU will carry out random and regular verifications to ensure compliance.
* Each day, approved users must quickly inspect the vehicle assigned them. A brief visual check of the exterior and interior is highly recommended before driving the vehicle to avoid accusations of abuse. A **Vehicle Daily Inspection Checklist** will be available in the vehicle Log Book. Anything unusual (e.g., recent damage, fluid leak, low tire pressure, missing tools, low fuel) should be brought to the immediate attention of the VMU or HoOps for action.
* All users are responsible for accurately and legibly filling in the **Vehicle Log Sheet** for each trip or errand made by them in a CRS vehicle. In the appropriate column of the Log Sheet, please note the DSPN funding the travel, or enter “Personal.”
* A minimum of once , a member of the VMU will verify and document that the following items are in each vehicle, and that they are valid and/or in good working order:
* Vehicle registration and insurance policy
* Vehicle Log Sheet (with extra copies)
* Spare tire and jack
* Lug wrench and tools
* Fire extinguisher
* Safety triangles
* First aid kit
* Winch control (if appropriate)
* Jumper cables
* Flash light (spare batteries)
* Authorized Users should ensure that each vehicle has at least a ½ full tank of fuel at all times. If fuel levels fall below ½ tank, the user should either procure fuel with cash or the vehicle’s fueling card, or notify the VMU of the need for refueling.
* The VMU shall report all vehicle operational irregularities to the HoOps as soon as possible and follow up on maintenance and repair of the vehicle.
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| ***Submission of receipts*** | * CRS will cover the costs of fuel and oil, minor maintenance and repair procured by staff, during business or personal travel. Staff must note any and all fuel/oil purchases or repairs in the Vehicle Log Sheet (include receipt number), obtain receipts for the goods and/or services procured, document the purchases on a Personal Reimbursement Request, attach the receipts, and submit everything to the HoOps for approval.
* Receipts shall include the following information: date of the purchase, location, vendor name, vehicle number, items procured, unit price, total price and odometer reading.
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| ***Special vehicle requests*** | * At times, staff may require a specific vehicle for personal use either in the capital or up-country. Staff shall complete a Vehicle Request Form (VRF), submit it to the VMU for HoOps review, approval or rejection. Normally, staff will be notified of the decision within 24 hours.
* CRS expects its staff to remain flexible with its vehicle needs to avoid potential conflicts. There are not enough vehicles available to serve each Approved User, so we need to work together to satisfy everyone’s needs.
* During periods of high demand, vehicle assignments (particularly for 4WD vehicles) will be made in the most logical and equitable manner possible. Certain criteria will be considered, and decisions will not simply be made on a first come – first served basis. Some criteria include:

- Requestors on probation or suspended from driving are not eligible- Requestors with warning letters related to vehicle abuse on file may not be eligible- Length of time requested- Frequency of special use (staff who have not made a special request for some time have priority over those who had a more recent special request approved)- Personal costs of not having a vehicle available (e.g., planned family visit requiring a specific vehicle) **NOTE:**  All things being equal, the final determination may come down to a coin-toss.* Staff may request use of a specific privately-purchased CRS vehicle, if available, for a maximum of one (1) work week, extending from a Friday evening through the following Sunday (i.e., for a total of 10 days).
* Normally, requests may only be made a maximum of three (3) months in advance. Under special circumstances (e.g., family visit), a request can be made further in advance. The HoOps will advise when this is allowable.
* Only one (1) special request may be in process at any given time, except under the special circumstances described just above. This is meant to deter staff from constantly requesting specific vehicles for extended periods.
* Staff are responsible for thoroughly cleaning vehicles (inside and out) when returning from extended special use assignments or personal travel.
* For extended travel outside the capital (e.g., longer than an overnight), staff are required to inform the SO and HoOps and to provide an itinerary. This is to avoid surprises related to security incidents or road crashes where staff may be asked to respond or assist.
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| ***Vehicle locations during staff travel*** | * Unless approved in writing by the HoOps, vehicles shall be left at the main office facility during staff travel to ensure their security, and to maintain and repair them. In some cases, staff may need a vehicle prior to travel (e.g., departure on a weekend day) and will leave it at their residence for pick up by a VMU staff member. Staff are responsible for making arrangements with the VMU to have vehicles picked up at their residences, and delivered to their residences prior to their return from travel. This is particularly relevant for extended travel (e.g., a week or more).
* Whenever possible, it is strongly recommended that travelling staff either request a ride home or take a taxi to their residence the day of travel. Another option is to drive the vehicle to the main office and have the taxi meet them there. Upon return, staff may go to the office to pick up an assigned vehicle, if available. CRS will reimburse the costs of taxis in such circumstances upon submission of receipts.
* It is the travelling staff member’s responsibility to inform their spouses and/or residential security guards that the vehicle may be picked up and/or delivered to the residence by CRS VMU staff.
* When the traveling staff leaves the vehicle at the residence, s/he shall secure the key inside the residence. The VMU staff member recovering the vehicle from the residence will use a reserve key. Do not leave the vehicle keys with a guard.
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| ***spousal use during staff travel*** | * When staff are traveling, they may request approval to leave a vehicle with their spouse, provided the spouse is approved to drive CRS vehicles. The staff member shall submit a Special Vehicle Request for VMU and HoOps review and approval.
* The VMU reserves the right to recover the vehicle if the needs of the office require it as per the criteria listed above under *Vehicle Management Responsibilities*. The traveling staff member is responsible to informing his/her spouse of this protocol.
* If the vehicle is needed, VMU staff will arrange for the collection of the vehicle with the spouse user. If the spouse is asked to drop the vehicle off at the office, CRS will arrange for a taxi home for the spouse. If the vehicle becomes available for spousal use at a later date, CRS will arrange to deliver the vehicle to the staff residence, or will reimburse the costs of a taxi ride to the office.
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| ***Communications/ Security*** | * When confronted with a security situation, road crash or other incident while driving, or when requiring special assistance (e.g., flat tire at night), users should contact the Security Officer, HoOps or CR. Staff should have these contact numbers in their cellphone directory.
* CRS approved vehicle users should inform, as soon as possible, the SO and/or HoOps of any danger – immediate or potential – to the security of CRS staff or equipment due to demonstrations / riots in town, roadblocks, requisitions of vehicles by armed persons, shooting, etc. in order to alert other staff. The SO and HoOps will manage the situation and advise staff.
* When driving in town, particularly at night, it is highly recommended that staff roll up all vehicle windows and lock all doors. Remain vigilant. Keep your eyes in the mirrors to identify potential pursuit vehicles.
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| ***Parking vehicles during the night, in and out of town*** | * + - All vehicles not assigned to an international staff member shall be parked by  at the CRS East Africa unless prior approval has been given by the . If the user encounters a delay returning the vehicle to the office, they should inform the main office and provide an estimated time of arrival. Vehicles may not be used by national staff before  unless prior approval is given by the .
		- Back vehicles into residence compounds to facilitate egress during a security situation. Roll up the windows and lock the doors. Set the Multi-Lock if the vehicle is so equipped.
* At all times, CRS vehicles must be parked where there is ample security. If necessary, users may pay to park the vehicle where there is adequate security. The costs of parking when on work-related trips is reimbursable; during personal use, parking fees are borne by the user.
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| ***accidents involving a crS vehicle*** | ***Driver Responsibilities:***1. If there is the slightest danger or threat to the security of the driver or passengers involved in an accident with a third party, immediately leave the scene and drive to the nearest police station or other secure location to report the accident. If no danger or threat is felt, remain at the scene, and assist victims when possible and prudent.
2. Contact immediately the SO and/or HoOps and/or CR. Provide all pertinent details and information, including the exact location, and injury report, and condition (i.e., drivability) of the vehicle. If requested, the SO, HoOps or other CRS senior staff member will come to the scene to assist.
3. When prudent, wait at the scene for the arrival of the police so they may conduct their investigation and write a report. Allow the SO or HoOps to manage the incident and negotiate with the authorities. Insist that CRS be given a copy of the written police report.
4. DO NOT admit fault at any time. Avoid discussing the accident with bystanders, potential witnesses, and any other third parties.
5. Avoid leaving the vehicle under the supervision of the police. If the vehicle must be left at the scene or at a police station, remove the keys, roll up the windows, lock the doors, and take all vehicle documents.
6. If possible, return the vehicle to the office as soon as possible. Within 24 hours, the driver and all passengers must give a verbal report to the HoOps, and then file a written report using the Vehicle Accident Report Form (attached below). The HoOps will process the reports through HQ (accidentreports@crs.org).
7. Authorized Users involved in an accident may have their driving privileges suspended by the CR (in consultation with the RD) until a determination of guilt or fault is made by the authorities and/or through internal investigation. In cases involving professional Drivers, the Drivers will report to the office daily, will have other activities assigned, and will receive full pay during the suspension.

***Responsibilities of the*** ***VMU:***1. Ensure necessary follow-up of the road crash/incident, including liaison with law enforcement authorities, to obtain official written accident reports, provide medical follow-up to support and assist third-party victims or injured persons, and make the necessary reports to donors on the operational status of the vehicle and its effect on programming activities.
2. Inform the local insurance company within 48 hours.
3. Inform the HoOps and SO of any potential problems or complications – legal or otherwise – that could arise from the incident.
4. Enter Accident Report information into the Vehicle Management System. Take digital photos of accident damage and store on the VMU computer hard drive.
5. Ensure that the vehicle is checked out and okayed by a qualified mechanic before being placed back in service. If repairs are required, in coordination with the Kenya Purchasing Office, obtain pro forma invoices for the repair work, and follow agency procurement guidelines for contracting the repair work.
6. Make recommendations about the future use of severely damaged vehicles.
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| ***accidents not involving a crs vehicle*** | 1. If a driver of a CRS vehicle observes or arrives on the scene of an accident in which victims are present, leave the scene immediately if any danger or threat is felt. Drive to the nearest police station or other secure location to report the accident. If no danger or threat is felt, assist the victims when possible and prudent. It is highly recommended that the driver contact the SO and/or HoOps for guidance or assistance. When appropriate, inform the CR.
2. Avoid transporting victims whenever possible. If it is necessary to transport victims (e.g., when in a life-threatening situation), take them to the nearest hospital. Do not sign any documents or agree to make any payments.
3. Within 48 hours of your return to the CRS office, make a verbal and written report to the SO and HoOps. This will help CRS avoid any legal complications arising from victims’ claims.
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| ***other personal use protocols*** | ***General Regulations:***1. Travel between staff residences and the office (i.e., one round trip per day), and dropping off or picking up children from school, are considered business travel. Travel to one’s residence or other location for lunch or other personal reason during working hours is considered personal use and shall be charged as such. Travel for any personal reason shall be noted as such in the logs.
* All travel outside of Kenya in a CRS vehicle must be approved in advance by or designate. An itinerary must be provided with contact information throughout the travel.
1. When CRS Drivers are requested to drive international employees for personal reasons, it is the international employee’s responsibility to cover their costs, including salary, lodging and per diem.
2. When traveling outside of Nairobi, staff should request that the vehicle be fully fueled prior to departure. Staff are required to conduct a brief yet detailed vehicle inspection before leaving the main office facility and on each day of the travel. Document on the *Vehicle Daily Inspection Checklist* (available in the vehicle Log Book).

***Regulations specific to national staff:***1. Any requests for personal use of CRS vehicles must be submitted to the Administration Office and VMU, and will be approved in advance by the HoOps on a case-by-case basis. Persons requesting use of the vehicles for private/personal reasons must agree to all payment requirements specified above.
2. The private/personal use of CRS vehicles for special occasions - such as weddings, funerals and moving to a new residence - may be approved on an individual basis according to vehicle availability. Only the CR may authorize such use.
3. Under certain special conditions CRS will permit the personal use of a vehicle for national staff. In some cases, CRS will bear the costs of the personal use; in other cases, staff will be required to cover the costs at the approved personal use cost recovery rate. Special cases include:

- attend the funeral service and burial of a member of the employee’s nuclear family;- attend the funeral service and burial of a colleague or a member of a colleague’s nuclear family;- participate in a social event or function for a colleague. |
| ***Damage to, loss and theft of vehicles*** | * Irrespective of personal or business use, employees found at fault for physical damage to or loss of a vehicle are subject to a deductible not to exceed US $500 per event for the repair or replacement of the vehicle.
* Deductibles for national staff found liable for damage to or loss of a vehicle are set by the Country Representative in alignment with local legal statutes. Penalties shall not exceed 25% of one (1) month’s net salary.
* When unreported accidents, damage to or loss of a vehicle are uncovered, they will be fully investigated and deemed to be the fault of the driver. Not reporting accidents is a serious offense which could result in termination of employment.
* Accidents (or “Road Crashes”) are defined as follows, and must be reported on an **Accident Report Form**:

- Any event involving a CRS vehicle that results in injury or death to an employee or 3rd party;- If no injury or death occurs, material damage resulting from the following categories, regardless of repair cost:* 1. collision between moving vehicles (includes non-motorized vehicles);
	2. collision between a vehicle (or motorcycle) and a stationary object (e.g., in a parking lot while backing up);
	3. non-collision road crash such as a vehicle roll over, spinning out of control, skidding or running off the road;
	4. collision with a pedestrian or animal;
	5. vehicle damaged while parked.
* Incidents are defined as follows, and must be reported on a **Security Incident Report Form**:

- theft of a vehicle;- theft of objects from a vehicle;- carjacking.* Levels of damage to vehicles are defined as follows:

- **Negligible damage:** damage can be considered normal wear and tear (e.g., dent from door of another vehicle caused in a parking lot; surface scratches) that generally does not require immediate repair and does not impact the operational status of the vehicle – does not result in vehicle down-time.- **Minor damage:** damage that is not considered normal wear and tear, and may require repair either to retain the value and appearance of the vehicle (e.g., small dents to a fender; bad scratches that go through the paint to the body of the vehicle) or to bring back to a safe and fully operational status (e.g., broken tail light cover; broken rear-view mirror) – may result in a small amount of vehicle down-time.- **Significant damage:** damage that must be repaired to bring the vehicle back to a safe and fully operational status (e.g., broken windshield or other window; dent that restricts door operation or wheel functionality) – may result in extended vehicle down-time.- **Major damage:**  damage is so severe the vehicle can no longer be operated safely or legally until repaired – generally results in vehicle being out of service for several weeks.- **Totaled:** vehicle is so damaged it either cannot be repaired or the costs of repair exceed the value of the vehicle.* Whenever an approved vehicle driver is found liable for damage to or loss of a vehicle, they will submit a Vehicle Accident Report to the HoOps for review. The HoOps, in coordination with the HoP, SO and/or other senior staff, will make a determination as to the payment of a deductible and the future status of driving privileges. Serious abuses will be fully documented, and may result in a probationary period, suspension or removal of driving privileges, or more serious punitive measures.
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| ***Penalties for non-compliance with the vehicle use protocols*** | * Non-compliance with the protocols outlined above may result in a verbal and/or written warning, the restriction or suspension of driving privileges, and in severe cases, loss of employment.
* The HoOps, SO and HoP, along with the staff member’s supervisor, will discuss specific infractions with the CR to make a judgment about the case. The ultimate decision will be announced to the staff member verbally and in writing by the CR or designate.
* Staff may appeal any decision they believe to be unreasonable, unfair or undeserved. Appeals must be made within seven (7) days of the decision, and shall be addressed in writing directly to the CR for consideration. The CR shall pronounce the final decision within seven (7) days.
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| ***APPROVALS*** |              Approved: (signature and date) |

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