



Traffic Labour Supplies **LTD**

MANAGED SUPPORT SERVICE

Driver Training Handbook

PR059

TLS

Traffic Labour Supplies **LTD**

MANAGED SUPPORT SERVICE



TLS LTD are a Specialist Managed Support Service for the Traffic Management Industry who:

- Deliver a high quality tailored recruitment service
- Supplies all levels of traffic management operatives
- We are based in Retford, Nottinghamshire
- We supply the entire United Kingdom

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1. Foreword

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 driver on company business. Traditionally, employers have included sections within the company car policy covering some of the more obvious issues such as mobile phone use. However, some drivers may not know what to do if they suffer from fatigue on the road or how to adopt defensive driving techniques? Or guidance covering employees who use their private cars for work purposes?

The company car policy is not the best channel for communicating health and safety guidelines, these are separate from the policy and are provided to employees by way of the Drivers Handbook.

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

2. General Introduction And Driver Responsibilities

Drivers Handbook

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/Third Party Insurance Policy covers the vehicle both for business and for social, domestic and pleasure purposes, so you may use the vehicle outside your normal business duties. **Please note however that non-employees of the company are not covered to use the vehicle for their business purposes.**

You are expected to maintain the vehicle in good condition and ensure it is roadworthy 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.

Manufacturer's Handbook

The manufacturer's handbook as supplied with the vehicle should be read carefully even when you may have driven a similar model before as vehicles continually change and modifications are often introduced which may need slightly different methods of operation or safety procedures.

The handbook should be kept in the vehicle at all times as a point of reference, for technical data; e.g. tyre pressures and general maintenance information.

Driving Licence

You and all other persons authorised to drive company vehicles must hold a full current and valid driving licence, which must be made available for examination when required by the company.

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

It is your responsibility to renew the licence including the photocard (where your licence was issued after July 1998) and it should be carried at all times.

PCP, Cash For Car And Own Vehicles Used On Company Business

Health and safety legislation including corporate manslaughter apply to occupational road risks. The same requirements in respect of checking licences, ensuring the vehicle is suitable for the journey, has a current MOT etc., need to be included.

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 permitted to drive the vehicle are those named and authorised drivers such as the drivers spouse/partner, under the following conditions:

- Your partner must be over 21 (or 25 in the case of some performance cars)
- They must fill in a Driver Application Form, which is held by the company
- They must have a full and valid driving licence with the relevant categories for the vehicle to be driven
- They must not use the vehicle for their own business purposes

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

Provisional licence holders 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 person driving an uninsured vehicle is liable to police prosecution, as well as for any damage caused in the event of an accident.

The Driving Licence You Need To Tow A Caravan Or Trailer

The ability to tow a caravan or 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.

Detailed Information

For more information on towing and licence categories please visit:

- Caravans, trailers and commercial vehicles:
www.direct.gov.uk/en/Motoring/DriverLicensing/CaravansTrailersCommercialVehicles/DG_4022564
- How to tell DVLA about a medical condition:
www.direct.gov.uk/en/Motoring/DriverLicensing/MedicalRulesForDrivers/DG_4022415
- Driving eyesight requirements:
www.direct.gov.uk/en/Motoring/LearnerAndNewDrivers/LearningToDriveOrRide/DG_4022529

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.

The company's driving at work policy ought to include a specific fatigue policy with suitable guidance incorporated into the driver's handbook.

Various guidance is provided under The Journey section to manage the fatigue risk. To minimise this risk of fatigue, drivers should follow 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 managers and drivers can take to decrease but not prevent 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. 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

The company should have a clear policy on the use of overnight accommodation where practical.

In-Car Distractions

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

Vehicle manufacturers' 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 as follows;

- 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-car devices while driving

3. Health And Safety - Driver Responsibilities

Drivers at work are expected to make themselves familiar with the company driving for work policy and should ensure that they practice safe methods of driving at all times. Under the Health and Safety at Work Act 1974 Section 7 & 8 every employee has a duty to ensure the health, safety and welfare of themselves and others whilst at work.

This means that you are duty bound under the law to ensure that you “Work” safely and must not knowingly do anything which may put yourself or others (co-workers or members of the public) at risk.

a) 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 required to drive as part of your employment.

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 (www.thesite.org/homelawandmoney/law/introuble/drugdrivingthelaw) - 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.

b) 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.

c) 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.

d) 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. Certificate of Motor Insurance

The QE & SH department (telephone no. 01777 719808) holds the Certificate of Motor Insurance for vehicles and copies are available if required.

5. 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 occupy a factory fitted seat equipped with a seat belt. Passengers should not be carried for hire or reward under any circumstances.

a) Child Car Seat And Seat Belts

All children aged under 12 years who are also less than 135cm (4'5") tall must use an appropriate child restraint when travelling in cars. Children aged 12 years or over (or over 135cm tall) must wear a seat belt.

For all children under 14 years it is the driver's responsibility to ensure that the appropriate restraint or seat belt is being used by the child.

Company Policy

Drivers must not carry children in company vehicles during normal working hours as defined in the terms and conditions document. Before carrying children of any age in a company vehicle or in fact any vehicle used on company business, all drivers (including authorised non-staff drivers) must familiarise themselves with the comprehensive explanation of the law held in the transport office. This document provides detailed safety advice on correct seat selection, with help and advice at every stage.

6. Private 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, or any off-road event. We do not allow any form of driving tuition in company cars.

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

7. Business Use

Only employees of the company are allowed to use the vehicle for business purposes. Other authorised drivers not employed by the company must not use the vehicle other than for social, domestic and pleasure purposes.

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

You must keep full and accurate details of your business mileage and complete and return the company's mileage record, which will be sent to you periodically.

Car Sharing

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

8. Personal Car Management

It is your responsibility to ensure that the vehicle allocated to you is kept in good working order and is operated in a safe and legal manner at all times.

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

Seating Position And Safety

There have been an increase in the number of drivers suffering from back, neck or shoulder problems, aggravated by long journeys in poorly adjusted seating and/or posture. To minimise this risk and also provide you with improved neck and spine protection the following seating position should be adopted.

- The lower chest should come forward and up in order to relax the shoulder blades back and down
- Shoulder blades should be in good contact with the back of the seat. The lower spine should not push into the back support
- The back of the head should be lightly resting on the head restraint
- Hands should be in the ten to two position with arms relaxed
- The steering wheel should be directly in front of the driver and the driver should be able to rest their wrist on top of the steering wheel without stretching
- The driver should be able to reach and operate all the controls without effort

How To Adjust Your Head Restraint For Maximum Protection Against Whiplash Injuries

To be effective, a head restraint must be as close to the back of the head as possible (touching is best) and the top of the restraint should be as high as the top of the head. Remember it is a head restraint, not a headrest.

For more detail on whiplash protection and seat ratings visit www.thatcham.org/

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 that you have sufficient fuel.
- d. Clean the windscreen, all windows, mirrors, headlamps and all other light lenses and number plates.

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 reservoirs (where fitted).
- g. Complete a visual check of the engine compartment and report any defects.

Load Carrying

Unrestrained loads in cars - especially estates - can cause major accident damage and personal injury by becoming a missile 'flying' through the vehicle if the driver brakes or swerves suddenly.

Load restraining features - common in the commercial vehicle sector - are either not fitted or not used by car drivers.

When carrying any type of load and this can include documents, sales literature and samples, IT equipment, tool boxes and personal items, they must be restrained. Load carrying risks can be minimised by ensuring that your vehicle is capable of safe load carrying.

This means the need for restraining hooks, straps and cargo nets. Smaller items should be inside a storage box, secured in the boot. These requirements apply to all motor vehicles used on company business, regardless of size and use.

Staff should understand that the biggest single “unrestrained” risk is from passengers not wearing a seatbelt or child restraint.

A risk assessment of load carrying by vehicles should be completed to identify safe work practices and drivers who may need additional training. Any additional equipment required such as straps, storage box's or nets are available from the fleet/transport office.

9. General Service And Maintenance

Preventative maintenance through inspection and regular servicing can reduce the defect rate and help improve reliability and safety. 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. Hallcroft Service Centre (Mumby) is to be used wherever possible but if you are based on site or in a Regional office, other authorised dealers may be used. 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.

10. Repairs - Non-Accident

Providing the vehicle has been maintained and serviced at the required intervals all repairs will be accepted by the company (Leasing Company from which the vehicle was obtained), and where accounts have been opened, the invoices will be dealt with directly between the servicing agent and the company (Leasing Company).

Should payment be requested from the driver they should obtain a refund from the company.

(Leasing Company) by sending the invoice(s) to the company (respective Leasing Company).

11. 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.

12. 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.

ATS Euromaster (Retford) are the companies approved tyre replacement supplier and fitters for all company vehicles, if you are regional based then other authorised dealers may be used.

To have tyres which are defective for any reason constitutes an offence for which the police could prosecute you. Each defective tyre can be penalised with 3 penalty points.

Safety

In case of a puncture when on the road do not attempt to change the wheel at the roadside under any circumstances. Contact the tyre provider for roadside assistance (Best to have all emergency numbers in your speed dial).

Put on your high visibility vest/jacket, secure the vehicle and move to a safe area and wait until the assistance arrives.

13. Batteries

Most modern batteries are sealed units and maintenance free should you experience any problems with your battery contact your main dealer.

14. Fuel Reimbursement

All fuel 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.

Accounts 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 a disciplinary offence.

15. Speedometer

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

16. Mobile Phones

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 3 penalty points will be applied in addition to a fine.

Policy

As a consequence we prohibit the use of hand held mobile phones whilst driving.

These rules apply to the use of all types of mobile or fixed communication or other electronic equipment including satellite navigation and telematics equipment.

17. Vehicle Security

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 and car jacking. 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 especially laptop computers, mobile phones and portable satellite navigation systems, always lock your car 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 try and park in a well lit area so it is safer when you return to your vehicle.

Vehicle Key Security

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

This statistic shows that although vehicle crime is falling, your car 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 car thief. However, car thieves are fighting back and finding new ways to steal cars.

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 the garage. Once they have the keys, it only takes a few seconds for them to jump in and drive away with your car!

No one can guarantee that your car will not be stolen but you can take simple steps to protect your car and your possessions:

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 the 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 Petrol.
2. Popping into the newsagents.
3. Loading Items into the boot/tailgate area.

Never leave your vehicle unattended when:

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

Always keep you keys safe when not using your car:

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. 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 car. It's that easy!

Be Key Aware At All Times

18. Return/Hand Over 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 manufacturer's 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.

All wheel trims must be present and all original equipment refitted when the vehicle is returned at the end of its leasing period; badges, tow-bars and additional aerials must be removed and any resulting damage properly repaired.

The cost in rectifying burns, tears, heavily stained areas or excessive wear to the inside of the vehicle and luggage 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.

19. Insurance Policy And Cover

The company has arranged comprehensive insurance with Aviva that covers loss of or damage to the vehicle and protects against third party liabilities.

However, the insurers may refuse cover if for example the vehicle is not maintained in a roadworthy condition and may also be invalidated if the vehicle is driven by a person who is not authorised or not qualified to drive it.

Aviva will deal with all claims made by the third parties and so under no circumstances are you to admit liability or to make any arrangements for payment yourself.

Following an incident, any third party communication, notice of intended prosecution or summons must be passed to the Company's Insurance Department, unanswered, immediately.

Aviva have full discretion in the conduct of any proceedings or the settlement of any claim.

Personal belongings are **not** insured against loss or theft, therefore you are recommended to take out separate or additional cover especially when for example you are going on holiday.

In your own interest, please adopt the following best practice:

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

Additional Insurance Terms

In the event that our insurers impose an additional policy excess and/or charge additional premium in respect of an individual driver because of their record, (usually for reasons of very poor claims experience, or driving convictions), that extra cost will be charged by the company to the driver concerned.

Disciplinary action, possibly leading to the withdrawal of vehicle entitlement, will be taken against an employee convicted of a serious (e.g. drink/drug) driving offence whilst on company business and/or with a very poor 'own fault' accident record.

20. Accidents And Breakdowns

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 the TLS Ltd. QE & SH Manager, telephone no. 01777 719808 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.

Breakdown

Should the vehicle suffer mechanical or electrical problems, where possible you should avoid stopping in a dangerous place (such as on a roundabout, or where other road users will have difficulty seeing the vehicle).

Do not attempt to repair the vehicle yourself, please call the allocated dealer for assistance. While waiting for the breakdown service to arrive, you should switch off the engine, switch on hazard lights and wait away from the vehicle in a safe place away from traffic.

On a motorway this should be beyond the hard shoulder, up the embankment if there is one, or the other of any crash barrier. You and any passengers should exit the vehicle from the nearside and never cross the motorway.

21. 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. Any charge from the leasing company will be similarly deducted from your salary. You are reminded that administration charges can be avoided by prompt payment of fixed penalties, as required by law.

22. Driving Abroad

Cars may be taken abroad during holidays within the EU (and Switzerland, Norway and Croatia) without restriction, but this concession will be reviewed on an annual basis and maybe withdrawn if costs to the company are significantly increased.

You are responsible for all costs associated with foreign travel including AA 5 Star (or equivalent) insurance and breakdown cover.

A copy of the registration document, letter of authorisation and an insurance certificate/ (green card, if applicable) must be obtained by you from the insurance department and leasing company as appropriate.

In addition to travel insurance for medical treatment, if travelling in EU, you should obtain an European Health Insurance. In most European countries you are required by law to carry a spare bulb kit, first-aid box, warning triangle, fire extinguisher and high visibility vest.

For more detailed information on this and other information on driving abroad visit: www.rac.co.uk/driving-abroad

**LPG powered vehicles are not allowed to use the Channel Tunnel.
The minimum legal tread depth for tyres in France is 2mm.**

Useful Telephone numbers - best stored on your speed dial.

Accident:	
Breakdown:	
Office:	
Tyres:	
Fleet Manager:	
Windscreen:	
Leasing Company:	
Home:	

23. Useful Hints

- Carrying spare bulbs for your car is always very handy. In fact, in Europe it's compulsory to carry an emergency bulb kit. Just put them in your boot and make sure your owner's manual is handy so you know how to fit them.
- Check your car's oil level when the engine is cold and you are parked on level ground. If you do it after the engine's been on, the oil may be deposited higher on the dip stick, and on some vehicles, could give a false reading.
- Try to avoid hitting your tyres against kerbs, especially when parking. It can cause the tyre to weaken without showing any damage on the outside and also damage your wheel which may affect your tracking.
- Check your spare tyre from time to time you never know when you might need it. And it's an offence to fit a spare that is not roadworthy.
- Don't just use screen wash to stop your water freezing in the winter. It's great at removing insects from your windscreen in the summer too.
- We recommend you change your wiper blades every six months, even if they haven't been used very often. This is because the rubber deteriorates over time when exposed to the atmosphere. In the interim period an occasional wipe with methylated spirit will avoid streaking.
- Always carry a pair of sunglasses in your car even in the winter in case of need.

We'll leave you to decide whether these tips work for you or not. However, please let common sense prevail at all times.

Keep this handbook in your glove compartment at all times.

24. Declaration

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

Name:

Position In Company:

Date:



Traffic Labour Supplies **LTD**
MANAGED SUPPORT SERVICE

Driver Training Handbook

Traffic Labour Supplies Ltd

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FOR A SUPERIOR WORKFORCE MOVE INTO THE FASTLANE