



# **DRIVER HANDBOOK**

**2019**



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## **Handbook**

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

**Health and Safety law require** employers to ensure, so far as is reasonably practicable, the health, safety and welfare of all employees, at all times. Employers also have a responsibility to ensure that others are not put at risk by the work activities of their employees. Although the driver is ultimately responsible for how a vehicle is driven on the road, the employer can have a significant influence on what the driver does.

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

Employers consider the risks to employees on the road in the same way as for those in a workplace.

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### ***Please Note***

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

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All vehicles within the Bennie Group are insured for business use. However, different vehicles are insured for different purposes. To use a vehicle for purposes other than it has been issued may be viewed as a disciplinary offence (for example, a private journey). Only drivers authorised by the Group who hold a full, current driving license (applicable to the vehicle they intend to drive), are entitled to drive Group vehicles. If you are in any doubt regarding driver entitlement to use the vehicle, please contact your Line Manager.

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

This handbook is your guide to the Group policy regarding the use of company vehicles and private vehicles used for company business and must be read and understood as part of your induction into the company. If there are any areas that you do not understand or where you require clarification, please make immediate contact with your Line Manager.



*All drivers are deemed competent after passing their driving test.*

*Management will regularly assess drivers' standards in the execution of their duties. This will include a focus on each and every incident to consider any training or disciplinary requirements. Drivers may also express a need for more training if they feel they are not competent to undertake any particular task.*

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

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***PLEASE ENSURE THAT YOU HAVE READ, FULLY UNDERSTAND AND ACCEPT THE CONTENTS OF THIS HANDBOOK BEFORE YOU DRIVE A COMPANY VEHICLE OR USE YOUR OWN VEHICLE FOR BUSINESS PURPOSES.***

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## Driver

### ***Driving Licence***

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

If you passed your driving test **before** 1<sup>st</sup> January 1997 then you can drive a vehicle with a trailer combination up to a maximum of 8.25 tonnes maximum authorized mass (MAM).

If you passed your driving test **on or after** 1<sup>st</sup> January 1997 then you are limited to vehicles up to 3.5 tonnes maximum authorized mass (MAM) with a trailer up to 750kgs. You will need to pass an additional test (B+E) if you wish to tow a trailer that exceeds these weights.

Contact your Line Manager if you require this training for the execution of your duties.

### ***Motoring Offences***

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

***Failure to do so could invalidate the Company's Insurance policy.***

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

Fixed penalty charges must be paid within the prescribed time limit to avoid additional penalties that may reflect on the Company.

Company drivers must not consume alcohol or take drugs that could affect their driving whilst in the course of their employment and any breach of this directive could lead to dismissal from the business.

Employees operating any motorised vehicles or equipment during any part of their shift should not consume alcohol or drugs throughout the entire shift, including paid and unpaid break periods.



## **Authorised Drivers**

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

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

- Have been provided with permission to drive following full completion of the relevant application forms and following receipt of a DECF Mandate form.
- Are over 25 years of age (unless named and approved by the Company and the Motor Insurers)
- Use the vehicle only for Group authorised business and social domestic and pleasure purposes where approved by the Group.
- Drivers must have held a full licence for at least 1 years for the class of vehicle required to use for duties associated with the business. Drivers outside this criterion must be individually authorised by our insurers.

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

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

## **Mobile Phone/Electronic Device Use while Driving**

### **PURPOSE**

The Bennie Group recognises that employees are our most valuable asset and that they are the most important contributors to our continued growth and success. Thus, we are firmly committed to employee safety and will do everything possible to prevent workplace accidents

Crashes attributed to driver distraction are quickly on the rise, in large part because of widespread use of mobile phones and other portable electronic devices behind the wheel. To protect employees driving on company business as well as others on the road, The Bennie Group have developed this mobile phone/electronic device use policy while driving

### **SCOPE**

The Mobile Phone/Electronic Device Use While Driving Policy applies to all employees of The Bennie Group who fit any or all of the following criteria:

- Driving on business in any vehicle, personal or otherwise
- Driving a company car, whether on company business or not
- Placing work-related calls, whether driving on company business or not
- Using a company-issued mobile phone or other electronic device while driving

## DEFINITIONS

**Mobile phone** (also known as a **smart phone, handheld phone** or **handset**) – a mobile electronic device that engages in telecommunications including voice calls, text messaging/short message service (SMS) and/or email. Mobile phones also may include features like Internet access, games, multimedia messaging service (MMS), instant messaging (IM) service, digital audio (MP3) players, cameras, radios and satellite navigation systems. Any device that engages in these functions is included in this policy.

**Electronic device** – in this policy, electronic device means any portable apparatus that involves user interaction. This includes, but is not limited to, laptops, SAT NAV systems, MP3 players, cameras, pagers and personal digital assistants (PDAs).

**Headset** (also known as **hands-free**) – an extension of the mobile phone either connected to the handset via cable or wirelessly through Bluetooth technology that allows the user to engage in voice communication without holding onto the mobile phone itself.

## PROCEDURES

The following procedures apply to all employees falling under the conditions outlined above in **SCOPE**.

### Regulations

The Bennie Group is not responsible for any traffic violations or parking tickets acquired by violation of any laws regarding your driving habits and operation of your motor vehicle. Any ticket issued is the employee's responsibility, even if the ticket is issued while conducting business for The Bennie Group.

The United Kingdom currently bans all drivers from using handsets while driving or queued in traffic. Use of hand-held mobile phones while driving is strictly prohibited – this includes all functions of the mobile phone including, but not limited to, phone calls, text messaging/SMS, email, MMS, Internet use, camera use, etc.

All employees must comply with this company Mobile phone/Electronic Device Use While Driving Policy **on top** of abiding by any national or local regulations addressing the matter.

All drivers must follow these regulations.

### General Procedures

- Use of hand held mobile phones while driving is strictly prohibited – this includes all functions of the mobile phone including, but not limited to, phone calls, text messaging/SMS, email, MMS, Internet use, camera use, etc.
- Use of electronic devices – including laptops, PDAs, cameras and pagers – while driving is strictly prohibited unless specifically outlined below
- Voice-mail must handle all calls while driving, and calls may only be returned when stopped or pulled off the road





- Passengers making or taking calls for the driver is permissible provided the interaction does not affect the driver's performance
- Regular callers must be informed that you will not be available while driving and should be notified of the best times to call based on driving schedule
- Employees who receive calls from co-workers who are driving are obligated to ask that the co-worker call back at a more appropriate time

## **Headset/Hands-Free Use**

The use of headsets or hands-free devices while driving is permissible IF:

- Device is pre-approved by HSQE Advisor for use
- Use of the device does not cause distraction (ie, fiddling with the device or taking eyes off road to get it to function properly)
- Any dialling or use of the handset is handled while stopped or pulled to the side of the road
- Conversations do not interfere with the driver's ability to drive safely
- Road conditions are generally good and do not threaten your safety

## **Emergency Calls**

The only exception to the mobile phone use policy is calls placed to 999. If placing or accepting an emergency call, keep it short and use a hands-free option if available. Pull over if practicable.

## **Satellite Navigation Systems**

The Bennie Group understands that sometimes, especially when travelling in unfamiliar areas, drivers require assistance with directions. Satellite navigation systems are extremely helpful devices, but they can also be distracting if used improperly.

Employees must adhere to the following:

- Mounted systems may not block or obstruct the driver's view in any way
- Systems must be voice narrated and must not require that the driver look away from the road to follow instructions
- Employees may not programme the system while in motion
- Programming or otherwise engaging with the satellite navigation screen may only occur while stopped or while pulled off the road

## **MP3 and Other Audio Devices**

In some cases, worrying about music selection or touching dials and buttons on the radio, MP3 player or other audio device may be just as dangerous as mobile phone use. It takes eyes and concentration off the road, which is not permissible under The Bennie Groups policy. The Bennie Group does allow employee use of personal, portable audio devices. However, while the company does not want to eliminate employees' ability to enjoy music while behind the wheel, certain guidelines are in place:

- Employees may not take eyes off the road to adjust music settings



- Programming music settings while stopped, pulled off the road or before departing is permissible behaviour
- Employees may not under any circumstances use MP3 players or other handheld electronic audio devices with headphones, it impedes the driver's ability to properly hear warning signs, signals or sirens

## **Mobile Phone/Electronic Device Use Policy**

The No. 1 on-the-job fatality is transport incidents, and at, it is our job to enforce procedures that mitigate this risk. It is for your safety, as well as the safety of everyone else on the road, that the company has put this Mobile Phone/Electronic Device Use Policy in place.

All employees are expected to understand when this policy applies and follow all procedures. As technology evolves, The Bennie Group also expects employees to use common sense and err on the side of caution when assessing electronic device use while driving. The company encourages all employees to take a proactive approach to road safety, The Bennie Group so expects employees to report any problems or known violations of this policy to their supervisor/line manager.

Prior to working on any job site, each employee is expected to have read the entire Mobile Phone/Electronic Device Use Policy, which includes

- Purpose
- Scope
- Definitions
- Procedures
  - Regulations
  - General Procedures
  - Headset/Hands-Free Use
  - Emergency Calls
  - Satellite Navigation Systems
  - MP3 and Other Audio Devices

If you have any uncertainty or questions regarding the content of these policies, you are required to consult your supervisor/line manager. This should be done prior to signing and agreeing to the Driver Handbook.

## ***Personal appearance/Conduct***

Drivers are “ambassadors” of the Group. It is therefore important that all due regard and respect is given to all our customers and their property. It is very important to display and maintain a good image of the Group. Please ensure that you follow the company's core values. Vehicles should be kept as clean as possible and appear properly maintained.

## ***Health***

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

## ***Drivers Hours Regulations***

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

Unless your GVW exceeds 3.5 tonnes, drivers always come under the **Domestic Rules** which are as follows:

Maximum driving time permitted is **10 hours** in any working day (24-hour period).

Maximum daily duty is **11 hours**. This does not include breaks and rest periods. A driver who undertakes less than 4 hours of driving per day is exempt from the daily duty rules.

These rules are a guideline. Only drive if you are fit and well to do so and ensure you take regular breaks as appropriate. The Bennie Group policy encourages drivers not to travel long distances at the beginning or end of a long day. Where appropriate and reasonable, costs for accommodation / subsistence will be reimbursed.

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

## ***Driver Fatigue***

Driving when tired significantly increases the risk of having an accident/crash. Statistically it has been proven to be as dangerous as drink driving.

To minimise the risk of fatigue, drivers should observe the following guidance:

### **Managing Driver Fatigue**

- Consider whether the journey is absolutely necessary; where meetings are concerned consider other methods of communication such as teleconferencing. Consider other means of transport - train/bus?

- Risk assessments need to be carried out to ensure that the risk of driver fatigue is correctly managed.
- Ensure wherever possible that you plan work patterns to minimise the likelihood of driver fatigue.
- Drivers should attempt not to drive for more than 2 hours without having a break. Ideally drivers should be encouraged to take short, frequent breaks during journeys.
- It is a well-known fact that certain activity such as walking and stretching triggers the sympathetic nervous system and helps keep you alert. Some foods and substances can also temporarily increase alertness.
- There are a number of measures that drivers can take to decrease but not prevent the onset of fatigue on a journey. Examples are:
  - Temperature: Cool dry air, especially on your face, helps keep you alert.
  - Sound: Irregular or variable sounds e.g. conversation can stimulate alertness.
  - Environmental light: bright light tends to increase alertness while dim light leads to drowsiness.
  - Aroma: Studies have found that some smells, e.g. peppermint, make people more alert. Others, like lavender, have a sedative effect.
  - When drivers feel sleepy, instead of fighting it, they should stop at the nearest safe place:
    - Stop and park safely
    - Have a high energy or caffeinated drink
    - Set their alarm or mobile phone
    - Take a 'power nap' for no more than 15 minutes
    - Do not drive until fully alert

## ***Tachographs***

### Digital Tachographs

It is illegal to drive a vehicle fitted with digital tachograph equipment, unless the driver is in possession of and uses a valid digital driver card.

When issued with a digital tachograph card, the driver must, when using a vehicle fitted with either an analogue or digital tachograph, carry the following items:

- The digital tachograph card
- Any manual records or legally required print outs in relation to the current day and the previous 28 calendar days.

## ***Defensive Driving***

This means safe driving.

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



### ***doing on the road.***

It is imperative for the business to minimise the frequency and cost of road traffic accidents and you **MUST** comply with company policy to avoid preventable accidents. Any driver who thinks further training may be required should approach their Line Manager.

## **Vehicle**

### ***Manufacturer's handbook***

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

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

### ***Security***

You **MUST** ensure that all windows and doors are locked and the vehicle fully secured / immobilised when leaving the vehicle unattended for ANY period of time. The Group will not be prepared to consider claims for the loss of any business equipment or personal effects where a vehicle has not been fully secured AND immobilised.

***Do not leave your vehicle in vulnerable locations and do not leave valuables inside.***

### ***Breakdown***

Please report all incidents of breakdown to your Line Manager immediately with full details of the vehicle location and any apparent cause of the breakdown. You must obtain approval from the lease company for vehicle collection and subsequent repair before providing any authorisation on behalf of the Group.

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

### ***Vehicle Returns***

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

### ***Use***

#### **Private**

Most Group vehicles are for business use only and are not authorised for private use. Company vehicles can only be used for private use if your Line Manager has authorised



you to do so, and the Group has insured the vehicle for this purpose.

If you have been authorised to use a vehicle for private use, then the vehicle must only be used for normal road travel. The vehicle must not be used for racing, pace making, trials, hill climbing, sprinting or in any competition. We do not allow driving tuition in fleet cars.

## **Business**

The vehicle must not be over laden or used for a purpose for which it was not designed. Only employees of the Group are allowed to use the vehicle for business purposes. Other authorised drivers not employed by the Group must not use the vehicle other than for social, domestic and pleasure purposes. Please do not modify the vehicle in anyway without the expressed agreement of your Line Manager (for example, fixing a tow bar, removing sign writing, fitting a different stereo etc.)

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

The Group has the right to remove the use of a vehicle at its discretion.

## **Car Sharing**

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

## **Unauthorised Use**

- Vehicles should not be used for any purpose other than that authorised in connection with the business of this Group or otherwise authorised for social, domestic or pleasure purposes.
- Drivers must not allow any person, other than Authorised Drivers, to drive their vehicles, for any reason, at any time.
- Vehicles owned by any other person, or business, should not be driven under any circumstances. If another vehicle is, for example, blocking an entry or exit, please find its owner or driver and ask them to move it out of the way.

## **Hitch Hikers**

Do not pick up hitchhikers under any circumstances, whether on business or personal trips.

## ***Daily / Weekly checks***

It is your responsibility to ensure that the vehicle is kept in a clean and tidy condition. You should also ensure that you carry out the following checks on the vehicle in your custody.

### **Daily Checks:**

Tyres	- to ensure legality
Lighting regulations	- to ensure vehicle lighting complies with all regulations



Windscreens, windows and mirrors - to ensure good visibility  
Fuel - to ensure that you have sufficient fuel for your journey

### **Weekly Checks:**

Engine Oil - to ensure adequate levels and avoid engine damage  
Tyres - tread wear / tyre pressures – not forgetting the spare!  
Other Fluids - brake, air conditioning & clutch where appropriate  
Radiator - water & anti-freeze levels  
Windscreen / Wipers - washer fluid levels / effectiveness of wiper blades  
Battery - distilled water levels / terminal connections

### **And in addition, for commercial vehicles:**

Wheel Nuts - prevention of wheel loss  
Tachograph / Charts - correct time recordings and insertion

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**NOTE: YOU *MUST* NEVER PROCEED ON A JOURNEY IF YOU HAVE ANY REASON TO SUSPECT THAT THE VEHICLE(S) AND / OR LOADS (WHERE APPLICABLE) ARE NOT ENTIRELY SAFE AND ROADWORTHY. IF YOU ARE IN ANY DOUBT WHATSOEVER PLEASE CONSULT YOUR LINE MANAGER.**

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

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### **Maintenance / Servicing**

It is Group policy for all vehicles to be serviced in accordance with the recommended guidelines of the vehicle manufacturer and you should have access to and be familiar with the service record that **MUST** be retained with the vehicle and stamped following each service. Servicing for company vehicles should be undertaken in accordance with the lease company's agreement and schedule that was issued with the vehicle. Contact your Line Manager if this is not available.

### **Windscreens**

If you are in need of a repair or replacement windscreen, then contact our insurer for the latest information on how to do this.

## **Loads**

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

## **Expenses**

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

All repairs, whether bodywork or mechanical must be completed by approved repairers and you must obtain permission from your Line Manager before using your fuel card to pay for necessary and authorised repairs.

In the event that a group fuel charge card is lost, stolen or destroyed you must notify your Line Manager immediately and report stolen charge cards to the police and obtain a crime book reference number.

## **Insurance**

For privately owned vehicles you should have in your possession a valid Certificate of **Business Use** Motor Insurance to cover the vehicle that you are in charge of.

For company vehicles your Line Manager will issue a copy of the fleet insurance upon request if required.

## **Policy Cover**

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

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

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

All third-party correspondence received in connection with any incident must be submitted to your Line Manager including all civil and criminal proceedings or notices of intended prosecution. **DO NOT** reply yourself, please pass any correspondence on.





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

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

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

## Accidents

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

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

Take as much information as possible at the accident scene. If you have a camera, or camera phone, please take as many photographs as necessary to ascertain conditions and any damage.

**You should ensure that you record: -**

The name and address of the other drivers, their telephone numbers and the make, model and registration number of their vehicles.

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

**Please also note the following:**

- The LAW requires you to STOP if there is injury or damage to any person, vehicles, property including certain animals (dogs and horses).
- You are required to provide your name and address, together with the name and address of the owners of the vehicle and the registration number to anybody with reasonable grounds for wanting the information.
- If anybody is injured, you should produce your Certificate of Insurance. If you cannot do this at the accident scene you must produce it at a Police station within 24 hours.
- If you are in an accident, you should complete an Accident Investigation Form - possibly with the assistance of your Line Manager.



- If you have also been issued with a camera or camera phone, you should take photographs of the damage and the position of the vehicles.
- Should you be in any doubt about what you should do please contact your Line Manager without delay.

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

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

### **If you are injured**

If you are injured whilst driving a company vehicle you should:

- Make sure you and others are SAFE.
- Follow the Emergency Plan.
- Contact the Emergency Services, if necessary.
- Administer First Aid, if required, and treat in accordance with First Aid Procedure.
- Use the Bump Cards kept in the vehicle pack to report then claim
- Examine the area of the accident/incident and take photographs (or draw diagrams) and any measurements that are relevant, if capable.
- Fill in Accident Book.
- Report accident/incident to your Line Manager within 8 hours of the incident, but immediately if serious.
- Report to the EA/RIDDOR if necessary (EA/RIDDOR to be contacted by HSQE manager only).
- Raise an NCR form.

### **Vehicle Damage**

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

Please also note that very minor (cosmetic) repairs such as broken lights, bumpers, damaged tyres and the like that can be repaired quickly and cost effectively to maintain vehicle roadworthiness and these need to be agreed by the Line Manager.



## ***Damage to other parties***

### ***Always stop after an accident.***

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

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

## **DISCIPLINARY ACTION FOR “FAULT ACCIDENTS”**

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

## **Overseas Travel**

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

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

- A copy of the V5 vehicle registration document and VEID3 Vehicle on Hire certificate from the lease company, a letter of authority from the Company to confirm that you have authority to use the vehicle in other territories
- A valid certificate of insurance covering the vehicle for the territories concerned
- A completed E111 medical treatment form (available from Post Offices)
- And for most European countries a warning triangle, first aid box, spare bulb kit and fire extinguisher and high visibility vest that you will be required to carry by law. Please check local laws for what you and your vehicle will need to have to travel on their roads.

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

- If your vehicle is still mobile and roadworthy, then continue your journey and await your return to the United Kingdom to have the repairs carried out.
- If your vehicle is damaged so that it cannot be used, then contact the nearest garage and get the car towed into their premises. If quick temporary repairs, up to a maximum of £250, can be carried out to enable you to continue your journey, then



have these repairs done, but ensure that you obtain a detailed account to submit to the Group.

- If the vehicle is badly damaged and a lot of work is needed, it may be necessary to have the vehicle transported to the United Kingdom.

**Please notify the Company immediately.**

- If travelling under A.A or R.A.C. schemes, please contact them to make the necessary arrangements for vehicle repatriation.

*Immediately advise our Insurers claims handling agents (in the country concerned) of the accident and, in the event of any difficulty, they will render all possible assistance.*

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

- You are required to exchange details with the other parties involved. Please obtain names and addresses of all concerned together with Insurance particulars and registration numbers of the other vehicles. Also obtain full details of any Police Officer attending the accident.
- A sketch of the scene should be made, indicating road signs, markings and priorities, and the position of the vehicle(s) on impact. Photographs would also be useful if your camera is handy.
- Please do not indicate verbally, or in writing that you accept any liability for the accident.
- Immediately advise our Insurer's Agent for the country concerned of the accident and again, if you have any difficulty, then our Insurer's Agents will be pleased to assist you as much as possible.

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



<b>Site Name:</b>	<b>ALL SITES AND COMPANY VEHICLE DRIVERS</b>	<b>Site Code:</b>	<b>N/A</b>
<b>Activity:</b>	<b>Directors and Employees, Driving on Company Business</b>	<b>Compiled By:</b>	<b>Richard Greenwood</b>
<b>Revision No:</b>	<b>0</b>	<b>Date:</b>	<b>18.02.2019</b>

What are the Hazards?	How are they at Risk?	Without Controls				Controls to be put in place	With Controls			
		Severity (S)	Likelihood (L)	Risk Rating (S times L)	Significant? (Y/N)		Severity (S)	Likelihood (L)	Risk Rating (S times L)	Significant? (Y/N)
Driving on company business	a) Impact with another vehicle and or person. b) Driving without license. c) Driving with no insurance.	5	3	15	Y	<b>DRIVING LICENSE CHECKS: -</b> <ul style="list-style-type: none"> <li>Persons eligible to drive company vehicles must be authorised by the company and must hold a valid motor vehicle driving license.</li> <li>Under no circumstances are provisional license holders permitted to drive company vehicles.</li> <li>With the employee's permission, annual checks are made on each employee's driving licence by the administration manager.</li> <li>The loss of an employee's license through either disqualification or impairment of physical abilities must be notified to management immediately.</li> <li>Any fixed fines acquired along with any administration charges from the car lease company will be passed directly on to the employee who committed the offence.</li> <li>Company vehicle drivers are bound to comply with the legal requirements of the Road Traffic Act.</li> </ul>	3	3	9	N
Maintenance and checks of vehicles	a) Impact with another vehicle and or person. b) The integrity of the	4	3	12	Y	<b>MAINTENANCE AND CHECKS FOR ALL COMPANY VEHICLES: -</b> <ul style="list-style-type: none"> <li>Company vehicles should be subjected to a pre-use daily visual check by the drivers to ensure they remain in a safe, roadworthy condition and in accordance with the vehicle handbook. Any problems, defects or queries should be</li> </ul>	3	3	9	N

What are the Hazards?	How are they at Risk?	Without Controls				Controls to be put in place	With Controls			
		Severity (S)	Likelihood (L)	Risk Rating (S times L)	Significant? (Y/N)		Severity (S)	Likelihood (L)	Risk Rating (S times L)	Significant? (Y/N)
	<p>vehicle.</p> <p>c) Failure of key components e.g. brakes, lights etc.</p>					<p>brought to the attention of the line manager immediately.</p> <ul style="list-style-type: none"> <li>Particular attention should be given to the legal tread limits of tyres, tyre pressure, lights, brakes, brake fluid levels, water and oil levels.</li> <li>Vehicles are required to be serviced in accordance with the manufacturer's recommendations.</li> <li>Vehicles should be kept clean and tidy this being the responsibility of the driver.</li> <li>Items being transported in or on Company vehicles must be adequately secured in position and must not overhang the vehicle.</li> <li>All defects or queries relating to defects should be reported on discovery directly to the line manager.</li> </ul>				
Accident procedures.	<p>a) Injury to self or others.</p> <p>b) Failure to collate correct information resulting in later problems.</p>	4	3	12	Y	<p><b>CORPORATE ACCIDENT PROCEDURES: -</b></p> <ol style="list-style-type: none"> <li>In the event of an injury to self or others, contact the emergency services immediately, seek advice if possible and await assistance.</li> <li>In the event of an accident / incident where damage is caused to own vehicle, other vehicle, other object or other person, no matter how slight, must be reported immediately to line manager.</li> <li>It is required that an appropriate accident form is completed, providing details of the occurrence.</li> <li>In the event of a road traffic accident, the following information must be obtained: <ul style="list-style-type: none"> <li>a) Name and address of the driver and owner.</li> <li>b) Make, model and registration number.</li> <li>c) Details of any third-party Insurers.</li> <li>d) Names and addresses of any witnesses.</li> <li>e) Details of damage to vehicles involved.</li> </ul> </li> </ol>	5	2	10	N

What are the Hazards?	How are they at Risk?	Without Controls				Controls to be put in place	With Controls			
		Severity (S)	Likelihood (L)	Risk Rating (S times L)	Significant? (Y/N)		Severity (S)	Likelihood (L)	Risk Rating (S times L)	Significant? (Y/N)
Fit to drive	a) Injury to self, others or equipment.	5	3	15	Y	<p><b>EMPLOYEES FIT TO DRIVE: -</b></p> <ul style="list-style-type: none"> <li>Drivers under or who appear to be under the influence of alcohol or illegal drugs are not allowed to drive company vehicles.</li> <li>In the event of an illness or injury, employees are instructed to report to their line manager immediately any condition that could affect their driving capability and will be prevented from driving the vehicle until further investigations have been undertaken and they have been given the all clear to drive again.</li> </ul>	5	2	10	N
Parking vehicle	a) Impact from another vehicle. b) Theft from vehicle.	4	3	12	Y	<p><b>PARKING: -</b></p> <ul style="list-style-type: none"> <li>Where possible park in a safe place and minimise disruption / inconvenience to other road users and pedestrians. Your vehicle should always be locked when you are away from it. So far as is reasonably practicable, all tools, equipment and electronic devices should be stored within the vehicle in such a way that they are not visible to passers by.</li> </ul>	3	3	9	N
In-Vehicle Technology	a) Decreased concentration leading to accident. b) Theft of device.	5	3	15	Y	<p><b>IN-VEHICLE TECHNOLOGY: -</b></p> <ul style="list-style-type: none"> <li>Employees using in-vehicle technology such as mobile phones, PDA's etc must comply with the current legislation governing the use of these items whilst driving and must ensure that they always use them safely. This includes but is not limited to:</li> </ul>	5	1	5	N

What are the Hazards?	How are they at Risk?	Without Controls				Controls to be put in place	With Controls			
		Severity (S)	Likelihood (L)	Risk Rating (S times L)	Significant? (Y/N)		Severity (S)	Likelihood (L)	Risk Rating (S times L)	Significant? (Y/N)
						<ul style="list-style-type: none"> <li>a) hand-held devices must not be used whilst the engine is running</li> <li>b) properly installed devices allowing hands-free operation must only be used when it is safe to do so;</li> <li>c) do not enter data whilst the engine is running;</li> <li>d) always concentrate on driving and not be distracted by in-vehicle technology;</li> <li>e) you should regularly inspect the technology and report any defects to the responsible person.</li> </ul>				
Dangerous substances	<ul style="list-style-type: none"> <li>a) Initial hazard of the substance.</li> <li>b) Cross contamination of two or more substances.</li> <li>c) Greater hazard in the event of an accident.</li> </ul>	5	3	15	Y	<p><b><u>VEHICLES CARRYING POTENTIALLY DANGEROUS SUBSTANCES: -</u></b></p> <ul style="list-style-type: none"> <li>• All company vans may carry small amounts of potentially dangerous substances and therefore all are fitted with a fire extinguisher.</li> <li>• Any damage to the fire extinguishers must be reported to a line manager and replaced / repaired as soon as is reasonably possible.</li> <li>• In line with legislation all vehicles within the company are designated No Smoking.</li> </ul>	3	3	9	N
Carrying passengers	<ul style="list-style-type: none"> <li>a) Injury to non-employees</li> </ul>	5	3	15	Y	<p><b><u>VEHICLES CARRYING PASSENGERS</u></b></p> <ul style="list-style-type: none"> <li>• Depending upon the vehicle, the number of passengers allowed to travel will vary; each passenger must have a seat and seatbelt.</li> <li>• Under no circumstances should passengers travel in the back</li> </ul>	3	3	9	N



What are the Hazards?	How are they at Risk?	Without Controls				Controls to be put in place	With Controls			
		Severity (S)	Likelihood (L)	Risk Rating (S times L)	Significant? (Y/N)		Severity (S)	Likelihood (L)	Risk Rating (S times L)	Significant? (Y/N)
						of a van.				
Driving off road	a) Uneven road conditions b) Driving close to water c) Damage to vehicles	4	3	12	Y	<u>VEHICLES DRIVING OFF ROAD</u> <ul style="list-style-type: none"> <li>Care must be given to assessing the route off road for its suitability and the suitability of the vehicle.</li> <li>Use of 4-wheel drive vehicle must be considered if the route is too slippery or uneven for a road vehicle</li> <li>Care to assess the vehicle for damage before entering and leaving an off-road route</li> <li>A competent Banksman should be used to aid vehicles having to reverse toward excavations or waterways</li> </ul>	3	2	6	N

<u>What are the hazards?</u>	<u>Who might be harmed and how?</u>	<u>Existing control methods?</u>	<u>What further action is necessary?</u>	<u>Action by who?</u>	<u>Action by when?</u>	<u>Date completed</u>
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Risks at customer sites	Risk of injury to drivers whilst working at customer sites.	Drivers regularly visit most pick-up/drop-off sites, have been inducted and are aware of site rules and potential hazards.	Ensure all new staff receive site specific induction.	Induction carried out by the business' appointing person		
Slips & Trips	Staff may suffer injury due to slipping on wet surfaces/tripping over objects.	Drivers wear suitable footwear. Good housekeeping at customer sites.	Ensure staff report any near misses or unsafe conditions.	Group HSQE Advisor		
Manual Handling	Staff may suffer injury from handling heavy/awkward objects.	Manual handling equipment provided where necessary. Drivers trained in safe manual handling techniques as part of induction.	Periodic refresher training for drivers in manual handling techniques as part of regular assessment. Staff to report any defects in manual handling aids.	Group HSQE Advisor		
Load securing	Drivers may suffer injury if loads move in transit or whilst unloading.	Drivers are trained in load security as part of the induction procedure; advice is included in driver handbook.	Periodic refresher training to consider load security	DGSA		
Driver fatigue	Drivers/other road users may be injured if incident occurs due to the effects of fatigue.	Drivers take natural breaks from driving as part of their daily routine. Advice is included in driver handbook.	No further action at this stage.			
Mobile phone use	Drivers/other road users may be injured if incident	Vehicles are supplied with Bluetooth equipment/hands free	No further action at this stage.			



	occurs due to using a phone whilst driving.	kits. Advice is included in driver handbook.				
Driving in adverse weather.	Drivers/other road users may be injured if incident occurs in adverse driving conditions.	Local weather alerts are monitored, and drivers advised if adverse weather is expected. Advice is included in driver handbook.	No further action at this stage.			
Vehicle roadworthiness	Drivers/other road users may be injured if incident occurs due to vehicle defects.	A regular & planned vehicle maintenance programme is in place. Advice is included in driver handbook.	Ensure that drivers carry out a documented, regular inspection of the vehicle.	All personnel that use company vehicles		



**The Bennie Group Fleet Safety Policy – Attachment 1**

Signed.....Date.....

Print.....

**HSE Guidance – Safe Use of Vehicles on Construction Sites – Attachment 2**

Signed.....Date.....

Print.....

**HSE Guidance – Safely Using Lifting Equipment – Attachment 3**

Signed.....Date.....

Print.....

**HSE Guidance – Driving in Severe Weather – Attachment 4**

Signed.....Date.....

Print.....

**H&S Recap – Manual Handling – Attachment 5**

Signed.....Date.....

Print.....



## Declaration

I declare that I, ..... have read and fully understand all the documents that make up this Driver Handbook.

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

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

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

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

**Dated:** \_\_\_\_\_

**Name:** \_\_\_\_\_

**Company:** \_\_\_\_\_

## Notes

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