



Driver Handbook

This Handbook is intended to help drivers operate safely and to assist with the smooth operation of the Company. It is in the best interest of all individuals employed by the Company, for the operation to run safely, efficiently and profitably

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1. Working Times

Drivers should report for duty at the appropriate times unless instructed otherwise by their immediate Manager or any other member of the Company's Management Team.

2. Operational Duties

Drivers may also be requested by Management to perform other duties such as cleaning vehicles, completing maintenance tasks, or other work directly connected with the vehicle. Drivers refusing to comply with reasonable instructions will render themselves liable to disciplinary action with verbal and written warnings and, if sufficiently serious, may result in their dismissal.

3. Personal

A) Personal Appearance

Drivers are requested to maintain a good standard of personal cleanliness and appearance whilst on duty. Where uniforms are provided they should be worn at all times. The correct level of PPE should be worn to afford adequate levels of protection at all times. PPE items should be maintained in a clean and serviceable condition, replacements are available from the the Office.

B) Conduct at Customers' Premises & Whilst Driving

Drivers are ambassadors of our business. It is therefore important that due respect and regard is given to all our customers and their property. We wish to display a good image of the Company.

We therefore ask drivers to be pleasant, polite and helpful, when collecting or delivering goods and in general dealings with customers and the public. Your behaviour while driving reflects on the Company and you must therefore drive and behave in an appropriate manner and avoid causing offence to other road users.

C) Drinking/Drugs and Driving

The company policy is that drivers must not consume alcohol whilst on duty. Any breach of this rule will render the driver liable to instant dismissal. Drivers should always remember that it is still possible to be 'over the limit' from alcohol consumed the previous night.

Drivers are also reminded that it is an offence, under Road Traffic Act legislation, for vehicles to be driven whilst under the influence of certain types of drugs. If you are being prescribed drugs for any medical condition, it is important to make the situation clear to any doctor who is treating you, that you are a professional driver.

The Company will make every effort to find alternative employment for drivers who are temporarily rendered unfit to drive, as a result of prescribed medication, but who are still able to undertake other duties.

Failure to disclose the use of either legal or illegal drugs is a disciplinary issue. If this is discovered by any enforcement agency such as the police this will also result in loss of driving licence and a hefty fine.

Drug Driving - What is it?

Drug driving is the term used to describe anyone who gets behind the wheel of a vehicle under the influence of any substance (legal or illegal) that is likely to impair their driving ability.

- It's an offence to drive a motor vehicle while under the influence of a controlled drug;
- Police officers have powers to undertake roadside drug tests on drivers.

Penalties

Driving under the influence of drugs carries the same penalties as drink driving - a ban and a fine of up to £5,000 or up to six months in jail. If a person under the influence of drugs causes a fatal accident, they could face a two-year ban and a maximum of 10 years in jail.

D) DVT (Deep Vein Thrombosis)

DVT affects individuals who are seated in a confined space for extended periods of time.

To minimize the risk, it is recommended that both drivers and passengers take the following precautions:-

1. Stop and take a break at least once every two hours where practical
2. Get out of the vehicle, walk around, exercise the lower legs and take in fresh air.
3. Drink plenty of water, to stay hydrated
4. Wear loose fitting clothing.

Symptoms of DVT may include:-

1. Swelling of the legs
2. Redness and an increased temperature of the leg
3. Noticeable pain

If any person suspects they may have this condition, medical assistance should be sought.

E) Sleep Apnoea

It is generally appreciated that driver fatigue and tiredness compromise safety. It is important however to be able to recognise "Sleepiness" where it is due to an underlying medical condition such as OSA (Obstructive sleep apnoea)

Many drivers with OSA have had a motor vehicle accident due to falling asleep at the wheel.

Most sufferers do not realise that they have the condition.

Invariably, OSA victims suffer from excessive daytime sleepiness and other symptoms include:

- Loud snoring (with periods of silence followed by gasps)
- Generally restless sleep
- Falling asleep during the day
- Morning headaches
- Difficulty concentrating/forgetfulness
- Irritability and or mood/behaviour changes

If any person suspects they may have this condition they should contact their GP. The condition is generally fully treatable without the need for surgery.

F) Driver Fatigue

Driving when tired significantly increases the risk of having an accident/crash. To minimise this risk drivers should follow the following guidance

Managing Driver Fatigue

- Ensure wherever possible that you plan work and home patterns to minimise the likelihood of driver fatigue.
- Drivers should attempt to drive for no more than 2 hours without having a break. Ideally drivers should take short, frequent breaks during journeys whilst staying within the drivers hours guidelines.
- It is a well-known fact that certain activity such as walking and stretching triggers the sympathetic nervous system and helps keep you alert. Certain foods and substances can also temporarily increase alertness.
- There are a number of measures that managers and drivers can take to decrease the onset of fatigue on a journey. Examples are:
 - Temperature: Cool dry air, especially on your face, helps keep you alert.
 - Sound: Irregular or variable sounds e.g. conversation can stimulate alertness.
 - Environmental light: bright light tends to increase alertness while dim light leads to drowsiness.
 - Aroma: Studies have found that some smells, e.g. peppermint, make people more alert. Others, like lavender, have a sedative effect.
 - Sleep: It is imperative that drivers receive sufficient sleep when off duty; this however can be dramatically affected by a change in the driver's personal circumstances such as relationship problems, the birth of a new born baby, family bereavement or stress. It is therefore imperative that employers take an active interest in their employees both at work and at home, with allowances being made as and when appropriate.
 - Where drivers feel sleepy they should stop at the nearest safe place.

G) Smoking Policy

It is a legal requirement that smoking is not permitted in places of work, including business vehicles. Where the vehicle may carry more than one specified employee a 'No Smoking' sign must be displayed.

Smoking is **prohibited in any company vehicle** or any vehicle being used on company business.

4. Mobile Phone and In-Use Technology

Drivers are not to alter or modify company vehicles in any way without seeking prior approval. Personal radios, television or satellite navigation devices and similar devices should only be installed by a qualified vehicle electrician and then only when the installation is approved by management.

Drivers should be aware that such items will not be covered by the Company's insurance policy for damage or theft. Individuals should ensure that they have sufficient additional cover on their household policy, or some other form of insurance.

a) In Vehicle Distractions

Portable in vehicle driving aids such as satellite navigation, speed camera detectors and mobile phones can be business-efficient but, simultaneously hazardous.

Vehicle manufacturers' standard fit systems are fitted to the highest standards in order to help drivers concentrate. But there are concerns about the fitting of aftermarket devices.

For example, satellite navigation systems and speed camera detectors can be fitted on a vehicle's dashboard or windscreen, often obscuring clear vision. Also, some systems can be adjusted by the driver, so diverting attention away from the primary task, that of driving safely.

Poor location of devices can also affect safety features, such as airbags, or injure the driver in a collision. Those without a dimmer light facility can also reduce driver vision at night. Incorrect fitting and placing of brackets for mobile phones, often at a driver's knee level, can be potentially lethal in a road crash.

Therefore the company policy for drivers is the same as for additional attachments, described in the following paragraph;

- Drivers must obtain permission before any ancillary equipment is fitted to a vehicle.
- The positioning of aftermarket equipment should be approved by the vehicle owner, including contract hire and leasing companies, as well being compliant with vehicle manufacturer guidelines.
- Retrofitted satellite navigation systems should not allow route changes to be made while the vehicle is moving and screen brightness should dim automatically when the vehicle's lights are on.
- Finally, drivers should restrict use of all in vehicle devices while driving.

b) Mobile Phone Safety Policy

It is an offence for a driver to:

- Speak or listen to a phone call on a hand held phone.
- Send or receive text messages or images.
- Use any hand held device to access data, including the internet.
- Hold any electronic device used for "accessing" oral, textual or pictorial communications.

Driving is defined as sitting at the wheel of the vehicle with the engine running.

It is worth noting that as employers we will not be legally liable for supplying a mobile phone to a driver or inadvertently phoning them when in the vehicle

As an employer we cannot and will not "cause or permit" the offence of driving a vehicle that someone cannot properly control.

Using a mobile phone while driving a motor vehicle is an endorsable offence (CU80), where 3 penalty points will be applied in addition to a fine.

5. Driving Licences (LGV & Private Car)

Drivers are responsible for ensuring that their driving licence is current and has the correct address. The company may examine licences at any time.

Any legal proceeding that may result in either an endorsement or loss of licence must be immediately reported to the Office. Our insurers impose certain limitations upon drivers. Failure to notify any change of licence could mean that individual drivers are not insured.

The driving licence you need to tow a caravan or trailer

The ability to tow any size trailer will depend on the driving licence you hold. The category entitlement on your driving licence will determine the type of trailer you can tow.

Drivers who passed a car test before 1 January 1997 retain their existing entitlement to tow trailers until their licence expires. This means they are generally entitled to drive a vehicle and trailer combination up to 8.25 tonnes MAM. They also have entitlement to drive a minibus with a trailer over 750kgs MAM.

Drivers who passed a car test on or after 1 January 1997 are required to pass an additional driving test in order to gain entitlement to category B+E and all larger vehicles. In addition to the new driving tests, drivers of vehicles which fall within subcategories C1, C1+E, D1 and D1+E also have to meet higher medical standards.

In general, an additional driving test is required for each category or subcategory of entitlement. But there are certain exceptions to this where drivers have already passed one test which involves trailer entitlement for a larger or equivalent sized vehicle.

6. Driving Licence Check

From time to time, our insurers require the Company to conduct a check of all its employees' driving licences. It is also a requirement of our FORS standard that driving licences are checked and recorded every 6 months.

All drivers of company vehicles (car and commercial) are required to produce their driving license for inspection by the Office at six monthly intervals.

However any changes in driver's circumstances such as medical conditions, change of address, endorsements or convictions should be reported to the Fleet Manager as soon as they happen to enable the company to update records accordingly.

Driving Licence Checks is based on Driver Risk e.g.

- 0–5 penalty points on the driving licence – six monthly checks
- 6–8 penalty points on the driving licence – quarterly checks
- 9 or more penalty points on the driving licence – monthly checks

All drivers of company vehicles (car and commercial) are required to produce their driving license for inspection by the Office at six monthly intervals.

However any changes in driver's circumstances such as medical conditions, change of address, endorsements or convictions should be reported to the Fleet Manager as soon as they happen to enable the company to update records accordingly.

7. Drivers Hours Regulations

Strict rules apply on how long drivers can stay at the wheel and how much rest they can take. Drivers and vehicle operators must keep appropriate records to prove it!

Two sets of rules may apply;

- EU drivers hours regulations which cover drivers of most goods vehicles over 3.5 tonnes GVW on journeys within the EU member states.
- UK hour's rules, which cover goods vehicle drivers exempt from EU drivers' hour rules when only operating in the UK.

These rules and the supporting policy and procedures are summarized in a publication held by the Fleet Manager. The full regulations for drivers' hours are also in the Department of Transport Handbook also held by the Fleet Manager.

Should any driver have any query concerning driving hour regulations, the query should be referred to his immediate manager.

Be aware that it is a serious offence for a driver to flout these rules or for an employer to cause or permit a driver to do so, and action may be taken against the companies operator licence as a result.

8. Road Traffic Act

Drivers are reminded that they have legal obligations under the Road Traffic Acts. All aspects of the Road Traffic Act must be complied with. All incidents, including those arising from personal business, which may result in a prosecution under the Road Traffic Act, must be reported to the Fleet Manager.

All drivers must conform to the Highway Code at all times... This can be found at www.safedrivingforlife.info

9. Legal Costs and Fines

Under certain circumstances the Company may consider assisting with legal costs, incurred by drivers for prosecution(s) brought against them as a result of an alleged breach of law(s) which arise during duty hours.

Under those circumstances the Company **will not** meet in full, or in part, any **fine** incurred by a driver. To do so could be interpreted as the Company encouraging or condoning the breach of law or regulations.

10. Speed Limits

Drivers are reminded that they are liable to prosecution, which can lead to either the revocation or suspension of their LGV licence, in the event of Tachograph records showing excessive speeding.

These records can now be used as evidence in a court of law. Driving in excess of speed limits is not allowed. Drivers are expected to drive defensively and economically showing due regard and courtesy to other road users

11. Vehicles - Use and Care

A) Daily Checks

The following checks must be made both to the company vehicle and trailer before proceeding with any day or night work:

- Fuel/Oil/Water Leaks & Levels
- Tyres & Wheel Nuts
- Mirrors, Indicators & Horn
- Wipers/Washers/Windscreen
- Rear/Side Markers
- Speedometer/Speed Limiter
- Brakes & Hoses, Electrical and ABS Connections
- Body/Wings/Load Security
- Lights/Reflectors/Battery
- If a trailer forms part of the load, ensure a walk-around check is completed/logged.

B) Notification of Defect

All defects should be reported immediately to the Fleet Manager. In the event of a defect on your vehicle becoming apparent in the course of your journey, the defect must be reported immediately on your return to the depot, unless it affects the roadworthiness/safety of your vehicle.

In these circumstances you must bring your vehicle to a halt and park it as safely as possible and contact the Fleet Manager immediately.

Under no circumstances will the Company permit or condone the use of the vehicle (or trailer) where there is any defect, which might render it unroadworthy.

Even where the vehicle is fully roadworthy, Traffic Commissioners increasingly expect drivers to complete a “nil-defect” return to confirm that they have checked the vehicle. Where there are no defects, we require all drivers to complete a “nil-defect” report.

Driver defect reports must be kept for at least 15 Months, these will be located in the office.

12. Security of Vehicles

The cab of the vehicles must be locked at all times whenever the vehicle is left unattended. Drivers are requested to exercise maximum care to prevent thefts. Those vehicles fitted with alarms/immobilisers must never be left unattended without the security system being fully operational. Any expensive / attractive items should be locked away or removed from the vehicle. Particular attention should be paid to portable satellite navigation systems

a) Night Parking

You should take all sensible precautions regarding parking. At night, garage the vehicle if possible; do not leave property in the vehicle overnight especially laptop computers, mobile phones and portable satellite navigation systems, always lock your vehicle when there is no one in the vehicle (even at fuel service stations). Do not park it in the more vulnerable positions in car parks try and park in a well lit area so it is safer when you return to your vehicle.

Please note that the Company will not accept any responsibility for theft of personal effects from cabs. Thefts should be reported to the Office immediately.

b) Vehicle Key Security

One vehicle is stolen every two minutes of every single day! You must take sensible precautions to secure company vehicles!

Vehicle keys should be kept in a secure position at all times and not left unattended. Never leave keys in an obvious place, be vigilant at all times and remain Key Aware by following these simple steps:

Always take and keep your keys with you even when:

1. Filling up with fuel
2. Popping into Shops
3. Loading/unloading
4. Collecting paperwork

Never leave your vehicle unattended when:

1. Warming up in the winter
2. Cooling it down in the summer

Always keep your keys safe when not using your vehicle:

1. Keep them out of sight
2. In the company key safe in the warehouse.
3. Away from windows and doors
4. Do not leave keys on a desk in an open office area, especially where there is public access

Remember if they can find your keys they can steal your vehicle. It's that easy!
Do not become a victim - Be Key Aware at all times!

13. Trailers

Only use a trailer if you have the correct licence entitlement, and you have been trained to drive with one. Make sure you know how to connect the trailer, including the electrical connections and brake-lines. Ensure that it is not overloaded and that the weight is evenly distributed and securely covered. Make sure no items are sticking out.

14. Cleanliness

Drivers are requested to ensure that the interior of their cabs are kept clean and the exterior of the vehicle is washed daily. Please also keep in mind the need to keep the interior of load areas clean; debris on the back of the vehicle can cause accidents or damage to other road users if it is blown off during transit.

15. Unauthorised Use

- Vehicles should not be used for any other purpose than that in connection with the business of the Company.
- 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.

16. Unauthorised Passengers

To help the control of possible third party injury claims against our fleet policy, the carrying of non-authorised passengers in any company vehicle is forbidden. The rules for carrying passengers are: -

1. No person other than Company employees are to ride as passengers in Company owned vehicles.
2. All authorised passengers are to occupy a factory fitted seat. Passengers are not to be carried in the back of cargo vans/trucks.
3. No kerbside passengers e.g. hitchhikers, are to be carried in any Company Vehicle.
4. All persons carried in Company Vehicles will use the seat belts where they are fitted (both front and rear seats if applicable).
5. Under no circumstances should children be carried in the cabs of commercial vehicles, on plant items, or any other mechanical equipment

17. Breakdowns

In the event of a breakdown the incident should be reported to the Fleet Manager, or to the office, giving as much information as possible about the nature of the defect and the location of the vehicle. Repairs of the vehicle can only be authorised by Depot/Fleet Manager. Please do not allow any person or business to undertake work on your vehicle without the express permission of the Fleet Manager.

When a breakdown results in your vehicle having to be towed, please remember that towing a vehicle an excessive distance can cause major damage to the drivelines. As a general rule if your vehicle has to be towed for a distance of more than 2 miles, please make sure that drive lines/couplings are disconnected.

18. Windscreens

My windscreen is only slightly damaged - should it be replaced?

A chip in your windscreen will only get worse if neglected and cracked windscreens are a major reason for MOT failure. However stone chips can be repaired by means of resin injection. This not only prevents the damage from getting worse, it also saves the expense of having to pay any glass excess required for a replacement windscreen.

Where replacement is necessary the Company has arrangements for the replacement of windscreens. You should contact the Fleet Manager who will arrange all replacements.

19. Tyres

The life of tyres depends to a large extent on the manner in which the vehicle is driven. Excessive speed, braking or acceleration will cause tyres to deteriorate. If they are repeatedly driven against

kerbs or large stones the walls of the tyres will weaken.

Similarly, if tyres are not maintained at the manufacturer's recommended pressures accelerated wear will occur. You are required to pay particular attention to these points.

You should regularly check tyres and, if there is doubt, the nominated authorised tyre depot will check your tyres and advise on replacement as necessary.

A list of tyre suppliers is provided with the handbook supplied by the Company (Leasing Company).

To have tyres which are defective for any reason constitutes an offence for which the police could prosecute you. Each defective tyre can be penalised with 3 penalty points.

The Highway Code which you are issued with gives you the information relating to compliant tyre standards.

Safety

In case of a puncture when on the road do not attempt to change the wheel at the roadside under any circumstances. Contact the tyre provider for roadside assistance (Best to have all emergency numbers in your speed dial)

Put on your High Visibility Vest/Jacket, Secure the vehicle and move to a safe area and wait until the assistance arrives

20. Loads

A) Driver's Responsibility

At all times, drivers are responsible for the care, security and safety of their vehicle's load and must exercise the maximum care to prevent loss, damage or theft.

B) High Loads/Trailers

Any vehicle over 3 meters in height must display a notice of the vehicle height in a prominent position in the vehicle cab. The height must be displayed in feet and inches. Alternatively, documents must be carried detailing the route to be taken, with no obstacles. There is a limit of 4.2 meters in height of any load carried on an LGV.

There is a particular need for drivers to take care when their vehicles are pulling high loads or trailers especially when negotiating low bridges. The safest rule is always; if in doubt – get out and have a look – Don't take a chance.

Remember: Bridges over 16.6 feet do not have to show their height.

C) Documentation and procedures

Drivers are reminded of the need to take particular care with the documentation for any load and always to ensure that the correct procedures and associated paperwork, are completed and that the condition of loads is inspected where practical and any discrepancies in either quantity or condition are noted and photographed if possible.

21. Motor Accidents

To comply with the terms of our motor insurance policy, it is essential that the reporting procedures detailed below are strictly observed following any incident occurring in connection with the vehicle (whether or not involving a third party).

The sooner our insurers are notified of incidents, the quicker our vehicle can be repaired and other party claims dealt with. Prompt action will undoubtedly save us money and also help to enhance our corporate image.

Incident reporting procedure

In the event of an impact or injury:

- a. At the scene, make sure that the emergency services are contacted if required.
- b. Provide any person having reasonable grounds for so requiring, with our driver, vehicle and insurer details using the 'Exchange of Information' form (included with this handbook). **At no stage admit responsibility** and make no comment or statement regarding the accident (except to a police officer).
- c. If a camera or camera phone is available, photograph the incident location from a number of different directions and take pictures of any vehicles / property damaged. Road measurements may also be useful to record.
- d. Complete an 'Incident Collision Report' form.
- e. Notify the matter by telephone, same day, to the Fleet Manager to receive further instruction.

In relation to all other instances of loss or damage (including theft, malicious damage, fire etc) an 'Incident Collision Report' form should also be completed and the matter reported immediately to the Fleet Manager for further instruction.

Minor repairs that affect roadworthiness e.g. broken headlamp, bulb, may be carried out immediately but must still be reported.

Note 1 – incidents involving personal injury must be reported to local police within 24hrs and it is also necessary to notify police of damage to lampposts, telegraph poles, bollards, manhole covers, road signs or other public property. Remember that if you fail to stop after an accident and fail to notify the other party or the police, you may be prosecuted.

Note 2 – In order to better understand the causes of motor accidents and with a view to improving future health and safety, you may expect your manager to interview you following all incidents.

Note 3 - If, because of the deliberate late supply or inaccurate nature of information surrounding an incident, the Company is involved in additional costs, the employee responsible will be subject to disciplinary action.

22. Vulnerable Road Users

Vulnerable Road User Policy

The purpose of this policy is to ensure all drivers exercise specific consideration and vigilance whilst sharing the road with vulnerable road users in order to ensure their safety and wellbeing.

This policy applies to all drivers, co-drivers, supervisors and managers responsible for Fleet Operations. As part of the wider Health & Safety at work, we aim to avoid all incidents involving other road users, particularly with those who may be more vulnerable and requiring extra consideration. In densely populated urban areas, it is important drivers are aware of and understand the issues faced by cyclists, motorcyclists and pedestrians (particularly children, elderly and disabled people).

This company takes all reasonable steps to prevent serious incidents occurring. A number of control measures have been identified and are communicated as part of this policy. The company expects these measures to be adhered to and will take appropriate action against drivers who fail to do so. The key objectives of the Vulnerable Road User Policy are to:

- To promote a culture of safety and exercise a 'duty of care'
- Avoid distress and trauma of a serious incident to both victim and the driver
- Avoid financial and reputational risks associated with a serious incident

The risks identified and measures to reduce them will be monitored and reviewed periodically to ensure maximum effectiveness.

22.1 Managing Director is to:

- To publish the Vulnerable Road User Policy and ensure it is effectively communicated to all managerial and driving staff.
- Ensure company vehicles used in populated urban areas are as safe as possible and fitted with appropriate vision aids/warning devices suitable for the task.
- Ensure that management and supervisory staff are resourced, trained and empowered to ensure the duties outlined in this policy are adhered to.
- Ensure that any related policies, driver training, education campaigns and disciplinary procedures are consistent with this policy.

22.2 Management Team must ensure that:

- They are conversant with all procedures and documentation referred to in this policy and that the policy is fully implemented.
- All drivers are aware of their duties and responsibilities under this policy.
- Co-drivers of double manned vehicle understand they are the drivers extra set of eyes.
- Take appropriate action if any driver falls short of their duties and responsibilities under this policy.

22.3 Drivers must ensure that they:

- **Check mirror adjustment as part of the daily walk around check** Vehicles have many mirrors, these must be correctly adjusted before Driving duties are undertaken to minimise any 'blind spots.' Remember to re-adjust if they become displaced during your shift.
- **Respect other road users** Remember that cyclists and motorcyclists are road users too and have the same rights as other vehicles. Remain professional at all times and always give way to those at greater risk to injury.
- **Concentrate and focus on driving** Do not get distracted using hand-held phones, satellite navigation devices or any other in-cab equipment.
- **Give plenty of space when overtaking or hold back until there's room** Many roads have too little space for motorcyclists/cyclists and larger vehicles at the same time, the Highway Code advises that you should give at least as much room as when overtaking a

car. If you cannot give at least a metre's clearance then hold back. Drivers should bear in mind that cyclists are trained not to ride too close to the kerb and may ride to avoid drains and pot holes.

- **Plan journeys to avoid cycle commuter routes at peak times** Cycle highways are intended to show cyclists, both regular and occasional, how best to get from the suburbs into central city areas and back.
- **Plan journeys** Plans routes that are the safest and most cost-efficient routes available using the most up to date Satellite Navigation System available whenever possible
- **Drive with consideration to: Tyre, Brake and Fuel Efficiency**
- **Look over the dash** there have been fatalities that have arose at the front of vehicles because cyclists and pedestrians wrongly assumed that the driver had seen them. Drivers should always take a moment to look to the front of the vehicle, even if a class VI mirror is fitted.
- **Always indicate** Always use your indicators even if you don't think there's anyone there and always signal clearly and in good time, most vulnerable road users are able to see your indicators and will make anticipations of your next move based on your signalling.
- **Stay cool** don't get into a situation of 'blame', remember you are the professional road user and representative of this company and therefore must act accordingly at all times.
- **Read, know, understand and apply the Highway Code** this is your ultimate code of conduct when driving on the road, rules 205-218 cover road users requiring extra care.

23. Fuel Reimbursement

All fuel for use on Company business must only be purchased using the Company's Fuel Charge card.

Lost cards must be notified to the Accounts Department immediately. The driver must pay for fuel and other costs related to private mileage.

Heads of Departments receive, on a monthly basis, full details of all fuel purchased by members of their Department. Any abuse of the system, whereby private fuel is being bought using the Company's Charge card, for instance, will be considered a disciplinary offence.

24. Speedometer

It is an offence to drive the vehicle when the speedometer and/or odometer are defective. It is your responsibility to ensure that the speedometer is in proper working order at all times. If the odometer is faulty then this must be advised to the Company (Leasing Company) immediately as they/we are under legal obligation to provide an accurate mileage record when disposing of the vehicle.

25. Useful Telephone Numbers – A good idea to stored in your speed dial

Accident	
Office	
Workshop	
Fleet Manager	
Breakdown	

Tyres	
Windscreen Repair	

26. Useful hints

- Carrying spare bulbs for your vehicle is always very handy. In fact, in Europe it's compulsory to carry an emergency bulb kit. Put them in a safe place within the vehicle and make sure your owner's manual is handy so you know how to fit them.
- Check your vehicle's oil level when the engine is cold and you are parked on level ground. If you do it after the engine's been on, the oil may be deposited higher on the dip stick and, on some vehicles, could give a false reading.
- Try to avoid hitting your tyres against kerbs, especially when parking. It can cause the tyre to weaken without showing any damage on the outside and also damage your wheel which may affect your tracking.
- Check your spare tyre from time to time you never know when you might need it. And it's an offence to fit a spare that is not roadworthy.
- Don't just use screen wash to stop your water freezing in the winter. It's great at removing insects from your windscreen in the summer too.
- It is recommended that you change your wiper blades every six months, even if they haven't been used very often. This is because the rubber deteriorates over time when exposed to the atmosphere. In the interim period an occasional wipe with methylated spirit will avoid streaking.
- Always carry a pair of sunglasses in your car even in the winter in case of need.

Summary

It is important that we all work to the same procedures. Whilst rules have been kept to an absolute minimum, where they apply, they must be complied with.

The Company has the right to vary any of the procedures and/or rules at any time. Any variation(s) will be displayed on Company notice boards, and advised to drivers by means of amended pages for the Driver's Handbook/Supplement.



Drivers Handbook

VEHICLE REGISTRATION NUMBER

Declaration

I confirm that I have been issued with the above vehicle and confirm that I have read and understand this document and will abide by the rules etc. contained within.

I also confirm I will be responsible for any damage caused to the vehicle above (or any other vehicle that is hired or belongs to Electrification construction services ltd I may be driving) any existing damage when taking delivery of the vehicle and agree that any repairs required will be paid via salary when returning the vehicle.

Whereby Damage to the vehicle or 3rd Party property is required to go through the Company insurance then I accept that I will pay the excess of £1500 until the claim is settled. If non Fault then the excess paid will be refunded.

Name:

Signed:

Date:

Witness:

Name:

Position:

Date: