

# **BARLOWS**



# **EMPLOYEES DRIVER HANDBOOK**

# DRIVERS HANDBOOK

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## 1. Foreword

The company vehicle allocated to you represents a substantial investment by the company in you and your job. In entrusting this asset to your safekeeping you have the responsibility to drive safely and to look after your vehicle as if it were your own.

The Company's comprehensive insurance policy covers the vehicle for business purposes.

You **must not** use the vehicle outside normal business duties.

Please note that non-employees of the Company are **not** covered to drive the company vehicle.

You are expected to maintain the vehicle in a first-class condition at all times. If it is kept in good order it will be a good advertisement not only for you, but also for the Company.

This handbook details the Company's requirements on the use, servicing, running and many other aspects of Company vehicle operation. Please read it carefully and make sure you understand the contents fully. If you have any questions, please contact your manager in the first instance.

The Company has the right to vary any of the procedures and/or rules at any time. Any variation(s) will be notified to you by circular and by means of amended pages in this handbook.

We wish you trouble-free and safe motoring in your Company vehicle.

## 2. General Introduction and Driver Responsibilities

### **Company driver assessment and training policy.**

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

When driving for work, staff must always drive within the road traffic laws, safely and responsibly. Failure to comply with the policy may be regarded as a disciplinary matter.

#### **Senior Managers must:**

- Lead by example by ensuring that they drive within road traffic laws, safely and responsibly, and by participating in the organisation's driver assessment and training policy.

#### **Line Managers must ensure:**

- They also lead by personal example.
- Staff understands the dangers and consequences of poor driving.
- Staff receives appropriate driver assessment and training to help them drive safely, especially when the results of a driver's actions fall below expectations.
- Staff understands what to do if they consider they are at risk due to the driving they are required to do.

- Staff are confident that they can report and discuss any driving problems they might have with an appropriate person without fear of being treated unfairly.
- Work related road safety is included in team meetings and staff appraisals, and periodic checks are conducted to ensure our policy is being followed.
- They follow our monitoring, reporting and investigation procedures to help learn lessons which could improve our future road safety performance.
- They challenge unsafe attitudes and behaviours, encourage staff to drive safely, and lead by personal example in the way they themselves drive.

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

- Always drive within road traffic laws, safely and responsibly.
- Participate in the organisation's driver assessment and training programmes.
- Discuss any driving problems or concerns they have to their manager.
- Report any driving accidents, or cautions, summons or convictions for driving, to their manager.
- Co-operate with monitoring, reporting and investigation procedures.

#### **Manufacturer's Handbook**

The manufacturer's handbook, as supplied with the vehicle, should be read carefully even if you have driven a similar model before. Modifications are often introduced which may need slightly different operative procedures.

The handbook should be kept with the vehicle at all times as a point of reference, for technical data; (e.g. tyre pressure) or in the event of an emergency.

#### **Driving Licence**

You and all other persons authorised to drive company vehicles must hold a full current and valid driving licence. The company run an online licence checking policy which requires all drivers to complete a consent form giving the company permission to carry out such checks. Nobody will be able to drive a company vehicle before these online checks are carried out.

You must declare details of all driving bans within the last 11 years and details of all convictions within the last 5 years. This must show Offence code, date, fine, number of points or length of ban.

You must report to your manager any event (e.g. endorsements) which could invalidate your driving licence. All endorsements should be reported for insurance purposes.

Driving licence checks will be carried out by the Company as it has a duty of care to ensure that you are correctly licenced to drive and you have a duty of care to the Company to ensure that you are correctly licenced to drive.

It is your responsibility to renew the licence and it should be carried at all times.

#### **Driver's health. Fitness to drive.**

You must report to the Company any health conditions likely to affect your driving. Certain health conditions should be reported to the DVLA and the insurers.

Eyesight must meet legal requirements set out in the Highway Code. If you require glasses or contact lenses to do this, they must be worn at all times while driving.

You must inform the Company, as stated in the Drug and Alcohol policy, of any treatment or medication, including over the counter medicines, you are taking that may affect your driving. Check with your doctor or pharmacist if you are not sure.

Driving when you are tired increases your risk of collision, so whenever possible try to share the driving with a colleague. Take regular breaks on long journeys of at least 15 minutes after every 2 hours of driving.

Plan your route to take into account journey times and always allow extra time in the event of severe weather conditions. Be aware that stopping distances increase greatly as weather conditions deteriorate, so allow extra space between yourself and the vehicle in front.

### **PCP, Cash for Car and Own Vehicles used on Company Business**

Confirmation that Health and Safety legislation applies to occupational road risk, has raised the issue of the Company's legal responsibility towards drivers who use their own vehicles on Company business. There will be a need to ensure that drivers have a valid licence and that their vehicles are roadworthy and well maintained. Guidance to drivers will now have to be included in your handbook.

### **Permission to Drive**

You are responsible for the vehicle and for conforming with and carrying out the instructions explained in this handbook. You are also responsible for ensuring that no unauthorised person drives the vehicle whilst it is in your care.

The only persons who are normally authorised to drive the vehicle are the named driver, under the following conditions:

- They must have a valid driving licence.
- They must not use the vehicle for their own purposes.
- They must fill in a Driver Application Form, which is held by the Company.

Even under these conditions the Company's insurers reserve the right to refuse insurance if the risk is considered to be unacceptable.

Learner drivers are never allowed to drive Company vehicles.

If an unauthorised person drives your vehicle, neither the vehicle nor the driver, is covered by the Company Motor Insurance. You should note that any persons driving an uninsured vehicle are liable to police prosecution, as well as for any damage caused in the event of an accident.

## **3. Statutory Regulations**

You should be thoroughly conversant with the Highway Code and current laws and regulations, including the Health and Safety at Work Act, which govern the operation of cars, and you should comply with these in all respects. You are strongly advised to familiarise yourself with the Road Traffic Act 1988 and amendments, with particular reference to the provisions on drinking and driving, which could result in imprisonment, or that you lose the use of a company vehicle for some time, and/or pay a heavy fine and insurance charge when your licence is restored.

All incidents, which may result in a prosecution under the Road Traffic Act, must be reported to the Company.

#### **4. Road Fund Licence**

The Fleet Manager will obtain the appropriate road fund license for the vehicle, however, please note that from the 1<sup>st</sup> October 2014 **ALL** tax discs must be removed from display.

#### **5. Certificate of Motor Insurance**

The Insurance Department at Hampton hold the Certificate of Motor Insurance for vehicles and copies must be kept in the vehicle along with forms to record third party details in the event of an accident.

#### **6. Passengers**

In general, there are no restrictions on transporting passengers other than Hitchhikers, who should not be carried. However, at no time must the seating capacity of the car be exceeded and passengers must not be carried for hire or reward under any circumstances.

#### **7. Vehicle Use**

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 company vehicles.

The vehicle must not be over laden or used for a purpose for which it was not designed.

#### **8. Business Use**

Only employees of the company are allowed to use the vehicle for business purposes.

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

##### **a) Car Sharing**

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

#### **9. Personal Car Management**

It is your responsibility to ensure that the vehicle allocated to you is kept in good working order at all times.

It will be liable to spot checks periodically by your manager. The following sections detail main elements of personal vehicle management.

##### **Daily/Weekly Checks**

For your own safety and to ensure that the best reliability is obtained from your company vehicle, get into the habit of making the following checks detailed below.

### **Daily**

- a. Check tyres visually.
- b. Ensure that all lights are operating correctly. It is an offence to drive if your lights are not functioning properly.
- c. Ensure you have sufficient fuel.
- d. Clean the windscreen, all windows, mirrors, headlamps and all other lenses.
- e. Ensure rear view mirrors and seats are adjusted correctly

### **Weekly**

- a. Check and correct the tyre pressure and tread wear, including the spare wheel. Keep to the pressures recommended in the maker's handbook. It is an offence to have defective tyres.
- b. Check the engine oil level weekly and/or before setting out on a long journey.
- c. Check the battery. Keep the terminals clean and ensure that all connections are secure.
- d. Check the radiator water – anti-freeze mixture level weekly and/or before setting out on a long journey.
- e. Top up the windscreen washer reservoir at least once a week. Check the action of the windscreen wipers and the condition of the wiper blades at the same time. It is an offence if your windscreen washer is inoperative for any reason.
- f. Check the clutch fluid and brake fluid reservoir (where fitted).

## **10. General Service and Maintenance**

Preventative maintenance through inspection and regular servicing can reduce the defect rate and help improve reliability. It is therefore important that your Company vehicle is properly maintained.

### **a) Servicing and Maintenance**

Company vehicles must be serviced in line with the manufacturer's recommendations. These are shown in the voucher service book, which accompanies each vehicle. Ensure that the servicing garage stamps the book when the vehicle is serviced. The voucher book must be passed on with the vehicle when it is transferred to another driver or returned to the Company.

### **b) Servicing Dealer**

All work must be carried out only at the manufacturer's authorised dealer; otherwise problems will arise in connection with repairs carried out under warranty. Employees may be liable for any costs incurred if this instruction is not strictly adhered to.

## **11. Repairs – Non Accident**

Providing the vehicle has been maintained and serviced at the required intervals, all repairs will be accepted by the Company. And where accounts have been opened, the invoices will be dealt with directly between the servicing agent and the Company.

Should payment be requested from the driver, they should obtain a refund from the Company by sending the invoice(s) to the Company.

## **12. Windscreens**

The company has arrangements for the replacement of windscreens. In the event of a windscreen breaking, please contact your manager.

## **13. Tyres**

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

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

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

To have tyres which are defective and have insufficient tread constitutes an offence for which the police could prosecute you.

## **14. Batteries**

There is a list of authorised suppliers in the handbook.

## **15. Fuel Reimbursement**

All fuel and oil for use on Company business must only be purchased using the Company's fuel charge card.

Lost cards must be notified to the Accounts Department immediately.

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

## **16. Speedometer**

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

## **17. Mobile Phones**



It is far safer to pull over and stop to use your mobile phone, however, if you have to make or receive mobile phone calls whilst driving, please ensure that only company issued bluetooth hands free kits are used. Using hands free equipment is also likely to distract your attention from the road.

## **18. Vehicle Security**

**Please do not leave any valuables on display in the vehicle.**

New cars and light commercial vehicles will have a good level of engine immobilisation fitted as standard. It is becoming very difficult for thieves to 'hot wire' a vehicle. This has led to a rise in theft of keys from house burglaries, hook and cane theft through letterboxes and carjacking. You should be careful where you keep your keys at home. It is common for keys to be left in hallways where they can be easily 'fished out' through the letterbox. Always drive with your doors locked. In the unlikely event that a person forces you to hand over the keys to your car, do not resist. You are more important than the car. Phone the police and try to give a clear description of the thief.

### **Night Parking**

You should take all sensible precautions regarding parking. At night, garage the vehicle if possible; do not leave property in the vehicle overnight, always lock it when there is no one in the vehicle (even at fuel service stations). Do not park it in the more vulnerable positions in car parks.

### **Radios**

When demountable equipment is stolen the driver will normally be charged the replacement cost, unless he can produce the front panel or radio key.

## **19. Return/Handover of Vehicle**

When returning your vehicle, you must ensure that it is clean inside and out, serviced up to date and has no significant damage. A fully completed service voucher book and manufacturers handbook must be left with the vehicle.

Please note that the company has to rectify undue wear and tear, and any such costs may be passed on to the driver.

The cost in rectifying burns, tears, heavily stained areas or excessive wear to the inside of the vehicle area, will be charged to the driver.

The cost of rectifying body damage, which would normally be repaired under the terms of the insurance policy, will be charged to the driver.

## **20. Insurance Policy and Cover**

The Company has arranged comprehensive insurance for the vehicle providing cover against loss, theft, accident damage, vandalism, passenger liability, fire and third party claims.

However, the insurers may decline responsibility if:

- a. The car has defective tyres.
- b. It is not in a roadworthy condition.
- c. Also the insurance will be invalidated if the car is driven by a person who is not authorised or not qualified to drive the vehicle.

The insurers will deal with all claims made by the third parties, but under no circumstances are you to admit any liability or to make any arrangements for payment to or by a third party. In the event of an accident, any accounts, any third party communications, notice of intended prosecution or summons arising from the accident must be passed to the Insurance Department, unanswered and immediately.

Our insurers have the sole right to conduct any correspondence with the third parties or their representatives. They will deal with any legal proceedings arising out of an accident and, if appropriate, may undertake your defence in any prosecution or represent you at any inquest.

Personal belongings are **not** insured against loss or theft. You are recommended to take out separate or additional cover when carrying more than usual personal belongings, for example when going on holiday.

In your own interest, please follow these procedures:

- a. Where possible do not leave any items in unattended vehicles.
- b. If items must be left in the vehicles they should be securely locked in the boot of the vehicle.
- c. Property should not be left in the vehicle overnight.

### **Individual Insurance Excess**

When the insurance company impose an extra claim excess and/or additional premium on an individual driver because of their record, (usually for reasons of a drink-driving conviction and licence loss), that extra excess amount will be charged by the Company to the driver concerned, and arrangements can be made for the amount to be paid monthly.

Disciplinary action will be taken against an employee convicted of a drink-driving offence whilst on Company business.

## **21. Accidents**

**In the event of any accident regardless of fault or cause, please follow the procedure below:**

- Please use the JCL App on your Phone to report the Incident If you don't have Access to the App please phone 01948 82000 at the scene.
- Once JCL have been informed please then immediately contact your relevant Contracts Manager or Line Manager.
- High Wycombe Drivers please contact Lex on 0344 879 6000 Option 2.
- Please ensure photos are taken at the scene of any vehicles involved in the accident and occupants of vehicles.

To comply with the requirements of the Motor Insurance Policy it is essential that the accident report procedures described in this brochure are strictly observed in any of the following events:

- a. Any accidental or malicious damage to the vehicle.
- b. Any actual or attempted theft of or from the vehicle.
- c. Fire.
- d. Accidents of any kind (whether or not involving any third party vehicle or property, including any accident where known damage is caused to the Company vehicle).

Action must be taken to protect you, the Company and our insurers following an accident. Drivers involved in road accidents must arrange to contact the office immediately.

Disciplinary action, leading to the withdrawal of vehicle entitlement, will be taken against employees with a bad 'own fault' accident record. At Fault Rear end Collisions confirmed by Insurance Company will result in automatic Written Warnings being issued.

If, because of the late supply or inaccurate nature of information being given of an accident, the Company is involved in additional costs, the employee responsible will be subject to disciplinary action.

## Accident Report Procedure

Accidents involving injury must be reported to the local police within 24 hours.

All damage resulting from accidents, theft, fire, vandalism etc., however minor, involving a Company vehicle or replacement must be reported to the Fleet Manager immediately after the event. The following action must be taken at the scene of the accident and subsequently: -

- a. Obtain names, addresses and, if possible, motor insurance details from each third party driver involved in the accident. Make a note of the make, description e.g. van, car or bus, and registration details for every vehicle involved. If any vehicle is, or appears to be, owned by a company or business, obtain the name and address of the owner.
- b. Please make a note of how many people are in the third party vehicle, pictures of the inside of the vehicle should be taken.
- c. Give your name and address; company name and Head Office address to all third parties, stating that the necessary insurance details will be provided by the Insurance Department.
- d. At no stage admit liability. Make no comment or statement on the accident (except to a police officer).
- e. Notify the police if personal injury has been sustained by anyone in the accident; or if the third party did not stop or drove off before giving your personal details; and in cases of theft.
- f. Obtain the names and address of as many independent witnesses as possible.
- g. Pace out (measure) the position of vehicles on the road and take pictures of the scene.
- h. Do not remove your vehicle under its own power if this could cause further damage. Contact Head Office Tel: 01948 820 200 who will make arrangements for the removal of the vehicle.
- i. Complete the accident report form provided by your Line Manager or Fleet Manager, to show the location, third party details, details of witnesses, police action and the circumstances.
- j. The accident report form must be sent to the Insurance Department **no later than 7 days** after the accident.

No person other than a member of the Insurance Department is authorised to give you any instructions concerning motor insurance claims or related expenditure.

## Accidents – Miscellaneous

The Company wishes to return vehicles to you with all repairs completed as quickly as possible. Any delay in reporting an accident involving your vehicle can delay repairs. Minor repairs that affect roadworthiness e.g. broken headlamp, bulb, may be carried out immediately, but must still be reported.

If a third party who was involved in the accident admits liability and is willing to sign a statement to that effect, it will obviously assist our insurers to make an appropriate claim. But such a statement must be given entirely voluntarily.

**Do not** offer a similar statement yourself to any third party.

Accidents involving lampposts, telegraph poles, bollards, manhole covers, road signs or other public property must also be reported. They must also be reported to the police, either at the scene of the accident or the nearest police station.

Accidents involving private fences, walls, gateposts etc., must also be reported. Whenever possible the owner or occupier of the property should be notified. If they are not available, notify the accident to the police. This action applies to accidents involving any unattended third party vehicles. Remember that if you fail to stop after an accident or fail to report to the other party or to the police, you may be prosecuted.

Accidents involving animal must also be reported to the police.

## **22. Motoring/Parking Offences**

Any traffic offence, endorsements, imposition of penalty points etc. must be reported to your Manager, who will review the insurance implications. Failure to notify your Manager may well invalidate your insurance.

You are personally responsible for any fines resulting from the above. If you are convicted of a driving offence and consequently lose your driving licence, it may mean your suspension and subsequent loss of employment, or redeployment to another appointment within the Company at the Company's discretion.

Company drivers are required to pay any fixed penalty, such as for a parking offence, within the prescribed time; if you fail to do so the Company is held accountable. In addition, any such charges will be deducted from your salary together with an administration charge; this administration charge will be reviewed annually. You are reminded that administration charges can be avoided by prompt payment of fixed penalties, as required by law.

## **23. Driving Abroad**

Ensure that all necessary documentation is in order and while driving overseas, apply the same care and attention to driving as is required in this country.

In most European countries you are required by law to carry a spare bulb kit, first-aid box, warning triangle and fire extinguisher.

## **24. Seat Belts**

Seat belts must be worn at all times while driving and always ensure they are adjusted correctly and your seat position and head restraint are adjusted correctly to prevent whiplash injuries.

## **25. Useful Hints**

Carry a torch in case of breakdown after dark.

Carry a small piece of flat wood to jack the car up on soft ground.

Ensure antifreeze is of correct strength.

Give wiper blades an occasional wipe with methylated spirit.

Carry a warning triangle.

Carry a Shovel in the Winter in case of Snow

Do not use an oily rag on the windscreen.

Keep your Mobile Phone handy for Emergencies.

**KEEP THIS HANDBOOK IN YOUR GLOVE COMPARTMENT AT ALL TIMES**

BF/MB/Revised 17/10/2016

## **25. Employees Driver Handbook Declaration**

**I confirm that I have read and understood this document and will abide by the rules etc. contained within: -**

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

**Department:** \_\_\_\_\_

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

**Signature:** \_\_\_\_\_