

# DRIVERS HANDBOOK

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## Driving Standards Policy

### Safe Working Practice for General Driving

- DO NOT carry any unauthorised passengers.
- Observe all road conditions to avoid collisions.
- Know the Size of the Vehicle that you are driving and NEVER exceed any Height or Weight restriction Warning-signs (e.g. when travelling under / over Bridges).
- Identify potential hazards from other road users and pedestrians.
- NEVER attempt to drive whilst under the influence of alcohol or drugs
- Avoid fatigue, take regular breaks; observe Drivers Hours / Tachograph rules.
- Inform your manager of any physical or mental health issue that may affect your ability to drive safely
- Inform your manager if you are taking any medication that can make you drowsy.
- Practice safe and defensive driving at all times.
- NEVER use a mobile phone or other distractive technology whilst driving.
- In the event of a breakdown on the motorway, pull onto the hard shoulder, put on your hazard lights and leave the cab.
- NEVER stand in front of the vehicle ensure you stand well clear in a place of safety.
- **Obey the Highway Code and follow all Road-Safety legislation.**
- It is important for your safety and the safety of others that you report defective equipment as soon as it becomes apparent.

### Risks

- General Driving has been assessed as a medium risk procedure but it has the potential to become a higher risk if the SWP is not followed.
- There is a medium to high risk of serious injury or even death if involved in a road traffic accident.

## In Summary

You are required to drive in a courteous manner at all times with due care and consideration to other road users.

Your driving manner reflects the Company's corporate image and therefore it is essential that you are a safe and professional driver.

**You must follow the Highway Code and remain within the law at all times.**

## Parking fines

If you are conducting deliveries in a town centre with difficult and restrictive parking then please do not leave your vehicle unattended at any time – this is particularly the case in Central London. Please advise the Transport Office as in some cases we may be able to get the recipient to come out to you or obtain a parking dispensation from the local Borough Council.

If you fail to comply with the above, then depending on the circumstance, you will be held responsible for any fine incurred.

If you do get a parking fine you must notify the Transport Office and bring the Notice to the office within one working day of the offence.

## Red Routes

Red Route rules are detailed in the Highway Code that has been issued to you – this should be studied to gain a full understanding.

## **Actions Following Breakdown of Vehicle**

**Stamford Construction Ltd** vehicles are maintained to a high quality and at frequent intervals. However, there is a possibility that the vehicle may suffer mechanical failure and break down whilst being driven on the road.

If drivers recognise that there is a problem with their vehicle and possibility of breakdown i.e warning lights displayed on dash they should in the first instance try to stop and park the vehicle in a safe and legal position on the road.

Once parked legally and safely with engine switched off, the driver should telephone the Transport Office to advise of the problems and current location. Recovery agents will then be despatched to either repair the vehicle at the roadside (if applicable) or recover the vehicle back to the operating centre or directly to the nominated repairing garage.

## Alcohol and Drug Awareness

### Alcohol

The legal drink drive limit is 80mg of alcohol per 100ml of blood. However, the risk of crashing increases at alcohol levels well below the legal limit. Drivers with a blood alcohol level between 20 mg/100 ml and 50 mg/100 ml are three times more likely to be killed in a crash than drivers who have no alcohol in their blood.

Alcohol impairs judgement, making drivers over-confident and more likely to take risks. It slows their reactions, increases stopping distances, affects judgement of speed and distance and reduces the field of vision. Even a small amount, well below the legal limit, seriously affects the ability to drive safely.

### Morning After

Many drink drivers are caught the morning after they have been drinking. As it takes several hours for alcohol to disappear from the body, someone who was drinking late the previous evening, could easily still be over the limit on their way to work the next morning. Even if under the limit, they may still be affected by the alcohol in their body.

### Medicines and Drugs

Driving while unfit through drugs, whether illegal or prescribed or over-the-counter medicines, is an offence that carries the same penalties as drink driving. The Police can, and do, conduct roadside tests to help them assess whether a driver may be impaired.

### Illegal Drugs

The use of illegal drugs will not be tolerated by the company, and if anybody is found to using them this will count as 'gross misconduct' resulting in dismissal. Around 40 people are killed each year in accidents involving drivers who were impaired by drugs (including legal drugs), over 200 are seriously injured and almost 650 slightly injured. However, this is likely to be an under-estimate. Around 18% of people killed in road crashes have traces of illegal drugs in their blood, with cannabis being the most common.

## Medicines & Herbal Remedies

For many medications it is difficult to predict whether, how, when and for how long they will affect a person's ability to drive safely. A driver may not even notice that they have been impaired until it is too late. The effects depend on how much, how often and how a medicine is used, plus the psychological and physical attributes of the person taking it.

Some medicines may cause:

- Drowsiness
- Dizziness or feeling light-headed
- Difficulty concentrating
- Feeling edgy, angry or aggressive
- Feeling nauseous
- Reduced coordination
- Feeling unstable

Many over-the-counter medicines, including remedies for coughs, colds, flu and hay fever, cause unwanted drowsiness which might impair driving. Warnings about drowsiness are not always clear so, for example, if the label says "may cause drowsiness", assume that it will do so.

## Alcohol and Drugs Policy

As part of our overall health and safety policy, is committed to reducing the risks which our staff face and create when on the road as part of their work. We ask all our staff to play their part.

Staff **must not** drive for work if their ability to do so safely is impaired by alcohol, drugs or medicines. Failure to comply with the policy will be regarded as a serious disciplinary matter.

### **Senior managers must:**

- Lead by example, by ensuring that they never drive if affected by alcohol, drugs, medicines or fatigue and by following this policy.

### **Line managers must ensure:**

- They also lead by personal example
- Staff understand the dangers and consequences of driving while under the influence of alcohol, drugs, medicines or fatigue
- Staff receive appropriate training and education to help them avoid driving while under the influence of alcohol, drugs, medicines or fatigue
- Staff understand what to do if they consider their driving might be impaired by alcohol, drugs, medicines or fatigue
- Staff are confident that they can report and discuss any drink or drugs problem they might have with an appropriate person without fear of being treated unfairly
- Work related road safety is included in team meetings and staff appraisals and periodic checks are conducted to ensure our Policy is being followed
- They follow our monitoring, reporting and investigation procedures to help learn lessons which could help improve our future road safety performance
- They challenge unsafe attitudes and behaviours, encourage staff to drive safely, and lead by personal example in the way they themselves drive.

### **Staff who drive for work must:**

- Never drive while under the influence of alcohol, drugs, medicines or fatigued
- Make arrangements so they do not need to drive if they know they will be drinking alcohol
- Avoid drinking alcohol at lunchtime, especially if they know they will be driving later
- Be aware that they may still be over the limit, or affected by alcohol the morning after they have been drinking
- Be aware that prescription drugs or over-the-counter medicines can affect driving and can cause sleepiness
- Report drug and alcohol problems, including cautions, summons or convictions for alcohol or drug related offences, to their line manager
- Co-operate with monitoring, reporting and investigation procedures.

## Drink and Drug Testing

**Stamford Construction Ltd** believe we have a responsibility to employees and members of the public to ensure that our drivers are free from alcohol and drugs whilst driving for the Company.

Random drink and drugs screening checks shall be carried out by an appointed and trained senior member of staff (or appointed external provider). The appointed tester may request a test at any time during your work shift. The tests will be carried out in the presence of a witness.

If an employee receives a positive test result, it will be viewed as a potential act of gross misconduct and renders the employee liable for summary dismissal in accordance with the Company's disciplinary procedure.

Tests may be carried out:-

- Pre-employment or at the start of a specific contract
- Routinely, randomly or unannounced
- After involvement in a road traffic collision, incident or near miss

Refusal to submit to an alcohol or drugs screening test will be considered an act of gross misconduct.

You should also be aware that you may be tested when delivering or collecting from some of our delivery sites i.e. TfL, Crossrail, Tideway and other FORS member sites etc

## Serviceability and Roadworthiness Policy

Stamford Construction Ltd commits to keep all its vehicles in a roadworthy condition at all times.

Darren Lacey – Transport Manager is responsible for scheduling the vehicles in for planned servicing, MOT, etc. They are also responsible for organising ad hoc repairs when necessary – i.e., following driver first use checks discovering road worthiness defects and vehicle faults whilst driving, remedial work and repairs etc.

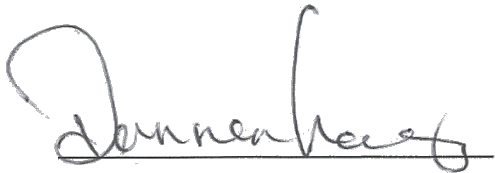
Maintenance is provided by MOT approved garages where our vehicles are inspected annually.

We utilise a forward planning reminder system – electronic and hard copy, this includes a cloud based calendar alert to all personnel responsible for transport maintenance.

We use approved tyre companies for our tyre repairs and replacements on site and on the road.

In addition to this, we check and record the tread depths and tyre pressures of a sample of our fleet each month.

Issued by Darren Lacey



1<sup>st</sup> July 2020

## Speeding

The following limits generally apply to HGVs over 7.5 tonnes gvw:

Motorways	56 mph (speed limited)
Dual Carriageways	56mph
Single carriageways	50 mph

Note that streetlights indicate that the speed limit is 30 mph unless road signs indicate a higher speed (in any event the maximum speed for HGVs over 7.5 tonnes travelling on single carriageways (including multiple lane non dual carriageways) is 50 mph.

The following limits generally apply to Goods Vehicles (without trailer) not more than 7.5 tonnes gvw:

Motorways	70 mph (speed limited)
Dual Carriageways	60mph
Single carriageways	50 mph

Different speed limits - i.e. 20 mph may be prescribed by signs and must be obeyed. Advisory/ mandatory / temporary speed signs must be obeyed.

***The above speed limits are a maximum, not a target and do not necessarily imply it is safe to drive at that speed irrespective of road conditions.***

## Driving on Different Types of Road

You should adjust your driving to suit the type of road you are on for example:

### Country Lanes and Roads

Driving on a narrow country road, you should keep your speed down and take extra care at bends and driving near farms and fields. If a road is blocked by a herd of animals, stop and switch off your engine until they have left the road – watch out for animals on unfenced country roads.

### Tramways

You **must not** enter a road, lane or other route reserved for trams. Take extra care when trams run along the road. You should avoid driving directly on top of the rails and should take care where trams leave the main carriageway to enter the reserved route, to ensure you do not follow them. The width taken up by trams is often shown by tram lines marked by white lines, yellow dots or by a different type of road surface. Diamond shaped signs and white light signals give instructions to tram drivers **only**. Take extra care where the track crosses from one side of the road to the other and where the road narrows and the tracks come close to the kerb. Tram drivers usually have their own traffic signals and may be permitted to move when you are not. **Always** give way to trams. **Do not** try to race or overtake them or pass them on the inside, unless they are at tram stops or stopped by tram signals and there is a designated tram lane for you to pass.

You **MUST NOT** park your vehicle where it would get in the way of trams or where it would force other drivers to do so. Do not stop on any part of a tram track, except in a designated bay where this has been provided alongside and clear of the track. When doing so, ensure that all parts of your vehicle are outside the delineated tram path. Remember that a tram cannot steer round an obstruction.

**Tram stops.** Where the tram stops at a platform, either in the middle or at the side of the road, you **MUST** follow the route shown by the road signs and markings. At stops without platforms you **MUST NOT** drive between a tram and the left-hand kerb when a tram has stopped to pick up passengers. If there is no alternative route signed, do not overtake the tram - wait until it moves off.

Look out for pedestrians, especially children, running to catch a tram approaching a stop.

Always give priority to trams, especially when they signal to pull away from stops, unless it would be unsafe to do so. Remember that they may be carrying large numbers of standing passengers who could be injured if the tram had to make an emergency stop. Look out for people getting off a bus or tram and crossing the road.

All road users, but particularly cyclists and motorcyclists, should take extra care when driving or riding close to or crossing the tracks, especially if the rails are wet. You should take particular care when crossing the rails at shallow angles, on bends and at junctions. It is safest to cross the tracks directly at right angles. Other road users should be aware that cyclists and motorcyclists may need more space to cross the tracks safely.

**Overhead electric lines.** Tramway overhead wires are normally 5.8 metres above any carriageway but can be lower. You should ensure that you have sufficient clearance between the wire and your vehicle (including any load you are carrying) before driving under an overhead wire. Drivers of vehicles with extending cranes, booms, tipping apparatus or other types of variable height equipment should ensure that the equipment is fully lowered. Where overhead wires are set lower than 5.8 metres, these will be indicated by height clearance markings - similar to 'low bridge' signs. The height clearances on these plates should be carefully noted and observed. If you are in any doubt as to whether your vehicle will pass safely under the wires, you should always contact the local police or the tramway operator. Never take a chance as this can be extremely hazardous.

## Level Crossings

A level crossing is where a road crosses a railway or tramway line. Approach and cross it with care. Never drive onto a crossing until the road is clear on the other side and do not get too close to the car in front. Never stop or park on, or near, a crossing.

It is dangerous to touch overhead electric lines. You **MUST** obey the safe height warning road signs and you should not continue forward onto the railway if your vehicle touches any height barrier or bells. The clearance available is usually 5 metres (16 feet 6 inches) but may be lower.

**Controlled Crossings.** Most crossings have traffic light signals with a steady amber light, twin flashing red stop lights and an audible alarm for pedestrians. They may have full, half or no barriers.

- You **MUST** always obey the flashing red stop lights.
- You **MUST** stop behind the white line across the road.
- Keep going if you have already crossed the white line when the amber light comes on.
- Do not reverse onto or over a controlled crossing.
- You **MUST** wait if a train goes by and the red lights continue to flash. This means another train will be passing soon.
- Only cross when the lights go off and barriers open.
- Never zig-zag around half-barriers, they lower automatically because a train is approaching.
- At crossings where there are no barriers, a train is approaching when the lights show.

**Crossings without traffic lights.** Vehicles should stop and wait at the barrier or gate when it begins to close and not cross until the barrier or gate opens.

**User-operated gates or barriers.** Some crossings have 'Stop' signs and small red and green lights. You **MUST NOT** cross when the red light is showing, only cross if the green light is on. If crossing with a vehicle, you should

- open the gates or barriers on both sides of the crossing
- check that the green light is still on and cross quickly
- close the gates or barriers when you are clear of the crossing.

If there are no lights, look both ways and listen before you cross. If there is a railway telephone, always use it to contact the signal operator to make sure it is safe to cross. Inform the signal operator again when you are clear of the crossing.

**Open crossings.** These have no gates, barriers, attendant or traffic lights but will have a 'Give Way' sign. You should look both ways, listen and make sure there is no train coming before you cross.

**Incidents and breakdowns.** If your vehicle breaks down, or if you have an incident on a crossing you should

- get everyone out of the vehicle and clear of the crossing immediately
- use a railway telephone if available to tell the signal operator. Follow the instructions you are given
- move the vehicle clear of the crossing if there is time before a train arrives. If the alarm sounds, or the amber light comes on, leave the vehicle and get clear of the crossing immediately.

## **High Speed Roads**

Take special care on motorways and other high-speed dual carriageways.

- One or more lanes may be closed to traffic and a lower speed limit may apply.
- Works vehicles that are slow moving or stationary with a large 'Keep Left' or 'Keep Right' sign on the back are sometimes used to close lanes for repairs, and a flashing light arrow may also be used to make the works vehicle more conspicuous from a distance and give earlier warning to drivers that they need to move over to the next lane.
- Check mirrors, slow down and change lanes if necessary.
- Keep a safe distance from the vehicle in front

## **Contraflow Systems**

Contraflow systems mean that you may be travelling in a narrower lane than normal and with no permanent barrier between you and oncoming traffic. The hard shoulder may be used for traffic but be aware that there may be broken-down vehicles ahead of you. Keep a good distance from the vehicle ahead and observe any temporary speed limits.

## **Additional Rules for Motorways**

If your vehicle develops a problem, leave the motorway at the next exit or pull into a service area. If you cannot do so, you should

- pull on to the hard shoulder and stop as far to the left as possible, with your wheels turned to the left
- try to stop near an emergency telephone (situated at approximately one-mile intervals along the hard shoulder)
- leave the vehicle by the left-hand door and ensure your passengers do the same. You **MUST** leave any animals in the vehicle or, in an emergency, keep them under proper control on the verge. Never attempt to place a warning triangle on a motorway
- do not put yourself in danger by attempting even simple repairs
- ensure that passengers keep away from the carriageway and hard shoulder, and that children are kept under control
- walk to an emergency telephone on your side of the carriageway (follow the arrows on the posts at the back of the hard shoulder) – the telephone is free of charge and connects directly to the Highways Agency or the police. Use these in preference to a mobile phone. Always face the traffic when you speak on the phone
- give full details to the Highways Agency or the police; also inform them if you are a vulnerable motorist such as disabled, older or travelling alone
- return and wait near your vehicle (well away from the carriageway and hard shoulder)
- if you feel at risk from another person, return to your vehicle by a left-hand door and lock all doors. Leave your vehicle again as soon as you feel this danger has passed.

Before you re-join the carriageway after a breakdown, build up speed on the hard shoulder and watch for a safe gap in the traffic. Be aware that other vehicles may be stationary on the hard shoulder.

If you cannot get your vehicle onto the hard shoulder

- do not attempt to place any warning device on the carriageway
- switch on your hazard warning lights
- leave your vehicle only when you can safely get clear of the carriageway.

When you can see well ahead and the road conditions are good, you should

- drive at a steady cruising speed which you and your vehicle can handle safely and is within the speed limit
- keep a safe distance from the vehicle in front and increase the gap on wet or icy roads, or in fog

You **MUST NOT** exceed 70 mph (112 km/h), or the maximum speed limit permitted for your vehicle (56mph). If a lower speed limit is in force, either permanently or temporarily, at road works for example, you **MUST NOT** exceed the lower limit. On some motorways, mandatory motorway signals (which display the speed within a red ring) are used to vary the maximum speed limit to improve traffic flow. You **MUST NOT** exceed this speed limit.

## Driving in Adverse Weather Conditions

**Stamford Construction Ltd** drivers are trained to check and consider the weather conditions prior to the start of their journey.

### **Before you set off**

- you **MUST** be able to see, so clear all snow and ice from all your windows
- you **MUST** ensure that lights are clean and number plates are clearly visible and legible
- make sure the mirrors are clear and the windows are demisted thoroughly
- remove all snow that might fall off into the path of other road users
- check your planned route is clear of delays and that no further snowfalls or severe weather are predicted.

### **When driving** in icy or snowy weather:

- drive with care, even if the roads have been treated
- keep well back from the road user in front as stopping distances can be ten times greater than on dry roads
- take care when overtaking vehicles spreading salt or other de-icer, particularly if you are riding a motorcycle or cycle
- watch out for snowploughs which may throw out snow on either side. Do not overtake them unless the lane you intend to use has been cleared
- be prepared for the road conditions to change over relatively short distances
- listen to travel bulletins and take note of variable message signs that may provide information about weather, road and traffic conditions ahead.

**Drive extremely carefully** when the roads are icy. Avoid sudden actions as these could cause loss of control. You should

- drive at a slow speed in as high a gear as possible; accelerate and brake very gently
- drive particularly slowly on bends where loss of control is more likely. Brake progressively on the straight before you reach a bend. Having slowed down, steer smoothly round the bend, avoiding sudden actions
- check your grip on the road surface when there is snow or ice by choosing a safe place to brake gently. If the steering feels unresponsive this may indicate ice and your vehicle losing its grip on the road. When travelling on ice, tyres make virtually no noise.

## Windy weather

High-sided vehicles are most affected by windy weather, but strong gusts can also blow a car, cyclist, motorcyclist or horse rider off course. This can happen on open stretches of road exposed to strong crosswinds, or when passing bridges or gaps in hedges.

In very windy weather your vehicle may be affected by turbulence created by large vehicles. Motorcyclists are particularly affected, so keep well back from them when they are overtaking a high-sided vehicle.

## Fog

**Before entering fog** check your mirrors then slow down. If the word 'Fog' is shown on a roadside signal but the road is clear, be prepared for a bank of fog or drifting patchy fog ahead. Even if it seems to be clearing, you can suddenly find yourself in thick fog.

When **driving in fog** you should:

- use your lights as required
- keep a safe distance behind the vehicle in front. Rear lights can give a false sense of security
- be able to pull up well within the distance you can see clearly. This is particularly important on motorways and dual carriageways, as vehicles are travelling faster
- use your windscreen wipers and demisters
- beware of other drivers not using headlights
- not accelerate to get away from a vehicle which is too close behind you
- check your mirrors before you slow down. Then use your brakes so that your brake lights warn drivers behind you that you are slowing down
- stop in the correct position at a junction with limited visibility and listen for traffic. When you are sure it is safe to emerge, do so positively and do not hesitate in a position that puts you directly in the path of approaching vehicles.
- You **MUST NOT** use front or rear fog lights unless visibility is seriously reduced as they dazzle other road users and can obscure your brake lights. You **MUST** switch them off when visibility improves.

## Hot Weather

Keep your vehicle well ventilated to avoid drowsiness. Be aware that the road surface may become soft or if it rains after a dry spell it may become slippery. These conditions could affect your steering and braking. If you are dazzled by bright sunlight, slow down and if necessary, stop.

## **Wet Weather**

In wet weather, stopping distances will be at least double those required for stopping on dry roads. This is because your tyres have less grip on the road.

In wet weather:

- you should keep well back from the vehicle in front. This will increase your ability to see and plan ahead
- if the steering becomes unresponsive, it probably means that water is preventing the tyres from gripping the road. Ease off the accelerator and slow down gradually
- the rain and spray from vehicles may make it difficult to see and be seen
- be aware of the dangers of spilt diesel that will make the surface very slippery
- take extra care around pedestrians, cyclists, motorcyclists and horse riders.

## Smoking in Company Vehicles

Smoking is unlawful and strictly forbidden in all Company vehicles. Anyone found or reported to be smoking in company owned vehicles may be subject to disciplinary action.

This is because:

- Company vehicles are viewed as a workplace under the legislation and as such the same rules apply.
- Smoking reduces the general cleanliness of the vehicle.
- Smoking makes subsequent use of the vehicle unpleasant for anyone else.

**E-cigarettes** are electronic devices designed to be used as a substitute for cigarettes and work by providing a clear vapour usually containing nicotine or sometimes flavoured vapour, which is inhaled via a device styled to look like a convention cigarette.

The use of e-cigarettes is becoming increasingly popular as a safer alternative to cigarettes and as an aid to cutting down or quitting smoking. However, it is not yet clear that there are no long term effects from using e-cigarettes or from exposure to the vapour of other employees. Currently there is insufficient data to establish whether or not there is any impact on the health of the e-cigarette user or others in the immediate vicinity of the vapour.

- No one is permitted to smoke (including e-cigarettes) inside offices and buildings
- No one is permitted to smoke (including e-cigarettes) on-site whilst operating vehicles or machinery or other work equipment e.g. FLT's and HGV's etc.
- No one is permitted to smoke (including e-cigarettes) in vehicles, even when stationary and parked up on break.

## Eating and drinking in Company Vehicles

Eating and drinking whilst driving is strictly prohibited.

A no point should any food or drink be consumed whilst the vehicle is in motion or while the vehicle is under your control.

Food and drink may only be consumed whilst on break from driving or on other work.

All rubbish is to be removed from the vehicle before the end of each day and disposed of correctly.

## Vehicle Cleanliness

You are required to maintain your vehicle to a high level of cleanliness both inside and out. Your vehicle is an advertisement for the Company whilst on the public highway and it is essential to portray a clean corporate image.

## In-Vehicle Communication Policy

### **Mobile Phones & other Interactive Communication Devices**

#### **Purpose**

To ensure **Stamford Construction Ltd** drivers do not break the law or pose unnecessary road risk by using either a hand-held or hands-free mobile phone while driving to make calls, receive calls or use messaging services.

#### **Scope**

This policy applies to all **Stamford Construction Ltd** drivers, supervisors and management responsible for transport staff. It also applies to all staff, both mobile and office based, who make phone calls to driving staff.

#### **Policy Statement**

Mobile phones have many benefits. They provide security, can be a great help in an emergency and provide a means of communication for routine work. Using a hand-held or hands-free mobile phone while driving does pose a significant distraction though and it substantially increases the risk of a collision. This company recognises the risk to both employees and other road users when using mobile phones, whilst driving, it also recognises that it is an offence for a company to cause or permit the use of a hand-held mobile phone whilst driving. **Stamford Construction Ltd** takes this responsibility seriously and as part of the wider Health and Safety at Work policy, aims to avoid all incidents caused by incorrect or illegal use of mobile phones.

A number of control measures have been identified and are communicated as part of the risk assessment associated with this policy. **Stamford Construction Ltd** expects these control measures to be adhered to and will take appropriate action against drivers and staff who fail to do so. The key objectives of the Mobile Phone Policy are to ensure the company maximises the benefits of mobile phones but to make sure that:

- Drivers exercise proper control of company vehicles at all times, are not distracted whilst driving and are not guilty of a road traffic offence
- Management and any other staff do not expect or cause drivers to make or receive calls when driving

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

**It is not permissible to use a phone or other distractive technology device whilst queuing in traffic or waiting at traffic lights or signals.**

### **Driver responsibilities**

Driving staff must ensure that they consider their own safety and the safety of other road users, in that:

They do not use hand-held mobile phones when driving for either:

- Making calls
- Receiving calls
- Listening to voicemail

They do not use either hand-held or hands-free mobile phones when driving for either:

- Texting, emailing or any other messaging service
- Reading messages or viewing any other media
- Browsing the internet
- Making, receiving or listening to voicemail or personal calls

They understand they are under no obligation to make or receive calls with either hand-held or hands-free mobile phones when driving.

Calls are diverted to a voicemail messaging service when driving. A suggested standard voicemail for all staff is:

‘Hi, you’ve contacted (your name). I’m sorry I can’t take your call right now as I’m either driving or otherwise engaged. Please leave your name, contact details and a brief message and I’ll return your call as soon as it’s safe to do so’

In the very exceptional circumstance where a call must be taken they are to pull up safely and legally with the engine switched off before answering.

They understand the only exception to this policy is for making either 999 or 112 calls in an absolute emergency.

### **Other staff responsibilities**

All **Stamford Construction Ltd** company staff are to ensure that they:

- Do not call drivers if they know they are driving
- Do not expect drivers to answer calls when they are driving.
- Determine whether it is safe to talk and whether the receiver is driving at the start of any phone conversation.
- Immediately terminate any call if they suspect the receiver is driving using a hands-free mobile phone.
- Only communicate essential information to drivers using hands-free mobile phones keeping conversation to the absolute minimum.

## Navigation Equipment and In-vehicle Communication

### **Purpose**

To ensure in-vehicle satellite navigation devices assisting drivers to navigate their journey safely and efficiently, adding value to the transport operation and to ensure the devices do not present unnecessary risk.

### **Scope**

This policy applies to all **Stamford Construction Ltd** drivers, supervisors and managers responsible for transport staff.

### **Policy Statement**

A well-used satellite navigation device will minimise risk and help prevent drivers from hesitation and making last minute and potentially dangerous road manoeuvres. It will also help to minimise unnecessary mileage and keep vehicles to schedule. However, an incorrectly used device can cause distraction and could increase a driver's risk of causing a collision. As part of the wider Health and Safety at Work Policy **Stamford Construction Ltd** aims to avoid all incidents involving other road users, particularly those which may be caused by incorrect use of sat nav devices.

**Stamford Construction Ltd** takes all reasonable steps to prevent incidents occurring. A number of control measures have been identified and are communicated as part of the risk assessment associated with this policy. **Stamford Construction Ltd** expects these control measures to be adhered to and will take appropriate action against drivers who fail to do so. The key objectives of this policy are to ensure the company maximises the benefits of the devices and that the devices do not:

- Obstruct a drivers vision and view to front
- Cause injury to the driver and/or passengers if the vehicle is involved in a collision
- Distract the driver whilst driving
- Provide incorrect information
- Cause drivers to over rely on the device to conduct their duties
- Contribute to a driver causing a road traffic offence
- Contribute to drivers causing a nuisance by taking a wrong or illegal turn, becoming stuck or being involved in a traffic collision

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

**It is not permissible to use a phone or other distractive technology device whilst queuing in traffic or waiting at traffic lights or signals.**

### **Driver responsibilities**

Driving staff must ensure that they:

Consider that sat nav devices will help plan a route but not every aspect of a journey. Planning a journey in advance will reduce reliance on the device at dangerous times, and will also prompt the driver to think about issues such as fatigue, drivers hours and the best time to do the journey. Before drivers set out they must:

- Position the device safely and securely, out of the way of airbags, not obstructing vision and where it won't injure anyone in an accident
- Plan the journey in advance and check the route is practical, i.e. does the route look right?
- Input the correct destination. i.e. is the sat nav directing to the correct Farnborough? Hampshire, Warwickshire or Kent?
- Ensure the sat nav device is suitable for the size of vehicle being driven i.e. less than 3.5t van or 7.5t HGV

Maintain safe use whilst driving and must:

- Always make the same observations to keep safe, that would be done without the device
- Ensure they are the one responsible for driving and not the sat nav! The device cannot be blamed if the offence is committed or if involved in a collision.
- Always trust judgement over the sat nav. If the road looks wrong, don't go there.
- Watch the road not the sat nav. The device can give a range of useful information about where you are going, but not all may be needed to navigate the journey.
- Not try to programme the sat nav whilst driving, and use a method of operating the device that does not distract from driving
- Use all of the features of the device, the voice instructions should be used on those busy roads and complicated junctions rather than taking eyes off the road.
- Understand the limitations of sat nav devices, in that they may not:
  - Know about roads which are closed for short term maintenance or traffic incidents
- Indicate environmental weight limits such as urban lorry bans and planning constraints
- Tell you the most suitable or unsuitable routes for larger vehicles
- Know the dimensions of your vehicle or what vehicles you are driving
- Look at a road you are about to turn into and decide yourself if it's wrong
- Ensure that only approved sat navs are to be used in company vehicles and that the device is secured out of sight when not being used in order to prevent it being stolen.

## Vulnerable Road Users Policy

### **Purpose**

Our vehicles share the roads with many other road users, some of whom are at a far greater risk than others. We recognise that some of these road users may warrant special consideration and greater vigilance in order to protect their safety and well-being.

We aim to avoid all collisions involving other road users, by adhering to the simple precautions outlined in this procedure.

### **Scope**

This policy applies to all drivers, co-drivers, supervisors and managers responsible for transport staff.

### **Policy Statement**

We have identified the significant risks from our operations involving transport activities (including the safety of vulnerable road users) and has put in place procedures to reduce these risks. Owing to the variable factors involved, no single measure is enough to completely ensure safety.

A number of control measures have been identified through the risk assessment process and these are communicated as part of this policy. The Company expects these measures to be adhered to, will continuously monitor and will take appropriate action against those who fail to do so. From time to time, the risks and measures taken to reduce them will be reviewed to ensure maximum effectiveness.

The key objectives of the vulnerable road user policy are to:

- Promote a culture of safety and exercise a 'duty of care'
- Avoid distress and trauma of a collision to both victim and the driver
- Avoid financial and reputational risks associated with a collision

## **Roles and responsibilities**

Senior management is 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

Supervisory management 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 fit to drive, are aware of their responsibilities under this policy to share the road safely and the 'top tips' described below
- Co-drivers of double manned vehicle understand they are to assist the driver as an extra set of eyes
- Take appropriate action if any driver fails to comply with their responsibilities under this policy

Drivers are to observe the following top tips:

### **Before they travel:**

- Prepare themselves
  - Refresh their knowledge of the Highway Code
  - If they need glasses (or contact lenses) to meet the Highway Code's minimum vision standards, they must wear them at all times while driving
  - Set their phone to voicemail
- Plan their journey
  - If they can't avoid cyclist commuter routes, try to travel at less busy times
  - Be particularly vigilant around schools
- Check their vehicle (MIST)
  - **Complete a walk-round check to ensure that:**
  - **Mirrors** are clean, correctly adjusted and set to minimise blind spots
  - **Indicators** are working, clean, and can be seen
  - **Signs** for cyclists are clean and easily visible
  - **Technology**, including Fresnel lenses, side proximity sensors, blind spot cameras and sideguards, is fitted correctly, working and clean

**While driving:**

- Look out for cyclists
  - Keep checking for cyclists, pedestrians and motorcyclists who may weave through stationary traffic
  - Check their mirrors for cyclists before they indicate, vary their speed or change direction
  - Keep scanning their mirrors when approaching junctions in case a cyclist enters their blind spot
  - Before pulling away from junctions look over the dashboard (even if they have a Class VI mirror fitted) and try to make eye contact with cyclists so they know they've seen them
  - Check their nearside blind spot every time they turn left
  - Check over their shoulder for cyclists before opening their door to ensure it doesn't open into their path
- Indicate clearly and in good time
  - Indicate their intentions clearly when turning or changing lanes, even if they don't think anyone is near them
  - Indicate in good time to allow others to react
  - Turn off their indicator once they have completed their manoeuvre to avoid giving false information to other road users
- Leave space
  - Give cyclists plenty of space so that they can manoeuvre to avoid potholes, drain covers or car doors
  - When overtaking, give cyclists and motorcyclists at least as much space as they would a car
  - Do not cross stop lines or encroach on Advanced Stop Lines
  - Cycle lanes are for cyclists: do not drive or park in a cycle lane marked by a solid white line while it is operational, or drive or park in one marked by a broken white line unless it is unavoidable

## Road Transport (Working Time) Regulations

### Working Time Directive (WTD/RTD)

This runs alongside your tachograph rules and limits the number of hours you can work without a break. After 6 hours work you must take a break of at least 15 mins. If you have been driving all that time then you would have stopped for a 45 mins break anyway so that will have been complied with. You also need another 15 min break by 9 hours work but normally you have had a 45 min driving break by then so that will be complied with.

#### Example

*Start work at 06:00 drive for 3 hours, then other work for 3 hours you must take a minimum 15 min break by 12:00. That 15 min will count towards driving break as you use break mode on the tacho to record it. Then you drive for another hour and take a 30 min break you have completed a 45 min break so clock reset on driving hours and you have taken another 15 min break in that to work 9 hours.*

*If you had started at 06:00, driven for 3 hours then taken 3 hours POA that doesn't count for WTD so you would not have needed to take a break until 15:00 (12:00 normal WTD break plus 3 hours POA added on is 15:00)*

## Working Time Directive - Monitoring Drivers

Drivers are given information on Working Time Directive within the driver's handbook, as well as gaining additional training through training courses and toolbox talks.

The Company is responsible for monitoring the working time for all staff to ensure that the regulations of WTD are adhered to, this will be used when planning your shifts and duties.

You will be expected to sign a declaration regarding any other work (outside of the Company) that will impede upon your available WTD hours.

If your working hours situation changes, you must inform the Company immediately.

## Driving Infractions

All driving infractions will be closely monitored by the Company.

All drivers will immediately disclose any changes to their personal details, physical or mental health ability to drive, driving entitlements, endorsement details, disqualifications, convictions, penalty points, photo images and CPC details (where appropriate).

You are reminded that as a driver for **Stamford Construction Ltd** you have signed a declaration as below:

***I agree to immediately disclose any changes to my personal details, physical or mental health ability to drive, medication, driving entitlements, endorsement details, disqualifications, convictions, penalty points and photo images.***

Failure to disclose relevant infractions to the Company will lead to disciplinary action being taken against you.

Any Infractions incurred must be notified to the Transport Office immediately.

## Transport Fines and Charges

As a driver for **Stamford Construction Ltd** you must be aware and familiar with the restrictions and penalties surrounding the following:-

- Road Worthiness Prohibition PG9
- Fines related to traffic related summons
- Graduated Fixed Penalty Notice
- Fixed Penalty Notice
- Penalty Charge Notice
- Congestion Charge
- Low Emission Zone
- London Lorry Control Scheme

If you are conducting deliveries in a town centre with difficult and restrictive parking then please do not leave your vehicle unattended at any time – this is particularly the case in Central London.

Please advise the Transport Office if your unloading point is in a restrictive parking area, as in some cases we may be able to get the recipient to come out to you or obtain a parking dispensation from the local Borough Council.

If you fail to comply with the above, then depending on the circumstance, you will be held responsible for any fine incurred. . If you have insufficient funds to pay the fine at its due date, the Company will pay it on your behalf and make a salary deduction from you at the next pay run.

If you do get a parking fine you must notify the Transport Office and bring the Notice to the office at the end of your shift, or at latest, within one working day of the offence.

**Be mindful that most illegal parking and subsequent penalties are detected by automated cameras – this is especially the case in regard to Red Routes, Bus Lanes, Traffic Light Contraventions etc.**

## Road Worthiness Prohibitions PG9

All instances of Road Worthiness inspections and any possible issue of Prohibition Notice (PG9) and/or driver fixed penalty charge must be communicated to the Transport Office immediately, failure to notify will lead to disciplinary action being taken against you.

## Daily Walk Around Inspection Check Procedure

Within the DVSA guide to maintaining roadworthiness daily walk around checks are recommended to be 'carried out before you [the driver] first drive the vehicle on the road each day.' The guide goes on to state that: 'where more than one driver will use the vehicle during the days running, the driver taking charge of a vehicle should make sure it is roadworthy and safe to drive by carrying out their own walk around check'.

As a company, we believe that daily walk around checks are very important to maintaining the roadworthiness of vehicles and to prevent any unnecessary accidents or incidents. For this reason, we will have a check in place to ensure that daily walk around inspections are completed correctly and fully. The check shall include periodic 'spot checks' from the yard manager, who will carry out a daily walk around check either within the hour before or just after the driver carries out their inspection. Both inspections will then be compared against each other and any variations shall be investigated by the manager.

The spot check inspection sheets shall have 'SPOT CHECK' clearly stated on them and will then be kept in the defect report folder along with the driver's inspection sheet.

If a driver is found to be partially or incorrectly filling out their daily walk around inspection sheets then training shall be given to the driver in the form of a toolbox talk. If this is persistent and does not improve after training then disciplinary action shall be taken against the driver, to keep staff and the public safe from un-roadworthy vehicles.

## Defect Reporting Procedure

- A Driver Vehicle Check and Defect Report shall be completed for every day the vehicle is in use by the driver OR when there is a driver change during the working day.
- The driver shall complete all sections with a tick to show he has checked all items relevant to his vehicle listed in that section.
- The driver shall also check that Vulnerable Road User safety warning signage is intact and clean plus all cameras and/or sensors and turning left/reversing audible alarms (where fitted) are working correctly.
- The vehicle shall not be used until it has been checked and drivers daily checksheet has been completed for that day.
- If you have a defect, then it should be reported under 'Defect Report' and also reported to a supervisor who will advise you what to do.
- If a defect is found then the repair made needs to be written under 'Action Taken, along with the reference number. This will then be checked by a senior member of staff or maintenance provider and signed off.
- Sometimes a defect may be regarded as non-critical, for example the radio not working, and the vehicle is safe and legal to use. This will be noted on the driver daily check sheet and signed as safe by your supervisor. Non-critical defects will be shown on the transport notice board and repaired at next maintenance inspection.
- This procedure and Driver Vehicle Check and Defect Report is to protect you, if you are stopped by DVSA they will want to see a completed checklist for that day and a policy on defect reporting.
- Failure to adhere to this procedure may mean disciplinary action will be taken against you by the Company

## Wheel Nut Torque Procedure

Torquing wheel lug nuts is of the utmost importance and any loose wheel nuts can cause serious harm. The results can be wheels falling off of the vehicle and brakes becoming damaged, which both pose serious threat to the driver as well as the surrounding public and other road users.

We feel very strongly about the need to ensure wheel nuts are torqued to the correct setting to avoid injury to all involved. For this reason we have put the following procedure in place.

Wheels will be replaced by a qualified technician, when the vehicle has been driven no more than 50km, the wheel nuts need to be re-torqued. After this has occurred, wheel nuts shall be checked visually during the daily walk around checks and should be periodically re-torqued to avoid any loose wheel nuts.

## Tyre Pressures & Tread Depth

The drivers have been trained on how to check tyre pressures and have access to a pressure gauge. It is considered too dangerous for inexperienced personnel to attempt to re-inflate tyres bearing in mind the extreme pressures involved, therefore, drivers are instructed to call for the mobile tyre fitter to attend to undertake this task when required.

Tyre pressures are recorded along with tread depth.

## Wheel Security

The Code of Practice for the selection and care of tyres and wheels for commercial vehicles (developed jointly by the Department for Transport, the British Standards Institute and industry and trade associations) recommends that following road wheel removal and refitting, the wheel nut torque should be re-checked after the vehicle has been standing for 30 minutes or after having travelled between 40 km and 80 km (25 to 50 miles). If you know that a wheel has recently been refitted, you should check to ensure that the wheel nuts have been retorqued in accordance with these recommendations and recorded as such. If the wheel nuts are not retorqued there is a serious risk of loosening wheel nuts, damage to the studs and eventual detachment of the wheel. This could occur over a relatively short distance - so even if you checked your wheel nuts as part of your daily check this might not be enough to prevent wheel loss with potentially fatal consequences.

**Driving a vehicle in a dangerous condition carries a severe penalty for drivers and is an endorseable offence.**

## Vehicle/Equipment Theft and Unauthorised Access

**Stamford Construction Ltd** instruct all drivers to ensure that they:

- Always use locking and alarming devices when leaving the vehicle
- Never leave your keys in the vehicle
- Avoid parking in remote areas
- Use parking lights where necessary
- Try to use facilities with good lighting; purpose built facilities; well populated areas

**At all times** you must remember and consider yourself a 'lone worker' – Lone Worker training has been given to all **Stamford Construction Ltd** drivers.

### **Your personal safety is paramount**

Vehicle hijacking needs to be considered and drivers:

- Should always be aware of their surroundings
- Never pick up hitch hikers
- Do not open the vehicle doors when stopped by DVSA or Police until you have seen proof of their identity

If a hijacker gets entry to your vehicle:

- Don't put up a fight
- Follow instructions
- Report it to the Police and the Transport Office as soon as possible afterwards
- DON'T BE A HERO! – your life and health is worth much more than your vehicle or the load being carried.

Out of hours –the vehicles are parked inside the unit overnight and are securely locked, alarmed and the keys are kept inside the unit within a locked cabinet. The operating centre benefits from CCTV.

## Vehicle Loading Policy

To secure a load safely you need to make sure it is:

- Contained – it can't move around (shift) inside the vehicle

The way to do this is with straps or compartments within the vehicle.

If the load shifts in transit, stop at the closest safe stopping space and contact management to agree a safe way to sort it out.

### Securing the load: Bulkhead

- If there is a gap between the load and the bulkhead, the load can shift forward under braking, risking the life of the driver, other road users and people involved in unloading.
- The bulkhead should be sufficiently robust to resist movement of the load.
- Wherever possible, vehicles should be filled tight to the bulkhead. Never the less it is important to consider the distribution of weight of the load on the vehicles axles.
- If it is not possible to fill the load to the front bulkhead, intermediate bulkheads or other methods of restraint should be used, again considering the distribution of weight on the vehicle axles.

### What can happen if loads are not loaded and secured correctly



#### Loads can shift and fall

An unsecured load shifts inside the vehicle and is more difficult to unload. The load may have to be unloaded manually or can fall on to people.

Even if the load was packed carefully, if it is not secured and shifts in transit, it presents a risk on the road and when it arrives at its destination. Loading and unloading can be extremely time-pressured- with no time to stop and carefully consider the risks of unloading an unstable load. Spilled loads can lead to road closures and cause significant delay and congestion.

### Vehicle Rolls

Even heavy loads shift. In serious cases of load shift the vehicle can become unstable and overturn. Tall vehicles are vulnerable to rollover because they have a higher centre of gravity than a car.



Loads often shift under braking or turning, because the forces exerted can be surprisingly high even at low speed.

### Product Damage

All or part of the load may be damaged if it is loose and 'thrown around' whilst being transported. Product damage can be a significant cost to the business, and can lead to the business losing a large amount of business.

### Load shifts forward into the Bulkhead

If there is a gap between the load and the Bulkhead, the load can shift forward under braking, potentially making the vehicle unstable and possibly risking the life of the driver and other road users. It may also damage the goods as they hit the bulkhead.



Where possible, vans should be racked to hold tools and equipment securely whilst in transit.

## Overloaded Vehicles

It is a serious offence to overload a vehicle and both employer and driver are liable to prosecution in respect of every overload. Separate offences arise in respect of each axle, gross and train overload and this can give rise to multiple summonses and the potential for significant fines.

The Traffic Commissioner will also consider revocation or other enforcement action against our Operator's Licence if an overload occurs. It is essential that you take note of the permitted maximum weights for your vehicle. Details of your permitted weight are set out in the plating certificate located in the cab. If you suspect your vehicle might be overloaded you must: -

- Remove some of the load at the point of loading
- Proceed to a weighbridge to check your weight (i.e. if still in doubt)

If you are proceeding to the nearest available weighbridge after loading and on route you are stopped by the authorities you will have a 'copper bottomed' defence if it transpires you were overloaded. You must however convince the authorities you were indeed on route to the nearest available weighbridge. Given it is standard procedure to check weigh your axles and overall vehicle weight this should not be too difficult to achieve. It is company policy for driver's to check weigh their vehicles and it is a requirement that you do so in all but the clearest cut of cases. Bear in mind that fines for operating an overloaded vehicle can be substantial.

## Vehicle Axle Overloads

A part or full load, if not positioned correctly may give rise to either a rear or front axle overload. You must be particularly vigilant to avoid such a situation arising.

Do not assume that because you are carrying less than your permitted maximum payload or the overall weight of the vehicle is within the maximum permitted limits that the individual axle weights have not been exceeded.

Careful positioning of the load is essential as will be the loading characteristics of the vehicle itself. Not all vehicles will distribute the weight of the load in exactly the same manner.

This means you must never be complacent and if in any doubt you should check your axle weights individually.

You should also be aware of the effect on axle weights when you are undertaking multi-drops. If part of a load is removed this may cause the distribution of the weight of the load to overload the front or rear axles dependent on which part of the load is removed.

You should also ensure that your load is adequately secured because the load moving forwards or backwards is not only unsafe but could equally give rise to an axle overload.

These examples assume that the load is similarly packaged and has a similar centre of gravity.

Heavy loads at the front or rear may alter the centre of gravity of the overall load giving rise to axle overloads even if the load itself appears to be evenly distributed.

## Procedure at weighbridge if you are overloaded

If you discover you are overloaded then you must not continue your journey until the weight of the load has been reduced to within legal limits.

Please report the overload and liaise with the Transport Manager in this regard. After reducing or adjusting the load you should immediately reweigh the vehicle to ensure the axle weights and overall weight are legal before proceeding on your journey.

Clearly all this will cause delay, inconvenience and expense so it always pays to get it right first time around!

## Safe-Loading

### Good handling techniques for pushing and pulling

#### *Uneven surfaces*

- Moving an object over soft or uneven surfaces requires higher forces.
- On an uneven surface, the force needed to start the load moving could increase to 10% of the load weight, although this might be offset to some extent by using larger wheels.
- On soft ground the amount of force required to move a load may be increased further.

#### *Stance and pace*

- To make it easier to push or pull, employees should keep their feet well away from the load and go no faster than walking speed.
- Pushing and pulling at walking speed will help the operator from becoming fatigued or tired too quickly.
- It is important for your safety and the safety of others that you report defective equipment as soon as it becomes apparent.

#### *Risks*

- The activities described above are deemed to be of low hazard and moderate risk but have the potential to become high risk if this Safe Working Practice is not adhered to.

#### *The following risks must also be considered:*

- The risk of manual handling injuries being sustained while handling goods manually or using mechanical handling equipment.
- The risk of falling from height; falling off the tail-lift or the back of the vehicle.
- Risk of the driver / operator's foot becoming trapped between the tail-lift and the underside of the vehicle body or between the tail-lift and the ground surface.

## Safe Working Practice for Manual Handling

**Before attempting to lift, push or pull / move anything, always consider the following factors to reduce the risk of injury to yourself and others:**

### *The Task*

- Use any lifting aids provided (Hand Pallet Truck).
- Reduce the amount of twisting and stooping you do as much as possible
- Avoid lifting from floor level or above shoulder height.
- Reduce carrying distances. Get your vehicle as close to delivery point as possible.
- Avoid repetitive handling.
- Push rather than pull lifting aids (Hand Pallet Truck)

### *Assess the Load*

- Is it heavy or bulky?
- Difficult to grasp.
- Unstable.
- Difficult to hold.

### *The Working Environment*

- Plan your route and ensure it is clear before commencing the lift / move.
- Remove any obstructions to free movement within the vehicle.
- Check the condition of the vehicle floor.
- Avoid steps and steel ramps where possible.
- Wear protective clothing or PPE that is not bulky and restrictive.
- Ensure your clothing and footwear is suitable for the work that you do.

### *Individual capability*

- Inform your employer if you have a physical weakness (bad back etc.).
- Ensure you have sufficient information about the range of tasks you are likely to face.
- Carry out any training given (safe lifting techniques).
- Get advice from your doctor where needed.

### *Handling aids and equipment*

- Ensure the equipment provided is suitable to the task.

- Make sure it is maintained at regular intervals to prevent problems.
- Check that the wheels, tyres or flooring are in good condition so that the equipment moves easily.
- Check that handles and handle grips are suitable and in good condition.

**It is important for your safety and the safety of others that you report defective equipment as soon as it becomes apparent.**

*Risks*

- The activities described above are deemed to be of low hazard and high risk however the risk of injury can be significantly reduced by following this Safe Working Practice.
- It is recommended that this Safe Working Practice is used in conjunction with some practical manual handling training / instruction.
- Training to be supported by operatives been shown a manual handling DVD, and /or receiving a copy of the HSE guide – Getting to grips with Manual Handling and understand the Safe Working Practice for Manual Handling etc.

*The following risks must also be considered:*

- Potential harm or injury:
- Risk of sprains, strains and other muscular skeletal disorders

## Load Restraints and Ratchet Straps

- Must be visually inspected before each use to identify any damage that may impact on the integrity of the restraint strap.
- New spare straps must be kept on board the vehicle (to be used in the event that a regular strap is damaged during your shift) in a good condition and visually inspected prior to use.
- Damaged or worn straps must be cut in half and disposed of properly – You must make the Transport Manager aware of the serial numbers of the straps destroyed and disposed of.
- Gaps between the headboards and load or to the rear should be filled with empty pallets, false headboards etc.
- Or cross-strapping can be used to stop forward and backward movement.
- Spare straps are held by the Transport manager who will issue when required and note the serial number of the strap on the register to assign it to your vehicle.

## Parking and Loading/Unloading Legally

Before stopping to load/unload, you must always check the relevant signs and lines on the road and kerbside.

You should **never** stop to load or unload in the following places:

- A pedestrian crossing, including the area marked by the zig-zag lines
- School keep-clear zig-zag lines
- A road with double white lines marked in the centre
- A clearway during its hours of operation (explained later in this document)
- Cycle lanes marked by a solid white line between the cycle lane and main carriageway
- Where your vehicle obstructs traffic
- Within 10 metres of a junction
- In a bus stop or bus/coach stand
- On a footway, unless specifically permitted. A PCN can be issued to any vehicle with one or more wheels on the footway regardless of any dispensation that has been issued
- On part of the carriageway raised to meet the level of the footway, cycle track or verge
- By a lowered or dropped kerb
- In a suspended bay
- Double red lines

### Yellow Lines

You may load or unload on double and single yellow lines within the time limits displayed on nearby signs. In most London boroughs, there is a time limit for loading and unloading at the kerbside throughout the day. The limit is usually either 20 or 40 minutes. Always check nearby signs before parking.

### Kerb Markings

Short yellow lines at right angles to the kerb indicate that loading is restricted:

- Double markings indicate no loading at any time
- A single marking indicates that loading and unloading is permitted at certain times of the day. A sign will show when you can load/unload. These times are likely to vary from street to street so make sure you check the sign that is relevant to where you intend to stop.



**Bus Lanes and Bus Stops**

Most bus stops are clearways, you cannot stop in a clearway.

You may enter a bus lane to load and unload where this is not prohibited by a clearway, red route or other loading restriction. ALWAYS CHECK THE SIGNS.

You must not load or unload in a bus stop.



**Clearways**

The red cross means no stopping, not even to pick up or set down passengers.

The cross indicates that a clearway is in operation 24 hours a day, so you cannot stop at any time of the day or night.

You cannot stop on the main carriageway; however, you may be able to stop in a layby within the clearway. ALWAYS CHECK THE SIGNS

The cross may also be incorporated into other signs with the words “No Stopping”. For example the “No stopping except local buses” sign at bus stops.

**Controlled Parking Zones (CPZ)**

Parking is restricted in controlled parking zones.

The restrictions may refer to the time of day, the presence of a permit or the type of vehicle. Controlled Parking Zones apply to borough roads and more information can be found on borough websites.



The entry sign indicates the times when waiting is prohibited.

It is important to check the times that the zone operates. If there is no lower panel on the sign to show the days and times of operation, it operates at all times.

The zone is likely to include parking places and loading bays. Some parking places may be for permit holders only, others for general use.

Where the majority of on-street parking within the zone is pay and display, the heading on the entry sign may say "Pay and Display Zone" instead of "Controlled Zone".



### **Dropped Kerbs**

A dropped kerb is a small ramp built into the kerb of a pavement. Do not park or stop to load/unload next to a dropped kerb.

Dropped kerbs are provided to:

- Help pedestrians, particularly disabled people and those with pushchairs to cross the road.
- Allow vehicles to leave and join the carriageway
- Allow the movement of heavy-wheeled containers (such as commercial refuse and recycling containers) that need to be brought to the rear of the vehicle.

### **Loading Bays**



Nearby signs will indicate the operational hours and the maximum amount of time you can use the bay for loading/unloading.

Remember that when parked in a loading bay, continuous loading/unloading must take place.

This includes checking the goods delivered and carrying out paperwork, but there is no grace period for personal errands such as buying a paper.

### **Parking Bays**

Some parking bays may also double as loading bays.

Where parking bays permit access to all vehicles, your vehicle must fit within the bay markings and if the bay is controlled by a parking meter, you may have to pay to use the space.

Do not load/unload in a suspended bay without explicit permission from the relevant highway authority. Never load/unload in a bay that is reserved for another use, for example a doctor's or disabled access bay.

## Working at Height Policy

According to the Health and Safety Executive 'Work at height' means work in any place where, if there were no precautions in place, a person could fall a distance liable to cause personal injury.

Before working at height the following steps must be worked through:

- Avoid working at height when it is not necessary
- Where it is necessary, prevent falls using either an existing place of work that is already safe or the right type of equipment
- Minimise the distance and consequences of a fall, by using the right type of equipment where the risk cannot be eliminated.

When working at height the following do's and don'ts must be followed:

### DO

- As much work as possible from the ground
- Ensure you can get safely to and from where you work at height
- Ensure equipment is suitable, stable and strong enough for the job, maintained and checked regularly
- Take precautions when working on or near fragile surfaces

### DON'T

- Overload ladders
- Overreach on ladders or stepladders
- Rest a ladder against weak upper surfaces, e.g. glazing or plastic gutters
- Use ladders or stepladders for strenuous or heavy tasks, only use them for light work of short duration (maximum of 30 minutes at a time)

## Passenger Safety Policy

**Stamford Construction Ltd** only engages in road haulage activity therefore our vehicles are only fitted with up to two passenger seats.

Our activity does not regularly involve carrying passengers – typically it is driver only. That said, all staff are reminded that they should not travel in any vehicle that does not provide them with a fixed seat and seatbelt (which should be worn at all times).

- You must never jump from the any part of the vehicle
- You must stow any personal items or luggage in a locker or the passenger footwell so as not to cause a hazard in the event of an emergency stop
- As a passenger, you must never attempt to distract the driver from concentrating on the road ahead and their responsibilities for driving safely.
- You must not eat, drink or smoke whilst in the vehicle

## Preventing falls from vehicles

Falls from vehicles are among the most common accidents involving workplace transport. Every year around 2000 people die or are seriously injured falling from vehicles. The main causes of these falls include:

- Slipping and falling from loads and access steps and ladders;
- Broken ropes or torn sheets causing overbalancing;
- Inappropriate footwear;
- Bad weather; and
- Lack of awareness and training.

As with all work at height, there are basic steps you should take to reduce the risk of falls from vehicles occurring:

- If you can avoid the need for work at height then do so.
- When you can't avoid working at height you must take steps to prevent falls
- If there are any remaining risks of falls you should take steps to minimise them

## Advice for Drivers

### **Getting on and off the vehicle**

- **DO NOT** jump down – this is bad for you knees and you are more likely to fall.
- Always use steps and handholds provided
- Take a few seconds to climb down from the vehicle
- Report missing or damaged equipment
- Before stepping off the vehicle, check for uneven surfaces such as potholes or kerbs which may cause you to slip.

### **Three-point hold**

People climbing on to vehicles should always use the 'three-point hold' rule. This means you should try to keep at least three points of contact with the vehicle you are climbing (with your hands and feet), moving one limb at a time and testing the new hold before moving on. Looping an elbow around a support is not a secure enough hold, you should use your hands to grasp supports.

### **Authorisation**

Only give permission to gain access to vehicles to authorised passengers (i.e. work colleagues only).

### **Keeping your vehicle safe**

- Carry out pre-checks on your vehicle. For example, check any handholds are in good condition.
- Report broken boards and any other objects that could cause a fall.
- Keep the load area tidy – pick up loose ropes, packaging etc.
- Check that the straps are safely stored to avoid tripping.
- Clean up spills and dirt such as diesel or mud on the load area to stop people from slipping in them.

### **How you can work safely**

- Wear well-fitting, slip-resistant safety footwear when working on vehicles.
- Keep the soles of your footwear clean to reduce the risk of slipping.
- Follow safe systems of work for loading and unloading vehicles
- Use safe ways of getting on or off the vehicle when carrying out maintenance above ground level.
- Look at what other companies do – if you see a good idea suggest it to management.

## Vehicle Falls

Every year 700 people die or are seriously injured falling from vehicles.

### Basics

As with all work at height, there are basic steps you should take to reduce the chances of people falling and being injured.

- If you can avoid the need for work at height then do so.
- When you can't avoid working at height you must take steps to prevent falls.
- If there are any remaining risks of falls you should take steps to minimise them.

### Checklist

If you address the issues covered in the following checklist you will be going a long way towards tackling the problem of falls from vehicles.

- Always use all equipment provided to avoid work at height. If work at height is unavoidable then use fall arrest systems if possible.
- Don't jump from the vehicle.
- Report damaged, loose or inadequate steps and handholds - ensure the steps are safe for you to use.
- Report slippery surfaces, for example those that are oily or greasy.
- Keep the vehicle tidy - avoid creating tripping hazards.
- Wear suitable footwear for the job.
- Ensure steps and work areas are well lit.
- Use edge protection on tail-lifts (where it is fitted).
- Do not walk backwards near the rear or side of the vehicle bed.

## Getting on and off the vehicle

- DON'T jump down – this is bad for your knees and you are more likely to fall.
- Always use steps and handholds if provided.
- Take a few seconds to climb down from the load area facing the vehicle and use the handhold.
- Report missing or damaged equipment.
- Before stepping off the vehicle, check for uneven surfaces such as potholes or kerbs which may cause you to slip.

## Safe Working Practice for Vehicle Reversing

Occasionally drivers have to reverse their vehicles whilst manoeuvring on site or at customers' premises. This procedure does not attempt to tell drivers how to drive their vehicles, as this would have formed part of their training and driving test.

It simply sets out the safe working procedure to be followed when it is necessary to carry out reversing manoeuvres.

Drivers would generally prefer not to carry out reversing manoeuvres, but need to give some thought to the situation that they may find themselves in i.e. rather than just arrive at a site and start manoeuvring. They should assess the situation first and determine the safest and most effective way of getting their vehicle into position and try to keep reversing down to the absolute minimum.

- Park the vehicle in a safe and secure location, then visually assess the situation.
- Beware of pedestrians or members of the public moving about in the reversing area.
- If your vehicle is fitted with an audible reversing bleeper and/or proximity sensor it should be used during the manoeuvre.
- Where possible, ask another person for assistance with the reversing manoeuvre.
- Do not struggle on your own and possibly cause an accident or damage to structure
- Establish an agreed clear system of signalling.
- Make sure the person remains in view at all times. If you lose sight of them STOP the vehicle immediately.
- Report back to site any delivery where you consider that you, customer employees or members of the public have been exposed to unnecessary risk.
- It is important for your safety and the safety of others that you report defective equipment or working method as soon as it becomes apparent.

## Risks

This procedure is deemed to be a medium risk but has the potential to become high risk if this Safe Working Practice is not adhered to.

*The following risks must also be considered.*

- Risk of being struck by workplace transport; FLT's or other vehicles
- Potential crush injuries to pedestrians from a reversing vehicle
- Potential damage to other vehicles and property

## Safe Manoeuvring

### **Mirrors and Windows**

Mirrors are added to help during manoeuvring. Side mirrors allow you see cyclists and pedestrians alongside your vehicles, and are effective in improving visibility around your vehicle. Use them when performing manoeuvres, to ensure you are fully aware of what and who is around you, especially when turning a corner.

Do not place items in the windscreen area or in the way of mirrors/monitors, as this will impede visibility when manoeuvring your vehicle. Keep windows and mirrors clean and in good repair, report any cracks on your daily defect form and give it to the Transport Manager.

### **Dry Steering**

When you're manoeuvring, be careful not to turn the steering wheel when the vehicle isn't moving (dry steering), as it can cause:

- Damage to the tyres
- Wear in the steering mechanism

### **Cameras and proximity sensors**

If your vehicle is fitted with proximity sensors or cameras, make full use of them, they will help you to monitor your blind spots.

### **Manoeuvring**

Before you start to manoeuvre your vehicles, check that it is:

#### Safe

- make sure there is enough room
- ensure you can see where your vehicle is going
- if it is not safe then do not manoeuvre the vehicle.

#### Legal

- Always follow the Highway Code, ensuring that the manoeuvre is correct.

#### Convenient

- Avoid making other road users slow down and change their course wherever possible

When performing a manoeuvre, always remember: *Position, Speed, Look*:

*Position* - move into the correct position on the road in good time to make the manoeuvre

*Speed* – adjust your speed so you can make the manoeuvre safely

*Look* – at all times before and during a manoeuvre you must look ahead, behind and around you for other road users and in particular vulnerable road users.

## Parking

Ensure that you know the length, width and height of the vehicle you are driving prior to attempting a parking manoeuvre, particularly if you are having to park within a bay or space on the kerbside.

Be aware of your surroundings and identify potential hazards.

Be aware of where you can park **legally**, according to the Highway Code and local signposting.

Understand the risks of leaving your vehicle badly parked and how to avoid doing this.

## Width and Height Restrictions

Ensure that you know the length, width and height of the vehicle you are driving prior to attempting a manoeuvre through a road width or height restriction – pay particular attention to any goods you are carrying as these may increase the overall height or width.

## Towing

- You must check your licence to make sure you have the correct entitlement to tow a trailer.
- You **MUST NOT** tow more than your licence permits
- Remember that towing a trailer will also reduce the speed you're allowed to travel at.
- Make sure that your lights and indicators are in good working order (walk around checks)
- Adjust your mirrors so that you also have adequate view of the road behind you and the trailer you are towing.

## Coupling and Uncoupling

- You must only carry out coupling/uncoupling activities if you have been trained to do so safely.
- Always follow a safe system of work.
- Ensure that coupling and uncoupling areas are well lit, with firm and level surfaces.
- Ensure you are wearing the appropriate PPE to conduct coupling/uncoupling activities.

## Vehicle Manoeuvring

The driver manual, signed for by each driver, contains information on vehicle reversing; use of banksman; parking; width and height restrictions; coupling and uncoupling; the risks and safe manoeuvring guidance.

## Use of Banksman

The use of a qualified banksman should be utilised providing you both recognise and understand the signs and commands to be used.

## Engine Idling Policy

**Stamford Construction Ltd** adopt an anti-idling policy where possible. Drivers are instructed to switch off their engine as soon as possible after stopping.

If the driver is expected to wait for access to or from site, then they must turn off the engine during this time.

All drivers have been issued with the FORS Anti Idling Facts sheet by way of a toolbox talk and are reminded to be mindful of the information contained within and adhere to the recommendations where possible.

## Fuel Efficient Driving Techniques, Air Quality & Emissions

As a driver for **Stamford Construction Ltd** you are expected to demonstrate fuel efficient driving techniques following the training you have received on this subject – toolbox talks and Lo-City e-learning.

You should be aware and adjust your driving technique so as to adopt anti idling whenever and wherever you can.

You must observe 'clean air' and/or monitored emission zones to ensure that you do not trigger a fine.

## AdBlue

You must log all instances when AdBlue is added to your vehicle.

Monitoring sheets should be held within the cab of all vehicles for you to state:-

Date; quantity in litres; odometer reading

If you notice a problem with the AdBlue level indicator on the vehicle dashboard, or if you believe that the vehicle has stopped consuming AdBlue, you must inform your Transport Manager **IMMEDIATELY**.

## General Health and Safety Statement

It is the policy of **Stamford Construction Ltd** to develop a positive health and safety culture throughout the organisation because we believe that high health and safety standards are a pre-requisite in the pursuit of company efficiency and competitiveness.

To achieve this the company will progressively identify all workplace hazards and take appropriate measures to eliminate or control risks to employees and others affected by our operations by applying positive control standards and provision of information, training and supervision as needed.

Employees are reminded that they have a duty to ensure that the Company's Health and Safety Policy is observed and in particular they are required:-

- to take reasonable care for their own health and safety at work and of those who may be affected their actions, or by their omissions.
- to co-operate with their employer to ensure that any duty, or requirement, for health and safety imposed upon their employer by law is performed or complied with.
- not to intentionally, or recklessly, interfere with or misuse anything provided in the interests of health, safety or welfare.
- to report to supervisory staff hazardous conditions or defects in the company safety arrangements.

The company recognises that it has the ultimate legal responsibility for health and safety. Accordingly, the Managing Director accepts overall responsibility for policy formulation and implementation. In turn, all levels of management and all supervisors are responsible for carrying out those health and safety duties placed on them. The Proprietor will ensure that the safety plan includes sufficient resources for the successful implementation of the Health and Safety Management Policy.

Development of the Health and Safety Management Policy will be conducted through the normal business meetings where health and safety will be given standing equal to other activities of the business.

## Health and Safety Manual

**Stamford Construction Ltd** believes that all accidents are preventable and have produced this Safe Working Practice (SWP) Manual to provide its employees with the Health & Safety information they need to complete their work duties in a safe manner.

### **The Health and Safety at Work Act (1974)**

The Health & Safety at work Act (HASWA) 1974, stemmed from a report of the committee of enquiry on Safety and Health at work (The Robens Committee) which was commissioned to look into matters effecting the health and safety of people at work and other people affected by industrial and commercial activities.

The Act created CRIMINAL liabilities on employers and employee's alike.

There is little doubt that the management bears the main brunt of the requirements under the Act. However, it must be clearly understood that everyone connected with work activities has duties placed upon him / her and will be liable to prosecution for failure to discharge those duties in the correct manner.

### **Duties of the Employer (Extract)**

1. Must provide and maintain plant, equipment and systems that are safe and without risk to health
2. Must make arrangements for ensuring the safety and absence of risks to health in connection with the USE, HANDLING, STORAGE and TRANSPORT of articles and substances.
3. Must provide INFORMATION, INSTRUCTION, SUPERVISION, and TRAINING to ensure the Health & Safety of employees.

### **Duties of the Employee's (Extract)**

1. Must take reasonable care for the Health & Safety of themselves and others.
2. Must co-operate with employers and others in meeting statutory requirement.
3. Must not interfere with or misuse anything, which is provided for Health, Safety or Welfare.

**OFFENCES (Some major offences under the Act are as follows):**

- Failure to comply with a duty imposed by the act.
- Interfere with or misuse anything, which is provided for under the Act.
- Contravention of a regulation.
- Contravention of laws by employees.
- Failure to provide INFORMATION, INSTRUCTION, SUPERVISION, and TRAINING.

**PENALTIES**

Under the Health and Safety (Offences) Act 2008 that came into force on the 16 January 2009, the effect of the Act is to:

- raise the maximum fine which may be imposed in the lower courts to £20,000 for most health and safety offences;
- make imprisonment an option for more health and safety offences in both the lower and higher courts;
- make certain offences, which were previously triable only in the lower courts, triable in either the lower or higher courts.

**SUMMARY**

As employees you have a specific legal duty and responsibility to avoid causing injury to others and ourselves. You are liable to personal prosecution if we contravene the law by our acts or omissions.

## First Aid Procedures

**Stamford Construction Ltd** has a number of trained First Aiders, a First Aider must attend every accident that occurs however minor and must examine the injured person on every occasion.

Remember: **DO NOT MOVE** the injured person if they have fallen, but keep them still until you have ascertained the extent of their injuries.

### **THE MAIN FIRST AID KIT IS LOCATED IN THE TRAFFIC OFFICE**

### **EACH VEHICLE IS EQUIPPED WITH A FIRST AID KIT – DRIVERS MUST MONITOR THE EXPIRY DATE OF CONTENTS AND NOTIFY THE OPERATIONS CONTROLLER IF ITEMS ARE MISSING OR APPROACHING EXPIRY DATE**

If it is identified that the injured person needs to go to hospital the following procedure must be adhered to;

#### **Head injuries**

You must always call an ambulance for any one suffering from a head injury, or you suspect that they may have lost consciousness for any length of time. The injured person must be accompanied to hospital by a member of staff.

#### **Walking Wounded**

The injured person must be taken to hospital in a company car, (a private car may not be insured), or a Taxi, only in exceptional circumstance may you transport them in a private car. The injured party must be accompanied to hospital by a member of staff, when all personal details have been given to the hospital, you may leave them providing that they are being attended to / cared for. Ensure that they have the means to contact the office to arrange transport either home or back to the Depot.

***IF IN ANY DOUBT CALL FOR AMBULANCE IT IS BETTER TO BE SAFE THAN SORRY!***

#### **Completion of the accident book**

The accident book must only be completed by a Manager, Supervisor or First Aider; under no circumstances should the injured person complete the accident book.

It is essential that this information is completed accurately and in as much detail as possible in order to aid any investigations that may subsequently take place

**In an Emergency Dial: 999**

## Fire Safety Arrangements

1. Fire evacuation response shall be in accordance with the "FIRE ACTION" notices, as displayed on placards across the site.
2. All Employees have a duty to familiarise themselves with the "Fire Evacuation Plan" as displayed on the Fire Action Notices.
3. Adequate fire fighting equipment shall be supplied and maintained. In the event of any person having reason to discharge or otherwise interfere with an extinguisher then it shall be the responsibility of that person to report such to a Manager who shall take the extinguisher out of use and arrange for prompt re-charge or replacement.
4. Fire extinguishers, alarm system and emergency lighting (where installed) shall be the subject of maintenance contracts by companies competent to carry out such work.
5. The emergency assembly point in cases of building evacuation is located at the main entrance to the Yard.
6. All staff shall be informed of the nature of the fire alarm signal and what action to take on discovering a fire.
7. All staff shall be shown the method of identification and operation of fire extinguishers, at commencement of employment, or as soon as practicable for existing employees.
8. Emergency exit doors shall have approved signs mounted above them.
9. Fire extinguisher locations shall be indicated by approved signs.
10. This is a strictly NO Smoking site.
11. Fire exits and passageways shall not be obstructed at any time by any object.
12. Portable heating appliances shall be kept away from combustible substances and materials.





# Manual Handling

## Overview of Manual Handling Operations

Wherever possible Manual Handling will be avoided and a “Mechanical Handling Aid” such as a Fork-Lift Truck or Pallet-truck will be used.

However, when Manual Handling is unavoidable we expect all employees to use:

**Kinetic Lifting methods** as outlined below:

<p>1) Preparing to lift:</p> <ul style="list-style-type: none"> <li>• <b>feet apart, one foot slightly forward</b></li> <li>• <b>knees bent</b></li> <li>• <b>load close to the body</b></li> <li>• <b>back straight</b></li> <li>• <b>plan the route</b></li> </ul>	
<p>2) Grasp the load:</p> <ul style="list-style-type: none"> <li>• <b>secure grip</b></li> <li>• <b>tilt load slightly towards you</b></li> <li>• <b>keep load close to the body, arms in</b></li> </ul>	
<p>3) Lift using legs:</p> <ul style="list-style-type: none"> <li>• <b>body and load as one</b></li> <li>• <b>no jerks, snatches or twists</b></li> <li>• <b>look up</b></li> <li>• <b>keep back straight</b></li> </ul>	
<p>4) Move off:</p> <ul style="list-style-type: none"> <li>• <b>momentum of lift</b></li> <li>• <b>load close to body</b></li> <li>• <b>smooth movements</b></li> </ul>	

<p>5) Plan setting load down:</p> <ul style="list-style-type: none"> <li>• <b>bend knees</b></li> <li>• <b>keep back straight</b></li> </ul>	
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**Manual Handling at Work**

Manual Handling injuries can occur wherever people are at work, including: offices, warehouses, and while making deliveries. Heavy manual-labour, awkward postures, manual materials handling, and previous or existing injuries are all risk factors implicated in the development of as “Musculoskeletal Disorders” or MSDs.

**What are the legal requirements?**

Manual Handling Operations Regulations 1992 requires employers to avoid the need for employees to undertake manual handling which involves a risk of being injured.

Where employers cannot avoid the need for manual handling which involve a risk of injury, they shall make a suitable and sufficient assessment.

**Assessment and Risk Control**

Before doing any lifting you need to do an assessment. Think: am I capable of doing this task?

**T.I.L.E** principles: **T**ask, **I**ndividual, **L**oad, and **E**nvironment all need to be considered:

**Task:** does it involve twisting, stooping, reaching upwards. All of which put stress on your back.

**Individual:** does it require unusual capabilities? Is it hazardous to those with a health problem?

**Load:** is what you're lifting heavy, bulky, unwieldy, difficult to grasp, unstable or unpredictable?

**Environment:** are there constraints in posture, variations in levels, obstructions?

Ask yourself: do I have to lift it? Can I get a **mechanical aid** to help with the lift?

**Correct Lifting**

When lifting is required, six standard steps can be applied:

1. **Assess** the muscular effort required. Make sure the place where the load is to be put down is clear of obstructions. Remember **T.I.L.E**.
2. **Stand close** to the load with feet apart so that you have a balance stable base for lifting.

3. **Don't bend your back.** Bend at the knees and keep your back as straight as possible.
4. **Get a firm grip** and move the load close to your body.
5. Do not jerk the load – **lift it smoothly.**
6. Always **keep your arms and the load close** to your body and when turning, use your feet rather than twisting.

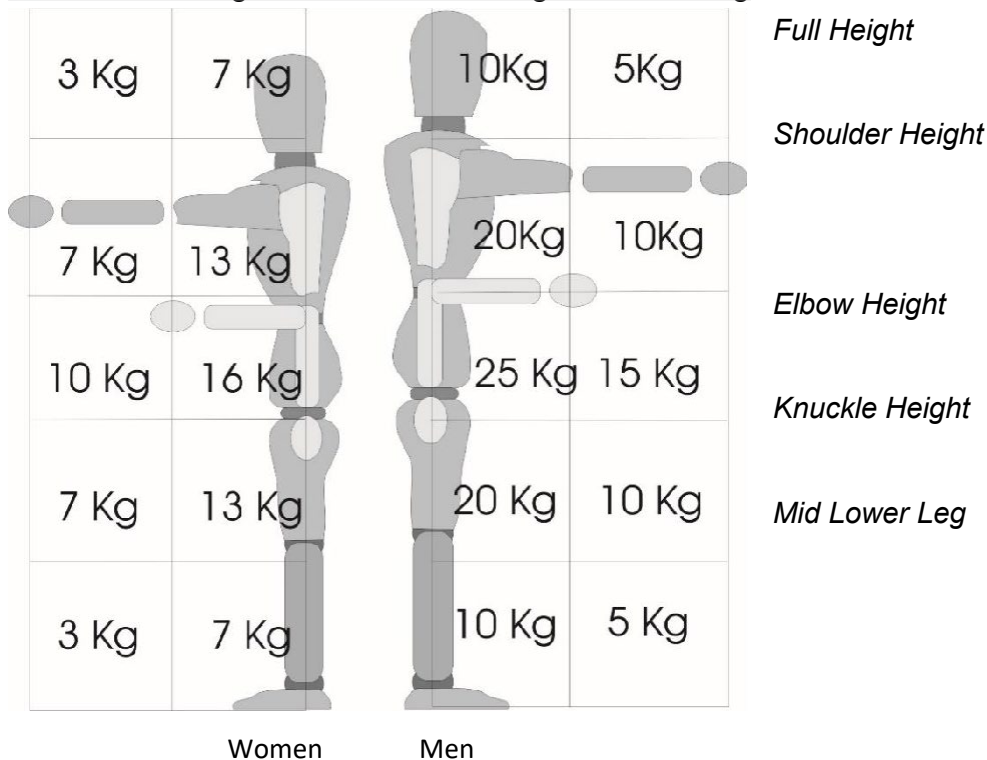
**Back Exercises**

The key to looking after your back is good health. Try to get plenty of exercise when you are not at work. By keeping in good shape and leading a healthy lifestyle you will be doing your back a big favour. Before attempting to lift a load you should warm up and gently stretch your muscles.

**ISSUES TO RAISE**

If you have any Health and Safety problems or queries that you need to discuss, please contact your line manager.

**Manual Handling Guidelines for Lifting and Lowering**



Note: that the values quoted above are approximate values only for men and women.

**Remember:** when undertaking any Manual Handling the **T.I.L.E** principles: **Task, Individual, Load,** and **Environment** all need to be considered.

## Driver Fatigue Policy Statement & Guidance

The company recognises that driver fatigue plays a significant part in many vehicle accidents, particularly on motorways, longer dual carriageways and other fast roads.

Feeling tired at the wheel can affect your ability to concentrate, to perceive, assess and respond to road hazards and to make safe driving decisions. It can increase your reaction times as well as levels of stress and irritability. Tired drivers have slower reactions and usually fail to take evasive actions (such as braking or swerving) before crashing. The resulting impacts and injuries are therefore generally more severe than in other kind of road accidents.

The company strictly forbids any person driving when tired, and you should be aware that 'driving while fatigued' is an offence under the road traffic law and may result in prosecution leading to imprisonment and other penalties.

Being aware of potential factors that may lead you to falling asleep at the wheel will help you to assess the risks, and plan your journey more effectively. These factors include:

- The amount and quality of sleep you have had before driving.
- Consumption of alcohol (which may influence sleepiness even at levels below the legal maximum alcohol-in-blood concentration).
- Sleep inducing drugs (including many 'over-the-counter' remedies) check with your GP or pharmacist about the side effects associated with your medication – make sure you drive for a living.
- Boredom (especially on long, featureless roads and when you are alone in the vehicle).

To minimise the risks associated with fatigue:

- Plan your workload and journeys so you do not have to drive when you are tired.
- Ensure that you have had sufficient quality sleep and rest prior to your driving day.
- Do not make unrealistic demands of yourself in terms of distance and duration of journeys and strictly adhere to RTD/WTD regulations.
- Stop in a safe place
- Take a break and have a cup or two of a strong caffeinated drink
- Take a short nap – caffeine usually takes around 20 minutes to take effect so try and have a short nap no longer than 15-20 minutes. Be aware that if you nap for longer than this, you may wake up feeling groggy

## Sleep Apnoea

Obstructive Sleep Apnoea (OSA) is a medical condition that causes difficulty in breathing during sleep. Typical symptoms are excessive snoring, choking or stopping breathing during sleep. You may not realise that you have it but you find yourself nodding off due to the poor quality sleep the night before. If you suspect you may suffer from OSA speak to your GP. If diagnosed, you must inform DVLA and your employer in writing.

## Microsleep's and Driving

A microsleep is defined as “the process of entering incredibly short periods of very light sleep which typically occur whilst undergoing monotonous tasks which have been completed habitually before, hence requiring the least amount of attention”.

These brief, unintended episodes are normally accompanied by blank stares, head bobbing, and prolonged eye closure. It is unclear what happens to the brain during these microsleep's but it appears certain parts of the brain effectively fall asleep while the rest of the brain is awake. The common description of someone being in a "daze" is a way of describing someone who is in this stage.

## Tips to Avoid Microsleep's

The first step to avoiding these unconscious mini naps is to become aware of how sleep deprived you really are and to plan ahead before getting behind the wheel.

1. **Get Your Sleep:** The average person needs 7 to 9 hours of sleep to function optimally. Receiving 6 or fewer hours of sleep triples your risk.
2. **Schedule Regular Stops:** Plan on stopping every 100 miles or 2 hours to give yourself a break and freshen up.
3. **Take a Power Nap:** Safely pull off the road and take a 20-minute nap to rejuvenate before getting back on the road.
4. **Caffeinate:** Experts recommend drinking the equivalent of 2 cups of coffee to keep awake. It will take 30 minutes for caffeine to enter your bloodstream and start to kick in, so plan accordingly.

The company does not expect you to drive when tired  
– **please contact your line manager to let them know if are not capable of driving safely.**

## Driver Hydration vs. Dehydration

**It is probably stating the obvious ..... but water is the best way to rehydrate your body. Coffee, tea and many 'energy' type drinks on the market usually contain high levels of caffeine and sugars, which have a diuretic effect on the body and can actually make you even more dehydrated. You should keep in mind the daily caffeine safety amounts, sugar consumption levels, and the health benefits of drinking plain water.**

How do you know if you're dehydrated? You might say thirsty, right? Almost everyone associates thirst with a need to drink more water. In certain cases, though, thirst isn't the most reliable indicator of hydration status.

For instance, with age, the thirst response decreases. Therefore, adults over 50 are more likely not to experience thirst as intensely as younger people. Plus, exercise and fatigue or stress may also contribute to a diminished thirst response, and children also experience thirst less intensely than adults.

*Fortunately, our bodies signal hydration another way as well.*

Urine colour says a lot about our hydration status. Generally, the lighter the colour, the more hydrated you are. But why is that? Well, dehydration is caused when the volume of water in the body is depleted. And when we're dehydrated, our kidneys, which filter waste, tell the body to retain water. Therefore, we have less water in our urine, which causes it to become more concentrated and darker.

### What Does Urine Colour Say About Your Hydration?

This chart can help you determine if you're hydrated. It starts with normal, well-hydrated colours. But as you move down the list, dehydration becomes more severe; below the red line indicates dehydration.

### Understand the Symptoms of Dehydration

Recognizing colours can be a helpful indicator, especially if you notice the change in colour while other symptoms of dehydration are present. Dehydration symptoms include:

- Thirst
- Dry mouth, dry nose
- Fewer trips to the bathroom
- Headache
- Palpitations (feeling that the heart is jumping or pounding)
- Light-headedness

- Sluggishness, even fainting
- Muscle Cramps
- Irritability/Confusion
- Inability to sweat

*Of course, abnormal urine colour may indicate a health issue other than dehydration. Talk to your doctor if you’re experiencing abnormal urine colour.*

What Colour?	Are You Hydrated?
	Pale Yellow to clear is normal and indicates that you’re well hydrated
	Light yellow and transparent is also normal and indicates an ideal hydration status
	A pale honey and transparent colour indicates normal hydration, but it may mean that you need to rehydrate soon
	A yellow more cloudy colour means your body needs water
	A darker yellow, amber colour isn’t healthy. Your body needs water
	Orangish yellow and darker. You’re severely dehydrated. Contact your doctor immediately.

## Healthy Eating for Professional Drivers

As a professional driver, it can be difficult to stay healthy on the road. There are so many fast food temptations and often we succumb to the “convenience factor” of the drive-thru.

It is hard to make good food choices when you're a driver, but as difficult as it is, try to refrain from fast food unless it's absolutely required. And by required, I mean, “I'm-gonna-keel-over-right-this-second-from-starvation-if-I-don't-get-something-in-me-now” required. Once you get in the habit of grabbing something from the drive-thru every day, it becomes difficult to change your ways. But with some tips and a little preparation, you too can become a healthy professional driver.

Before you start your shift, sit down and calculate how far you're going to drive. Then calculate how often you're going to stop, and when you're going to eat along the route. Make sure that if you *have* to get fast food, that there are healthy options around. Consider taking a lunch already packed with healthy foods like deli meat, fruits, and vegetables, you'll be less inclined to stop for that double cheeseburger and fries. Think of all the money you'll save by packing your own lunches.

Try to eat before you are REALLY hungry. If you wait to eat when you're really hungry, you might eat unhealthy foods that you probably shouldn't be having. But if you eat before you're starving, you don't risk overeating. Don't stuff your face if you've just eaten, but by the same token, don't wait until your stomach's about to cave in on itself to have lunch.

We've all heard it – it's important to eat a healthy breakfast every day. Many people skip breakfast because they think it'll help them lose weight, but it can actually have the opposite effect and lead to weight gain. By skipping breakfast, you'll get hungry quicker and you'll overeat at your next meal.

Studies say you should eat smaller meals every few hours instead of three large meals. This means you should have healthy snacks between breakfast, lunch, and dinner. Eating smaller snacks throughout the day prevents you from becoming so hungry that you grab something unhealthy.

If you follow these simple, nutrition guidelines, you'll be on the road to becoming a healthy driver in no time! The key to staying healthy over the road is sticking to it and not giving in to temptation. Since the majority of your time is spent on the go, you have to work harder to maintain a good diet. But with will-power and motivation, you too can become a healthy professional driver.

## Eyesight Checks

Eyesight checks shall be carried out by a senior member of staff every 6 months.

## Eyesight Check Failure

In the event of a driver failing an eyesight check, they shall be immediately withdrawn from their driving duties. A follow-up optician visit must be booked and attended. The results of the optician checks must be passed to the Company.

The driver must adhere to the recommendations prescribed by the optician (glasses, lens etc) before they can be reinstated into their role as a driver.

## Following a near-miss or incident

A driver must immediately have an appointment with an optician to test their eyesight following a near-miss (involving driving duties) or an incident.

## Medical Declarations

As a driver for **Stamford Construction Ltd** you are required to complete a medical declaration every six months to verify your fitness to drive.

You are required to advise of any changes to your health that may impact on your driving ability immediately to the Transport Office.

Certain medical conditions are reportable to the DVLA – you should refer to the Highway Code, DVLA website and take guidance from your doctor or GP. You must in every circumstance inform the Transport Office immediately if you develop any DVLA reportable condition.

## Development of a new medical condition that may affect your ability to drive

In the event of a driver developing a medical condition that affects their ability to drive safely, the driver must immediately inform the Transport Manager and cease driving for the company.

Depending upon the condition, it may need to be reported to the DVLA who will advise further actions and/or restrictions whilst they make investigations with your GP or hospital consultant.

You will only be allowed to return to driving for the Company once your GP or hospital consultant has liaised and confirmed with the DVLA that you are fit to drive again.

## Managing Health Risks

At **Stamford Construction Ltd** we understand that professional drivers may tell you that in general, there has been a deterioration in working conditions over the past several decades in terms of traffic pollution, traffic congestion, noise pollution and the demand to meet schedules. Most drivers are responsible for making deliveries within tight timescales to maintain profitability.

### Traffic Pollutants

Professional drivers are exposed to increasing levels of pollutants in the air. Despite EU regulations limiting emissions, and vehicles becoming generally less polluting, the sheer increase in the number of vehicles on the road, and the resulting slowing of average traffic speeds causes pollution. There's only so much pollution that an air filter can filter out of the cab air, and that's mostly only relevant for long-distance lorry drivers. Drivers may spend much time at transport depots loading and unloading where other lorries have their engines running.

Carbon monoxide, nitrogen oxides and sulphur dioxide as well as carcinogenic diesel particulates take a toll on health, contributing to asthma, headaches, coughs, bronchitis, sore eyes and more. They are also implicated in lung and bladder cancers.

### Injury

As a professional driver your risk of being injured on the road is increased. Also, your risk of causing injury on the road to other road users i.e. Vulnerable Road Users such as cyclists or pedestrians is increased simply due to the amount of time you spend behind the wheel. When there are time pressures, there's the tendency to make choices that aren't necessarily safe.

**Stamford Construction Ltd** require you to drive during normal working day hours however, many drivers for other companies will be driving between midnight and 8am. The likelihood of having an accident is twice that of between 8am and midnight. Driving between 3am and 6am increases the risk of falling asleep at the wheel by a factor of over 70! Some studies have shown that as many as 28% of lorry drivers have actually fallen asleep at the wheel and 60% have almost fallen asleep.

Accumulated epidemiological evidence and occupational health surveys have time and again indicated that lorry and bus drivers have elevated risks for gastrointestinal disorders, musculoskeletal disorders, cancers, fatigue, and noise issues.

### **Gastrointestinal illness**

Dietary factors contributing to driver illness are the tendency for drivers to eat while on the run, and make poor choices, such as meals high in fat and refined carbohydrates and low in fresh vegetables and fruit. Dehydration is a major contributor to many illnesses including headaches and gastrointestinal problems such as peptic ulcers. A study in Denmark showed that bus drivers were twice as likely to have peptic ulcers than the general population. Drivers are also more likely to be smokers – although they are not permitted to smoke whilst driving or in and around their vehicle.

### **Stress and fatigue**

Stress factors are numerous. Drivers tend to be away from home more, do longer hours, have awkward shifts, and be on the receiving end of negative feedback from the public and customers, even for things that are outside their control, for example if a bus is late to a stop through no fault of the driver. Insomnia can be debilitating and common, especially when shifts are rotated rapidly before the body has time to adjust (This is not the case when working for **Stamford Construction Ltd** but drivers should be aware).

Fatigue reduces a driver's ability to react quickly. Drivers have incessant pressure to stay on schedule and will often miss meal breaks and rest stops to make up time. This can cause other bladder issues such as incontinence and kidney stones, as well as contribute to impotence and other issues.

### **Musculoskeletal issues**

In some studies, over 50% of drivers suffer from lower back pain. The exposure to vibration and overall posture were identified as the primary reason for this. For local drivers, lifting large items can cause back and arm problems.

Other drivers can suffer lower leg, ankle and foot pain due to the constant pressure of the foot on the accelerator in a fairly static position.

### **Noise**

Low frequency noise also creates fatigue and, if loud enough, can eventually damage hearing. It's recommended that noise levels are kept below 70dBA, although many trucks and buses will be above this.

### **What can be done to minimise the risks?**

At a very basic level there are three easily controllable activities that drivers can take to minimise their risks, plus some conditions that drivers can ask for or insist on from their workplace.

Talk to a nutritionist or dietician so that they can make a plan that is specific for your requirements. Ensure that the diet is full of as many healthy fresh vegetables and fruit as possible, augmented by complex carbohydrates (e.g. wholemeal bread rather than white bread), seeds, nuts and quality protein. Keep hydration levels up and don't mistake feelings of thirst for feelings of hunger.

### **Exercise**

Even 10 minutes a day of exercise will make a huge difference. Sitting in one period for a long period of time fatigues the body as well as weakening it. Back muscles become weak and therefore cannot support the body, while other muscles in the shoulders and neck can become overused or stiff. Exercises that focus on strengthening muscles will reduce pain. A personal trainer or physiotherapist will be able to design you a routine that you can fit into your schedule.

### **Sleep and relaxation**

Humans are designed to need 7-9 hours of sleep each night, generally to a fairly regular schedule. Shift work is not good for our body clock and forces our adrenal glands to work overtime to keep us awake. Relaxation can be helped with other therapies and activities such as sports, reading, massage or meditation. Talk to a sleep clinic if you are having problems with insomnia.

### **Vibration**

The health effects of whole-body vibration. What can cause or aggravate back pain in mobile machine operators and drivers? Over five million working days are lost each year due to back pain caused or made worse by work. Back pain can be caused by many work and non-work activities. It can lead to time off work, loss of productivity and compensation claims. Mobile machine operators and drivers (especially those who work off-road) are at increased risk from back pain. There are things that you can do to help your employees avoid the problem, but you cannot prevent all back pain, so early reporting of symptoms, proper treatment and suitable rehabilitation is essential. Health and Safety Executive Control back-pain risks from whole-body vibration Advice for employers on the Control of Vibration at Work Regulations 2005 Health and Safety Executive Control back-pain risks from whole-body vibration Advice for employers on the Control of Vibration at Work Regulations 2005 1 of 9 pages

Reasons for back pain in drivers can include:

- poor design of controls, making it difficult for the driver to operate the machine or vehicle easily or to see properly without twisting or stretching;
- incorrect adjustment by the driver of the seat position and hand and foot controls, so that it is necessary to continually twist, bend, lean and stretch to operate the machine;

- sitting for long periods without being able to change position;
- poor driver posture;
- repeated manual handling and lifting of loads by the driver;
- excessive exposure to whole-body vibration, particularly to shocks and jolts;
- repeatedly climbing into or jumping down from a high cab or one which is difficult to get in and out of.

The risk increases where the driver or operator is exposed to two or more of these factors together.

### **What is whole-body vibration?**

Whole-body vibration is shaking or jolting of the human body through a supporting surface (usually a seat or the floor), for example when driving or riding on a vehicle along an unmade road, operating earth-moving machines or standing on a structure attached to a large, powerful, fixed machine which is impacting or vibrating.

Who is at risk?

When is exposure to whole-body vibration likely to lead to back pain?

Most exposure to whole-body vibration at work is unlikely on its own to cause back pain. It may pose a risk when there is unusually high vibration or jolting or the vibration is uncomfortable for a long time on most working days. In such situations, the risk from vibration is related to the overall time the operator or driver is exposed to the vibration and the number of shocks and jolts they experience each day. In some cases whole-body vibration can aggravate a back problem caused by another activity, eg a muscle strain caused by an accident when lifting a heavy object or during physical activity such as sport.

Who is likely to have high exposures to whole-body vibration?

Among those most likely to experience high vibration exposures are regular operators and drivers of off-road machinery such as:

- construction, mining and quarrying machines and vehicles, particularly earthmoving machines such as scrapers, bulldozers and building site dumpers;
- tractors and other agricultural and forestry machinery, particularly when used in transportation, tedding (turning hay), primary cultivation and mowing.

Are road transport vehicle drivers at risk from whole-body vibration?

The risk for road transport drivers from vibration exposure is likely to be low unless the vehicles do not have effective suspension (eg some types of smaller rigid-body lorries or flat-bed trucks) or are driven over poor surfaces or off-road. But there may be other causes of back pain for road transport drivers, which should probably be considered first, such as poor posture, long periods in the same position and repeated lifting and carrying.

Who else might experience high exposures to whole-body vibration?

High exposures could occur where vehicles designed for smooth surfaces are driven on poor surfaces, eg when lift trucks with no wheel suspension or with solid tyres are used on a cracked or uneven yard. Poor operating or driving technique with most off-road machines or vehicles (eg driving too fast) can also lead to higher exposures which can be reduced by good driver training and instruction. High exposures also occur in small, fast boats.

Are any employees at particular risk? Older people, those with previous back or neck problems, young people and pregnant women are more likely to be at risk of back pain and may be at higher risk from exposure to whole-body vibration.

### **Lone Working**

Job roles within the transport sector are extremely varied and wide-ranging, meaning that the nature of risk faced by employees can differ greatly.

What is a lone worker? Lone workers in the transport sector According to members of the British Security Industry Association (BSIA)'s Lone Worker section, the groups facing the highest levels of risk are drivers, including those working in long-distance HGV road haulage as well as LGV or local delivery drivers.

Drivers in the UK are required by law to take statutory rest breaks under the Working Time Directive, but often find there's a lack of suitable and secure haulage parking, As a consequence, drivers can find themselves alone in lay-bys or industrial estates, leaving them extremely vulnerable.

According to a survey of BSIA member companies, physical violence is the biggest threat facing lone workers in the transport sector, in addition to armed robbery and verbal threats. Organised criminals use increasingly sophisticated methods to carry out attacks, posing as police or security officers, or even causing deliberate accidents to force the driver to get out of the vehicle. This problem is not limited to UK shores, with attacks on British drivers abroad often not reported.

**Stamford Construction Ltd** require our drivers to contact the office during break periods and in between deliveries/collections (when the vehicle is parked and engine off) to 'check in' and report 'all safe'.

## Routing and Scheduling

### Our Policy

- All drivers should follow routes which have the least interaction as possible with vulnerable road users, including cyclists and pedestrians.
- At all times, drivers working time regulations shall be adhered to and routes should take into considerations breaks that drivers will need to take.
- Tolls should be considered before travelling. The Company holds prepaid accounts for
  - Dartford Crossing
  - London Congestion Zone
  - ULEZ
- When information is given about the requirements on accessing sites or delivering to customers (traffic management plans), this will be passed onto the driver before they embark on that journey.
- Where possible, reference will be made to Google Maps, TfL websites.

The nature of our work does not always allow for routes and schedules to be made in advance, but at all times routes should be thought through before a journey is embarked upon to avoid the above hazards or restrictions.

You should be aware that the vehicles are tracked – any instances of vehicle deviating from the correct routing will be investigated.

## Convoys

- The Company adopts a zero tolerance stance in respect to convoys. Under no circumstances (unless directed to do so by the Police or emergency services) should our vehicles or drivers engage in convoy activity.

## Near Miss Policy

A near miss is a potential incident, which hasn't resulted in personal injury. This could include: unsafe working conditions, employee work habits which are dangerous or unsafe, improper use of equipment or malfunctioning equipment.

It is everyone's responsibility to report near misses, to ensure that the corrections can be made to equipment, working conditions or employee practice. This report should take place as soon as possible and immediate action will be taken by managers to solve the potential hazard.

If employees see a near miss or experience a near miss then they must fill out a 'near miss report' and explain what has happened to their fleet manager/operator. It is then the responsibility of the fleet operator to act upon the information they have been given to stop an incident where personal injury may occur. The manager will fill out a 'near miss investigation' form, which will outline what action they have taken, or why there has been no action taken.

## Near Miss Report

Employee Name: \_\_\_\_\_

Date: \_\_\_\_\_

Location: \_\_\_\_\_

Time: \_\_\_\_\_

Description of incident or potential hazard:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Employee's Signature: \_\_\_\_\_

Date: \_\_\_\_\_

---

## Near Miss Investigation

Causes for the near miss (primary and contributory):

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Action taken (to correct potential hazardous situation):

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Signed: \_\_\_\_\_

Date: \_\_\_\_\_

No near miss investigation completed for the following reason:

\_\_\_\_\_  
\_\_\_\_\_

Signed: \_\_\_\_\_

Date: \_\_\_\_\_

## Accident Policy

### In the event of an accident

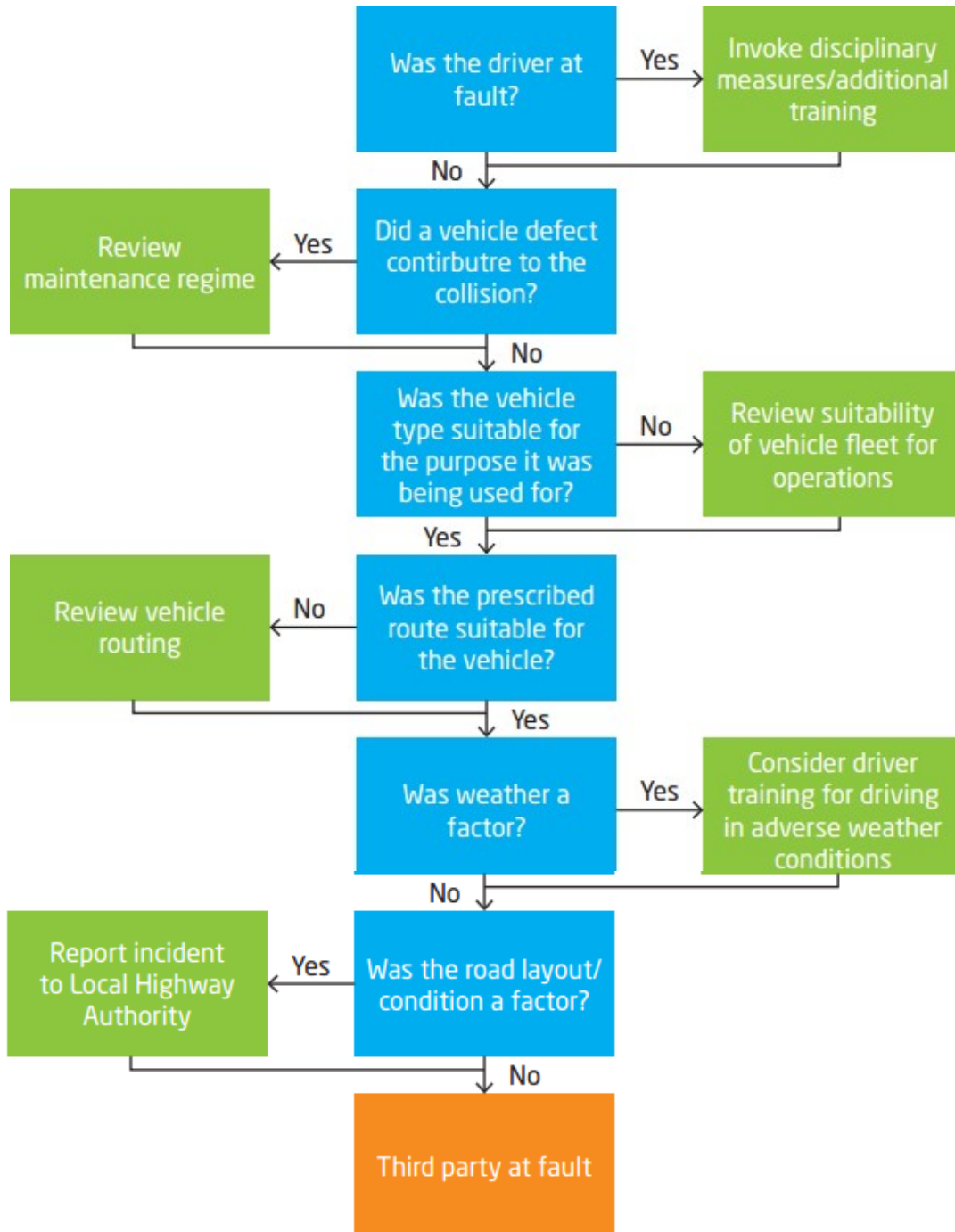
1. In the event that an employee is involved in an accident whilst driving a Company vehicle, they should under no circumstance admit liability for the accident. Failure to comply with this particular provision may invalidate our insurance policy and may involve the employee being responsible for any loss that the Company suffers or is unable to recover from the Company's insurance provider.
2. In the event of an accident, the employee must complete an accident report form at the scene of the accident and correctly record all pertinent information such as date, time, location, third party names, vehicle registration numbers, diagrams of how the incident happened, weather conditions, quality of light and location details. Witness details must also be taken if applicable. Photographs of the other vehicles/property damage and road conditions/markings should also be taken.
3. In the event of an accident, the driver must notify the Transport Manager immediately.
4. Upon return to the Company premises the driver must pass all documentation and information so that this may be forwarded to our insurers. Failure to do this may result in disciplinary action.
5. You must conduct and document a full walk around inspection following the collision. If the vehicle is damaged and no longer road worthy, the Transport Manager will make arrangements for the vehicle to be recovered and returned to the operating centre or nominated repair garage.

## Road Traffic Accidents and Disciplinary Procedure

6. If you are involved in a non-fault accident, then you must still comply with all the provisions set out in sections 1-4 above.
7. If you are involved in a faulted accident, then the nature and circumstances of the accident will be assessed by the Transport Manager and/or Company Director. If the nature of the accident falls under Gross Misconduct of the Employee Handbook i.e. "Serious negligence, which causes or might have caused unacceptable loss, damage or injury" then your employment with the Company may be terminated summarily. Quantum of the claim arising and any previous accidents will be taken into account when the assessment is made.
8. If the nature of the accident falls under 'Serious Misconduct' i.e. "serious or persistent breaches of Company procedures" or Misconduct i.e. "Minor breaches of procedure" the employee will be subject to the normal disciplinary procedure.

## Remedial actions following accidents

Taken from CLOCS Toolkit for managing collisions reporting and analysis



## Managing Noise in Logistics Code of Practice

**Stamford Construction Ltd** adopt the policy to manage and minimise noise that negatively impacts on the environment and health of their drivers/employees, other road users and residents.

**Stamford Construction Ltd** actively encourages drivers to reduce levels of noise. Furthermore, our drivers are instructed to undertake a number of actions whilst conducting transport activities:-

- Switch off their engine as soon as possible after stopping.
- Refrain from slamming vehicle doors
- Turn radio off on arrival at delivery (loading) location
- Be mindful of noise created by chains & equipment used to restrain load
- Limited use of horns
- Refrain from shouting or talking loudly on the phone – instead use hushed tones
- Utilise the Decibel X app to record and monitor noise levels
- Do not undertake any transport activity during the hours of 19:00 to 07:00
- Always wear the ear protection equipment provided by the Company

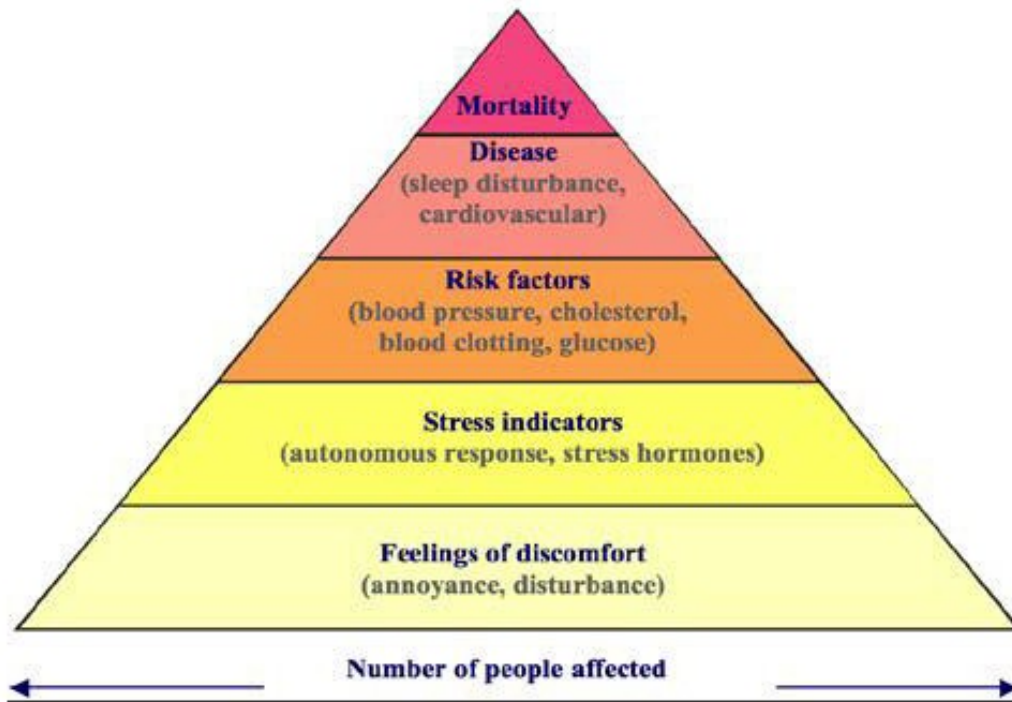
If the driver is expected to wait for access to or from site, then they must turn off the engine and adopt 'quiet' behaviour during this time.

'At least **one million healthy life years are lost every year** from traffic related noise in western Europe.' *World Health Organisation 2011* 'Noise pollution costs UK taxpayers £7 billion to £10 billion per annum: **the highest environmental cost following air pollution** at £16bn.' *Defra*

## UK Government's policy on noise

### Noise Policy Statement for England Aims to:

- Promote good health and a good quality of life through the *effective management of noise within the context of Government policy on sustainable development.*
- "the effective management of noise requires a *co-ordinated and long term approach* that encompasses many aspects of modern society"



Source: Babisch (3).

**Stamford Construction Ltd** drivers have received training on quiet deliveries as per below toolbox talk.

## Drivers Toolbox talk - Quiet deliveries

A driver will complete many tasks including the daily vehicle checks and loading/unloading safely.

Recap of the key points to both:

- DVSA Daily Vehicle Check
- Safe loading practices

Undertaking a quiet delivery of goods to company premises results in:

- Improved reputation and corporate image with local residents
- Reduced fines, working restrictions and penalties
- Effective and efficient supply chain
- Less stressed employees and reduced risk of incident
- Improved employee engagement



Approx 400 complaints a day in the UK related to noise

Switch off rather than idle. Save £1500 fuel each year

5 million PCN's issued in London each year

Consider noise produced and is it necessary?

- Type of noise generated
- Quiet delivery good practice

Driver delivery process	Potential noise generated	Good Practice
 Low tyre pressures found	Greater rolling resistance increasing road noise	e.g. Ensure correct tyre pressures
 Excess vehicle reversing required due to empty pallets left outside loading bay		
 Unusual rattle coming from the load		
 Radio left on in the cab with volume high		
 Squeaky door hinge		
 Unstrapped load within rear of vehicle leading to metal hitting metal		
 A colleague shouts around the vehicle to get others attention		

- What is the noisiest part of the delivery process?
- What can we do to reduce this noise?
- What are the consequences of not reducing the noise?

## Vehicle Security

### Locking Cab

The vehicle should be locked every time you leave it. This is to prevent entry of unauthorised people, who may wish to steal or tamper with the property of both yourself and the company. This is also for you own personal safety, to avoid any injuries occurring whilst you are either on or behind the vehicle. Keys should be kept on your person at all times, to avoid unauthorised people gaining access to the vehicle, or having the ability to move the vehicle.

It is the responsibility of employees to safeguard their own personal and Company issued property. The Company does not accept responsibility for losses or damage of any sort and employees are reminded that no valuable items, including personal and company mobile phones and other devices should be left on show in the vehicle when unoccupied.

### Other members of the public

At no point should anybody, other than trained colleagues, have access to the vehicle or any of its controls such as tail lift or ancillary equipment.

### Handbrake Procedure

The handbrake should be applied when stationary in your vehicle. This especially applies when parking the vehicle and exiting the vehicle.

## Counter Terrorism Policy

With the enduring terrorist threat, it is now more important than ever that everyone plays their part in tackling terrorism. Your actions could save lives!

**Stamford Construction Ltd** commit to play their part in the fight against terrorism without jeopardising the lives of their staff.

We have appointed our Counter Terrorism Champion – **Shelene Mitchell** who is responsible for raising awareness, security and vigilance across the organisation in order to minimise the risks posed by potential security and terrorist threats and to ensure staff are prepared to deal with extremist and terrorist activity.

All drivers have completed the FORS Professional Security and Counter Terrorism e-learning module together with the FORS Professional toolbox talk on the subject – these will be refreshed at least every 12 months to reinforce drivers knowledge and understanding.

### **Direct threats**

It is unlikely (but still possible) that **Stamford Construction Ltd** may be targeted with a direct threat as we do not transport or deal with chemicals, explosives, gases or other hazardous substances. In regard to potential high profile targets, we are not associated with any high profile individuals, through visitors, sponsors, contractors or a contentious area of work.

We undertake consistent recruitment checks and references on any new starters.

Our vehicles are locked and alarmed overnight at our operating centre, keys are securely locked away within our unit, we also benefit from having a security presence on the estate and CCTV monitoring.

Drivers are instructed to keep cab doors locked when out on the road and especially if they have to leave the vehicle for any reason (unloading etc)

### **Indirect threats**

We do not operate in high risk areas that are likely to be targeted by terrorism – but need to be vigilant at all times for any unusual activity that seems suspicious.

### **External reporting**

In the first instance, drivers are instructed to contact the emergency services if they witness a suspicious activity. Incidents that have an immediate threat to life and/or property will need to be reported external first, followed by reporting to our Counter Terrorism Champion.

They are instructed and trained on reporting the following:

- Who and/or what was witnessed
- When it was seen
- Where it occurred
- Why it is suspicious

**Internal reporting**

All staff are aware of their point of contact – **Shelene Mitchell** and how to contact her in an emergency.



While the chances of being caught up in a terrorist incident remain rare, it is important to be prepared and know how to protect yourself if the need arises.

Counter Terrorism Policing has released guidance that sets out three key steps for keeping safe in the event of a firearms or weapons attack.

Our advice if you are caught up in an incident is to 'Run, Hide and Tell' – guidance which can be applied to many places and situations. We know from case studies and testimony of people who have survived attacks that this advice can save lives.

 **RUN**

**RUN TO A PLACE OF SAFETY. THIS IS A FAR BETTER OPTION THAN TO SURRENDER OR NEGOTIATE. IF THERE'S NOWHERE TO GO THEN...**

 **HIDE**

**IT'S BETTER TO HIDE THAN TO CONFRONT. REMEMBER TO TURN YOUR PHONE TO SILENT AND TURN OFF VIBRATE. BARRICADE YOURSELF IN IF YOU CAN. THEN FINALLY AND ONLY WHEN IT'S SAFE TO DO SO...**

 **TELL**

**TELL THE POLICE BY CALLING 999**

## How To Check Your Tyre Pressure

Only trained competent personnel are allowed to carry out this operation. If you are unsure Stop and seek advice from your line manager.

Tyre pressure It is the drivers responsibility to check tyre pressure as a part of their daily vehicle checks and ensure the correct tyre pressure is maintained.

1. Tyre pressures should be checked daily or before a long journey
2. Tyre pressures should be checked against the vehicle manufacturer's recommended level which can be found in the vehicle handbook in the vehicle cab and on the drivers notice board (*If in doubt ask a fitter*).
3. Check the pressure when tyres are cold (i.e. when you have travelled less than two miles).
4. If you are carrying a full load of or will be towing a trailer, pressures should be increased in line with the vehicle manufacturer's recommendations.
5. Ensure a reliable and accurate gauge is used.
6. Make sure you use the correct pressure scale for the gauge being used (i.e. Bar, PSI or KPa).
7. Remove the valve cap
8. Attach the pressure gauge to the valve
9. Adjust pressure as required
10. Check the pressure in all tyres not forgetting the spare as well.
11. When checking pressures, give the rest of the tyre a visual inspection. Remove any stones or other objects embedded in the tread. Look out for any bulges, lumps or cuts.
12. After checking your pressures, be sure to replace the valve cap.
13. If you are unsure on any aspect of tyre pressure or tyre condition seek advice from the fitters on duty.

Drivers with illegal tyres face a fine of up to £2,500 and three penalty points per tyre. The driver of the vehicle also has the responsibility to ensure that the vehicle, including its tyres, is in a roadworthy condition every time they get behind the wheel. This is regardless of whether the vehicle is owned by the employer, a lease company or a private motorist.

## Monitoring Tyre Wear

### Step 1 - Access the tyre tread

1. Park on a wide, flat and even surface in a safe place off the public highway with the engine switched off and put the keys in your pocket.
2. Put on the handbrake (parking brake) and engage first gear (for manual gearboxes) or park (for automatics).
3. Once you have clear and safe access to the tyres you can begin the inspection.

### Step 2 - Check the tread



1. Place blade of the gauge in the tyre groove.
2. Place finger on top of the gauge and apply enough pressure to keep blade in place.
3. Slide outer sheaf of the gauge down until it meets with the tyre.
4. Remove finger from the top of the gauge
5. Remove gauge from the tyre and make a note of the reading on the tyre monitoring sheet provided
6. Check the depth of the main tread grooves in several places across and around the tyre, using the gauge
7. When checking your tread depth, give the rest of the tyres a visual inspection for any cuts or bulges and remove any stones or objects embedded in the tread

**Tread Depth** Although the legal minimum tyre tread depth is 1.0 mm (*Vehicles over 3.5t GVW*) 1.6 mm (*Vehicles under 3.5t GVW*) over 75% of the central width and round its entire circumference of the tyre tread drivers should report tyre wear when it reaches 2mm over 75% of the tyre tread to the workshop and line manager.

Drivers with illegal tyres face a fine of up to £2,500 and three penalty points per tyre. The driver of the vehicle also has the responsibility to ensure that the vehicle, including its tyres, is in a roadworthy condition every time they get behind the wheel. This is regardless of whether the vehicle is owned by the employer, a lease company or a private motorist.

## Roadside Stops

There are three authorities that can stop you on the roadside to complete an inspection:

- The DVSA (Driver and Vehicle Standards Agency)
- The Police
- Highways England – previously Highway Agency – when acting on behalf of the DVSA

### What to expect on a roadside stop

You may be stopped at the roadside in one of two ways:

- 1) A clearly marked DVSA vehicle or Highways England vehicle working on behalf of the DVSA, will clearly show a sign reading 'follow me' and will then direct you into a road check point.
- 2) A uniformed, DVSA or police officer may stop you by signalling from the roadside for you to enter a check point.



If you have reasonable suspicion that it is not an authentic roadside stop, for example the officers are in an unmarked car or not in uniform, you may either ask for identification from officers or if you do not feel safe to stop then you may drive past the check point and straight to the nearest police station and report in to the front desk.

### Driver conduct

Your conduct on a roadside stop will not only reflect on you as a driver, but also reflect on the Company

Present yourself in a calm and cooperative manner towards officers, be polite and clear in your answers.

### Possible outcomes of a roadside stop

We would not expect our drivers to receive any fines or penalties at a roadside stop.

There are a number of adverse outcomes possible from a roadside stop, you could receive one or all of the following:

- You can be fined for breaches of regulations
- The DVSA can issue PG9 documents, prohibition notices for vehicles.
- You can receive a Penalty Charge Notice for breaching regulations

If any documentation is given to you whilst at a roadside inspection it is imperative that this information is passed directly to the transport office on your return, failure to notify will lead to disciplinary action being taken against you.

All instances of fines/penalties and PG9s will be investigated thoroughly and dependent on findings disciplinary action may be taken against you.

## Customer Complaints

As a driver for **Stamford Construction Ltd** if a customer complains to you then you must remain calm and act in a polite and professional manner.

It is important that you listen to the customer's complaint, and offer any support that is practicable.

Never be confrontational to any customer and if you cannot resolve the complaint then ask the customer to contact the Company as below:

***Shelene Mitchell***

***Stamford Construction Ltd***

***The Joiners Shop***

***The Historic Dockyard***

***Chatham***

***Kent***

***ME4 4TZ***

***Contact Number: 01634 816126***

If you do manage to resolve the complaint informally with the customer, then note down details of complaint and what you did to remedy it.

This information must then be provided immediately to the Transport Manager who is obliged to keep a log of complaints made against the Company.

## ***Useful Numbers***

### **Stamford Construction Ltd:**

- Office 01634 816 126
- Justin Grenham 07730 871199
- Darren Lacey 07730 871201
- Martin Treacy 07751 371705
- Shelene Mitchell 07511 700299

Should you become unwell whilst at work, you must call the office or the supervisor dealing with your site.

## **Breakdown**

All vehicles are covered for recovery by the AA, there is a membership card in your vehicle.

Telephone: 0800 420 420

Ref: BCASP171593

Please have your registration details ready when you call with details of your location.

## **Tyres**

For all tyre related issues including punctures, replacements and call outs, please attend your nearest Kwik Fit or an approved tyre fitter. Please request a copy of their tyre waste transfer note.