

5.5 Vehicle usage

5.5.1 Vehicle registration process

All vehicles must be registered in their country of operation, in compliance with local law.

Vehicles (and larger generators) must be registered and insured before they can be considered operational. The registration process depends on the circumstances in which the vehicle arrives in the operation:

- The vehicle is imported new, with no previous registration records
- The vehicle comes with export plates from the country of dispatch (which may or may not be the country of origin). Export plates usually have limited validity
- The vehicle is still fully registered in the country of dispatch
- The vehicle is already deregistered in the country of dispatch
- The vehicle is registered in a third country

Import procedures must usually be completed and the vehicle must be customs cleared before it can be registered. In addition to the customs clearance certificate, the below documents will be required:

- Invoice
- Packing list
- Certificate of origin
- Vehicle gift certificate (if applicable)

Only a partner with legal status in the country of operation can register a vehicle in their name. Therefore, vehicles used in an operation will usually be registered under the name of the IFRC or the HNS, unless collaborating PNSs have legal status in the country of operation.

Note: Generators and handling equipment do not usually require registration but this can vary between countries.

5.5.2 Insurance

Only a partner with legal status in country of operation can subscribe to an insurance policy. Therefore, vehicles used in an operation will usually be insured under the name of the IFRC or the HNS, unless collaborating PNSs have legal status in the country of operation.

Vehicles rented through the VRP (see Section 5.2.4.3) will be included in the IFRC global insurance policy, but additional insurance policies must be subscribed to locally, as applicable (these are usually third-party, theft and accident).

The IFRC can provide subsidiary third-party insurance for all VRP and operation-owned vehicles, including PNS-owned vehicles that are registered through an IFRC operation and comply with Federation requirements (see below). The IFRC can also provide self-insurance provision (SIP) to cover repairs and replacement costs in case of accidents, though this is only available to VRP-leased vehicles. Claims raised under the SIP policy must be reported within one month of an accident.

Refer to the **VRP agreement** for more details on insurance claims and payable excesses.

A Federation operation may register vehicles for insurance on behalf of a PNS under the following conditions:

- A fixed asset registration form is submitted and IFRC operation obtains approval from global fleet base
- The PNS signs an integration agreement with the operation
- The PNS agrees to respect the IFRC's standard operating procedure, as laid out in the IFRC fleet manual
- All PNS drivers are tested and sign the operation's driving rules and regulations
- Only drivers with a valid authorisation issued by the head of the IFRC operation may drive the vehicles

Vehicles owned by a PNS and registered under the IFRC are subsequently covered by all IFRC insurance policies.

In order to register the vehicle in the name of the IFRC, the PNS must present the vehicle to the IFRC with a gift certificate and commercial invoice, certificate of origin and packing list. If the PNS intends to export the vehicle at a later date, this should be agreed in writing at the time of registration.

In order for the Federation-contracted insurance policies to apply, insured vehicles must be driven by RCM staff with a driver's authorisation form.

5.5.3 Tracking vehicle and generator use

For accountability and safety purposes, the use of fleet in an operation must be monitored. It is recommended that regular training is conducted, with refresher training for fleet users and spot checks on the correct use of logbooks.

5.5.3.1 Vehicle logbooks

Every vehicle operated by the BRC, including rented vehicles, must have an allocated **vehicle logbook** to monitor the use of the vehicle, refuelling and maintenance.

Every movement of the vehicle must be captured in the logbook, which is an auditable document.

Where cargo is transported, reference must be made on the logbook to the waybill associated with the load transported

Every entry in the logbook must be signed by the driver (for refuelling), the passenger (for trips) or the fleet manager (for maintenance services).

Where vehicle costs are charged to specific cost codes or programmes, these must be recorded in the logbook, with the passenger or cargo details.

5.5.3.2 Generator and handling equipment logbooks

The use of generators and other handling equipment such as forklifts must also be monitored and auditable. Running hours must be captured in a logbook. Details to be included in the generator and handling equipment logbook include:

- Every period of usage (running hours) – signed off by the user in charge
- Refuelling – signed off by the person in charge
- Maintenance services – signed off by the fleet manager or mechanic (as applicable)

The generator (or equipment) handbook must be controlled by the logistics lead at regular, pre-agreed intervals. The logistics lead should sign or initial pages after each regular check.

Generators and handling equipment should normally be allocated to a specific cost code or programme. Where that is not the case, details of the recharge must be indicated on the logbook.

5.5.4 Safety and security

5.5.4.1 General vehicle safety

Fleet procedures and road safety policies are in place to ensure maximum security for drivers, passengers, and vehicles, and must be adhered to.

All vehicles must be mechanically sound and roadworthy. Fuel, tyres (including the spare), water, coolant, brake fluid, steering fluid and oil levels must be checked regularly. Refuelling should be optimised so that a vehicle's tank is always at least half full.

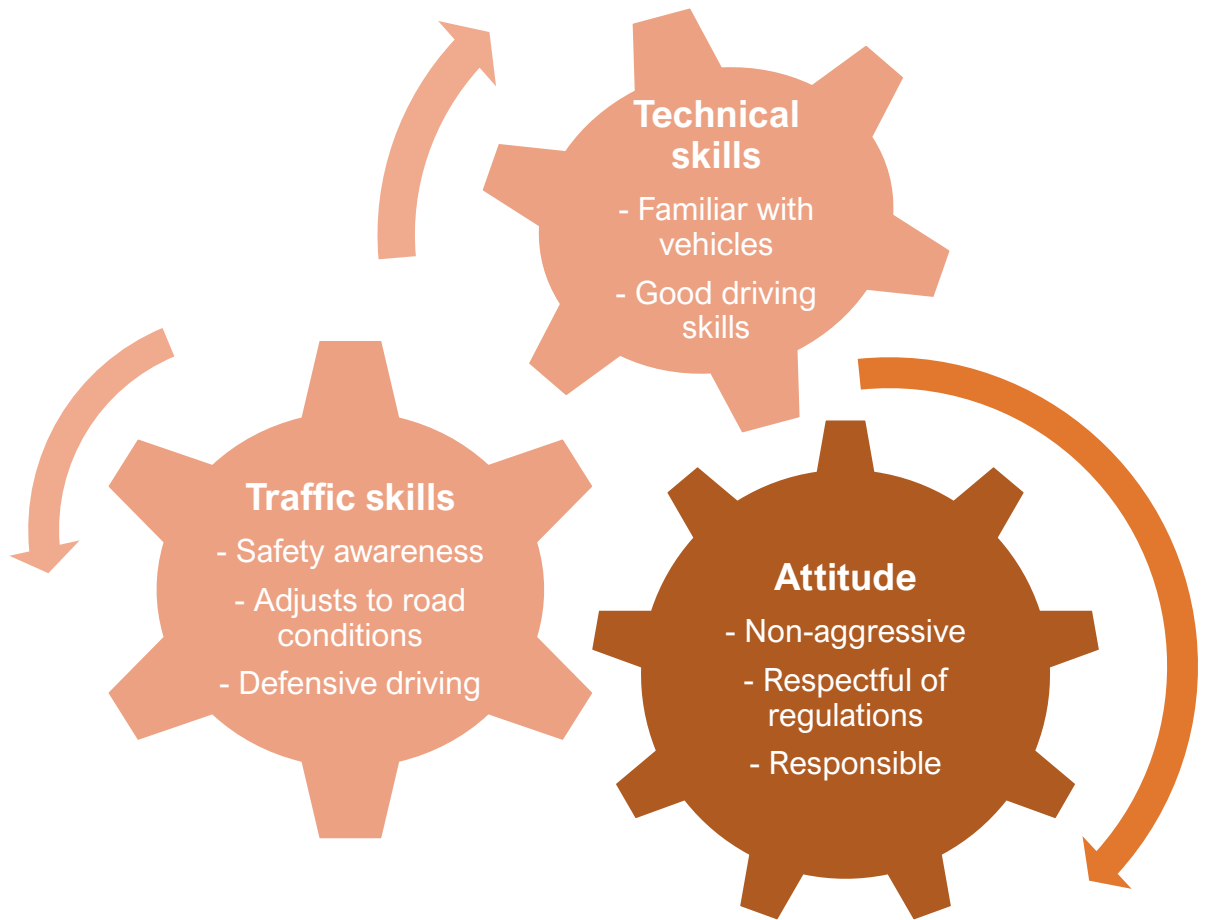
Around 50% of the incidents in humanitarian organisations concerning safety and security are related to the use of a vehicle.

Accidents, carjacking, vehicle and fuel theft are the most common incidents.

Depending on context, all vehicles should be equipped with communication equipment, emergency repair materials (spare tyres, jump leads, vehicle jacks), passenger safety equipment (safety belt, drinking water), accident preparedness equipment (first aid kit, fire extinguisher, list of contact numbers). All vehicles must be equipped with Red Cross markings, including emblem and no weapons sign.

As per Section 4.6.6, inspection and maintenance must be planned, conducted, and documented, in order to ensure that vehicles and generators are safe and efficient.

The driver of a vehicle is responsible for checking the condition of their vehicle and all necessary equipment in the vehicle, while the facilities manager is responsible for checking the condition of generators.



Aspects of a good driver

5.5.4.2 Using generators safely

Where generators are used as back-up power or a primary power supply system, the below recommendations will ensure safe usage of the units:

Generator sheds (see the example design below) are recommended to limit access to the generator and protect humans and animals. It also ensures that only one person oversees the maintenance of the generator.



1. Distance between the top of generator and the ceiling is a minimum of 1.5 metres to ensure good ventilation and access for maintenance. Around one metre is required around the generators and between two generators
2. Well-secured area with a lockable gate, blocked from weeds growing in but sufficiently open to let gas escape
3. Enough openings in the structure to allow good ventilation, both at the bottom and the top
4. Sufficient space for the storage of oil, funnels etc. Fuel should not be stored in the generator room/shed.
5. Exhaust outside the structure, protected from rain and a straight pipe without sharp angles
6. Firefighting equipment – an ABC-type fire extinguisher and a bucket of sand with a shovel as a minimum

GENERATOR SAFETY - BASICS

SETUP

Ensure the ground (or preferably the concrete foundation) is strong enough to hold the weight of the generator.

Elevate the generator by 10–20cm above the ground to prevent it from flooding.

In very hot conditions, generators might overheat. A running schedule should be used to allow the generator to cool down. Do not open the doors of the generators while it is running, as this disables the cooling function.

USAGE

Do not daisy chain extension cables, as they will melt.

Do not overload the generator by connecting too many appliances at the same time. See appliances' kVa rates table in 5.2.2.

Make sure a grounding pin is properly installed to the generator, and that all the cables and appliances have a connection with grounding.

For the semi-permanent installation of generators, a qualified electrician should be hired to connect the generator to the internal electric network. Connecting appliances directly to the generator in emergency settings should be done using the generator's manual.

Raising the generator on a wooden structure (pallets, for instance) may help reduce the vibrations in the generator set, thus increasing the generator's working life and dampening the sound of the engine.

5.5.4.3 ICRC Convoy procedures

When operating in the field, the ICRC and other Movement partner often travel in convoys. Because of the nature of ICRC operations, unarmed and in conflict situations, humanitarian personnel often travel in a group of vehicles, for protection purposes. The head of delegation decides in what situations this is necessary.

The aim of the **ICRC Convoy Procedure document** is to provide guidelines to staff organising or joining convoys. The list of responsibilities is designed to help conveyors and drivers in the field, before, during and after a convoy.

5.5.5 BRC driving procedure

The British Red Cross has a '**Driving in the British Red Cross**' policy that must be adhered to when driving a BRC vehicle in the UK.

When driving a BRC vehicle outside the UK, the agency with security lead (the IFRC, ICRC or HNS) provides driver regulations. It is the responsibility of every BRC delegate to enquire about applicable driver regulations when joining a Red Cross operation.

The driving policy should cover the use of vehicles for private use, eligibility criteria to drive, health and safety management and contact people, instructions on how to request for vehicles and guidance on reporting the use of vehicles.

When delegates use vehicles for their personal use, they must follow the local fleet management system in place in terms of requesting the vehicles, recording their use of the vehicle and following the security guidelines in place

Provided that they have passed the driving test and hold an official driving license, delegates may be allowed to use vehicles for personal use. However, rules applying to the personal use of vehicles will vary depending on the context of the operation, and advice should be sought from the IFRC or the HNS.

In some operations, the personal use of fuel will be recharged to delegates.



Logbooks must be kept up to date for personal as well as professional use.

5.5.6 IFRC driver rules and regulations

All personnel deployed within the IFRC must read and sign a copy of the operation's **driver rules and regulations form** before they are authorised to drive a Federation vehicle.

The form sets out both country-specific rules and standard operating procedure for the use of Federation vehicles. A signed copy of the form will be kept in the staff member's personnel file.

The default position on IFRC and other RC missions is that delegates are not allowed to drive themselves, unless the country-specific driver rules and regulations allow it. Medical evacuations and security situations are treated as exceptions to that position.

The standard **driver rules and regulations form** must be adjusted to reflect country-specific conditions. The head of operation for a Federation operation, the head of project for a PNS operation or the secretary general for a National Society operation determines the country-specific rules concerning vehicle use (for example, conditions for and limitations on delegate driving, mission order procedures, country-specific security regulations, etc).

The fleet manager or delegated authority must ensure that all vehicle users are aware of Federation procedures and country-specific rules, as well as local driving regulations and conditions.

All drivers, including delegates, must have a valid **driver authorisation form**, signed by the head of operation and the fleet manager, before they are permitted to drive a Federation vehicle. The authorisation must specify the types of vehicles permitted and any limitations on their use.

Driver authorisations granted to delegates should specify the precise conditions under which the delegate is authorised to drive a Federation vehicle. In order that that local drivers are adequately informed of their obligations and responsibilities, both the driver authorisation and driver rules and regulations forms should be translated into the local language(s), as well as the operating language of the operation. Drivers should sign the version that is appropriate to their language.

All drivers, including delegates, must undertake a test of driving ability in their country of station or deployment.

The test will be conducted by the organisation with security lead (IFRC, ICRC or HNS). Upon completion of the test, a **driving test report** must be issued and added to their file. Where the driving test report expresses concerns over the ability to drive in the relevant context and conditions, the ability to drive cannot be granted, but a training course can be recommended.

Note: Passengers are restricted to National Society personnel (volunteers and staff), IFRC and ICRC staff. Members of UN agencies and other NGOs are permitted as passengers, as long as travel is within the scope of the Movement's activities. Transporting other passengers or cargo is not allowed, except with previous authorisation from the IFRC country representative or staff in charge of managing local security (for example, programme manager, ops lead, etc).

5.5.7 BRC safety training pathway

Refer to Section 2.12.4.

5.5.8 Planning for usage

A well-sized fleet should aim for maximum usage, with minimum "idle" time and maximum availability for requests, with minimum service interruption or "down-time".

5.5.8.1 Requesting a vehicle and cost recharge

To ensure vehicles are consistently available and sufficient for an operation's needs, with a minimum number of vehicles underused, a request system that is as simple as possible and as complex as necessary will be helpful.

There are multiple ways in which users can request vehicles:

REQUESTING VEHICLES - SYSTEMS		
VEHICLE WHITEBOARD	VEHICLE REQUEST FORM	CARGO TRANSPORT REQUEST FORM
<p>Used on a daily basis, listing all available vehicles. Requestors write their name and department on the whiteboard, with trip details (destination, departure time, number of passengers, estimated duration).</p> <p>Vehicle requests should ideally be recorded at the end of the week for the next week, with an agreed level of flexibility for unforeseen circumstances</p>	<p>Submitted to the fleet manager or dispatcher within an agreed timeframe before the vehicle is needed</p>	<p>For the transportation of goods within an authorised area.</p> <p>If the transport request is to locations outside of the authorised area, it should be accompanied by a mission order</p>

These methods are applicable to cases where vehicles are needed for local movements on a single day. Longer trips outside of the operating area or multiple-day trips must typically be approved through a **field trip form** or **mission order**, which requires sign-off from line manager, fleet manager and potentially the security manager (depending on context).

Vehicles are usually managed as a pool by the logistics department. Other departments can request to use vehicles, usually on a daily basis, and their usage can be recharged to the requestor through the pool management system.

Logistics usually have budget to cover fleet maintenance costs, but unusual maintenance services can be charged to requesting departments as applicable.

Vehicles can also be fully allocated to a specific budget, with all costs related to them, including driver, fuel, maintenance and insurance, charged to that budget.

5.5.8.2 Fleet productivity: utilisation and performance

In order to review the size of the fleet, monitor usage and report on fleet performance, it is recommended to track productivity in different dimensions.

Fleet performance can be measured looking at:

- **Utilisation:** resource used (number of vehicles used over period) divided by the available resource (total number of vehicles available over the period). Expressed as a percentage

$$\frac{\text{number of vehicles used over the period}}{\text{total number of vehicles available over the period}} = \text{fleet utilisation \%}$$

- **Performance:** actual tonnage (or passengers) moved divided by total tonnage (or passenger space) available in a period. Express as a percentage

$$\frac{\text{tons transported over the period}}{\text{total tons transport availability over the period}} = \text{fleet performance \%}$$

Vehicles' performance can be measured looking at:

- **Utilisation:** number of days/hours used divided by the total number of days/hours in a period. Expressed as a percentage.

$$\frac{\text{number of days or hours the vehicle has been used over the period}}{\text{total number of hours or days in the period}} = \text{vehicle utilisation \%}$$

- **Performance:** number of days available for used/total number of days in a period. Express as a percentage.

$$\frac{\text{number of days in the period the vehicle has been available}}{\text{total number of days in the period}} = \text{vehicle performance \%}$$

Where the vehicle's performance is <80%, the vehicle is not performing well enough and should either be replaced or given a revision.

- Downtime: days that a given vehicle is not available for operations, due to planned or unplanned maintenance (ideally the split between planned and unplanned should be detailed)

Where no logistics staff are available, country representatives/delegates should seek support from HNS, IFRC or UKO logistics coordinators to compile the fleet performance data.

For more details on reporting for fleet, see Section 5.6.6.

Fleet Usage

- Vehicles must be registered in country and insured
- Agree terms of ownership with HNS or IFRC, as it is unlikely that a PNS can register and insure vehicles in their own name
- Use vehicle logbooks to monitor the usage of fleet and generators
- Stay safe. 50 per cent of security incidents in humanitarian operations occur on the roads
- Install generators safely
- Organise vehicle convoys where relevant, and ensure convoy procedure is understood and respected
- Have a robust planning and monitoring system in place