

Drivers Handbook

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1. Purpose

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. Documents are updated annually as a minimum. Important changes will be informed to you.

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

2. Driving Licence

All persons authorised to drive company vehicles are required to hold a full current and valid driving licence. The company require all drivers to complete an online licence checking. The check requires all drivers to complete a consent form giving the company permission to carry out such checks. The company has a duty of care to ensure all authorised drivers are correctly licenced to drive the appropriately vehicle.

You will not be able to drive a company vehicle before a licence check is carried out.

You are required to declare details of all driving bans within the last 11 years and details of all convictions within the last 5 years. The declaration has to show offence code, date, fine, number of points or length of ban.

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

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

3. Drivers, health and fitness to drive

You are required to 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 has to 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 are required to 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.

4. Driver Responsibilities

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, all road traffic laws are to be adhered to and should drive safely and responsibly. Failure to comply with the policy may be regarded as a disciplinary matter.

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. The vehicle should not be used outside normal business duties.

Please note that non-employees of the Company are **not** covered to use the 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.

All drivers are required to ensure :

- Lead by example by ensuring that they drive within road traffic laws, safely and responsibly, and by participating in the organisation's driving for work policy.
- Understand the dangers and consequences of poor driving.
- Receive appropriate driver assessment and training to help them drive safely, especially when the results of a driver's actions fall below expectations.
- Understand what to do if they consider they are at risk due to the driving they are required to do.
- Be 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 with the use of telematics and video evidence.
- They challenge unsafe attitudes and behaviours, encourage staff to drive safely, and lead by personal example in the way they themselves drive.

- Report any driving accidents immediately to our insurance company.
- Report any cautions, summons or driving convictions to their manager or fleet manager.
- Discuss any driving problems or concerns they have with the fleet manager.

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: -

- Hold valid driving licence.
- Licence check has been completed.
- Not to use the vehicle for their own purposes.

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 not permitted 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.

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

Confirmation that health and safety legislation apply 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.

5. 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.

6. 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, are required to be reported to the Company.

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.

Seat Belts – Driver and Passenger

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

As the driver, you are responsible for the safety of your passengers, you are required to ensure that any passenger in your company vehicle wears a seat belt at all times.

Mobile Phones

It is illegal to use a hand-held phone or similar device whilst driving. 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 ensure it is only when connected to a handsfree piece of equipment. Using hands free equipment is also likely to distract your attention from the road.

Smoking and Vaping

Smoking and vaping are strictly prohibited in all company vehicles.

7. Road Fund Licence

The Fleet Manager will obtain the appropriate road fund license for the vehicle.

8. Motor insurance

All vehicles are insured for all work-related activities. A copy of the certificate can be obtained from the fleet manager if required.

Insurance Claim Excess

You will be obliged to contribute towards the insurance claim excess for any insurance claim involving yourself whilst driving a company vehicle where you have been found to be liable for causing the accident. The employee contribution will be:

1st Claim - 25% contribution towards insurance claim excess

2nd Claim -50% contribution towards insurance claim excess

3rd Claim -75% contribution towards insurance claim excess

4th Claim -100% contribution towards insurance claim excess

Currently the excess for any insurance claim is £2,500. This is subject to change at each renewal. Reasonable monthly instalments will be agreed prior to any payment being taken

9. Cameras

The safety of our employees is paramount and as such, we may install dual facing cameras within company vehicles. The cameras monitor events via artificial intelligence such as collision, harsh braking, no seat belt, inattentive driving and using a mobile device. The information is monitored by the camera system and sent to your manager for reviewing. Events may be discussed with you as required. The camera system can be accessed in the event of a driver complaint or incident not detected by the artificial intelligence within the camera system. The camera system has the capability to share information with yourself as the driver via an app.

Camera footage may be shared with our insurers as required.

10. Vehicle Use

The vehicle is only be used for normal road travel. The vehicle is 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 loaded or used for a purpose for which it was not designed. Only authorised drivers are allowed to use the vehicle for business purposes. Company vehicles are provided for business use and staff are to ensure that the vehicle is available for that purpose. In general, there are no restrictions on

transporting passengers other than Hitchhikers, who should not be carried.

However, at no time the seating capacity of the car be exceeded and passengers are not be carried for hire or reward under any circumstances.

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

Company vehicles are be kept clean at all times. Failure to keep your company vehicle clean and tidy for more than 3 consecutive weeks, may result in the company arranging for the vehicle to be valeted and the cost to be deducted from your wages or the company vehicle may be removed from you for a period of time.

It is your responsibility to ensure that the company vehicle allocated to you is kept in good working order at all times. It may be liable to spot checks by the company.

11. Vehicle Checks

For your own safety and to ensure that the best reliability is obtained from your company vehicle, the checks below are required to be carried out.

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).

Monthly

Every month it is your responsibility to complete a Vehicle Safety Checklist including photos on the “fleetcheck app”. All defects must be reported to the company.

12. 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 are to be serviced in line with the manufacturer’s recommendations. These may be shown in the service book, which accompanies each vehicle. The fleet manager will arrange for service and repair as required, the driver has a duty to ensure appointments for such work are attended. Non-attendance must be reported to your manager or fleet manager immediately.

b) Service and Repairs

All work must be carried out only by the companies’ approved repairers; otherwise, issues may 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.

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.

13. Windscreens

The company has arrangements for the replacement of windscreens. In the event of a windscreen being damaged contact your manager.

14. Tyres

The life of tyres depends 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.

If you have concerns with the tyres on the vehicle you are driving, contact your manager or fleet manager.

15. Fuel & Oil

A fuel card should be issued for your vehicle. This should be used for all fuel purchases. When you purchase fuel, you are required to provide the mileage and registration of the vehicle you are re-fuelling.

If you require oil for your company vehicle, some cards allow the purchase of oil. If your card

Lost cards are to be notified to the Accounts Department immediately.

16. Vehicle Security

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

The company recommends you remove any items of value when not in use.

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 or using electronic equipment to fool the vehicle into thinking the key is in the vehicle for keyless vehicles. Keys should be kept in a safe location away from the external areas of a property.

Always lock the vehicle when not in use, most models have a dead lock facility when you press the lock button twice.

Always drive with your doors locked. In the unlikely event that a person forces you to hand over the keys to your vehicle, do not resist. You are more important than the car. Phone the police and try to give a clear description of the thief.

Radios/sat nav

If demountable equipment is stolen the driver will normally be charged the replacement cost.

17. 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 vulnerable positions in car parks.

18. Return/Handover of Vehicle

When returning your vehicle, you must ensure that it is clean inside and out and has no un-reported damage. All company issued equipment must be returned with the vehicle.

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

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

19. Accidents

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

- Do not put yourself at any unnecessary risk
- Deal with the initial situation – If you are unsure contact your manager or fleet manager
- Complete the JCL app on your phone or
- If you do not have access to the app, contact our Insurers Jane Chewins on 01948 820000 (office hours) or Allianz on 0370 606 4912.
- The information below must be obtained whilst at the scene unless already gathered via the app or insurers:

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 vehicle should be taken.
- c. Give your name and company address only; company name and Head Office address to all third parties, stating that the necessary insurance details will be provided by the Insurance Department. Do not give your home address.
- 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 the fleet manager, who will make arrangements for the removal of the vehicle.

You must report to your manager or fleet manager

- 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).

All incidents will be investigated and disciplinary action may be taken to at fault drivers or drivers with continual poor driving standards relating in damage or complaints.

If 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.

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 to the fleet manager.

Accidents involving private fences, walls, gateposts etc., must also be reported. Whenever possible the owner or occupier of the property should be notified. 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 fleet manager.

20. Motoring/Parking offences

Any traffic offence, endorsements, imposition of penalty points etc. are required to be reported to your manager or fleet manager who will review the insurance implications. Failure to notify the company 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.

21. Vehicle Breakdown

If your vehicle has mechanical issues – do not drive and report to your manager or fleet manager immediately for advice and guidance.

If your vehicle breaks down the company has full recovery services available to safely recover the vehicle. In these circumstances initially contact your manager or fleet manager to inform them of the issues you are having. Once you have contacted the recovery provider, they will either repair the issue or recover you to an agreed location with your manager or fleet manager.

If your vehicle breaks down in a vulnerable location, you and your passengers safety is paramount. Ensure you put your hazard lights to ensure the vehicle can be seen by other road users. If it is safe to stay in the vehicle, stay in the vehicle and follow the instructions above to arrange recovery. If it is not safe to stay in the vehicle exit the vehicle in safest way, which could be via the passenger door. Move yourself to safety, ideally behind barriers or under bridges and contact your manager or fleet manager to inform them of the situation and then contact recovery. If the vehicle has broken down on a motorway or busy road, you must contact the police and inform them of the issue. If you are on a motorway, you may be able to access the orange phone boxes and use road markings to identify your position. Be aware of good Samaritans that may pull over to assist you. If you are concerned, they are not sincere call the police immediate, in this case you may feel the vehicle is a safer place to lock yourself in to continue the call to the police. Always keep your manager or fleet manager

up to date with the situation. Recovery will attend and recovery you to a safe place as discussed with your manager or fleet manager.

22. Driving Abroad

You are only permitted to drive abroad when permitted by the company. Your destination will depend on additional requirements required as set out in the visiting country. Before leaving the UK you are required to 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.

Useful Hints

Use cold water to clean bodywork (hot water leaves streaks).

Do not use metal polish on chrome work.

Carry a torch in case of emergency after dark.

Carry a warning triangle.

Do not use an oily rag on the windscreen.

Keep your mobile phone charged.

KEEP THIS HANDBOOK IN YOUR GLOVE COMPARTMENT AT ALL TIMES

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: _____