



Farncombe Smith 1990 ltd T/A Farncombe Construction

Transport Management System and Associated Policies

Driving at Work Policy
Document reference JCS-001
Version 2.7

Dated 3 July 2023

History/Change Control

<u>Date Reviewed</u>	<u>Changes</u>	<u>Reviewed By</u>
13/11/2019	Approved / Issued	R. Farncombe-Smith
01/03/2020	Ver2.1: Updates to Organisation Chart (Driver Number's) and Responsible Person's Training. Minor changes to layout	DFS (DB)
22/03/2020	Ver2.2: Updates to Responsible person's Training and Links to Documents on Server inserted into Server copy of TMS	DFS (DB)
07/07/2020	Ver 2.3 Annual Review of company Policies & Updates to Organisation Chart (Driver Number's)	DFS (DB)
01/07/2021	Annual Review. Ver 2.4. Wider Company Policies introduced into communications chart	DFS (DB)
01/03/2022	Edit Hyperlinks. Ver 2.5	DFS
28/06/2022	Annual Review. Ver 2.6 Amendments in line with FORS Standard Ver 6.0	DFS (DB)
09/11/2022	Amendments to Special Operations policy / procedure Document following FORS Audit. Ver 2.7	DFS (DB)
01/07/2022	Annual Review	DFS (DB)
03/07/2023	DFS Updated document links	DFS (DB)

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References

- 1.1 Health and Safety at Work Act 1974
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- 1.3 Health and Safety (Offences) Act 2008
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- 1.5 Workplace (Health, Safety and Welfare) Regulations 1992
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- 1.7 Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995 (RIDDOR)
- 1.8 Road Traffic Act 1991
- 1.9 Road Safety Act 2006
- 2.0 Road Vehicles (Construction and Use) Regulations 1986 (As Amended)
- 2.1 HSE INDG 382 – Driving At Work
- 2.2 Highway Code
- 2.3 EU Working Time Directive – 2003/88/EC
- 2.4 Working Time Regulations 1998 (As Amended)

- 2.5 Road Transport (Working Time) Regulations 2005
- 2.6 EC Driver's Hours and Tachograph Rules – Regulation 561/2006
- 2.7 Vehicle Drivers (Certificates of Professional Competence) Regulations 2007
- 2.8 Corporate Manslaughter and Corporate Homicide Act 2007

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- A1. The Code of Practice – Safety of Loads on Vehicles
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- A3. Drivers Health Declaration
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Introduction

Transport Management System

This Transport Management system is an annex of the company health and safety policy and has been specifically constructed by JCS Transport Consultancy Ltd for Farncombe smith 1990 Ltd T/A

The company will be referred to throughout this system as Farncombe Construction.

The copywrite located on this system is to prevent the reproduction of the document only and full update and amendment rights have been released to the company.

The Purpose of the Transport Management System (“The Management System”) is to ensure that all vehicles operated by (“The Company”) are adequately controlled and operated taking into consideration safety, environmental and efficiency issues at all times. It recognises and addresses the specific challenges associated with the company operating vehicles to facilitate its core business activity.

The management system applies to all management, drivers, other staff and external parties accountable or responsible for any aspect of the management, control, administration or operation of company vehicles and is to be reviewed at least annually. Any such review must also take into account the requirements of the applicable Fleet Operator Recognition Scheme (FORS) standard at the time of review.

Policy Statement – Driving at Work

is committed to the delivery of its obligations under Health and Safety legislation with regards to driving at work and recognise that there are specific risks to employees who are driving on behalf of the company.

has introduced this policy with the objective of identifying and minimising those risks and encouraging safe driving in order to reduce the number of accidents and comply with its legal obligations.

The overall purpose of the of the Transport Management System is to provide guidance on company rules relating to driving and to ensure that all company employees are aware of the health and safety implications of using a company vehicle or for using any vehicle on company business.


places great importance on the health and safety of employees as well as members of the public and must rely on every employee to maintain a responsible attitude to the welfare of others.

The practice of safe driving is essential to maintain all our driver's ability to perform their jobs effectively. The company endeavours to achieve the highest standards in all areas of health and safety and company drivers are relied upon to observe all the rules of the road in addition to guidance related to the use and maintenance of their vehicles.

On the basis that all accidents are preventable, all company drivers are required to operate their vehicles at all times in a responsible and considerate manner with due regard to the safety of themselves and others, the objective being to minimise the risk of accident.

Company vehicles are expensive items of business equipment that must be maintained in a legal and roadworthy condition at all times. Every driver of a company vehicle is required to read the Transport Management System document and become familiar with the various sections.

Signed



1st July 2023

Managing Director

Information Management

Purpose

The purpose / aim of this procedure is to ensure that all documents are controlled in accordance with legal requirements, and the companies requirements to fulfil the expectations of its ISO certifications, and that Company staff are able to meet the requirements for document control according to these requirements.

Scope

This procedure applies to management and transport staff responsible for the co-ordination and control of documents.

Procedure

To ensure that this procedure is clearly understood throughout the company we will:

- Set up and maintain an effective document management system
- Appoint a competent person to maintain the system
- Ensure that adequate resources are made available to fulfil the requirements of this procedure, and
- Review this procedure at least annually or more frequently if significant changes occur

Procedure

To fulfil our responsibilities as outlined above we will:

- Ensure all relevant documents are identified and listed (as per list below)
- Ensure systems are in place for recording and updating documentation
- Ensure records are identifiable, legible and stored so that they are readily retrievable
- Consider creating a maintained legislation register
- Retain records for a minimum of three years, unless otherwise specified
- Identify any training needs of the person appointed to manage the system, to ensure their competency, and
- Ensure the system is monitored and controlled

Topic	Document	Comments
Health and Safety	Driving at Work Policy	
	Workplace Transport Policy	
	Risk Assessments	
	Insurance	
Driver	Driving Licence	
	Driver smart card	
	Training Records	CPC Certificates/Induction/TBT
	DQC Cards	
	Medical Declaration Forms	
	Accident Investigations	
Vehicle	Operator Licence	
	MOT Certificates	To be held in vehicle files
	PMI Reports	
	Defect Reports	

Review and retention frequencies

Topic	Document	Review	Retention	
Health and Safety	Health and Safety Policy	Annually or following a major event.	Permanent	
	Risk assessments	Annually or following a major event.	Permanent	
	Safe systems or work (SSOW)	Annually or following a major event.	Permanent	
Management	Insurance	Annually	12 months	
	Training Records	6 Monthly	Permanent	
	Driver	Driving Licence	3 Monthly	Permanent
		Driver Card	6 Monthly	5 Years
		DQC Card	6 Monthly	5 Years
		Training Records	6 Monthly	Permanent
		Medical Declaration	Annually	12 months
		Accident Investigations	On-Going	3 Years
		Working Time Records	Current Reference Period	2 Years
		Drivers Hours Records	Current Reference period	12 months
Vehicle	MOT Certificates	Annually	15 Months from expiry	
	PMI Reports	On Receipt	15 Months	
	Defect Reports	On Going	15 Months	
	Tachograph Recalibration certificates	On Going	2 Years	
	LOLER Certificates	On Receipt	12 Months	
	Log Book (V5)	On Going	As long as the vehicle is held	
		Nil defects	On receipt	14 weeks or until the next safety inspection

Responsible Persons

The company are holders of a Restricted Licence, and as such do not require a named transport manager.

Dominic Farncombe - Smith is the designated responsible person, he has undertaken FORS training within the last 12 months. Mr Farncombe - Smith has been in and around transport operations for over 15 years and is well versed in the industry.

Training Schedule

FORS Car and Van Fleet Management Essentials Completed 07/11/2019

FORS Collision Management Completed 23/01/2020

FORS Practitioner Developing Fleet Management Policy Completed 17/02/2020

FORS Practitioner Managing Work Related Road Risk Policy Completed 17/02/2020

FORS HGV and PCV Fleet Management Essentials Completed 10/03/2020

FORS Practitioner Managing Driver Fitness and Health Completed 11/03/2020

FORS Practitioner Managing Driver Training and Development Completed 11/03/2020

FORS Practitioner Collision Procedures and Analysis Completed 13/03/2020

FORS Practitioner Safe and Efficient Fleet Management completed 13/03/2020

FORS Practitioner Minimising Transport Fines and Charges completed 09/2020

FORS Practitioner Measuring and Monitoring Road Fleet performance 09/2020

FORS Practitioner Managing Noise in Logistics 09/2020

Competence through relevant qualifications and FORS Professional Development

Staff Resources

Please reference the company Organogram and associated Positional Responsibilities.

[Transport Organisation link](#)

Positional Responsibilities

<u>Person</u>	<u>FORS Additional role</u>
Dominic Farncombe-Smith	Fleet operation (M3)
Tim Harrison	Health and Safety
3 rd Party Maintenance provider	Technical Engineering advice (V1)
Dominic Farncombe-Smith	Managing fuel and emissions champion (O2)
Dominic Farncombe-Smith	Managing Road Risk Champion (O3)
N/A	Managing specialist operations (where required)
Dominic Farncombe-Smith	Managing Counter terrorism Champion (O7)

Roles and Responsibilities

Managing Director – Rod Farncombe - Smith

- Overall responsibility for compliance of Health and Safety
- Ensure that responsibilities are properly assigned and accepted
- Ensure that adequate staff, funds and resources are available
-

Office Manager / Transport Administration – Dominic Farncombe - Smith

- Oversee the company's Operator Licence including all required updates
- Ensure that all company policies and procedures are compliant
- Management of EU Drivers hours and the working time directive
- Ensure that information, updates and changes are communicated to all drivers
- Action any defects or infringements reported
- Arrange any training or provide toolbox talks as required
- Perform checks and inspections when required
- Ensure all servicing and inspections are booked and completed
- Ensure all MOT inspections & PMI's are completed
- Check all taxing for vehicles
- Implement changes in legislation and control how changes should be implemented.
- Ensure that CPD training is kept up to date
- Ensure that all company policies and procedures are compliant

Drivers

- Familiarise themselves with the company policies/procedures
- Observe all rules relating to compliance
- Comply to all information provided by the transport management team
- Report all compliance infringements
- Report all defects to the Director or Driver Supervisor
- Ensure all equipment is kept clean and tidy
- Inspect all equipment before use.

Nature and scope of the business.

Farncombe Construction were established in 1991 and specialise in Groundworks, External Works and Civil Engineering.

Our fleet is used to transport construction machinery and engineers to site. We operate within a 40 mile radius of our base in Farnham.

Recruitment and Selection Policy and Procedure

Purpose

The purpose aim of this policy is to ensure that we select the most appropriate person to fulfil the role. We are aware of the shortage of qualified drivers and will not always use the most experienced person, instead where possible we shall promote or train internally and look at apprentice schemes.

Where recruiting externally all drivers shall hold relevant licences with no more than 3 endorsement points, we shall follow our insurance guidelines regarding minimum driver age and length of time driving in the UK, as this varies annually depending on who we renew our insurance with.

All drivers shall be medically, physically and mentally fit to drive.

All staff working within the fleet operations shall have the appropriate qualifications and checks shall be carried out to ensure this is upheld.

Scope

This procedure applies to the management and transport staff responsible for recruitment of drivers and fleet related staff.

Procedure


To ensure that this procedure is clearly understood throughout the company we will:

- Implement this recruitment policy
- Ensure staff understand the consequences of not complying with the policy
- Ensure appropriate driver assessment shall be carried out.

Recruitment Managers Must Always

- Ensure appropriate driver assessment shall be carried out.
- Ensure that the appropriate pre-employment documentation is completed this includes:
 - Pre-employment medical declaration
 - Eligibility to work in the UK form
 - Application form including work history.
- Ensure references and work history are checked.
- Ensure the correct qualifications are held.
 - In the case of drivers, this is Correct Licence, licence categories, DCQC training, Tacho card.
 - An instant check can be carried out on the .GOV website with the driver
 - In the case of other fleet operation staff ensure the correct qualifications are held.
 - In the case of a Transport Manager ensure the Transport Manager has not lost their good repute.
- Ensure that where indicated on a pre-employment medical declaration that a further discussion is held and if required medical advice is sort.
- Ensure An eyesight check is completed.

Signed



– Director

Dated 01-07-2023

[Driver Evaluation Road Test Form.docx](#)

[For Drivers\Blank health declaration.pdf](#)

[Pre Employment Form.pdf](#)

Communication

The company have in place a comprehensive induction programme (detailed further on in the management system) that partly consists of a class-based communication session. During this session, the company will communicate to all new employees:

- The Health and Safety brief
- Actions in the event of a fire
- The Transport Management system brief (Policies and Procedures)
- Risk Assessments
- Issue of the Van Smart/HGV Drivers Handbook
- Issue of the Highway code

This procedure is then signed off as received, read and understood.

The company may also use Toolbox Talks, Staff notice boards, Memos and USB Memory devices as other avenues of communication.

The company will issue updates to company policies, procedures, risk assessments and other documentation via Toolbox Talks, email, memos, USB memory devices amongst other avenues of communication.

All updates and new documents will be signed for by drivers and relevant staff.

Communication Confirmation

I have been briefed on the Transport Management System (policies and procedures) including all Risk Assessments, the FORS Standard and have received copies of the Van Smart/HGV Drivers Handbook. Access to the Highway code has been facilitated and is available upon request. I have read, understood and agree to follow all policies, procedures and best practices contained within. I will notify the company immediately if I receive any endorsements or disqualifications on my licence regardless of the vehicle I was driving. I will inform the company immediately if there are any changes to my physical or mental health that may impair my driving or if I am taking any medication prescribed or otherwise.

Version	Document	Dated	Approved by
V2.4	Transport Management System & Associated Policies as below	Jul 2022	RFS
V1.2	Health and Safety Policy (TMS)	Jul 2022	RFS
V2.3	Complaints Policy (TMS)	Jul 2022	RFS
V2.3	Transport infringements Policy (TMS)	Jul 2022	RFS
V2.3	Serviceability and roadworthiness Policy (TMS)	Jul 2022	RFS
V2.3	Load safety Policy (TMS)	Jul 2022	RFS
V2.3	Tyre Management Policy (TMS)	Jul 2022	RFS
V2.3	Driving standards Policy (TMS)	Jul 2022	RFS
V2.3	Staff induction Policy (TMS)	Jul 2022	RFS
V2.3	In vehicle communication Policy (TMS)	Jul 2022	RFS
V2.3	Health and eyesight Policy (TMS)	Jul 2022	RFS
V2.3	Working time and drivers' hours Policy (TMS)	Jul 2022	RFS
V2.3	Fuel, emissions and air quality Policy (TMS)	Jul 2022	RFS
V2.3	Road traffic collisions Policy (TMS)	Jul 2022	RFS
V2.3	Passenger safety (TMS)	Jul 2022	RFS
V2.3	Noise Policy & Code of Practice (TMS)	Jul 2022	RFS
V2.3	Operational security Policy (TMS)	Jul 2022	RFS
V2.3	Counter terrorism Policy (TMS)	Jul 2022	RFS
V2.3	Records procedures (TMS)	Jul 2022	RFS
V2.3	Recruitment and Selection Procedures (TMS)	Jul 2022	RFS
V2.0	Grievance Procedure (TMS)	Jul 2022	RFS
V2.3	Risk assessments 01,02,03,04,05,06,08,10,19 (TMS)	Jul 2022	RFS
	General Company Policies as below		
V1.3	Alcohol & Drugs Awareness Policy	Jul 2022	RFS
V1.2	Anti-Bribery Policy	Jul 2022	RFS
V1.1	Anti-Slavery & Human Trafficking Policy	Jul 2022	RFS
V1.3	Asbestos Awareness Policy	Jul 2022	RFS
V1.0	Complaints & Compliments Policy & procedure	Jul 2022	RFS
V1.0	Corporate & Social Responsibility Policy	Jul 2022	RFS
V1.7	Data Privacy Policy	Jul 2022	RFS
V1.3	Disciplinary Policy	Jul 2022	RFS
V1.0	Employee Attendance Policy	Jul 2022	RFS
V1.2	Environmental Policy	Jul 2022	RFS
V1.2	Equal Opportunities & Diversity Policy	Jul 2022	RFS
V1.2	General Statement of Health & Safety	Jul 2022	RFS
V1.2	Health & Safety Policy – Statement of Intent	Jul 2022	RFS
V1.8	Health & Safety Policy; Organisation & Arrangements	Jul 2022	RFS
V1.2	Gifts, Entertainment & Hospitality Policy	Jul 2022	RFS
V1.3	Quality Assurance Policy	Jul 2022	RFS
V1.0	Tax Evasion & Code of Conduct Policy	Jul 2022	RFS
V1.1	Training Policy	Jul 2022	RFS
V1.0	Travel & Expenses Policy	Jul 2022	RFS
V1.0	Whistle-blower Policy	Jul 2022	RFS

By signing below I am acknowledging receipt of the information / documents listed above and my individual responsibilities associated with the duties I carry out.

Dated:

Signed:

Vehicle Fleet

Details of our fleet and operating centres are broken down on the attached spreadsheet.

[Vehicle Fleet & Operating Centre](#)

Regulatory Licencing

Purpose

The purpose of this procedure is to set out the licencing requirements, reviews and checks that are in place.

Scope

The procedure applies to the company Directors, Specified Transport Manager or Named Responsible Person.

Procedure

The company is committed to ensure that we comply with all regulatory requirements at all times. It is the responsibility of the named person or Managing Director to ensure that where required

- The Office of the Traffic Commissioner is notified within the specific timescales specified, material changes within business. e.g. change of vehicles, change of maintenance provider, change of director etc
- The fleet and operation are assessed on a regular basis but at least at the FORS Annual review to ensure that all relevant licences are held and in force for the business. These include but are not limited to the following:
- Operator's Licence
- Waste Carriers Licence

The responsible person shall ensure that all licences and permits are:

- Held in the name of the correct legal entity of the organisation
- Specific to the operating centre
- Reviewed to ensure conditions and undertakings are met
- Account for all vehicles/trailers (where possible ensuring enough margin for flexibility)

Operator's Licence

Waste Carrier Registration Certificate - CBDU155883.pdf

Health & Safety - Driving at Work Policy

Introduction

Driving and road use are a significant element in many business activities and form part of many employee's job roles. Road traffic legislation imposes specific requirements on employers in respect of vehicle maintenance and use. And under health and safety legislation, employers also have a responsibility to ensure the health and safety of their employees whilst driving.

It has been estimated that up to a third of all traffic accidents involve somebody who is at work at the time of the accident. This may account for more than 20 fatalities and 250 serious injuries every week of the year. Managing work related road safety and reducing the number of road incidents should result in:

- Fewer working days lost to injury
- A reduction in vehicle repairs
- Fewer missed orders
- Reduced running costs

In order to achieve these benefits and reduce risks to their lowest possible level, employers must ensure that employees are able to recognise the hazards associated with driving.

Policy – Statement of Intent

The aim of this policy is to ensure, so far as reasonably practicable, the health, safety and welfare of our employees and others affected by our undertaking in relation to driving at work and to comply with all relevant legislation including:

- Health and Safety at Work Act 1974
- Management of Health and Safety at Work Regulations 1999
- Road Traffic Act 1988
- Construction and Use Regulations 1986

Employer Responsibilities

To ensure that driving at work is undertaken safely and that safe systems of work are clearly understood throughout the company we will:

- Appoint appropriately competent employees
- Identify all driving at work situations where there is a risk of injury especially where vulnerable road users are concerned
- Seek alternative to driving at work, wherever practicable
- Assess and where possible reduce unavoidable risks
- Ensure that employees are competent to drive and only operate assigned vehicles
- Provide employees with adequate information, instruction, supervision and training to enable them to perform their work safely
- Monitor driving to ensure it is performed safely
- Provide vehicles that are fit for purpose and ensure that they are adequately maintained
- Act upon any complaints made against the company or brought to our attention by external parties, especially enforcement agencies
- Ensure that adequate resources are made available to fulfil the requirements of this policy, and

- Review this policy at least annually or more frequently if significant changes occur, including the requirements of the applicable Fleet Operator Recognition Scheme (FORS) standards at the time of review
- Provide a suitable First Aid kit for each vehicle.

Procedure

To Fulfil our responsibilities as outlined above we will:

- Identify all driving at work situations undertaken by our employees
- Minimise if possible, the requirement to drive at work by using alternative working methods
- Complete a detailed assessment of each driving at work requirement, if the risk cannot be avoided
- Develop safe systems of work
- Select vehicle drivers and operators according to their competence
- Provide employees with sufficient information, instruction and training on safe driving techniques to ensure their health and safety
- Ensure that vehicles and ancillary equipment are regularly maintained in accordance with manufactures instructions and statute regulations
- Ensure that appropriate health checks are made on the individuals performing the tasks and ensure that systems are in place for employees to bring to our attention any changes in their own medical conditions
- Check driving licences based on risk, at appropriate intervals and retain relevant records
- Periodically review accident records to identify any trends in road related accidents and ensure that serious injuries are appropriately reported

To fulfil their responsibilities, drivers will:

- Read and fully understand the contents of the management system and co-operate fully with company procedures
- Drive in accordance with the highway code at all times
- Report to management any condition that may affect their ability to drive in accordance with the DVLA medical guidelines
- Agree to have their driving licence checked either internally or by an external agency at a frequency determined by the company
- Report as soon as is practically possible to management any fines, offences or infringements incurred either whilst driving for the company or in a private vehicle as this may have a detrimental effect on the company fleet insurance policy.

Signed



Dated 01-07-2023

Health & Safety - Workplace Transport Policy

Introduction

Workplace transport means any vehicle that is used in a work setting, such as forklift trucks, compact dumpers, tractors or mobile cranes. It can also include cars, vans and large goods vehicles when these are operating off the public highway. It does not include transport on the public highway, air, rail or water transport and specialist transport used in underground mining. However, a goods vehicle that is loading or unloading on the public highway is regarded as workplace transport.

Workplace transport is still the second biggest cause of fatal injury in the workplace. In the last decade, there have been an average of 66 fatalities, over 2,100 major injuries and over 4,200 other injuries requiring the injured person to be off work for more than seven days each year. This has cost, and will continue to cost the UK economy hundreds of millions of pounds. A lot of damage is also done to the property and profit of the employer. Better planning, training and awareness and the appropriate use of vehicles can avoid most of these accidents.

Policy - Statement of Intent

The aim of this policy is to ensure, so far as is reasonably practicable, the health, safety and welfare of all our employees while they are work, in relation to all workplace transport activities, and to comply with all relevant legislation, including:

- Health and Safety at Work Act 1974
- Management of Health and Safety at Work Regulations 1999
- The Road Traffic Act 1988 (as amended)

Employer Responsibilities

To ensure that all workplace transport activities are undertaken safely and that our policy and safe systems of work are clearly understood throughout the company, we will:

- Identify all workplace transport tasks and situations where there is a risk of injury
- Avoid high risk tasks, wherever practicable
- Assess and reduce unavoidable risks
- Provide safe plant and equipment for employees to use
- Provide employees with adequate information, instruction, supervision and training to enable them to perform their work safely
- Provide safe traffic routes for both pedestrians and vehicles
- Ensure that adequate resources are made available to fulfil the requirements of this policy, and
- Review this policy at least annually or more frequently if significant changes occur

Procedure

To fulfil our responsibilities as outlined above we will:

- Identify all workplace transport operations and activities undertaken by our employees
- Complete a detailed assessment of each workplace transport task or operation if the risk is unavoidable
- Develop safe systems of work
- Ensure that traffic routes are well designed and maintained, with pedestrian and vehicle separation
- Ensure that all workplace transport provided is regularly maintained and tested under statutory requirements or manufacturer's instructions where applicable
- Provide employees with sufficient information, instruction, supervision and training to ensure their health and safety whilst undertaking tasks

- Ensure appropriate health checks are made on the individuals performing the tasks especially vulnerable people and that employees bring to our attention any changes in their own medical conditions, and
- Periodically assess accident records to identify any trends in workplace transport accidents and ensure that serious injuries are appropriately reported

Signed



R. Farncombe

Dated 01-07-2023

Health & Safety - Personal Safety in or Around Vehicles

Introduction

There are about 50 deaths and more than 3500 major injuries each year caused by falls from height. Working at height is defined by the health and safety executive as 'Work in any place, including a place at or below ground level, or obtaining access or egress from such a place, while at work except by a staircase where if suitable measures were not taken a person could fall a distance likely to cause personal injury'. This means that anyone undertaking any work where they could fall is working at height and therefore the risk these pose must be taken into consideration and properly controlled.

Policy – Statement of Intent

The aim of this policy is to ensure, so far as is reasonably practicable, the health, safety and welfare of all our employees while they are at work, in relation to activities that involve working at height and to comply with all relevant legislation including:

- Health and Safety at Work Act 1974
- Management of Health and Safety at Work Regulations 1999
- Work at Height Regulations 2005 as amended
- Personal Protective Equipment at Work Regulations 1992

Employers Responsibilities

To ensure that any activities that involve working at height are undertaken safely and that our policy and safe systems of work are clearly understood throughout the company we will:

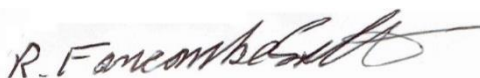
- Avoid Working at Height where possible
- Use work equipment or other measures to prevent falls where working at height is unavoidable
- Use work equipment or other measures to minimise the distance and consequences of a fall should one occur
- Review this policy at least annually or more frequently if significant changes occur

Procedure

To fulfil our responsibilities as outlined above we will:

- Carry out an initial survey to identify any activities that involve working at height and which cannot be carried out other than at height
- Undertake a detailed risk assessment on all tasks that require working at height
- Ensure that all working at height is properly planned, organised and documented
- Take account of weather conditions that could endanger health and safety
- Make sure all those involved in working at height are trained and competent
- Ensure appropriate PPE is issued and used and make sure that equipment used for working at height is appropriately inspected.
- Ensure that the company rules on vehicle cleanliness to prevent items moving under operational pedals are communicated
- Prohibit the carriage of unauthorised passengers, such as hitch hikers.
- Enforce the wearing of seatbelts or appropriate vehicle restraints by all persons in the vehicle.

Signed



Dated 01-07-2023

Health & Safety - Vehicle Manoeuvring

Purpose

The purpose of this procedure is to set out the safe working practises for manoeuvring vehicles on and off site.

Scope

The procedure applies all members of staff who have cause to drive a Company vehicle.

Procedure

Slow moving vehicle accidents are one of the most common causes of injury and death in the workplace where transport is concerned. Large vehicles only have to be traveling at very slow speeds to crush or trap people if they happen to be in the wrong place. The following procedures must be adhered to at all times:

- Before moving off, assume that someone or something will be in the way
- If in doubt get always get out of the cab/vehicle and check
- Stop immediately if anyone or anything can be seen at the back or front of the vehicle
- When turning indicate in plenty of time using all available blind spot minimisation equipment available, this may be mirrors, window or indirect vision aids such as cameras or sensors.
- When driving pay attention to road signs and give way signs, ensuring you remain within the speed limit at all times.
- It is your responsibility to read and understand the highway code and abide by it.
- Do not proceed until you know the area is clear
- When reversing, to aid listening, the cab/vehicle window should be open, and the radio switched off
- If required, when reversing ask for assistance to ensure that no one or anything is in the way
- If using a guide, agree on signals to be used before moving
- Ensure that you can plainly see the guide at all times
- Avoid conflict with other road users at all times
- Endeavour not to cause fear, annoyance or anger in other drivers or road users;
- Do not prevent other road users from making progress by blocking entrances/exits/ junctions
- When parking, take extra care in selecting an appropriate area to park,
- Be aware of prohibited areas or permit only parking areas.
- Take care as to park responsibly.
- Remain aware and alert at all times to anticipate the actions of others
- Develop a driving style that will be based on sharing road space and not competing for it
- Never take risks
- When manoeuvring on the road, always anticipate what vulnerable road users may do, especially cyclists

Coupling and un-coupling procedure (Future Operations)

Coupling

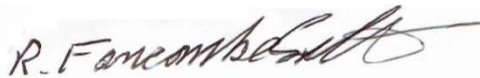
- Visually check the trailer and the area around the trailer
- Physically check the trailer parking brake is applied
- Ensure the 5th wheel height is correct before reversing under trailer.
- Ensure the Lock Arm lever is out and locked
- Reverse under turn plate and to avoid damage raise the towing vehicle suspension to lift the Landing Legs off the ground

- Reverse fully under the trailer and engaging with the king pin. Ensure the Locking Arm retracts
- Carry out two forward tugs to ensure that the King Pin is securely locked
- Secure the Dog Clip or other 5th wheel Locking Arm device
- Connect air lines and electrical leads.
- Raise the landing gear and secure the handle. It is illegal not to wind the legs completely up
- Fit the rear number plate
- Release the trailer parking brake
- Complete any remaining driver pre-journey checks

Uncoupling

- Position the vehicle on flat ground
- Secure the prime mover
- Ensure the trailer parking brake is applied
- Lower the landing gear
- Disconnect the airlines and electrical leads and stow away correctly
- Remove rear number plate
- Release the 5th wheel locking arm
- Pull forward slowly lowering the suspension at the same time
- Once clear, stop and check the trailer.

Signed



Dated 01-07-2023

Complaints Policy and Procedure

Purpose

The purpose of this procedure is to set out the acknowledgement, investigation and handling of customer complaints and regulatory contraventions to ensure both customer and legal expectations are managed and to help improve standards across the whole operation.

Scope

The procedure applies to management and staff responsible for recording, handling, investigating and communicating customer service and regulatory compliance issues. It applies to all complaints and infringements received whether they are from company staff, customers, regulators or members of the public.

Procedure

The Company is committed to providing a high-quality service and operation that exceeds customer expectations and all regulatory requirements. When something goes wrong, the management expect to be told about it and then do something about it. This will help to improve standards across the whole operation. The Company want to know if or when something has gone wrong, therefore they must be told. All vehicles carry the Company name and telephone number.

Open dialogue is encouraged with clients and the regulatory authorities and all complaints are accepted in person, by telephone, in writing or by email. They are then acknowledged within three working days and complainants will be informed of the outcome of any investigation within 10 working days. Anonymous complaints will be processed in a manner as if they had a named complainant and the outcome of the complaint will be recorded.

All regulatory contraventions and infringements that result in warnings and/or penalty notices are investigated and handled within the timescales as outlined by the relevant authority.

All complaints and contraventions are investigated at the appropriate level, and all investigations are conducted sensitively with due regard to the rights and confidentiality of the complainant and any member of staff involved. The Company aims to eliminate the causes of complaints and contraventions by learning from each occasion, why the operation failed to meet the required standard and by implementing effective corrective and preventative measures.

Products

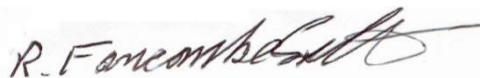
The inputs to this process include:

- Written complaints
- Verbal complaints
- Anonymous complaints
- Infringements, penalty notices, enforcement notices, PG9's, etc.

The outputs from this process include:

- A record of complaints and infringements
- Outcome of investigations
- Recommendations and remedial actions

Signed



Dated 01-07-2023

Complaints Flow Chart



Transport Infringements Policy

Purpose

The purpose of this procedure is to ensure that any transport related fines and charges are acknowledged and addressed in accordance with the company driving at work policy.

Scope

The procedure applies to management and transport staff including drivers who may drive a company vehicle.

Procedure

If a driver receives either a fixed penalty notice or penalty charge notice they MUST report this on their return, these infractions will then be recorded on the Fines, Charges and Infractions Log and investigated to be able to identify reasons for issue and to prevent future occurrences.

All drivers are liable for any infraction received; these will not be paid for by the company. These must be reported to the company regardless of the vehicle that was driven at the time of the infraction or endorsement.

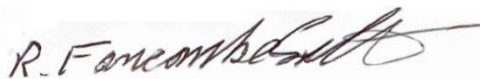
As _____ hold a Transport Operating Licence the company is legally obliged to inform the Traffic Commissioner every time a fixed penalty notice as well as a conviction is received. It is for that reason that all drivers MUST inform the company immediately.

Please note, drivers who are found to be repeatedly offending, will be referred to the Traffic Commissioners by the DVSA who have the ability to curtail, suspend or revoke our O License.

Fixed penalties can be issued under the following key legal areas, listed below and can be if deemed serious enough attract endorsable points onto the driver's licence.

- Drivers hours and records – In relation to EU rules. Retention of correct records
- Goods and passenger vehicle operator licensing – Failure to hold O License
- Driver CPC – Failure to produce relevant qualifications
- Vehicle prohibitions – Vehicle roadworthiness (PG9)
- Parking and Stopping – Parking in prohibited areas
- Use of roads – Breach of traffic regulation, going in the wrong way down a one-way street, Congestion Zone, Low Emission Zone, Dart Charge etc
- Road speeds – Breaking the speed limits
- Safety of driver and passengers – Seat belts etc.
- Traffic signs and directions – Failing to follow traffic signage
- Construction and use of vehicles – Over loading, insecure loads use of mobile phones etc.
- Driver licensing – Failure to hold correct or current licence
- Insurance – Up to date and correct insurance
- Identity of driver
- Vehicle Tax and registration – VED, Clean registration plates etc.

Signed



Dated 01-07-2023

Transport Update Procedures

Purpose

The purpose of this procedure is to ensure that the company are kept up to date with any developments in the road transport industry.

Scope

This procedure applies to all management and staff responsible for fleet operations.

Procedure

The company is committed to ensure that all transport operations are run and controlled in-line with the legislation issued by the Department for Transport as well as industry best practice. The company will ensure they obtain up to date information on any developments via the following avenues to ensure compliance with the relevant legislation:

- The DVSA email update service
- The FORS email update service
- Communication from the Office of the Traffic Commissioner
- Communication from the RHA
- Communication from JCS Transport Consultancy Ltd
- Communications from the highway Code via Facebook Page

Vehicle Serviceability and Roadworthiness Policy and Procedure

Purpose

To ensure that the transport operation is conducted safely, within the law, efficiently and with consideration to the environment, all vehicles used on company business must be safe, legal and roadworthy at all times.

Scope

This procedure applies to all management and drivers responsible for vehicle roadworthiness.

Procedure

The Company recognises that it is legally obliged to maintain any vehicle operating on public roads in a roadworthy condition. Having a regular, PMI, servicing and inspection regime in place that is in accordance with the manufacturers guidelines, together with a system for drivers to report any defects prior to any shift will achieve this. Therefore, under the obligations of the Operator Licence and FORS Accreditation, the company has a commitment to ensure all vehicles used are safe, legal and roadworthy at all times. A non-roadworthy vehicle being tasked identifies a failure in the Management System. The Company identifies the DVSA publication 'Guide to maintaining roadworthiness' as the Competent Authority document for all matters relating to vehicle roadworthiness. An up to date copy is held on file.

All staff involved with the maintenance of vehicles are to be aware that it is an offence to use a non-roadworthy vehicle on public roads and drivers have a responsibility to ensure the vehicle is legal and fit for purpose at all times. Both the Company and driver may be prosecuted for using, causing or permitting the use of a defective vehicle; therefore, the following procedures are in place:

- Vehicle record details are held and updated against the requirements of the Operator licence
- Planned Preventative Maintenance (PPM) system is in place
- Maintenance is scheduled against a planner (manual or electronic) that details a minimum of 6 months, ideally 12 in advance and shows PMI's, Annual Services, MOT tests, Tachograph calibration tests and LOLER Inspections, VED Renewals
- Maintenance and inspection records, defects report's and repairs are recorded and maintained for a minimum of 15 months
- Roadworthiness tests are carried out as required
- Braking efficiency tests are carried out as required
- All vehicles have valid Vehicle Excise Duty (VED) applied to them
- A nil defect reporting system is in place
- Fuel usage is monitored and recorded
- Tyre usage is monitored and recorded
- Any item of documentation, either paper or electronic copy is available for inspection by relevant authorities at any time
- To ensure that drivers are compliant, the following procedures are in place
- All employees are appropriately inducted into the company so that they are aware of standard company policies and procedures
- All driving licences are checked and monitored for validity, entitlement and endorsements on a risk basis set at maximum of 6 monthly intervals
- All driving staff have a comprehension of the Highway code and are fully familiar with the operation of company vehicles and the routes they are expected to drive
- Training needs are identified, and personal development plans are documented and implemented
- A system of continuous professional development is in place for all employees
- All training and assessment activities are documented, recorded and reviewed annually

Legal requirements

Drivers of company vehicles and if required private vehicles driven on company business must always satisfy the minimum legal requirements. Failure to do so is against the law and a serious breach of company policy. Any driver receiving a fixed penalty notice or is prosecuted is fully responsible for any fines, penalty points and or prosecution outcomes. Under these circumstances company personnel must inform the company immediately.

Signed

A handwritten signature in black ink, appearing to read 'R. Farncombe', is written over a light grey rectangular background.

Dated 01-07-2023

Daily Walk Around Check Procedure

Purpose

To ensure that the transport operation is conducted safely, within the law, efficiently and with consideration to the environment, all vehicles used on company business must be safe, legal and roadworthy at all times.

Scope

This procedure applies to all management and drivers responsible for vehicle roadworthiness.

Procedure

The Company recognises that it is legally obliged to maintain any vehicle operating on public roads in a roadworthy condition. It is therefore mandatory that all drivers of company vehicles complete a first use check for every vehicles used by a driver in that shift. This check will be recorded on a fit for purpose document highlighting any potential roadworthy defects. Any highlighted defective items need to be reported immediately to the company’s responsible person who will arrange the appropriate action. This may include rectification of any defect or removal of the vehicle for use until such time as the defect can be rectified.

Defect Reporting Procedure

I _____ have been shown how to record Daily Walk Around Checks, and how to record and report defects. I am aware that should I repair a minor defect, or a defect becomes apparent during the day I shall complete a defect report.

Signed: _____

Dated: _____

Minor Defect Repair training

I _____ have been shown how to effect minor defect repairs on the company vehicles I am authorised to drive. This includes but is not limited to:

- Changing of light bulbs
- Topping up of fuels, oils or liquids such as engine oil, screen wash and AdBlue
- Changing of a fuse

Signed: _____

Dated: _____

Trainer signature: _____

Vehicle Tax/SORN

The company have a legal obligation to ensure that all vehicles have the appropriate rate of VED paid.

The company renew all VED via local post office or via the government website and retain Vehicle Check prints/receipts as evidence.

VED renewals are detailed on the company inspection and maintenance planner, Dominic Farncombe-Smith is responsible for renewing the VED.

Any roadworthy vehicle that is not being used for an extended period of time will have a SORN declaration submitted.

VED Spreadsheet

Load Safety Policy

Purpose

The purpose of this policy and procedure is to set out the working practices for the loading and unloading vehicles (HGV & Vans).

Scope

The procedure applies mainly to drivers, although there will be instances where warehouse/yard staff and mechanics may need to load or unload vehicles.

Procedure

The company is committed to ensure the safety of our staff at all times. Loading and Unloading of vehicles can be very dangerous. Heavy moving vehicles and working at height can all lead to injuries or in the worst-case death.

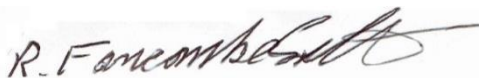
Whilst loading and unloading the following procedures are to be adhered to at all times:

- The immediate vicinity of the vehicle must be clear of other traffic and people not involved in loading or unloading operation
- Remember as the driver you are responsible for your load at all times
- Ensure that when loading and unloading is taking place the vehicle is secured from unauthorised access. If necessary, doors, windows must be locked, ignition keys must be removed or retained by the driver
- Persons without competence or authority are not allowed to be on the vehicle or trailer when loading or unloading is taking place
- Check the area is clear of overhead cables, pipes or other dangerous obstructions
- Always keep the vehicle level when loading or unloading
- Always remain in a safe place when loading or unloading
- Loads should be level and spread evenly as possible and secured using the appropriate load restraints e.g. straps, chains, netting
- Uneven loads can make the vehicle unstable and heavy loads can also be dangerous. If the load is deemed overweight, it must be refused. Contact the transport office for guidance
- Ensure vehicles have their brakes applied and are in a safe position before loading and unloading
- When mounting, and dismounting the vehicle, check the area is clear from all obstacles and that 3 points of contact are always maintained.
- Always wear correct footwear
- Ensure all loads are appropriately restrained
- Use company provided load restraints only
- Follow all training regarding Safe Loading

Tarmac and Aggregate Loads

- As the vehicles are loaded by either hopper or loading shovel, always remain in the vehicle until loading has been completed. This can be monitored via the load body camera
- Load is then to be distributed by vehicle pull forward to ensure level and even load
- Load is then to be sheeted and secured

Signed



Dated 01-07-2023

Vehicle Safety Equipment

The company have provided the SLS spreadsheet and a selection of photos to show adherence to the FORS vehicle safety equipment requirements.

The Safer Lorry Scheme and your FORS accreditation

Tyre Management Policy

Purpose

The purpose aim of this policy is to ensure that Tyre usage by the company is in line with our environmental objectives through reduction of pollution and the safeguarding of the environment through good management.

Scope

This procedure applies to the management and transport staff responsible for controlling vehicle operations.

Procedure

To ensure that this procedure is clearly understood throughout the company we will:

- Ensure staff understand the consequences of poor tyre management
- Ensure staff receive appropriate driver assessment and training to help improve both their tyre management skills, and driving efficiency
- Use telematics information to analyse driving styles

Staff Must Always

- Ensure they drive safely and responsibly with consideration to tyre wear, efficiency and usage
- Participate in the organisation's driver assessment and training programmes
- Record and report any tyre defects or concern immediately to their line manager
- Discuss any driving problems or concerns they have immediately with their line manager
- Co-operate with monitoring, reporting and management procedures
- Inform the responsible person once tyres reach 2mm as these will then be changed.

Signed



Dated 01-07-2023

Licensing and Qualifications Policy

have a legal obligation to ensure all drivers hold a valid class of licence for the vehicle they are expected to drive and associated qualifications.

The company will conduct an initial licence check via the .GOV website to ensure validity prior to letting any driver drive a company vehicle. These checks are then retained on company file.

The driver is then required to complete a driver mandate for licence checking purposes. The company conduct a licence checking procedure against a risk-based process dependant on points or endorsements received as follows, via the DVLA Website.

0 – 5 Points 6 monthly

6 – 9 Points 3 monthly

10 + Points monthly

All drivers must inform the company within 24 hours of any endorsable offence incurred, failure to do this will instigate the company disciplinary procedure.

Signed



Dated 01-07-2023

Driving Standards Policy

Purpose

The Health and Safety at Work Act 1974 requires the Company to take appropriate steps to ensure the health and safety of its staff and other road users who may be affected by Company activities at work. The purpose of this procedure is to ensure all Company staff are aware of their legal responsibilities and the driving standards required, so that all Company vehicles are operated and driven safely, within the law and with consideration for other road users. The company require that anyone driving on business shall drive within the rules of the Highway Code (except for when under specific direction of the relevant enforcement body) and the company policy at all times and pay particular attention to vulnerable road users.

Scope

This policy applies to all senior management, line management and staff who drive for work, whether this is in a Company or hired vehicle, or in the employee's own vehicle driving for work.

Procedure

There will always be risks associated with driving for work. Although these cannot be completely eliminated, the Company has a responsibility to take all reasonable steps to manage these risks and do everything reasonably practicable to protect people from harm in the same way as in the workplace.

Managing the risks of driving at work requires more than just compliance with road traffic legislation but knowing and applying the rules of the road will significantly reduce road traffic collisions, casualties and vehicle damage costs. Cutting the number of such incidents is a responsibility shared at all levels in the Company. Having a firm understanding of any legal road traffic requirements and complying with them at all times helps this Company to discharge its responsibilities.

It is important that all Company drivers are fully aware of the rules of the road and show consideration for other road users at all times, maintain the highest of driving standards. It is a criminal offence to disobey any legal requirement, which can result in a fine; penalty points or disqualification from driving and the most serious cases can result in a custodial sentence.

Such rules are identified in this policy by the use of the words of what a driver 'shall' do in order to comply with the law. It should be understood that legal compliance is the minimum standard the Company expects to be achieved and that the Company aims to exceed the minimum standard at all times.

In addition to the legal responsibilities, drivers should be able to demonstrate knowledge and comprehension of other rules and advisory content within the Highway Code. Contraventions may be used as evidence in any court proceedings under the Road Traffic Act 1988 and the Construction and Use Regulations 1986, to establish liability.

Legal Requirements

Drivers of Company vehicles, and private vehicles driven on Company business, must satisfy the following legal requirements as a minimum at all times. Failure to do so is against the law and a breach of Company policy.

Any driver receiving a fixed penalty notice or is prosecuted whilst driving on Company business is fully responsible for any fines, penalty points and or prosecution outcomes, under these circumstances' drivers must inform the company immediately. The company require that all drivers that drive for drive within the company policy and the constraints of the Highway code at all times and as such issue the most up to date version of the Highway Code to all drivers.

Vulnerable road Users

The Company understands it has a greater responsibility to VRUs. Drivers need to be aware of the different types of VRUs, how they may react and the actions to be taken when in contact with them. VRU are generally cyclists, motorcyclists, the elderly or disabled and young children and horse riders.

The Company understands that the operation it carries out requires at times drivers to come into contact with VRUs, therefore the following control measures have been implemented:

- Vehicles are fitted with safety mirrors (Class V and VI)
- Vehicles are fitted with side-guards
- Vehicles are fitted with cyclist rear warning signage
- Driver's hours are monitored

However, ultimately it is the driver's responsibility to ensure that the way in which the vehicle is driven reduces the risk as low as reasonably practicable when around VRUs. In order to do this the following must be carried out during the daily walk around check and when required during the working day:

- Check that mirrors are positioned and fitted correctly and that they are clean at all times
- Check that side guards are fitted correctly
- Check that vehicle warning signage is fitted
- Check that all lights are working correctly

Drivers must always:

- Concentrate on driving at all times, do not become distracted
- Observe correctly at all times, especially when turning left or on roundabouts
- Anticipate the actions of other road users
- Leave enough space around you at all times so not to come into contact with anyone or anything else
- Leave time; time to stop, time to see, time to think, time to do
- Plan journeys to avoid areas where VRUs may be
- Use signals (indicators) in good time and correctly, do not confuse other road users
- Remain calm, even if other drivers are not. Remember you are the professional representing the Company
- Secure the vehicle when left unattended or when working outside the vehicle and there is the possibility of unauthorised access
- Adhere to the speed limits at all times. Taking care to follow road signs and the rules of the highway code.

SPEED LIMITS

Drivers are reminded that they are liable to prosecution, which can lead to either the revocation or suspension of their LGV licence, in the event of Tachograph record showing excessive speeding. These records can now be used as evidence in a court of law. Driving in excess of speed limits is **not** allowed.

Road Type	Speed Limits of Rigid Goods Vehicles (not being a car derived van) up to 7.5t gvw and not drawing a trailer in MPH (KPH)	Speed Limits Goods vehicles over 7.5t gvw in MPH (KPH)
Built up Areas	30 (48)	30 (48)

Single Carriageway	50 (80)	50 (80)
Dual Carriageway	60 (97)	60 (97)
Motorway	70 (110)	60 (97)

These speeds are a limit for the type of road unless marked otherwise, they are not a target speed.

Defensive Driving Techniques

Drivers are expected to drive defensively and economically showing due regard and courtesy to other road users.

C.O. A. S. T.

Any driver can suffer a dip in their attention levels. This is where the acronym C.O.A.S.T. comes in. It stands for concentration, observation, anticipation, space and time.

Concentration	Concentrating is imperative – you shouldn’t be doing anything other than driving,
Observation	Observe your surroundings, the vehicles, their drivers and pedestrians and other vulnerable road users nearby.
Anticipation	Anticipate: Guess or be aware of what might happen in front of you and take action in order to be prepared, this to prevent evasive or erratic actions.
Space	Space is all about keeping a safe distance behind the car in front according to the road conditions. ‘Only a fool breaks the two second rule.’
Time	Time simply means leaving lots of time to complete your journey so you don’t rush and increase the chances of having an accident.

Adopting defensive-driving techniques can keep you safe on the road by following these 9 simple steps.

Stay focused

Keeping your hands on the wheel. Defensive drivers concentrate on the road, keeping their hands at the 10 o'clock-2 o'clock position. They don't do other tasks while driving, some of which are illegal. These include:

- Eating
- Applying makeup
- Holding a dog
- Tending to a child
- Operating a hand-held cell phone
- Texting

Keep your eyes moving

Look continuously in your mirrors and scan the road ahead, checking for hazards and slowing traffic so you can anticipate problems before they develop.

Stay alert

Don't drive if you're tired or upset.

Go with the flow.

Most drivers know that speeding is a major cause of accidents, but driving too slow can be dangerous, too. Drive at speeds that most other vehicles are going.

Use the 2-second rule

To maintain adequate spacing with the car in front of you.

Choose a fixed object on the road ahead of you.

Count "1 space, 2 space" when the vehicle in front of you goes by the object. If you pass the same object before you're done counting, slow down a bit. The 2 second rule helps reduce the chance of a rear-end collision when vehicles in front make sudden stops.

Make yourself visible

Many accidents occur because drivers didn't see the other car. There are a few simple ways to make your presence known, making the road safer for everyone. They include:

Turn signals: Use your turn signals to let other drivers know where you're going. By using your indicators, other drivers will be able to anticipate your actions and slow down safely.

Headlights: Turn on your headlights at dusk or anytime it is raining. This is more for other drivers to see you than for you to see the road. As a rule, use your headlights when the windscreen wipers are in operation.

Brake lights: Operational brake lights are a safety must. They warn cars behind you that you're slowing down, signalling them to reduce speed, too.

Avoid blind spots: Don't linger in areas where the driver in front of you can't see you. Many people will only check their mirrors before making a lane change. If you're lurking slightly behind and a lane away from another vehicle, assume that the driver of that car can't see you. Either safely speed up or slow down to avoid this scenario, which often results in an accident. This is an important defensive-driving technique.

a) Resist road rage

Aggressive drivers may infuriate you, but retaliating with similar tactics is dangerous. Take a passive approach in dealing with road rage. Use these strategies in specific road-rage scenarios:

Tailgaters: If the driver behind you is right on your bumper, tap the brakes a few times to let the driver know that he's not maintaining a safe distance. If he stays on your tail, slow down gradually. Chances are the tailgater will eventually pass you.

Speeders: If you see a vehicle speeding or aggressively changing lanes behind you, stay in your lane while maintaining your speed.

Adapt to road conditions

Even light rain can produce dangerous conditions, particularly early in the season when the water picks up oil from the road surface, making it slippery. Tyres lose their grip at higher speeds, so slowing down in inclement weather is a fundamental defensive-driving technique.

Familiarise yourself with traffic rules

Refresh your memory by occasionally browsing the Highway Code. It provides guidelines on rights of way, road signs, traffic law, and contains tips on safe driving.

b) Driving in adverse weather conditions

You **MUST** use headlights when visibility is seriously reduced, generally when you cannot see for more than 100 metres (328 feet). You may also use front or rear fog lights but you **MUST** switch them off when visibility improves (Highway Code Rule 236).

Wet weather

In wet weather, stopping distances will be at least double those required for stopping on dry roads (Highway Code Rule 126). This is because your tyres have less grip on the road. In wet weather:

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 (see 'Vehicle maintenance, safety and security')

Take extra care around pedestrians, cyclists, motorcyclists and horse riders

Icy and snowy weather

In winter check the local weather forecast for warnings of icy or snowy weather. Take great care and allow more time for your journey. Take an emergency kit of de-icer, ice scraper, torch, warm clothing and boots, first aid kit, jump leads and a shovel together with a warm drink and emergency food in case you get stuck or your vehicle breaks down.

Before you set off:

you MUST be able to see, so clear all snow and ice from your windows



you MUST ensure that lights are clean and number plates are clearly visible and legible make sure the mirrors are clear and windows are de-misted thoroughly, remove all snow that might fall into the path of other road users. Check your planned route is clear of delays and that no further snowfall 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 take 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 distractions 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 cross winds, or when passing bridges or gaps in the 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 or overhead gantry 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 (Highway Code Rule 226)

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 (see Highway Code Rules 226), 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.

Vehicle breakdown and recovery procedures

In the event of a vehicle breakdown it can often be difficult and dangerous to stop. If possible, drivers should try to get the vehicle off the road and warn other traffic by using the hazard warning lights, particularly if the vehicle is causing an obstruction.


On motorways drivers should only stop if it is a real emergency and have no other choice. The motorway hard shoulder is for emergency use only and is considered a dangerous place. If possible, it is best to try and drive to a safer place off the motorway rather than stopping on the hard shoulder.

If an emergency forces a vehicle to stop, drivers should:

- Stop as far to the left as possible with the wheels turned to the left (pull onto the hard shoulder if on a motorway)
- Leave sidelights on and turn on the hazard warning lights
- Get out of the vehicle by the left-hand door and make sure that any passengers do the same
- Wear a reflective hi-visibility jacket at all times
- DO NOT use a warning triangle on the hard shoulder of the motorway

Drivers should stay with the vehicle and call the company to inform them of the situation.

Signed



Dated 01-07-2023

Induction Training Policy

All drivers that are employed by _____ will follow the company induction process.

The following topics will be covered and must be signed off by the competent manager delivering the training:

- Health and Safety Management System Brief
- Actions in the event of a Fire
- Transport Management System Brief
- FORS
- Risk Assessments
- Workplace familiarisation
- Driver handbook issued
- Highway code issued
- PPE Issued
- Initial driving assessment
- Vehicle familiarisation
- Route planning

Signed



Dated 01-07-2023

Professional Development

Purpose

As a requirement under Health and Safety law, the management of the Company would be held responsible for any member of staff that lacks the necessary, knowledge, ability, training and experience (competency) to carry out their duties safely. Therefore, in order that the transport operation is carried out in accordance with the law, all personnel involved in that operation must be competent.

Competency will be achieved through work-based training. In the main for HGV drivers this will be achieved through the Driver Certificate of Professional Competence (DCPC) periodic training (35 hours every 5 years) that is being conducted, all other drivers will complete FORS e-Learning to cover the requirement.

Managers must also retain competency through CPD and courses as required by the Company. The Company will ensure that they are up to date at all times by subscribing to information disseminated and published by Competent Authorities, i.e. HSE, DVSA, DVLA, EA, FORS.

Scope

This procedure applies to management and staff responsible for ensuring the workforce is competent to carry out their duties. The Director is responsible for resourcing the training program and is responsible for managing the training matrix.

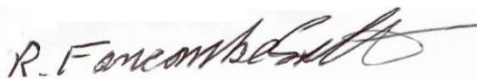
Procedure

Mandatory training or training identified through the risk assessment process is to be added to the Training Matrix, as it becomes known. The Training Matrix will be reviewed at Bi-annual management meetings for content and progress.

Training starts as soon as an employee joins the Company. On induction, a competency record will be created and held on the employees file. As a minimum, the following will be added:

- Initial driving licence check
- Driver Certificate of Professional Competence (DCPC) check
- Induction training carried out
- Training needs identified
- Eye-sight check

Signed



Dated 01-07-2023

In-Cab Communications Policy

Purpose

The purpose of this procedure is to ensure that management understand their responsibilities to drivers and that drivers do not break the law or increase road risk by using mobile phones or in- vehicle technology.

Scope

This procedure applies to all management and drivers who have a responsibility for managing, controlling or driving vehicles.

Procedure

The use of mobile phones and in-vehicle technology whilst driving, either hand-held or hands free creates a significant distraction, therefore it is Company procedure is to restrict all use of in-cab technology whilst in company vehicles.

Mobile phones

Using a mobile phone whilst driving is an offence that the Company will not tolerate, therefore, drivers must:

- Understand the dangers related to the use of mobile phones whilst driving
- Understand that the Company has no need for them to use mobile phones whilst driving
- Not use personal mobile phones whilst driving, either for making, receiving, texting, checking emails surfing the net, or listening to calls
- Exercise full control of the vehicle at all times whilst driving
- Not become distracted by a mobile phone
- Leave the phone where it can't be handled whilst driving

Drivers should:

- Understand that in extreme circumstances, 999 calls can be made as long as it is safe to do so;
- Set up a voicemail message, along the lines of: Hello, you've reached (insert name). I'm sorry I can't take your call just now. Please leave your name and a brief message and I'll return your call as soon as I can. Thank-you

Office staff must:

- Not call drivers and expect them to answer when driving;
- End a call if they suspect a driver is driving.

Satellite navigation systems and other data devices

Used correctly satellite navigation devices can assist in finding destinations and reducing unwanted mileage and fuel use. However, the Company also see satellite navigation systems as a distraction and therefore the policy is to use them with caution. During the planning phase, drivers will be told their exact destinations. Used correctly satellite navigation systems can reduce risk, therefore the use of satellite navigation systems has been risk assessed and the following control measures for satellite navigation systems must be adhered to:

- Understand that satellite navigation systems can go wrong, if the road doesn't look right, don't go down it
- Journeys must be planned, do not rely solely on the satellite navigation system
- They must be positioned so as not to obstruct vision to the side and front
- Do not operate any device whilst driving
- They must be affixed so that they don't come loose and cause injury in the event of an incident

- Remember that as the driver you are still driving the vehicle, not the satellite navigation system
- Carry out all observations as normal
- Adhere to speed limits
- Always read road signs; there may be a temporary obstruction, limit in place
- Know your vehicle dimensions

Remember - A well-used satellite navigation system will assist in minimizing risk and help prevent hesitation and the need for last minute actions. They can also assist in reducing unwanted mileage and fuel use. However, an incorrectly used system can cause distraction and increase the risk of causing an incident for which the driver will be liable.

Signed



Dated 01-07-2023

Driver Health and Eyesight Policy

Purpose

Fitness to drive can be affected by a medical condition, temporary illness or by the environment in which driver's work. The purpose of this procedure is to ensure all Company drivers are physically and mentally fit to drive at all times to help ensure that all Company vehicles are operated safely, within the law, and with consideration for other road users.

Scope

This procedure applies to all senior management, line management and staff who drive for work, whether in a Company or hired vehicle, or a private vehicle.

Procedure

A person's fitness to drive can be affected by a medical condition, injury, temporary illness, the effect of medicines, drugs and alcohol or by the environment in which they work, drive and live. Health impairments including stress, sleep disturbance, migraine, flu, severe colds, or hay fever- can lead to unsafe driving, as can the treatment for these conditions. The Company aims to properly manage driver fitness and wellbeing to help minimise any risk of a driver being in charge of a vehicle on public roads whilst considered unfit in any way.

There are legal minimum medical standards and rules for drivers, including conditions that must be reported to the Driver Vehicle Licensing Agency (DVLA). Some medical conditions mean that a driver must surrender their licence and not drive, until passed fit to drive again by the DVLA. All drivers must inform the Company of any condition that may affect their ability to drive and line managers must be aware of the general fitness of their staff.

All drivers are instructed that it is an offence to drive a vehicle on public roads whilst unfit to drive and both the Company and driver may be prosecuted if the driver's standard of fitness, health and impairment is below the standards expected of a professional driver. As such the Driver Fitness and Wellbeing policy is in place to ensure that drivers:

- Are fully rested prior to starting any shift and not feeling the effects of fatigue
- Meet the minimum driving licence medical and eyesight standards as laid down by the DVLA. An eyesight check will be conducted every 6 months and after any road traffic collision or incident that requires it. All checks will be recorded
- Are not impaired by ill health, including stress, sleep disturbance, migraine, flu, severe colds, or hay fever
- Are not under the influence of any prescription medicine that may cause drowsiness or affect their driving. Drivers should check the instructions or ask your doctor or pharmacist. Under no circumstance should you attend work or attempt to drive under the influence of alcohol and must not drive with an alcohol level higher than the legal minimum levels
- Are not under the influence of any illegal drug, the effects are unpredictable, are highly dangerous and can be even more severe than alcohol

Legal requirements

Drivers of Company vehicles and private vehicles driven on company business must satisfy the following legal requirements as a minimum at all times. Failure to do so is against the law and a serious breach of company policy. Any driver receiving a fixed penalty notice or is prosecuted whilst driving on Company business is fully responsible for any fines, penalty points and/or prosecution outcomes. Under these circumstances' drivers must inform the Company as soon as is practicably possible.

Fitness to drive - Drivers must be fit to drive at all times and must therefore report any health condition likely to affect driving to the DVLA and the Company.

Eyesight - Drivers must be able to read a vehicle number plate, in good daylight, from a distance of 20 meters. If glasses (or contact lenses) are required to do this, they must be worn at all times while driving. Drivers who fail to pass the eyesight check will be sent for a formal eye test and removed from driving duties until the results are confirmed.

Alcohol - Drivers must not drive with a breath alcohol level higher than 35 micrograms per 100 milliliters of breath or a blood alcohol level of more than 80 milligrams per 100 milliliters of blood. The Company will carry out random breath tests, especially at pertinent times of the year, such as Christmas, Summer BBQ season and post Bank Holidays.

Medicine and drugs - the law - Drivers must not drive under the influence of medicines or drugs. It is illegal to drive if you are either unfit to do so because you are on legal or illegal drugs or if you have certain levels of illegal drugs in your blood (even if they haven't affected your driving). The following guidance must be adhered to:

- Legal drugs are prescription or over-the-counter medicines. If you're taking them and not sure if you should drive, talk to your doctor, pharmacist or healthcare professional
- The police can stop you and make you do a 'field impairment assessment' if they think you're on drugs. This is a series of tests, e.g. asking you to walk in a straight line. They can also use a roadside drug kit to screen for cannabis and cocaine
- If they think you're unfit to drive because of taking drugs, you'll be arrested and will have to take a blood or urine test at a police station
- You could be charged with a crime if the test shows you've taken drugs

Driver fatigue is a serious problem resulting in many thousands of road accidents each year. It is not possible to calculate the exact number of sleep related accidents, but research shows that driver fatigue may be a contributory factor in up to 20% of road accidents, and up to one quarter of fatal and serious accidents.

These types of crashes are about 50% more likely to result in death or serious injury as they tend to be high speed impacts because a driver who has fallen asleep cannot brake or swerve to avoid or reduce the impact.

Sleepiness reduces reaction time (a critical element of safe driving). It also reduces vigilance, alertness and concentration so that the ability to perform attention-based activities (such as driving) is impaired. The speed at which information is processed is also reduced by sleepiness. The quality of decision-making may also be affected.

It is clear that drivers are aware when they are feeling sleepy, and so make a conscious decision about whether to continue driving or to stop for a rest. It may be that those who persist in driving underestimate the risk of actually falling asleep while driving. Or it may be that some drivers choose to ignore the risks (in the way that drink drivers do).

Crashes caused by tired drivers are most likely to happen:

- on long journeys on monotonous roads, such as motorways
- between 2am and 6am
- between 2pm and 4pm (especially after eating, or taking even one alcoholic drink)
- after having less sleep than normal

- after drinking alcohol
- if taking medicines that cause drowsiness
- after long working hours or on journeys home after long shifts, especially night shifts

Drivers most at risk

Young male drivers, truck drivers, company car drivers and shift workers are most at risk of falling asleep while driving. However, any driver travelling long distances or when they are tired is at risk of a sleep related accident.

Young male drivers are most commonly involved in sleep-related road accidents, but this may be because they are more likely to drive in situations which are likely to lead to fatigue rather than because they are more susceptible to falling asleep at the wheel. Similarly, shift workers and commercial vehicle drivers may have a higher risk of sleep-related crashes due to work-related factors.

Many professional drivers, especially HGV drivers report increased levels of sleepiness and are involved in a disproportionately high number of fatigue-related accidents. However, two thirds of drivers who fall asleep at the wheel are car drivers. Most (85%) of the drivers causing sleep-related crashes are men, and over one third are aged 30 or under.

Sleep Disorders

Anyone who suffers from a sleep disorder that prevents them from getting sufficient sleep is likely to be excessively tired during their waking hours, and so to be at higher risk of falling asleep when driving. Those most at risk of suffering from a sleep disorder, such as sleep apnoea, include professional drivers. It has been estimated that such drivers are between 6 and 15 times more likely to have a road traffic accident than those without the condition.

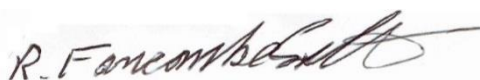
This type of medical condition is often undiagnosed, and some drivers may be unwilling to seek help because they fear losing their driving licence. However, there are established treatments for sleep apnoea which allow drivers to retain their licence, and therefore, their livelihood.

Anyone suspecting that they have a sleep disorder is strongly advised to contact their GP.

Remember; you could be fined up to £1,000 if you don't tell DVLA about a condition that might affect your ability to drive safely. You could also be prosecuted if you have an accident.

Check the instructions or ask your doctor or pharmacist. Using illegal drugs is highly dangerous. Never take them if you intend to drive, the effects are unpredictable, but can be even more severe than alcohol and may result in fatal or serious incidents.

Signed



Dated 01-07-2023

Driver Fitness Declaration Form

This is a declaration that I:		Name:		
<p>... have had no change in my health, which could affect my entitlement to drive and have no pending convictions, endorsements or disqualifications. In Particular:</p> <ul style="list-style-type: none"> • An Epileptic Event (Seizure or Fit) • Sudden attacks of disabling giddiness, fainting or blackouts • Severe mental handicap • A pacemaker, defibrillator or anti-ventricular tachycardia device fitted • Diabetes controlled by insulin or tablets • Angina (Heart pain) while driving • Parkinson's disease • Any other chronic neurological condition • A serious problem with memory • A major or minor stroke • Any type of brain surgery or tumour • Severe head injury involving in-patient treatment at hospital • Any severe psychiatric illness or mental disorder • Continuing/permanent difficulty in the use of arms or legs • Dependence on, or the misuse of alcohol, illicit drugs or chemical substances in the last 3 years • Any visual disability that affects both eyes • Physical or mental impairment 				
If the answer to any of the above is yes, please provide details:				
<p>Also for vocational licences:</p> <ul style="list-style-type: none"> • Any heart condition or heart operation • Any visual problems affecting either eye 				
<p>If any of the above affects me I will inform my employer as soon as possible. I understand that I must also inform the DVLA by writing to the: Drivers Medical Unit, DVLA, Swansea, SA99 1TU. Failure to do so is a criminal offence punishable by a fine of up to £1000. I will inform my employer of any road traffic incidents, convictions, endorsements or disqualifications that occur regardless of the vehicle I am driving, which could affect my entitlement to drive as soon as possible. I will also inform the company of any prescription medicines I am taking.</p>				
<p>I have read and fully understand the above and will comply with what is requested of me. I understand this form will be renewed 6 monthly.</p>				
Eyesight Check:				
Registration Number	Pass/Fail	Comments	Checker Name	Signature
Date:		Signature:		

Drivers Hours and Working Time Policy

Purpose

The purpose of this procedure is to ensure that Company staff understand the requirements and operate in accordance with the current rules and regulations on Drivers hours and Tachographs and therefore meet the obligations placed upon the Company under the requirements of the Operator Licence.

Scope

This policy applies to all management, staff and drivers who have a requirement to operate in accordance with current rules and regulations.

Eligibility

The company requires its managers, transport staff and drivers to be familiar with and operate in accordance with the current Drivers Hours and Tachograph Regulations. Drivers of company vehicles not in scope of Operator Licensing Regulations must understand and adhere to GB Domestic Drivers Hours Rules.

Transport staff and Drivers will be expected to have a working knowledge of the current regulations at all times.

Working time regulations

The Company has a responsibility to monitor mobile workers' working time and make sure they don't go over the statute limits. They must record working time and keep the records for at least 2 years. Mobile workers are drivers (including employed drivers, own-account drivers and agency drivers)

Tachographs

Drivers - Drivers tachograph cards must be collected regularly, in any case every 28 days from drivers together with any printouts and downloaded with checks made for any discrepancies such as manual entries, misuse, mode-switch errors, and insufficient breaks. This data is provided by the Tachograph Analysis System Smart-Analysis / Smart Compliance.

The companies standard working week is 45 hours. Driver's who are considering secondary employment must discuss this their manager and maintain compliance with all relevant legislation. Time worked for a secondary employer must be disclosed.

Vehicles - As a maximum, vehicle tachographs are to be downloaded every 90 days in accordance with the current regulations and checked for discrepancies.

Digital smart card

It is the driver's responsibility to obtain his driver card and to ensure it is kept safely and up date. Any card that is lost should be reported to the Company immediately and an application for a replacement card made within 3 days.

Drivers who turn up for work without their digital smart card should not be allowed on the road. Disciplinary action may be taken in accordance with the Company Disciplinary Procedure.

Managers issued with a Company digital smart card must ensure:

- It is used to lock the company information into any new vehicle or hired vehicle at first use and return to the hire company
- It is used regularly to download the vehicle unit in accordance with the regulations and is kept safely when not in use
- The company card is returned to the company if employment is terminated

Infringements and Infractions

Infringements and infractions found on a driver's digital smart card are to be presented to the driver as soon as possible after discovery and the driver asked to provide an explanation as to why the offence occurred. If required further analysis will take place by the transport manager and a detailed report obtained.

All infringements will be acknowledged and printed or downloaded.

Signed



Dated 01-07-2023

Routing Procedure

Purpose

The purpose of this procedure is to ensure that the most efficient, safe, and appropriate vehicles and routes are used and that any vehicle routes to sites or premises by ourselves or our subcontractors are adhered to unless directed otherwise.

Scope

This procedure applies to all management and drivers responsible for driving or controlling transport operations. If Abnormal Indivisible Loads are required to be transported specialist subcontractors are to be engaged with the to provide this service and routing advice by ourselves or a competent authority is to be communicated as part of the purchase order issued.

Procedure

Where possible, the following procedures must be adopted when routing and scheduling vehicles:

- Make provision for understanding where traffic hotspots are
- Always adhere to the requirements of Principal Contractors or clients, making sure any special requirements are applied
- Make provision to issue drivers with the applicable routes to be taken and detailed scheduling slots
- Make provision for training drivers in applicable navigation systems
- Ensure drivers have a procedure to inform the Company if detoured from the original route by Enforcement Officers or an unplanned incident

Take into account:

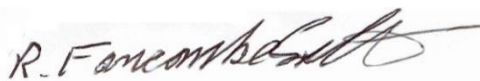
- GB Domestic hours, Drivers Hours and Working time restrictions
- Any fees or tolls to be paid
- Any parking restrictions or charges
- Traffic Management plans

During peak times, to safeguard Vulnerable Road Users, the following areas are to be avoided:

- Schools
- Colleges
- Hospitals
- High density cyclist areas
- Identified High Risk Hotspots, i.e. roundabouts, junctions, road-works

During the end of duty debrief, drivers are to report any areas that they believe should be avoided.

Signed



Dated 01-07-2023

Fuel, Emissions and Air Quality Policy

Purpose

The purpose aim of this policy is to ensure that fuel usage by the company is in line with our environmental objectives and as such our impact to the environment is monitored and managed.

Scope

This procedure applies to the management and transport staff responsible for controlling vehicle operations. Mr Dominic Farncombe-Smith is the nominated Fuel and Emissions Champion.

Procedure

To ensure that this procedure is clearly understood throughout the company we will:

- Implement an Anti-Idling Policy
- Provide training on advance planning and defensive driving techniques
- Use telematics information to analyse driving styles

Staff Must Always

- Drive safely and responsibly with consideration to their fuel efficiency and usage
- Participate in the organisation's driver assessment and training programmes
- Discuss any driving problems or concerns they have to their line manager
- Report any driving accidents, or cautions, summons or convictions for driving offences, to their line manager
- Co-operate with management monitoring, reporting and investigation procedures

Signed



Dated 01-07-2023

Engine Idling

Purpose

The purpose of this procedure is to minimise vehicle emissions that negatively impact on the environment and health, the company is committed to reducing vehicle idling times at depots, in stationary traffic queues and at any other times unnecessary idling takes place. The company actively encourages drivers to reduce levels of idling.

Scope

This procedure applies to all management and drivers who have a responsibility for driving company vehicles.

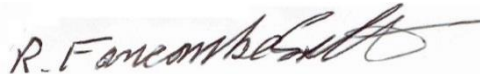
Procedure

Engine idling is the running of an engine which is not required for the examination or operation of machinery other than that used for driving the vehicle. The Highway Code states that you must not leave a parked vehicle unattended with the engine running or leave a vehicle engine running unnecessarily while the vehicle is stationary on a public road.

We will ensure drivers follow these anti-idling rules:

- Don't leave an unattended vehicle's engine running
- Do not leave the engine running during loading and unloading (except where specific machinery requires it)
- Don't leave the engine running in the depot
- Don't leave the engine running when you are parked up, or when you are on a break
- Do not leave the engine running during loading and unloading
- Cab heaters are provided for cold starts and defrosting – use them rather than the engine to warm the cab
- If you anticipate being stationary for more than one minute in traffic, consider turning your engine off

Signed



Dated 01-07-2023

Road Traffic Collisions and WRRR Policy

Purpose

The purpose of this procedure is to detail the incident reporting and post incident processes in order that they are carried out in a consistent manner to ensure that incidents can be investigated through to conclusion and to put measures in place to prevent recurrence.

Scope

This procedure applies to all management and drivers who have a responsibility for carrying out and providing information to incident investigation. Mr Dominic Farncombe-Smith is the nominated WRRR champion.

Procedure

Any incident within the Company has the potential to cause harm, damage or financial loss. Ideally the intention of the Company is to have no incidents. Where identified risk is always assessed and reduced as low as reasonably practicable. However, where driving is concerned there are so many external factors that may affect the chance of having an incident it is essential that a robust investigation procedure is in place to learn from any incidents that occur.

In the event that a company vehicle and driver are involved in an incident, it is essential to the investigation that the correct information is gathered and in a timely manner (if possible, at the time of the incident so that it is fresh in the mind, but only if safe to do so). It is important that following an incident:

- The safety of all personnel involved is taken care of first. The main priority is to save life and prevent further injury at all times
- The incident is reported to the relevant authorities in line with legal obligations
- The facts of the incident are recorded correctly to ensure a thorough investigation can take place
- A full investigation is carried out to determine the reasons for the incident, root and contributory factors
- The outcomes of the investigation are used to implement any remedial action or change to procedure required to prevent recurrence
- Vehicles are competently inspected and repaired prior to returning to the road
- If required drivers are given the support through training, assessment and if needed counselling prior to returning to the road

The outcomes of investigations will be discussed at the Bi-annual management meetings.

Post incident investigation checklist

The great majority of motor incidents involve human error and as such are avoidable by one driver or the other, or both. Further, in hindsight, it is often the case that effective management action could have prevented the occurrence altogether.

Following every incident, the Company will ensure that the circumstances are thoroughly investigated, recorded and the driver interviewed by a manager. Usually there are lessons to be learnt.

Periodically, the information should be collated, and any commonalities or trends identified and addressed.

The Post Collision Information Form is to be used to collect information and the following checklist must be followed when conducting a post incident investigation. The questions posed are intended to provoke reflective thought and to encourage preventative measures being taken to minimise future risk.

For basic details of the occurrence, refer to the Incident Recording Form

From the scene information

- Road geometry/markings/priorities, positioning of vehicles, sign posts, speed limits, lighting, etc.
- Road/Weather conditions
- Visibility
- Any other contributory hazards

Driver considerations

- Driver experience/convictions
- Previous driver assessment findings/attitude
- Previous incident record
- Driver seat correctly positioned with safety equipment used and properly adjusted (e.g. Seatbelts, head restraints, child seats etc.)
- Driver observation, hazard perception/anticipation
- Evidence of excessive speed or other violation
- Appropriate use of mirrors, lights and horn
- Any in vehicle distraction operating (e.g. mobile phone, satellite navigation, eating etc.)
- Any question of problems with eyesight
- Suggestion of tiredness or fatigue
- Suspicion of alcohol, drugs or prescribed medication

Near Miss Reporting

A near miss, "near hit", "close call", or "nearly a collision" is an unplanned event that has the potential to cause, but does not actually result in human injury, environmental or equipment damage, or an interruption to normal operation.

Whether there is no injury, a small bruise or scratch, or an amputation, the consequences of unsafe acts and conditions are left to chance. A ratio showing a relationship between the number of near-miss incidents and injury incidents reported by researchers shows that for every 15 near-miss incidents, there will be one injury. In other words, there are 15 missed opportunities to prevent an injury. Hundreds of near misses go unreported each month. Many of you may not think of an incident as a near miss, but it is more often human nature that keeps these lessons from being reported and improving the safety system. Reasons employees don't report near misses include:

- They do not want to be blamed for problems or mistakes
- They do not want to create more work
- They do not want to be perceived as a troublemaker or careless

It takes time to report a near miss and there are several reasons people don't do it. However, it is truly important you report them. If not, what is lost is a free lesson in injury prevention. The few minutes spent reporting and investigating near-miss incidents can help prevent similar incidents, and even severe injuries. The difference between a near miss and an injury is typically a fraction of an inch or a split second.

Signed

A handwritten signature in black ink, appearing to read "R. Farncombe", is written over a light grey rectangular background.

Dated 01-07-2023

Passenger Safety Procedure

Purpose

The purpose of this procedure is to detail the process that must be followed to ensure safe carriage of persons within company vehicles.

Scope

This procedure applies to all management and drivers who have a responsibility for driving company vehicles.

Procedure

The company do not permit the carriage of unauthorised passengers or animals. Any authorised passengers must at all times ensure their personal safety by wearing an appropriate vehicle restraint such as a fitted seatbelt and follow instructions given by the driver. All personal items must be stowed appropriately to prevent the potential of free movement following any vehicle collision. Any passenger carried must at all times following the company policies and procedures. No passenger may smoke or Vape in company vehicles.

Signed



Dated 01-07-2023

Specialist Operations Procedure

Abnormal Loads

We do not transport Abnormal Loads.

Dangerous Goods

The company transport low volumes of Dangerous Goods to use in their operations/works but these are below current ADR regulation thresholds.

Waste Carriers

Purpose

Every business has a 'duty of care' to responsibly deal with any waste it produces. We have a legal responsibility to store, transport and dispose of our waste from the moment it is produced until it is in the back of a collection vehicle or at a Waste Processing / Transfer Station. Business waste must be collected and disposed of by a business that is authorised to deal with it, such as a licensed disposal site or a licensed waste carrier.

The company holds a Waste Carriers' Licence (CBDU155883, Expiry 09/02/2023) to remain compliant with our operations. The company carries both hazardous and non-hazardous waste. In order to comply with the Environmental Waste Act 1990, we have registered with the Environment Agency (EA) for a waste carriers' licence to remain compliant and legal with our waste carrying activities.

In order to control our processes, the company has documented risk assessments for the carriage of waste and all staff will follow these processes and management will monitor compliance with the processes.

We must provide a written description of the waste to the person or company who removes it in the form of a Waste Transfer Note' and must be completed annually by both parties involved in the transfer. Enforcement officers may issue a duty of care notice to a business if they suspect that the business is not dealing with the waste they produce in a responsible manner. This duty of care notice requires the business to provide the following documentation within seven days:

- a written description of the waste transferred by the business
- retain the Waste Transfer Note (or copies) for a period of two years from the transfer of the controlled waste.

If the business does not provide this information within seven days, they will be issued with a Fixed Penalty Notice (FPN).

Scope

This procedure applies to all management and drivers responsible for driving or controlling the transport of waste

Procedure

Drivers will be trained on the safe carriage of waste and management will ensure that the drivers competencies remain up to date. Waste transfer notes will be retained for auditing and compliance management purposes.

In the event of an issue, the driver will contact the office for advice unless it is an emergency in which case the company or the driver will contact the emergency services and a report will be compiled post the event to get any root causes to prevent a future recurrence

Signed 

Dated 09-11-2023

Operational Security Policy

Purpose

The purpose of this procedure is to reduce the risk of vehicle and equipment theft and limit the possibility of unauthorised or illegal access to vehicles.

Scope

This procedure applies to all management and drivers responsible for driving or controlling transport operations.

Procedure

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

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

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

a) Vehicle Key Security

One vehicle is stolen every two minutes of every single day!

This statistic shows that although vehicle crime is falling, your vehicle could still be stolen if you do not take sensible precautions to secure it! Over the years vehicle manufacturers in conjunction with Insurance companies have worked very hard to develop more effective alarms and Immobilisers to stay one step ahead of the opportunistic and professional thief. However thieves are fighting back and finding new ways to steal vehicles.

As a consequence drivers should be alerted to the increased number of thefts from private houses, where the prime object is to steal vehicle keys and subsequently the vehicle when parked on the driveway, in the road or even from your garage or compound. Once they have the keys, it only takes a few seconds for them to jump in and drive away with your vehicle!

No one can guarantee that your vehicle will not be stolen but you can take simple steps to protect it and its contents:

b) Awareness

Vehicle keys should be kept in secure position at all times and not left within easy reach such as on a hall table or key board overnight or when the house is unattended. Never leave keys in an obvious place, be vigilant at all times and remain Key Aware by following these simple steps:

Always take and keep your keys with you even when:

Filling up with fuel.

Popping into the newsagents.

Loading/unloading.

Collecting paperwork.

Using facilities.

Never leave your vehicle unattended when:

Warming up in the winter.

Cooling it down in the summer.

Always keep your keys safe when not using your vehicle:

Keep them out of sight.

In a secure place.

Away from windows and doors.

Do not leave keys on a desk in an open office area, especially where there is public access.

Do not have vehicle keys kept on an open keyboard even in the office/workshop area.

Avoid displaying the registration number on the key ring.

So whether you are out and about or just at home you need to keep your keys safe and out of sight.

Remember if they can find your keys they can steal your vehicle. It's that easy!

Do not become a victim - Be Key Aware at all times!

Signed



Dated 01-07-2023

Counter Terrorism Policy

Purpose

The purpose of the Terrorism Risk and Incident Prevention (TRIP) policy is to minimise this risk through promoting and raising awareness, security and vigilance, as well as ensuring our staff are prepared to deal with the extraordinary circumstances of terrorist, extremist and criminal acts.

Scope

This policy applies to all staff in our organisation. This includes Senior Management and all staff involved in security, transport operations, fleet management, training and all driving duties. Mr Dominic Farncombe-Smith is the nominated counter terrorism champion.

Policy statement

The UK faces a range of threats to its security and there is a serious and sustained risk from international and domestic terrorism. The threat level in the UK has been 'Severe' since 29th August 2014 (with spikes to 'Critical') which means there is a high likelihood of future terrorist attacks. Historically, the terrorist threat in the UK has been from dissident Republican terrorist groups connected to Northern Ireland. More recently the terrorist threat in the UK has come from extremist organisations such as Al Qaeda, ISIS, ISIL and National Action.

Although it is highly unlikely that our company would be a direct target of an organised attack from such terrorist networks, there have been recent terrorist attacks, and more significantly the attacks across Europe using commercial vehicles as a weapon. As such, we recognise our responsibilities and duty of care when protecting employees, our customers and the general public from the threat of terrorism.

This policy is not intended to cause undue fear, anxiety or alarm, but rather to raise and promote awareness amongst all employees of the need to be perceptive, proactive, prepared and vigilant. We should all understand our roles and responsibilities should a situation arise. Being prepared and having suitable procedures and responses in place is a proactive way to counter terrorism. Our actions alone may not prevent a terrorist attack but could help save lives and property as well as permitting the Company to continue to operate as usual. We will ensure that the following is in place;

Adequate training, information and equipment is provided to all staff, especially to those involved directly in security and the management and operation of vehicles.

Emergency response plans are in place that cover a wide range of possible security breaches and incidents.

Competent staff are appointed to deal with imminent risks and danger that may result in immediate action drills being undertaken.

Incidents involving breaches of security are managed safely and sensitively and are reported to the relevant authorities promptly.

An emergency and business continuity plan is in place to enable a simultaneous response to a security incident and a return to 'business as usual' as soon as possible.

The measures in place for countering terrorism are aligned to the measures in place help against other threats, such as theft and crime.

We are committed to a coordinated communication programme to ensure all staff are aware of the TRIP policy and its supporting procedures. The policy will be reviewed periodically considering the terrorist alert state to ensure it continues to be relevant and effective.

Protective security and managing the risks

To manage risks, we need to understand and identify the security threats and our vulnerability to those threats. The national terrorism threat levels that give an indication of the likelihood of a terrorist attack are listed at Appendix 1.

A threat is a malicious event, instigated by an individual or group, which has the potential to cause loss of or damage to an asset (people and property). Dealing with the threat of a security breach or terrorist attack, which might prejudice the safety of our staff, our customers or the general public or disrupt operational activity, is only a small part of our area of work. However, it is important to give it due consideration in security and emergency plans and procedures. This will help to decide:

What type of security and contingency plans we need to develop?

What security improvements we need to make taking account of cost and their impact on existing security measures?

What existing security measures should be routinely reviewed as well as compliance with these?

What level of staff communications and awareness training is required as well as practiced contingency arrangements?

Once an area of vulnerability has been identified we will apply appropriate protective security measures to reduce the risk to as low as reasonably practicable using the following risk assessment process. The full process is documented at Appendix 2:

Step 1	Step 2	Step 3	Step 4
Identify the threat	Identify the vulnerabilities	Implement and communicate security measures	Review security measures and security plans

Roles and responsibilities

Senior management must ensure that:

The TRIP Policy is published, and it is effectively communicated to all staff across the organisation. Operational management staff are resourced, trained and empowered to conduct the duties outlined in this policy.

That any related policies, such as theft and crime, and supporting procedures are consistent with this policy.

Operational management must ensure that:

They are conversant with all procedures and documentation outlined in this policy and that the policy is fully implemented.

All staff, and in particular drivers, are aware of their duties and responsibilities under this policy.

Any deviation from this policy is fully documented and justified for approval by Senior Management.

All incident evidence is collected and recorded to report to the emergency services and inform any post-incident investigation.

The in-house communications department is liaised with if there is a need to increase security awareness across the organisation.

Exception reports on any incidents are provided to Senior Management for immediate review.

All staff must ensure that they:

Are aware of their responsibilities under the TRIP policy.

Are aware of the current threats, vulnerabilities and their responsibilities in countering them.


Are vigilant at all times.

Report all suspicious occurrences and anything which may lead to a breach of security.

Report contact with any person which gives rise to suspicion.

Apply the procedures for minimising threat levels such as maintaining vehicle and site security.

Follow the actions to take in the event of a suspicious or threatening incident.

Signed 

Dated 01-07-2023