



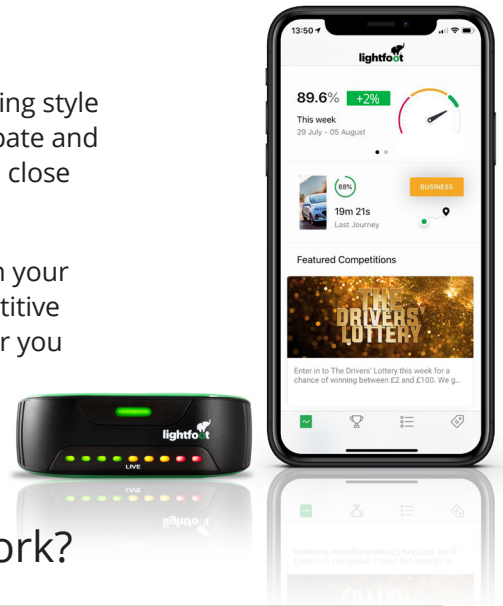
Lightfoot FAQs

What is Lightfoot all about?

Lightfoot is about helping drivers to drive as efficiently as possible and rewarding them for doing so.

Lightfoot helps you to achieve a smoother, more efficient, and safer driving style that gives you greater control behind the wheel and more time to anticipate and react to potential hazards, helping to prevent both serious incidents and close calls brought on by risky manoeuvres.

Through the Lightfoot rewards app, you can track your progress through your weekly score, receive recognition for better driving, participate in competitive league tables against friends and colleagues and if you are an Elite Driver you will be eligible for rewards and giveaways.



How does Lightfoot work?

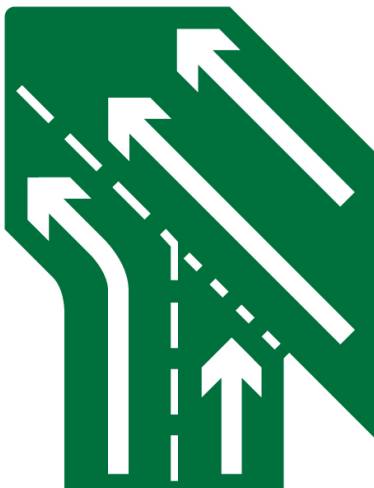
Check out the driver info page where you can read more about it and watch a quick video.



<https://www.lightfoot.co.uk/fleet-role/driver>



Why does the Lightfoot device react when you speed up on slip roads?



You may notice the device's lights turn amber or red when you join fast-moving traffic from a slip road, but this doesn't mean you are doing anything wrong, in fact this is normal. Lightfoot can't see the road ahead so it won't know when you need to drive away from the "sweet spot" of the engine and go into the amber or red, and you may even get a Lightfoot penalty.

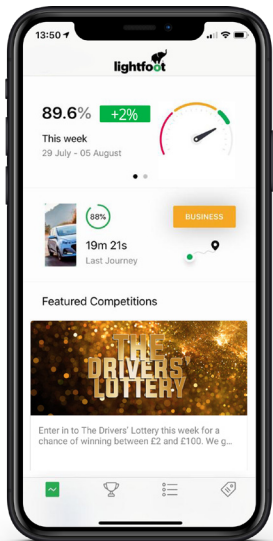
Speeding up quickly isn't a particularly efficient or economical way of driving – but it is sometimes necessary, especially when joining motorways from slip roads, accelerating at a roundabout, or pulling away at junctions. It's absolutely fine to do these things as they are all part of being a safe driver, and that's why we'd never expect you to keep your Lightfoot device in the green 100% of the time – it's just not practical for everyday driving

How is the Lightfoot score calculated?

Your Lightfoot score is calculated based on the time you spend driving in the green, amber, and red zones.

Lightfoot measures the time the device was showing the green light and then subtracts any time spent with the red light showing. Deductions are also made for any Lightfoot penalties you received during your journey.

Remember, no one is expecting you to stay in the green 100% of the time – as long as you score 85% or above for the week, you'll be an Elite Driver and eligible for rewards and giveaways.



How to set up your Lightfoot account:

- Visit <https://www.lightfoot.co.uk/driver-activation>
- Fill out the form and request your unique activation code
- Once you receive your activation code:
 - If you have already set up a personal Lightfoot account, open the Lightfoot app and enter your unique activation code when prompted to do so. If there isn't a prompt, go to Menu > Settings > Fleet Activation
 - If you haven't set up an account yet, click the link in the email which will allow you to set up your account and link it to your driving data at the same time!



If you are having any issues setting up your account, please email the Lightfoot support team via support@lightfoot.co.uk and they will help you.

When will I receive my activation code?

Currently the Lightfoot team process these requests manually during a normal working week – Monday to Friday 9am-5pm. If you request your activation code outside of these times, you will need to wait until the next working day to receive the information

Do I need to add in my vehicle information to the app?

No, you don't need to add your vehicle information to the app. This is all stored in the fleet management portal that your manager has access to. You might see the option in the app but this is only applicable if you have purchased a Lightfoot device for your own private use.

What prizes can drivers win?



All Elite Drivers are eligible to enter the weekly Drivers' Lottery, where you can win cash prizes up to £100. There are also weekly prize giveaways, where you can win anything from the latest tech and food hampers to gift vouchers, experience days, and holidays.

Lightfoot has also launched two big competitions recently:

- Fleet Driver of the Year – one driver will win £10,000! The competition is running from February 2024 to January 2025, and one lucky driver will be surprised with the winning cheque in February 2025!
- Elite Driver Championship – a monthly competition where a number of drivers can win anything from £500 to £4000 depending on that month's big bonus jackpot!

