

BARLOWS



EMPLOYEE DRIVER HANDBOOK

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1. Foreword

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

The Company's comprehensive insurance policy covers the vehicle for authorised business purposes only. You **must not** use the vehicle outside normal business duties.

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

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

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

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

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

2. General Introduction and Driver Responsibilities

2.1 Company Driver Assessment and Training Policy.

As part of our overall Health and Safety policy, the Company is committed to reducing the risks which our staff face and create when on the road as part of their work. We ask all our staff to play their part. When driving for work, staff must always drive within the road traffic laws, safely and responsibly. Failure to comply with the policy may be regarded as a disciplinary matter.

2.2 Managers must 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.
- Staff understand the dangers and consequences of poor driving.
- Staff receive appropriate driver assessment and training to help them drive safely, especially when the results of a driver's actions fall below expectations.
- Staff understand what to do if they consider they are at risk due to the driving they are required to do.
- Staff are confident that they can report and discuss any driving problems they might have with an appropriate person without fear of being treated unfairly.
- Work related road safety is included in team meetings and staff appraisals, and periodic checks are conducted to ensure our policy is being followed.
- They follow our monitoring, reporting and investigation procedures to help learn lessons which could improve our future road safety performance 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.

2.3 Staff who drive for work must:

- Play their part, be properly licenced, be fit to drive, plan their journeys safely and comply with road traffic laws, when driving.
- Participate in the organisation's driver assessment and training programmes.
- Discuss any driving problems or concerns they have with the Fleet Manager or Manager.
- Report any driving accidents immediately to the insurance company, and cautions, summons or convictions for driving, to their Manager or the Fleet Manager.
- Co-operate with monitoring, reporting and investigation procedures.

2.4 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.

2.5 Driving Licence

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

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

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

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

It is your responsibility to renew your Driving Licence when applicable and it should be carried at all times.

2.6 Driver's Health and Fitness to Drive

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

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

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

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

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

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

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

2.8 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 authorised to drive the vehicle are employees under the following conditions:

- They must have a valid driving licence.
- They must not use the vehicle for their own purposes.
- They must complete a drivers declaration form , which is held by the Company.

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

Learner drivers are never allowed to drive Company vehicles.

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

3. Statutory Regulations

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

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

4. Road Fund Licence

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

5. Certificate of Motor Insurance

The Insurance Certificate is retained in all offices and on the company intranet.

6. Passengers

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

7. Vehicle Use

The vehicle must only be used for normal road travel. The vehicle must not be used for racing, pace making, trials, hill climbing, sprinting or in any competition. We do not allow driving tuition in company vehicles other than company provided training.

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

8. Business Use

Only employees of the company are allowed to use the vehicle, which for the avoidance of doubt should be used for business purposes only.

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

8.1 Vehicle Sharing

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

9. Vehicle Management

It is your responsibility to ensure that the company vehicle allocated to you is kept in good working order at all times. It will be liable to spot checks periodically by your Manager or Fleet Manager. The following sections detail the main elements of vehicle management.

9.1 Periodic 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

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

Weekly

- 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.
- Check the engine oil level weekly and/or before setting out on a long journey.
- Check the battery. Keep the terminals clean and ensure that all connections are secure.
- Check the radiator water – anti-freeze mixture level weekly and/or before setting out on a long journey.

- 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.
- 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 of the front and rear and a photo with the back door open to clearly show that the inside of the van is clean and tidy.

10. Dirty Vehicle Check

Company vehicles must be kept clean at all times. Vehicles will be inspected every Monday morning. Failure to keep your company vehicle clean and tidy for more than 3 consecutive weeks, will result in either your Manager arranging for the company 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.

11. 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.

11.1 Servicing and Maintenance

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

11.2 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.

12. Repairs – Non-Accident

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

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

13. Windscreens

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

14. Tyres

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

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

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

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

15. Fuel Reimbursement

All fuel and oil for use on Company business must only be purchased using the Company's fuel charge card. Lost cards must be notified to the Accounts Department immediately.

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

16. Speedometer

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

17. Mobile Phones

It is 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, please ensure that only company issued Bluetooth hands free kits are used. Using hands free equipment is also likely to distract your attention from the road.

18. Vehicle Security

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

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

18.1 Parking

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

18.2 Radios/Sat Nav

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

19. Return/Handover of Vehicle

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

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

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

The cost of rectifying body damage may be charged to the driver.

20. Insurance Policy and Cover

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

However, the insurers may decline responsibility if: -

- The vehicle has defective tyres.
- It is not in a roadworthy condition.
- If the car is driven by a person who is not authorised or not qualified to drive the vehicle.

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

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

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

In your own interest, please follow these procedures:

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

20.1 Individual Insurance Excess

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

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

20.2 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

N.B. Currently the excess for any insurance claim is £1,000. This is subject to change at each renewal. Reasonable monthly instalments will be agreed prior to any payment being taken

21. Accidents

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

- Contact our Insurers, Catlin, to report the accident on 0207 648 8111;
- Once Catlin have been informed please then immediately contact either the Fleet Manager on 01948 820 200 or your Contracts Manager.
- Please ensure photos are taken at the scene of any vehicles involved in the accident and occupants of vehicles.

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

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

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

Disciplinary action, leading to the withdrawal of vehicle entitlement, will be taken against employees with a bad 'own fault' accident record.

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

21.1 Accident Report Procedure

Accidents involving injury must be reported to the local police as soon as practicable or within 24 hours.

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

- a. Obtain names, addresses and, if possible, motor insurance details from each third-party driver involved in the accident. Make a note of the make, description e.g. van, car or bus, and registration details for every vehicle involved. If any vehicle is, or appears to be, owned by a company or business, obtain the name and address of the owner.
- b. Please make a note of how many people are in the third-party vehicle, pictures of the inside of the vehicle should be taken.
- c. Give your name and address; company name and Head Office address (Clifford House, Hampton Heath Industrial Estate, Malpas, Cheshire, SY14 8LU) to all third parties, stating that the necessary insurance details will be provided by the Insurance Department.
- d. At no stage admit liability. Make no comment or statement on the accident (except to a police officer).
- e. Notify the police if personal injury has been sustained by anyone in the accident; or if the third party did not stop or drove off before giving your personal details; and in cases of theft.
- f. Obtain the names and address of as many independent witnesses as possible.
- g. Pace out (measure) the position of vehicles on the road and take pictures of the scene.
- h. Do not remove your vehicle under its own power if this could cause further damage. Contact Head Office Tel: 01948 820 200 who will make arrangements for the removal of the vehicle.
- i. Complete the accident report form provided by your Contracts Manager or Fleet Manager, to show the location, third party details, details of witnesses, police action and the circumstances.
- j. The accident report form must be sent to the Insurance Department **no later than 7 days** after the accident.

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

21.2 Accidents – Miscellaneous

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

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

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

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

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

Accidents involving an animal must also be reported to the police.

22. Motoring/Parking Offences

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

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

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

23. Dual Facing Cameras

The safety of our employees is paramount and as such, we may install dual facing cameras within company vehicles. The cameras are triggered by an incident, harsh braking, collision etc. This information is monitored by our Insurers' data hub and enables them to deal with any claim occurring from the incident. All cameras will be checked remotely for operational purposes.

24. 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 must ensure that any passenger in your company vehicle wears a seat belt at all times.

25. Smoking and Vaping

Smoking and vaping is strictly prohibited in all company vehicles.

26. 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 breakdown after dark.
Carry a spare fan belt in your vehicle.
Carry a small piece of flat wood to jack the car up on soft ground.
Ensure antifreeze is of correct strength.
Give wiper blades an occasional wipe with methylated spirit.
Carry a warning triangle.
Do not use an oily rag on the windscreen.
Keep small change handy for telephone calls.

KEEP THIS HANDBOOK IN YOUR GLOVE COMPARTMENT AT ALL TIMES

27. Employees Drivers Handbook Declaration

I can confirm that I have read, digested and understood this document and will abide by the rules and obligations contained within: -

Name: _____

Department: _____

Date: _____

Signature: _____