

GOODS VEHICLE DRIVERS' HANDBOOK/SUPPLEMENT

Forward

With the increasing focus on Duty of Care obligations, employers need to ensure that employees are provided with clear guidelines on their responsibilities as a goods vehicle driver. Traditionally, employers have included sections within the Employee Handbook or policy covering some of the more obvious issues such as mobile phone use, correct use of paperwork and salary details. However, do your drivers know what to do if they suffer from fatigue on the road or how to report accidents and damage? Does your guidance cover information on health and drugs for instance?

The Employee Manual or Policy is not the best channel for communicating health and safety guidelines. These should be separate from the policy and provided to employees by way of a Drivers Handbook.

The contents and aims of the handbook should be explained to drivers in detail as an integral part of driver induction to ensure that drivers fully understand the contents. The handbook should then be carried in the vehicle as a point of reference where necessary.

It is hoped that the information presented in this document should give sufficient guidelines to enable you to produce your own Goods Vehicle Drivers Handbook or Supplement.

The information presented in this document is in the main part suggested sections and paragraphs the aim of which is to provide sufficient guidelines to enable you to produce your own Company Drivers Handbook.

However there are also a number of aspects of driver information or policy where there is a need for individual company considerations or supporting information before developing policies and advice for drivers. In these cases guidance and advice is offered to assist you in formulating policy and/or advice, this will be indicated with Italic text.

These guidelines should be read in conjunction with any lease/contract hire handbook where applicable.

INTRODUCTION FOR FLEET MANAGERS

Drivers of commercial vehicles, from 1 Tonne vans to 44 Tonne tractor units, require a different style of management and information. On the following pages are some additional headings and suggested paragraphs that should assist in formulating either a Goods Vehicle Driver Supplement to your Company Driver's Handbook, or alternatively a separate Goods Vehicle Drivers Handbook. The size and diversity of your operation will obviously dictate your preference.

As with your Company Driver's Handbook the aim of this handbook/supplement is to: - Inform drivers of your Company's requirements, rules and regulations with regard to the operation of vehicles and provide operational information and procedures.

If any of your vehicles are on contract hire, or subject to a full leasing package, it would be advisable to consult the relevant contract hire/leasing handbook when formulating a draft policy, to ensure that items are not repeated, or contradicted. If you require any further assistance, or wish for your draft handbook to be reviewed, The Aviva Fleet Risk Advisers are available for advice and can be contacted through your usual Insurance Intermediary.

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Goods Vehicle Drivers Handbook/Supplement

This Handbook/Supplement is intended to help drivers operate safely and to assist with the smooth operation of the Company. It is in the best interest of all individuals employed by the Company, for the operation to run safely, efficiently and profitably.

1. WORKING TIMES

Drivers should report for duty at the appropriate times unless instructed otherwise by the immediate Manager, or any other member of the Company's Management.

2. OPERATIONAL DUTIES

Drivers may also be requested by Management to perform other duties such as cleaning vehicles, completing maintenance tasks, or other work directly connected with the vehicle. Drivers refusing to comply with reasonable instructions will render themselves liable to disciplinary action with verbal and written warnings and, if sufficiently serious, may result in their dismissal.

3. PERSONAL

A) Personal Appearance

Drivers are requested to maintain a good standard of personal cleanliness and appearance whilst on duty. Where uniforms are provided they should be worn at all times. The correct level of PPE should be worn to afford adequate levels of protection at all times. PPE items should be maintained in a clean and serviceable condition, replacements are available from

B) Conduct at Customers' Premises

Drivers are ambassadors of our business. It is therefore important that due respect and regard is given to all our customers and their property. We wish to display a good image of the Company. We therefore ask drivers to be pleasant, polite and helpful, when collecting or delivering goods and in general dealings with customers and the public.

C) Drinking/Drugs and Driving

The company policy is that drivers must not consume alcohol whilst on duty. Any breach of this rule will render the driver liable to instant dismissal. Drivers should always remember that it is still possible to be 'over the limit' from alcohol consumed the previous night.

Drivers are also reminded that it is an offence, under Road Traffic Act legislation, for vehicles to be driven whilst under the influence of certain types of drugs. If you are being prescribed drugs for any medical condition, it is important to make the situation clear to any doctor who is treating you, that you are a professional driver.

The Company will make every effort to find alternative employment for drivers who are temporarily rendered unfit to drive, as a result of prescribed medication, but who are still able to undertake other duties.

Failure to disclose the use of either legal or illegal drugs is a disciplinary issue. If this is discovered by any enforcement agency such as the police this will also result in loss of driving licence and a hefty fine.

Drug Driving - What is it?

Drug driving is the term used to describe anyone who gets behind the wheel of a vehicle under the influence of any substance (legal or illegal) that is likely to impair their driving ability.

- It's an offence to drive a motor vehicle while under the influence of a controlled drug;
- Police officers have powers to undertake roadside drug tests on drivers.

Penalties

Driving under the influence of drugs carries the same penalties as [drink driving](#) - a ban and a fine of up to £5,000 or up to six months in jail. If a person under the influence of drugs causes a fatal accident, they could face a two-year ban and a maximum of 10 years in jail.

D) DVT (Deep Vein Thrombosis)

DVT affects individuals who are seated in a confined space for extended periods of time.

To minimize the risk, it is recommended that both drivers and passengers take the following precautions:-

1. Stop and take a break at least once every two hours where practical
2. Get out of the vehicle, walk around, exercise the lower legs and take in fresh air.
3. Drink plenty of water, to stay hydrated
4. Wear loose fitting clothing.

Symptoms of DVT may include:-

1. Swelling of the legs
2. Redness and an increased temperature of the leg
3. Noticeable pain

If any person suspects they may have this condition, medical assistance should be sought.

E) Sleep Apnoea

It is generally appreciated that driver fatigue and tiredness compromise safety. It is important however to be able to recognise "Sleepiness" where it is due to an underlying medical condition such as OSA (Obstructive sleep apnoea)

Many drivers with OSA have had a motor vehicle accident due to falling asleep at the wheel. Most sufferers do not realise that they have the condition.

Invariably, OSA victims suffer from excessive daytime sleepiness and other symptoms include:

- Loud snoring (with periods of silence followed by gasps)
- Generally restless sleep
- Falling asleep during the day
- Morning headaches
- Difficulty concentrating/forgetfulness
- Irritability and or mood/behaviour changes

If any person suspects they may have this condition they should contact their GP. The condition is generally fully treatable without the need for surgery.

F) Driver Fatigue

Driving when tired significantly increases the risk of having an accident/crash. To minimise this risk drivers should follow the following guidance

Managing Driver Fatigue

- 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 whilst staying within the drivers hours guidelines.
- It is a well-known fact that certain activity such as walking and stretching triggers the sympathetic nervous system and helps keep you alert. Certain foods and substances can also temporarily increase alertness.
- There are a number of measures that managers and drivers can take to decrease the onset of fatigue on a journey. Examples are:
 1. Temperature: Cool dry air, especially on your face, helps keep you alert.
 2. Sound: Irregular or variable sounds e.g. conversation can stimulate alertness.
 3. Environmental light: bright light tends to increase alertness while dim light leads to drowsiness.
 4. Aroma: Studies have found that some smells, e.g. peppermint, make people more alert. Others, like lavender, have a sedative effect.
 5. Sleep: It is imperative that drivers receive sufficient sleep when off duty; this however can be dramatically affected by a change in the driver's personal circumstances such as relationship problems, the birth of a new born baby, family bereavement or stress. It is therefore imperative that employers take an active interest in their employees both at work and at home, with allowances being made as and when appropriate.
 6. Where drivers feel sleepy they should stop at the nearest safe place.
 7. The company should have a clear policy notified to drivers on the use of overnight accommodation where practical

G) Smoking Policy

It is a legal requirement that smoking is not permitted in places of work, including business vehicles. Where the vehicle may carry more than one specified employee a 'No Smoking' sign must be displayed.

Smoking is prohibited in any company vehicle or any vehicle being used on company business.

4. ATTACHMENTS

Drivers are not to alter or modify company vehicles in any way without seeking prior approval. Personal radios, television or satellite navigation devices and similar devices should only be installed by a qualified vehicle electrician and then only when the installation is approved by management.

Drivers should be aware that such items will not be covered by the Company's insurance policy for damage or theft. Individuals should ensure that they have sufficient additional cover on their household policy, or some other form of insurance.

a) In vehicle distractions

Portable in vehicle driving aids such as satellite navigation, speed camera detectors and mobile phones can be business-efficient but, simultaneously hazardous.

Vehicle manufacturers' standard fit systems are fitted to the highest standards in order to help drivers concentrate. But there are concerns about the fitting of aftermarket devices.

For example, satellite navigation systems and speed camera detectors can be fitted on a vehicle's dashboard or windscreen, often obscuring clear vision. Also, some systems can be adjusted by the driver, so diverting attention away from the primary task, that of driving safely.

Poor location of devices can also affect safety features, such as airbags, or injure the driver in a collision. Those without a dimmer light facility can also reduce driver vision at night. Incorrect fitting and placing of brackets for mobile phones, often at a driver's knee level, can be potentially lethal in a road crash.

Therefore the company policy for drivers is the same as for additional attachments, described in the following paragraph;

- Drivers must obtain permission before any ancillary equipment is fitted to a vehicle.
- The positioning of aftermarket equipment should be approved by the vehicle owner, including contract hire and leasing companies, as well being compliant with vehicle manufacturer guidelines.
- Retrofitted satellite navigation systems should not allow route changes to be made while the vehicle is moving and screen brightness should dim automatically when the vehicle's lights are on.
- Finally, drivers should restrict use of all in vehicle devices while driving.

b) Mobile Phone Safety Policy

It is an offence for a driver to:

- Speak or listen to a phone call on a hand held phone.
- Send or receive text messages or images.
- Use any hand held device to access data, including the internet.
- Hold any electronic device used for "accessing" oral, textual or pictorial communications.

Driving is defined as sitting at the wheel of the vehicle with the engine running.

It is worth noting that as employers we will not be legally liable for supplying a mobile phone to a driver or inadvertently phoning them when in the vehicle

As an employer we cannot and will not "cause or permit" the offence of driving a vehicle that someone cannot properly control.

Using a mobile phone while driving a motor vehicle is an endorsable offence (CU80), where 6 penalty points will be applied in addition to a fine.

5. DRIVING LICENCES (LGV & Private Car)

Drivers are responsible for ensuring that their driving licence is current and has the correct address. The company may examine licences at any time.

Any legal proceeding that may result in either an endorsement or loss of licence must be immediately reported to the Transport Office. Our insurers impose certain limitations upon drivers. Failure to notify any change of licence could mean that individual drivers are not insured.

• The driving licence you need to tow a caravan or trailer

The ability to tow any size trailer will depend on the driving licence you hold. The category entitlement on your driving licence will determine the type of trailer you can tow.

Drivers who passed a car test before 1 January 1997 retain their existing entitlement to tow trailers until their licence expires. This means they are generally entitled to drive a vehicle and trailer combination up to 8.25 tonnes MAM. They also have entitlement to drive a minibus with a trailer over 750kgs MAM.

Drivers who passed a car test on or after 1 January 1997 are required to pass an additional driving test in order to gain entitlement to category B+E and all larger vehicles. In addition to the new driving tests, drivers of vehicles which fall within subcategories C1, C1+E, D1 and D1+E also have to meet higher medical standards.

In general, an additional driving test is required for each category or subcategory of entitlement. But there are certain exceptions to this where drivers have already passed one test which involves trailer entitlement for a larger or equivalent sized vehicle.

Drivers must carry their CPC driver qualification card (DQC) while driving a large goods vehicle or passenger-carrying vehicle professionally. Failure to do so can lead to a fixed penalty for driving professionally without a DQC.

6. ANNUAL LICENCE CHECK

From time to time, our insurers require the Company to conduct a check of all its employees' licences.

All drivers of company vehicles (car and commercial) are required to produce their driving licence for inspection by the Transport Office annually. However any changes in driver's circumstances such as medical conditions, change of address, endorsements or convictions should be reported to the transport office as soon as they happen to enable the company to update records accordingly.

7. DRIVERS HOURS REGULATIONS

Strict rules apply on how long drivers can stay at the wheel and how much rest they can take. Drivers and vehicle operators must keep appropriate records to prove it!

Two sets of rules may apply;

- EU drivers hours regulations which cover drivers of most goods vehicles over 3.5 tonnes GVW on journeys within the EU member states.
- UK hour's rules, which cover goods vehicle drivers exempt from EU drivers' hour rules when only operating in the UK.

These rules and the supporting policy and procedures are summarized in a publication held by the Transport Office, and may be included in a separate section of your Company Driver's Handbook. The full regulations for drivers' hours are also in the Department of Transport Handbook also held in the Transport Office.

Should any driver have any query concerning driving hour regulations, the query should be referred to his immediate manager.

Be aware that it is a serious offence for a driver to flout these rules or for an employer to cause or permit a driver to do so, and action may be taken against the companies operator licence as a result

8. TACHOGRAPHS

All regulations regarding all types of Tachographs must be strictly adhered to. Again, if you are in any doubt about any aspect of Tachograph regulations, please refer the matter to the Transport Office.

Please note:

When a Tachograph card is removed for examination in the course of a journey, by either a police officer, or an official of the Department of Transport, the official concerned must initial the card and note the time of the inspection. Where an official inserts their card into a digital Tachograph this is recorded by the Vehicle Unit so there is no need for intervention.

Driver Cards

Initial driver cards will be/ will not* be supplied by the company. Any subsequent loss or damage to cards resulting in the need for a replacement will be at the drivers own expense.

9. ROAD TRAFFIC ACT

Drivers are reminded that they have legal obligations under the Road Traffic Acts. All aspects of the Road Traffic Act must be complied with. All incidents, including those arising from personal business, which may result in a prosecution under the Road Traffic Act, must be reported to the Transport Manager.

10. LEGAL COSTS AND FINES

Under certain circumstances the Company may consider assisting with legal costs, incurred by drivers for prosecution(s) brought against them as a result of an alleged breach of law(s) which arise during duty hours.

Under those circumstances the Company **will not** meet in full, or in part, any **fine** incurred by a driver. To do so could be interpreted as the Company encouraging or condoning the breach of law or regulations.

11. SPEED LIMITS

Drivers are reminded that they are liable to prosecution, which can lead to either the revocation or suspension of their LGV licence, in the event of Tachograph records showing excessive speeding. These records can now be used as evidence in a court of law. Driving in excess of speed limits is not allowed. Drivers are expected to drive defensively and economically showing due regard and courtesy to other road users

12. VEHICLES - USE AND CARE

A) Daily Checks

The following checks must be made both to the company vehicle and trailer before proceeding with any day or night work:

1. Oil, fuel and water/coolant levels
2. Tyres tread depths, pressures and cuts
3. Lights and indicators
4. Wheel nuts - Security
5. Tachographs - correct time recording on the Tachograph card / Insert Driver card
6. Fifth wheel coupling and safety chain (where applicable)
7. Air line, electrical and ABS connections
8. Walk around security and condition check
9. Brakes
10. Steering

B) Notification of defect

All defects should be reported immediately to the Transport Office. In the event of a defect on

your vehicle becoming apparent in the course of your journey, the defect must be reported immediately on your return to the depot, unless it affects the roadworthiness/safety of your vehicle. In these circumstances you must bring your vehicle to a halt and park it as safely as possible and contact the Transport Office immediately.

Under no circumstances will the Company permit or condone the use of the vehicle (or trailer) where there is any defect, which might render it unroadworthy.

Even where the vehicle is fully roadworthy, Traffic Commissioners increasingly expect drivers to complete a "nil-defect" return to confirm that they have checked the vehicle.

Driver defect reports must be kept for at least 15 Months

13. SECURITY OF VEHICLES

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

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

a) Vehicle Key Security

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

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

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

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

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

Always take and keep your keys with you even when:

1. Filling up with fuel
2. Popping into the newsagents
3. Loading/unloading
4. Collecting paperwork

Never leave your vehicle unattended when:

1. Warming up in the winter
2. Cooling it down in the summer

Always keep you keys safe when not using your vehicle:

1. Keep them out of sight
2. in a secure place

3. Away from windows and doors
4. Do not leave keys on a desk in an open office area, especially where there is public access
5. Do not have vehicle keys kept on an open keyboard even in the office/workshop area
6. Avoid displaying the registration number on the key ring

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

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

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

For further updated information on commercial vehicle security awareness visit www.truckpol.com

14. SEMI TRAILERS

Semi trailers or draw bar trailers should never be left at the side of the road, in customer's premises, or in any other location, without the express permission of the Transport Manager. Where trailers are left unattended they must have a fifth wheel pin lock, a leg lock or some other physical security device preventing coupling or movement in position.

15. CLEANLINESS

Drivers are requested to ensure that the interior of their cabs is kept clean and the exterior of the vehicle (including trailer) is washed regularly. Please also keep in mind the need to keep the interior of load areas clean, particularly vehicles used for the carriage of food, or other loads, which may become contaminated.

16. UNAUTHORISED USE

- 1 Vehicles should not be used for any other purpose than that in connection with the business of the Company.
- 2 Vehicles should not be taken home or parked near the driver's home overnight without express permission of the Company.
- 3 Drivers must not allow any person, other than authorised company drivers, to drive their vehicles, for any reason, at any time.
- 4 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.

17. UNAUTHORISED PASSENGERS

To help the control of possible third party injury claims against our fleet policy, the carrying of non-authorised passengers in any company vehicle is forbidden.

The rules for carrying passengers are: -

1. No person other than Company employees is to ride as passengers in Company owned vehicles.
2. All authorised passengers are to occupy a factory fitted seat. Passengers are not to be carried in the back of cargo vans/trucks.
3. No kerbside passengers e.g. hitchhikers, are to be carried in any Company Vehicle.
4. All persons carried in Company Vehicles will use the seat belts where they are fitted (both front and rear seats if applicable).
5. Under no circumstances should children be carried in the cabs of commercial vehicles, on plant items, or any other mechanical equipment

18. BREAKDOWNS

In the event of a breakdown the incident should be reported to the Transport Manager, or the nearest Company Depot, giving as much information as possible about the nature of the defect and the location of the vehicle. Repairs of the vehicle can only be authorised by Depot/Transport Managers. Please do not allow any person or business to undertake work on your vehicle without the express permission of the Transport Office.

When a breakdown results in your vehicle having to be towed, please remember that towing a vehicle an excessive distance can cause major damage to the drivelines. As a general rule if your vehicle has to be towed for a distance of more than 2 miles, please make sure that drive lines/couplings are disconnected.

19. WINDSCREENS

My windscreen is only slightly damaged - should it be replaced?

A chip in your windscreen will only get worse if neglected and cracked windscreens are a major reason for MOT failure. However stone chips can be repaired by means of resin injection and most insurance companies will pay the full cost of a windscreen repair. This not only prevents the damage from getting worse, it also saves the expense of having to pay any glass excess required for a replacement windscreen.

Where replacement is necessary the Company has arrangements for the replacement of windscreens. With.....please contact ; (.....)

20. TYRES

The Company has arrangements for the replacement of tyres with a number of businesses in different parts of the country. In the event of tyre repair/replacement, please contact the Transport Office or your nearest depot.

21. LOADS

A) Driver's Responsibility

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

B) High Loads/Trailers

Any vehicle over 3 meters in height must display a notice of the vehicle height in a prominent position in the vehicle cab. The height must be displayed in feet and inches. Alternatively, documents must be carried detailing the route to be taken, with no obstacles. There is a limit of 4.2 meters in height of any load carried on an LGV.

There is a particular need for drivers to take care when their vehicles are pulling high loads or trailers especially when negotiating low bridges. The safest rule is always; if in doubt – get out and have a look – Don't take a chance.

REMEMBER: Bridges over 16.6 feet do not have to show their height.

C) Documentation and procedures

Drivers are reminded of the need to take particular care with the documentation for any load and always to ensure that the correct procedures and associated paperwork, are completed and that the condition of loads is inspected where practical and any discrepancies in either quantity or condition are noted and photographed if possible.

22. MOTOR ACCIDENTS

To comply with the terms of our motor insurance policy, it is essential that the reporting procedures detailed below are strictly observed following any incident occurring in connection with the vehicle (whether or not involving a third party).

The sooner our insurers are notified of incidents, the quicker our vehicle can be repaired and other party claims dealt with. Prompt action will undoubtedly save us money and also help to enhance our corporate image.

Incident reporting procedure

In the event of an impact or injury

- a. At the scene, make sure that the emergency services are contacted if required.
- b. Provide any person having reasonable grounds for so requiring, with our driver, vehicle and insurer details using the 'Exchange of Information' form (included with this handbook). At no stage admit responsibility and make no comment or statement regarding the accident (except to a police officer).
- c. If a camera or camera phone is available, photograph the incident location from a number of different directions and take pictures of any vehicles / property damaged. Road measurements may also be useful to record.
- d. Complete an 'Incident Recording Form' (also included within this handbook)
- e. Notify the matter by telephone, same day, to the *Company's Insurance Department* on to receive further instruction, or for immediate assistance, contact Aviva's 24hr claims helpline on 0800 246876, quoting our Policy number
.....

In relation to all other instances of loss or damage (including theft, malicious damage, fire etc) an 'Incident Recording Form' should also be completed and the matter reported immediately to the *Company's Insurance Department* for further instruction.

Minor repairs that affect roadworthiness e.g. broken headlamp, bulb, may be carried out immediately but must still be reported.

NOTE 1 – incidents involving personal injury must be reported to local police within 24hrs and it is also necessary to notify police of damage to lampposts, telegraph poles, bollards, manhole covers, road signs or other public property. Remember that if you fail to stop after an accident and fail to notify the other party or the police, you may be prosecuted.

NOTE 2 – In order to better understand the causes of motor accidents and with a view to improving future health and safety, you may expect your manager to interview you following all incidents.

NOTE 3 - If, because of the deliberate late supply or inaccurate nature of information surrounding an incident, the Company is involved in additional costs, the employee responsible will be subject to disciplinary action.

Useful Telephone numbers – Best stored on your speed dial

| | |
|------------------|----------------|
| Accident: | Breakdown: |
| Office: | Tyres: |
| Workshop: | Windscreen: |
| Leasing Company: | Fleet Manager: |
| Home: | |

Summary

It is important that we all work to the same procedures. Whilst rules have been kept to an absolute minimum, where they apply, they must be complied with.

The Company has the right to vary any of the procedures and/or rules at any time. Any variation(s) will be displayed on Company notice boards, and advised to drivers by means of amended pages for the Driver's Handbook/Supplement.

NOTES

DECLARATION

I confirm that I have read and understand this document and will abide by the rules etc contained within.

Name:

Staff Number:

Department:

Date: