

UA Logistics: Road Transport Information Centre



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Document and Contact Information

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Contents

Purpose of IVMS:.....3
Personal Information:.....3
Blue Driver Key:.....3
Starting a Trip:4
End of Trip:4
Driver FAQ:.....5



Welcome to Shell IVMS!

IVMS Driver Information Sheet

This document explains the operation of the IVMS (In Vehicle Monitoring System) for Drivers.

Purpose of IVMS:

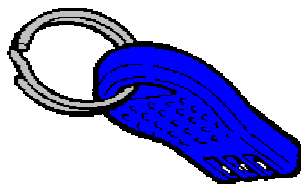
IVMS is a recognized tool to stimulate defensive driving, and to improve driving habits by means of in-vehicle alerting and driver feedback. IVMS units are being installed in Shell vehicles as part of our Goal Zero initiative. The intention of the IVMS is to help improve driving behavior by means of performance indicators and constructive feedback.

Personal Information:

IVMS collects personal information such as your name, the date, time, location, duration of trips and driving behavior, including seat belt use, while the vehicle is turned on. A driver report containing the driver's information and driving behavior will be available to management.

This data is transmitted via cellular, and/or satellite transmission, and is hosted on database servers located in the United States, the United Kingdom, and South Africa (depending on the user database).

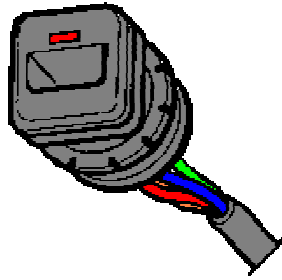
Blue Driver Key:



Each Driver is supplied their own Personal Blue Driver Key (FOB). The fob has a unique ID number that is recorded to the driver in the Database. Any trip information will be accumulated to the specific driver that is currently logged in to the Vehicle. **IMPORTANT: Do not to share your fob with other staff, as it is ultimately your name that will show on the database as driving.**

Starting a Trip:

Once you are ready to start the vehicle enter your Blue Driver Key into the Receptacle and wait for two short beeps. You will find the receptacle located close to the dashboard of the vehicle.



Receptacle

Once Key has been inserted you are logged in to the vehicle as the driver and you can begin driving. The Driver does not need to leave the Blue Driver Key in the receptacle while driving.

Communications kill switch (where fitted):

Some hardwired and portable IVMS units are outfitted with a communications kill switch as an intrinsically safe feature (for operation in non-communication areas). During regular operation the key should be kept in vertical position i.e. communication “ON”. The communication kill switch key can only be removed when in “OFF” i.e. horizontal position. In the “OFF” position only the communications from & to the IVMS unit is suspended; the system still records all data and uploads it when communication is resumed “ON”. While the communication is “OFF” any updates sent to the system will also be suspended until it is turned back “ON”.

As a reminder a short buzzer will sound if the vehicle is driven with the communication kill switch in the “OFF” position. If the vehicle is driven at >25mph or 40km/h with Comms switch OFF the IVMS unit will sound the buzzer continuously.

End of Trip:

Once the Driver has finished a trip, and 15 seconds after switching the vehicle off, the IVMS will automatically end the trip. Even if the Driver has only stopped for a brief period, e.g. to fuel up, a new trip will begin once the vehicle is started. The blue Driver Key will need to be re- inserted into the receptacle so that the driver can be identified as beginning a new trip. Alternatively the driver can leave the Blue Key in the Receptacle and when the vehicle is started again the driver will be identified.

Buzzer: The Sonar / Buzzer will sound if no driver has been identified; it will be an on/off beep until the Blue Key is inserted.

Driver FAQ:

When does the IVMS system beep at the driver?

- **Seat Belt:** If the vehicle is driven without seat belt fastened at a speed greater than 15 km/h.
- **Harsh Braking** – Vehicle stops quicker than 14 km/h/s, system will beep to notify driver.
- **Harsh Acceleration** – Vehicle accelerates greater than 13 km/h/s, system will beep to notify driver.
- **Over Speeding:** When driving above the local speed limit the system will sound the buzzer continuously until vehicle is travelling below the speed limit.
- **Wheel Spin:** The system will record when the wheels loose traction and spin, the system will also beep. In severe cases when vehicle is stuck – please report incident to SJM (Shell Journey Manager).
- **Over Revving:** Engine RPM > 4000 rpm (Diesel); and > 4500 rpm (Gas).
- **Excessive Idle:** Idle Time > 60 minutes.
- **No FOB Driving:** When the fob is not plugged in the receptacle
- **Comms OFF:** When driving with the communication switch switched off

Who is responsible to ensure that the IVMS system is working?

The Driver of the vehicle needs to ensure that system is functioning (log-in will beep). In case of any doubt, inform SJM (Shell Journey Manager).

Who do I contact if I have further questions?

Contact your SJM in the event of any questions or concerns with the system.

What happens if I lose my driver ID key?

Report immediately to SJM

What happens to the data collected for my trips?

Reports on your driving are available to Shell management on a regular basis and on request. This helps recognize good driving behaviour and identify areas where improvements can be made. These reports may also be used for performance management purposes. If needed for investigating and ensuring adherence to Shell policy and procedures. Personal information is



handled in accordance with Shell's Data Privacy Guidelines and applicable local laws. The data is stored within Shell systems, and may also be hosted outside of Canada at secure vendor locations such as servers in the USA, United Kingdom, and South Africa.

In a wider sense, the data provides a documented means by which we can demonstrate good driving.

If you have any questions about the handling of your personal information please contact: UA-IVMS-Admin@shell.com

When I stop the vehicle for a period of time and begin driving again the vehicle makes a short beep unlike that of an event caused by aggressive driving?

This short beep indicates the start of a new trip, if the vehicle is stopped and the engine is idling for longer than two minutes the trip will finish recording and when the vehicle departs again a short beep will sound to notify the driver of a new trip being recorded. This is not recorded as an event.

Why is the unit beeping at me, and I am doing the speed limit?

In rare occasion the GPS may lose signal. This can be due to conditions such as a faulty antenna, lost line of sight with satellites, etc. The unit places you in the last known location, where the speed limit may be lower than the actual posted speed you are driving at. Although the unit will beep at you, no event will be recorded due to the absence of GPS signal.

Note that all data is still recorded. Please report this to SJM as soon as possible.

I am taking the vehicle to the shop for service/repairs/windshield, etc. Do I leave my fob in the vehicle at the shop?

All data is recorded to your driver ID if the vehicle moves with your FOB inserted, so never leave the FOB in the truck or give it to another driver.

What happens when a vehicle is driven without a fob?

The driver will receive the buzzer (alarm) for the duration of the trip. All trip data is still recorded to the database, with vehicle unit number, date and time. A "No-FOB driving" alert is generated by the system.

What happens if the vehicle is driven with the Comms switch off?

There will be a short beep as a reminder that communication switch is off. If the vehicle is driven at >25mph or 40km/h the buzzer will sound continuously. All the data is still recorded during this time and uploaded when the comms switch is turned ON.

