

GFM COMMERCIAL VEHICLE HANDBOOK

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GFM Commercial Vehicle Handbook

1. Introduction

GFM Commercial Vehicle Handbook is designed to outline guidelines for the efficient, safe, and responsible management of our company's fleet of commercial vans. This handbook is written in conjunction with the GFM Commercial Vehicle Policy and applies to all employees who operate company-owned or leased vans as part of their job responsibilities.

2. Purpose and Scope

The purpose of this GFM Commercial Vehicle Handbook is to establish standardised practices for the acquisition, maintenance, operation, and overall management of our commercial van fleet. It aims to ensure the safety of GRAHAM employees, promote environmental responsibility, and minimise operational costs. This handbook applies to all company-owned or leased vans used for business purposes.

3. Policy Statement

GRAHAM is committed to achieving continual improvement in standards of health and safety at work and seeks to reduce the risk to its drivers whilst they are driving to and from their place of work and during the course of their work.

Driving any vehicle carries significant risk of injury or death. The company takes its duty of care very seriously to ensure that all drivers using company vehicles or driving any vehicle on company business in any circumstances do so in a manner that minimises the risk, both to the employee and the company.

Motor vehicles are a necessary requirement for the fulfilment of the business. The GFM Commercial Vehicle Policy and GFM Commercial Vehicle Handbook sets out all the rules, policies, and regulations that the company and all drivers should follow. Within the policy, specific requirements and tasks are set out. Anyone using a vehicle must comply with these requirements. Failure to do so may result in the company treating the matter in line with the GRAHAM Disciplinary Policy.

Drivers are encouraged to study this handbook and GFM Commercial Vehicle Policy in conjunction with the various Company Policies it refers to. Drivers must comply with its requirements and share in the significant benefits for everyone as a result of safer driving.

4. Roles and Responsibilities

Fleet Manager: Responsible for overseeing the entire commercial van fleet, including vehicle acquisition, maintenance, repairs, and compliance with the GFM Commercial Vehicle Policy.

Drivers: Responsible for adhering to safe driving practices, following the policy, reporting accidents promptly, and performing routine vehicle inspections.

Nominated Site Personnel: Responsible for ensuring their team members are aware of and comply with the GFM Commercial Vehicle Policy, monitoring driver behaviour and vehicle condition as well as updating the Fleet Manager on any fleet changes and requirements.

Insurance Department: Responsible for managing and overseeing insurance-related matters of GRAHAM's fleet.

5. Vehicle Acquisition

New vehicles will be acquired based on fuel efficiency, safety features, and cost-effectiveness. Replacement vehicles will be procured when existing vans reach the end of their service life or become uneconomical to repair. Vehicle selection will consider the needs of the company and the environmental impact.

(GFM Commercial Vehicle Policy)

6. Authorised Drivers

No individual may drive a company vehicle without the prior approval of the Insurance Department. Only GRAHAM employees are authorised to drive GRAHAM vans. Under no circumstances should friends/family of a GRAHAM's employee be allowed to drive the company van.

All drivers of GRAHAM vans must hold a current full UK, ROI, or international driving licence for the class of vehicle they will be required to drive. By accepting a company vehicle and continuing to use this, drivers are confirming and undertaking to GRAHAM that they are appropriately qualified and fully licensed to use the vehicle.

Employees must complete a 'Company Vehicle Driver Questionnaire' (Appendix A) annually and declare: -

- How long they have held a full UK, ROI, or international driving licence.
- Which vehicle groups their licence covers.
- All motoring offences in the past 5 years.
- All penalty points, fixed penalty notices or other driving convictions.
- Previous, current, or pending suspensions.

- Details of any accidents and/or claims in the past 3 years.
- An insurance proposal declined, policy cancelled, renewal refused, or special conditions imposed by any motor insurer.
- Any physical disability and medical conditions

In addition, drivers must provide to the Fleet Manager and/or Insurance Manager, a photocopy of both parts of their licence once every 6 months.

It is also a requirement drivers advise the Fleet Manager/Insurance Manager of any new material facts that could result in an insurance claim being rejected e.g., motoring convictions, penalty points incurred, disqualification, pending prosecutions, medical conditions and physical or mental disabilities etc.

Sub-Contractors' employees are NOT permitted to drive a GRAHAM vehicle.

(GFM Commercial Vehicle Policy)

7. Passengers

Our commercial vehicles are exclusively allocated for the transportation of goods or services, only the designated driver is allowed to occupy the vehicle during operation. This measure is implemented to safeguard the welfare of our drivers and the general public.

The presence of unauthorised passengers poses substantial liability risks. Consequently, to pre-empt potential accidents and legal entanglements, we maintain a steadfast policy prohibiting passengers in our commercial vehicles. Any violation of this policy could cause complications with insurance coverage and legal ramifications.

Exceptions to this policy will only be considered in cases of emergency or with authorisation from management in writing. Such exceptions must be documented and approved in advance.

8. Appropriate Use

At GRAHAM we recognise that our drivers are not just individuals operating vehicles; they are the face of the company and essential ambassadors. It is important that employees are aware that in driving a GRAHAM vehicle that they are representing the company and that any inappropriate use could have a negative impact on the reputation of the company. Inappropriate use includes any use which could invalidate insurance cover or have a negative impact on GRAHAM's image. GRAHAM employees are expected to always have professionalism, courtesy and adhere to the following 3 principles when out in a public setting:

1. Respectful Behaviour

All drivers are expected to treat customers, fellow colleagues, and members of the public with respect, courtesy, and kindness at all times.

2. Personal Appearance

Drivers must present themselves in a neat and professional manner, maintaining good personal hygiene and wearing clean, appropriate attire.

3. Communication

Drivers are expected to communicate clearly and respectfully with customers, addressing their questions or concerns promptly and professionally.

(GFM Commercial Vehicle Policy)

9. Driver Training

All drivers will receive comprehensive training covering safe driving practices, vehicle operation, and familiarity with the GFM Commercial Vehicle Policy. New employees will complete a probationary period to ensure their adherence to safety standards. Drivers will gain access to resources, workshops, and online courses that focus on improving driving skills, managing stress, and staying up to date with traffic laws.

(Learning & Development Policy)

10. Vehicle Maintenance and Repairs

Routine maintenance, including oil changes, tyre replacements, and brake checks will be performed by the van supplier. Drivers are responsible for promptly reporting any mechanical issues to the van supplier, Fleet Manager and Line Manager. Repairs will be conducted at authorised service centres to maintain warranties and ensure quality.

All GRAHAM vans are on Contract/Flexible hire through the following suppliers:

- Northgate Vehicle Hire
- Dawson Group Vans
- Lex Autolease

The three suppliers look after all servicing and MOT's. It is the driver's responsibility to book their van in for appointments as and when required.

Drivers that are in Northgate vans and are from regional NI can use a local Kerr's Tyre's or Northwest Tyres garage to carry out maintenance work. They can also do mechanical diagnostics and repairs; however, no loans can be offered by Kerr's or NW Tyres, so the vehicle needs to be left. To book, driver's just need to contact their local Kerr's/NW Tyres depot and book themselves in. The Depot Manager will then contact Northgate for authority and to confirm if a vehicle needs anything else done whilst it is in.

For minor repairs such as replacement wing mirrors, wiper blades or broken taillights, drivers should Google their nearest Northgate/Dawsons/Lex branch and book their van in to have repairs carried out.

Drivers are encouraged to change their own headlight/taillight bulbs, oil, coolant, and water themselves to save on downtime going to supplier depots. Drivers will be fully reimbursed for any items/products bought. Drivers must keep all receipts for parts/products bought and submit them when they are reclaiming expenses. However, if they are uncomfortable performing the task or do not know how, they can take their vehicle into the relevant supplier depot.

(GFM Commercial Vehicle Policy)

11. MOT Testing

In Northern Ireland it is an offence to drive a vehicle over 4 years old on a public road without a current MOT road worthiness certificate. Certificates remain current for 12 months and must then be replaced following a further vehicle test.

In England and Scotland, the MOT test becomes due when the vehicle is three years old and annually thereafter.

In the Republic of Ireland, the vehicle must be NCT tested after four years and every two years thereafter.

Drivers must know when their MOT/NCT expires and are expected to book their test date in **BEFORE** the test expires. MOT/NCT expiry dates can be found on the windscreen, in the logbook or on the Government website. If unsure, drivers should contact the Fleet Manager for more information.

Drivers will be reminded in advance of the MOT or NCT test becoming due by the Fleet Manager and/or the van supplier. In most of the vans a servicing/MOT schedule sticker can be found on the windscreen.

A pre-test inspection appointment must be arranged, and it is the driver's responsibility to take their vehicle to an appropriate venue for inspection / remedial work and subsequent test. Vans cannot be driven on the road if the MOT has expired. The only exceptions are to drive it to or from a pre-arranged MOT test or pre-inspection appointment.

Any fines or an expense resulting from not having the vehicle tested on or before it becomes due or not displaying a current test certificate are the employee's responsibility as the designated driver.

(GFM Commercial Vehicle Policy)

12. Breakdown Assistance

Breakdown assistance is provided 24 hours a day, 7 days a week and 365 days a year. For breakdowns and roadside assistances drivers can call one of the below numbers depending on which supplier provides the van that they are driving:

- Dawsons: 0344 967 3471
- Lex: 0344 879 6000

- Northgate: 0800 716 418
- Northgate ROI: 1800 357 140

(GFM Commercial Vehicle Policy)

For breakdowns that happen during working hours the recovery company will bring the van back to the supplier's depot and they will provide a replacement van. For breakdowns that happen outside of working hours the recovery company will bring the van back to their depot and drivers will have to make their own way home. Drivers must keep the receipt of any public transport/taxi service that they use to get home and will be fully reimbursed. A replacement van will be sorted the next day through the Fleet Manager. Drivers must inform the Fleet Manager as soon as breakdown assistance is needed either by phone call or email.

13. Tyre Maintenance

Proper tyre management is crucial for safety, cost-efficiency, and environmental responsibility.

Tyre Inspection and Maintenance:

- **Regular Inspections:** All vehicles equipped with tyres must undergo regular inspections to identify signs of wear, damage, or improper inflation.
- **Inflation Pressure:** Tyres should be maintained at the manufacturer's recommended inflation pressure. Regular checks should be conducted, and any deviations should be corrected promptly.
- **Tread Depth:** Tread depth should be monitored regularly, and tyres should be replaced when the tread depth falls below 3mm.
- **Alignment and Balancing:** Vehicles should undergo periodic wheel alignment and balancing to ensure even wear and optimal performance.

Criteria for Replacement:

Tyres should be replaced under the following circumstances:

- Tread depth is below 3mm or manufacturer's recommendation.

Tyres will be replaced FOC by our van suppliers when their tread depth reaches 3mm.

- Visible signs of damage (e.g., cuts, bulges, punctures).
- Uneven wear patterns that cannot be corrected by alignment.

If the tyre is damaged or is at its tread depth limit, the driver must report to the Fleet Manager and Line Manager and then book their van in for replacement(s) on one of the below numbers:

- Dawsons: 0344 967 3471
- Lex: 0344 879 6000

- Northgate: 0800 716 418
- Northgate ROI: 1800 357 140

If the driver has a flat wheel and/or a puncture, employees are encouraged to change the wheel themselves and then present the damaged tyre to the van supplier for a repair/replacement. If the driver is uncomfortable changing the wheel their self, then they may ring for roadside assistance. A full RAC approved 10 step guide on how to change a spare wheel can be found in Appendix B of this handbook.

(GFM Commercial Vehicle Policy)

14. Windscreen Maintenance or Replacement

The purpose of this procedure is to ensure the safety of our employees, maintain the integrity of our fleet, and minimise costs associated with windscreen repairs and replacements. Below outlines the guidelines to be followed by employees when dealing with windscreen damage or replacement for company-owned vans.

Drivers are expected to promptly report any windscreen damage or issues to their supervisor or Fleet Manager. Drivers must avoid driving a vehicle with a damaged windscreen unless it is deemed safe to do so by the Fleet Manager or a qualified technician.

Minor Damage

Minor damage, such as small cracks or chips that do not obstruct the driver's vision and do not compromise safety, should be promptly reported but may not require immediate replacement. The Fleet Manager or a qualified technician will assess the damage and determine whether a repair or replacement is necessary.

Major Damage

Major damage, including extensive cracks, shattered windscreen, or damage that obstructs the driver's vision, requires immediate replacement. The vehicle should not be driven until the windscreen is replaced.

If a windscreen replacement/repair is necessary, drivers can call one of the below numbers:

- Dawsons: 0344 967 3471
- Lex: 0344 879 6000
- Northgate: 0800 716 418
- Northgate ROI: 1800 357 140

15. Vehicle Washing and Cleaning

At GRAHAM, we are committed to maintaining a clean and presentable fleet of vehicles. It is a driver's responsibility to ensure that all company-owned vehicles are kept in a clean and are in a well-maintained condition. A clean fleet not only reflects positively on our brand image but also promotes safety, comfort, and extends the lifespan of our vehicles.

General Standards:

- **Regular Cleaning:** All company vehicles must be cleaned on a regular basis.
- **Exterior Cleanliness:** The exterior of the vehicle, including windows, body, lights, and mirrors, must be free from dirt, grime, and debris. Regular washing must be done to maintain its cleanliness. Exterior cleaning procedure below:
 - Wash the vehicle with appropriate vehicle cleaning agents.
 - Pay special attention to areas prone to dirt accumulation (e.g., wheel wells, undercarriage).
 - Rinse thoroughly to remove all soap residue.
 - Dry the vehicle to prevent water spots.
- **Interior Cleanliness:** The interior of the vehicle, including seats, carpets, dashboard, and windows, must be kept free from dirt, spills, and rubbish. Interior cleaning procedure below:
 - Vacuum carpets and upholstery to remove dirt and debris.
 - Wipe down surfaces with appropriate cleaning agents (e.g., dashboard, steering wheel, door handles).
 - Clean windows and mirrors with a suitable glass cleaner.
 - Empty rubbish and dispose of it properly.
- **Odour Control:** All vehicles should be free from unpleasant odours. Smoking as well as having domestic pets in company vans is strictly prohibited. Air fresheners should be used to maintain a pleasant interior environment.

16. Vehicle Livery

Vehicle livery, also known as vehicle branding or vehicle graphics, will be installed on all GRAHAM vans that are under 3 years old. Livery is a form of mobile advertising and a key component of GRAHAM's overall branding strategy. Vehicle livery serves multiple purposes such as:

- **Brand visibility:** Turns vehicles into mobile advertising platforms, increasing GRAHAM brand visibility as they travel through various locations.
- **Professionalism:** Contributes to a professional and cohesive brand image, instilling confidence in customers and creating a positive first impression.
- **Marketing:** Acts as a cost-effective and continuous marketing tool, reaching a diverse audience in different geographical areas.
- **Identification:** Helps clients easily identify GRAHAM vehicles when on site.

17. Returning Vans and Off Hire Standards

At GRAHAM we take pride in maintaining a high standard of vehicles in our fleet throughout their lifetime with us. When a van is on hire, drivers should treat it like their own.

When vans are off hired, swapped, or returned, they must be left back in the same condition as when initially provided. Any damage or excessive wear should be reported immediately at the time of any incident. When returning vans, drivers should make sure that it is free from any personal belongings and that it is thoroughly cleaned out to avoid any additional valet charges. Drivers will be held accountable for any valet charges and the amount will be recovered from the employees' wages and does not constitute an unauthorised deduction of wage. The van must be returned with a full tank of fuel/AdBlue/electric to avoid any excessive refuelling/charging expenses. On the day of off hire/collection/drop off it is the driver's responsibility to perform a thorough walk around check, take photos of the condition of the vehicle and send them on to the Fleet Manager.

18. Safe Loading

The purpose of a Safe Loading Procedure is to establish guidelines and procedures for the safe and efficient loading of vans to ensure the well-being of drivers, passengers, and the general public, as well as to protect GRAHAM assets. Drivers are responsible for ensuring that their van is loaded safely and securely.

The load securing system drivers use must be able to withstand forces equivalent to:

- The entire weight of the load in the forward direction.
- Half the weight of the load to the sides.
- Half the weight of the load to the rear.

A load secured to this standard should be able to withstand foreseeable emergency manoeuvres like an emergency stop or swerving to avoid an obstruction on the road.

The rigid sides of a van will usually be enough to prevent the load moving sideways. However, unsecured loads can still increase the risk of rollover or affect vehicle handling, including braking performance. Where possible, drivers should:

- Load items against the bulkhead.
- Group smaller items together within a box or container.
- Secure large or heavy items to the vehicle using appropriate load restraint methods i.e., ratchet straps.

Roof racks

If the driver has to load ladders or other work equipment on a roof rack, they must:

- Not exceed the manufacturer's recommended weight limit.
- Clamp the load or secure it to the roof rack with ratchet straps.

Drivers must not use rope as the main method of securing. However, they can use it to tie down the front of a long load to stop it lifting off the roof rack once the vehicle is moving. A Van Safe Loading Procedure can be found in Appendix C.

19. Walkaround Checks

It is the responsibility of all employees designated as van drivers to perform at least one walkaround van check each week.

A comprehensive vehicle inspection checklist will be provided to drivers (Appendix D), outlining key areas to assess. Regular inspections help identify potential issues and ensure the safety and functionality of the vehicle. Weekly van walkaround checks are mandatory and must be done using the Masternaut SmarterDriver App or hard copy (Appendix E). All checks must be forwarded on to the Fleet Manager.

20. Reporting Vehicle Defects

It is the responsibility of all employees who operate company vehicles to promptly report any defects or issues they observe during walkaround checks, while the vehicle is in use or out on site. Employees should report any defects, damages, or issues that may impact the safe operation of the vehicle. This includes, but is not limited to, mechanical problems, unusual noises, warning lights, fluid leaks, tyre issues, or any other observable abnormalities.

Defects or issues that pose an immediate risk to safety should be reported immediately to the drivers Supervisor, Line Manager, or Fleet Manager. If the defect renders the vehicle unsafe to drive, the employee should refrain from operating the vehicle until the necessary repairs are completed.

Drivers can report defects by filling out either a hard copy walkaround check (Appendix E) or complete a check on the SmarterDriver App. Photographs of the defect, if applicable, should be attached to the check and emailed to the Fleet Manager who will then advise on the best course of action to get it rectified. The Fleet Manager will assess the reported issue(s) and prioritise repairs based on severity and safety considerations.

In cases where a vehicle is undergoing repairs and cannot be used, the company will provide alternative transportation to ensure minimal disruption to operations.

A Rewards and Recognition Scheme has been established to encourage employees to report defects promptly. GRAHAM acknowledges and appreciates employees for their commitment to safety and proactive reporting. More details can be found in section 44 of this Handbook.

21. Insurance and Legal Compliance

All company vans will be insured as required by law. Zurich Insurance Company provides our fleet insurance, and the policy numbers are below:

- UK Policy Number – CR004570
- ROI Policy Number – 59 FMV 5905496/A

Drivers must comply with local traffic regulations and maintain a clean driving record. Any legal fines incurred while operating a company vehicle are the responsibility of the driver. If GRAHAM pays any fines or penalties on an employee's behalf, the charge amount will be recovered from the employees' wages and does not constitute an unauthorised deduction of wage. Any changes in the driver's licence must be reported to both HR and Fleet Manager immediately.

Whilst the company provides insurance cover for the driver, it does not include cover for personal injury in the event of an accident occurring which is attributed to be the driver's fault. In the event of an accident where liability rests with the third party, drivers have the right to pursue their own personal injury claim against the liable third party.

Personal effects such as laptops, mobile phones, cameras, tools, etc. are not covered. It is the driver's responsibility to provide their own insurance, such as 'all risk' cover under an existing house contents insurance policy for such items.

It goes without saying that common sense precautions such as securing personal effects out of sight and locking the vehicle and activating the alarm / immobilizer when the driver leaves the vehicle unattended should be taken.

(GFM Commercial Vehicle Policy)

22. Safe Driving and Accident Reporting

Safe driving is a priority. Drivers must follow speed limits (See Appendix F for National Speed Limits), wear seat belts, avoid distractions, and adhere to all traffic laws. Accidents must be reported immediately to supervisors, insurance department and the fleet manager, using the provided Accident Reporting Form.

Accidents can happen, and if the driver is unfortunate enough to find themselves in such a situation, they must follow these procedures. As the driver of a company vehicle, they are insured under the Company's Motor Vehicle Policy, and it is essential that they comply with the terms of that policy.

- Exchange names, addresses, vehicle, and insurance details with the other driver/s involved in the incident.
- Obtain the names, addresses, and contact details of any witnesses.
- If any driver, passenger, or pedestrian has been injured call for an ambulance and the police.
- If the vehicle(s) are disabled and are impeding the flow of traffic call the police even if no one has been injured. If they attend, make a note of the name and/or service

number of the police officer and the station to which he/she is attached. If they decline to attend still make a note of the name and/or service number of the police officer, that was spoken to.

- In cases of severe vehicle damage where the occupants of a vehicle cannot be extracted or where there is an oil or fuel spillage the fire brigade must be called.
- If there is a warning triangle, place it on the road about 45m away from the disabled vehicle/s and facing oncoming traffic. Also switch on the vehicle's hazard warning lights.
- Take a photograph of the accident location showing the position of the vehicles and a detailed photo of the damage to each vehicle. Most mobile phones now incorporate a digital camera function.
- Draw a couple of sketches of the incident site; one showing the position and direction of travel of the vehicles immediately prior to impact and the other showing the position of the vehicles in relation to roadside fixtures after impact. Also note the road and weather conditions at the time including visibility.
- Even if the driver feels that they have been partly or fully responsible for the accident UNDER NO CIRCUMSTANCES ADMIT LIABILITY.
- As soon as possible notify the company's Insurance Manager, Line Manager and Fleet Manager of the accident and the location of the vehicle. The driver will be given details of the company's insurance policy which they will have to forward to the other driver/s. If the police have been involved, the driver must provide them with a copy as well.
- A Motor Accident Report Form must be completed and submitted to the Insurance Department, Fleet Manager and Line Manager within 7 days of the accident.
- An Accident Details Form can be found in Appendix G.

(GFM Commercial Vehicle Policy)

23. Theft of Vehicle

In the event of the vehicle being stolen the driver must immediately report the theft to the police and to the Fleet Manager and Insurance Manager. In each case the employee will be required to provide a detailed report of the circumstances of the loss. Please note that insurers do not provide an Indemnity when a vehicle is stolen because of being left unlocked and unattended or if the ignition key has not been removed. Consequently, vehicles must never be left unattended, even for a few seconds in car parks, petrol station forecourts, construction sites, builders merchants' yards, GRAHAM's yard, and home driveways or anywhere without the ignition key being removed and the vehicle locked and immobilized. Failure to comply may result in disciplinary action.

(GFM Commercial Vehicle Policy)

24. Personal Tools Insurance Cover

In the event of someone breaking into a van, cover is provided for personal tools up to the value of £500 with an excess of £100 applying.

Please note, cover is for personal tools and equipment stolen or damaged during business hours only. When items are unattended, they must be secured in a locked building or in a vehicle where all points of access are locked.

Drivers should confirm their personal tools are covered, by notifying insurance@graham.co.uk providing full details of their personal items used for work purposes. Drivers should include the make, model and approximate value of each tool and they should ensure that these records are kept up to date otherwise no cover will be provided.

If a driver needs to make a claim, they will need the following:

- Proof of purchase/receipts
- A detailed inventory
- Serial numbers of all your personal tools
- Photographic evidence
- Police crime reference number

25. Overnight Parking/Outside of Working Hours Parking

GRAHAM is dedicated to ensuring the safety and security of its commercial vehicles and the well-being of its employees. Company vehicles are permitted to be parked only at the employee's designated home address overnight/outside of working hours, as indicated in employment records. Employees must utilise their personal residential parking spaces or driveways for parking company vehicles whenever possible. If no designated parking space is available, employees must follow local parking regulations and use legal parking spaces in proximity to their home. Employees should take the following into account when parking their vehicle overnight/outside of working hours:

- Adequate lighting during all hours of operation.
- Controlled access, such as gated facilities or restricted entry points.
- Presence of surveillance cameras covering key areas.
- Proximity to the driver's destination, minimising the time the vehicle spends unattended.

26. Parking Expenses and Tolls

If employees have to use paid public parking to gain access to a site and/or to attend a job, drivers are expected to pay the parking themselves and then reclaim the fee through the Concur Expenses system. Drivers must keep the parking ticket/receipt to allow them to upload it onto the system.

If drivers are travelling along a route that has tolls on a regular basis, then a Toll Tag will be provided. Drivers should update the Procurement department of this toll route and they will organise to have a Toll Tag sent out to their address. Drivers that do not usually drive on a toll route but find themselves having to pay a toll on an occasional occurrence can reclaim the fee back through the Concur Expenses system. Again, a receipt must be provided to claim this back. (*Expenses Policy*)

27. Traffic Fines and Violations

In the event that an employee driving a company vehicle receives a traffic fine or violation, they must promptly report the incident to their immediate supervisor or Fleet Manager.

Fines will come through to HR in the first instance. Following this they will provide the company that issued the fine with the drivers details and then they will issue the individual with this fine.

Drivers must comply with local traffic regulations and maintain a clean driving record. Any legal fines incurred while operating a company vehicle are the responsibility of the driver. If GRAHAM pays any fines (Including parking fines) or penalties on an employee's behalf, the charge amount will be recovered from the employees' wages and does not constitute an unauthorised deduction of wage. HR will email employees to advise of this deduction prior to the deduction being made.

28. Health and Safety (Driving at Work)

GRAHAM has a duty toward, and cares about, the health, safety and welfare of all employees. Drivers must inform the company of any health conditions that may affect their ability to drive safely. Ensure their eyesight is tested at least every two years if they already have defective eyesight. If glasses or other corrective devices are necessary, these must be worn.

It is the responsibility of individual employees with diagnosed medical conditions and/or who are on medication* which could affect their work performance or innocently give rise to positive test results to inform either their manager or the HR team. The company will deal with such information in confidence and will make appropriate, temporary adjustments where possible.

Driving whilst under the influence of drugs or alcohol is strictly prohibited and subject to disciplinary action, including possible termination of employment. Before driving, seek medical advice if in doubt as to the effect of any prescribed medication you are taking.

***Medication is defined as**



**General sale/
over the
counter**



**Pharmacy
only**



**Natural or
herbal
products**



**Prescription
only**

Drivers must notify their line manager and/or HR department if either:

- Their doctor tells them to stop driving.

- They do not meet the required standards for driving because of their medical condition.



Use the A to Z list on the DVLA website to check if you need to report your condition and find the relevant form or questionnaire.



You can be fined up to £1,000 if you do not tell DVLA about a medical condition that affects your driving. You may be prosecuted if you're involved in an accident as a result.

29. Driver Fatigue

Driver fatigue, also known as drowsy driving, is a state in which a person operating a vehicle is feeling tired, drowsy, or sleepy. It is a significant safety hazard as fatigue can impair a driver's ability to focus, make quick decisions, and react promptly to unexpected situations on the road.

Key signs of driver fatigue include:

- Yawning and blinking frequently.
- Difficulty remembering the last few miles driven.
- Missing exits or traffic signs.
- Drifting out of the lane or onto the shoulder.
- Feeling restless and irritable.

Fatigue can be caused by various factors, including lack of sleep, long or monotonous drives, untreated sleep disorders, medications, and other lifestyle factors. Drowsy driving is a leading cause of accidents, as it can result in slower reaction times and impaired judgment similar to the effects of alcohol.

To prevent driver fatigue, it's crucial for individuals to get an adequate amount of quality sleep, take regular breaks during long drives, and be aware of the signs of fatigue. Employee Health and Wellbeing is at the forefront of GRAHAM values, and we encourage anybody that is struggling with driver fatigue to report it to their Line Manager immediately.

(Working Time Policy)

30. Vulnerable Road Users

GRAHAM aims to promote a culture of responsible driving, reduce the risk of accidents involving vulnerable road users, and improve overall road safety.

Everyone has the right to travel on the road safely, whether by car, motorcycle, pedal cycle, horse or on foot. Some road users are more vulnerable than others. A vulnerable

road user refers to those who have less crash protection than occupants of motor vehicles and therefore have a higher risk of being injured or killed in a road crash. Drivers should take extra care to avoid collisions with vulnerable road users and follow the protocols and guidelines in Appendix H when sharing the road with them.

31. Road Rage

Road rage refers to aggressive or violent behaviour exhibited by a driver in response to perceived offenses or frustrations while on the road. This behaviour can include shouting, rude gestures, tailgating, cutting off other drivers, and, in extreme cases, physical violence. Road rage poses serious risks to the safety of the individuals involved and other road users.

Drivers are expected to exhibit professionalism, courtesy, and respect while operating GRAHAM vehicles. Any form of aggressive behaviour, including road rage, is strictly prohibited.

Drivers are encouraged to practice defensive driving techniques (Appendix I) to avoid potential road rage situations, avoid engaging in confrontations with other drivers, pedestrians, or cyclists and maintain composure in challenging traffic situations and exercise patience.

In the event of a dispute or aggressive behaviour from another road user, drivers are instructed to disengage and not escalate the situation. Report incidents to the designated supervisor or Fleet Manager. Provide a detailed account of the incident, including date, time, location, and any relevant information.

Maintaining a calm and composed demeanour on the road contributes to overall safety. Prioritise your well-being and the well-being of others by avoiding confrontations and focusing on safe driving practices. See Appendix I on how to deal with road rage and the 10 steps involved.

32. Adverse Weather Conditions

At GRAHAM we prioritise the safety and well-being of our employees. As part of our commitment to responsible driving, we acknowledge the potential challenges posed by adverse weather conditions. In the event of rain, snow, ice, fog, or any other weather-related concerns, we emphasise the following principles for our employees:

- **Safety First:** The safety of our employees and the public is paramount. We encourage all team members to prioritise safety over speed when driving in adverse weather conditions.
- **Adaptability:** Recognising the unpredictable nature of weather, we encourage our employees to stay informed about local forecasts and road conditions. Flexibility in travel plans may be necessary to ensure safe commuting.

- **Vehicle Maintenance:** Employees are reminded to maintain their vehicles in optimal condition, especially during seasons with challenging weather.
- **Reduced Speeds:** We advocate for reduced speeds in adverse weather to allow for better control, increased reaction time, and enhanced safety for all road users.
- **Increased Following Distance:** Keeping a safe distance between vehicles is crucial in adverse weather. This practice minimises the risk of collisions and provides ample time for braking.
- **Visibility:** Proper use of headlights, defrosters, and windshield wipers is essential for maintaining visibility. Employees should ensure their vehicles are equipped and prepared for reduced visibility conditions.
- **Communication:** Open lines of communication are vital during adverse weather. Employees should inform their supervisors of any concerns regarding travel and consider alternative arrangements if needed.

33. Fuel/EV Cards and AdBlue

Fuel/EV cards will be issued to employees who require regular use of a company vehicle as part of their job responsibilities. Eligible employees must meet the following criteria:

- Possess a valid driver's license.
- Have completed the required 'GRAHAM Vehicle Driver Questionnaire'.
- Have completed 'GRAHAM Fuel/EV Card User Agreement Form'.
- Have received approval from their respective line manager or supervisor.
- Have been allocated a fully electric/hybrid vehicle (EV Card only).

Issuance and Activation

- Upon approval, EV/fuel cards will be issued to eligible employees by the Procurement Department.
- Each card will be linked to a specific vehicle and its registration details.
- The card will be activated and ready for use upon receipt by the employee.

Authorised Usage

- EV/Fuel cards may only be used for the purchase of electric/diesel for GRAHAM vehicles.
- The cardholder is not allowed to use the card for personal vehicle expenses.
- The fuel card can be used at participating fuel outlets only on the Fast Fuels Texaco Network in the UK or DCI Network in ROI. Drivers should download the e-Route app onto their smartphone, to locate closest fuel outlets.
- Drivers must provide the odometer reading when refuelling, along with the vehicle registration.

Prohibited Activities

The following activities are strictly prohibited and may result in disciplinary action, up to and including termination of employment:

- Using the EV/fuel card for personal purposes.
- Sharing the card information or allowing others to use it.

- Filling non-company vehicles with the card.

The authorised EV/Fuel card holder will be liable for expenses charged against the card if it is misused. Any misuse of any kind can lead to disciplinary action.

Lost or Stolen Cards

If an EV/fuel card is lost or stolen, the cardholder must immediately notify the Procurement Department and Fleet Manager. A replacement card will be issued as soon as possible, and the authorised EV/fuel card holder will be deducted £25/€30 from their pay for a replacement.

Termination or Change in Employment Status

Upon termination or change in employment status, the EV/fuel card must be returned to the drivers Line Manager. Any outstanding charges or misuse of the card will be the responsibility of the departing employee. If a card is not returned at the end of employment, the authorised card holder will be deducted £25/€30 from their final pay for the cost of a replacement.

AdBlue

AdBlue cannot be bought with the company fuel cards. Line Managers and Supervisors are responsible for ordering AdBlue through the Procurement Department and making it available to drivers on site. If there is no AdBlue on site, drivers can request the Procurement Department to order it for them and then it can be collected at various outlets throughout the UK and Ireland.

(GFM Commercial Vehicle Policy)

34. Personal Use and Benefit in Kind (BIK)

Definitions:

- *Personal Use: Any use of the company-provided van for non-work-related activities.*
- *Work-Related Use: Activities directly related to the employee's job, such as commuting to and from work, call outs, deliveries, or other job-related tasks.*

GRAHAM vans are primarily intended for business-related purposes. Personal use should be kept to a minimum. Employees are required to keep accurate records of personal van usage, including mileage logs, dates, and purposes of trips - Employees are required to report personal use of the van in a timely manner, in accordance with company procedures and submit to the payroll team on a weekly basis. Employees using the company-provided van for personal use may be subject to Benefit in Kind (BIK) taxation. This tax is based on the value of the benefit derived from personal use.

Drivers will automatically be opted in for personal use and where the van is subject to personal use and therefore the employee is deemed to have a benefit in kind, the Employee will be allowed 1,000 private miles per annum before any additional charge. Employees will be required to complete a mileage sheet which indicates the business and personal miles on a periodic basis.

Private miles more than 1,000 miles per annum requires prior approval of the company. If approved the employee will be required to reimburse the company at the below rate per additional mile of personal use. Where the employee makes a payment for private use, the tax charge is reduced according to the payment in line with HMRC guidance. Employees using company vans for personal use are required to submit a mileage sheet to the Payroll Department on a weekly basis. A mileage template sheet can be found in Appendix J.

Engine Size	Petrol	Diesel	LPG	Electric
1,400cc or less	14p	n/a	10p	n/a
1,600cc or less	n/a	13p	n/a	n/a
1,401cc - 2,000cc or less	16p	n/a	12p	n/a
1,601 - 2,000cc or less	n/a	15p	n/a	n/a
>2,000cc	26p	20p	18p	n/a
Fully Electric Vehicles*	n/a	n/a	n/a	9p

Hybrid vehicles are treated as either petrol or diesel

**Correct as per HMRC updates 24 November 2023 (adjusted quarterly and updates can be found at: www.gov.uk/guidance/advisory-fuel-rates).

35. Smoking Policy

GRAHAM is committed to providing a safe and healthy work environment for all employees. In accordance with this commitment, smoking is strictly prohibited in all company-owned vehicles. This policy applies to all employees, contractors, and visitors who use company vehicles for work-related purposes.

Smoking, including the use of cigarettes, cigars, pipes, e-cigarettes, or any other smoking-related products, is strictly always prohibited within company vehicles.

There are no exceptions to this policy. Smoking is not permitted in any part of the company vehicle, including the driver's seat, passenger seats, cargo areas, or any other enclosed space within the vehicle.

Any employee who observes a violation of this policy is encouraged to bring it to the attention of their supervisor or the appropriate manager.

Violation of this policy may result in disciplinary action, up to and including termination of employment. The driver will also be expected to pay for a full valet.

(Smoke Free Policy)

36. Mobile Phone Policy

Under no circumstances shall an employee use a mobile phone while operating a company vehicle. This includes, but is not limited to, making, or receiving calls, texting, browsing the internet, or engaging in any form of social media. Hands free kits are permitted for voice calls only and they are not to be used whilst in transit. Drivers using a hands-free or handheld mobile phone are slower at recognising and reacting to hazards. Research shows:

- You are 4 times more likely to be in a crash if you use your phone.

- Your reaction times are 2 times slower if you text and drive using a hands-free phone than if you drink drive, and this increases to three times if you use a handheld phone.
- Even careful drivers can be distracted by a call or text – and a split-second lapse in concentration could result in a crash. At 30 mph a car travels 100 feet in 2.3 seconds.

Also note that it is illegal to place any non-accepted item, such as a sat nav or mobile phone holder, within 40mm of the swept area of the windscreen. If stopped by enforcement officers this is considered from the driver's perspective sat behind the wheel. See Appendix K for more details.

(GFM Commercial Vehicle Policy)

37. Drug and Alcohol Policy

GRAHAM is committed to ensuring the safety and well-being of all employees, clients, and members of the public. This policy establishes guidelines regarding the use of drugs and alcohol while operating any company-owned vehicle. Violation of this policy may result in disciplinary action, up to and including termination of employment.

Prohibited Substances

- **Alcohol:** The consumption of alcohol is strictly prohibited while operating any vehicle for work purposes or during working hours. The permissible limit is 35 Micrograms per 100 millilitres of breath (England, Wales and NI only), 22 Micrograms (Scotland and ROI only) and 9 Micrograms (Professional, learner and novice drivers in ROI) respectfully.
- **Illegal Drugs:** The use, possession, or distribution of illegal drugs while operating a vehicle for work purposes or during working hours is strictly prohibited.
- **Prescription and Over-the-Counter Medications:** Employees taking prescription or over-the-counter medications that may impair their ability to drive must disclose this information to their supervisor. GRAHAM will assess the employee's fitness for duty on a case-by-case basis.

Reporting

Employees who suspect a colleague may be in violation of this policy should promptly report their concerns to their Supervisor or Fleet Manager.

Testing

The company will conduct testing for alcohol and drug abuse in the following circumstances:

- Scheduled, unannounced testing
 - This will include mandatory and random selection of individuals.
- For-cause testing
 - Where there is a reasonable suspicion that an individual may be under the influence of alcohol or drugs.

- Post-incident testing
 - This will occur where there is reasonable suspicion (or where it is to be discounted) that alcohol, drug misuse, or substance abuse may be a contributing factor to the root cause of an incident.

Screening testing will be conducted by either an authorised person who has been deemed suitably trained and formally assessed as competent, or by an approved and appropriately certified independent body.

Confirmation testing will be conducted only by an approved and appropriately certified independent body.

All drug testing will be in accordance with the European Guidelines for Workplace Drug Testing in Urine applicable at the time of testing (currently Version 2.0: 01-11-2015)

(Alcohol, Drug and Substance Abuse Policy)

38. Seat Belt Policy

GRAHAM is committed to ensuring the safety and well-being of all employees and passengers traveling in commercial vans. Seat belt usage is a critical component of road safety, and adherence to this policy is mandatory for all individuals travelling in company-owned vans. There are no exceptions to the seat belt usage policy, regardless of the distance travelled, road conditions, or familiarity with the route.

All occupants, including drivers and passengers, are required to wear seat belts at all times while the van is in motion. Drivers are responsible for enforcing seat belt usage among all passengers before the van begins to move. The driver should not start the van until all occupants have securely fastened their seat belts.

39. No Pet Policy

Employees are strictly prohibited from transporting pets in company vehicles. This includes, but is not limited to, dogs, cats, birds, reptiles, and other domestic animals.

Maintaining a clean and hygienic environment inside company vehicles is essential. The transportation of pets can lead to allergens, odours, and cleanliness issues that may affect the health and comfort of other employees.

Employees with allergies or sensitivities to animals may be adversely affected by the presence of pets in company vehicles. The prohibition of pets helps create a workspace that is safe and comfortable for all employees.

40. Drivers Licence Check Procedure

Prior to hiring an employee who may be required to operate a vehicle as part of their job responsibilities, GRAHAM will conduct a thorough check on their driver's licence:

- **Valid and Current Licence**

Employees must possess a valid and current driver's licence for the type of vehicle they are operating, and it must be issued by the appropriate authority.

- **No Suspensions or Revocations**

Employees must not have any current suspensions or revocations of their driver's licence. If an employee's licence is suspended or revoked during their employment, they are required to notify their supervisor immediately.

- **Periodic Rechecks**

All employees who are required to operate a vehicle as part of their job duties will have their driver's licence status reviewed every 6 months. It is the driver's responsibility to provide the HR Department with a copy of their licence and counterpart once every 6 months.

- **Reporting Changes in Licence Status**

Employees are required to report any changes in their driver's licence status to the HR Department and Fleet Manager. Failure to do so may result in disciplinary action, up to and including termination.

41. GPS Tracking Procedure

All company-owned vans will be equipped with GPS tracking devices. These devices will provide real-time location information, speed, and other relevant data. Installation will be conducted by authorised personnel in compliance with industry standards.

The tracking devices will be regularly maintained to ensure they function optimally. Any malfunction or damage should be reported immediately to the driver's Supervisor and Fleet Manager.

Tampering with, disabling, or removing the tracking device is strictly prohibited and may result in disciplinary action, including termination of employment.

Data Privacy

The data collected through the tracking system will be used solely for legitimate business purposes, such as monitoring vehicle location, ensuring driver safety, fraud prevention and optimising routes.

Access to tracking data will be limited to authorised personnel, including supervisors and managers, who require it for official purposes.

Employees are prohibited from sharing or disclosing tracking data to unauthorised individuals or third parties.

Data will be retained for a period of 1 Year unless required for legal or regulatory compliance.

Driver Responsibilities

Drivers must strictly adhere to all traffic laws and regulations. They are expected to drive responsibly, within speed limits, and in a manner that prioritises safety.

Drivers should promptly report any issues related to the tracking device or its functionality.

Inaccuracies or discrepancies in tracking data should be reported to the line manager.

Drivers must complete a weekly van walkaround check on the SmarterDriver App.

Drivers must monitor their own driving behaviours on the SmarterDriver App and improve their driving style where possible.

Usage Guidelines

Driver Performance - The "Tracker" system monitors the driver's behavioural performance. This is reviewed by the company and periodic memos are issued to inform the driver how they are performing and highlighting the area's most needing improvement. If an employee is identified as breaking the law by driving at excess speed, there will be a full investigation which may result in disciplinary action up to and including dismissal.

Customer Service - To provide the levels of Customer Service demanded by our clients, we need to be able to respond in a professional, prompt, and efficient manner. Using this system, we can instantly respond to Client requests by knowing who the nearest and most suitable person is to deal with their requirements or how far a vehicle is from its destination.

Customer Proof - Occasionally Clients claim non-attendance or not being there at the time agreed. The system can provide the proof of attendance along with time.

Environmental Impact - As a company, reducing our impact on the environment is an important issue. By reducing wasted mileage, we will have a positive impact in using less fuel and thereby reducing pollution especially in our towns and cities.

Help with Directions - As the system uses maps, our back-office users can help direct the driver to a location if they can't find it.

Health and Safety - Health and safety law requires employers to ensure the health, safety, and welfare of all employees, at all times. The system can provide live positions and journey history.

Private Mileage Analysis - HMRC may audit the company and ask for evidence of the company monitoring van usage for personal use. Failure by the company to monitor usage could create a tax liability for both the company and the individual and could affect the company's tax status. The system is therefore a useful tool to protect both the company and the individual in dealing with tax queries from HMRC.

Fraud Prevention - There will be instances where the company will carry out random spot checks comparisons between the tracker system and an employee's timesheet. The purpose of this to ensure there is no falsification of timesheets which may bring the company into disrepute. Any timesheet fraud detected during spot checks will be dealt with as gross misconduct under the company's disciplinary policy.

Masternaut SmarterDriver App - The Masternaut SmarterDriver app enables engineers to monitor their driving style and behaviour as well as perform weekly walk around checks. Each engineer who has a tracker on their van will be given access to this app.

(GFM Commercial Vehicle Policy)

42. Masternaut Smarter Driver App

The Masternaut SmarterDriver app enables engineers to monitor their driving style and behaviour as well as perform mandatory weekly walk around checks.

There is data showing how smooth, safe, and clean engineers are driving. They will be able to see how they rank compared to other engineers and improvements in driving style and behaviour will be rewarded.

A fundamental part of the app is the “walk around checks”. Mandatory performance of regular walk around checks are key to early identification of potential vehicle defects. It is mandatory that engineers carry out a walk around check a minimum of once per week. If any defects are found throughout the week, they must be reported immediately through another walkaround check on the app.

The Masternaut SmarterDriver app is user-friendly. A document that provides an overview of the app is available upon request. There are short webinars to accompany the guide and live training is available by contacting Training-GFM@Graham.co.uk

If the driver wishes to discuss improving their driving style, they can contact the Fleet Manager, who can provide expert advice and guidance.

43. Fuel Efficiency and Environmental Considerations

Drivers are encouraged to adopt fuel-efficient driving habits, such as minimising idling, avoiding aggressive acceleration, and planning routes efficiently. GRAHAM aims to minimise its carbon footprint by selecting fuel-efficient vehicles, promoting vehicle sharing, and transitioning to an electric fleet where possible. See Appendix L for some tips on defensive and green driving.

44. Driver Behaviour and Driving Style

At GRAHAM, we recognise the fundamental importance of good driving behaviour in promoting safety, efficiency, and responsibility on the road. Driver behaviour covers the actions, choices, and habits shown by individuals while operating a vehicle. A good driving style is crucial for overall road safety, fuel efficiency, and the well-being of both drivers and others on the road and it is something GRAHAM takes very seriously. A good driving style involves avoiding harsh braking, accelerating, cornering, high levels of RPM and exceeding speed limits. Below are definitions of what each one of these driving styles are and how best to avoid them:

Harsh braking

Harsh braking refers to the abrupt and forceful application of a vehicle's brakes, resulting in a sudden and significant decrease in speed. This behaviour often leads to a rapid deceleration, and it can be characterised by a sudden jolt or impact felt by the driver and passengers. Harsh braking typically occurs when a driver rapidly presses the brake pedal, often in response to unexpected obstacles, traffic changes, or other driving situations. This aggressive braking style can have several implications, including increased wear on the vehicle's braking system, reduced fuel efficiency, and potential safety risks, especially if other drivers are caught off guard by the sudden slowdown. Minimising instances of harsh braking contributes to a smoother driving experience, enhances vehicle longevity, and promotes overall road safety.

Harsh Accelerating

Harsh accelerating refers to the abrupt and forceful increase in speed by rapidly pressing the vehicle's accelerator pedal. This aggressive driving behaviour results in a swift and often jerky acceleration, causing a sudden surge in the vehicle's velocity. Harsh accelerating can be characterised by a lack of smoothness and control in the acceleration process. It commonly occurs when a driver presses the accelerator pedal abruptly or applies excessive force, often in response to traffic situations or a desire to reach higher speeds quickly.

This behaviour has several implications, including increased fuel consumption, additional wear and tear on the vehicle's engine and transmission, and potentially compromised safety due to rapid changes in speed.

To promote a more fuel-efficient, environmentally friendly, and comfortable driving style, it is advisable for drivers to adopt smooth and controlled acceleration techniques, gradually increasing speed rather than engaging in harsh and sudden accelerations.

Harsh Cornering

Harsh cornering refers to the aggressive and abrupt steering manoeuvres executed by a driver while navigating turns or corners. This behaviour involves taking turns at high speeds, often without proper control or consideration for road conditions. Harsh cornering can be characterised by sudden and forceful steering inputs, potentially causing the vehicle to lean excessively, lose traction, or even skid.

Engaging in harsh cornering poses various risks, including increased chances of losing control of the vehicle, compromising overall road safety, and putting both the driver and passengers at risk of accidents. This aggressive driving behaviour may also contribute to accelerated wear on the vehicle's suspension and tyres.

To avoid harsh cornering, drivers are encouraged to approach turns at appropriate speeds, consider road conditions, and smoothly steer through the turn using proper techniques. Maintaining a controlled and moderate pace during cornering not only enhances safety but also promotes a smoother and more comfortable driving experience for everyone on the road. Defensive and mindful driving practices contribute to overall road safety and reduce the likelihood of accidents associated with harsh cornering.

RPM

Running a vehicle at excessively high RPM levels can lead to inefficient combustion and increased fuel consumption, resulting in higher operating costs for the company. Moreover, prolonged operation at over RPM can cause overheating and potential damage to engine components, leading to expensive repairs and downtime. Adhering to recommended RPM limits ensures optimal fuel efficiency, engine performance, and longevity, thereby contributing to cost savings and the overall efficiency of company operations.

Speeding

Speeding refers to the act of driving a vehicle at a speed higher than the posted speed limits or the safe and appropriate speed for prevailing road conditions. It involves exceeding the specified maximum speed allowed on a given stretch of road, whether on motorways, residential streets, or other types of roadways.

Speed limits are set to ensure the safety of drivers, passengers, pedestrians, and other road users. Driving above the established speed limits can lead to several negative consequences. It increases the risk of accidents, reduces the driver's reaction time, and magnifies the severity of collisions. Speeding also contributes to higher fuel consumption, increased vehicle wear and tear, and elevated levels of noise and air pollution.

Adhering to posted speed limits and adjusting driving speeds based on road conditions are essential for maintaining road safety and preventing accidents. Responsible and considerate driving, respecting speed limits, contributes to safer road environments for all users. (See Appendix F for National Speed Limits)

45. Engine Idling

Engine idling refers to the practice of keeping a vehicle's engine running while the vehicle is stationary, and addressing this issue holds significant importance for various reasons.

Firstly, cutting out engine idling plays a pivotal role in reducing fuel consumption. When a vehicle is idling, it continues to burn fuel without actually moving, resulting in unnecessary fuel wastage. This not only depletes a valuable resource but also has negative economic implications for GRAHAM as a business.

Moreover, reducing engine idling is directly linked to minimising harmful emissions. When an engine idles, it releases pollutants into the air, including carbon dioxide, nitrogen oxides, and particulate matter. These emissions contribute to air pollution and have detrimental effects on air quality, public health, and the environment.

In addition to environmental benefits, curbing engine idling promotes the longevity of a vehicle's engine. Continuous idling can lead to increased wear and tear, affecting the engine's components and overall lifespan. By adopting a practice of turning off the engine when stationary for extended periods, drivers can contribute to the preservation of their vehicles, reducing maintenance costs and enhancing the overall durability of the engine.

46. Rewards and Recognition

At GRAHAM, we value the safety and well-being of our employees both within the workplace and on the road. In line with our commitment to promoting safe driving practices, the Employee Driving Reward Scheme was established. This programme is designed to recognise and reward employees who demonstrate exemplary driving habits.

Programme Objectives:

- **Promote Safe Driving Practices:** Encourage employees to adopt safe and responsible driving behaviour both on and off the job.
- **Reduce Accidents and Incidents:** Minimise the risk of accidents and incidents by incentivising safe driving practices.
- **Enhance Employee Well-being:** Ensure the safety and well-being of our employees during their commutes and work-related travel.

Programme Outline:

- **Telematics Tracker Installation:**

All participating employees will have a tracker installed in their van and a mobile app for tracking driving behaviour. The tracker will collect data on metrics such as speed, braking, acceleration, and adherence to traffic rules.

- Safe Driving Metrics:

Employees will be evaluated based on their driving performance, with a focus on safe driving practices.

- Rewards and Recognition:

Employees who consistently demonstrate safe driving habits will be eligible for rewards and recognition.

Rewards Structure:

Driver rewards will be given out every quarter. With end of year rewards being doubled for the drivers who come out on top of each category. There will be 10 rewards in total given out for each quarter focused in on 3 different categories:

- 3 Rewards per Quarter - Safest and Cleanest Driver

Driver who displays the most economical driving style. Their driving behaviour will reflect on the speed they travel at, their braking habits, acceleration, cornering, idling and adherence to traffic rules.

- 3 Rewards per Quarter - Most Improved Driver

This category will be based on how well the driver has used their driving behaviour data on the SmarterDriver App and has showed clear signs of improvement from one quarter to another.

- 4 Rewards per Quarter - Safety Conscious Driver

This category will be based solely on Walkaround Checks and communicating any defects or accidents to management. To be eligible for this reward a driver must have completed a minimum of one check per week on the app across the quarter.

Feedback and Reports:

Participating employees will receive regular feedback on their driving habits, along with suggestions for improvement. (Learning & Development Policy)

47. Poor Driving Behaviour and Repeat Offenders

GRAHAM strives to promote safe and responsible driving behaviours among all of our employees who operate company-owned vehicles. Poor driving behaviour poses significant risks to both individuals and the company, and it is essential that all employees always adhere to safe driving practices, unsafe driving behaviours will not be tolerated.

Poor driving behaviour includes, but is not limited to, the following:

- Speeding or reckless driving.
- Harsh braking, cornering, or accelerating.
- Excessive engine idling.
- Excessively high RPM levels.
- Failure to obey traffic signals or signs.

- Distracted driving (e.g., texting, phone usage, etc.).
- Driving under the influence of drugs or alcohol.
- Aggressive driving (e.g., tailgating, road rage, etc.).

Consequences of poor driving and repeat offenders:

1. 1 to 1 Discussion

A verbal discussion will be had for a first-time offense of poor driving behaviour by the drivers Line Manager. This will serve as a reminder of the importance of safe driving practices.

2. Improvement Plan and Drivers Awareness Course

A second verbal discussion will be had for a second-time offense of poor driving behaviour. This will include a detailed account of the behaviour and a reminder of the expected driving conduct. A classroom-based and/or an online van driver's awareness course will have to be completed and a certificate must be provided to the company.

3. Repeat Offences

The following measures will be put in place if employees continue to drive erratically, have made no improvements to their driving style and has shown to have ignored both of the previous warnings.

- **Driver Improvement Course:** In cases of repeated poor driving behaviour, the employee may be required to attend a certified driver improvement course. The completion certificate must be provided to the company.
- **Speed Limiters:** In cases where drivers are continuously speeding over the limit, a speed limiter will be installed in their van. The speed of the van will be limited to 56mph and will be kept in place for a minimum of 12 months.
- **Dash Cams:** In cases where repeated poor driving behaviours occur and van damage not being reported by the driver has been identified by a Supervisor/Fleet Manager, front and rear facing dash cams will be installed on the van and will be kept in place for a minimum of 12 months.
- **In-Cab Coach Device:** In cases where drivers are showing no signs of improvement and are not communicating with management about improving their driving style, an in-cab coaching device will be introduced. In-cab coach is a small, dashboard-mounted device that provides drivers with instant feedback when it detects wasteful and dangerous driving behaviour. Alerts are triggered by excessive idling, harsh acceleration, braking and speeding.

Formal Action/Disciplinary

In cases of severe or repeated poor driving behaviour, the employee will be reported to HR for gross misconduct. The drivers driving privileges may be suspended for a specified period. During this time, alternative work arrangements may be explored if possible.

Disciplinary action up to and including termination of employment may also occur if an employee's driving behaviour continues to pose a risk to themselves, others, or company property, despite previous corrective actions. Drivers can refer to the Disciplinary Policy for more detail.

Reporting and Monitoring

Employees are encouraged to report any observed instances of poor driving behaviour to their Supervisor or Fleet Manager.

Appeals

Employees have the right to appeal any disciplinary action taken as a result of poor driving behaviour in line with the company disciplinary policy. Appeals should be submitted in writing to the Human Resources Department.

(Learning & Development Policy)

48. Withdrawal of Vehicle

The company reserves the right to withdraw the company vehicle in line with the GFM Commercial Vehicle Policy. Upon the termination of a driver's employment for whatever reason, he/she is required to make the necessary arrangements for the prompt return of their company vehicle and fuel card if applicable. In certain circumstances the vehicle may be withdrawn for other reasons as listed below (This is not an exhaustive list):

- Where the driver has a medical condition that makes them unfit to drive or prohibits them driving under the company's motor insurance policy.
- Extended career breaks.
- During a period of suspension.
- An unacceptable driving record resulting in multiple convictions or accidents, or in the event of a disqualification.
- Repeated violation of company vehicle rules.
- During periods of unpaid extended maternity leave or extended unpaid sickness absence at the company's discretion.
- Exceptional circumstances not listed above but at the sole discretion of the directors.

In all circumstances the vehicle must be returned in a clean and roadworthy condition. Any damage or loss, including, but not restricted to the insurance excess, may be deducted from wages and or any monies due or owed by the company, either monthly or by way of the full amount as a lump sum, howsoever same arises, and shall not constitute an unlawful deduction of wages.

(GFM Commercial Vehicle Policy)

49. Disciplinary Actions

Failure to comply with this handbook and GFM Commercial Vehicle Policy may result in disciplinary actions, ranging from retraining to suspension of driving privileges. Repeated or serious violations could lead to termination of employment. (*Disciplinary Policy*)

50. Policy Review and Amendments

This handbook and GFM Commercial Vehicle Policy will be reviewed annually to ensure its relevance and effectiveness. Amendments may be made as necessary to reflect changes in regulations, technologies, or company needs.

Useful Contact Details

GRAHAM Contacts:

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Dawson Group Vans:

General Enquiries/ Servicing

Please contact your local branch

Breakdown Assistance

0344 967 3471

Lex Autolease:

Driver Helpline

0344 879 6000

Northgate UK:

General Enquiries/ Servicing

Please contact your local branch

Breakdown Assistance

0800 716 418

Northgate ROI:

Northgate Dublin Depot

+353 1 906 9682

Breakdown Assistance

1800 357 140

Nominated Site Personnel

Contract	Nominated Site Personnel	Contracts Director
Acivico	Conrad Chambers-Wardman	Stewart Palmer
Ballymun Regeneration	Philip Byrne	Howard Young
Cardiff Council	Phil Briley	Stewart Palmer
Coventry City Council (Water Hygiene)	Conrad Chambers-Wardman	Stewart Palmer
Dublin City University	Mark Drennan/Alistair McCleery	Raymond Ferguson
Durham Constabulary	Tony Connor	Howard Young
Environmental Services	Cailin Caldwell/Aaron Geary	Stewart Palmer
Industrial Cleaning	Ryan Withers	Stewart Palmer
Inhouse Electricians	Marcus Magowan	Raymond Ferguson
Inhouse Engineers	Howard Murdock	Howard Young
Inhouse Fire & Security	Keith Hibbins	Raymond Ferguson
Lisburn Institute	Maurice Niblock	Raymond Ferguson
Manchester University	Paul Taylor	Alan Millar
Merseyside Police Maintenance Framework	Alan Millar	Alan Millar
Midlands	Tammy Stretton Yeomans	Alan Millar
NHS Lothian SE Hub	Marc Allan	Howard Young
Northern Ireland Prison Service - Maint.	Gary Thompson	Howard Young
Northern Ireland Water - M&E First Resp	Emma Phillips	Aaron O'Hagan
Oxford UK Research & Innovation	Sally-Ann Lyons	Alan Millar
Property Division	Stuart McCormick	Aaron O'Hagan
Severn Trent Water	Ian Partridge	Alan Millar
Solihull Metropolitan Borough Council	Tammy Stretton Yeomans	Alan Millar
SW Hub NHS Lanarkshire	Marc Allan	Howard Young
Swansea University	Nick Frost	Stewart Palmer
UK Atomic Energy Authority	Sally-Ann Lyons	Alan Millar
University of Leeds	Gavin Marsden/Paul Waite	Alan Millar
University of West England	Nick Brown	Stewart Palmer
Walsall MBC - Building Fabric	Tammy Stretton Yeomans	Alan Millar
Walsall MBC - M&E	Tammy Stretton Yeomans	Alan Millar
Warwickshire Police	Lynne Burton Giffin	Alan Millar
Worcester City Council	Lynne Burton Giffin	Alan Millar
Yorkshire Water	Dave Hill	Alan Millar

Index/Reference Guides to Company Policy Documents

All the policies referenced throughout this GFM Commercial Vehicle Handbook can be found at the following link on the GRAHAM Hub:
<https://graham.workvivo.com/spaces/53845/pages/fm-hr-policies>

GFM Commercial Vehicle Policy

Alcohol, Drug and Substance Abuse Policy

Disciplinary Policy

Expenses Policy

IT Acceptable Use Policy

Working Time Policy

Disciplinary Policy

Grievance Policy

Learning & Development Policy

Smoke Free Policy

Appendices

Appendix A: Company Vehicle Driver Questionnaire

Driver Details Form

Please select appropriate:

Car Allowance	
Company Car /Van	

1. Driver Details		
1.1	First name(s):	
	Surname:	
	Date of Birth:	
	Employee Number: (if known)	
	Start Date:	
	Job Role:	
	Contact Number	
	Manager	
	Location	
1.2	Do you have a driving license?	
1.3	Driving Licence Type:	
	Driving Licence Number:	
	Driving Licence Valid To:	
	Driving Licence Groups Held:	
1.4	Have you been convicted of any motoring offences (including speeding) in the last five years, incurred any fixed penalty points, had your licence suspended or is any prosecution currently pending?	
	Have you had any accident(s) and / or claim(s) during the past three years?	
	Have you had a proposal declined, policy cancelled, renewal refused or had special conditions imposed by any Motor Insurer?	
1.5	Do you suffer from any medical condition reportable to the DVA / DVLA? (e.g. defective hearing, diabetes, fits, any heart complaint)	
If you have answered YES to any of the questions in Sections 1.4 or 1.5 please provide additional details in Section 4.		

2. Vehicle Details			
<i>(only to be completed by employees who receive either Motor Allowance or Mileage Only Allowance)</i>			
2.1	Make:		Model:
	Registration No:		Engine Capacity:
	Fuel Type:		Date of First Registration:

3. Insurance Details			
<i>(only to be completed by employees who receive either Motor Allowance or Mileage Only Allowance)</i>			
3.1	Name of Insurer:		
	Policy Number:		
	Policy Start Date:		Policy End Date:
3.2	Policy covers occasional Business Use		

4. Additional Details	
<p>If you have answered YES to any of the questions in Section 1.4 or 1.5 please provide additional details.</p> <p>Please Note For:</p> <p>1.4 Include dates, circumstances, cost of accidents, number of penalty points incurred and fines etc.</p> <p>1.5 Please state what the condition is and how it is controlled.</p>	

5. Employee Declaration			
<p>I declare that I have received, read, understood and accept the conditions contained within the GRAHAM Company Vehicle Policy.</p>			
Driver's Signature:		Date :	

RAC Approved 10 Step Guide on How to Change a Tyre

1. Prepare the van

- Apply the handbrake and remove all passengers from the van.
- Take the spare wheel and necessary tools out of the stowage compartment.

2. Position the wheel chocks

- Chocks prevent the van from rolling while jacked up.
- Position a chock on the opposite wheel to the one with a puncture.
- For example, if your left-front tyre has a puncture, put a chock behind the right-rear wheel.
- If your left-rear tyre is flat, you need a chock in front of the right-front.
- Use chocks for both front/rear wheels (as appropriate) if you have them.
- Bricks or large rocks can do the same job if you don't have a dedicated chock.

3. Loosen the wheel nuts

- It's easier – and safer – to do this while the van is on the ground.
- You may need to lever off a plastic wheel trim first.
- Turn the wheel wrench anti-clockwise and loosen the nuts to the point where they can be turned by hand (be warned – they may be tough to loosen).
- However, don't remove them completely yet.

4. Jack the van up

- All vans have dedicated jacking points – consult your handbook to see where these are.
- Aim to position the jack at the side of the van, close to the punctured wheel.
- Placing a small plank of wood under the jack will help keep it stable.
- Raise the van slowly until the flat tyre is 10-15cm off the ground.

5. Remove the flat tyre

- Fully loosen and remove the wheel nuts, then gently pull the tyre towards you until it comes free.
- Place it flat on the ground.

6. Mount the spare wheel

- Slide the spare wheel onto the protruding hub bolts, or in line with the wheel nut slots (warning: it's heavy to lift it off the ground to do this).
- Replace the wheel nuts and tighten them by hand.

7. Lower the van and tighten the bolts

- Use the jack to drop the van down slightly, so that the spare tyre is in contact with the ground.
- Now use the wrench to fully tighten the wheel nuts.

8. Fully lower the van

- Bring the van fully down to earth and remove the jack.
- Consider giving the wheel nuts a final check for tightness.
- Stow the jack and the other tyre in the stowage compartment, along with the rest of your equipment.

9. Check the spare tyre pressure

- If you have one, use a tyre pressure gauge to check the spare wheel is fully inflated.
- Alternatively, drive carefully to a petrol station and use the gauge there.
- Pump up the tyre to the recommended pressure – as detailed in the handbook – if necessary.

10. Take your punctured tyre for repair

- Visit a garage or tyre fitters at the first opportunity and give them your punctured wheel.
- They will advise whether to repair or replace it.
- Don't drive on a space-saver spare wheel for longer than is strictly necessary – they are only intended for emergencies.

Safe Loading of Vans Procedure

Don't rely on the bulkhead!

- Use suitable restraints for the type of freight you carry.
- Regularly check the condition of your van's fittings, racking and restraint equipment.
- Distribute the load weight as evenly as possible.
- As a driver, you're responsible for the cargo in your van.

Weight won't keep the goods in place!

- Avoid loose items in your cab and store everything safely away.
- Use racking and shelving if fitted, don't just pile everything in.
- Always secure items front to back if possible and not from side to side.
- If you're not sure how to secure, ask your manager.



Appendix D: Vehicle Inspection Checklist

When conducting a weekly walkaround check the following must be taken into consideration:

Inside the van:

Brakes - Check that the:

- Foot or service brake works correctly and does not have any excessive travel.
- Hand or parking brake works correctly and does not have any excessive travel.

Horn and steering - Check that the:

- Horn control is easily accessible from driver's seat.
- Horn works when its control is operated.
- Steering has no excessive play.

Lights - Check that:

- All lights and indicators work correctly.
- All lenses are present, clean and are the right colour.
- Stop lamps come on when the service brake is applied and go out when released.
- Marker lights are present and work.
- All dashboard warning lamps work correctly, including:
 - automatic braking system (ABS)
 - airbags - supplemental restraint system (SRS)
 - electronic positioning system (EPS)
 - full beam headlamp warning lamp
 - parking brake warning lamp

Mirrors and glass - Check that:

- All mirrors that should be there are properly aligned and secure.
- View of the road in all directions isn't obscured by damaged or discoloured glass, or obstructions, e.g., stickers.

Seats and seat belts - Check that:

- Seats are secure.
- Seat belts operate correctly and are free from cuts and damage.

Washers and wipers - Check that:

- Wipers move continually when switched on.
- Wiper blades are not so deteriorated that they do not clear the windscreen effectively when used with washers.
- Washers point at the windscreen and are operational.
- Washer fluid is topped up.

Outside the van:

Battery - Check that the:

- Battery is held securely in place by the correct means and not cables.
- Battery is not leaking.

Fluids, fuel, and oil - Check that:

- The brake fluid, engine coolant, engine oil, power steering fluid, wind screen washer fluid and water levels are correct.
- The fuel filler cap is securely fitted.
- There is no brake fluid, power steering fluid and water leaks by looking for puddles on the ground - if leaks are detected, trace the cause.
- With the engine on, check underneath the van for any fuel and oil leaks - look for puddles on the ground.

Bodywork and doors - Check that:

- All doors shut properly and are secure when closed.
- There is not any damage or sharp edges.
- No body panels are loose or in danger of falling off.

Exhaust - Check that:

- The exhaust does not emit excessive amounts of smoke.

Tyres and wheels - Check as much of the tyres and wheels as possible. There must be:

- A minimum tread depth of 1.6mm
- Sufficient inflation of each tyre
- No deep cuts in the sidewall
- No cord visible anywhere on the tyre
- No missing or insecure wheel-nuts

***A driver can get three penalty points on their licence for each tyre that is not safe and legal. ***

Load - Check that:

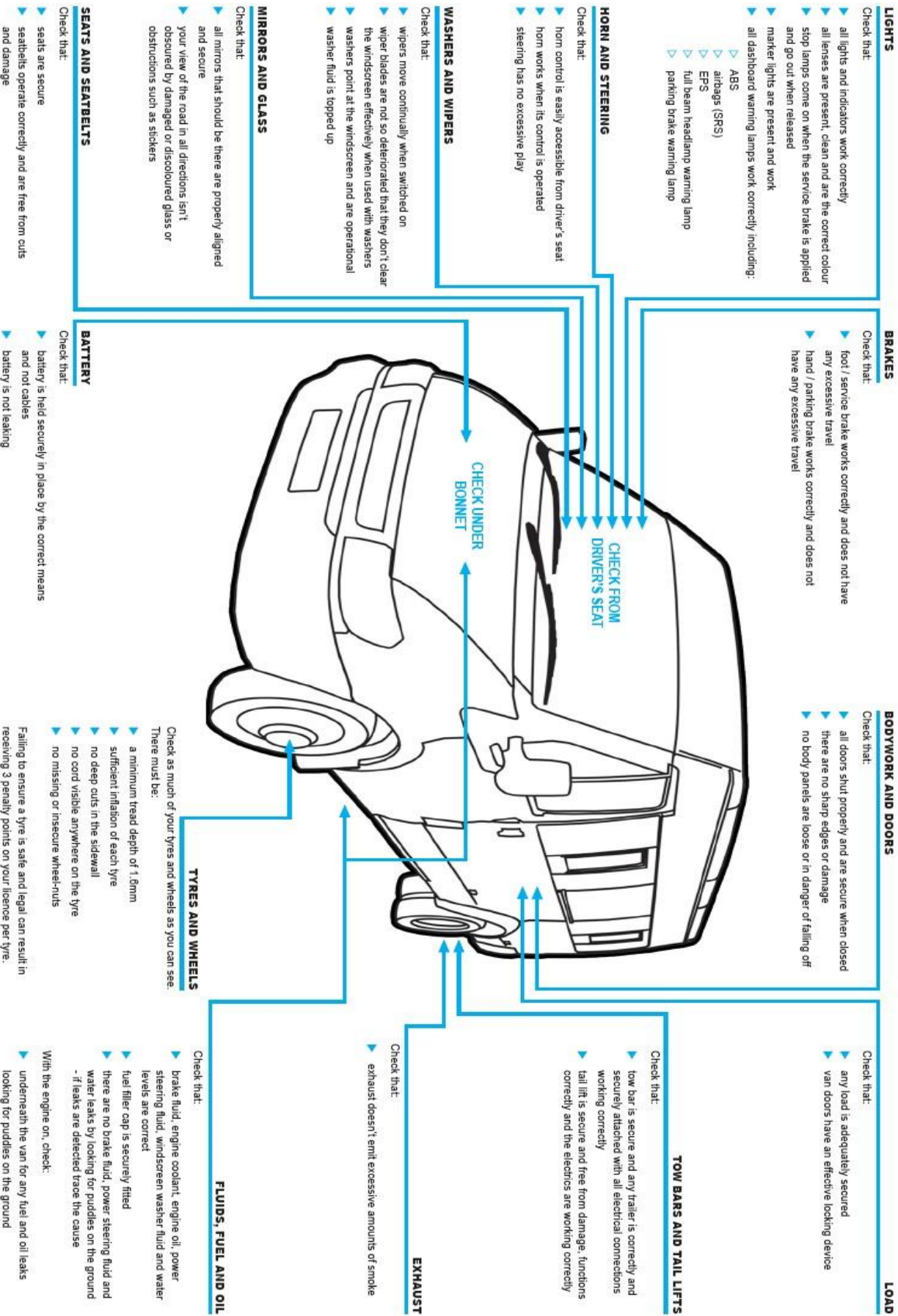
- Any load is sufficiently secured.
- The van doors have an effective locking device.

Tow bars and tail lifts - Check that the:

- Tow bar is secure, and any trailer is correctly and securely attached, with all electrical connections working correctly.
- Tail lift is secure and free from damage, functions correctly and the electrics are working correctly.



You should check the condition of your van every day and get any problems checked out or repaired as soon as you can



VAN OPERATOR'S CHECKLIST		
		HS05-05B
Vehicle Reg:	Mileage:	
Outside Van		
Checks	Description	Pass or Fail
Bodywork, Doors, & Fuel cap	Check for damage and that doors are secure	
Tyres & Wheels	Check for damage, proper inflation and tread depth.	
Wings & Spray guards	Check for damage	
Load	Verify load is secure	
Tow bars & Tail lifts	Check that bars and lifts are secure	
Lamps, Lenses, & Reflectors	Check that all are intact and functional	
Exhaust	Check for smoke	
Fuel, Oil, & Other leaks	Check for puddles on ground	
Number plates	Check for good condition and illumination	
Vehicle signage	Check for presence and damage	
Engine		
Battery	Check battery is secure and not leaking	
Engine fluids & Oil	Verify fluid levels	
Inside Van		
Dashboard warning lamps	Check that warning lights function	
Headlights	Check that lights function (dipped, main beam, front and rear side lights)	
Foot/service brake & Rear brake lights	Operate brake and check that lights function	
Hand/parking brake	Operate brake	
Horn & Steering	Test horn and check steering	
Mirrors, Windscreen & Windows	Check visibility	
Seats & Seatbelts	Check that seats are secure	
Washers & Wipers	Operate wipers and washers	
In-cab technology (i.e. reversing camera, nav, etc.)	Check for functionality and damage	
Notes		
Name:		
Signature:		
Date:		

Appendix F: National Speed Limits

Drivers must not drive faster than the speed limit for the type of road and their type of vehicle. The speed limit is the absolute maximum-it doesn't mean that it is safe to drive at this speed in all conditions.

MOST VANS HAVE A LOWER SPEED LIMIT THAN CARS – see excerpt below

For full details refer to the below link:

<https://www.gov.uk/speed-limits>

Vehicle Type	Built up areas mph (km/h)	Single Carrlageways mph (km/h)	Dual Carrlageways mph (km/h)	Motorways mph (km/h)
Cars, motorcycles, car-derived vans & dual purpose vehicles	30 (48)	60 (96)	70 (112)	70 (112)
Goods vehicles (not more than 7.5 tonnes)	30 (48)	50 (80)	60 (96)	70 (112)

ACCIDENT DETAILS

Your Details

Name:.....

Vehicle Registration Number.....

Date & Time of accident.....

Location of accident.....

Accident Description including vehicle damage.....

.....

.....

.....

.....

Third Party Details

Name:.....

Address.....

Telephone Number.....

Vehicle Make & Model..... Reg.....

Insurance Company.....

Policy Number.....

Witness Details

Name:.....

Telephone Number.....

Police Details (If Police attended)

Name of Police Officer.....

Reference & Station.....

SKETCH OF INCIDENT



Guidelines for Vulnerable Road Users

1. Reduce Speed:

Slow down when approaching areas with a high concentration of vulnerable road users, such as school zones, pedestrian crossings, and residential areas. Lowering your speed gives you more time to react to unexpected situations and reduces the severity of potential accidents.

2. Be Mindful of Zebra Crossings:

Always yield the right-of-way to pedestrians on Zebra Crossings. Stop well before the Zebra Cross lines to allow them to cross safely. Be patient and wait until pedestrians have completely crossed the road.

3. Check Blind Spots:

Before changing lanes or making turns, check your blind spots carefully. Motorcycles and bicycles can be harder to see, so take an extra moment to ensure the road is clear.

4. Maintain a Safe Following Distance:

Leave a sufficient following distance between your vehicle and cyclists or motorcycles. This provides them with space and time to manoeuvre safely. Remember that they may need to stop suddenly or swerve to avoid obstacles.

5. Use Turn Signals:

Always use your turn signals to indicate your intentions to other road users. This helps cyclists, pedestrians, and other drivers understand your next move and adjust their actions accordingly.

6. Avoid Distractions:

Stay focused on the road and avoid distractions such as texting, talking on the phone, or adjusting the radio. A distracted driver is more likely to overlook vulnerable road users.

7. Exercise Caution at Intersections:

Be particularly cautious at intersections, as this is where different types of road users may converge. Check for pedestrians and cyclists before making turns and be aware of their presence.

8. Give Extra Space:

When passing cyclists or pedestrians, provide ample space. Slow down and wait until it's safe to pass, leaving at least a 1.5 Meters or more if possible.

9. Obey Traffic Signals and Signs:

Adhere to traffic signals, stop signs, and other traffic control devices. This ensures a predictable flow of traffic and helps prevent collisions with vulnerable road users.

10. Be Patient:

Exercise patience and tolerance, especially when dealing with slower-moving road users. Avoid aggressive driving behaviours that can intimidate or endanger vulnerable road users.

Dealing with Road Rage

1. Stay Calm:

If you find yourself becoming frustrated or angered by another driver's behaviour, take a deep breath, and try to stay calm. It's essential to keep your emotions in check to avoid escalating the situation.

2. Avoid Eye Contact:

Refrain from making eye contact with an aggressive driver. Eye contact can be perceived as confrontational and may escalate the situation.

3. Do Not Respond:

Resist the urge to respond to aggressive behaviour with more aggression. Avoid shouting, gesturing, or engaging in any form of retaliation.

4. Give Space:

If you encounter an aggressive driver, create space between your vehicle and theirs. If necessary, change lanes or allow them to pass to avoid a confrontation.

5. Ignore Provocations:

Some drivers may attempt to provoke a reaction. Ignore any rude gestures, honking, or aggressive behaviour. Focus on your own driving and safety.

6. Report Aggressive Driving:

If you feel threatened or witness dangerous driving behaviour, report it to the appropriate authorities. Use hands-free devices to call the police or the designated reporting hotline for aggressive driving incidents.

7. Use Your Horn Sparingly:

While it's appropriate to use your horn to alert other drivers to potential dangers, avoid using it to express frustration or annoyance.

8. Plan Ahead:

Plan your routes in advance, allowing for extra time to reach your destination. This can help reduce stress and frustration associated with being in a hurry.

9. Practice Defensive Driving:

Be aware of your surroundings, anticipate the actions of other drivers, and maintain a safe following distance. Defensive driving can help you respond effectively to unexpected situations.

10. Seek Help if Necessary:

If an aggressive driver continues to harass you or poses a threat, consider driving to a public place or a police station. Do not go home if you feel someone is following you.

It is illegal for a satnav or mobile phone holder to be within 40mm of a drivers windscreen.



✓ Always

- Before choosing where to put your sat nav, make sure your seat is at the right height and position to suit your body shape. If you don't do this, you could get the sat nav positioning wrong.
- Try to position it so you do not need much eye movement to check the screen.
- Ensure you are not distracted by continually checking the satnav screen.
- Input destination details BEFORE you set off.
- Use the voice option if the satnav has such a feature.

✗ Never

- Position the satnav so it intrudes ANYWHERE into the red area.
- Position it so you have to turn your head to see the screen.
- Allow yourself to be distracted by over-checking your progress.
- Change the destination or any other action that requires you to touch the satnav buttons or screen unless you are stationary.

Top Tips for Defensive and Green Driving

1. Plan your journey before setting off

Utilize website and SatNav information to plan the best route avoiding, where possible, congestion and roadworks.

2. Remove any unnecessary loads

The extra weight increases fuel consumption.

3. Check tyre pressures regularly

Under-inflated tyres are dangerous, wear out more quickly and increase fuel consumption.

4. Only start the engine when you want to drive

Fuel is wasted when idling the engine.

5. Drive calmly

Avoid harsh braking and acceleration. Pulling away too fast can use up to 60 per cent more fuel.

6. Concentrate, observe and anticipate

To maintain a smooth driving style that avoids accidents and saves fuel.

7. Brakes to slow, gears to go

Slow the vehicle using the breaks, engage the correct gear for your speed and by-pass all intermediate gears.

8. Don't pump the accelerator

Or rev the engine unnecessarily.

9. Switch off the engine in traffic jams.

10. Watch your speed

- Always travel at a safe speed according to the conditions.
- Remember the speed limit is a maximum, not a target.

11. Keep your distance

At least a two second distance between you and the vehicle in front.

12. Monitor your vehicle for roadworthiness

Particularly tyres, brakes, steering and emissions.

Notes
