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GLOBAL FLEET  
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CONNECTS

**JUNE 4-6, 2019**

**HILTON MIAMI DOWNTOWN  
MIAMI, FL**

**GLOBAL FLEET CONFERENCE**

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# Using Technology to Improve Safety, Sustainability & Reduce Fleet Spend

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Safelite® AutoGlass



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# Planning for our Future

SUSTAINABILITY is the ability to continue a defined behavior indefinitely.

Environmentally sustainable behavior is “behavior that harms the environment as little as possible, or even benefits the environment.”

We as fleet leaders are obligated to continuously improve and innovate to reduce our carbon footprint. Some domains we can embrace are green house gas emissions, waste, recycling, transport, purchasing and product design and selection.

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# Who we are: Our company



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# Corporate Social Responsibility



**Ethics:** We must do what's right, even when no one is watching.

All employees must complete Safelite's ethics training program.

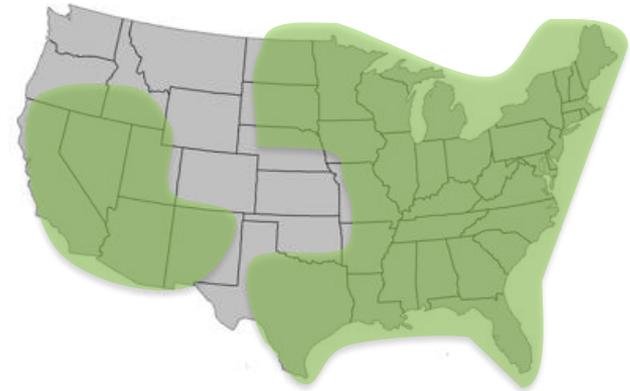
**Environment:** Our commitment to the environment means...

- Thinking green (what can we do?)
- Acting green (how do we do it?)
- Being green (are we always improving?)
- Selling green (is it part of all we do?)

**Giving Back:** The Safelite AutoGlass® Foundation mission is to support organizations that promote the health and well-being of families. We achieve this through monetary and in-kind contributions and volunteer hours.

# Windshield Recycling

- East Program kickoff: March 2012, providing 70% retail replacement volume coverage
- Partnered with Shark Glass Recycling North America
  - Separates the windshields into two components:
    - Glass- repurposed into fiberglass insulation
    - PVB (polyvinyl butyral) – repurposed into carpet backing we use in some of our sites
- Roughly 10M windshields collected program to date
  - 2012- 6,000 tons (344,400 w/s)
  - 2013- 19,300 tons (1.1M w/s)
  - 2014- 23,000 tons (1.3M w/s)
  - 2015- 27,600 tons (1.58M w/s)
  - 2016- 30,900 tons (1.77M w/s)
  - 2017- 32,200 tons (1.84M w/s)
  - 2018- 34,700 tons (1.98M w/s)
- West coast facility opened Q4 2018, increasing coverage to 90%



# Building a Fleet Sustainability Plan

- Key Elements: VISION, SCOPE, GOALS
  - Obtain key stakeholder and customer buy-in and support
  - Choose partners/trusted advisors who know your business
  - Diversify:
    - Telematics and driver safety programs
    - Alternative fuel/technology implementation
    - Vehicle and up-fit selection
    - Reuse and recycling programs
    - Policy review and enhancement to increase compliance and reduce risk/cost/consumption
    - Earning accreditation (NAFA Sustainability, Ohio Green Fleets)
    - Commit to innovation!

# Sustainable Drivers and Vehicles

- Safe, healthy, engaged and empowered drivers!
  - Direct-to-driver communications (i.e. SMS text, apps): centered around driver safety, vehicle care, overall compliance
- Vehicle selection strategy
  - Focus on selection and design
  - Top safety ratings
  - Reliability/Durability
  - Performance
  - Fit and function
  - Vehicle weight reduction initiatives
  - Reuse and recycle vehicle up-fit components
  - Lowest cost of ownership in category

# Case Study: Telematics

1

Pilot Approach and Metrics Summary

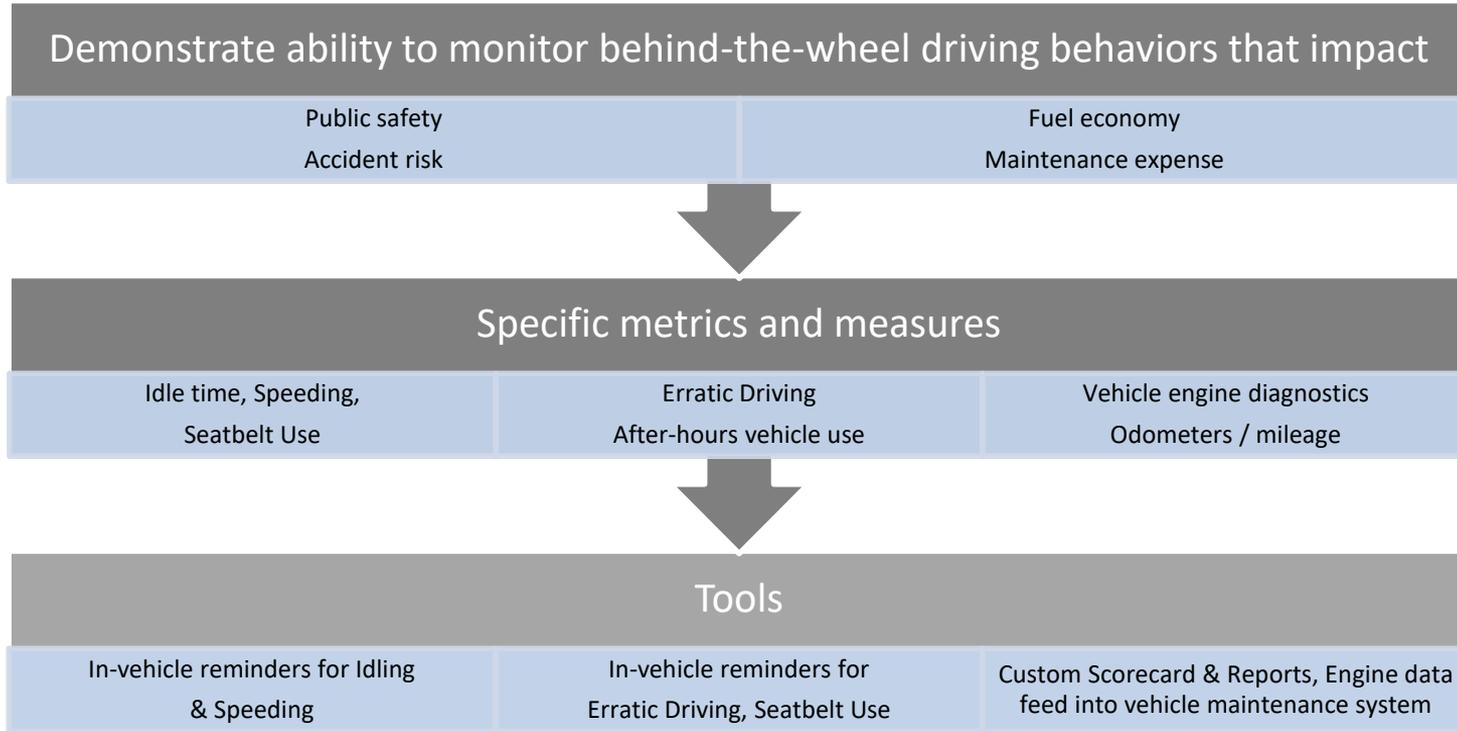
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Overview & ROI Factors

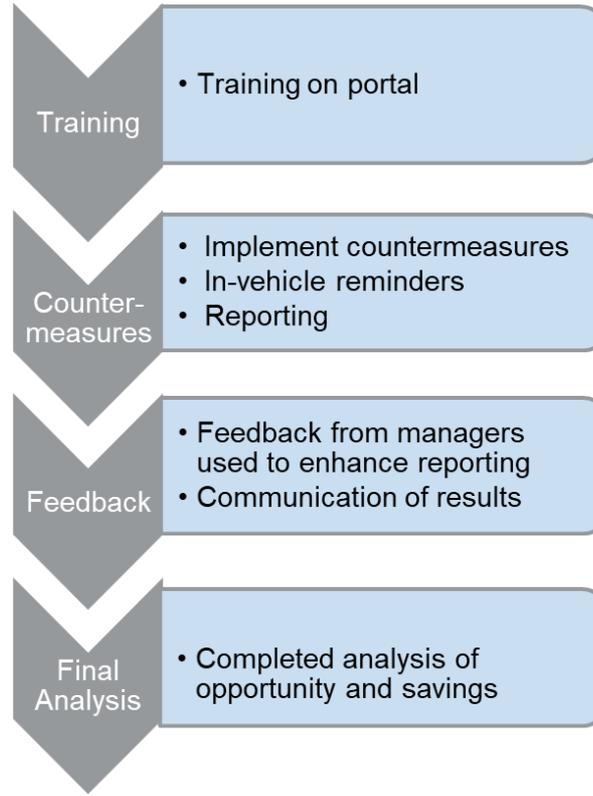
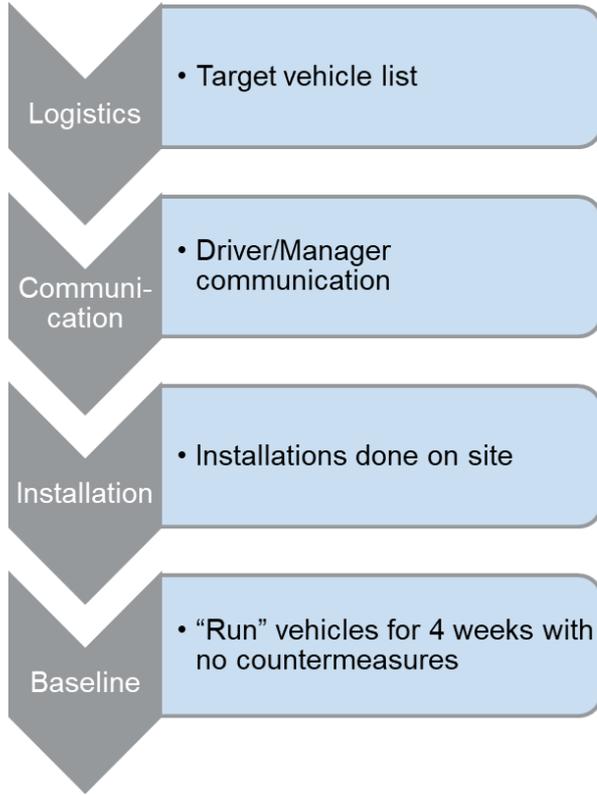
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Outcomes & Opportunities

# Pilot Objectives



# Project Stages



# Pilot Summary

	Baseline	Post Counter-measure
Idle Hours (as a % of drive time)	37%	16%
Speeding Miles	76.8	7.3
Erratic Driving*	21.3	11.6
Seatbelt Utilization*	11.0	0.9
Stops*	55	57

\* Events per vehicle per week

## Pilot Observations

What We Found

In-vehicle reminders along with scorecards quickly improved behind-the-wheel risky driving behaviors.

## Overall Metrics



- 57%

Idling



- 91%

Speeding



- 29%

Erratic Driving



+ 91%

Seatbelt Usage



+ 4%

Stops per vehicle

# Phase 1: Manage Driver Behavior



## Tools:

- In-vehicle driver reminders (buzzer)
- Vehicle specific exception rules and reporting
- Customized driver scorecard
- Customized company dashboard

## Safelite AutoGlass Savings Opportunities

- 15% reduction in number of accidents annually and an
- 8% reduction in accident severity (average physical damage cost)
- 25% reduction in liability claims related to vehicle accidents
- 22% reduction in worker's comp claims related to vehicle accidents
- Improved fuel efficiency related to reduced idling, speeding and erratic driving
- 1% reduction in mileage (life cycle costs)

# Safelite® Custom Driver Scorecard Summary

Green (acceptable) 0-10 points  
 Yellow (marginal) 11-20 points  
 Red (high risk) 21 points or higher

## Risk Point Summary (Points per 100 Miles Driven)

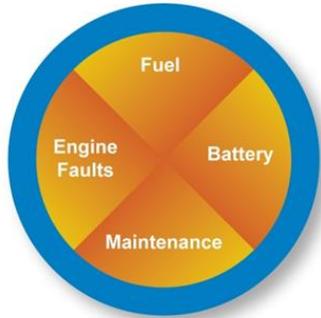
Vehicle	Market	Location	Total
11370 - CA - Ryan McCall	07222	01843	21.3
11002 - CA - Joseph Espejo	07288	01518	20.1
12342 - CA - Sean Bounthai	07222	04282	13.3
12344 - CA - Logan Cogburn	07222	05767	12
10077 - CA - Timothy Crews	07222	01843	11.3
12346 - CA - Thomas Hushbeck	07222	06534	10.1
10971 - CA - David Alfred	07222	04283	9.6
10972 - CA - Geoff Wentworth	07222	04283	9.5
10351 - CA - Cory Cerveney	07222	01843	8.8
11028 - CA - Fabian Orozco	07222	01843	7.2
12684 - CA - Phillip Bevans	07222	01843	5.8
11203 - CA - Jesse Wooden	07222	04283	4.8
10423 - CA - Cesar Flores	07222	01843	4.7
10709 - CA - Oscar Corchado	07222	01843	4.6
30375 - CA - Sao Vue	07222	01843	3.3
12345 - CA - David Vierra	07222	05622	3.2
10075 - CA - Francis Casipip	07222	01843	3
11036 - CA - Alexander Ramirez	07222	06534	2.6
10970 - CA - Chris Wirta	07222	04283	2.4
10041 - CA	01111	00222	2.3
10353 - CA - Jeff Frenger	07222	01843	2.2
12686 - CA - Alfonso Adames	07222	06534	2.2
12687 - CA - Keo Mao	07222	06534	1.5
12343 - CA - Dennis Wong	07222	06534	1.5
12688 - CA - Alexander Ramirez	07222	06534	1
12685 - CA - Dale Greenig	07222	04282	1
11298 - CA - Simon Crotty	07222	01843	0.8
10427 - CA - John Wach	07222	01843	0.7
28510 - CA	01111	00222	0.6
10855 - CA	01111	00222	0.6
11042 - CA - Cun Ly	07222	01843	0.4
11025 - CA - Michael Smith	07222	04283	0
10653 - CA - Michael Dudley	07222	01843	0

Green (acceptable) 0-10%  
 Yellow (marginal) 11-19%  
 Red (high idle) 20% or higher

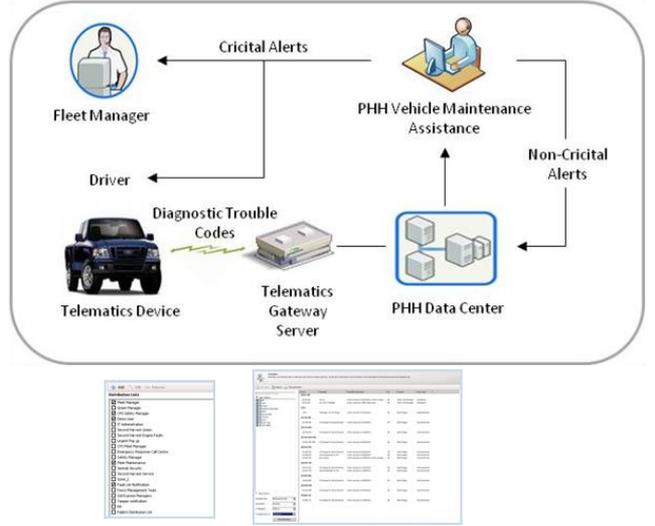
## Idling Event Summary (Idle events greater than 5 minutes)

Vehicle	Market	Location	% Idle Time	Number of Idle Events
30375 - CA - Sao Vue	07222	01843	85%	238
10351 - CA - Cory Cerveney	07222	01843	42%	151
11028 - CA - Fabian Orozco	07222	01843	35%	114
11036 - CA - Alexander Ramirez	07222	06534	28%	91
10353 - CA - Jeff Frenger	07222	01843	26%	38
10075 - CA - Francis Casipip	07222	01843	26%	69
11370 - CA - Ryan McCall	07222	01843	24%	67
11002 - CA - Joseph Espejo	07288	01518	24%	67
12684 - CA - Phillip Bevans	07222	01843	24%	42
10971 - CA - David Alfred	07222	04283	22%	16
10709 - CA - Oscar Corchado	07222	01843	22%	72
12688 - CA - Alexander Ramirez	07222	06534	18%	82
12344 - CA - Logan Cogburn	07222	05767	18%	36
10423 - CA - Cesar Flores	07222	01843	15%	66
10972 - CA - Geoff Wentworth	07222	04283	14%	20
11042 - CA - Cun Ly	07222	01843	13%	35
12686 - CA - Alfonso Adames	07222	06534	13%	28
10854 - CA	01111	00222	13%	25
30069 - CA - Michael Ferguson	07222	04282	11%	4
12346 - CA - Thomas Hushbeck	07222	06534	11%	28
10855 - CA	01111	00222	10%	25
12343 - CA - Dennis Wong	07222	06534	9%	33
11203 - CA - Jesse Wooden	07222	04283	9%	25
12687 - CA - Keo Mao	07222	06534	7%	4
10427 - CA - John Wach	07222	01843	7%	9
28510 - CA	01111	00222	7%	11
10041 - CA	01111	00222	7%	19
11418 - CA	01111	00222	7%	8
12685 - CA - Dale Greenig	07222	04282	7%	9
10970 - CA - Chris Wirta	07222	04283	6%	22
10077 - CA - Timothy Crews	07222	01843	6%	10
12342 - CA - Sean Bounthai	07222	04282	6%	2
12345 - CA - David Vierra	07222	05622	6%	13

# Phase 2: Monitor Vehicle Performance



## Vehicle data integration with managed maintenance service



## Tools

- Trouble code alerts and management through vehicle maintenance service
- Ability to locate driver
- Low Battery notification
- Capture engine hours
- Improved preventive maintenance schedules

## Savings Opportunities

Reduction in maintenance cost thru proactive management

# Telematics Program Results

Safelite® has benefitted in a number of ways since implementing telematics. Program to date, telematics has brought *significant reductions* in the following areas:

- Driver behavior modification
- Accident severity (reduced insurance cash reserves)
- Idling (as a % of total engine hours)
- Fuel consumption:
  - Gallons/GHG emissions/Cost
- KPI improvements
  - Fleet cost per mile
  - Gallons per mobile customer served
  - Maintenance cost per mile
- Improved vehicle performance
- **Key opportunities remain in the areas of big data analytics and predictive analysis**
  - Vision: A day in the life of a Safelite® Technician

# Box Truck Re-design

Conducted re-design exercise for our glass delivery vehicles that included moving to an all-aluminum body and glass rack and allowed for vehicle selector changes that resulted in a 45% reduction in total vehicle weight.

- Experiencing a 33% increase in fuel efficiency
- For 140 box trucks, we reduced GHG emissions by 3200 metric tons over 36 months, experienced significant annual savings in fuel, maintenance and lease
- Reduced DOT regulatory exposure

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# Summary

- ✓ Develop a diversified plan
- ✓ Select a strategic partner with a program that is customizable and meets your business goals and objectives
- ✓ Obtain key stakeholder and customer buy-in and support
- ✓ Develop pilot scope and goals
- ✓ Develop your ROI analysis
- ✓ Prepare a thorough, clear, concise communication strategy
- ✓ Partner with field leaders throughout process and gather feedback
- ✓ Communicate progress and results around the organization
- ✓ Develop and communicate policies to support the program goals/objectives
- ✓ Manage exceptions

# Global Fleet Initiatives

Belron hosts annual global fleet workshops for its fleet leaders around the world. We discuss standardization around KPIs, mobility strategy, vehicle acquisition/fitting, best practices, challenges, goals & initiatives.

- Apart from UK, Europe is typically 10 – 30% mobile jobs vs 70% in US making telematics more difficult to justify
- Belron group purchasing completed negotiations with major OEM to include safety systems on all new vans
- Most countries have developed driver training and safety awareness programs.
  - Majority have implemented some form of vehicle tracking systems to target driver safety, tracking individual vehicles has been more challenging (i.e. Germany blocked by Worker's Council)
  - Carglass France: Deployed Nissan eNV200 vans for pilot in densely populated areas (jobs/travel distance), can accommodate 85% of mobile jobs, tech feedback very positive
  - AutoGlass UK testing Ford Transit Plug-in Hybrid with 300 mile range (1.0-litre turbo petrol + batteries)
  - Netherlands and US have implemented engine recalibration technologies to reduce fuel consumption