

Keeping you informed about progress at QFleet and in the motor industry

This month's issue

| | | | |
|--|---|-----------------------------|---|
| A Message from the Group General Manager | 2 | Vehicle market forces | 4 |
| News from Fleet Services | 3 | CAS tips | 5 |
| Road safety review | 3 | The service centre | 5 |
| Fit for duty | 4 | Auction schedule | 6 |

Government fleet goes green

214,000 trees will be planted and 54,500 tonnes of CO₂ emissions will be neutralised this year as a result of QFleet's commitment to Greenfleet.

Announced recently by the Minister for Public Works and Housing, Mr Robert Swarten, QFleet's 12,600 vehicles will become part of the largest Greenfleet subscription ever.

Queensland Services Group General Manger, Les Clarence, said the Greenfleet subscription was part of QFleet's commitment to the government's environmental priorities.



From left: Les Clarence and Greenfleet's Henry O'Clery and Professor Ian Lowe plant the first of 214,000 trees.

"At QFleet we take our responsibility to preserve the environment seriously," he said.

"QFleet's whole-of-fleet subscription is in line with the Queensland Government's priority of valuing the environment."

QFleet will fund the subscription for all fleet vehicles, meaning the cost will not be passed on to clients through increased lease rates.

"QFleet is happy to cover the costs on behalf of the clients as a demonstration of our commitment to managing the environmental impacts caused by engine emissions," Les said.

Greenfleet is a public organisation that has developed a highly regarded program of coordinating tree-planting projects specifically aimed at neutralising motor vehicle greenhouse emissions.

For an annual fee, Greenfleet plants and nurtures enough trees to offset the effects for one year's CO₂ emissions from the average car. Seedlings of original species are planted in tree-depleted areas, and are left in the ground permanently.

Les said trees for QFleet's subscription would be sourced from Queensland and planted in Queensland.

"As well as supporting the environment, our Greenfleet subscription will also support Queensland's native flora industry."

For more information on Greenfleet, visit their web site at www.greenfleet.com.au.



QFleet
Queensland Government
Queensland Services Group
Department of Public Works



A message from the Group General Manager

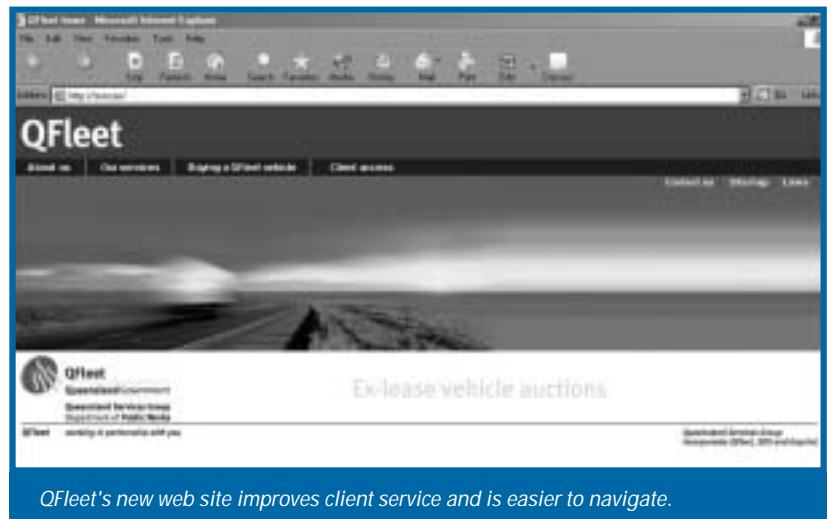
This month's cover story, "Government fleet goes green", is one QFleet is particularly proud to announce. With a fleet of more than 12,600 vehicles, QFleet is committed to making a significant contribution to reducing greenhouse gas emissions.

The statistics on greenhouse gases are alarming. More than 16 per cent of Australia's greenhouse gas emissions are generated by the transport sector, with more than 90 per cent of these emissions attributed to road transport. This equates to more than 66 million tonnes every year, and this figure is rising.

At QFleet, we recognise the responsibility we have to lead the way when it comes to the environment and the Government's vehicle fleet. Signing up the entire fleet of 12,600 vehicles to Greenfleet is another significant step QFleet has taken in responsible and practical means of neutralising greenhouse emissions from the State Government's fleet and improving quality of life for all Queenslanders.

Another exciting development for QFleet was the launch of our new web site in February. At QFleet we are continually aiming to improve our client service, and we hope the new web site will be easier for our clients to navigate. The new web site has also been updated to reflect QFleet's corporate identity. I encourage anyone with comments or feedback about the new site to e-mail us at mail@qfleet.qld.gov.au.

On a more personal note, the Easter break is fast approaching and many of you will take the opportunity to enjoy a well-deserved break by driving to your favourite holiday destination. Sadly, Easter is also the time of year when some of the most horrific road accidents occur.



QFleet's new web site improves client service and is easier to navigate.

The risks associated with driving are many. But there are simple rules you should follow to help stay safe on the roads this Easter: don't drive for more than eight hours a day, share the driving wherever possible and plan regular breaks every two hours. Following these rules should help ensure this doesn't become an Easter to remember for all the wrong reasons.

I recommend you visit the RACQ site at www.racq.com.au to assist you in planning your trip. Visit Queensland Transport's web site at www.roadsafety.net to see *Driver Reviver* locations and opening times this Easter.

From all the team at QFleet, have a safe and happy Easter.

Reminder

QFleet is reminding clients to return the spare keys and log books when they return their vehicles at the end of the lease. Clients will be charged the replacement cost of any missing items.

Contacting QFleet

QFleet Head Office

Level 5 295 Ann Street
Brisbane

GPO Box 293
Brisbane Queensland 4001
Telephone 07 3224 4292
Facsimile 07 3224 6242

Senior Fleet Consultant

Felicity Hawthorne
Telephone 07 3224 5162
Felicity.Hawthorne@qfleet.qld.gov.au

Fleet Teams

Perry Landamore **Fleet Consultant**
Telephone 07 3225 8114
Facsimile 07 3227 8216
Perry.Landamore@qfleet.qld.gov.au

Carmel Mangano **Fleet Administrator**
Telephone 07 3225 8584
Facsimile 07 3227 8216
Carmel.Mangano@qfleet.qld.gov.au

Tania Mahoney **Invoice Enquiries**
Telephone 07 3224 6826
Tania.Mahoney@qfleet.qld.gov.au

Road safety review

Towing the line safely

Towing trailers and caravans can be a dangerous activity without proper driver training and vehicle preparation.

Towing requires more skill and knowledge than normal driving. Before towing a trailer, drivers should undergo training to develop their towing skills. The training should include road safety and courtesy, trailer loading, legal requirements, maintenance and trip preparation.

Drivers should also be aware of the towing limits of their vehicle and its towbar. This information can usually be found in the vehicle's handbook.

Special consideration should be given to trailers being towed in off-road conditions. Few vehicle manufacturers provide data about off-road towing, but QFleet recommends a 50% reduction of the maximum recommended towed weight.

Caravans and trailers should be regularly inspected and maintained to remain in a



Towing requires special driving skills. (Photo courtesy of Main Roads.)

roadworthy condition. Items such as tyres, brakes, suspension, lights, safety chains, mudguards, towing couplings and wheel bearings are prone to failure. It is a good idea to have your trailer inspected or serviced regularly to minimise failures.

For more information about safe towing or training courses, contact your Fleet Consultant or QFleet's Maintenance Manager, Allan Smith, on 07 3225 8783.

News from Fleet Services

QFleet recently entered bulk buy arrangements with several vehicle manufacturers. Bulk buying power means QFleet can continue to give you competitive lease rates.

Toyota

QFleet has entered a bulk buy arrangement with Toyota Motor Corporation. The bulk buy was for 600 Toyota Camry vehicles. Outlined below are the vehicles included in the bulk buy as well as numbers available in each range.

4 Cylinders

| | |
|-------------------------|----|
| Toyota Camry CSi Sedans | 36 |
| Toyota Camry CSi Wagon | 16 |
| Toyota Conquest Sedan | 91 |
| Toyota Conquest Wagon | 39 |
| Toyota Camry CSX Sedan | 16 |
| Toyota Camry CSX Wagon | 2 |

6 Cylinders

| | |
|------------------------|-----|
| Toyota Camry CSi Sedan | 84 |
| Toyota Camry CSi Wagon | 34 |
| Toyota Conquest Sedan | 182 |
| Toyota Conquest Wagon | 79 |
| Toyota Touring Sedan | 19 |
| Toyota Touring Wagon | 2 |

The 6 cylinder 3 litre Camry CSi Auto Sedan offers outstanding value for money, as does the Conquest, which is fitted with dual air bags, ABS brakes and cruise control.

These vehicles are available to order now (normal 90-day delivery timeframe is required).

Holden

In April, 128 Holden Commodore Executive sedans and wagons will be available with low kilometres. Queensland Police used

these vehicles during CHOGM. Most are fitted with sports suspension, cruise control, dual airbags, ABS brakes and power windows. Lease rates are very competitive compared with base model prices for Commodore Executive Sedans.

Nissan

In the small car segment, QFleet has purchased 100 Nissan Pulsar ST Hatchbacks. The ST Pulsar represents outstanding value with savings of \$98 (net) per month, compared with the usual lease rate for 24/40 000 km (based on automatic). This offer is only available until mid April.

For more information regarding lease rates, please contact your Fleet Consultant or Fleet Administrator.

Desiree Farry **Fleet Consultant**
Telephone 07 3227 8342
Facsimile 07 3227 8216
Desiree.Farry@qfleet.qld.gov.au

Patrick Smith **Fleet Administrator**
Telephone 07 3225 8208
Facsimile 07 3227 8216
Patrick.Smith@qfleet.qld.gov.au

Kristina Wutzke **Invoice Enquiries**
Telephone 07 3224 6305
Kristina.Wutzke@qfleet.qld.gov.au

Catherine Conaty **Fleet Consultant**
Telephone 07 3224 6756
Facsimile 07 3227 8216
Catherine.Conaty@qfleet.qld.gov.au

Mary-Ann Micallef **Fleet Administrator**
Telephone 07 3224 5997
Facsimile 07 3227 8216
Mary-Ann.Micallef@qfleet.qld.gov.au

Vanessa Byrne **Invoice Enquiries**
Telephone 07 3225 8784
Vanessa.Byrne@qfleet.qld.gov.au

Fit for duty

Selecting the right vehicle for the job will help you reduce fleet costs.

Preparing a vehicle duty statement is the first step in selecting the right vehicle. The statement should identify the vehicle's operating environment, main tasks, vehicle loading and types of accessories required.

The statement should also identify the correct operating parameters for each vehicle, to ensure that only the required service delivery kilometres are purchased.

Preparing vehicle duty statements should assist fleet managers in determining the most efficient

and cost-effective composition of their fleet.

In response to client requests, QFleet has developed a vehicle duty statement pro forma, which will enable clients to identify fleet options to meet their needs.

The pro forma will assist clients with:

- identifying and specifying their transport needs
- developing selection criteria
- evaluating vehicle options
- making selections based on the selection criteria

- reviewing decisions by management prior to order.

The key benefit of the pro forma is that it provides a robust decision-making process, ensuring transparency, accountability and selection based on each agency's specific needs.

The vehicle duty statement pro forma will be trialed over the next few months. Any clients wishing to participate in the trial should contact the Customer Relations Branch on 1800 668 283 or e-mail crb@qfleet.qld.gov.au.

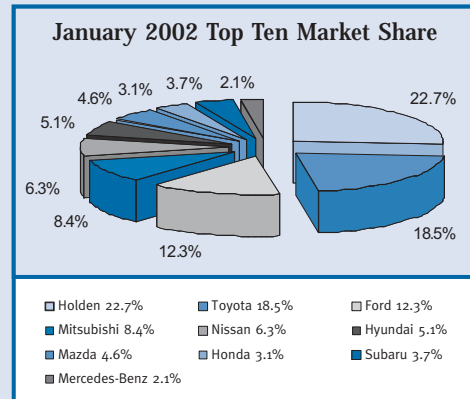
Vehicle market forces

January 2002 overall market

The January 2002 market is up by 13.9% compared with January 2001. This represents an increase of 298.2 vehicles per day in comparison with January 2001, which had the same number of selling days. This is a new record for the month of January.

January 2002 market segments

- Passenger vehicle retail sales for new vehicle volume improved by 9.4% compared with January 2001.
- Light truck retail sales for new vehicles volume increased by 26% compared with January 2001.
- Heavy commercial retail sales for new vehicles volume decreased by 10.7% compared with January 2001.



This information is sourced from VFacts - the vehicle industry summary report released monthly by the Federal Chamber of Automotive Industries.

Bits 'n' bytes

The Australian New Car Assessment Program (ANCAP) carries out crash tests to compare how well cars protect drivers and passengers in serious front and side crashes.

The program is supported by automobile clubs and federal and state governments throughout Australia.

To find out your car's crash safety rating, go to www.nrma.com.au and click on 'Crash Tests'.



Senior Account Managers

1800 668 283

Maintenance Controllers

1800 061 819

QFleet Workshop

72 Pineapple Street
Zillmere
Telephone 07 3406 6900
Facsimile 07 3406 6946

Vehicle Hire Service

80 George Street
Brisbane
Telephone 07 3224 4180
Facsimile 07 3224 4012

South Brisbane Service Centre

131 Colchester Street
South Brisbane
Telephone 07 3405 6857
Facsimile 07 3405 6858

CAS tips

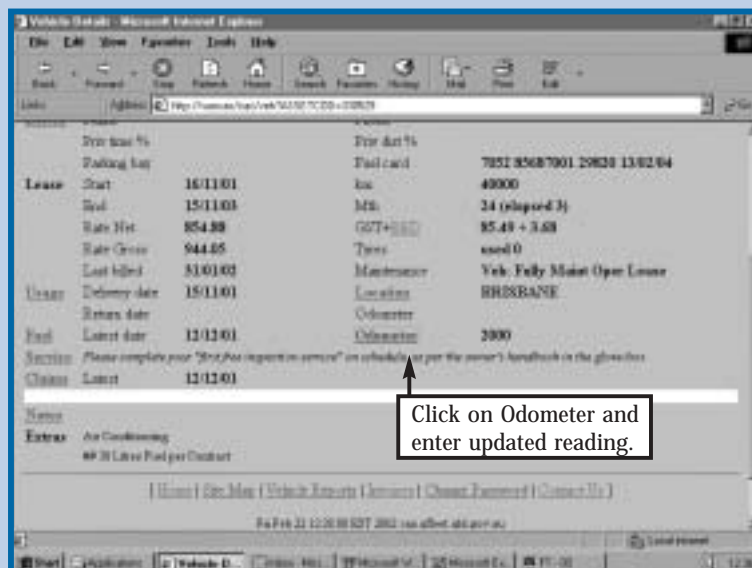
Fleet Summary Report

QFleet is reminding clients you can now update odometer readings for vehicles on-line. On the Vehicle Details screen within QFleet's Client Access System (CAS) simply scroll down, click on **Odometer** and enter the new reading.

This feature helps clients with:

- providing up to date information when doing "Usage" reports
- choosing appropriate lease packages when ordering a new vehicle
- checking service requirements
- calculating estimated excess charges.

For further information about the **Odometer** facility, please contact your Fleet Consultant or Fleet Administrator.



The service centre

Where to go

All QFleet vehicles are covered by a full manufacturer's warranty. To comply with warranty conditions, vehicles should be serviced in accordance with the manufacturer's requirements as specified in your vehicle's handbook.

While the selection of a service provider is your choice, QFleet recommends you have the vehicle serviced at the manufacturer's dealership or the closest approved service provider to you.

When you take your vehicle for services or repairs, the service provider must contact QFleet's Maintenance Controllers prior to commencing the work.

The service provider will be asked to provide information on the nature and cost of the service or repairs, the vehicle registration and current odometer reading.

Following our approval, we will give the service provider the authorisation to proceed with the work.



A list of approved service providers is included in your glovebox wallet.

When you collect your vehicle after any servicing or repairs, check the work has been carried out to your satisfaction. If you are not satisfied with the work performed, try to resolve the matter with the service provider or call our Maintenance Controllers immediately.

Where emergency servicing or repairs are required out of hours, approved service providers will be free to use

their discretion to ensure the vehicle is repaired as soon as possible.

A list of approved service providers is included in your glovebox wallet. You can also call our Maintenance Controllers for this information.

Where there are no approved service providers in

your location, you should use your discretion to have the vehicle serviced or repaired, or contact our Maintenance Controllers for advice on 1800 061 819. Always contact QFleet's Maintenance Controllers before allowing a non-approved service provider to commence work.

QFleet auction schedule

April 2002

With RACQ offering pre-inspection (on some vehicles), pre-approved finance, insurance and membership services on site at our Zillmere auctions, there's never been a better time to buy a QFleet ex-lease vehicle. Many RACQ services are also available at our regional auctions.

QFleet vehicles offer peace of mind and quality at value-for-money prices. We offer a wide range of popular makes and models to choose from and all vehicles come with the balance of new car warranty and a statutory warranty. An optional extended warranty is also available at competitive prices.

For added convenience, check out QFleet Vehicles Online at www.qfleet.qld.gov.au. Our online auctions offer you the opportunity to bid for top quality vehicles in your own time.

QFleet auctions are held throughout Queensland. Check the list below for the auction site nearest you.

Brisbane

QFleet Workshop

72 Pineapple Street, Zillmere

Inspection 10am to 4pm on the Thursday prior to auction and 8am to 10am on auction day

Auction 8.30am and 10am

Dates Friday 5, 12, 19 and 26 April

Gold Coast

Public Trust Office

Cnr Nerang and Garden Street, Southport

Inspection 12noon to 4pm on day prior to auction and 9am to 11am on auction day

Auction 11am

Date Wednesday 3 April

Sunshine Coast

Nambour Showgrounds

Coronation Avenue, Nambour

Inspection 12noon to 4pm on day prior to auction and 9am to 11am on auction day

Auction 11am

Date Tuesday 16 April

Toowoomba

Plant Hire Services Workshops

427 Greenwattle Street, Toowoomba

Inspection 8am to 11am on auction day

Auction 11am

Dates Thursday 4 and 18 April

Maryborough

Department of Primary Industries

Forestry Workshops

Walker Street, Maryborough

Inspection 8am to 11am on auction day

Auction 11am

Date Wednesday 17 April

For further information about QFleet auctions contact either Rodney Clough on 07 3224 6149 or Selina Walmsley on 07 3225 8998. For an auction catalogue fax the Public Trustee on 1902 241 027 (dial from fax handset) or visit their web site at www.qfleet.qld.gov.au.

Rockhampton

Plant Hire Services Workshops

214 Richardson Road, Kawana

Inspection 8am to 11am on auction day

Auction 11am

Date Tuesday 9 April

Mackay

PHS Workshops

Cnr Bridge Road and Hume Street,

Mackay

Inspection 8am to 11am on auction day

Auction 11am

Date Monday 8 April

Townsville

Plant Hire Services Workshops

Jurekey Street, Cluden

Inspection 2pm to 4pm on day prior to auction and 8am to 11am on auction day

Auction 11am

Date Wednesday 10 April

Cairns

Plant Hire Services Workshops

Cnr Adelaide and Donaldson Streets,

Manunda

Inspection 8am to 11am on auction day

Auction 11am

Date Thursday 11 April

QFleet working in partnership with you

As your partner, QFleet provides fleet and asset services to ensure enduring value for you and for Queensland. We help you achieve your outcomes through our comprehensive range of services including:

- Vehicle leasing and strategic fleet management.
- Short-term and special purpose vehicle rentals through our Vehicle Hire Service.
- Vehicle maintenance, servicing and repairs through the Zillmere Workshop and the South Brisbane Service Centre.
- The closest fuel and detailing to the Brisbane CBD at the South Brisbane Service Centre.
- Insurance claims management and driver safety programs.

■ Fleet advisory services.

QFleet clients are welcome to reprint articles from *Journey*, provided the article is used in full and QFleet is acknowledged as the author.

For further information or to contribute a story idea please contact:

Sarah Willson
Editor *QFleet Journey*
GPO Box 293
Brisbane Queensland 4001
Telephone: 07 3224 5208
Email: journey@qfleet.qld.gov.au

Disclaimer: The materials presented in this publication are distributed by QFleet as an information source only. This information is provided solely on the basis that readers will be responsible for making their own choices on the topics discussed herein and will seek expert advice as necessary. Information is correct at time of printing.

If you do not currently receive a copy of *QFleet Journey* and wish to do so, or you would like to update your details please complete the form below.

First name:

Last name:

Position:

Organisation:

Mailing address:

.....

City/town/suburb:

State: Postcode:

Please fax to 07 3224 6242 or mail to GPO Box 293 Brisbane Qld 4001