

# **Chiltern Transport & Warehousing Ltd**

## **Chiltern Transport (Northern) Ltd**

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# **Drivers and Sub-Contractors**

## **Procedure, Safety and Quality Handbook**



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## **Operational Procedures – Drivers and Sub-contractors**

Chiltern drivers are the most important ambassadors and spend most of their working day in direct contact with customers. To many of our customers the drivers that carry out the work, are the company.

The level of professionalism displayed in the work and the appearance of our drivers is the single most important factor in maintaining customer satisfaction. Chiltern's vehicles are a visible example to the public and our customers of our commitment and professionalism. Vehicles give an immediate impression, which can be negative or positive, and efforts must be made to ensure the best possible maintenance standards.

Our Transport Manager controlling our vehicle fleet must always remember that the condition of a vehicle can speak volumes to a potential client about our attitude to quality.

In every industry where deliveries are made drivers are exposed to significant hazards arising simply from the day-to-day activities of the job and understanding these hazards and the sorts of things that result in injury and ill health , can help you recognise the activities most likely to lead to harm .

### **DO NOT BE PUT OFF BY THE LANGUAGE .**

A hazard is simply something that can cause harm

Risk is the chance of anyone suffering harm from a hazard

Be aware , over the last five years , accident reports sent to the HSE and local authorities show that nearly 60 employees were killed and 5000 seriously injured in road haulage and distribution – simply doing their job. Another 23000 suffered injuries severe enough to keep them off work more than three days . These figures take no account of work-related ill health , for example from bad backs and stress .

This represents a higher rate of accidents to employees than either construction or agriculture ; both widely regarded as hazardous industries .

Almost all deaths arise from just four kinds of accidents , most often during loading and unloading or maintenance of vehicles ;

Being struck by a moving vehicle :

Falling loads :

Falls from vehicles :

Collapsing or overturning vehicles :

Again, most injuries, more than seven out of ten , are due to just four causes;

Slips and trips :

Being struck by moving or falling objects :

Falls from less than 2m :

Manual handling :

Many of these accidents could be prevented by simply examining what actually goes on in our business , removing and controlling hazards and taking the necessary managerial and supervisory steps to make sure what is supposed to happen , does happen .

Underpinning these procedures are the following minimum standards and requirements , this section of our Health and Safety policy has been reproduced into a drivers manual and is issued to all our drivers and sub-contractors .

Sub-contractors can down load this file direct from our website :

[www.chilterntransport.co.uk](http://www.chilterntransport.co.uk)

**Daily checks :**

The daily walk-round , which should take place before you begin a journey , should cover :

\* brakes

\* tyres

- \* horn
- \* speedometer
- \* number plates
- \* exhaust system
- \* speed limiter
- \* lights
- \* windscreen wipers and washers
- \* check the mirrors are in the correct position for you
- \* tachograph
- \* reflectors and reflective plates
- \* any coupling gear
- \* correct plating
- \* proper licensing with appropriate valid disc displayed
- \* seat belts
- \* any load being carried

When in the cab you should check :

- \* the drivers seat is correctly adjusted for you
- \* all interior and exterior mirrors are clean and adjusted for you
- \* gauges and warning systems are working
- \* the parking brake is applied

- \* the gear selector is in neutral
- \* you have sufficient fuel for your journey
- \* the doors are working and are closed
- \* a height indicator is in each vehicle and this must be checked against the height of the trailer or the load carried; keep this in a position that is always visible to you

Before starting your journey be sure that you understand :

- \* the controls of the vehicle
- \* the vehicle size – weight , height and width
- \* handling
- \* brakes – whether ABS is fitted

### **Coupling of trailers :**

Accidents occur during coupling up because it is common practice for trailers to be parked on the emergency brake by disconnecting the emergency air line ( dropping the red line ) rather than applying the trailer parking brake .

This is unsafe practice because connecting the air lines to a parked trailer , when its parking brake is not applied , releases its brakes under air pressure and the vehicle combination can then move , particularly on an incline .

This unsafe practice has resulted in drivers being :

- \* run over by moving vehicles
- \* crushed between the vehicle and another object , often as they attempt to get into the moving tractor unit to apply the parking brake .

Drivers have also been injured when they were hit or run over by a trailer, which was left parked . These accidents occurred because the trailer ran away or moved on a slope because its parking brake was not applied when it was disconnected from the tractor unit . Sometimes movement occurred after the trailer had been parked for a substantial period of time .

A piece of ground may look flat but it only needs a slight gradient for the vehicle or trailer to move , if the parking brakes are not applied .

Here are the key steps for safe coupling :

- \* check that the trailer parking brake is applied
- \* reverse the tractor unit slowly under the trailer and listen for the locking mechanism to engage
- \* check that the fifth wheel locking mechanism is fully engaged ( usually by trying to drive forward in low gear )
- \* apply the parking brake on the tractor unit
- \* visually check the engagement of the fifth wheel and depending on the type of mechanism , put on any safety clip
- \* reconnect the air lines (turning on any air taps that may be fitted to older vehicles) and electrical supplies to the trailer
- \* wind up the trailer landing legs and secure the handle
- \* release the trailer parking brake
- \* fit the number plate , as well as any necessary warning plates , check the lights

The procedure for uncoupling is generally the reverse of the coupling procedure , but always remember to set the tractor unit park brake before leaving the cab .

Also check :

- \* the ground is firm and level enough to support both of the landing legs



- \* the parking brake is set on the trailer

If you couple or uncouple a trailer without applying the parking brake on the tractor unit or leave a trailer parked without its parking brake applied, you are breaking health and safe law and may be responsible for injuring yourself or someone else.

### **Use of Tail-lift :**

It is essential that our drivers understand the operation of our tail-lifts, they have been trained in their use and have a copy of our risk assessment. Tail-lifts are designed for loading and unloading cargo between the vehicle floor and the ground, the tail-lift should not be used for any other application.

The following safety precautions, will assist you to ensure safe use of this equipment :

- \* do not operate the tail-lift if the vehicle is not on firm ground
- \* do not operate tail-lift on a slope in any direction
- \* ensure that the vehicle's parking brake is fully applied
- \* keep the area around and below the tail-lift clear of obstructions at all times, in particular, the driver must check that no person is in a dangerous position before or during, the tail-lift operation
- \* ensure the load does not exceed the safe working load, as shown on the manufacture's information plate
- \* ensure that the load does not overhang the edge of the platform
- \* ensure that any wheeled loads are suitably restrained in order to prevent unintentional movement
- \* ensure the platform surface is kept clean, and in good and safe condition
- \* ensure all safety items are fitted and used where applicable
- \* whilst operating the tail-lift keep feet clear of the platform edges

- \* keep hands clear of all moving parts
- \* suitable lighting should be provided for the loading area, lights should be positioned such that the entire working area is brightly lit
- \* when the tail-lift is not in use all switches should be in the **OFF** position and any keys removed
- \* when the vehicle is left unattended the controls should be isolated and any key operated controls locked in the off position and the keys removed to prevent unauthorised operation
- \* always fully stow the tail-lift before driving the vehicle or leaving the vehicle unattended
- \* when handling hydraulic oil observe all normal precautions, do not allow the oil to come in contact with the skin, mouth or eyes; if it does, rinse off immediately

### **Transport Manager's – Note :**

We have a legal duty to maintain the tail-lifts in a good, safe and workable condition, drivers must be trained in using the tail-lifts, they must be serviced in line with the manufacturer's maintenance instructions and get a thorough examination report every six months. Records of the above must be kept for two years.

### **Reversing :**

Reversing your vehicle can potentially create a dangerous situation . You need to be aware of pedestrians and other vehicles in the area and make sure they are aware you are reversing . You will always need to observe your surroundings before and during a reversing manoeuvre .

Here are the key steps for reversing :

- \* remove the need for reversing , if at all possible
- \* use assistance or a banksman , if available
- \* minimise the distance you have to reverse
- \* ensure people are excluded from the area you are reversing into
- \* if you lose sight of the person guiding the vehicle , you should **STOP** immediately

### **Loading / Unloading :**

You should understand the load you are carrying and the possible hazards involved . Varying loads have different hazards associated with them , from the loading of the vehicle , to securing the load , to tackling hazards and adverse conditions on the road .

When securing the load you need to take into account the following :

- \* the nature of the load
- \* the suitability of the vehicle
- \* the suitability of the load
- \* the type of restraints
- \* the condition of the restraints ( wear and tear )
- \* protection from the weather
- \* prevention from theft
- \* ease of delivery

When restraining your load you need to be aware of the centre of gravity . If movement of the load occurs during transit it will have an effect on the way the vehicle responds . There the object of the restraint is to make sure that the load you are carrying will be secure when :

\* braking

\* steering

**The load must be carried so that it doesn't endanger any other road user .**

### **Securing Loads :**

Legal requirements and common sense require that all loads carried on vehicles are secured , **whatever the journey** . This is to protect the people involved in loading , unloading and driving the vehicle , together with other road users and pedestrians .

Trained staff who are aware of the risks involved should carry out loading and unloading . You should also be aware of the additional risk of the load , or part of the load moving when the vehicle is being driven . **The driver is ultimately responsible for the load carried on their vehicle , whether or not you were involved in the securing of the load .**

This securing practice is not restricted only to the load being carried but also covers any equipment on the vehicle such as landing legs , tail-lifts and curtain straps . All of these must be stowed and secured to manufacturer instructions , so not to be a danger to other road users and pedestrians .

Before your vehicle is loaded , it should be checked to ensure that its load platform , bodywork and anchorage points are appropriate for the load and are in a sound and serviceable condition . It is a legal requirement that the maximum permitted axle and gross weight limits are not exceeded . Where a part of the load is to be picked up or removed in the course of a journey , the effect on gross weight , individual axle weights and on the securing and stability of the load , must not be overlooked . Although removal of part of the load will reduce the gross vehicle weight the change in weight distribution may cause individual axles to become overloaded .

To ensure we achieve maximum vehicle stability the following points must be considered ;

- \* the load should be spread to give an even weight distribution over the whole floor area

- \* when a load is stacked the larger and heavier items should be placed at the bottom of the load

- \* the heavier items should be placed nearer to the centre line of the vehicle and the lighter ones towards the sides

- \* when a load is stacked the lower packages should be strong enough to support the others when the vehicle is braking , cornering or accelerating

- \* the weight of heavy loads of small dimensions should be distributed across the vehicle platform by use of load spreading devices , timbers or wooden boards

- \*all loads will be secured to dedicated load anchorage points , these are designed and integrated into the vehicle structure , so that the forces imposed on them are transmitted to the main chassis frame of the vehicle

- \* the number of anchorage points actually used on a particular journey will depend on the weight and dimensions of the load being carried and its location on the vehicle floor

Conventional load restraining methods must always be used so that the loads are prevented from moving in any direction during transit . As a general rule , goods carried within curtain-sided vehicles should be secured as if they were being carried on an open , flat bed vehicle . If the loading configuration or its security would cause concern to you , if an open vehicle were to be used , then it should be considered equally unacceptable within a curtain-sided vehicle .

As professional drivers the following points may seem obvious but it is important they are documented and understood by all our drivers ;

- \* before loading , the pallets or crates should be examined for damage or other obvious signs of weakness . If there is reason to suspect that the pallets

or crates are not of sufficient strength to withstand the load carried they should not be accepted for loading

\* where pallets or crates are carried on vehicles with van bodies , straps will be required to restrain the cargo – straps must be secured to the vehicle body

\* in order to utilise the full capacity of the vehicle it may be feasible to stack pallets and crates . However the upper layers of pallets or crates must be positioned so that they are stable and adequately secured to prevent them from falling from the vehicle . Unless the upper pallet or crate is directly supported by the lower one , the cargo on the lower pallet or crate must be of sufficient structural strength or the cargo banded with sheet material such as plywood , to withstand the weight of the upper pallet or crate without becoming distorted

\* where pallets or crates are stacked , cross lashing must be such that each pallet or crate of the top layer has at least one cross lashing . Any pallets or crates which are above the general height of the load should have at least two cross lashings

\* all of our trailers have fixed load restraint straps , which are supplied installed , to a central longitudinal overhead rail within the curtain-sided trailer , this is a useful method of restraint in some , but not all circumstances , because they are fixed at their upper end to a rail on which they are free to slide , this type of load restraint can only restrain loads in a lateral direction .Additional restraints are required to stop the load moving in a fore or aft direction

\* vertical and tipping motions should be prevented by lashing placed across the top of the load

\* lashings should be positioned to prevent movement of the pallets in any direction

\* empty pallets should be restrained and secured to the vehicle

\* the curtains of our trailers must **NOT** be considered as part of any load restraint system . They are provided to contain rather than to restrain the load and should be considered as weather protection only

\* once loading is complete and before the curtains are closed , the load and its constraints , should be thoroughly inspected in order to certify that the load is safe and secure

\* once the vehicle is on the road it is your responsibility to ensure that the load remains secure . This , in the case of curtain-sided vehicles , would normally be confined to a periodic visual inspection of the curtains and a check of the tensioning straps . If bulges are evident in the curtain indicating that the load has shifted in transit , the curtain **SHOULD NOT** be opened . You will need to make a judgement to either continue the journey if a minor bulge is evident or in the event of a more serious situation to seek advice from our Transport Manager .

\* extreme caution must be exercised during the opening of the curtains . In particular they must be thoroughly inspected for signs of bulging before any attempt is made to open them . If a bulge exists , or it is suspected that the load is leaning on the curtain , the curtain **MUST NOT** be opened . In these circumstances access should be gained to the curtain compartment via another route – possibly through the rear doors or through the curtain on the other side of the vehicle . The safety , stability and security of the load should then be ascertained before unloading commences .

## **Do's and Don'ts :**

\* do check the weight of the load to be carried

\* do make sure that the vehicle is capable of carrying the size and type of load

- \* do remember that the size , type and weight of the load will affect the handling of the vehicle
- \* do check the load before moving of and whenever items are added or removed
- \* do remember that loads can settle and shift during a journey , causing straps to slacken
- \* do check the load at regular intervals and after heavy braking or sudden changes of direction
- \* do make sure safe systems of work are devised and followed when loading and unloading vehicles
- \* don't overload the vehicle or the axles
- \* don't load the vehicle too high
- \* don't reduce the load on the steered axles by positioning the load too far back
- \* don't move the vehicle with any part of the load not restrained
- \* don't climb onto the vehicle or it's load , unless it's essential and there is a safe means of access
- \* don't take any chances , there are better things to do than have an accident!!

### **Height of Vehicle, Load, Bridges :**

As a driver of a vehicle that has an overall travelling height of more than 3m you must ensure that :

- \* the overall travelling height of the vehicle is displayed inside the cab , for you the driver to see whilst you are in the driving position . It must be displayed in figures of not less than 40mm tall



\* any height indicated is not less than the overall travelling height of the vehicle

\* all UK bridges show their height in feet and centimetres, when approaching any bridges look at the height shown, if you miss the marking or are distracted, STOP and do not proceed under the bridge until you are fully satisfied your trailer and load will clear the bridge safely.

## **You must know the height of you vehicle and its load ; DON'T GUESS**

### **Fuel leaks / Fuel tank :**

Diesel spillage is dangerous to other road users . Check under the bonnet and throughout the run of the fuel line , from the fuel tank to the engine to make sure :

- \* the fuel filler cap is fastened securely
- \* the seal in the cap is not torn , perished or missing
- \* there are no other defects that could cause fuel to leak out

Remember fuel expands when it is hot . If you overfill the tank and the fuel expands it will leak through the breather , wasting fuel and money . It will also be hazardous .

### **General Information :**

Many accidents are caused by driver error and the majority are preventable . Therefore it is important that you take time to assess any potential dangers, the following pages will make you aware of your responsibilities and potential hazards in your day-to-day working .

### **Driver Medical Requirements :**

As a driver of heavy goods vehicles you are required to be healthy and pass a number of medical tests . You are also required to have an eye test whether or not you actually need glasses or contact lenses . It is your responsibility to inform the Drivers Medical Unit at the DVLA , if your medical circumstances change .

### **Drivers Hours :**

Driver's hours of work are controlled in the interests of road safety , working conditions and fair competition . Currently there are maximum limits on driving time and minimum requirements for breaks and rest periods . We also operate under the European Union driver's hours and tachograph rules , you will be subject to working time provisions within the Road Transport (Working Time ) directive .

Information on driver's hours is shown in Appendix 1, EC Driver's Hours – effective 11<sup>th</sup> April 2007 and The EU Driver's Hours Rules. These are to be used for your first point of reference, but any further queries are to be discussed with our Transport Manager and training will be given, if required.

### **Driver Rest / Sleepiness :**

Regardless of the law , it is important that if you start to feel sleepy you should find a safe place to stop (not on the hard shoulder of a motorway ) , as soon as possible .

Modern vehicles are often very comfortable but it is important not to relax too much . To combat the risk of falling asleep at the wheel , you should :

- \* plan you journey to include adequate rest breaks
- \* get adequate sleep and not start a journey if already tired
  
- \* avoid driving if you are not 100% fit
  
- \* never drive if affected by alcohol or drugs and remember that some medicines , including over-the-counter remedies can make you drowsy
  
- \* be alert to the body's natural tendency to feel sleepier between 2 and 4 in the afternoon and in the early hours of the morning

\* keep a plentiful supply of fresh air circulating in the cab but remember that cold air will do little to stop you falling asleep

**If you start to feel sleepy – STOP and take a 15 minute break**

### **Seatbelts :**

For your own and others safety , the law requires you and any passengers , to use a seatbelt if one is fitted . An exemption is permitted for goods vehicle users undertaking deliveries or collections if they travel no more than 50 meters between stops .

Drivers and front seat passengers should sit as far back as reasonably possible from the steering wheel or dashboard , to reduce the possibility of serious head or chest injuries in the event of an accident .

### **Mobile phones :**

It is illegal to use a hand-held mobile phone or similar hand-held device , such as navigation equipment , while driving . Drivers must maintain proper control of their vehicles at all times and using a hands-free kit will distract your attention from the road .

Drivers who use a mobile phone :

- \* are much less aware of what's happening on the road around them
- \* fail to see road signs
- \* fail to maintain proper lane position and steady speed
  
- \* are more likely to tail-gate the vehicle in front
  
- \* react more slowly and take longer to brake
  
- \* are more likely to enter unsafe gaps in traffic
  
- \* you will feel more stressed and frustrated

## **Weather :**

We need our goods to be delivered in a safe and timely manor all year round and in all weather conditions . You should always make sure that you , your vehicle and the goods you carry arrive safely at the intended destination . It is essential you take notice of weather reports and warnings . Do not start a journey without being thoroughly prepared and having made safety checks and alterations to your vehicle to accommodate the weather conditions :

- \* fog
- \* high winds
- \* ice
- \* rain
- \* snow
- \* driving at night

## **Standards we expect from our drivers and Sub-contractors :**

- \* at all times whilst on company business, drivers will wear the company uniform, safety footwear and high visibility vest or jacket.
- \* high standards of personal hygiene are expected, daily shave and clean uniform and footwear.
- \* drivers should always introduce themselves on arrival at any customer's premises

- \* drivers must always be polite
- \* drivers will not drink alcohol during the working day
- \* drivers will not smoke on site , other than in designated areas
- \* drivers will not use bad language
- \* drivers will not criticise the company or colleagues but will contact our Transport Manager in the event of problems or safety issues.
- \* all vehicles will be kept clean and tidy
- \* all accident damage must be reported immediately
- \* consideration for other road users is expected at all times
- \* where allowed, customer's property and facilities used including canteens, washrooms and toilets, will always be treated with respect.
- \* all loads must be secured with straps at all times and effectively protected from bad weather.
- \* upon completion of any work our drivers will seek customer's agreement that all work has been completed to their satisfaction and delivery notes signed, for each delivery point.

As professional drivers you should set good examples of driving to others , you should have an idea of how other road users see you . Remember that they are not van or truck drivers and may wonder why you are making certain manoeuvres . Losing your temper with other road users will not make your working day any easier . Keeping your emotions under control will lead to a safer and more pleasant working environment for you .

## **Safety and Security:**

Our customers will have their own site rules which will be displayed at their premises, these rules must be closely observed to maintain a safe place of work.

Our customers know their sites and the hazards on them, they know that we may introduce new hazards to the site:

- \* loading / off loading

- \* reversing

\* fork lift working

In keeping with our high standards , Chiltern places the highest importance on its approach to Health & Safety. We recognise that our activities on site can present hazards to customer's employees, members of the public and other contractors.

As a company we will ensure that the vehicles you use are safe and maintained to an appropriately high standard , you must play your part and take care of your own and others safety and co-operate with management in meeting our obligations .

Accidents cause suffering and can cost money, production and time.

\* a daily check of our vehicles must be completed to supplement the planned inspection and maintenance programme.

\* any defect must be reported immediately to our Transport Manager and noted in you defect book.

\* don't carry passengers

\* always drive at slow speed and be aware of customer's speed limits

\* when vehicles are not in use, the truck must be parked in a safe area with the keys removed.

\* remove your keys and lock your tractor unit whenever you get out of the cab, even if only to book in or collect receipt notes. The vehicle could be stolen, your own possessions could be stolen, our insurers will not pay out if keys are left in the tractor unit and the vehicle is unattended.

\* when moving through the customers workplace , ensure you have a safe place to wait during loading or off loading , ensure you chose a route to this area , without passing through areas of vehicle or forktruck movement

\* drivers must only secure loads on the trailer whilst parked and the handbrake is on ; **every year drivers are injured because their vehicles move off when the handbrake is left off .**

\* always use all safety equipment provided when working at height

- \* do not jump from the lorry or load
- \* report damaged , loose or inadequate steps and handholds – ensure the steps are safe for use
- \* do not walk backwards near the rear or side of the vehicle bed
- \* report slippery surfaces , oily , greasy or diesel spills
- \* only use equipment such as , straps , ropes , curtains if you are sure it is well maintained and in a good state of repair
- \* keep the lorry tidy , this will avoid creating tripping hazards
- \* always use the safety footwear you have been issued with
- \* drivers are not to drive fork trucks unless they are trained and certified operators and have been authorised to do so.

## **PPE – Personal Protection Equipment**

PPE is issued to all of our driver's, this equipment must be kept clean and used in accordance with the training and instructions received. Items issued are, gloves, high visibility clothing, goggles, hard hat and boots, any loss or damage to these items, must be reported to our Transport Manager and they will be replaced.

These items will be checked every 6 months with your driving licence check and replacements will be given and recorded on our Drivers Check List.



## **PPE Equipment must be used at all times**

### **Manual lifting :**

- \* wherever possible use mechanical means to lift and transport items
- \* where use of mechanical means is impracticable , then sufficient persons must be available to lift the relevant load and you must take into account the following ;
- \* the size , the shape , the weight , the ability to grip and the ground surface which gives balance
- \* ensure that items are lifted correctly with the back straight and using the legs to raise yourself , if the load is low . Use a good grip with the feet apart to hip width and one foot slightly in front of the other
- \* avoid twisting , stooping , or reaching to lift or deposit the load
- \* ensure that the access areas are clean and clear and that the lighting is adequate
- \* wear gloves and safety footwear
- \* protect sharp edges
- \* avoid long lifts and if necessary change grip when the load is at waist height
- \* keep the load close to your body
- \* for long distances arrange supports to allow the loads to be placed for brief breaks
- \* during repetitive work , ensure sufficient time for resting
- \* if more than one person is involved then a suitable person must be nominated to control the job

- \* if possible , break the load down into smaller items
- \* if possible , provide proper handles , handholds or use carrying devices , to avoid the possibility of trapped fingers
- \* secure items, which are loose to prevent the load shifting when being carried
- \* avoid carrying up and down steps

## **If you can't manage a load – GET HELP**

### **Overnight Parking :**

When drivers are unable to park overnight at our secure Pitstone site, it is imperative the following procedure is followed ;

- \* vehicles and trailers must be parked overnight at a recognized secure lorry park , details of lorry parks can be obtained from our Transport Manager
- \* all manufactures security systems must be activated when the vehicle and trailer is un-attended
- \* the driver must check the security of the unit and trailer every time he leaves the vehicle un-attended and on his return to the vehicle

\* drivers are to phone the Transport Manager once booked into the lorry park so details of the overnight stop can be recorded onto our traffic system

## **Do's and Don'ts :**

We are all concerned with ‘ getting the job done ‘ but this end must not be regarded as of greater importance than safety.

- \* do read site rules
- \* do wear and use safety equipment
- \* do remove or report hazards
- \* do report any defects
- \* do read emergency procedures and notices

- \* don't take short cuts
- \* don't ignore safety signs
- \* don't take unnecessary risks

## **Incident Reporting :**

It is your duty to report incidents however trivial they may seem and whether or not they involve injury or damage, either to our Transport Manager or safety representative.

The information you may give may be vital to help us to prevent a repeat of the accident.

## **Legal Consequences :**

Poor control may result in action from the Health & Safety Executive or local authorities . Transport risks , falls from heights and manual handling are all priority areas for enforcing authorities and are all common causes of accidents in road haulage .

Directors and Managers can face prosecution as individuals , if their acts or omissions led to the offence .

Controlling Health and Safety has moved away from just the common sense approach , procedures must be in place , employers and employee must be aware of the procedures and work together with the common goal , to reduce accidents and ill health at work .

**The Quality of our Company does not depend on  
the contents of this Handbook**

**IT DEPENDS ON YOU !**

**CHILTERN TRANSPORT DRIVER'S  
PROCEDURES**

As professional driver's representing the company, we rely upon you all to keep the Traffic Office informed of any problems or delays that occur within your working day.

**Good communication with the traffic office is the key to providing a high quality of service to our customers.**

You should always contact the Traffic office in the event of the following circumstances and if unsure about something always refer to your Transport Manager.

## **Always Report**

1. Traffic Delays / accidents
2. Prospect of late arrival for delivery or collection
3. Delay of more than ½ hr with loading or off-loading
4. Refusal of delivery
5. Notification of Damaged goods or short deliveries (always report whilst still on site) and any claused POD
6. Difference in number of pieces instructed to collect or deliver
7. Breakdowns

## **Proof of Delivery - POD**

The delivery of customer's goods can generate lots of paperwork. It is vital that we always obtain a POD (proof of delivery) as evidence that a consignment has been completed. This POD is often required before a customer will pay for the delivery service. It is therefore essential that all paperwork is completed and retained by our drivers or sub-contractors and all paperwork is kept in good condition.

In the event of **No Paperwork / delivery note** being provided by a customer, all drivers must make out their own delivery note, by using the blank headed delivery notes that we provide (see example enclosed) Under no circumstances should a delivery be made without obtaining a POD / proof of delivery.

Spare Blank delivery notes can be obtained from our Transport Manager, please ensure you always have an ample supply with you.

## **Drivers Folders**

We provide all of our own drivers with plastic folders in order that all paperwork can be collated and kept together in good condition. There are two folders for each driver. These folders are marked with each separate drivers name and are kept in trays on our Transport Managers desk. There is an 'In Tray' and an 'Out Tray'

Within the folder, there is also a smaller folder, which should be used to place any **Fuel Purchase Receipts** in. Please keep this small folder within the larger folder.

Upon return to our Tring Depot, each driver should hand in his/her folder by placing it in the 'In Tray' and then exchange for their folder in the 'Out Tray'. The folder in the 'Out Tray' should contain any paperwork relevant to any future work.

**Please ensure you maintain this procedure.**

### **Vehicle Defect Reporting**

All drivers are provided with daily defect report pads. These pads are provided so that daily checks as indicated within our 'Drivers and Sub-Contractors Procedure, Safety and Quality Handbook' are recorded daily. Hopefully a '**NIL Defect**' can be recorded each day. All NIL defect sheets should be placed in the driver's paperwork folders and handed in with all other paperwork.

**In The Event of a Defect being found, it must always be written down and recorded.**

All defects must be reported to the Transport Manager ASAP by firstly verbally reporting the defect. The detailed defect sheet should then be handed into the Transport Manager ASAP. The Transport Manager will then record the reported defect onto a Log and will then take the decision on how and when to rectify the defect.

### **Authorisation of Defect Repairs**

**Only the Transport Manager is authorised to sanction repairs**

In order for a repair to be carried out an order number must be provided by our Transport Manager authorising any supplier to proceed with the work.

**Drivers must not give permission for any repair to take place.**

### **Tachographs**



As professional drivers you should all be fully aware of the EU Drivers Hours Rules. We have included a summary within this booklet to help assist you and if in any doubt you should refer any questions to your Transport Manager.

It is a legal requirement that we retain all tachograph records for a minimum of 12 months. These records should be fully completed and kept in good condition. In order to ensure this, **we provide you with tachograph envelopes**, in which you completed tachograph charts should be placed in before handing them into the traffic office.

### **Procedure for handing in tachograph records**

All completed tachograph charts should be placed in the envelopes provided. The envelopes should be marked with the drivers name and the week number they contain and then placed within the driver's folder.

They should be handed in weekly ensuring that you always retain the following.

**From 1<sup>st</sup> January 2008 Drivers must be able to provide the current day and the previous 28 Days**

## **Breakdown Procedures**

**In the event of a vehicle breakdown, the first course of action should always be to inform the Transport Manager of the situation.**

In order for the vehicle to be attended or a repair to be carried out an order number must be provided by our Transport Manager authorising any supplier to proceed with the work. Your Transport Manager will make all the necessary arrangements for your vehicle to be attended or recovered.

You will need to know your exact location, vehicle details and it will help to give your mobile telephone number. It would also help if you are able to describe what the breakdown problem is.

In the unlikely event that you are not able to contact the Transport Manager or the Traffic Office, please find the contact details for various out of hours numbers for some suppliers that we use. Only contact these people directly as a last resort.

## Accident Procedures

If you are involved in an accident no matter how trivial it may seem, you must always ensure you notify the incident to the Transport Manager immediately or as soon as is possible.

You are required by law to stop and give details to any third party involved. Try to remain calm, no matter who was at fault, you must then exchange details with the other parties involved. If there is not anyone available to report the accident to, the accident should be reported to a police constable or a police station as soon as is reasonably practicable and in any case within 24 hours.

### **Supply them with the following information.**

**Company Name :** Chiltern Transport & Warehousing Ltd

**Company Address:** Unit C, Quarry Road, Pitstone Green Business Park  
Pitstone, Buckinghamshire LU7 9GW

**Telephone Number:**

**Your Vehicle Details:** Make, Model, Registration Number

**Insurance Company:**

**Policy Number:**

### **Make sure you always obtain the following information.**

**Witness Details :**

including, name , address, contact telephone number & their location at the time of the accident.

**Third Party Details :**

including, name , address, contact telephone number , vehicle make, model & registration number, name of insurance company & policy number if known.

Make a sketch of incident and record any relevant information that may assist any claim, including weather conditions, road markings etc. If a camera is available, it may help to take some photographs of the incident.

**As soon as you are back at the depot you will be required to fill in an insurance claim form.**

## **Appendix 1 :**

EC Driver's Hours – effective 11<sup>th</sup> April 2007

The EU Driver's Hours Rules – RHA

Blank Collection / Delivery Note

Waste Carrier Licence to November 2008

## **Drivers Handbook Update Record**

**This document will be reviewed within a 12 month period :**

Issue Reference: CTW001/Handbook – December 2005

Reviewed: CTW002/Handbook – December 2006

Reviewed: CTW003/Handbook – December 2007

Daily Checks, Use of Tail-lift, Height of vehicle, Driver's Hours, Safety and Security, PPE, CT Driver's Procedures, Appendix 1.

**I confirm receipt of this drivers and sub-contractor procedure, safety and quality handbook and confirm that I understand its contents :**

**Own Fleet :**

**Drivers Signature :** .....

**Print Name :** .....

**Transport Manager :** .....

**Date :** .....

**Sub-Contractors :**

**Company Name :** .....

**Transport Manager :** .....

**Date :** .....

**Please detach this page and place in driver's file .  
Sub-Contractors please return by fax to:  
01296 664121**