



totalsupport
RECRUITMENT

DRIVING HANDBOOK

Agencies **do not** **take money** **for work.**



If you have been approached by anyone asking for money to get you a job, please inform your local Branch Manager

Know your rights.

It is illegal for agencies to charge to register.
It is illegal for agencies to charge to find you a job.
It is illegal for agencies to charge for work.



Contents

Your Responsibilities as a Driver	1	Load Safety and Overloading	16
Total Support Driver Standards	1	London Congestion Charge	16
Who is affected by the Road Traffic Directive?	2	Official Road Side Checks	17
What are the rules?	2	Seatbelts	18
What is working time?	3	Speed Limits	18
What is a period of availability?	4	Theft	18
Calculating average working time when leave is taken	5	Vehicle Roadworthiness	18
What happens in emergencies?	5	Defensive Driving	19
What obligations do Total Support and drivers have under the new rules?	6	Driver Distraction	19
Accepting Work	6	Driver's Hours Rule	20
Reporting for Work	7	Drugs	20
Vehicles Checks	8	Fatigue and Tiredness	20
Driving Hours	10	Mobile Phones	20
On the Road	12	Breakdowns	21
Returning to Base	13	What To Do in an Accident	22
Timesheets	13	Statements	22
Driver's Wages	14	Accidents Involving Dangerous Substances	23
Privacy Policy	15	Preventing fire	24
Driving Licences	15	Loading & Unloading	24
Driver CPC	15	Key Aspects to Professional Van Driving	25
Leaving a Vehicle Unattended	16	Key Aspects to Professional Lorry Driving	26

Agency Driver Responsibilities

- Vehicles should be driven in accordance with the Highway Code and not exceeding any speed limits.
- Total Support Recruitment temps are to pay due regard to other road users and act in a courteous manner at all times.
- A full vehicle inspection must be carried out at the commencement of each shift and again when you return to the vehicle to the client's depot.
- A vehicle check list should be completed and submitted to the client's transport office before you leave the premises at the end of your shift detailing any defects or damage.

Total Support Recruitment Driving Driver Standards

As a Total Support Recruitment temp you will have provided two references and you will hold current, valid licences covering the categories of vehicle to which you may be assigned. Documentation will be checked copies held on your personnel file. This file will be updated every three months, when your licences will be checked. You are required to notify Total Support Recruitment of any prosecutions pending.

Drivers must abide by the Highway Code at all times and, if appropriate, to have good working knowledge of the EU regulations regarding the use of tachographs, the Road Transport Working Time Regulations and the regulations governing the use of LGV's for hire and reward.

Total Support Recruitment will assess your knowledge and skills and will arrange training as deemed necessary. Copies of any certificates issued on completion of training will be retained on your personal file and will be available for inspection by clients on request.

When on assignment you are directly responsible to the client for whom you are working. The client, in turn, is directly responsible for you and the duties you are to carry out.

All accidents, irregularities and problems must be reported to the traffic office of the company you are on assignment to IMMEDIATELY and to your Total Support Recruitment representative/office.

Who is affected by the Road Traffic Directive?

The rules apply to:

Drivers subject to the tachograph rules and Non-driving personnel carried in the vehicle, where the operation is required to comply with tachograph rules. You may not individually 'opt out' of any of the rules, which are in addition to (not instead of) tachograph rules.

What are the rules?

The rules are:

- A maximum average 48 hour working week - this is normally calculated over a fixed 17 week (occasionally) 18 week reference period which the government defines.
- A maximum cap of 60 hours working in any fixed week - the fixed week starts at 00.00 on each Monday and finishes at 24.00 the following Sunday.
- A maximum limit of 10 hours in ANY 24 hour period for night workers - for goods vehicle operations, a night worker is someone who works for any time between 00.00 and 04.00 (passenger vehicle operations is 01.00 - 05.00).
- Breaks from work - you may not work for more than 6 hours without a break. A 30 minute break is needed if your total working time

is over 6 but not over 9 hours, or 45 minutes is needed if your total working time is over 9 hours. Breaks **MUST** interrupt working time - in other words, they may not be taken at the beginning or end of a shift. They may be sub-divided into periods of at least 15 minutes and spread over the working day. Breaks taken as 'breaks from driving' under tachograph rules can be counted as breaks from working time and vice versa. When looking at both working time and tachograph rules together, it's important to remember that breaks must be taken after 6 hours 'work' or after 4.5 hours 'driving' whichever happens the soonest.

- Daily and weekly rest as specified in the tachograph rules.
- Working Time Hours = Total hours - breaks - periods of availability.

What is working time?

Working time is not the same as attendance, spread-over or shift time.

Working time includes ALL road transport activities such as:

- Driving
- Loading and unloading
- Vehicle cleaning and maintenance
- Work to ensure the safety of the vehicle and its cargo, including daily defect checks
- Waiting time that cannot be classed as a 'period of availability' (see notes below)
- Any other work, including administrative duties
- Overtime
- Job-related training associated with normal work and training that is part of the company's commercial transport operation
- Time worked for another road transport employer

Working time does NOT include:

- Breaks during a shift
- Periods of availability (see notes below)
- Daily rest
- Weekly rest
- Voluntary work, including charitable work, special constables, territorial army and retained fire-fighters
- Evening classes or day-release courses
- Routine travel between home and your normal place of work

What is a period of availability (POA)?

The following 3 conditions apply to a period of availability (POA):

- You are available for work but not required to undertake any work
- You must not be 'required' to stay at your workstation (this will usually be the vehicle). You may choose to remain in the vehicle but, as long as you have the freedom to leave the vehicle if you wish, this can still count as a POA.
- The period and its expected duration must be known in advance

As long as the conditions stated above are met, examples of POA's can include:

- Accompanying a vehicle being transported by boat or train
- Waiting at national borders
- Delays due to traffic prohibitions
- Time waiting for someone else to load or unload the vehicle
- - as long as you are not required to be in attendance
- Delays at a customer's premises
- Staying with a broken-down vehicle at the roadside, waiting for repairs or recovery

- Time spent waiting to undertake work after you have reported for work
- Time spent travelling in the vehicle to be available for driving while double manning

Calculating average working time when leave is taken

There are special rules which apply when the following types of leave are taken:

- Statutory annual leave
- Sick leave
- Maternity, paternity, adoption or parental leave

When calculating working time over the reference period, the regulations require us to add in 48 hours for each fixed week of leave taken and 8 hours for each individual day of leave. To calculate the average Working Time Hours, use the formula $(ABC + /)$ where A= Total Working Time Hours B = Total Leave Hours (see above) C = Number of weeks.

What happens in emergencies?

Provided that road safety is not jeopardised and to enable you to reach a safe stopping place, you may depart from the rules, but **ONLY** to the extent necessary to ensure the safety of persons, the vehicle or its load. An emergency only applies in cases where it unexpectedly becomes impossible to comply with the working time rules and you must record all reasons for exceeding the limits.

What obligations do Total Support Recruitment and drivers have under the new rules?

The regulations require US to:

- Take all reasonable steps to ensure the limits and rules are being complied with
- Notify you of the provisions of the regulations and the provisions of any relevant collective or workforce agreements (if applicable)
- Request from you details in writing of any time worked by you for another road transport employer, client company or agency and include that time in working time calculations
- Keep adequate working time records for 2 years
- Provide to you on request a copy of your working time records
- Provide on request working time records and any other necessary documents to enforcement officers

The regulations require YOU to:

- Inform us in writing of all working time undertaken for any other employer or agency
- Keep a record of Working Time Hours for all paid work
- Retain the records for 2 years
- Inform each of your employers or agencies

Accepting Work

You must keep us informed about your availability for work to enable us to fulfill our commitment and offer you and all of our drivers the work you want. You must ensure that you have the following information upon accepting an assignment:

- Client name & address

- Name of person to report to
- Telephone numbers
- Start time
- Pay rate for the assignment

We will give you as much information about your duties as possible, however the transport industry has to be flexible and duties may change without notice. It is up to you to make sure you are available for a full day's work of up to a 15 hour spread, unless previously notified.

Reporting for Work

We are proud of the high quality of the members of our driving team and expect you to act professionally at all times to maintain the good reputation of Total Support Recruitment Driving.

- Be smart - if we have supplied a uniform, please wear it. If not, dress tidily.
- Be punctual - allow yourself time to be on site at least 10 minutes before the start of duty and make yourself known to the person to whom you are to report.
- Be courteous - you don't get a second chance to give a first impression and the client's staff may determine whether we get further work from them.

Always carry the following:

- Both parts of your driving licence
- Drivers CPC card
- Digital Tacho ID Card if required
- Relevant certificates (ADR, HIAB, etc.)
- A selection of maps When on customers' premises:
- Be polite and courteous and avoid bad language

- Ask before using the client's equipment, toilets, telephone, etc.
- Follow instructions as given – if in doubt, ASK
- Avoid getting into arguments with the company's own staff

If you have any complaints please report them to your Total Support Recruitment representative/office.

Make sure your duties are explained and understood.

Check that:

- You have a full delivery or collection address and delivery time if necessary
- The goods are for delivery at the address on the paperwork. Do not deliver the load to another address unless specifically authorised by the client
- You are aware of all paperwork procedures upon delivery or collection of loads
- You have a telephone number & contact name of someone who may be contacted in case of difficulties, i.e. breakdowns, accidents, delays etc. before you leave the depot
- You have all the equipment to do the job – maps, gloves, hi- viz vest, safety boots, etc. and night out kit where necessary

Vehicles Checks

Below is a list of standard checks that are your legal responsibility to carry out and for which you get paid!

Check:

- Tail lift lead (if required)
- You have the correct unit

- Seal number corresponds with paperwork given
- Trailer number and load are correct

Check that each of the following is clean and secure where appropriate:

- Number plates (front and rear)
- Front, rear & side lights, reflectors MOT plates (unit & trailer)
- Windscreen and cab glass
- Current Road Fund Licence disc
- Hazardous goods markers
- LGV Marker boards
- Driving mirrors
- Current Operators Licence

Also that the following are in good working order as appropriate:

- Fifth wheel and draw bar couplings
- Tachograph or speedometer
- Fuel levels
- Rear fog lights (if fitted)
- Air and electric couplings
- Windscreen wipers
- Side and rear under run guards
- Front, rear and side lights
- Brakes & warning lights, gauge or buzzer
- Fridge plant
- Horn
- Sump oil at correct level
- Silencer
- Radiator at correct level
- Indicators
- No oil or fuel leaks
- Steering

- Tyre pressures
- Brake lights
- Tyre tread legal

Should you find any of the above in unsatisfactory condition you must inform the person you report to immediately, in a polite and professional manner.

Any damage you see on your vehicle must be reported before commencement of any journey for a client.

Driving Hours

You are expected to be familiar with and observe current laws and EU regulations regarding driving hours and the use of tachographs where appropriate as well as The Road Transport Working Time Regulations.

Drivers should carry out assignments in accordance with VOSA's "Driver's Hours and Tachograph Rules for Goods Vehicles / Road Passengers Vehicles in the UK and Europe Guide".

For more information please visit <https://www.gov.uk/guidance/drivers-hours-goods-vehicles>

As a summary:

A. Digital and analogue tachographs

You must be able to provide a record of the current day's activities and records of all work completed during the previous 28 calendar days.

Whether you are using a digital or analogue tachograph it is the driver's responsibility to use the tachograph throughout each driving day to properly record driving time, periods of non-driving work, breaks from driving/work and periods of availability. These records must be made on

a chart of the correct type for the tachograph fitted in each vehicle used. If you are using a digital tachograph you are required to hold a driver card. Details of all your activities are recorded and stored by the digital tachograph and are also stored on your driver card.

VOSA examiners have the authority to issue graduated fixed penalties to the driver, including failure to ensure that the recording equipment and/or driver card is functioning correctly. It is the driver's responsibility to ensure that whatever tachograph system you are using is functioning correctly.

All charts will be read and if infringements occur you will be asked to sign a declaration acknowledging your errors. Future or recurring infringements may result in the need for future training. Continual errors may result in the termination of your assignment.

B. Working hours

In accordance with VOSA guidelines it is the driver's responsibility to monitor weekly working hours. As a reputable agency we also have a responsibility to ensure that only drivers who comply with relevant regulations are supplied to our clients. Total Support Recruitment Driving reserve the right to terminate your assignment if other work is being carried out with other agencies / employers and it is not being declared or cannot be monitored.

C. Keeping records

Total Support Recruitment Driving and the clients you drive for must keep accurate records for a period of two years. This is generally through the use of timesheets and tachograph charts. If you work for more than one employer you must inform your employers in writing of other organisations you work for and the working time you carry out for each of them.

While employers have responsibility for maintaining accurate records, mobile workers are equally responsible for compliance with the regulations. Mobile workers can be prosecuted for knowingly committing breaches, including neglecting to inform employers about work undertaken for any other employer.

On the Road

While driving a customer vehicle, you must drive in a safe and courteous manner in accordance with legislation and the Highway Code.

- NEVER drive in a bus lane during its restricted operation and NEVER park on a red route unless you can use a loading bay. Always check the restriction plate on the side of the road.
- If you incur any fines during the course of your duty YOU will be liable. If you are unable to park legally and safely when out on the road phone the client and seek advice. Ensure that you note on your timesheet why you may receive a fine and who you advised. Regardless of what anyone says do not ever endanger your driving licence. Endorsements are not a way of life; they are unacceptable and totally avoidable.
- Upon arrival at your destination you may be required to assist with loading/unloading.
- These are considered a part of the driver's duties and we would expect you to carry them out in a helpful and professional manner.
- Should you encounter problems with loads, paperwork, etc., ask the customer if you may contact base for instructions – the problem then becomes theirs. If you try to sort it out yourself you could be doing the wrong thing.
- Do not move a vehicle you are not licenced to drive
- Do not allow any unauthorised person to drive the vehicle whilst in your possession
- Do not carry unauthorised passengers

Returning to Base

Park the vehicle safely and report to the client's traffic office with all paperwork. Inform traffic office staff of:

- Any returned goods
- Any undelivered goods
- Any vehicle defects
- Any accidents, however minor, that may have occurred

You may need further instructions regarding completion of duties, e.g. unloading, re- loading, re- fueling and where to leave the vehicle.

Always leave the vehicle cab in a tidy condition.

Finally, report back to the traffic office; ask if there is anything else to do, hand in vehicle keys and any company property.

At the end of the duty period, make sure your timesheet is signed and report back to the Total Support Recruitment branch. Always ask if you are required the following day.

Timesheets

On completion of every assignment, or at the end of the week if requested to do so, a timesheet **MUST** be signed by an authorised member of the customer's staff (normally the person to whom you report).

Once the hours worked have been agreed by both you and the customer and the timesheet has been signed, return it to Total Support Recruitment no later than 10am of the following Monday.

If you are assigned to one of the few clients with a different system

requiring no timesheet you will be advised specifically. In such cases you must still ensure that your hours are recorded correctly, in whatever format the customer requires. A different timesheet must be used for each client.

Your timesheet, whether it is one of ours or that of a customer, is our only means of getting authorisation to pay you. Therefore it is your responsibility to ensure that all paperwork is correct at the time of completion and that timesheets are handed in on time. Limited drivers must submit an invoice that matches the timesheet or payroll can't be processed.

To get your timesheet to us by Monday morning you may put it through the letterbox, post it, fax it or email it as an attachment.

Your timesheets enable us to process your pay correctly. If we do not receive your signed timesheet by 10am on Monday following your week's work— your pay may be delayed.

Driver's Wages

For accounting purposes a working week will start at 00.01 hours Sunday and end at 23.59 hours Saturday. Monies due for work done in this period will be paid into your bank or building society on the Friday of the following week, provided we have received the signed timesheet on time.

Owing to the nature of temporary work rates may vary with each assignment. We will endeavour to make you aware of rates for each booking as you are offered them.

Should you have a query regarding your pay please contact us during office hours. It is usually best to telephone immediately rather than waiting until the end of the week.

Any questions relating to Tax and National Insurance contributions must be taken up direct with the Tax Office. We will of course provide any help we can.

Privacy Policy

Details of how we collect, use and protect your personal data can be found in our terms and conditions and your contract agreement.

Driving Licences

All parts of your driving licence should be carried with you at all times. Your local branch will verify your licence every three months. If at any time you fail to produce your licence no work can be offered.

Any new endorsements must be notified to your local office immediately. Failure to do so may result in the termination of your contract.

Driver CPC (Certificate of Competence)

The CPC has been introduced across the European Union to maintain high driving standards and to improve road safety. The driver CPC is an EU directive and applies to all professional bus, coach and lorry drivers. All new drivers will need to pass the driver CPC initial qualification if they want to obtain a licence to drive professionally.

The driver CPC requires all professional drivers to complete a minimum of 35 hours periodic training every five years. The minimum length of a training course is seven hours. Total Support Recruitment Driving may be able to assist you with CPC training, please contact a member of staff at your local branch if this is of interest to you.

There are exemptions from driver CPC qualifications. Details of these concessions can be found on the Driver and Vehicle Standards Agency (DVSA) website <https://www.gov.uk/government/organisations/driver-and-vehicle-standards-agency> or for further information contact the Driver and Vehicle Standards Agency (DVSA), <https://www.gov.uk/contact-dvsa>.

Leaving a Vehicle Unattended

Always switch off the engine, apply the handbrake, remove ignition keys and ensure the vehicle is locked and, if applicable, alarmed.

Load Safety and Overloading

You are bound by law to pay attention to the weight, size and security of your load. Breaking the rules can mean a fine on you personally of up to £5000 for each offence. You must be aware of local regulations affecting where and when you can load and unload.

The weight distribution and securing of a load must be in a way that no danger is caused to other road users. THE DRIVER IS RESPONSIBLE FOR THE SAFETY OF THEIR LOAD. If in doubt, report to the client's traffic office.

The gross weight must not exceed the vehicles maximum plated limit.

London Congestion Charge

Vehicles entering the London Congestion Zone are subject to The Congestion Charge. As of 2019 there is £11.50 daily charge for driving a vehicle within the charging zone between 07:00 and 18:00, Monday to Friday. Payment has to be made before 24:00 on the same day or a fine of £100.00 will be levied.

For the latest full details please see: <https://tfl.gov.uk/modes/driving/congestion-charge>

Vehicles entering the London may also be subject to the Ultra Low Emission Zone charge. The Ultra Low Emission Zone (ULEZ) now operates 24 hours a day, 7 days a week, every day of the year within the same area of central London as the Congestion Charge. Most vehicles, including cars and vans, need to meet the ULEZ emissions standards or their drivers must pay a daily charge to drive within the zone.

£12.50 for most vehicle types, including cars, motorcycles and vans (up to and including 3.5 tonnes)

£100 for heavier vehicles, including lorries (over 3.5 tonnes) and buses/coaches (over 5 tonnes).

For the latest full details please see: <https://tfl.gov.uk/modes/driving/ultra-low-emission-zone>

It is the responsibility of each driver to comply with the congestion charge system and any fines will be the responsibility of the driver if they have failed to ensure payment of the fee. Please take great care to check for the Congestion Charge signs and markings at all times while you are in London.

If during the course of an assignment you need to enter either zone, you must advise the client for whom you are working to obtain authorisation, ascertain his method of paying the charge, and obtain a payment reference number.

It is advisable to get clarification before you leave the client's depot at the start of the assignment.

Official Road Side Checks

Drivers must always co-operate fully with VOSA or any other Dept. of

Transport personnel and/or Police Officers. They are empowered to inspect the vehicle and issue prohibitions. If an immediate prohibition is given contact the traffic office without delay. If a notice is deferred or delayed inform the traffic office on your return.

Seatbelts

Fines can be imposed for not wearing seatbelts when vehicles are equipped with them and they must be worn at all times, including in LGV vehicles.

Speed Limits

You must know and observe current speed limits for the size of vehicle being driven on any highway. All fines gained on route are your responsibility as the driver.

To check the latest UK speed limit information please visit:-
<https://www.gov.uk/speed-limits>

Theft

Theft must be reported immediately to the client's traffic office and the police if appropriate. Remain with the vehicle without touching anything until the police arrive unless you are instructed otherwise by the authorities.

Vehicle Roadworthiness

Your vehicle and trailer or semi-trailer, together with all parts and accessories affecting road safety, must be well maintained and serviceable when on the road. As a driver you share that responsibility with your employer. Therefore you must report any defects on your vehicle to the traffic office as soon as possible. You must check your vehicle at the start of each day in accordance with the customer's instructions.

Defensive Driving

Defensive driving means safe driving: the art of driving to avoid preventable accidents and avoid contributing to others being involved in accidents.

A preventable accident is one that you as a professional driver can prevent by being alert to what other road users are doing and taking the appropriate action. This applies to the driving of any vehicle but is particularly important with large goods vehicles, the drivers of which are often prosecuted from the consequences of their own mistakes.

With lighter vehicles – especially motorcycles – drivers or riders are much more vulnerable in an accident and so instinctively tend to drive defensively for their own protection. Take particular care when passing cyclists and cars towing caravans; give them a wide berth as turbulence caused by a lorry passing too close can be very dangerous. Be extremely careful when turning left, to ensure that there is no cyclist on your nearside who could be caught under your wheels.

Concentration – Observation – Anticipation

You must maintain constant concentration to observe any possible problems or driving errors by other drivers. You must be ready to adjust your own driving in good time to prevent yourself being involved in an incident. Constantly search the traffic scene around you and make yourself aware of what is happening as far ahead of your vehicle as you can see.

REMEMBER – 2 seconds at 56mph = 50 metres travelled.

You should always be able to stop safely within the distance you can see to be clear.

Driver Distraction

A significant number of road accidents are caused by driver distraction.

These include and are not limited to:

Eating and drinking whilst driving
Reading maps or directions
Adjusting, heating, radio or other gadgets
Other drivers' road rage

Driver's Hours Rule

All drivers are subject to the Driver's Hours Rule if the vehicle you are driving is over 3.5 tonnes. If your vehicle is exempt from this the Total Support Recruitment branch or client will inform you. Failure to comply with driving regulations could result in a maximum fine of up to £1000 and the possible loss of your LGV licence.

Drugs

You **MUST NOT** work under the influence of drugs, alcohol or any controlled substances at any time. The law requires you to have proper control of your vehicle at all times. Clients are within their right to either request you to participate in a breathalyser test or to refuse to allow you to continue the assignments if they are suspicious of your behaviour.

Fatigue and Tiredness

Fatigue or tiredness whilst driving can reduce the driver's ability to recognise potential hazards and impair their judgment. It is your responsibility to ensure that you adhere to the working and driver's hours and that you have adequate rest breaks during your assignment.

Mobile Phones

It's illegal to hold a phone, sat nav or a similar device while driving. When driving a vehicle, you should not use or be distracted by your mobile phone or any other device.

If you use your mobile phone, sat nav or a similar device when driving a vehicle, you risk prosecution.

Hands-free phones can also be a distraction and you'll risk prosecution for not having proper control of your vehicle when using one. Whilst driving, it is an offence for any driver to:

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

If hands free kit is installed in your vehicle and you are permitted to make work related calls you should keep them to a minimum. Drivers risk prosecution for failure to have proper control if they use hands free phones when driving.

The penalties may result in a fine or points on your licence. If you make unauthorised calls from a company phone then you could be held liable for any excess charges incurred by the company.

Breakdowns

In case of a breakdown, you should:

- Park up safely using hazard flashers if necessary
- Try to find out as much as possible about the fault
- Contact the customer's traffic office immediately for instructions
- Return to, and remain with, the vehicle until aid arrives

If the engine warning lights light up while you are driving, stop the vehicle safely and under control. This could be a sign of a major engine problem.

What To Do in an Accident

If you are involved in an accident, you must always:

- Stop
- If there are any personal injuries to anyone you are legally obliged to report the accident to the police and to the client's traffic office
- In any event, you must report the accident to the traffic office on your return to the depot.
- NEVER ACCEPT LIABILITY
- Co-operate with the Police and/or other road users at all times in giving names, addresses, insurance details, etc. BE COURTEOUS AND KEEP COOL AT ALL TIMES, AVOID ARGUMENTS!
- Obtain details of others involved and any non-hostile witnesses
- Obtain details of attending Police Officers
- Note down details of how the accident occurred
- Inform Total Support Recruitment as soon as possible

At the end of the day, you must ensure that a full and detailed report is made of any accident or damage caused or sustained. It is part of your duty to ensure that whatever paperwork required by the client is completed before leaving the depot.

Statements

No statement should be made admitting liability or fault regarding your driving, the condition of the vehicle, or security of the load. No offers or promises should be made to third parties without the prior consent of your insurers and without taking legal advice. The police should otherwise be given all reasonable assistance.

In both your own and your employer's interests you should try and obtain:

- Names and addresses of drivers and owners and registration marks of all other vehicles involved in the accident
- Details of insurers of other vehicles involved
- Names and addresses of non-hostile witnesses
- Number of any Police Officer present
- Details of width of road, position of vehicles involved and of any other traffic, skid marks, position of traffic signs, traffic islands, turnings etc. in the area. Try to show these details in a sketch
- Photographs or video/dashcam footage

Accidents Involving Dangerous Substances

If there is a traffic accident involving dangerous substances the ADR-certified driver will be the person most qualified to deal with the situation until the arrival of the emergency services.

Please see below information about causes and prevention of fire. There are three ingredients for fire:

- Oxygen
- Fuel
- Heat from sparks, produced by ignition, cigarettes, overheated tyres and brakes, static electrical charge, faulty wiring and naked flames

All fires are extinguished by removing one of the three elements listed above.

All ADR vehicles in the UK must be equipped with one extinguisher of at least 2kg dry powder for cab fires and one extinguisher of at least 6kg dry powder suitable for dealing with fires in the load.

Dealing with fire:

1. Remember your own safety
2. React quickly and logically
3. Always move people away from the immediate area
4. Assess the situation
5. Tackle the fire only if it is safe to do so
6. Remember the three elements of the fire
7. Never fight a fire involving aerosols, cylinders etc. as they may explode

Preventing fire

- Check your vehicle regularly. Poor maintenance or minor defects may cause a fire
- Keep your vehicle rubbish-free.
- Remove all sources of ignition such as lighters matches etc.
- Follow operating procedures
- DO NOT load flammables and 'oxygen providers' (organic peroxides, oxidising agents etc.) in the same load

Loading & Unloading

When driving and working in areas which are in close proximity to others, especially in the early morning or late at night:

- Use a defensive driving style to minimise engine, body and suspension noise
- Ensure all loads are properly secured and, where appropriate, covered
- Avoid excessive revving of the engine and switch it off during delivery operations using off-street service areas wherever possible
- If delivering from the kerbside use designated loading bays, park as close to the kerb as possible and avoid double parking

- Ensure that you always lock your vehicle and fold the mirrors in, even if you are working at the rear of it

These are the top tips for fuel efficient driving:

- Always carry out your pre-start checks. These include items that directly influence fuel consumption such as tyre pressures and fuel leaks
- Know the characteristics of the engine in your vehicle and optimum driving techniques to get the most out of it
- Keep revs in the 'green band' wherever possible
- Read the road ahead. This will enable you to accelerate and brake safely
- Use the right gear for the situation and block change as appropriate on both up and down gear changes
- Use the engine/exhaust brake whenever possible
- If you have cruise control, make use of it where appropriate
- Adhere to the speed limit
- Don't leave your engine running when parked/loading/ unloading

Key Aspects to Professional Van Driving

1. Speed - defensive driving is more than simply complying with legal maximum limits.
2. Speed should always be adjusted to prevailing conditions. Keep your distance - vehicles should have at least a two second gap between them. **Remember: "Only a fool breaks the two second rule" **
3. Weather conditions - adjust your driving to the prevailing weather conditions.
4. Routeing - if possible, avoid towns & villages. Keep to the major roads where practical
5. Cyclists - cyclists are vulnerable in all traffic. Remember that a

bicycle or motorbike should be same room as a small car when being overtaken. Check your mirrors and pay special attention to this when turning at roundabouts.

6. Parking - know the rules on loading, unloading, waiting and parking restrictions.
7. Compliance with lorry amenity controls - do not be caught out! Observe weight restrictions and access restrictions.

Defensive driving will help you develop confidence that accidents are preventable. This will improve both your performance and peace of mind.

Key Aspects to Professional Lorry Driving

1. Speed - defensive driving is more than simply complying with legal maximum limits. Speed should always be adjusted to prevailing conditions.
2. Keep your distance - vehicles should have at least a two second gap between them. **Remember: "Only a fool breaks the two second rule"***
3. Manoeuvrability - the majority of car drivers are not familiar with the way in which your vehicle has to be driven at roundabouts, junctions etc. Remember to check your mirrors and make allowances for them.
4. Lorry image - some motorists find the pressure of large vehicles intimidating. Remember to make allowances for them.
5. Weather conditions - adjust your driving to the prevailing weather conditions.
6. Routeing - if possible, avoid towns & villages. Keep to the major roads where practical.
7. Cyclists - cyclists are vulnerable in all traffic. Remember that a bicycle or motorbike should be same room as a small car when being overtaken. Check your mirrors and pay special attention to this when turning at roundabouts.

8. Parking - know the rules on loading, unloading, waiting and parking restrictions.
9. Reversing - when in doubt ask an authorised person or banksman to help to guide you back, not a member of the public.
10. Compliance with lorry amenity controls.

For further information please see the following links:

<https://www.nidirect.gov.uk/campaigns/road-safety>

<https://www.gov.uk/browse/driving>

<https://www.gov.uk/browse/driving/highway-code-road-safety>

stronger together

tackling hidden labour exploitation



Are you being forced to work when you don't want to?



Do you have to pay someone money to give you work?



Are you being forced to live in accommodation against your will?



Is someone controlling your identity documents or bank account?



Is someone threatening or intimidating you or your family?

YES? GET HELP!



Tell a trusted manager or worker representative or call **01788 52 42 22**



Report it to the Gangmasters Licensing Authority on 0800 432 0804 or Modern Slavery Helpline on 0800 0121 700 or at <https://modernslavery.co.uk/contact.html>.
Call the Police in an emergency on 999, or 101 if it is not urgent.



For personal help and support if you are a victim - Call Migrant Help on 07766 668781 or the Salvation Army on 0300 303 8151.

www.stronger2gether.org





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