



# **Drivers Handbook**

## Policy Statement

Employees who drive in the course of their work are at risk of being involved in a road traffic accident. We are committed to reducing that risk so far as we can and have prepared this booklet which sets out our policy, our rules and general arrangements in respect of company vehicles and driving in the course of work.

By adopting this strategy, we aim to prevent loss of life, injury and property damage caused by driving accidents. You should familiarise yourself with the instructions and information in this handbook.

## Allocation & Vehicle Arrangements

Before you are allocated or permitted to drive one of our vehicles you must be authorised to drive by our responsible person. To become an authorised driver you must have shown us your current driving licence. This will be checked to ensure that you are not disqualified, have no endorsements that might affect insurance cover and that the licence covers the vehicles to be driven. A copy will also be taken for our records.

A copy of this Driver Handbook will be issued to every authorised driver who must make themselves familiar with the instructions it contains. A signed receipt is required. Subsequently:

- you must report changes to your licence including endorsements and restrictions etc. without delay to the responsible person.
- your driving licence will be subject to an annual check for endorsements.

Before taking a vehicle onto the road you should inspect it for signs of damage or defects and ensure that the ancillary equipment (vehicle jack, wheel brace and spare wheel) is in place on the vehicle. Falsification of any driving licence document will be dealt with as a disciplinary issue.

## Authorised Drivers

No one will be authorised to drive any of our vehicles unless they have produced their driving licence for validation or given us the information required to allow us to check for ourselves at the DVLA webpage <https://www.gov.uk/view-drivinglicence>.

We will also make periodic checks to ensure that you remain licensed to drive and that any penalty points do not exceed limits imposed by our insurers.

## Emergency Authorisation to Drive

In the event of accident, breakdowns or illness, where the driver is unable to proceed, any competent and fully licensed driver is authorised (and will be insured) to drive the vehicle directly to its normal base, a garage or place of safety.

## Excluded Drivers

- Anyone not in possession of a full UK driving licence for the category of vehicle to be driven.
- Learner drivers.
- Anyone who is disqualified from driving.

- Anyone who has been refused motor insurance or renewal or has had a policy cancelled.
- Those who suffer from a listed medical condition.

## Use of Company Vehicles

Our vehicles must not be used for any business or purpose of any kind except that of the company unless authorisation has been given in writing.

You are responsible for making sure that the vehicle is not overloaded, in passenger numbers or maximum weight.

None of our vehicles are to be used to carry passengers for hire or reward. The authorised driver is responsible for any fixed penalty charges or fines. They must keep detailed records of the vehicle's use.

## Private Car Use for Business Purposes

Employees must seek prior approval before making any business journey in their private vehicle.

The responsible person will consider other methods of transport including the use of our vehicles before granting permission.

A copy of the private vehicle's current Insurance Policy Certificate must be placed on file prior to an approved journey.

The insurance must provide cover for the use of the vehicle for business purposes. You are responsible for ensuring that it is taxed and, if required, has a valid MOT test certificate. We may check that these are in place on the DVLA website <https://www.vehicleenquiry.service.gov.uk/Default.aspx>.

Employees can claim reimbursement for authorised business mileage.

Accessories Fitted to Vehicles Accessories for work or private use must not be fitted to any of our vehicles without the authority of the responsible person.

These items may include any vehicle approved equipment including roof racks, towing brackets and associated equipment, bicycle racks (rear and roof fitted) and ancillary fittings.

If approval is given accessories must be fitted correctly by a competent person. Fitted they become part of the vehicle and will normally be covered by the vehicle insurance.

Private equipment is not insured and you will need to make separate arrangements.

Damage caused to the vehicle by private equipment etc. may be chargeable to the driver.

## Wearing of Seatbelts

Drivers and occupants must wear seatbelts when travelling in our vehicles.

It is the driver's responsibility to ensure that seatbelts or child restraints are worn. The latter if fitted must be appropriate for the age and weight of the child.

## Alcohol and Drugs – Driving

Driving one of our vehicles at any time, or a private vehicle for business purposes, whilst under the influence of alcohol or drugs is strictly forbidden and will be subject to disciplinary action.

## Medical Conditions - Driving

Authorised drivers must inform the responsible person of any medical condition that may affect their driving ability.

## Journey Times and Rest Breaks

We expect you to follow the rules set out in the Highway Code;

- you should be fit to drive and not begin a journey when tired.
- avoid driving long journeys between midnight and 6 am, when natural alertness will be at a minimum.
- plan your journey to take sufficient breaks – 15 minutes after every two hours of driving is recommended.
- take additional breaks if you feel at all sleepy. Stop in a safe place - not on the hard shoulder of a motorway.
- the most effective way to counter sleepiness is to drink, for example, two cups of caffeinated coffee and to take a short 15 minute nap.

We do not expect you to work excessively long hours. Overnight accommodation should always be considered if the total travel time and working day, including breaks, exceeds 12 hours. If an overnight stay is expected, accommodation should be booked in advance.

## Regulated Driver's Hours

There are statutory restrictions on both driving time and working time for drivers of goods carrying vehicles with a maximum permitted mass (including trailer or semitrailer) is more than 3.5 tonnes or of passenger vehicles capable of carrying more than 9 people including the driver. The restrictions apply whether the vehicles are laden or not.

We expect you to adhere to the requirements and co-operate with us in ensuring that you do not exceed either the daily or weekly driving limits and take at least the minimum rest breaks appropriate to the rules applying to your vehicle and journey.

## Tachographs

Tachographs are fitted to vehicles where they are a legal requirement; they must be used at all times.

Do not tamper with any tachograph sealing devices. Driving time, other work, breaks and availability should be recorded at all times.

Where the tachograph records onto a chart be sure to carry enough new charts for your expected time away from site and spares in case of damage or if a chart is taken by an enforcement officer.

Enter personal and journey details in the centre field. Hand the completed charts to your traffic manager within 42 days of completion.

If the tachograph is of the digital type insert your driver card at the start of each working day. Carry a spare paper roll so that you can print out a daily record and make copies available to police and VOSA officers if requested.

Make your driver card available to your traffic manager for downloading of data whenever requested.

If a tachograph is damaged or if you think that it is not working correctly inform your traffic manager immediately.

It is your responsibility to know and to understand the 'Rules on Drivers Hours and Tachographs'. If you are in any doubt get instruction or advice from the Transport or Traffic Manager.

## Security Trackers

A Tracker System may be installed on certain vehicles within the company. The Tracker System will be installed for a number of reasons:-

- We have a duty to ensure so far as is reasonably practicable your health, safety and welfare at work. Due to the mobile nature of your work the tracking system will help us monitor your movements ensuring your health and safety.
- It will help us to distribute and organise the work more efficiently.
- It will help us to establish arrival times for booked appointments should there be any dispute with the client.
- It will reduce our insurance costs as stolen vehicles will be recovered.

## Onboard Vehicle Cameras

For a number of reasons, including crime prevention, safety of employees and clients, reducing insurance and legal costs cameras may be fitted to our vehicles.

The footage can be monitored live or retrospectively.

You should be aware that footage from the cameras may be used and relied upon, where necessary, for insurance and disciplinary purposes. Similarly, if there were allegations of negligence or careless driving made by clients or third parties against our drivers, or civil claims brought against any member of the Company we may use the footage in dealing with them.

There may also be cases where we are required to disclose the recordings to the authorities to the relevant authorities.

## Smoking in Vehicles

Smoking is not permitted in company vehicles. Drivers of private vehicles should consider their passengers.

## Mobile Telephones

Handheld mobile phones should never be used when driving. The practice is illegal and it also an offence to use them when stopped at traffic lights or in a traffic queue.

Although it is legal to use a 'hands-free' phone, drivers can be prosecuted if they are not in proper control of their vehicle whilst using them.

Driving carelessly or dangerously when using a hands-free mobile could lead to prosecution and disqualification, a large fine or up to two years in prison.

The safest approach, which we expect you to adopt, is to find a safe stopping place and switch off the engine before making or answering a call or text message.

## Satellite Navigation Equipment

Always programme your satellite navigation equipment before setting off, and do not input instructions whilst driving. If you need to set or adjust a journey avoid the risk of prosecution for dangerous or careless driving by pulling over to a convenient safe location.

Check the route selected by the navigation system to make sure it is practical. Planning a journey in advance will reduce your reliance on the satellite navigation system and will also prompt you to think about issues such as fatigue and the best time to do the journey.

Keep the navigation equipment updated with new maps, new road layouts and new one way systems.

Position portable units where they can easily be seen; do not allow them to obstruct your view of the road. Do not put them in front of airbags.

## Reporting of Incidents and Damage

All incidents, including accidents, thefts, vandalism and damage of any kind must be reported to the responsible person by the driver. Road Traffic Accidents At the scene of an accident:

- stay calm and act in a manner which does not expose anyone to danger.
- inform the emergency services and call for assistance if required.

If you are involved in an accident do not admit or discuss liability, but obtain the following information:

- date, time and location of accident.
- vehicle registration numbers of third party vehicles(s)
- third party drivers' name, address and Insurance Company.
- third Party Insurers policy number.
- name and number of any Police Officer attending the accident.
- police incident number.
- sketches or photographs of the accident scene showing position of vehicles, road markings etc.
- names and addresses of any other witnesses.
- any other applicable information.

If the vehicle(s) involved in the accident have only suffered minor damage and it is safe to do so they can be moved from the immediate scene to a place of safety where details can be exchanged.

As soon as possible after the accident the details must be reported to the responsible person. If your vehicle cannot be driven arrangements will need to be made to remove the vehicle.

If you are unaware of the arrangements we have in place contact the responsible person for advice.

Depending on the circumstances the vehicle may be recovered to our premises, a garage or a storage compound.

All valuables, company and personal property should be removed from the vehicle. If your vehicle remains legally drivable and it is safe to do so return to your normal base or home address.

## Theft of Vehicle and or Contents

If your vehicle is broken into, stolen or vandalised the circumstances must be immediately reported to the Police. A Vehicle Damage Report and a Crime number must be forwarded to the responsible person.

When left unattended vehicles must be locked and all alarms, immobilisers and antitheft devices activated.

Valuable items including mobile telephones, computers, briefcases, handbags, jackets etc. must not be left on display; take them with you or put them in the boot space. When the vehicle is left unoccupied and during refuelling ensure that the windows are closed, keys are removed from the ignition and all doors are locked.

Ensure that spare wheels, ladders or other equipment carried externally are protected by suitable security devices. Do not leave tools and equipment in vehicles overnight.

Note that under the terms of our insurance policy the loss of private items may not be covered.

You should ensure that adequate insurance cover is in place for personal tools and equipment.

## Vehicle Insurance

If you are asked to produce a Certificate of Insurance for a company vehicle by the Police an original can be obtained from the responsible person.

## Road Fund Licence and MOT Testing

We will arrange for company vehicles to be taxed and MOT tested (where necessary) for use on the road. You can check that the tax has been paid and that the test certificate is current on the internet at the DVLA website <https://www.vehicleenquiry.service.gov.uk/Default.aspx>.

To complete the enquiry you will need to enter the vehicle registration number and make.



If you use a private vehicle for work it is your responsibility to ensure that it is taxed and tested for road use. We may use the DVLA website to check.

**Offences and Fines** You will always be responsible for parking offences and other road traffic offences.

Remember that in some cases this business can also be prosecuted for offences committed by you in the course of work. We therefore expect that you will drive in compliance with the Highway Code.

## Vehicle Operation and Controls

You should be fully aware of the vehicle controls and their functions including the location and operation of the spare wheel, jack and brace and security system before driving the vehicle.

The vehicle handbook will also provide useful information on the vehicle, its functions and capabilities in respect of safe driving. Seek advice if unsure about anything.

Drivers of commercial vehicles will have an induction period to instruct and familiarise them with all aspects of the vehicle before using them unaccompanied.

## Care and Condition of Vehicle

You are expected to keep your vehicle clean and presentable both inside and out.

## Vehicle Defects and Damage

You are responsible for keeping your vehicle in a road worthy condition. Inform the responsible person about damage and defects to your company vehicle so that remedial action can be arranged. Those that are not urgent can be dealt with at the next service or another convenient time.

Authorised drivers of pool vehicles should report any defects or concerns to the responsible person. If you use a private vehicle for work it is your responsibility to keep it properly maintained.

## Weekly and Daily Maintenance Checks by the Driver

Before using the vehicle, drivers are responsible for carrying out the safety checks and any others specified in the vehicle handbook.

## Standards of Driving

Justifiably, the company is proud of its image and reputation. We expect staff to uphold our reputation and standards in all aspects of their work; this includes driving on company business.

Follow the Highway Code to avoid becoming involved in an accident. Take care to look out for cyclists and motor-cyclists; be particularly careful when pulling out of a side road or turning left.



Do not drive in a way that causes road rage in other drivers and avoid being provoked into road rage by other drivers. If you are faced by a driver with road rage the situation must be immediately calmed.

Do not react to provocation by using signs, foul language, aggressive behaviour or aggressive driving. If you have sufficient details to do so you may wish to report incidents to the police.

Where we receive a report of road rage by one of our employees in the course of their work the incident will be fully investigated and appropriate action taken.

Take extra care when driving in wintery or other adverse conditions.

## Tyre Condition and Punctures

Ensure that tyre pressures are correct for the type of load and driving conditions. It is your responsibility to ensure that tyres are roadworthy.

If you have concerns over the legality of the tyres refer them to the responsible person.

If you use your own vehicle you are entirely responsible for the condition of the tyres and must ensure that they meet legal requirements.

In the event of a puncture use the spare wheel; follow the instructions in the vehicle handbook. If this is not possible contact the breakdown services or a mobile tyre repairer.

Remember that if the spare is narrower than the standard tyre the maximum speed at which the vehicle should be driven will be significantly restricted. This will normally be displayed on the wheel and explained in the handbook.

## Windscreen Damage and Replacement

If the windscreen suffers serious damage you should make immediate arrangements to have it replaced by contacting an authorised person or approved listed company.

If necessary call the responsible person for advice. In the event of minor damage and if the vehicle can be safely driven continue with your journey.

On return contact an authorised repairer to see if it can be repaired or will need replacement.

### Servicing Arrangements

- **Cars** It is your responsibility to ask the responsible person to book the vehicle in for a service in accordance with the manufacturer's recommendation, as service intervals are reached.
- **Commercial Vehicles** Commercial vehicles must be serviced in accordance with the manufacturer's recommendation or as soon as you are aware that the vehicle needs attention.

Ask the responsible person to make arrangements for servicing. Breakdown and Recovery In the event of a breakdown call the recovery service number notified to you, details are with the vehicle documents.

If you are not aware of this number or how to proceed call the responsible person or office.

## Bodywork Repairs

The course of action will be dependent on the circumstances and the extent of the damage to a vehicle.

Take advice from the responsible person. We may seek to recover the cost of repairing damage caused by driver negligence.

## Safe Loading of Vehicles

Products, materials, equipment etc. must be secured so that movement cannot damage the product or the vehicle or cause a danger to other road users and pedestrians.

**The maximum gross weight of the vehicle must not be exceeded.**

The load must not affect the stability of the vehicle when braking, cornering or when acceleration takes place.

Where roof or side racks are in use the load must be spread evenly to reduce height or protrusion and strain on the securing straps.

Straps should be of a sound and substantial construction, inspected weekly and replaced when worn or damaged.

The load must not extend beyond the front or rear end of the vehicle unless it is identified by an adequate warning device.

Always make sure that the load is secured before driving off. If the load appears to have moved or be unsafe in the course of a journey, stop and take remedial action to make the load safe.

## Return of Vehicles

When a vehicle is returned to our control you must ensure that the interior and exterior are reasonably clean and tidy and that all equipment belonging to this business is accounted for and not left in or on the vehicle.

Any damage over and above wear and tear may be charged to the driver. Ignition keys and fuel cards must be returned to the responsible person.

## Fuel Cards

Fuel cards may be issued. They are vehicle specific and carry the registration number of the vehicle with which they can be used.

When using a fuel card you must make sure that the current mileage is entered on the sales receipt.