



DRIVERS HANDBOOK

(incorporating 'Driving Standards')

This Drivers Handbook provides you with the essential information and facts about the Company, with reference to its policies and procedures which will help you to understand what is expected of you as a professional Driver for CHT, and what you can expect of the Company.

The information contained in this handbook is correct as at: **September 2026**

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Section One - Benefits

Hours of Work

Normal routine office hours for the Company are 08.00 to 17.00 Monday to Friday. However, because of the nature of the business, these hours are not the normal working hours for drivers.

Drivers should expect to comply with requests to work non-routine hours and occasional nights out. Drivers are individually responsible to ensure that within the framework of any current legislation governing hours worked (e.g., the Working Time Directive), their start and finish times are arranged to achieve pre-planned delivery targets.

Working Hours & Fatigue

Fatigue has been identified as a factor in accidents and incidents which can lead to reduced vigilance and alertness, increased errors, impaired decision making and deterioration in mood and motivation.

Through the 'Working Time Regulations (1998)' and Drivers Hours regulations, the hours that employees work are monitored and controlled to reduce the potential for excessive hours. In the case of drivers, this is done through tachographs fitted in their vehicles and monitored via TruTac analysis.

Fatigue management is an open two-way communication between employees and their Line Managers, and it is a joint responsibility for fatigue to be managed effectively. All employees are encouraged to honestly discuss and progress any fatigue issues that they may have.

[Fatigue: Refer also to 'Section Five - Health & Safety / 'Fatigue']

Guaranteed Hours

Providing that a driver is available for work / duty throughout five days of any full working week, 45 hours spread will be guaranteed. Where holiday is taken the guarantee will be pro-rata for part of the week. So as an example, if 1 day of holiday is taken the guaranteed hours are 36.

For work outside your usual working week – for example when working a Saturday, on a normal Monday – Friday shift, a minimum spread of 4 hours will be guaranteed, and unless it is a run in, this will be regarded as a Sixth Shift.

Paid Time

Drivers paid time is calculated by a formula:

Total "spread" time minus 6% (3.6 minutes per hour)

This calculation consolidates all "off duty" break deductions and acknowledges "off duty" breaks more than 6% of the total "spread time", to be paid time. It is not intended to be a calculation of the maximum break requirement and drivers must not interpret it as such.

All breaks that are required by legislation MUST be strictly observed.

Base Pay Rates

These are the pay rates for Drivers:

Rate 1	This rate applies to hours worked in any shift between 05:30 and 20:00 Monday through Friday.
Rate 2	All other hours on normal shift days are paid at Rate 2.
Sixth Shift Rate	Premium rates are paid for Rate 1 and Rate 2 hours worked on an additional shift day which is on a day additional to your normal 5 shift days.
Bank Holiday Rate	Premium rates are paid for Rate 1 and Rate 2 hours shifts starting on a bank holiday.

Drivers are reminded that payments are for driving any class of vehicle that their personal driving licence permits and performing whatever delivery or driving duties are required by the Company in any Company owned or hired vehicle. If, for any reason, there is no vehicle or delivery work available, drivers may be required to undertake other duties in the context of the Company's normal operations.

Other Supplements

Interim Utilisation Payment – this payment is made to Class 1 drivers who elected to undertake to drive any type of vehicle as required.

6 Wheel & Urban, and 4 Wheel Rigid tail lift supplements recognise the additional work for the driver involved in Multi drop tail lift deliveries and is also in recognition of the additional customer facing nature of these roles.

Meal Subsidy

A meal allowance is paid in the form of a subsidy, in recognition that drivers most probably incur extra expenses for food when away from home.

For ease of administration, a standard daily scale is calculated based on the daily total kilometres driven.

A daily Tax-Free allowance of this figure has been negotiated between the Company and the Inland Revenue. Any additional payment more than this agreed amount will be subject to tax. The calculation method used is for ease of administration and must not be used to drive excessive or unnecessary mileage to inflate meal allowance payments.

Night-Out Subsistence

This payment is NOT a supplement to earned income, but a subsistence allowance to defray the cost of accommodation and / or other out of pocket expenses incurred by drivers for nights necessarily spent away from home whilst on duty. The level of Tax-Free allowance deemed to be applicable in all circumstances has been determined by the Inland Revenue.

There are two 'night-out' allowance amounts. One is for nights spent away in a vehicle with a sleeper cab, and a higher amount is for nights spent away in a vehicle with no

sleeper cab. Drivers must clearly annotate their time sheets whenever a night away is taken without a sleeper cab.

Lorry Park Charges

It is common knowledge that Lorry Park charges often include elements for meals, entertainment, and other services. However, since a meal subsidy is already provided, a duplicate charge is NOT acceptable. Therefore, for ease of administration, and to avoid duplication of allowances, the Company will reimburse drivers with the cost of a lorry park charge up to a predetermined maximum amount per occasion, and only on production of a receipt for payment.

It is important that vehicle registration numbers are shown on the receipt.

Suitable equipment

Drivers must equip themselves adequately for life on the road and should always have:

- Necessary clothing to supplement items supplied by the Company.
- Adequate and up to date town / city maps and road maps for the United Kingdom.
- A serviceable torch.
- A basic tool kit sufficient to carry out minor running repairs, comprising:
 - 10" and 12" adjustable spanners.
 - Socket set and / or open-ended spanners.
 - Allen / Hex key set.
 - Pliers and Molegrips.
 - Hammer (for tapping wheelnuts).
 - Electrical tape and cable ties.
 - Spare bulbs and fuses.
 - Crowbar.
 - Ball of string.
 - Reel of wire.
 - Hard hat.
- Any other equipment or items that the driver considers may assist them in the safe performance of their duties, use of hand sanitiser to help both protect the driver and other people.

The driver should always carry a predetermined emergency petty cash float. Essential payments from this float will be reimbursed in full on production of receipts.

Examples of emergency cash float usage:

- Toll Bridge payments.
- Minor repairs by a third party, e.g., jump start or short tow.

The driver is required to launder and maintain workwear supplied by the Company, and to keep vehicles clean, tidy and in a reasonable state of repair both internally and externally.

A Company representative may at any time check that drivers do carry the minimum requisites for their needs, and that cabs / vehicles are kept in a clean and tidy condition.

Holiday Entitlement

30 days per 52-week year, which includes the current statutory 20 days, 8 bank / public holidays and 2 extra paid days the Company give.

The Holiday Year runs from September. During your first year of employment, you are not allowed to take more holiday than you have accrued. Should you leave the company having received holiday pay for leave you have taken but not accrued, a sum equal to the amount of holiday pay will be deducted from your final salary.

NB – if a paid bank or public holiday falls on a driver's normal rest day, they can, if they so wish, elect by using the normal holiday request procedures, to take their rest day at another time, unpaid.

To maintain a minimum level of staffing, it is necessary to impose restrictions upon the number of drivers that can be on holiday at the same time. For this reason, drivers should provide the **maximum** advance notice of their holiday requirements and obtain **formal agreement BEFORE** personal commitments are confirmed.

To enable drivers to have equal access to the most popular holiday periods, you must adhere to the holiday allowance and restrictions as required by the Traffic Office. The Company retains the right to decline to authorise any holiday form.

Holiday Pay

To encourage knowledge and skill retention, authorised holidays are paid at the following number of hours for each day of holiday:

- For the first 2 years of employment – 9.4 hours @ your normal base rate, or aggregate thereof, if on nights or shifts other than Monday – Friday.
- For the 3rd and 4th year – 9.6 hours @ your normal base rate etc.
- For the 5th and 6th year – 9.8 hours @ your normal base rate etc.
- For the 7th and 8th year – 10 hours @ your normal base rate etc.
- For all subsequent years, up to a maximum of 16 years, an additional increment of 0.2 hours for each completed years' service, e.g.
 - 10th year – 1 holiday = 10.4 hours
 - 16th year – 1 holiday = 11.6 hours

Pay for any work done on a bank or public holiday is calculated at Bank Holiday Rate, in addition to normal holiday pay, and will be guaranteed at 4 hours minimum.

Section Two - 'Driving Standards'

Driving Responsibilities & Behavioural Standards

Chris Hayter (Transport) Ltd will operate its vehicle fleet in a professional and safe manner and ensure that all staff meet the requirements to drive and receive the necessary training to equip them to fulfil their duties to a high standard.

When you are engaged by CHT, we consider you to be a **professional driver** and all that may encompass. Drivers are required to drive within the Drivers Hours Legislation, Working Time Directive, Highway Code and to comply with all relevant legislation as referred to and laid down in the Company Health & Safety Policy. A copy of the Highway Code is available to view on Sharepoint / Office 365.

We expect you to:

- Drive with the utmost care always, considering the safety of vulnerable road users, other road users, yourself, and others always.
- Drive in a courteous manner and give due allowance for others' errors.
- Always remain calm and courteous, no matter how difficult that may be whilst undertaking deliveries or collections on behalf of the Company and their clients.

We will not expect to receive complaints about your driving technique from members of the public, but we will expect compliments where deserved.

You are required to report to your Traffic Shift Manager:

- Changes to your driving licence that could affect your entitlement to drive.
- Issues of points, fines, or bans or being stopped by the police, or DVSA.
- Changes to your health, eyesight, medicines that may impair your ability to drive safely.
- Consumption of alcohol, that takes you over the limit to drive, or illicit drugs.
- If you feel unwell or fatigued.
- Of a vehicle collision.

Whilst driving you are responsible for:

- The conduct of any passengers. (Only when authorised by senior management)
- The security of the load being transported.
- The adherence to speed limits, traffic signs, road markings and vehicle restrictions.
- The condition and security of your vehicle.
- Ensuring the vehicle's engine does not idle for more than 15 minutes, except for safety reasons.

Monitoring Driving

The Company will closely monitor drivers' compliance in observing and practising good driving standards, and will take all appropriate action, including disciplinary action, to protect its hard-earned reputation as a responsible UK haulier.

More specifically, the Company shall individually record and monitor all driving infractions (including fines and charges), investigate, and take all necessary remedial

action, including disciplinary action, to minimise future recurrences. CHT will be using the DVLA to undertake 3-monthly checks of drivers' licenses.

Transport related fines and charges

Drivers are reminded that they **must** report details of any related fines as soon as is practicably possible. Drivers may be held personally accountable by the Company for reimbursing it for any payment made by the Company in respect of a speeding or parking fine, and any other driver/traffic related infringement directly attributable to the negligent actions of the driver which results in a fixed penalty charge notice ('PCN') being received by the Company.

Drivers Dress Code

The minimum dress and presentation requirement for all drivers, applicable always through normal working hours (other than in the confines of the vehicle cab) is:

- Adequate safety shoes, clean and in good state of repair.
- Adequate working trousers of acceptable style and colour, clean and in a good state of repair.
- Adequate shirt of individual choice in an acceptable style, clean and in a good state of repair.
- Adequate jacket, in an acceptable style, clean and in a good state of repair.
- Hat, if required, of personal choice but plain and simple.
- Adequate face covering, clean and in a good state of repair.
- Hi Viz Jacket

Drivers have the responsibility to ensure they are clean, tidy, and presentable always through normal working hours. Remember YOUR IMAGE is the Company image!

Clothing bearing suggestive remarks or advertising other than our own Company, **must not** be worn.

Company Work Wear & Personal Safety

Once a new driver has completed the probationary period, or before, they will be issued with Company work wear comprising:

- 1 pair of safety boots / shoes.
- 1 hi-visibility jacket / anorak.
- 1 Soft Shell jacket.
- 2 sweatshirts.
- 1 hi-visibility vest.
- 3 pairs of trousers.
- 4 polo shirts (or 3 cotton polo shirts by driver request).
- 2 pairs of shorts (*by driver request).

Drivers who prefer to wear shorts through the warmer months may do so providing they are Company issue. Please ask for issue if you require shorts. **As some delivery points require full PPE is worn, you must also have a pair of trousers with you.*

Drivers will be responsible for keeping this work wear clean, ironed and in a good state of repair.

Company work wear, once issued, **must be worn through all working times**. It is expected that given suitable care, each set of work wear should last a period of at least 12 months. Worn work wear will be renewed by the Company on request.

Additional work clothing can be supplied, if requested, at 50% discount of the cost.

Safety shoes or boots can be of personal choice but **must** be clean and in a good state of repair. It is in the drivers own interest to ensure their footwear is adequate to withstand the rigours of the job. Should a driver require safety footwear different from the standard Company issue, there is a range available. Please ask for details. You may be asked to pay any cost differential.

All clothing and footwear supplied by the Company, whether subsidised or not, **must only** be worn by Company employees, or others who may from time to time, be authorised by the Company to do so.

All employees have the responsibility to ensure that they are clean, tidy, and presentable always during working hours. Drivers should not at any time during working time, be bare chested and should always wear a sleeved shirt. Be conscious that some collection / delivery points do not permit handling of products unless adequately clothed.

The wearing of a Hi-Viz over jacket is now demanded at most commercial premises, but for their own personal safety, it is in the drivers own interest to **ALWAYS** wear a Hi-Viz garment.

Vehicle Care

It is recognised that drivers prefer to operate a personal vehicle. As far as is practicable, the Company allocates a specific vehicle for the permanent use of each driver. It follows, that **each driver** must accept **personal responsibility** for the allocated vehicle, and must ensure that it is kept **clean, tidy, and fully serviceable** always. If your vehicle becomes defective in any way, you **must** report this to the Traffic Office and raise a defect note.

Furthermore, this **duty of care** extends to **ALL** Company vehicles, plant, and equipment that a driver may be required to use on either a permanent or temporary basis.

Each driver is required to possess a basic tool kit (see 'Suitable equipment') to be able to carry out minor running repairs (e.g., change a light bulb, tighten a mirror etc). The **Fleet or Workshop Manager** is available to provide advice and guidance. All drivers are expected to be familiar with the scope of minor repairs that they may be required to undertake.

On **no account** should drivers fix extra equipment or accessories to a Company vehicle or remove / modify existing accessories and equipment, without the authority of the Fleet / Workshop Manager. If authority is given, the Fleet / Workshop Manager will either arrange for the modification to be completed or provide advice and guidance as to how the installation or alteration may be made.

Drivers should note that personal items or accessories left in Company vehicles are at their personal risk.

Section Three - Road Safety

Road Safety

Everyone who uses the public highway **must comply** with road traffic legislation which is managed by the Department for Transport. This covers aspects such as vehicles being regularly examined for road worthiness through to the application of speed limits. Both the police and the Vehicle & Operator Services Agency maintain a roadside presence and take the lead on the enforcement of this legislation.

Speed Limits are a legal requirement and are integral to driving safely!

To assist drivers with adhering to the roads speed limits the Company **will**:

- Assess driving performance before drivers can drive for the Company.
- Make available to all drivers a copy of the Highway Code.
- Deliver ongoing driver training with emphasis placed on observing road restrictions and speed limits.
- Track all vehicles speeds for speeding violations and pre-set vehicle speed limiters.

Failure to adhere to road restrictions and speed limits will result in enforcement agencies prosecuting the driver of the vehicle.

Company Transport / Mobile Equipment

ALL Company vehicles / mobile equipment can only to be driven by holders of an appropriate licence.

ALL Company vehicles / mobile equipment is subject to pre-use checks at the start of every working shift. Where a defect is found it is to be immediately reported, with vehicles / mobile equipment being removed from service / operation when deemed necessary until such time that the defect has been corrected.

ALL Company vehicles / mobile equipment will be regularly serviced and maintained and are subject to inspection / examination by external contractors.

Driver Eyesight and Licence Checks

Please refer to the Highway Code.

Every 6 months, all drivers of Company vehicles (including vans and cars) will be required to undergo a mandatory eyesight test (from 20.5 metres).

The Company will regularly check with the DVLA for any infringements on employee driving licences. For drivers, this driving licence check is normally conducted every 3 months, but more frequent licence checks will be carried out by the Company where a driver has incurred 6 penalty points or more on their driving licence.

As part of this exercise, **ALL** drivers will also be required to read and sign a Medical Declaration. Drivers will be asked to sign a Jaama Driving Licence information fair processing form every 3 years. This allows online licence checking with the drivers' consent.

Vehicle Safety, Maintenance & Safety Checks

These routine checks are a vital element of the driver's duties and **must** be completed daily, **prior to the use** of any Company vehicle, trailer, plant, or equipment.

Daily vehicle checks include, but are **NOT** limited to:

- Check water level.
- Check Derv level.
- Check Adblue level.
- Check engine oil level (dipstick should be wiped clean before an accurate reading can be made).
- Check coolant level.
- Check all tyres... twin rear tyres can be checked by kicking to detect any punctures or low pressure. A visual and / or physical check of all wheel nuts should be made for signs of looseness.
- Check windscreens, mirrors, lights, reflectors, warning signage and number plates for damage, and that they are clean and not obscured.
- Check brakes, lights, indicators and steering for correct functioning.

Please refer to 'Pre-Use Vehicle Checks' list for all checks that MUST be completed!

Any vehicle defects **must** be reported in writing through the Traffic Office as soon as possible, using the Vehicle Defect Report Form. Failure to do so may lead to disciplinary action.

Failure to carry out any of these basic daily checks can, and do, lead to expensive breakdowns and repairs, and may compromise general safety on the road.

Whilst carrying out their daily deliveries, drivers **should** make of point of always walking around their vehicle at each stop, glancing under their vehicle looking specifically for signs of heavy oil or water drips or bits hanging down, and should glance between all twin tyres looking out for bricks stuck in between, or cut tyres etc.

Road Traffic Accident (RTA) Reporting

ALL drivers are to ensure that a blank accident report pack (available at your Traffic Office) is always kept in their folder.

Whenever a vehicle breakdown occurs, drivers **MUST** put on a Hi-Viz Jacket or tabard, exiting their vehicle using the nearside door. Whilst not putting themselves in any danger, Drivers **MUST** ensure that **ALL** road users are kept safe and made aware of the hazard of the broken-down vehicle. After which, the driver **MUST** then report the vehicle break down to their Traffic Shift Manager.

In the event of an accident, the report form is to be completed at the scene to record the **full details** of vehicles, property or persons involved (including witnesses) & take photos!

ALL accidents, regardless of severity, **MUST** be reported from the scene, this allows a report to go to our insurers at the earliest possible moment. The most minor scrapes are

notifiable, and drivers will be held fully responsible for any unreported damage that may be discovered later.

Definition of a reportable accident – **ANY EVENT**, whether it involves a third party, that inflicts damage to vehicles, plant, machinery, buildings, groundwork, impassive objects, persons, animals, in fact, **anything** that is or is not owned by the Company.

Failure to report **any** incident may lead to disciplinary action and possible prosecution against you.

It is the law that ALL RTA / incidents must be reported!

Vulnerable Road Users

Please refer to the Highway Code.

Chris Hayter (Transport) Ltd has established a Vulnerable Road Users' Policy to demonstrate commitment to minimise the risk, not only to our drivers, but to the most vulnerable road users.

Vulnerable road users are the group of road users most at risk of serious injury and death from our vehicles and their movements on the road. To reduce the likelihood of striking a vulnerable road user we expect all drivers to follow specified traffic routes, follow and understand our safe systems of work (SSoW).

Everyone has the right to travel on the road safely, whether by car, motorbike, pedal cycle, horse, van or on foot. CHT drivers should take extra care to avoid collisions with vulnerable users. Vulnerable road users include:

- Pedestrians, including **especially**:
 - People with young children.
 - People carrying heavy shopping.
 - Older people.
 - Children.
 - Disabled people with a range of impairments.
- Cyclists.
- Powered two wheelers (including e-scooters).
- Wheelchair users – manual and power chairs.
- Mobility scooters.
- Equestrian.

Vehicle Parking & Manoeuvring

Parking. Drivers should always park considerately and never block public access routes. When parking the driver **MUST** always isolate the vehicles engine, engage the handbrake, and remove the keys from the vehicle. When the vehicle is not attended, all doors **MUST** be fully locked. This will reduce the likelihood of the vehicle being stolen or accessed by unauthorised personnel.

Manoeuvring. The greatest hazard whilst manoeuvring vehicles is of collision with other vehicles, buildings, or pedestrians. Vehicles are fitted with wide windscreens and external mirrors to provide a greater field of vision and reversing alarms to alert

pedestrians of vehicle movements. If necessary, drivers should use a trained banksman whilst reversing.

ALL personnel in the Yard are required to wear high-visibility clothing and observe pedestrian walkways.

Vehicle Convoys

As Chris Hayter (Transport) Ltd does not carry hazardous loads, there are no circumstances in which a vehicle convoy is necessary.

It is appreciated that, for example, on a Friday afternoon as the fleet returns to either Witney or Skelmersdale, there may be more than one vehicle on the road in proximity. In these circumstances, it is recommended that spaces be provided for other vehicles to ensure that a convoy does not form.

Use of Mobile Phones and In-Cab Technology

Please refer to The Highway Code.

An integral part of basic driver induction, ALL drivers are fully briefed about the correct use of 'in-vehicle technology' and are made aware that the hands free and satellite technology provided by the Company and fitted in the cab, are simply aids to help them go about their duties safely and efficiently and are **NOT** a means to be distracted by.

It is ILLEGAL to use a hand-held mobile phone, radio communication or other "in-cab technology" whilst driving!

Avoiding using mobile phones and other in-vehicle technology whilst driving will ensure you are operating within the law, road safety is improved, the likelihood of fines and points are reduced, and you are helping the Company to run a safe and legal operation.

Although it is not illegal to wear earbud speakers, it is Company policy that drivers should **NOT** use these in both ears, as you **MUST** maintain the audibility to be aware of your surroundings (emergency vehicle sirens etc) and any problems developing with your vehicle.

Section Four - Vehicle & Load Safety

Safeguarding Clients' Property / Goods

All employees are reminded that **ALL** goods placed in the care of the Company or carried on the Company's vehicles, including pallets, equipment, packaging, and consumables, **belong** to the Company or its clients and **must not** be disposed of, diverted, or commandeered by any other method other than by written authorisation of a CHT Ltd Director.

Persons obtaining goods by theft, fraud or deception will render themselves liable for **instant dismissal and prosecution**.

When goods are collected or delivered on behalf of a client, the driver, as the Company's representative, is responsible for the acceptance of the goods on behalf of the Company or their client. Before signing for goods, drivers **should** satisfy themselves that the accompanying paperwork accurately records the exact quantity and the precise condition of the goods.

In both instances (collection or delivery) drivers **should** ensure they annotate Delivery / Collection Notes to reflect quantity and quality precisely and explicitly.

Statements such as "unexamined" or "unchecked" are **not** acceptable. Be as explicit as possible, e.g.:

- 2 cartons – visible damage.
- 3 cartons short.
- Signs of wet damage on 4 cartons.

When delivering goods on behalf of the Company or a client, drivers are to be present and positioned to observe the off-loading of consignments from their vehicles.

Drivers are responsible for ensuring that:

- The correct goods are off loaded.
- Goods are not damaged during offloading.
- The quality and quantity of goods off-loaded conform to those recorded on the accompanying delivery documents.
- A clear signature and printed name are received as "Proof of Delivery" of the goods.

Damages

All damages to product must be reported immediately to the Transport Office. Damages must be made secure to avoid further damage and spillages within the vehicle. When instances of damage to allergens have occurred make the damage secure and where possible try to isolate the pallet away from other pallets to avoid cross contamination. Upon return to site advise the warehouse staff where the Allergen Cleaning Procedure can be adhered to.

Drivers MUST NOT leave their vehicle, or load, unattended whilst unloading or loading by a third party is taking place.

Carriage of Dangerous Goods

The 'Carriage of Dangerous Goods & Use of Transportable Pressure Equipment Regulations (2009)' requires the Company to appoint a Safety Advisor to provide specialist, technical knowledge.

The Company has appointed Logistics UK to provide this service. The Company does not regularly carry Dangerous Goods.

Vehicle Load & Security

Limitations of gross weight and weight distribution within the vehicle's maximum axle loading MUST be strictly observed.

Special attention MUST be paid to the safety and security of the load.

Appropriate action MUST be taken to restrain movement and to prevent crushing of either the full load or individual items in transit.

Whenever a vehicle is being loaded, either the driver or a person nominated to act on behalf of the driver, should be present to supervise the loading, and to ensure the correct **quantity** of goods are loaded, and that they are sound in **quality**. The vehicle's engine should not be running whilst being loaded.

It is the driver's responsibility to ensure the safety of the load.

The driver should ensure they have sufficient straps to secure the load and that any defective straps are returned to the workshop for exchange.

CHT are now covering loads from '*Donaldson Timber Systems*' and these loads regularly **overhang** the trailer.

Therefore:

- Any loads that are over 2.9 metres wide **MUST** have marker boards fitted before the journey commences.
- Any loads over 3.5metres **MUST** be authorized by a manager as these require an attendant to go with the load.
- Any rear overhang over 2 metres **MUST** also have a marker board fitted.

If for any reason the driver is not present during the loading of the vehicle, and **before commencement of the journey**, they **MUST** check and ensure that the vehicle and load is safe and secure, the correct quantity of goods are loaded and that they are in sound quality.

Drivers **MUST** ensure that all vehicle safety equipment is present and defect free as part of their pre-use daily inspection checks. Where safety equipment is damaged or missing it must be reported to the Traffic Shift Manager **IMMEDIATELY**, and the vehicle quarantined from further use until the fault has been rectified.

It is the driver's responsibility to ensure that all duly authorised passengers carried in their vehicle use the safety equipment (including seatbelt) provided for their protection.

Vehicle / Equipment Theft and Unauthorised Access

All CHT operational sites are floodlit with secure boundary fences and operate a restricted automatic gated 'access control' system to safeguard against unauthorised access to both its warehouse premises and parked vehicles.

All CHT sites are protected by CCTV coverage and are patrolled out of hours by an appointed specialist 3rd party security provider. In the case of its Skelmersdale and Witney based sites, CHT also have a resident static guard on site out of normal operational hours, who has been briefed to check (as part of their walkabout duties) for any unsecure vehicles and / or loads.

ALL parked CHT vehicles left on site overnight are required to be left locked / secure.

Any vehicle parked away from a CHT site (e.g., driver on a 'night out') MUST be parked in a secure recognised parking facility.

Vehicle Safety and Counter Terrorism

Using our vehicles in terrorist attacks is by far the worst-case scenario in commercial vehicle crime, and so it must be something we should always be aware of. Crimes such as theft, vandalism and assault can also have a huge impact on all involved.

Security measures that you should be aware of include:

- Keep valuables out of sight.
- Never leave your keys in the cab.
- Always lock your doors.
- Use, where possible established and safe lorry parks.
- Park where you can get a phone signal.
- Always check your load for access after every park.
- Park defensively to restrict access to fuel tank.
- Never unload into unknown vehicles or locations, even if "just around the corner".
- Make sure the location appears legitimate.

If in doubt, always check with your Transport Shift Manager!

External Reporting

Drivers spotting people acting suspiciously when making deliveries should contact:

- Emergency Crime / Terrorism **999**
- Non-emergency Crime **101**
- HGV Related Crime - NaVCIS Freight Crime Desk **02380 478311**
- **Anti-terrorist hotline 0800 789 321**

Section Five - Health & Safety

Risk Assessments & Safe Systems of Work [SSoW]

To ensure the safety of vulnerable road users, other road users, our drivers, and others, CHT has assessed its work-related 'road risk' and identified and put in place control measures to reduce the severity and likelihood of a hazard occurring. These control measures are communicated to all drivers through the issued risk assessments (see Appendix 1) and safe systems of work (SSoW).

ALL drivers are required to comply with the Company's risk assessments and safe systems of work (SSoW).

Where the driver believes that they have been asked to do something unsafe, they have the right to refuse to do this work. No reprisal action will be taken against a driver who refuses to undertake work because they believe it is unsafe to do so. Drivers are also positively encouraged to report, and directly resolve any safety failings, to their Traffic Shift Manager, safety reps or via the Hazard reporting form.

Alcohol & Drugs

Please refer to The Highway Code.

The consumption of alcohol, or the use of controlled drugs at work is strictly forbidden.

Drivers MUST NOT drive whilst under the influence of alcohol.

Any person found to be using controlled drugs will be removed for their own safety and that of others and could be subject to disciplinary proceedings. No alcohol or controlled drugs are permitted to be brought onto Company premises, or to be consumed at work.

The use of prescribed drugs should be notified to your Traffic Shift Manager to ensure job placement is not affected using such drugs. **This includes drugs that are available "over the counter"** (e.g., some antihistamines can make you drowsy, a particular risk while driving or operating machinery).

The company may carry out random drug and alcohol tests.

Fatigue

Please refer to The Highway Code.

Fatigue has been identified as a factor in accidents and incidents which can lead to reduced vigilance and alertness, increased errors, impaired decision making and deterioration in mood and motivation.

Fatigue management is an open two-way communication between employees and their Line Manager and therefore it is a joint responsibility for fatigue to be managed effectively.

ALL employees will be encouraged to honestly discuss and progress any fatigue issues that they may have.

Drivers are encouraged to inform the Traffic Shift Manager if they become aware that they may have a condition such as a sleep disorder which could make them more liable to potentially dangerous levels of fatigue at work. Drivers requesting time off due to fatigue will be identified on the Time Management System (TMS), allowing the Company the mechanism to monitor the situation.

Manual Handling

Manual Handling is the transporting or supporting of loads by hand or by bodily force, such as lifting, pulling, pushing, or carrying. **ALL** employees receive Manual Handling awareness / training at their induction and thereafter, at periodic refresher training.

Employees **should** adopt safe lifting techniques whenever mechanical movement of goods is not possible and are reminded that they should **ALWAYS** seek assistance whenever heavy or awkward loads are to be moved manually. The recommended maximum weight for a one-man lift is 25kg.

Any weight which you feel is too heavy and not within your capacity to lift, **MUST** be subject to team lifting or the use of manual handling equipment e.g., sack truck or pump truck. Lifting of heavy items should be carried out using lifting techniques (i.e., lift with the legs not the back).

Before attempting to lift anything, **ALWAYS** establish the following:

- The weight of the object.
- The centre of gravity (its balance point).
- Sharp edges or projections.
- Accessibility of the object (and where it is being moved to).
- Your individual capacity for manual handling.

Passengers & Pets

The Company does **NOT** permit pets (animals) of any description to be carried in or on Company vehicles.

Drivers are **NOT** permitted to carry passengers, apart from other Company employees, in any Company vehicle **UNLESS** previously authorised by Company Management.

Smoking /Vaping

Drivers are reminded that it is against the law to smoke/ vape or allow smoking in any Company vehicle or premises. **ALL** Company vehicles should have a “No Smoking” sticker affixed in the cab. Drivers should ensure one is present. If not, please ask at your Traffic Office.

All CHT sites currently have designated smoking areas, and if you wish to smoke, check where these are. When visiting other sites, be conscious of any “No Smoking” policy and smoke only in designated areas.

Training

The law requires the Company to provide appropriate information, instruction and training regarding health and safety at work. This is to enable employees to work safely for the benefit of themselves and others.

Induction training is provided for all employees by H&S Officer or nominated "Competent Person". Job specific training will be provided by a nominated "Competent Person".

(Employees designated as "Competent Person" with regard to provision of training in specialist topics are provided with an appropriate level of training by the Company to perform that function, chosen by the Company based on their experience, so as to be deemed "competent").

Examples of specific jobs requiring special training are:

- Forklift truck operation.
- Driver familiarisation with their vehicles.
- Manual handling.
- Handling and using chemicals.

Employees are strictly forbidden from carrying out the above tasks unless they have been trained.

Employees operating business vehicles **MUST** hold the appropriate class of licence and be specifically authorised, for a particular vehicle, by CHT management.

CPC training will be available for drivers to maintain their qualification.

FORS online eLearning training modules are required to be completed annually, and Safe Urban Driving courses are undertaken as required, in accordance with the CHT Training and Professional Development Matrix.

Training records are kept both in the individual's personal files and on the Company 'Training' databases.

Training will be identified, arranged, and monitored by Managers.

Vehicle Idling & Emissions

Emissions are harmful to both people and the environment. Where possible, drivers should turn off their vehicle engines while not travelling. Activity that does require the engine to be running while the vehicle is stationary should be completed without any undue delay.

The policy of turning the engine off when stopped **DOES NOT** apply for the periods during which idling is necessary under the following circumstances:

1. To provide for the safety of vehicle occupants, such as extreme cold conditions (e.g., to run the heater when it is below 3 degrees centigrade).
2. To use lift equipment or other equipment necessary to accommodate loading and unloading products or goods.
3. When specific traffic, safety, or emergency situations arise.

Workplace Traffic Management

The 'Workplace (Health, Safety and Welfare) Regulations 1992' place duties on the Company to secure a safe workplace. Regulation 17 requires that *"every workplace shall be organised in such a way that pedestrians and vehicles can circulate in a safe manner"* and that *"all traffic routes are suitably indicated where necessary for reasons of health or safety"*.

Road systems will be clearly and logically arranged, allowing adequate space for movement, reversing, turning, loading, and off-loading. An assessment will be completed in respect of workplace traffic management to ensure that the site, vehicles, drivers, and pedestrians are safe.

The following procedure should be adopted whenever operating vehicles: -

- A "Safe stop" procedure must be used when leaving any vehicle. This means that all power should be isolated, the ignition key removed, and the handbrake applied.
- Vehicle cabs must be kept clear of rubbish.
- Any vehicle reversing warning light and/or sounder must be kept in good working order.
- Daily checks will be carried out prior to the use of the vehicle.
- **DO NOT** use a mobile telephone or handheld radio whilst driving. Ensure that you pull over and park up in a suitable location to use a mobile telephone.
- Drivers **MUST** take regular breaks and **MUST** ensure that they comply with **ALL** relevant legislation.

If you are unsure about any issues raised in this document, please clarify with management IMMEDIATELY - DO NOT take chances!

Finally

We do hope that you will enjoy working with us. If you do have a grievance at any time, please do speak with your Traffic Shift Manager, with a view to resolving the issue.

We believe that a driver acting professionally is a SAFE DRIVER!

Appendix One

General Hazards / Risks - RA056GEN ver.5 Relating to Drivers and their Vehicles

This document (RA056GEN ver.5) is intended to act as a simple summary of some of the general hazards / risks' HGV drivers may encounter while carrying out their daily duties.

Please note that the general hazards / risks listed here and referred to in this document are **NOT** intended to represent an exhaustive list and is **NOT** therefore limited.

Drivers should be aware that full details of each Risk Assessment are included in the '**Drivers Manual**' which forms part of their induction, and in any event should always exercise care whilst carrying out their daily duties.

This document is intended to be read in conjunction with the Company's Driver Induction Training Programme and 'on-the-job' training, and links with the Company's Health & Safety Policy.

Personal Safety in or Around Vehicles

CHT require **ALL** personnel (employees, contractors, and visitors) to wear high visibility clothing in the vehicle yards to visually aid their presence to drivers of all vehicles including MHE.

ALL personnel are required to **ONLY USE** identifiable designated safe access routes whilst always remaining vigilant to the presence of both vehicles and FLT's which may be operating in the near vicinity.

Vehicle, Driving & General Hazards in Delivering Goods

RA062GEN - Driving

The risks and hazards covered by this Risk Assessment relate to weather conditions, seat belts, the Highway Code, unfamiliarity at customer sites, lone working, and distractions.

RA063GEN - Vehicles

The risks and hazards covered by this Risk Assessment relate to un-roadworthiness of vehicles, accidents, and damage.

RA078GEN – Generic Hazards in Delivering Goods

RA083GEN – Use of Mobile Phones and In-Cab Technology

Driver to remain in full control of the vehicle and reduce the risk of distraction by **NEVER** using a hand-held phone whilst driving, and to **AVOID** the use of a hands-free phone.

RA084GEN – Operational Security and Counter Terrorism

Covers risks of theft of fuel, load or by fraud, hijacking, stowaways, and physical attacks.

RA085GEN – Passengers Safety

Drivers are **NOT** permitted to carry passengers, apart from other Company employees, in any Company vehicle unless previously authorised by management.

FORS eLearning "Smart Driving" used by CHT to raise driver awareness of work-related road safety.

Working at height and preventing falls from vehicles

RA057GEN - Mounting / Dismounting Trailers

Whilst performing this action, drivers in the main, swing their body up to or down from the trailer bed. Some hazards / risks to be aware of associated with mounting and dismounting from a trailer bed are:

- Slips, trips & falls (cuts, grazes & bruises).
- Strains & sprains.

RA032GEN - Mounting / Dismounting Vehicles

The greatest risk of injury is to slip during this operation. This can be caused by inappropriate or wet footwear, steps which are wet or icy, haste or just carelessness.

Potential injuries sustained can be:

- cuts, grazes & bruising.
- strains & sprains, and
- in severe cases broken ankles.

Broken steps rarely occur but may be the result of a road traffic accident. If this is the case, then the Company's 'Vehicle Defect Reporting Procedure' must be followed.

RA033GEN - Riding on Cab Steps - this is strictly forbidden!

RA055GEN - Use of a Tail Lift

At CHT we have vehicles fitted with any of the following types of tail lift:

- Tuck-under.
- Column.
- Canter Lever.

Tail lift equipment, whilst assisting the safe movement of freight on and off a vehicle, can and does introduce risks to personnel.

Hazards/Risks associated with operating this equipment are:

- Slips, trips & falls.
- Entrapment.
- Tail Lift fails.
- Operating a tail lift on a gradient.
- Exceeding the maximum weight for the type of tail lift.

Working Near the edge of the Trailer

There are occasions when a driver may need to work on or near the edge of a trailer. This activity should be discouraged, and the correct loading/unloading procedures should take place.

RA014GEN - Use of Pallet / Sack Truck

This equipment is one of the main pieces of MHE (Manual Handling Equipment) used by a driver for manoeuvring pallets on and off their vehicle.

All drivers are instructed and trained on how to operate a pallet truck and/or sack truck as part of their induction training when first joining CHT.

Hazards/Risks associated with operating this equipment are:

- Strains & sprains to muscles and tendons.
- Trapped – feet / toes or hands / fingers.

RA037GEN - Use of Vehicle Ladders

RA061GEN - Use of Airport Steps for Vehicle Repairs

Working around moving vehicles

RA039GEN - Yard Area

RA017GEN - Goods-In Ops Area

RA072JER - Access / Egress – Spacio Tent

FORS Toolbox Talk – Personal Safety in or around Vehicles

Reversing, manoeuvring, and turning

RA034GEN – Vehicle Manoeuvring in Yard

RA042GEN – On-site Shunting Work

This activity involves raising and lowering the trailer legs using the winding mechanism, which can be stiff and requires more physical effort than first expected. You will also be required to attach and detach ‘suzies’ and dog clips.

Some hazards/risks identified with this activity are:

- Slips, trips & falls (cuts, grazes & bruises).
- Strains & sprains to muscles and tendons.
- and in severe cases broken limbs.
- Electric shock.

RA040GEN – Vehicles Reversing in Yard

The greatest hazard whilst manoeuvring vehicles is of collision with other vehicles, buildings, or pedestrians. Vehicles are fitted with wide windscreens and external mirrors to provide a greater field of vision and reversing alarms to alert pedestrians of vehicle movements. If necessary, drivers should use a trained banksman whilst reversing.

ALL personnel in the Yard are required to wear high-visibility clothing and observe pedestrian walkways.

FORS Toolbox Talk – Vehicle Manoeuvring

Coupling, uncoupling and towing trailers

RA038GEN – Parking of Trailers

Including instruction that trailer brakes to be engaged when always parked.

RA041GEN – Coupling to a Trailer

Including checking that trailer handbrake is engaged before starting or completing operation.

Safe loading

RA086GEN – Load Safety

Paying attention to the weight, size, and security of any load on a vehicle reduces the risk of incidents or injury to our employees or members of the public.

RA020GEN – Use of Dock Leveller

RA023GEN – Unloading Box Trailer - see also:

- RA031GEN – Unloading a Container.
- RA028GEN – Handball Goods Inwards.

RA053GEN - Loading / Unloading (a lifting) Double Deck Trailer

Retracting / Closing Curtains - This simple activity is made hazardous by weather conditions such as wind and rain. When the securing clips are released, the curtains can blow out and, in some cases, have struck individuals in the face.

Drivers also need to pay attention when releasing the internal load restraining harnesses as they may create similar injuries/hazards. It is recommended that ALL driver's wear gloves when carry out this activity.

Hazards/Risks associated with this activity are:

- Slips, trips & falls.
- Cuts & bruises.
- Strains & sprains.

RA044GEN - Loading / Unloading Curtain Sided Trailers

RA024GEN – Use of Curtain Sided Trailers

➤ Side Pillar

This activity in the main should not present a hazard to the driver. If the side pillar has become stiff and needs excess force to slide it in or out of position the driver may sustain an injury. It is important for drivers to take care when carrying out this activity and be aware of weather conditions e.g., temperature changes cold and heat.

Hazards/Risks associated with this activity are:

- Slips, trips & falls.
- Cuts & bruises.
- Strains & sprains.

➤ Opening & Closing Vehicle Rear Doors

This simple activity is made hazardous by weather conditions such as wind and rain. Door catches can sometimes be stiff and release suddenly which could cause injury to a driver's hand. It is recommended that ALL driver's wear gloves when carrying out this activity.

Hazards/Risks associated with this activity are:

- Strains & sprains.
- Cuts, grazes & bruises.

RA060GEN - Drivers Leaving Loading Bays

FORS Toolbox Talk – Safe Loading & Load Restraints

Manual Handling

RA058GEN – Manual Handling of Loads

Many deliveries and collections are handled using a variety of types of MHE (e.g., pallet truck and / or sack truck). There will be times when drivers may need to consider breaking a heavy or large load down to be able to complete the delivery safely and within their capability.

ALL CHT drivers MUST complete Manual Handling training as part of their induction training. Drivers should ALWAYS use the MHE equipment made available to them in the first instance, and the physical manual handling of any load should be the least favoured option.

Hazards/Risks associated with this activity are:

- Impact from falling product.
- Strains & sprains.
- Cuts, grazes & bruises.
- Slips, trips & falls.

RA028GEN - Handball Goods Inward

RA014GEN - Use of Pallet / Sack Truck – Vehicle

RA059GEN – Pallets / Loads on Vehicles

It is the DRIVER's responsibility always to ENSURE the stability of their load!

Pallets and loads may become unsecure due to movement in transit or when it is necessary for loaders to split a pallet of goods to keep the consignment on the same vehicle. Unsecure loads present hazards when the vehicle is in transit and when the vehicle is being unloaded. It is paramount that a driver ALWAYS checks their load BEFORE departing, and the stability of the load re-checked as deliveries are made.

Hazards/Risks associated with an unstable load are:

- Entrapment – crush injuries.
- Strains & sprains.
- Cuts, grazes & bruises.
- Slips, trips & falls.

FORS Toolbox Talk – Health & Safety

Substances hazardous to health

RA043GEN – Refuelling a Vehicle

All CHT vehicles are refuelled at either Witney or Skelmersdale Depots. Diesel spillages may occur around the pump areas which cause the yard surface to become very slippery.

Diesel is a carcinogenic (cancer causing, toxic & unsafe) substance which when continuously exposed to skin may cause skin disorders.

There are no hand washing facilities close to either fuel bunkers at Skelmersdale or Witney, so the correct PPE (Personal Protective Equipment - gloves, footwear and high visibility jackets / vests MUST be always worn).

Hazards/Risks associated with this activity are:

- Slips, trips & falls.
- Skin irritation.
- Inhalation of fumes.

RA036GEN – Use of Hot / Cold Pressure Wash

This activity is mainly completed by Drivers, Workshop Operatives and CHT Maintenance Team. All vehicles are washed regularly at the CHT sites Witney, Skelmersdale and Heywood.

Hazards/Risks associated with this activity are:

- Slips, trips & falls.
- Electric shock.
- Burns & scalds.
- Irritation / Allergic reaction to cleaning fluids used.

Lone Working

RA052GEN – Overnight Sleeping in a Vehicle Cab

ALL CHT drivers should ensure to the best of their ability that they plan and check their route to include a safe place to park overnight if required.

ALL drivers are issued with a cab phone (mobile phone), so they can inform the emergency services and Traffic Office if they encounter any problems.

Hazards/Risks associated with this activity are:

- Theft – personal, freight and / or fuel.
- Damage to the vehicle.
- Personal injury.

Operating Conditions affecting Drivers / Vehicles

➤ Weather Conditions

Adverse weather conditions can increase the risk of accidents and incidents. Drivers **MUST** pay attention to any weather-related risks and be mindful they do not cease when they park. When drivers dismount from their cab, they may be at risk of slipping on ice, water, oil, diesel, and uneven surfaces.

➤ Lighting Conditions

Drivers may be delivering or operating in areas that are unfamiliar with and may also be poorly lit. If this is the case drivers are expected to assess their surroundings **BEFORE** proceeding.

➤ Slopes/Gradients

Slopes and gradients create various risks for drivers. Sometimes drivers will have no alternative but to park their vehicle on a slope or gradient. If this is the case drivers are expected to carry out their duties (loading and unloading) with caution.

➤ Work Wear & PPE

All work wear should be fit for purpose, in good repair and fit the Driver comfortably. It is **NOT** acceptable to have work wear that is **NOT** of the correct fit or is torn. If items are torn or loose fitting, they may cause additional hazards, i.e., catch on items and cause the wearer to slip, trip or fall.

Deliveries to Customer Premises

➤ Commercial

Generally speaking, most customer deliveries take place directly to secure commercial premises, normally within designated Industrial Estates, where access to the site is restricted and / or is often only possible by a pre-booking arrangement. A good number of such delivery sites are protected by CCTV, whilst some employ a security guard at the site entrance.

➤ Residential

In the case of deliveries to customers' residential premises, CHT drivers have been briefed to be aware of the risk of 'unauthorised access' to their vehicle and / or load whilst effecting their delivery, and to take ALL reasonable precautions to safeguard against such risk.

In practice, the CHT delivery vehicle is normally able to park close to the delivery point (on driveway, or immediately outside residential premises), with the vehicle kept in the line of sight by the driver as the delivery is being made and the goods are being transferred via hand pallet truck to the place of storage.

During the process of loading and unloading, drivers are required to remove their vehicle keys.

[Refer also to RA044GEN Loading / Unloading of a Curtain Sided Vehicle]

Customer access checks are to be carried out on new merchandiser / distributor addresses in accordance with written procedure.

➤ Overnight deliveries

CHT drivers unable to complete their delivery schedule the same day are required, whenever it is possible, to park their vehicle overnight at an approved 'secure' HGV traffic stopover location, and to always park in a busy and well-lit location within it.

[\[Refer also to RA052GEN – Overnight Sleeping in a Vehicle Cab\]](#)

Appendix Two

Road Traffic Accident / Incident / Collision Procedure

If you are involved in any accident or incident no matter how minor, YOU MUST follow the following procedure.

1. Before getting out of your vehicle put on your **HI VIZ JACKET. Remember “BE SEEN BE SAFE”!**
2. Always use pedestrian footways if available.
3. If any injuries have been sustained to yourself or any 3rd party, you should call the emergency services.
4. If there are any witnesses obtain their details (as if there are no injuries, they may leave the scene).
5. Whenever possible take photographs of third-party licence plate(s), damage to third-party vehicle(s) / property, damage to CHT vehicle / property, the position of the vehicles in the road **before the vehicles are moved**, and the surrounding area (i.e.: road intersection, skid marks, road surface). If you are not able to take any photographs, then you **MUST** make a sketch of the scene and record any damage.
6. Obtain all 3rd party details - **this information MUST be completed at the scene of the accident** on the ‘Accident / Incident / Collision Form’. This form includes a tear off section containing CHT details and our AXA insurance details. Remember to enter your name and registration number and hand the tear off section to the 3rd party - this is the **ONLY information** that they will need, **DO NOT** admit liability under any circumstances, **DO NOT** give them any of your personal details.
7. Always describe and note down the number of passengers in the 3rd Party vehicle, i.e.: describe if male or female, their approximate ages etc., **these details must be included on the Drivers Report Form.**
8. Phone the Traffic Office ask to speak to the Duty Manager. **This MUST be done before you leave the scene of the accident / incident / collision.**
9. On your return to the Traffic Office, the driver report form must be checked by a manager before you leave with your next day’s deliveries.
10. The Manager will complete his Report Form.
11. You will then be supplied with a replacement Accident / Incident / Collision Form. Please ensure you always have a copy with you.
12. Should the accident / incident / collision warrant a full investigation, this will take place as soon as possible following the incident.

If you suspect the accident is fraudulent or “staged”

Fraud is an increasing issue for Insurance Companies and is especially common in accidents involving large commercial vehicles.

Typical fraudulent or “staged” accidents include:

- The vehicle in front moving off at a roundabout or junction, then slamming on its brakes causing you to collide with the rear of their vehicle.
- The vehicle in front of is “cut up” by another vehicle which disappears, the vehicle in front slams on its brakes and you hit it in the rear. The two vehicles are often working together in these situations.
- the number of passengers or the damage to the 3rd Party vehicle is exaggerated.

If you suspect you are the victim of any of the above or have any suspicions regarding the accident circumstances, then without putting yourself in any danger:

- Describe and note down the number of passengers in the Third-Party vehicle.
- Take a photo of the damage to the Third-Party vehicle using a mobile phone or other camera.

Please always remember: -
Under no circumstances put yourself in any danger!

**If you suspect you have been a victim of the above report it
to your Traffic Shift Manager IMMEDIATELY!**

Appendix Three

Transport Infringements Policy & Procedure

Policy Statement

The Company is committed to ensuring that our drivers operate legally, safely, and professionally so that operational risk exposure is minimised, and costs are controlled. The goal is to operate in full compliance with the relevant traffic legislation and ensure our drivers obey those rules.

When a transport related infringement is received by the Company, this will be recorded, investigated and corrective action taken. Infringements are to be dealt with in a timely manner and in all cases within the time constraints set by the infringement.

The receipt of any of transport related infringements is an allegation that the Company, one of our vehicles and/or our drivers has failed to comply with a legal requirement and therefore it is of paramount importance to record the event, investigate it and respond accordingly to the issuing authority. Furthermore, the outcome of our investigation must determine whether control measures in place have failed and if operational improvements can be made to reduce and minimise future occurrences.

Driver Responsibility

Drivers are required to report to the Company the details of **ALL** transport related infringements including Penalty Charge Notices, any incident which would result in endorsed points to the driver's licence and Fixed Penalties to the Transport Compliance Department. This requirement is set out and communicated within the 'Drivers Handbook'.

Notification Process

Notification of a 'Transport Infringement' received by the Company is normally made by a regulatory body by issuing a moving traffic offence, Fixed Penalty Notice, Penalty Charge Notice, roadworthiness prohibition or notice of intended prosecution or public enquiry.

Information received by the Company pertaining to non-compliance with transport related schemes, such as road user charges, safety zones, clean air zones, low emissions zone, out of hours restrictions (such as the 'London Lorry Control Scheme') and other permit schemes and traffic management orders are also regarded as a 'Transport Infringement'.

[Drivers' hours offences whilst regarded as a 'Transport Infringement' are managed in line with the Company's 'Driver Working time & Hours Policy'.]

Investigation Procedure

Traffic Office Management

Upon receipt of a notification to the Company of a 'Transport Infringement' this will be recorded and assigned to a senior 'Traffic Office' manager who will assume ownership of the infringement and complete an investigation. The investigation process itself must be completed within 10 working days and have determined:

- The cause of the infringement.
- If the Company's control measures in place had failed; and
- If further operational improvements can be made by the Company to reduce future infringements.

As part of the investigation process **ALL** areas of the 'Transport Infringement' must be vigorously reviewed ('what', 'where', 'when', 'why', 'who', 'how') to identify whether adequate control measures were in place to prevent such an issue; and if in place then why these control measures had failed.

Depending on the outcome of the investigation, opportunities for further operational improvements will be identified which if implemented by Senior Management could minimise the risk of infringements occurring in the future.

Senior Management

Once the infringement has been properly investigated by the 'Traffic Office', the outcome and (where applicable) proposed resolution must be documented and approved by the senior manager/Director responsible. If approved, then these findings and details of *operational improvements undertaken must be recorded.

*[*Consideration for operational improvement may include changes to operational procedures, refresher or remedial training, continual professional development, or disciplinary action.]*

Training / Disciplinary action

Following an investigation, where the infringement has been found to have been from a failure by employees to observe the Company's procedures and control measures, all appropriate training will be provided and/or disciplinary action will be taken.

Vehicles

If the vehicle involved in the 'Transport Infringement' is subsequently deemed by the 'Traffic Office' or 'Workshop' management not to be roadworthy and/or compliant with the law, then it is to be immediately declared 'VOR' and taken off the road until such time it is rectified and compliant.

Appendix Four

Prescribed and Designated Routes Policy

Policy Statement

Through its investment in staff training and system integration of state-of-the-art DPS technology, the Company is committed to identifying the most fuel-efficient time saving and safe vehicle routes for its appropriately sized HGV vehicles to use, and that ALL routes to Customer sites are planned such that CHT vehicle type (both size of and engine type) are selected to be fully compliant to enter all applicable permit-controlled routes such as the 'London Lorry Control Scheme'.

CHT drivers are informed and aware that:

- planned routes are to be strictly adhered to unless directed otherwise by the 'Traffic Office' or by an Enforcement Officer, or because of an unforeseen incident arising.
- deviations from a designated, permitted, or controlled route should be justified, and that unauthorised deviations will be investigated by the 'Traffic Office' on the driver's return to base.

Routing

The routes are planned within the 'Traffic Office' using the latest DPS software which automatically allocates routes by staying on main roads, having identified any hazards along a route and addressing how a driver is to deal with them, finally calculating the approximate overall time needed for the driver to complete the delivery schedule and return to base.

The careful planning of routes by the Company endeavours to ensure that:

- ✓ Our drivers' jobs are made easier and less stressful.
- ✓ That the planned route is safe, and risk of meeting vulnerable road users is reduced.
- ✓ Fuel use is reduced optimising vehicle performance and MPG.
- ✓ Fuel emissions and environmental impact is minimised; and
- ✓ Operational costs are strictly controlled making the business more efficient.

Ultimately the driver is responsible for their route. But they may need to re-evaluate the route in the event of an unforeseen incident. Equally, they may need to adjust their route to allow for rest breaks to reduce the risk of fatigue.

However, drivers must ALWAYS follow the Highway Code and be aware of any restricted traffic routes.

ALL vehicles using restricted traffic routes are monitored by the Company and any infringements arising form part of the Company's ongoing review of its control measures and 'Transport Infringements Policy' to minimise future reoccurrences.