

GREY FLEET CASE STUDIES

Organisation

- **Sector :** Disability
- **Number of employees/volunteers :** Approximately 7000 (Workers working within a 30 day period).
- **Industry :** Disability
- **Grey fleet size :** Approximately 4000 vehicles.



Problem

- Large, remote workforce.
- **Constrained Budget** due to sector pricing.
- **Low knowledge** of grey fleet within Head office and the wider workforce.
- Employees predominately casual.



Approach and proposed solution

- WHS audit which focused on grey fleet compliance with defined actions captured in Action Plan
 - Updating grey fleet policy.
 - Improved pre-start checklist.
 - Greater compliance monitoring (eg. vehicle registration and insurance).
 - Conducting regular grey-fleet audits to better understand grey fleet and mitigate risk accordingly.
 - Implementing a wellbeing platform with “track my journey” feature.
 - Offer grey fleet training.
 - Seek grey fleet insurance for the business.



Implementation

- Grey Fleet Working group template used to enhance current policies and align with best practice.
- Pre-start checklist updated with grey fleet working group advice and sector specific pre-start checklist provided by Safework.
- Greater compliance monitoring achieved through a technical implementation- non-complaint workers precluded from providing transport.
- Regular, data driven grey fleet audits conducted on top drivers.
- Wellbeing platform with “track my journey” feature successfully implemented.
- Grey fleet training under development (To host NRSP training on internal training platform).



Results and outcomes

- Improved Leadership buy-in and awareness.
- Updated Policy Approach modeled off of best practice.
- Improved compliance systems which capture vehicle registration and insurance (individuals that do not provide these details are precluded from providing transport support).
- Upon investigation and follow up with insurers, no clear 'grey fleet insurance' product was found to be available.
- Grey fleet audit process.
- Resulting in better awareness of the composition of the company's grey fleet and informing risk-based resource allocation.
- Company to conduct project to assist young drivers.



Lessons learned

- Existing processes can be tweaked and improved to deliver grey fleet outcomes.
- Leadership training and increased awareness of grey fleet has positive trickle down effects.
- Understanding and tracking of grey fleet compliance has delivered marked change on a very modest budget.



Recommendations

- Spread awareness and understanding of grey fleet as broadly as possible through leadership and workforce so all can look for opportunities to improve.

