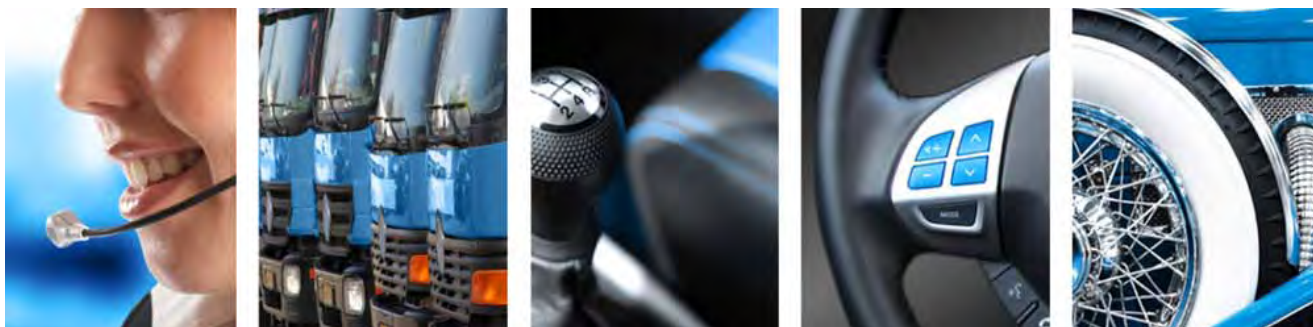




QBE



UK MOTOR EXAMPLE DRIVER HANDBOOK

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DISCLAIMER:

This document is provided FOR ILLUSTRATIVE PURPOSES ONLY as an example for Fleet Operators who are considering the creation of or amendment to a driver handbook within their business. It should be amended as required to ensure that it is appropriate and relevant for YOUR particular needs and you should also ensure that the information within the document is kept up to date and accurate at all times especially as far as all references to regulation and legislation in the UK is concerned.

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ACKNOWLEDGEMENT:

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1. PREFACE

Handbook

This handbook is for your direct benefit and represents Company policy. The Company reserves the right to amend or update any or all of the directives, information or procedures contained in this document and all amendments will be displayed on the Company notice boards and separately through submission of handbook supplements.

Health and safety law requires employers to ensure, so far as is reasonably practical, the health, safety and welfare of all employees, at all times.

Employers also have a responsibility to ensure that others are not put at risk by the work activities of their employees. Although the driver is ultimately responsible for how a vehicle is driven on the road the employer can have a significant influence on what the driver does.

The Management of Health and Safety at Work Regulations 1999 require every employer to carry out an assessment of the risks to the health and safety of their employees, or themselves, whilst they are at work, and to other people who may be affected by their work activities. ***This includes any driving activity on the road.*** The regulations require the risk assessment to be reviewed periodically to ensure that it remains valid. Employers consider the risks to employees on the road in the same way as for those in a workplace.

Please Note

It is your responsibility as an authorised driver to care for the company vehicle whilst under your custody & control.

Our policy cover entitles you to use the vehicle for business and social, domestic & pleasure purposes and will only allow other authorised drivers to use the vehicle. If you are in any doubt regarding driver entitlement to use the vehicle please contact the Human Resources (HR) Department.

It is also your responsibility to maintain the vehicle in a safe and roadworthy condition at all times and ensure compliance with all regulations and legislation pertaining to the vehicle.

This handbook is your guide to the Company policy regarding the use of company vehicles and must be read and understood as part of your induction into the company. If there are any areas that you do not understand or where you require clarification please make immediate contact with your Fleet Administrator.

Any amendments to this publication will be notified to you and should be updated in your copy of the handbook. The Company may amend the procedures and/or directives at any point in time without prior notice but you will be notified at the earliest opportunity of any such amendments.

The Company policy is of vital importance to the business and is as follows:

“Our company is committed to the continuous development of the driving force. We recognise the importance of providing full support to develop and improve business performance through driver training that will focus on the improvement of driving skills, organisational techniques, safety awareness and attitude to customers to achieve the highest possible standards during the course of employment.

Continuous professional development is crucial to the overall performance of the company to reduce the frequency and cost of motor claims and to ensure that all drivers comply fully with their moral and legal obligations to enhance the company image. All drivers must take responsibility for their own development to achieve and maintain a high standard of performance.

Management will regularly assess drivers’ standards in the execution of their duties. This will include a focus on each and every incident (including compulsory driver de-briefs) to consider any training or disciplinary requirements.

For this programme to be effective all drivers should take a serious interest in accident prevention and treat loss control as an integral part of their day to day activities. Remember we are all working as a team to achieve best practice in our business.”

PLEASE ENSURE THAT YOU HAVE READ AND FULLY UNDERSTAND AND ACCEPT THE CONTENTS OF THIS HANDBOOK BEFORE YOU DRIVE A COMPANY VEHICLE.

2. REGULATIONS

ROAD SAFETY – DUTY OF CARE

The law requires that you have proper control of your vehicle at all times and that you should not drink and drive.

It is your responsibility to drive safely. On a long journey regular breaks will help reduce tiredness. When planning journeys always allow for likely congestion and weather conditions. Sufficient time should be allowed to make journeys as stress free as possible.

You must be aware of the relevant content of:

- The Highway Code
- The Health & Safety at Work Act
- Road Traffic Act 1988 and all subsequent amendments

to ensure that you always fully comply with codes of practice and regulations relative to your duties as a driver for the Company. If you require copies of the relevant codes or regulations please ask your manager.

Many of the rules in The Highway Code are legal requirements and make essential reading.

The Health & Safety at Work Act states that drivers' must co-operate with the employer to ensure health & safety compliance.

In addition you must be conversant with the Working Time Directive (WTD) and legislation relative to employment and in particular driver hours if you are a commercial vehicle driver.

If you require further information or access to any of these documents please consult your Fleet Administrator or HR representative.

Road Safety Act 2006

The Road Safety Bill was given Royal Assent on 8th November 2006. The Act contains a number of measures aimed at helping to improve safety on the roads of Great Britain and to help achieve targets for the reduction of casualty frequency and in particular revisions to the law relative to the use of mobile phones which is covered under the "Drivers" section of this document.

Corporate Manslaughter and Corporate Homicide Act 2007

The Corporate Manslaughter and Corporate Homicide Act 2007 received Royal Assent on 26th July 2007. The Act introduced a new offence, across the UK, for prosecuting companies and other organisations where there has been a gross failing, throughout the organisation, in the management of health and safety with fatal consequences. **The new offence is effective on 6 April 2008.**

In the lead up to the Act coming into force, the Ministry of Justice has recently published guidance providing further information about the Act and its implementation, set out below:


- **Introduction to the Act:**

A general introduction has been produced explaining how the new offence of corporate manslaughter/homicide works and where it will apply. It is intended to provide fundamental information to employers, senior managers and others seeking an overview of the new legislation.

 [Understanding the Corporate Manslaughter and Corporate Homicide Act 2007](#)

- **Detailed guidance on implementation of the Act**

A fuller guide has also been produced, including which organisations are covered, the sort of incident to which it applies and those that are exempt and the test that will be applied by the courts. It is intended for those who need to know how the new Act will work in some detail, including health and safety managers and professionals.

 [Reforming corporate liability for work-related death: a guide to the Corporate Manslaughter and Corporate Homicide Act 2007](#)

For more information on the Act, please see the Ministry of Justice website at:

www.justice.gov.uk/guidance/manslaughteraactguidance.htm

Tyres and the law

You need good tyres to drive safely. They affect the steering, braking and acceleration of your vehicle. Faulty tyres work less efficiently and don't last as long; they could also mean a heavy fine and penalty points on your licence. The life span of tyres will also depend to some degree on the manner in which the vehicle is being driven. Excessive speed, braking or acceleration will cause tyres to deteriorate. If they are repeatedly scuffed against roadside kerbs the walls of the tyres are likely to be weakened. Also if they are not maintained at the manufacturer's recommended pressures then accelerated wear will occur. You are required to pay particular attention to these points.

You should regularly check tyres and, if there is doubt, any authorised tyre depot will check your tyres and advise on replacement as necessary. A list of recommended tyre suppliers is available from the Company representative.

It is against the law to have:

- Car tyres with tread worn to below 1.6mm;
- A mix of radial and cross ply tyres;
- Over or under-inflated tyres;
- Tyres with cuts, lumps, bulges or tears;
- The wrong sort of tyre fitted to a vehicle or trailer.

Safety standards

All new tyres must meet European standards for load/speed performance, shown by an 'E' or 'e' mark on the sidewall.

All retread tyres supplied in the UK must comply with the British Standard AU144e, and be marked with this number. This proves they have been thoroughly tested and meet the same performance standards as new tyres.

Checking tread depth

Most tyres have tread wear indicators, usually six or more small ribs across the bottom of the main tread grooves. When the tread surface is level with these ribs, the tyre needs to be replaced.

Checking tyre pressures

Look in your handbook or consult your garage or tyre dealer for the recommended pressures for your vehicle. You should check the pressure at least every two weeks, and only when the tyres are cold. Even a short trip to the local garage will warm up the tyre and raise the pressure.

A list of recommended tyre suppliers is available from your Fleet Administrator or HR representative.

PASSENGERS & SEAT BELTS

Wearing a seat belt saves lives. For your own and others' safety, the law requires you to use a seat belt if one is fitted. Please also note that the carriage of unauthorised passengers in the Company vehicle is strictly forbidden, passengers must never be carried for hire or reward and the seating capacity of the vehicle must not be exceeded.

The law

You must wear a seat belt if one is fitted. There are few exceptions to this (medical exemption from seat belt wearing) and the driver is liable to prosecution if a child under 14 years does not wear a seat belt.

You must not carry an unrestrained child in the front seat of any vehicle.

Children under three years travelling in the front of any vehicle must be carried in an appropriate child restraint. The adult belt may not be used.

If an appropriate child restraint or seat belt is available for use in the front, but not in the rear, children between 3 and 11 and under 1.5m in height must use the front seat restraint or seat belt.

The law is summarised in the table below.

Person	Front seat	Rear seat	Who is responsible
Driver	Seat belt must be worn if fitted		Driver
Child under 3 years of age	Appropriate child restraint must be worn.	Appropriate child restraint must be used if available.	Driver
Child aged 3 to 11 and under 1.5 metres (approx 5ft) in height	Appropriate child restraint must be used if available. If not an adult seat belt must be worn.	Appropriate child restraint must be used if available. If not an adult seat belt must be worn if available.	Driver
Child aged 12 or 13 or younger child 1.5 metres (approx 5ft) or more in height.	Adult seat belt must be worn if available.	Adult seat belt must be worn if available.	Driver
Adult passengers (aged 14 and upwards)	Seat belt must be worn if available.	Seat belt must be worn if available.	Passenger

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Which vehicles does the law affect?

Front seats of all vehicles, including vans, coaches, buses and goods vehicles where seat belts are fitted. Rear seats of cars and small minibuses (with an unladen weight of 2,540kgs or less) where seat belts are fitted. Whilst the law does not presently require seat belts to be worn in the rear seats of larger minibuses or coaches, they should be used if fitted.

What if there are not enough seat belts available?

Seat belt wearing law does not prevent you from carrying more passengers than there are seat belts and restraints, but the way in which passengers are carried must not cause danger to any person in the vehicle. If you have to choose who rides without a belt or restraint, remember that heavier passengers can cause greater injury to others in an accident than lighter passengers.

If no restraint is available for children under three years, where practicable it is generally safer for them to wear an adult belt, rather than no restraint at all. However, remember that unrestrained children can only travel in the back.

VEHICLE CONTROL & SPEED LIMITS

The following is of relevance from the Highway Code (Paragraphs 97 – 105: “Control of the vehicle”)

Braking

97: In normal circumstances. The safest way to brake is to do so early and lightly. Brake more firmly as you begin to stop. Ease the pressure off just before the vehicle comes to rest to avoid a jerky stop.

98: In an emergency. Brake immediately. Try to avoid braking so harshly that you lock your wheels. Locked wheels can lead to skidding.

99: Skids. Skidding is caused by the driver braking, accelerating or steering too harshly or driving too fast for the road conditions. If skidding occurs, ease off the brake or accelerator and try to steer smoothly in the direction of the skid. For example, if the rear of the vehicle skids to the right, steer quickly and smoothly to the right to recover.



Rear of car skids to the right to the right

Driver steers

100: ABS. The presence of an anti-lock braking system should not cause you to alter the way you brake from that indicated in Rule 97. However in the case of an emergency, apply the footbrake rapidly and firmly; do not release the pressure until the vehicle has slowed to the desired speed. The ABS should ensure that steering control will be retained.

101: Brakes affected by water. If you have driven through deep water your brakes may be less effective. Test them at the first safe opportunity by pushing gently on the brake pedal to make sure that they work. If they are not fully effective, gently apply light pressure while driving slowly. This will help to dry them out.

102: Coasting. This term describes a vehicle travelling in neutral or with the clutch pressed down. Do not coast, whatever the driving conditions. It reduces driver control because






- engine braking is eliminated
- vehicle speed downhill will increase quickly
- increased use of the footbrake can reduce its effectiveness
- steering response will be affected particularly on bends and corners

it may be more difficult to select the appropriate gear when needed.

Speed limits

103: You **MUST NOT** exceed the maximum speed limits for the road and for your vehicle (see the table below). Street lights usually mean that there is a 30 mph speed limit unless there are signs showing another limit.

Law RTRA sects 81,86,89 & schedule 6

Areas*	Built-up Elsewhere	Motorways Single carriage-	Dual carriage-					
ways ways								
Type of vehicle					MPH	MPH	MPH	MPH
								
Cars and motorcycles (including car derived vans up to 2 tonnes maximum laden weight)					30	60	70	70

**Cars towing caravans or trailers**

(including car derived vans and motorcycles) 30 50 60 60

**Buses and coaches**

(not exceeding 12 metres in overall length) 30 50 60 70

**Goods vehicles**

(not exceeding 7.5 tonnes maximum laden weight) 30 50 60 70+

**Goods vehicles**

(exceeding 7.5 tonnes maximum laden weight) 30 40 50 60

These are the national speed limits and apply to all roads unless signs show otherwise

** The 30 mph limit applies to all traffic on all roads in England and Wales (only Class C and unclassified roads in Scotland) with street lighting unless signs show otherwise*

+ 60 if articulated or towing a trailer

104: The speed limit is the absolute maximum and does not mean it is safe to drive at that speed irrespective of conditions. Driving at speeds too fast for the road and traffic conditions can be dangerous. You should always reduce your speed when

- the road layout or condition presents hazards, such as bends
 - sharing the road with pedestrians and cyclists, particularly children, and motorcyclists
 - weather conditions make it safer to do so
- driving at night as it is harder to see other road users.

Stopping distances

105: Drive at a speed that will allow you to stop well within the distance you can see to be clear. You should

- leave enough space between you and the vehicle in front so that you can pull up safely if it suddenly slows down or stops. The safe rule is never to get closer than the overall stopping distance (see Typical Stopping Distances diagram below)
- allow at least a two-second gap between you and the vehicle in front on roads carrying fast traffic. The gap should be at least doubled on wet roads and increased still further on icy roads
- remember, large vehicles and motorcycles need a greater distance to stop.



 Thinking Distance
 Braking Distance
average car length = 4 metres

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3. DRIVER

Driving Licence

You should carry both parts of the original and valid driving licence with you at all times. It is your responsibility to ensure that your licence covers you to drive the class of company vehicle that you have been asked to use within your terms and conditions of employment. A company representative may ask to examine your licence at any point in time and regular checks will be carried out.

Motoring Offences

All traffic offences, licence endorsements and pending prosecutions **MUST** be reported to the company representative as they arise. Any physical or mental infirmity should also be reported immediately so that the Company can notify the Motor Insurers of all material changes.

Failure to do so could invalidate the Companies Insurance policy.

Fixed penalty charges must be paid within the prescribed time limit to avoid additional penalties that may reflect on the Company. Failure to do so will result in salary deduction for any or all charges paid on your behalf.

If as a result of a driving conviction you are suspended or disqualified from driving you may be suspended or lose your employment or, for certain situations, be re-deployed to another position within the business, at the discretion of the Company.

In particular Company drivers must not consume alcohol whilst in the course of their employment and any breach of this directive could lead to dismissal from the business.

All parking fines are the responsibility of the driver and NOT the Company.

Continual objective assessment

The Company considers this to be a sound proactive approach that will include a record of:

- Timekeeping – to ensure that you arrive at work on time
- Attitude / behaviour
- Hazard perception / accident awareness
- Knowledge of driving hours & tachograph regulations / RTA / highway code
- Accident record (including a record of near misses)
- Tachograph review (for appropriate vehicles)
- Dress and appearance – to ensure compliance with the company code

Authorised Drivers

You are responsible for ensuring that you are authorised to drive Company vehicles AND for ensuring that whilst the vehicle is in your custody and control NO unauthorised person takes charge of the vehicle.

Please note that the company will generally only authorise drivers who:

- Have been provided with permission to drive following full completion of the relevant application forms and following sight of the driver's original licence.
- Are over 25 years of age (unless named and approved by the Company and the Motor Insurers)
- Use the vehicle only for Company authorised business and social domestic and pleasure purposes where approved by the Company

Drivers with provisional or international licences are not allowed to drive Company vehicles unless expressly authorised to do so.

If for any reason you are required to use your own vehicle on Company business the Company must ensure that your vehicle is roadworthy and you will be required to provide evidence of vehicle ownership and roadworthiness.

Personal Appearance

The impression that company drivers make upon customers and members of the public is of great importance to the Company and all internal and external comments made will be recorded in the driver's personnel records

Conduct

Drivers are “ambassadors” of the Company. It is therefore important that all due regard and respect is given to all our customers and their property. It is very important to display and maintain a good image of the Company. Please ensure that you are always polite and helpful when on company business.

Health

Any changes to your personal health must be reported to the Company HR representative. It is an offence under Road Traffic Act Legislation for a vehicle to be driven whilst under the influence of certain classes of drugs. If you are being prescribed drugs for any medical condition you must ensure that the Company is fully aware and that you are still entitled to drive a motor vehicle. If you are in any doubt you should make contact with The Driver & Vehicle Licencing Agency in Swansea.

Drivers Hours Regulations

There are two sets of driver’s hours rules. The **EU Rules** cover drivers of most goods vehicles over 3.5 tonnes maximum permissible vehicle weight and large passenger vehicles (subject to some exemptions) for travel within the UK and other EC Member States. The **Domestic Rules** are applicable to drivers of goods vehicles excluded from the EU Rules whilst travelling in the UK. A basic outline of the rules that are the subject of certain qualifications and exemptions is shown below and you must be fully aware of the rules applying to YOU and your vehicle.

Max. Driving Time Daily :	9 hours. Can be extended to 10 hours twice a week
Max. driving time, 1 week:	56 hours in 6 driving periods.
Max. driving time, 2 weeks:	90 hours
Breaks:	After 4 1/2 hours driving , you must take a break of at least 45 minutes. Breaks of 15 minutes, taken during the above driving period, can count towards that break.
Minimum Daily Rest:	Normally 11 consecutive hours. Rest periods can be taken in a vehicle if that vehicle has a bunk and is stationary.
Reduced Daily Rest:	9 hours up to 3 times in a week but the hours lost must be made up by the end of the following week.
Split Daily Rest:	If the daily rest period is composed of non-consecutive hours: The accumulated rest period should add up to at least 12 hours, with one rest period of at least 8 hours. The other periods must be at least 1 hour.
Weekly Rest Periods:	45 consecutive hours rest required after 6 days driving. Can be reduced to 36 hours at base, or 24 hours away from base, but this time will need to be taken, in its entirety, (not split), within three weeks.
Making up rest:	Compensatory hours should be added to a rest period of at least 8 hours. Note on tachograph, for that day: "Compensation for DR/WR for (date) hours/minutes"
Rest on ferries / trains:	Daily rest may be interrupted once only if: In part taken on land. Is no more than one hour between parts. The driver must have access to a bunk or couchette. Total rest must be increased by two hours.
Double Manning:	Each driver needs at least 8 hours rest in each 30 hour period of

continuous double manning.
Breaks, but not rest periods, can be taken whilst a vehicle is moving.

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Drivers of goods and passenger vehicles must normally comply with the requirements of the EC law contained in EC Regulation 3820/85. There are many exemptions from this Regulation and a driver who comes within one of them is automatically subject to the British hours' law.

The British hours' law is contained in Section 96 of the Transport Act 1968 which has been modified several times for both goods and passenger vehicles. It also provides exemptions in a limited number of cases.

Drivers on international journeys which involve driving a vehicle in a country outside the EC, but which is a contracting party to the European Agreement on the Work of Crews of Vehicles engaged in International Transport (AETR), must comply with the hours' rules of that agreement for the whole of the journey-including that part in the UK. The AETR rules are now virtually the same as the EC rules.

If a vehicle is driven in a country which is neither in the European Union nor in AETR, such as Switzerland, Romania, Bulgaria and Turkey, the driver must comply with that country's rules while there and, according to the other countries involved, the European Community (EC) or AETR rules when outside that country.

The full regulations on driver hours will be made available to you upon request and if you are in any way unsure of the regulations that may apply to you please consult your Fleet Administrator before embarking on a journey. You must be fully aware of the regulations applying to you and the vehicle in your custody & control.

Download information is available from the Department for Transport (DfT) website at:

<http://www.dft.gov.uk>

Tachographs

If you are a Company driver with a tachograph chart fitted to the vehicle you must comply with the regulations and should consult your fleet administrator if you are in any doubt. If there is a need by Department of Transport official or Police Officer to remove a tachograph chart during a journey the tachograph chart MUST be initialled and a note of the date and time of inspection noted. It is also a legal requirement to leave the chart in the vehicle tachograph when vehicles are left parked and unattended away from the Company premises.

Be aware of the following:

- Make sure that the centre field information is accurately and legibly recorded showing:
 - Your Surname / First Name
 - The date & place where the use of the chart began
 - The date & place where the use of the chart finished
 - The registration number of the vehicle(s) driven and the time when any / all changes of vehicle took place
- Before commencing your journey ensure that the chart is properly secured in the tachograph head
- Use the mode switch when changing between driving, other work or a rest period or break.

Deliveries

You must follow the instructions provided to you covering the order of delivery addresses and preferred routes to be taken in the completion of your duties. You should inform the transport manager immediately if you are delayed for any reason before leaving the company premises or delayed on route to any of your delivery addresses. Expected times of arrival will be required from you so that customers can be notified of any delays in advance. Always ensure that all paperwork is fully completed and copies passed to the customer where required. Always drive within the speed limits imposed on customers' premises and ensure that you comply with their Health & Safety Policies

Defensive Driving

This means safe driving.

Driver training and driving experience for the classes of vehicle that you are entitled to drive should ensure that you avoid preventable accidents and avoid causing or contributing to other road users being involved in accidents.

A preventable accident is one that you as a professional driver can prevent by doing everything that you reasonably can which means being constantly aware of what others are doing on the road.

It is imperative for the business to minimise the frequency and cost of road traffic accidents and you **MUST** comply with company policy to avoid preventable accidents.

4. VEHICLE

Manufacturer's handbook

Please keep the handbook in the vehicle at all times and ensure that you are entirely conversant with the operation of the vehicle and servicing / maintenance intervals.

All handbook supplements must be kept with the handbook and be thoroughly understood and acted upon where necessary.

Security

You **MUST** ensure that all windows and doors are locked and the vehicle fully secured / immobilised when leaving the vehicle unattended for ANY period of time. The Company will not be prepared to consider claims for the loss of any business equipment or personal effects where a vehicle has not been fully secured AND immobilised. Where removable sound reproducing equipment is stolen the replacement cost will be charged to the driver unless the radio key and front panel can be produced.

Do not leave your vehicle in vulnerable locations.

Breakdown

Please report all incidents of breakdown to your Fleet Administrator immediately with full details of the vehicle location and any apparent cause of the breakdown. You must obtain approval for vehicle collection and subsequent repair before providing any authorisation on behalf of the Company.

Please ensure that the vehicle is fully secured if left unattended and for commercial vehicle drivers please ensure that couplings and drive lines are disconnected as recommended.

Vehicle Returns

Before returning your vehicle to the Company you must ensure that the servicing is up to date and that the vehicle is cleaned inside and out AND that any areas of damage are reported when submitting the servicing manual and vehicle handbook. If the Company incurs any additional costs at the point of returning leased or contract hired vehicles or at the point of disposing of Company owned vehicles then all such costs will be passed on to the allocated driver. All personal effects and any non standard equipment must be removed and any rectification work completed where damage has been caused in the removal process.

Road fund licence

Finance Department controls the issue of road fund licences and will be submitted via your Fleet Administrator. The licence should be clearly displayed in the tax disc holder provided and fixed in the near side of the windscreen. Your tax disc must be renewed and displayed prior to or on the day that the existing licence expires.

If the licence is lost or stolen you must notify the police and the Company Finance Department immediately and confirm the police crime or incident book reference number.

Do not use the vehicle on a public highway without a valid licence clearly displayed

Insurance Certificate

You should have in your possession a valid Certificate of Motor Insurance to cover the vehicle that you are in charge of. Finance Department will issue a copy upon request if required. Please note that this document must be returned to the Fleet Administrator upon leaving the business.

Use

Private

The vehicle must only be used for normal road travel. The vehicle must not be used for, racing, pace making, trials, hill climbing, sprinting or in any competition. We do not allow driving tuition in Company cars

Business

The vehicle must not be over laden or used for a purpose for which it was not designed.

Only employees of the Company are allowed to use the vehicle for business purposes. Other authorised drivers not employed by the Company must not use the vehicle other than for social, domestic and pleasure purposes.

Company vehicles are provided for business use and staff must ensure that the vehicle is available for that purpose.

You must keep full and accurate details of your business mileage and complete and return the company's mileage record, which will be sent to you periodically.

Car Sharing

Where possible and practical, drivers should consider car sharing to and from work, as long as this would not jeopardise working efficiency.

Unauthorised Use

- Vehicles should not be used for any purpose other than that authorised in connection with the business of this Company or otherwise authorised for social, domestic or pleasure purposes.
- Vehicles should not be taken home or parked near the driver's home overnight without express permission of the Company.
- Drivers must not allow any person, other than Authorised Company Drivers, to drive their vehicles, for any reason, at any time.
- Vehicles owned by any other person, or business, should not be driven under any circumstances. If another vehicle is, for example, blocking an entry or exit, please find its owner or driver and ask them to move it out of the way.

Daily / Weekly checks

It is your responsibility to ensure that the vehicle is kept in a clean and tidy condition. You should also ensure that you carry out the following checks on the vehicle in your custody and control and complete the approved company Daily and Weekly Check and Defect Report Forms:

Daily

<i>Tyres</i>	to ensure legality
<i>Lighting</i>	to ensure the vehicle lighting complies with all regulations
<i>Windscreens, windows and mirrors</i>	to ensure good visibility
<i>Fuel</i>	to ensure that you have sufficient fuel for your journey

Weekly

<i>Engine Oil</i>	to ensure adequate levels and avoid engine damage
<i>Tyres</i>	tread wear / tyre pressures – not forgetting the spare!
<i>Other Fluids</i>	brake, Air Conditioning & Clutch where appropriate
<i>Radiator</i>	water & Anti Freeze Levels
<i>Windscreen / Wipers</i>	washer fluid levels / Effectiveness of wiper blades
<i>Battery</i>	distilled water levels / terminal connections

Maintenance / Servicing

It is Company policy for all vehicles to be serviced in accordance with the recommended guidelines of the vehicle manufacturer and you should have access to and be familiar with the service record that MUST be retained with the vehicle and stamped following each service. Servicing should be completed by the manufacturer's authorised dealerships to avoid any potential issues with vehicle warranty even though the Block Exemption Regulations may now allow for servicing to be completed elsewhere. Any servicing or repair work authorised and completed without Company consent will not be recognised or considered and may represent a disciplinary offence in accordance with the terms and conditions of employment.

Modifications

You must never modify or alter the vehicle in any way from its standard manufacture or as provided to you without the express consent of the senior management of the company and any request to do so must be made through your line manager with specific reasons to justify any requests.

COMMERCIAL VEHICLES (TOWING UNITS / TRAILERS)

Loads

You are directly responsible for the care, security and safety of both the vehicle and the load that are directly in your charge. If a vehicle carries an unsafe load and / or is overloaded an offence will have been committed. It is essential for you to be entirely satisfied that the load being carried is entirely safe and within the law before the vehicle is taken onto the public highway, even when the vehicle / trailer has not been loaded by you or another employee of the company. Checks should be made to ensure that the load is spread evenly and is fully secured to prevent movement and the possibility of the vehicle becoming unstable, particularly under heavy braking. Vehicles must never be loaded beyond their capacity. If you are in any doubt about this ask the Transport Manager if the vehicle should be weighed at an authorised weighing station. You MUST ensure that you follow all Company practices and procedures to prevent loss or damage.

If you drive a high vehicle you should:

- Check the in-cab indicator;
- Remember your vehicle height;
- Plan your route to avoid bridges that are too low for you to clear safely;
- Remember that only bridges with less than 16' 3" safe clearance will be marked on a map; and
- Check the bridge height sign.

If you are towing a trailer in excess of 12' in height the height of the trailer MUST be displayed in the cab of the towing unit. All delivery paperwork must be fully completed and signed for by the recipient and you must retain a copy for the Company records.

Tail Lifts

When the tail lift of a vehicle is in use all front stops and side guards must be activated and the tail lift must never be overloaded. If you are in any doubt about the maximum weight please consult the relevant manufacturer instructions and/or vehicle handbook or consult your line manager.

Security

You MUST ensure that all windows and doors are locked and the vehicle fully secured / immobilised when leaving the vehicle unattended for ANY period of time. The Company will not be prepared to consider claims for the loss of any business equipment or personal effects where a vehicle has not been fully secured AND immobilised. Where removable sound reproducing equipment is stolen the replacement cost will be charged to the driver unless the radio key and front panel can be produced.

Do not leave your vehicle in vulnerable locations.

Checks

Before proceeding with a journey you MUST complete the following checks:

<i>Brakes</i>	to ensure efficiency and avoid "brake fade"
<i>Tyres</i>	tread wear / tyre pressures to ensure legality
<i>Wheel Nuts</i>	prevention of wheel loss – "lost wheel syndrome"!
<i>5th Wheel couplings</i>	where applicable
<i>Air line connectors</i>	where applicable
<i>Tachograph / Charts</i>	correct time recordings and insertion
<i>Lighting</i>	to ensure the vehicle lighting complies with all regulations
<i>Windscreens, windows and mirrors</i>	to ensure good visibility
<i>Fuel</i>	to ensure that you have sufficient fuel for your journey
<i>Engine Oil</i>	to ensure adequate levels and avoid engine damage
<i>Other Fluids</i>	brake, air conditioning & clutch where appropriate
<i>Radiator</i>	water & anti freeze levels
<i>Windscreen / Wipers</i>	washer fluid levels / effectiveness of wiper blades
<i>Battery</i>	distilled water levels / terminal connections

Note: You MUST never proceed on a journey if you have any reason to suspect that the vehicle(s) and / or loads (where applicable) are not entirely safe and roadworthy. If you are in any doubt whatsoever please

consult the Company Transport Manager or Fleet Administrator immediately.

It is your direct responsibility to report any / all defects or driving issues as quickly as possible after recognition whether before or during your period of travel. If you are en route to a destination please bring the vehicle to a halt safely and leave the vehicle secured in a safe position and immediately telephone your line manager.

You MUST never commence or continue with a journey if you have any doubt about the roadworthiness of the vehicle or its load.

Modifications

You must never modify or alter the vehicle in any way from its standard manufacture or as provided to you without the express consent of the senior management of the company and any request to do so must be made through your line manager with specific reasons to justify any requests.

Maintenance / Servicing

It is Company policy for all vehicles to be serviced in accordance with the recommended guidelines of the vehicle manufacturer and you should have access to and be familiar with the service record that MUST be retained with the vehicle and stamped following each service. Servicing must be completed by the manufacturer's authorised dealerships to avoid any potential issues with vehicle warranty and any servicing or repair work authorised and completed without Company consent will not be recognised or considered and may represent a disciplinary offence in accordance with the terms and conditions of employment.

Tachographs

Drivers of vehicles covered under the EU drivers' hours regulations must ensure that the vehicle is fitted with EU type approved Tachographs to record all periods (time based) of driving and rest together with the vehicle speed and distance travelled.

Tachographs which are a legal obligation as a driving record must be calibrated and sealed and inspected. They **must** record driving time, all other periods of work (or work attendance), breaks from work and rest periods **and** any or all opening of the tachograph case containing the record sheet (chart).

Vehicles manned or attended by more than a single driver must be fitted with a two man tachograph and both drivers must keep the records detailed above.

Always ensure that you take advice from the Transport Manager or Fleet Administrator if you are in any doubt about the current regulations that may alter from time to time.

5. EXPENSES

The Company chargecard allocated to you must be used for the purchase of Company authorised fuel used directly in relation to Company business.

All repairs, whether bodywork or mechanical must be completed by the companies approved repairers and you must obtain permission from your fleet administrator before using your company chargecard to pay for necessary and authorised repairs.

In the event that a Company chargecard is lost, stolen or destroyed you must notify your Fleet Administrator or your HR representative immediately and report stolen chargecards to the police and obtain a crime book reference number.

Please ensure that you maintain a detailed record of all expenses.

Your Fleet Administrator will be provided with a monthly statement of your expenses and will discuss any issues with you directly.

Please refer to your full contract of employment for further information.

6. MOBILE PHONES

Mobile Phones

Regulations came into force on 1st December 2003 making it an offence to use a handheld mobile phone whilst driving. The sight of a motorist driving erratically whilst using a phone is a well recognised menace and studies have supported that perception demonstrating that the risk of accident whilst using a phone is 4 times higher. With one in three drivers admitting to using a phone whilst driving, the introduction of the regulations was widely welcomed as a positive step towards improving road safety.

The penalty is a £30 fixed penalty or up to £1,000 on conviction in court (£2,500 for drivers of goods vehicles, buses or coaches). Drivers still risk prosecution (for failure to have proper control) if they use hands-free phones when driving.

All employers and their drivers should be aware of forthcoming changes to the law contained in the Road Safety Act 2006. As from 27th February 2007 the Act will impose tougher penalties on the use of mobile telephones whilst in control of a vehicle. The main provisions to be aware of are:

Hand Held Phones

Under the Act the use of a hand held phone whilst driving becomes an endorseable offence with the £30 penalty introduced in 2003 replaced by three points added to a driving licence coupled with a fine of £60. If the matter is contested at trial, the judge still has the power to disqualify the motorist and impose a maximum fine of £1,000, or £2,500 in the case of drivers of goods vehicles, buses or coaches.

Hand Free Phones

The new offences include not having 'proper control' of a vehicle, which means a driver can be prosecuted if he or she is distracted while using a hands free mobile phone kit. The same penalties will apply and this becomes an endorseable offence attracting three penalty points. It should be remembered that the police now routinely obtain phone records of drivers involved in serious or fatal accidents.

These enhanced regulations will have a considerable impact on the 3 million company car drivers in this country who may feel under particular pressure to use a phone whilst driving.

Employer's Liability

It is an offence to cause or permit either the use of a hand held phone, or driving without control. Employers should ensure that their employees are aware of the risks of using mobile phones while driving and the potential criminal liability. They should ensure that they have a policy for the use of mobile phones in motor vehicles and reconsider any policies permitting the use of hands free phones by their employees.

The safest telephone usage policy would be to prohibit the use a phone while driving, avoiding the risk of a health and safety prosecution. Breach of company policy should be a disciplinary offence and employers should ensure not only that company policy is being applied, but also that their employees are aware of the consequences of failure to do so.

Further information regarding this legislation is available on the Department for Transport website:

<http://www.dft.gov.uk>

YOU MUST NOT USE A HANDHELD MOBILE PHONE WHILST DRIVING

7. POLICY COVER

The insurance arranged by the company is only valid if the vehicle is in the custody and control of an authorised driver AND all policy terms and conditions have been met.

The Insurers will at their discretion conduct the handling of all claims received for damage to an insured and/or third party vehicle and for all other injury or losses sustained in connection with any incident that is covered under the terms of the policy.

YOU MUST NOT ADMIT LIABILITY OR MAKE ANY PAYMENT OR OFFER OF PAYMENT TO ANYBODY INVOLVED IN AN INCIDENT WITH YOU

All third party correspondence received in connection with any incident must be submitted to your Fleet Administrator including all civil and criminal proceedings or notices of intended prosecution.

Some incidents are avoidable and you must take all necessary precautions to avoid any incidents including:

- Ensuring that all windows and doors are locked and the vehicle fully secured / immobilised when leaving the vehicle unattended for ANY period of time.
- Driving at a safe distance from other traffic and at a reasonable speed.
- The removal of personal items from a parked and unattended vehicle or to ensure that they are out of view.

Your personal items may not be covered in the event of theft of or from the vehicle and you may be required to pay the full policy excess in the event of an incident that is considered by the Company to be your fault.

DISCIPLINARY ACTION WILL BE CONSIDERED RELATING TO ANY ISSUE OF NON COMPLIANCE WITH COMPANY POLICY

8. ACCIDENTS

In the event of an accident DO NOT ADMIT LIABILITY or discuss blame with the other party.

(If a party to any incident is prepared to voluntarily admit liability and sign a written statement to that effect then please submit such documentation with your initial claim notification as this may assist the Company insurers in the event of a liability dispute.

Take as much information as possible at the accident scene.

You should ensure that you record:-

- The name and address of the other drivers, their telephone numbers and the make, model and registration number of their vehicles.
- The name, address and policy or certificate number of the motor insurers for the other vehicles.
- Details of the accident damage to the other vehicles and the respective positions of the vehicles following the accident. Please also make a note of any skid marks.
- The names and addresses and telephone numbers of all independent witnesses and all injured parties.
- The name, number and station of the attending police officers.

Please also note the following:

- The LAW requires you to STOP if there is injury or damage to any person, vehicles or property including certain animals including dogs and horses.
- You are required to provide your name and address together with the name and address of the owners of the vehicle and the registration number to anybody with reasonable grounds for wanting the information.
- If anybody is injured you should produce your Certificate of Insurance. If you cannot do this at the accident scene you must produce it at a police station within 24 hours.
- If you are a fleet driver you should complete your scene of accident information form where this has been provided by your Fleet Administrator and hand the bottom section to the other driver. If you have also been issued with a disposable camera you should take photographs of the damage to and the position of the other vehicles.
- Should you be in any doubt about what you should do please contact your fleet administrator without delay.

THEN REPORT THE ACCIDENT IMMEDIATELY IN ACCORDANCE WITH THE INSTRUCTIONS THAT YOU HAVE BEEN GIVEN. THE VERY EARLY REPORTING OF ALL NEW INCIDENTS IS ESSENTIAL

Note: (Any delays caused by the Company driver that results in prejudice to the Company will be charge back to the driver where there is additional cost / expense involved)

Vehicle Damage

You must consult with your Fleet Administrator or Transport Manager (for Commercial Vehicle claims) to ensure that the correct company procedures (agreed with the Company Motor Insurers) are followed to ensure the early notification of new claims to the Insurer and to keep the time off road factor to an absolute minimum. It is essential for all repairs to be completed as quickly and efficiently as possible under full control of all repair costs that will keep the cost of alternative vehicle hire or lease to a minimum.

Please also note that very minor (cosmetic) repairs such as broken lights, bumpers, damaged tyres and the like that can be repaired quickly and cost effectively to maintain vehicle roadworthiness can be completed at the discretion of the driver provided that the overall cost including VAT does not exceed the sum of £250. Any such necessary repairs in excess of this amount must be notified to and be approved by your line manager.

Damage to other parties

Always stop after an accident.

All incidents no matter how minor involving damage to third party vehicles, immobile property (including local authority "street furniture") MUST be reported to the company representative at the earliest available opportunity so that the Company can provide immediate advice to their Insurers. You must ensure that the owner of the damaged property is entirely aware of your involvement and your details and if the owner is not at the scene when damage is caused (such as a collision with a parked and unattended vehicle) you MUST report the incident to the police straight away. This also applies to impact with animals.

If you fail to do so you could be charged with failing to stop or failing to report an accident

DISCIPLINARY ACTION FOR "FAULT ACCIDENTS"

Please note that all drivers will be held directly accountable for the loss, expense and inconvenience to the company caused as a direct result of their failings in one or more areas of their duties. Remedial driver training will be considered during a driver de-brief meeting held by the Company management that you MUST attend.

The Companies disciplinary procedure includes the following:

"A penalty point system similar to that used on driving licences will be enforced consisting of:
The following:

All points will accumulate over a 2 year period

First Blameworthy Incident	3 points
Second Blameworthy Incident	3 points
Third Blameworthy Incident	3 points
Forth Blameworthy Incident	3 points

Drivers totalling 12 points inside 2 years will automatically face dismissal as a company driver. In certain circumstances and only subject to a vacancy being available elsewhere within the business may drivers be considered for alternative employment at the prevailing rate of pay for the job in question.

It will be possible for the manager in question to assign more than 3 points to a driver for a single blameworthy accident, i.e. more serious accidents where the driver is deemed to be negligent with significant injuries and costs involved. In such circumstances and depending on the gravity of the accident the manager could decide to impose 6, 9 or 12 points for a single incident. Any driver currently on a warning for poor driving performance will be immediately notified of his/her points accrued.

Points will drop off a driver's record at the end of each 2 year period from when points are assigned.

Failure to stop at the scene of an accident and failure to report an accident whether on the road or in any depot will result in an automatic 9 point penalty being assigned to any driver proven guilty of such a breach of conduct

The cost of the policy excess or rental / hire charges caused by the loss of use of the vehicle in a fault accident will be charged to the responsible driver and deducted from pay.

Appeal

Drivers who feel unfairly treated by their manager will have the right to appeal and this will be to an arbitration panel which will consist of:-

Line manager / Fleet Administrator
Transport or training or disciplinary manager

Company director

This panel will in all cases judge the merits of the appeal and give their decision which will be final. The period in which an appeal may be made will usually be up to 6 months from date of incident although subsequent evidence which comes to light after this period may also be considered in any appeal situation.”

PLEASE ALSO NOTE:

Conversely, incentives may be considered for good driving performance over a period by way of bonuses at driver, depot or division level to introduce an element of competitiveness and reward for a job well done over a period of time.

9. OVERSEAS TRAVEL

Subject to prior approval by the Company vehicles may be taken overseas on company business and holidays. This is a benefit that is subject to annual review and you will be directly responsible for the cost of comprehensive foreign travel cover (AA 5 Star recommended) for the period that you and all occupants of the vehicle are abroad.

You should also ensure before you travel that you have with you:

- a copy of the V5 vehicle registration document and a letter of authority from the Company to confirm that you have authority to use the vehicle in other territories
- a "Green Card" or valid certificate of insurance covering the vehicle for the territories concerned
- a completed E111 medical treatment form (available from Post Offices)
- and for most European countries a warning triangle, first aid box, spare bulb kit and fire extinguisher that you will be required to carry by law.

If you are involved in an accident where only your vehicle has been damaged then (subject to policy cover) please note the following advice:

- If your vehicle is still mobile and roadworthy, then continue your journey and await your return to the United Kingdom to have the repairs carried out.
- If your vehicle is damaged so that it cannot be used, then contact the nearest garage and get the car towed into their premises. If quick temporary repairs, up to a maximum of £250, can be carried out to enable you to continue your journey, then have these repairs done, but ensure that you obtain a detailed account to submit to the Company.
- If the vehicle is badly damaged and a lot of work is needed, it may be necessary to have the vehicle transported to the United Kingdom. **Please notify the Company immediately.** If travelling under A.A or R.A.C. schemes, please contact them to make the necessary arrangements for vehicle repatriation.

Immediately advise our Insurers claims handling agents (in the country concerned) of the accident and, in the event of any difficulty, they will render all possible assistance. Please consult your Green Card literature for details of the claims handling agents.

if you are involved in an accident with another vehicle or have damaged other property or caused injury to a third party please note this further advice:

- You are required to exchange details with the other parties involved. Please obtain names and addresses of all concerned together with Insurance particulars and registration numbers of the other vehicles. Also obtain full details of any Police Officer attending the accident.
- The Police may insist that you sign your Green Card.
- A sketch of the scene should be made, indicating road signs, markings and priorities, and the position of the vehicle(s) on impact. Photographs would also be useful if your camera is handy.
- If there is no language problem with the other parties and the circumstances of the accident can be agreed then it is in order to complete the European Accident Statement contained within your Green Card travel pack. If the facts cannot be agreed, do not complete the statement.
- Please do not indicate verbally, or in writing that you accept any liability for the accident.
- Immediately advise our Insurer's Agent for the country concerned of the accident and again, if you have any difficulty, then our Insurer's Agents will be pleased to assist you as much as possible.

Please report the accident immediately and upon return to the United Kingdom. You will be required to complete the Company's Insurers claim form in the normal way.

10. USEFUL WEBSITES

There are many very useful websites providing more detailed information on the management of occupational road risk, driver training and UK legislation. Here are some of these sites that may be of direct benefit to you as a Company driver.

ASSOCIATIONS

- The Royal Society for the Prevention of Accidents (ROSPA)
www.rospa.co.uk
- Road Haulage Association (RHA)
www.rha.net
- Freight Transport Association (FTA)
www.fta.co.uk
- RoadSafe
www.roadsafe.com
- Brake
www.brake.org.uk
- Occupational Road Safety Alliance
www.orsa.org.uk
- Institute of Advanced Motorists
www.iamfleet.com

DRIVER TRAINING

- Transfed (Bus & Coach Drivers)
www.transfed.org
- Interactive Driving Systems
www.roadrisk.net
- Drive & Survive
www.driveandsurvive.co.uk
- Pelican Driving Services
www.pelican-driving.com
- Commercial Transport Training Services (C.T.T.S.)
(West Lothian Scotland – telephone 01506 633100)

GOVERNMENT DEPARTMENTS

- Department for Transport (DFT)
www.dft.gov.uk
- Driver Standards Agency
www.dsa.gov.uk
- Health & Safety Executive (HSE)
www.hse.gov.uk
- Driver & Vehicle Licencing Agency (DVLA)
www.dvla.gov.uk
- Vehicle & Operator Services Agency (VOSA)
www.vosa.gov.uk

- European Commission Road Safety Unit
www.europa.eu.int/comm/transport/index_en.html

11. DECLARATION

I confirm that I, have read and fully understand this document.

I will comply with the Company policy and all issues of regulation, legislation and compliance referred to in this handbook.

I accept that disciplinary action may be taken for any breach of the terms and conditions of my employment including the instructions and information received in this handbook that has been allocated to me.

I will ensure that all due reference is made to this handbook and that it will be retained by me and kept in good condition.

Signed.....

Dated.....

Name:

Staff No

Department:

12. EMPLOYEES NOTES

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