Motor trade
risk management
bulletin

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Contents

Your guide to managing risks as a motor trader

Brought to you by Sentinel Corporate Risk and Insurance Services Limited, together with Aviva, this risk management bulletin contains helpful advice for motor traders – to help protect you and your business.

You'll find information on common risks to your business, including damage to vehicles and buildings, employee accidents and criminal activity. Plus, if you're keen for more tips and guidance on a particular topic, there are links to further, more detailed information in most sections.

We'll help you see how prepared your business is for the road ahead, and what further steps are needed to prevent potential losses.

Driving vetting

Whether they're taking a test drive or moving cars around the forecourt, as a motor trader it's your responsibility to make sure your employees and customers are entitled to drive your vehicles.

Below are some DVLA factsheets and our driver application form, which you can use to check driving licences and record information quickly and easily:

How to share driving licence information

How to view driving licence information that's provided

Recording driver information

Demonstrations and courtesy vehicles

For most motor traders, offering vehicle demonstrations and courtesy cars is an essential part of the service and something customers have come to expect. So it's important to consider how you can help keep your customers – and other road users – safe in the process.

Here are some simple rules you might want to follow:

- **only provide vehicles to customers who are over 25**
- **make sure customers have held a full driving licence for over 12 months**
- **choose quiet times and roads for vehicle demonstrations**
- **avoid unaccompanied vehicle demonstrations**
- **give clear guidance to customers about who can and can't use the vehicle.**

Inductions and training for driving employees

Employees are as likely to have an accident in the first six months of a new job as during the rest of their working life.* So it's important to dedicate time to training new members of staff, and carry out vetting procedures to make sure they're safe on the road.

Proper checks can help avoid potentially risky situations, like a newly qualified driver being asked to handle a high-performance vehicle. And it's important to regularly vet all employees, so changes to their health or driving records aren't missed.

These guides may come in useful for learning more about your employees' driving experience and training them on company procedures:

Guide to vehicle and driver management
Driver induction information
Example of a driver's handbook

*http://www.hse.gov.uk/vulnerable-workers/new-to-the-job.htm

Health and safety procedures

Many workplace accidents are avoidable – often all it takes to prevent them is the right health and safety policies combined with good housekeeping.

If you have more than four employees, you'll need to have a clear health and safety policy that's tailored to your business, which will also form part of your health and safety induction for new staff.

And don't forget you'll need regular risk assessments, which should be carried out by a competent and experienced person, paying particular attention to electrical hazards.

A good place to start is by completing our self-assessment tool to check the state of your current health and safety procedures. These industry standard templates may also come in useful:

Health and safety policy template
Accident reporting form

Fire risks

All businesses can be affected by fire, but it's particularly important for motor traders to understand the risks because of the combustible materials you use, like oils, fuels and gases. Similarly, the storage and disposal of waste is another issue that probably impacts your business more than others.

Identifying and managing fire hazards like these is the best way to keep your employees and property safe, which is why you'll need to carry out a regular fire risk assessment:

Fire risk assessment form

Security of your premises

If your business has vehicles displayed on the forecourt and buildings containing stock, tools and cash, it could be an attractive target for criminals. But there are lots of things you can do to deter break-ins, from installing CCTV to keeping vehicles locked.

The guides below give more details about the different security measures you might want to consider:

Vehicle security

Intruder alarms

CCTV systems

And here are some suppliers who can help:

Insafe – key safes

ATG Access – security posts

Secom – alarms and protection systems

Vehicle cyber threats

As vehicle security improves, car thieves are finding more and more sophisticated ways to steal vehicles.

Devices can now be purchased online which enable criminals to bypass or hack into vehicles' electronic ignition systems. They can then create copy keys, or reprogram the system for use with their own keys. The result is that cars can be driven away without using force or setting off the alarm.

A simple way to prevent these kinds of thefts is by fitting a lockable device to block access to the vehicle's On-Board Diagnostics port (OBD).

Information about ECU/OBD protection devices

Non-vehicle cyber threats

Like most businesses, you're probably embracing new technology all the time to make tasks quicker, easier and cheaper to perform. But unfortunately, this means the risk of cyber attacks also increases.

Cyber attacks can take many forms – from malicious hacking and data theft by organised criminals, to problems stemming from system failures and employee negligence, like misplaced laptops falling into the wrong hands.

Together with Aviva and IDT911, we can provide cyber cover. It includes expert risk management services, to help your business prepare for cyber threats and tackle the issues that arise as a result, like the loss or breach of data.

More about cyber cover

Vehicle repair and body shops

As vehicles become more complex and technical, so does repairing damage after an accident. So being able to show customers that your business complies with industry standards is more important than ever.

Vehicle damage repair certificates are now issued in accordance with BS 10125, which came into effect in December 2015 and replaced PAS 125. Here's more information about what BS 10125 means for you and your customers:

[The industry standard for vehicle damage repair](#)

Autonomous Emergency Braking

Autonomous Emergency Braking (AEB) is one of the most important vehicle safety developments in recent times, because it reduces the frequency and severity of collisions.

The positive impact of AEB has even led to changes in legislation. Apart from a few exceptions, all heavy goods vehicles over 7.5 tonnes manufactured from 1 November 2015 must now have AEB as standard. And since 2016, Euro NCAP has included pedestrian detection functionality in its evaluations, making it difficult for cars to get a 5-star rating without AEB.

Aviva's insurance takes AEB into account, so if your business's vehicles have it fitted, don't forget to let us know how many vehicles, along with the makes and models.

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To find out more, please give us a call on 01772 789455
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