



Drivers Handbook

This Handbook contains information to be used by drivers to understand and adhere to the policies, procedures and driving rules for the A1 Group.

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Policy Statement

Driving is one of the greatest risks faced by our employees and this policy covers the use of all vehicles. We are committed to the prevention of loss of life and property from driving accidents through:

- Strict adherence to this policy
- Adopting any strategy that will minimise accident and incident rates

Allocation and Vehicle Arrangements

Prior to any A1 Group vehicle being allocated to an employee the following procedure and instructions must be followed:

- a) A copy of the employee's current driving licence and driver CPC card must be provided upon request. This will be checked to ensure that the details are correct and that the licence covers the vehicles to be driven. Any queries regarding endorsements or health conditions should be referred to the A1 Group Managers
- b) The Drivers Handbook shall be made available to the authorised driver who shall ensure they are familiar with the instructions and information contained in this handbook
- c) The authorised driver shall inspect the vehicle for signs of damage/defects and ensure that the ancillary equipment is on the vehicle before use and operating correctly
- d) Any changes to the licence including endorsements and restrictions etc. shall be notified to the Operations Manager as soon as the facts are known
- e) A Periodic check shall be carried out on all driving licences and driver CPC card

Falsification of any driving licence document will be dealt with under the disciplinary measures.

Authorised Drivers

Only persons who have produced their driving licence for validation will be authorised to drive A1 Group vehicles. A1 Group vehicles may be used by others only if authorised to do so by the A1 Group.

Emergency Authorisation to Drive

In the event of accident, breakdowns or illness, where the driver is unable to proceed, any competent and fully licensed driver is authorised to drive the vehicle directly to its normal base, a garage or place of safety.

Excluded Drivers

- Those not in possession of a full UK driving licence for the category of vehicle to be driven
- Learner drivers
- Anyone who has been disqualified from driving
- Anyone who has been refused motor insurance or renewal or has had a policy cancelled
- Those who suffer from a listed medical condition

Use of Company Vehicles

Vehicles shall not be used for any business or purpose of any kind except that of the A1 Group unless authorisation has been given in writing.

Whenever the vehicle is being used for business or private purposes passengers may only be carried to the maximum seating capacity.

No A1 Group vehicle shall be used to carry passengers for hire or reward.

It is the authorised driver's responsibility to pay any fixed penalty charges or fines and they should maintain adequate driver records.

No unauthorised passengers/animals should travel in company vehicles during the drivers working hours and No passengers/animals should be carried in the rear of a vehicle.

Private Car Use for A1 Group Business Purposes

Employees must seek prior approval before undertaking any journey in their private vehicle on behalf of the A1 Group. The Operations Manager must consider other methods of transport including the use of A1 Group vehicles before granting permission.

A copy of the private vehicles current MOT Certificate and Insurance Policy / Certificate must be placed on file prior to use. The insurance must provide cover for the use of the vehicle for business purposes.

Employees can claim reimbursement for authorised business mileage.

Accessories Fitted to Vehicles

Accessories for work or private use must not be fitted to A1 Group vehicles without the authority of the Operations Manager. These items may include any vehicle approved equipment including roof racks, towing brackets and associated equipment, bicycle racks (rear and roof fitted) and ancillary fittings.

All fittings, if approved to be fitted, must be fitted correctly by a competent person. Once fitted, they become part of the vehicle and should be covered by the general sections of the Insurance Policy.

Private equipment is not covered and separate arrangements must therefore be made. Any damage to the vehicle caused by private equipment etc. may be chargeable to the driver.

Wearing of Seatbelts

All drivers and occupants must wear seatbelts when traveling in A1 Group vehicles.

It is the driver's responsibility to ensure that seatbelts or child restraints are worn. The latter if fitted must be appropriate for the age and weight of the child.

Fuel Card

You will be provided with a fuel card, which will be accepted by wherever the symbol of the card provider is displayed throughout the area covered by the A1 Group. The provider will issue replacement cards from time to time, and you will be advised of any changes to the terms or conditions for using the card.

You are responsible for the safe keeping of the card and a charge will be made if the card has to be replaced. Any lost card must be reported to a member of the Management team. No other person should be allowed to use your allocated card.

Fuel purchased by any other method will not be refunded, except in exceptional circumstances.

NOTE: Do not leave fuel cards in vehicles.

Alcohol and Drugs - Driving

The A1 Group does not condone drinking and driving. If alcohol is to be consumed by the driver then the law **MUST** be observed.

Any employee prosecuted for any drinking offence including drinking and driving will be subject to disciplinary procedures and such offences will be considered misconduct and may result in dismissal

It is recognised that driving under the influence of drugs including proprietary medicines such as cough mixtures will impair a driver performance

All drivers must ensure that they do not drive under such circumstances. If necessary seek professional advice from your doctor or pharmacist concerning medication

Medical Conditions - Driving

You are responsible for advising the Company if you have or develop a medical condition that impairs your ability to drive. In such circumstances the Company may ask you for a Medical Report to be obtained from your GP or Specialist.

Eyesight

All drivers should ensure that their eyesight is within the requirements for driving as stated under the Highway Code.

Counting Vehicle as a weapon policy

General Statement

The modern world can feel like an increasingly dangerous place. The use of vehicles as a weapon to injure and kill people has become a real threat, which means people who operate and drive commercial vehicles need to act. It is vital that transport businesses like ours adopt a responsible approach to security. The agencies, which are charged with protecting all members of society, have identified some simple and inexpensive procedures to assist businesses like the A1 Group, Transport managers and drivers.

The guidance outlines the steps all our Drivers and employees can take to help keep the public and our business safe from attack.

This Policy covers:

- security culture – including pre-employment checks for staff and drivers
- site security – including vehicle access and operating centres
- vehicle security – including checking vehicles and what to do if a vehicle is taken

It also contains a top 10 list of actions for commercial vehicle drivers.

The A1 Group key message is for our business and its employees to take security as seriously as we take safety.

Introduction

Purpose of this Guidance

This policy sets out straight forward steps that can help mitigate the threat of goods vehicles being used in vehicle as a weapon attack.

As well as helping to keep the public safe by deterring would be attackers from using your fleet, following this advice will:

- help prevent acts of terrorism
- help protect your organisation's reputation
- demonstrate your commitment to Corporate Social Responsibility
- help to improve security culture within your business
- help reduce crime

This policy covers security measures for:

- building and embedding a positive security culture and behaviours
- personnel security
- operating centres and maintenance facilities
- transport managers and drivers
- vehicles
- general security issues

This policy sets out the simple steps the A1 Group takes to promote a good security culture in the business and help keep drivers, sites and vehicles secure.

The security checklist provides advice for drivers, to reduce the risk of their vehicles being stolen for use in an attack.

Links to a wide range of more detailed official guidance.

Remember, good security = good business

What is a Goods Vehicle?

For this policy the term 'Goods Vehicle' applies to a vehicle designed to carry goods or materials rather than passengers, from a small van to a large lorry.

What is a Vehicle as A Weapon attack?

An A1 Group vehicle can be used as a weapon intentionally to injure and kill people. This is referred to as a 'vehicle as a weapon (VAW) attack'.

VAW is a low complexity methodology requiring little or no training. With a plentiful source of vehicles on UK roads, it is therefore within the capability of individuals to try and steal one and use it in an attack.

Crowded public spaces are targeted by this type of attack. There are a range of online terrorist and extremist materials aimed at inspiring terrorists to carry out VAW attacks and previous attacks have encouraged copycats, who now see VAW as a successful means to cause terror. Lorries and vans pose an increased risk if used in VAW attacks because of their size, profile and weight, all of which increase the potential impact.

This is a real threat: there have been numerous VAW attacks in the UK and around the world in recent years, killing and injuring hundreds of innocent people.

Consequently, VAW remains a likely attack methodology for the foreseeable future.

Following this policy will help reduce the possibility of one of our vehicles being used as a weapon.

People, Security Culture & Behaviours

What is a security culture?

A strong security culture will help mitigate security risks, including VAW by promoting compliance with security measures, awareness and vigilance.

A security culture is 'a set of values, shared by everyone in an organisation, that determine how people are expected to think about and approach security'.

The benefits of an effective security culture are:

- a workforce that are more likely to be engaged with, and take responsibility for, security issues
- increased compliance with protective security measures, such as those set out in this guidance
- reduced risk of insider incidents
- awareness of the most relevant security threats
- employees are more likely to think and act in a security conscious manner

Security behaviours in your organisation

A strong security culture will promote positive security behaviours across the A1 Group. Using the Centre for the Protection of National Infrastructure (CPNI) 5Es framework (Educate, Enable, Shape the Environment, Encourage the Action and Evaluate the Impact) the A1 Group can embed and sustain security behaviours within our workforce.

The CPNI 'Embedding Security Behaviours: using the 5Es Framework' document provides guidance on how to implement the 5Es within the A1 Group.

Vigilance and reporting suspicious behaviour

In an emergency always ring 999. Security awareness, vigilance and reporting suspicious behaviour, increases the likelihood that people with hostile intentions will be detected or deterred.

A1 Group employee vigilance complements other elements of protective security. Procedures for reporting any unusual behaviour to supervisors and police, should be developed and briefed to all staff.

It is highly recommended reporting any concerns via the National Counter Terrorism Policing (NCTPHQ) Action Counters Terrorism (ACT) campaign:

'If you've seen or heard something that could suggest a terrorist threat to the UK do not ignore it, report it'.

Report suspicious activity to the police by calling confidentially on 0800 789 321 or through the report in confidence service on the page: <https://act.campaign.gov.uk>.

The public already contribute intelligence to around a third of the most serious terrorism investigations.

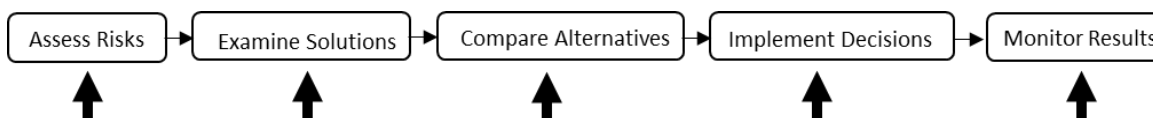
Staff should be reassured that they need not be concerned about wasting police time or getting someone into trouble.

Due to the nature of security operations, you may not hear back from the Police, this does not mean they have ignored your concerns.

Vigilance will be further promoted by putting in place systems for recording site security patrols, monitoring and checking visitors and vehicles.

Identification passes should be issued to staff and visitors and worn at all times. All staff should be encouraged to challenge anyone on your premises who is not wearing a pass.

A1 Group Security Plan



A security plan is the cornerstone of a secure goods vehicle operation that sets the basis for strong security behaviours, culture and security practice.

A company security plan should cover at least the following steps, themes and elements:

1. allocate security responsibilities to a staff member who has appropriate authority to make security related decisions and implement them
2. assess risks posed by your vehicle operations. Involve key business partners including customers, shippers, freight forwarders, carriers, security service providers, and insurance experts in the risk assessment, if possible. Define and understand the security risks in vehicle operations including the 'insider threat'
3. identify possible solutions that will prevent one of your vehicles being used in an attack, whilst considering options, for example, that all vehicles should be locked when not in use. Security plans and procedures should be updated regularly. Collect feedback from drivers and consider the drivers' needs and wishes in day-to-day vehicle security management. When implementing decisions ensure employees have been consulted. Undertake regular reviews to monitor results and progress
4. altogether, when designing security plans, managers should consider the five-step model illustrated above which guides them through the most important aspects and themes of goods vehicle security management

Countering the insider threat with pre-employment checks

An insider is a person who exploits, or has the intention to exploit, their legitimate access to an organisation's assets for unauthorised purposes.

Insiders with access to the A1 Group processes and assets can be a source of threat. An insider could be a full time or part-time employee, a contractor or even a business partner. They could deliberately join our organisation to gain access to our organisation's assets to mount an attack, or they may be triggered to act at some point during their employment.

The A1 Group provides a trusted resource for staff to report security concerns or suspicions, either anonymously or otherwise, this is a positive way of nurturing a security culture within our business.

We conduct robust pre-employment checks for all employees and we believe this helps mitigate the insider threat by:

- deterring applicants who may wish to harm your organisation from applying for employment
- detecting individuals with an intent to harm your organisation at the recruitment/application phase
- and denying employment to individuals intending to harm your organisation, and deny employment in roles for which the applicant is unsuitable
-

Remember: deter - detect - deny

Consideration has been given by using **British Standard 7858 (or equivalent) for security screening of employees.**

This standard involves conducting basic identity, financial, employment and criminal records checks. We recommend that the following additional steps are taken when employing drivers:

- check a driver's references and previous employment history (minimum of five years)

- speak to previous employers
- inform applicants that false details on application forms may lead to dismissal
- check driving licences are valid and look for endorsements before you employ someone, and then at six-monthly intervals afterwards. All A1 Drivers are required to the business of any changes to their licence
- check if the applicant has any prosecutions pending or is waiting for sentencing by a court
- for agency drivers, the A1 Group ensures that the agency has carried out all of these checks including criminal records checks
- and use only reputable recruitment agencies that are affiliated with a recognised UK trade Organisation

Site Security

Secure sites prevent vehicles being stolen and potentially used in terrorist attacks

By having effective security measures at all A1 Group sites helps to create a controlled environment which will encourage positive security behaviours amongst staff, act as a deterrent and protect from theft and other criminal activity.

Organisations can consult their local Counter Terrorism Security Advisers (CTSAs) to agree a system for reporting and dealing with suspicious vehicle incidents, and liaise with them regarding securing their sites. CTSAs work with businesses and the community to identify and assess sites that may be vulnerable to terrorist or extremist attack. They also work with trade organisations and professional bodies to ensure counter terrorism protective security advice is incorporated into general crime prevention advice and guidance.

Basic security measures can help to ensure that an item is not concealed on board a vehicle when in Depot. Having clear signage in place can discourage unwanted access by vehicles and people.

Examples of site security measures:

- fit locks or tamper proof seals to lockers and equipment boxes;
- access to operating centres should be controlled with appropriate security arrangements i.e. fences, gates, security codes;
- vehicle keys should be stored in a secure locker with security codes. Keys should not be left in vehicles or on hooks in the office easily accessible to anyone

Visitors and contractors

All visitors and contractors accessing our premises are required to report to reception or an individual in authority to notify their arrival.

Visitors should sign-in, be issued visitor passes and have a legitimate reason for their visit. These identification passes should be worn and 'be visible' at all times, anyone not wearing a pass should be asked by a member of staff why they are not wearing a pass. Visitors should be escorted at all times when not in public areas.

This process provides audit information, including sign in/out times and the purpose of the visit, and can be crucial in the event of an emergency evacuation of the premises. Visitors and contractors should be given a security awareness briefing to include:

- where a pass is issued, it should be displayed prominently at all times while they are on the premises
- anyone without a pass or in an unauthorised area will be challenged
- if a vehicle has been parked on site, any work/parking permits should be displayed prominently in the
windscreen
- remind them to be vigilant when on the premises and of what to do if they see a suspicious item or a person acting unusually
- all doors should be properly closed when leaving, particularly doors leading to non-public areas
- “Tailgating” into non-public areas should not be allowed
- worksites and equipment should be secured on leaving

Vehicle access at sites

The movement of any unauthorised vehicles on any A1 Group site should be strictly controlled. If this is unavoidable, appropriate access controls are to be adopted for example: a parking permit system for staff, visitor and contractor vehicles or allowing pre-arranged deliveries only may be considered.

Security controls

All A1 Group sites with parked vehicles that are not in use are subject to security controls that include:

- physical access barriers around the site such as walls and fences which should be in good repair and maintained to acceptable standards
- access control measures at all entrances to prevent unauthorised access
- measures to protect vehicles on the site (locking of vehicles, regular patrols, or CCTV cameras to detect and monitor any unauthorised access)
- wherever possible vehicles, trailers and other material should not be parked/placed near or up against the fence, gates and walls as they may be used as climbing aids or cover from view from the CCTV cameras or guard force security patrols.

A1 Group sites

The movement of any un-authorised vehicles at operating centres should be prevented or strictly controlled with appropriate access control measures.

The A1 Group consult their local CTSA to agree a system for reporting and dealing with suspicious vehicles, and liaise with them regarding evacuation plans.

Security at Vehicle maintenance facilities

If A1 Group vehicles are required to be repaired and maintained off-site the business, ensures that the site’s security is appropriate. Maintenance staff, including sub-contractors should be made aware of our company’s vehicle security policies and procedures. Any maintenance agreement between the A1 Group and the vehicle maintenance company should include a duty to secure the vehicles and keys correctly.

CCTV

CCTV is central to most modern security systems.

Its primary purpose is to detect suspicious activity and act as a verification system for other security measures. CCTV can be a single or combination of systems and technologies to form the overall security solution.

The A1 Group use an electronic detection system assured by CPNI, It works on the five-minute rule. This assumes that each part of a perimeter or sensitive asset is viewed by either a guard or CCTV once every five minutes. This limits the potential time for an unauthorised activity and forces an attacker to act rapidly, making them more likely to trigger an electronic detection system.

Unsecure Locations

It is not always possible for vehicles to be parked in a secure location when on route.

An A1 Group driver is a lone worker and it is important they feel safe and secure whilst working.

If parking in an unsecure location, The A1 Group ensures that drivers satisfy themselves that the following checks are carried out:

- is the vehicle locked with windows closed? Do they have their keys on their person?
- have they activated the vehicles security devices where applicable?
- has anyone followed them, are they being watched?
- if possible, can they keep the vehicle in sight at all times?
- is the area well lit?
- when returning to their vehicle, does it look the same as when they left?
- are there any external factors that they could reasonably predict (e.g. weather) that could disrupt their route?
- does their company know where they are parking?
- are there parking areas recommended by others which they feel are safe and secure?
- **do not post your location on social media**
- if they are approached or stopped by police, or an authorised public body, only open the cab door window after officers have shown their identification and inform the A1 Group. If they suspect the individual is not an authorised officer, and they couldn't produce their warrant card, keep the cab locked and stay in the vehicle, drive to the nearest Police Station or call 999
- be mindful that the only public bodies with legal powers to stop you whilst driving are the Police, Driver Vehicle and Standards Agency (DVSA), Highways Authorities such as Highways England and those granted Community Safety Accreditation Scheme Powers (CSAS) powers by the Police.

If in any doubt, call the Police

Vehicle Security

Checking vehicles

Drivers should visually check their vehicle at the beginning and end of their journey.

Also, whenever they leave or return to their vehicle, they look for any signs that something has been concealed or the vehicle tampered with.

This can be included as part of the required roadworthiness 'walk around' check. A security check list for drivers supports this guidance.

Securing vehicles

Whenever vehicles are left unattended.

For example, at the start and end of a journey, during a comfort break or whilst parked as securely as possible, drivers ensure that all the doors and windows are closed, engine switched off and ignition keys are taken with them. For vehicles not requiring ignition keys, drivers ensure that they secure the vehicle appropriately before leaving (Annex A). Vehicles are not be left unattended with engines running.

Measures to prevent vehicles being taken by criminals or terrorists and used as a weapon include:

- vehicles should not be left unattended at the roadside with the engines running
- ignition keys should not be left in the vehicle whilst the driver is not present
- A1 Group vehicles that require the engine running, to operate auxiliary equipment when the driver is not in the cab, take appropriate measures to ensure against theft of the vehicle; this includes the provision of a second key to lock the cab doors
- alternative security measures are considered and used for vehicles not requiring an ignition key
- security measures are put in place at A1 Group Depots or other premises to prevent unauthorised access to vehicles
- A1 Group vehicles are be parked as securely as possible
- A1 Group Drivers are to report any concerns about unusual behaviour that occurs on or close to their vehicle

Vehicle Security Equipment

Security features that keep the driver and vehicle safe and secure should be considered during the vehicle procurement process.

In addition to the risk of vehicles being stolen for use in terrorist attacks, the additional costs to a business caused by the theft of a vehicle and/or load can be considerable.

The decision will depend on what type of operations are being undertaken. A vehicle being used to multidrop in a town centre are fitted with an ignition immobiliser, we also think about load space monitoring. However, the message is simple: if the Driver keeps the vehicle safe and secure and they reduce not only the costs to our business associated with economic crime, but they also deny a potential terrorist access to a large, heavy vehicle capable of causing great harm when driven deliberately into crowds of people.

The A1 Group regularly reviews what security and safety equipment is most appropriate for their vehicles, from sophisticated electronic engine immobilisers and in-cab cameras to simple steering locks: anything that deters the theft of the vehicle should be considered.

What to do if a vehicle

is taken If your vehicle is stolen call 999 and alert the call handler to the following information:

- circumstances of the vehicle being stolen.
- description of the vehicle including company name, registration details, aerial roof markings and any tracking software fitted in the vehicle.
- if you suspect that the vehicle has been stolen for a terrorist attack then make sure this is made clear to the call handler.

Drivers should also immediately alert the company who will have procedures in place for stolen vehicles.

Disposal of vehicles

Prior to disposal or sale of vehicles to third parties.

All vehicles have their entire internal and external livery and other markings removed to avoid potential use by others for malicious purposes.

DfT contact details

Please contact DfT's Land Transport Security Division for further enquiries on goods vehicle security and VAW at: landsecurity@dft.gov.uk

Security tips for Goods Vehicle Drivers

1. Avoid talking about loads or routes with unauthorised persons (including over radios and telephones). Do not post information about your route or location on social media, be aware of your 'digital footprint', and take care to avoid unwitting disclosure of route/location through mobile phone security
1. settings and geolocation of pictures. Discuss high risk routes with the Transport Manager.
2. Lock and secure your vehicle whenever you leave the cab and keep the keys secure, including when
3. unloading and loading, always follow company security policies and instructions.
4. Carry out visual walk around checks when leaving and returning to the vehicle to make sure it has not been tampered with. Report any irregularity in loading, locking, sealing or documentation to your Company.
5. When conducting walk around checks, think Security as well as Safety.
6. Never carry goods for anyone, other than the authorised load.
7. If you are forced to change your route, inform the Transport Manager immediately.
8. If someone is acting suspiciously or something 'doesn't feel right' either at the depot or on the road, report it to ACT, call 0800 789 321 and contact your company.
9. Do not allow unauthorised passengers into the cab.
10. Keep your phone fully charged and on you at all times. Store important phone numbers.
11. Be mindful of your personal security. Keep ID documentation and wallets secure and out of sight.
12. Beware of attempts to deceive, such as by bogus Police and DVSA Officers - Stay vigilant always.

Glossary

ACT: Action Counters Terrorism, a national campaign by Counter Terrorism Policing to encourage the public to act on their instincts to help tackle the terrorist threat.

Cab: The cab is an enclosed space in a lorry where the driver is located.

Corporate Social Responsibility (CSR): CSR can help an organisation to show it is socially responsible and environmentally sustainable. To be considered as socially responsible, a company's activities should benefit society.

CPNI: Centre for the Protection of National Infrastructure, the Government authority that provides protective security advice to businesses and organisations across the national infrastructure.

CSAS: Community safety accreditation scheme powers, CSAS is a voluntary scheme under which Chief Constables can choose to accredit employed people already working in roles that contribute to maintaining and improving community safety with limited but targeted powers.

A1 Group Site: A base or depot for our Vehicles

Suspicious Behaviour: Any observed behaviour that could indicate terrorism or terrorism-related crime
Transport Office/Operator/Supervisor: Management working in the company offices and are responsible for managing the execution, direction, and coordination of all transportation matters within the organisation.

Summary of sources and further information

Section	Topic	Organisation
Section 1: Introduction	CONTEST: The United Kingdom's Strategy for Countering Terrorism	HM Government
Section 2: Security Culture	Security Culture	CPNI
Section 2: Security Culture	ACT: Action Counters Terrorism	Counter Terrorism Policing
Section 2: Security Culture	Embedding Security Behaviours: using the 5Es	CPNI
Section 2: Security Culture	Optimising People in Security	CPNI
Section 2: Security Culture	Insider Threat	CPNI
Section 2: Security Culture	Personnel Security	CPNI
Section 2: Security Culture	Pre-employment Screening	CPNI
Section 2: Security Culture	British Standard for Security Screening Employees (BS7858)	BSI
Section 2: Security Culture	Pre-Employment Screening: Good Practise Guide	CPNI
Section 2: Security Culture	Crowded Places Guidance	NaCTSO
Section 3: Site Security	Working with counter terrorism security advisers	NaCTSO
Section 3: Site Security	Control Access	CPNI
Section 3: Site Security	Lone Working	HSE
Section 3: Site Security	Crowded Places Guidance	NaCTSO
Section 3: Site Security	CCTV Guidance	CPNI

Additional Sources of Information

Topic	Organisation
DfT Rental Vehicle Security Scheme (RVSS)	DfT
Dangerous Goods Security Training	DfT
Bus and Coach Security Recommended Best Practice Third edition	DfT
Fleet Operator Recognition Scheme	FORS
Earned Recognition Scheme	DVSA
Professional driving of lorries, buses and coaches	DVSA

Driver's Hours, Rests Breaks and Long Working Days

Working long hours, which include long distance driving, can, increase the possibility of accidents. This is especially so in poor driving conditions such as those caused by adverse weather conditions. For commercial vehicle drivers this is recognised in the law that restricts and controls drivers' working hours. It is company policy that similar standards should also apply to the use of cars and light vans on company business

For drivers of cars and light vans the working day, including driving, should not normally exceed 10 hours; and during the day they should not drive for more than 9 hours. The 10 hour working day limit may be increased to 12 hours under special circumstances, e.g. when required to travel to attend meetings or training sessions. Overnight accommodation should always be considered if the total travel time and working day exceeds 12 hours. If an overnight stay is expected, accommodation should be booked in advance.

The Highway Code recommends that:

- you should be fit to drive and do not begin a journey when tired;
- you avoid driving long journeys between midnight and 6 am, when natural alertness will be at a minimum;
- you plan your journey to take sufficient breaks - 15 minutes after every two hours of driving is recommended;
- you take additional breaks if you feel at all sleepy. Stop in a safe place - not on the hard shoulder of a motorway;
- the most effective way to counter sleepiness is to drink, for example, two cups of caffeinated coffee and to take a short 15 minute nap

Ideally, you should consider rest breaks after every 2 hours of driving when planning your journey and never drive for more than 4½ hours without taking a 45 minute break.

Commercial vehicles

Regulated driving and working hours apply to all drivers of goods carrying vehicles where the maximum permitted mass (including any trailer or semi-trailer) is more than 3.5 tonnes or passenger vehicles capable of carrying more than 9 people including the driver. The regulations apply whether the vehicles are laden or not.

The Drivers Hours Regulations require:

- A daily driving limit of 9 hours. This may be extended to 10 hours no more than twice per week
- A 45 minute break in or immediately following 4.5 hours accumulated or total driving time. This break can be divided into an initial break of at least 15 minutes followed by another break of at least 30 minutes. The breaks must be taken in that order and you must never exceed the 4.5 hour driving limit
- In any consecutive 2 week period the driving limit is 90 hours
- In any week the maximum driving time must not exceed 56 hours
- A daily rest break of 11 hours must be taken. A reduced daily rest of 9 hours may be taken up to 3 times between any two weekly rest periods

- There should be a regular weekly rest period of 45 hours. This can be reduced to a minimum of 24 hours in every other week. Rest taken as compensation for a reduced rest period must be made up by the end of the third following week and attached to a rest period of at least 9 hours
- Where a vehicle has two or more drivers they must each obey the limits for continuous driving, breaks and total daily driving. Their daily rest requirements are different; in the 30 hour period starting with the end of the last daily (or weekly) rest they will have a new rest period of 9 hours minimum

Tachographs

Where vehicles are fitted with Tachographs they must be used at all times. Do not tamper with any tachograph sealing devices. Driving time, other work, breaks and availability should be recorded at all times.

Where the tachograph is an analogue chart recording device, please carry enough new clean charts for your expected time away from site and sufficient spares in case of damage or if a chart is taken by an enforcement officer. Always enter your details and details of your journey in the centre field. Hand completed charts in to your traffic manager within 42 days of completion.

If the tachograph is of the digital type insert your driver card at the start of each working day. Carry a spare paper roll so that you can print out a daily record and make copies available to police and VOSA officers if requested. Make your driver card available to your traffic manager for downloading of data whenever requested.

If a tachograph is damaged or if you think that it is not working correctly inform a manager immediately.

It is the driver's responsibility to know and to understand the 'Rules on Drivers Hours and Tachographs'. If the driver is in any doubt then he/she must get instruction from a manager.

Smoking in Vehicles

Smoking is not permitted in company vehicles. Drivers of private vehicles should consider their passengers.

Mobile Telephones

Handheld mobile phones should not be used when driving, the practice is illegal. Although it is legal to use a hands free phone, drivers can still be prosecuted for using them if they are not in proper control of their vehicle.

The safest approach to mobile phone use, whilst driving, is to find a safe stopping place and switch off the engine before making or answering a call or text message. For further details see Appendix 3.

Satellite Navigation Equipment

Drivers should always programme their satellite navigation equipment before they set off, and not input instructions whilst driving. Drivers can be prosecuted for operating satellite navigation equipment if they are not in proper control of their vehicle while doing so. If settings require adjusting during a journey, drivers should pull over to a convenient safe location. Drivers should check the route the satellite navigation chooses, to make sure it is practical. Planning a journey in advance can reduce the driver's reliance on the satellite navigation at dangerous times, and will also prompt drivers to think about issues such as fatigue and the best time to do the journey.

Drivers should ensure that satellite navigation equipment is kept updated with new maps, new road layouts and new one way systems to prevent it from going out of date.

The satellite navigation should be positioned out of the way of airbags, in the line of sight but must not obstruct the driver's vision.

If the satellite navigation unit is detachable, drivers should always take it out when they leave the vehicle. Thieves know that when people remove them they tend to keep them in the car, so mounts or suction cap marks also attract thieves.

Reporting of Incidents and Damage

Whilst we recognise that there will be a certain amount of wear and tear given the nature of the role and we accept that on occasion there will be the odd accident.

As part of your daily vehicle checks it is your responsibility to report any damage to your vehicle to a manager as soon as it is discovered.

Each and every incident of damage must have an Accident/Incident/Theft Form, available from the Management team, completed and returned to a member of the Management team.

Failure to report damage to vehicles could potentially lead to disciplinary action being taken against the driver. The company also reserve the right depending on the nature of the incident to recover the insurance excess directly from the employee if it is found they have been negligent.

All incidents, including accidents, thefts, vandalism and damage of any kind must be reported to a manager by the driver.

Road Traffic Accidents

You are legally obliged to stop after a collision failure to do so will result in a fine. However, In the event that you are involved in any accident you must not admit liability whatever the circumstances.

At the scene of the accident drivers must:

- Stay calm and act in a manner which does not expose anyone to danger
- Inform emergency services for assistance if required

In the event of an accident drivers must not discuss liability, but they should (if possible) obtain the following information:

- Date, time and location of accident
- Takes a picture or records the damage to the third party vehicle to avoid any disputes at a later date.
- Vehicle registration numbers of third party vehicles(s)
- Third party driver's name, address and Insurance Company
- Third Party Insurers policy number
- Name and number of any Police Officer attending the accident
- Police Incident Number
- Sketches or photographs of the accident scene showing position of vehicles, road markings etc.
- Names and addresses of any other witnesses
- Any other applicable information

If the vehicle(s) involved in the accident have only suffered minor damage and it is safe to do so they can be moved from the immediate scene to a place of safety in order that details can be exchanged. As soon as possible after the accident the details must be reported to a manager.

- If the vehicle can be legally driven you must return to your normal base or home address
- If the vehicle cannot be driven arrangements can be made to remove the vehicle

In the event of an accident, drivers must at their earliest opportunity contact their Manager (so they can advise our insurers) and then complete a Speed Report Form and an Internal Accident Investigation Form and return these to their manager upon returning to the depot.

Depending on the circumstances the recovery company may take the vehicle to a holding compound.

Any valuables should be removed from the vehicle.

Theft of Vehicle and or Contents

If your vehicle is broken into, stolen or vandalised the circumstances must be immediately reported to a manager who will then report the incident to the Police. A Vehicle Damage Report and a Crime number must be obtained.

Whenever an A1 Group vehicle is left unattended it must be locked and all alarms, immobilisers and anti-theft devices must be fully used. Under the terms of the insurance policy private items may not be covered whether on or in the vehicle.

Valuable items including mobile telephones, satnavs, computers, briefcases, handbags, jackets etc. must not be left on display whilst the vehicle is unattended. Where possible they should be removed from the vehicle or placed in the boot.

Detachable radios and control panels shall be removed when the vehicle is parked unattended for extended periods.

When refuelling and the vehicle is unoccupied, ensure that all windows are closed, keys are removed from the ignition and all doors are locked.

Vehicle Insurance

If you are asked to produce a Certificate of Insurance by the Police an original can be obtained from a member of the Management team.

Individuals should ensure that adequate insurance cover is provided for personal tools and equipment.

Operating Licence

All A1 Group Heavy Goods Vehicles will be supplied with a current Operating Licence. Replacement discs will be forwarded to the driver who must ensure that the disc is displayed in the correct position.

The driver must inform a member of the Management team if the disc is missing or it has not been replaced by the renewal date.

All A1 Group Limited Heavy Goods Vehicles will be supplied with a current Operating Licence. Replacement discs will be forwarded to the driver who must ensure that the disc is displayed in the correct position.

The driver must inform a member of the Management team if the disc is missing or it has not been replaced by the renewal date.

MOT Test Certificates

All Company and private vehicles must comply with the MOT Test Certification.

Offences and Fines

Any fines incurred, for parking or traffic violations are the responsibility of the employee, and must be paid for by the vehicle user. The company may, at its discretion pay parking fines provided an employee can prove that they have taken all the reasonable precautions to avoid the offence.

All fines, convictions must be reported to a member of the Management team. All unpaid fines are traced back to the owners of the vehicle and if not paid will result in a fine for the company and disciplinary action including possible dismissal for the employee.

Should the police contact the A1 Group as a result of the company vehicle having allegedly committed a road traffic offence the A1 Group is obliged to supply to the police the name and address of the employee concerned.

It must also be remembered that the A1 Group may also be prosecuted or their operations affected by an illegal action of a driver. For further details see Appendix 2.

Vehicle Operation and Controls

Drivers of commercial vehicles will undergo an induction period to establish familiarisation with the vehicle and its functions prior to initial use.

Vehicle Tracking System

Scope

This policy is applicable to all A1 Group employees who drive company vehicles. It will be widely publicised and its contents made known to all employees.

Purpose

The purpose of this policy is to ensure that all employees who are required to drive a company vehicle are aware of the presence of a tracking device on the vehicle, and the use to which the data gathered from that device may be put.

Policy

1. How Does Vehicle Tracking Work

The vehicle tracking system uses GPS technology obtained from up to three orbiting satellites. It constantly monitors vehicles, giving a location which is accurate to within 10 metres, dependent upon the strength of the signal received. The data received from the vehicle tracking system means that vehicle information is updated as follows:

- The tracking system fitted to all company vehicles is on constantly.
- Driver Identification - Via vehicle registration and tachograph.
- Continuous Driving - This updates every five minutes giving the location of the vehicle, direction and speed.
- System malfunction - This reports on low or total signal failure either due to technical problems or possible interference with the vehicle electrical system.
- Stationary vehicle - alert is sent through to the manager if the vehicle has not moved for 45 minutes or longer.

2. The benefits of employing vehicle tracking

The vehicle tracking system has a number of advantages for both the employee and the A1 Group. The system will allow the A1 Group to produce accurate information to comply with current regulations. These

regulations include the HSAWA, working time directive and road traffic regulations, though this is not an exhaustive list.

- It will enable the organisation to locate employees in the case of lone working concerns.
- Fast Location of a vehicle in the event of theft.
- Ensuring that the conditions within the working time directive are being adhered to.
- Monitor journey times and mileage. It is not the intention to monitor individuals.
- The ability to identify who is or was driving the vehicle.

This will enable a quicker response to enquiries from the Police and other authorised bodies including insurance companies, which is not only a legal requirement but assists in the compliance of basic health and safety legislation, particularly with regard to lone working. It will also aid in management investigation, which may be necessary in line with the A1 Group's Disciplinary Policy.

Information will be provided, on request to external authorised parties e.g. the Police.

If an employee is injured in a road traffic accident, the data can be used to try and prove contributory fault.

Generate reports to assist Managers in monitoring and controlling costs for the running of the service, by means of vehicle usage.

3. Responsible use of the system

Employer

Only users authorised by the Directors, who have been assigned a personal user name and password, may access the system. This password should be treated in the same way as any other IT password and kept secure at all times. Passwords should not be shared with anyone else.

Access to the system is restricted to working hours only; Authorised users will be given the vehicle tracking system training to ensure responsible use of the system.

Requests for access to tracker data/information are to be logged with the Manager; the following information is to be supplied by the requester to the Manager prior to the release of any information/data associated with the tracker system:

- Name of person making request
- Date and time of request
- Details of data required
- Reasons for the request of data/information

Unauthorised access to the tracker data, spot-checking and requests based on suspicion will not be permitted.

Reports from the system may be available for operational manager's use, but all requests to interrogate the vehicle tracking system must be made to the Operations Director of the A1 Group and may be made for the following types of incidents:

- Non-contact with a lone working employee.
- Response to alert is sent through to the manager if the vehicle has not moved for 45 minutes or longer.
- Report of a road traffic accident.
- Investigation of a disciplinary nature in line with the A1 Group agreed Disciplinary Policy, where the location and activity of the vehicle and/or driver form a key part of the investigation.
- Investigations requiring information from the system can only be conducted with the authorisation of a Director of the A1 Group
- If it is evident that the nature of the complaint does not require a full investigation to be instigated, then an informal discussion will be held between the employee and an appropriate manager. These discussions do not form part of the A1 Group disciplinary process. They may be referred to should any employee fail to respond in a reasonable manner to the informal approach.
- Data collected from the tracker system will not be the primary source of information, which leads to disciplinary action being taken against any A1 Group employee.
- Where there has been an allegation that there has been a breach of the A1 Group policies and procedures in relation to either the driving of the vehicle or a complaint received from a customer or member of the public. This will be reviewed by the appropriate line manager in accordance with the A1 Group normal disciplinary procedures.
- To protect the privacy of employees, under no circumstances will the vehicle tracking system be used to watch the movements of employees throughout the day, but this could be used as secondary evidence towards any investigation.
- Any employee including managers found to be accessing the tracking system for no legitimate reason will themselves be subject to disciplinary action.
- Employee
- The vehicle tracking system is on constantly in all company vehicles.
- Any potential issues with the use of the system or indication the system is not working should be reported immediately to the Manager or Operations Manager.
- Employees using the system will take all reasonable steps to ensure the systems correct use, communicating with the operators to avoid erroneous alarms and reporting any obvious defects or faults.
- All vehicles fitted with a tracking device will be clearly marked.

Management of Policy

The Directors of the company have overall responsibility to ensure that this policy is fair and meets the legislative requirements in force. Managers are accountable for implementing the policy and bringing it to the attention of their employees. The policy will be reviewed by the Human Resources Consultant and Operations Director on an annual basis or as required by legislative changes.

This policy does not form part of the employee's terms and conditions of employment except in so far as all employees are required to comply with and observe the policies and procedures of the organisation.

Care and Condition of Vehicle

In addition to other relevant sections the driver must ensure that the vehicle is kept clean and presentable both inside and out. 'Spot checks' will be made.

Vehicle Defects and Damage

The authorised driver is responsible for carrying out the daily checks and inspections of the allocated vehicle.

Daily Maintenance Checks by the Driver

Before driving the vehicle drivers are responsible for carrying out the following checks on a daily basis by completing the Daily Vehicle Check and Defect Report.

Creation Date: October 2013 | Security & Retention: STANDARD | Version: 1.0

TPT04 - Drivers Daily Vehicle Check and Defect Report

The following checks must be undertaken by the driver at the start of each day/shift and must be monitored during the day. All checks must be carried out in conjunction with forms TPT1, TPT2 & TPT3

Driver:	Vehicle Reg:
Date:	Odometer Reading:

✓ for Satisfactory | X for defect | N/A for Not Applicable

Check and Defect Report		
Engine Oil/Fuel/Coolant/Levels/Leakage	Fan/Power Steering Belts	Condition of Ratchet Straps
Mirrors	Handbrake	Road Fund Licence
Tachograph/Speedometer	Load Anchor System/Restraint Points	No Smoking Sign
Lights/Indicators/Reflectors/Beacons	Ancillary Equipment (Form TPT03)	Clutch
Body/Bodywork/Wings/Guards/Boxes	Horn/Wipers/Washers	No Smoking Sign
Brakes	Driving Controls/Steering	Windows/Windscreen
Tail Lift Switch and Platform	Height Indicator	Battery
Load	Tyres	Equipment (Form TPT02)
Operator License Disc	Exhaust	
Seat Belts	Speed Limiter	

Nature of any defects found
<p>Nil defects found: <input type="checkbox"/></p>

I confirm that I have carried out all the above checks as applicable and that any defects have been noted and brought to the attention of my manager/supervisor prior to driving.

Driver Signature:	Date:
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Corrective action taken
<p>Print Name:</p> <p>Signature:</p> <p>Date:</p>

To be retained for 15 months.



Equipment / Plant check

The authorised driver is responsible for carrying out regular checks on the contents inside the allocated vehicle.

The Equipment List, carried in each vehicle, should be checked and signed, if Items have been added or removed the details should be noted with relevant dates, this form must be returned to a Manager / Head Office weekly.

Standards of Driving

The A1 Group is justifiably proud of its client care policy and this standard of care is totally extended to all of A1 Group policies, especially in respect of the standards that we expect from our drivers.

Drivers of Company vehicles must fully understand that they must not become involved in any incident that may fall within this category - including provocation from or reaction to other drivers.

Should an incident occur, it must be diffused immediately and under no circumstances shall Company drivers react by using signs, foul language, aggressive behaviour or driving to intimidate. Any incident that is reported will be fully investigated and appropriate action taken.

Try at all times to ensure you drive both defensively and courteously. Above all, set out or your appointments earlier than scheduled if you can and arrive comfortably and in time rather than frustrated and late.

All A1 Group vehicles are sign written and the way in which the vehicle is driven reflects on both you and the company.

Drivers must adhere to the Highway Code at all times and they must ensure the safety of others whilst on clients' properties.

Tyre Condition and Punctures

Drivers should ensure that the vehicle tyre pressure is correct for the type of load and driving conditions.

In the event of a puncture, contact a member of the Management Team

Windscreen Damage and Replacement

If a vehicle windscreen suffers serious damage the driver shall make immediate arrangements to have it replaced by contacting a member of the Management team.

In the event of minor damage and if the vehicle can be safely driven, the vehicle can be returned to base and checked to see if it can be repaired. If not a windscreen replacement will be ordered.

Servicing Arrangements (A Safety Requirement)

Cars

It is the responsibility of the driver to inform a member of the Management team to book the vehicle in for a service in accordance with the manufacturer's recommendation.

Commercial Vehicles

Commercial vehicles must be serviced in accordance with the manufacturer's recommendation or as soon as the driver is aware the vehicle is in need of a service by informing a member of the Management team.

Breakdown and Recovery

In the event of a breakdown the driver shall contact a member of the Management team who will relay this to the approved breakdown company for the vehicle.

Once a member of the Management team has contacted the recovery company please remember to keep a member of the Management team up to date with the situation.

Please ensure you do not open your vehicle door until you recognise the breakdown recovery livery

Should the breakdown occur by the side of the carriageway, please exit via the nearside door. Once you have summonsed assistance using the emergency phones located at one mile intervals along the hard shoulder return to the proximity of your vehicle and wait where possible on the embankment.

Bodywork Repairs

The course of action will be dependent on the circumstances and the extent of the damage to a vehicle. Damage caused by negligence may be recovered from the driver.

Safe Loading of Vehicles

Whenever any vehicle is loaded with products, materials or equipment etc. the load must be secured and this must not damage the product or the vehicle (either inside or out) or cause a danger to other road users or pedestrians. The maximum gross weight of the vehicle must not be exceeded.

The load must not affect the stability of the vehicle when braking, cornering or when acceleration takes place.

The transported items must be spread evenly to reduce height and strain on the roof or side rack and any securing straps. These straps should be of a sound and substantial construction, inspected daily and replaced when worn or damaged.

The load must not extend beyond the front or rear end of the vehicle unless it is identified by an adequate warning device.

The driver of the vehicle must be aware of the overall height of the vehicle and load at all times.

It must be ensured that all items are secured before driving off. If the vehicle load appears to be unsafe when being driven the driver must stop and take remedial action to make the load safe. For further details see Appendix 1.

Return of Vehicles

Whenever a vehicle is returned the driver shall ensure that the interior and exterior are reasonably clean and tidy and that all equipment etc. belonging to the A1 Group is returned to the department concerned and not left in or on the vehicle.

Any damage over and above wear and tear may be charged to the driver. Ignition keys must be returned to a member of the Management team.

Appendix 1: Hazards of Overloading

Overloading vehicles may cause:

- Adverse steering, road holding and stability
- An increase in braking distances
- Poor tyre performance
- Failure of axles or suspension

Payload/Gross Vehicle Weight and Kerb Weight

Vehicles at manufacture are given a Gross Vehicle Weight (GVW), this is the „All up Weight“ which includes the chassis, body, driver and passenger, ancillaries, tools and equipment and the actual load placed onto the vehicle. The axles are also given a maximum axle load that is lower and proportional to the GVW. Overloading either the GVW or the axle weight is an offence under Road Traffic Legislation.

The payload is determined by subtracting the Kerb Mass weight of the vehicle (chassis and body without the driver, passengers, fuel, tools, equipment etc.) from the GVW.

The payload is then further reduced depending on what tools and equipment is carried, how much fuel is in the tank, the weight of the driver and passenger and any other items that are carried on the vehicle. Therefore, from the original manufacturer's payload the actual payload is substantially reduced.

Safe Loading Principles

- 1) All drivers must know the payload capacity of the vehicle they have been allocated
- 2) During loading operations the driver must make approximate calculations of the weight of the goods and materials that are being applied to the vehicle to ensure that the respective weights are not exceeded. Most products are now supplied with the weight indicated on the packaging
- 3) Whenever heavier materials, products etc. are carried it must be evenly distributed throughout the load area and the full load should never be placed between the rear axle and the tailgate
- 4) Any load that is likely to move must be secured before moving off

It must be remembered that the rear axle weight can be exceeded without exceeding the GVW and those vehicles that have an extended body invariably have a lower payload due to the extra weight of the body and are even more vulnerable to being incorrectly loaded as the available space is usually to the rear of the vehicle.

Visual Indication

The best indication of a vehicle being overloaded or unstable is visual:

- If the vehicle is not level (lower at the rear) or less tyre than normal is visible then more than likely it is overloaded.
- If the vehicle is lower to one side or the tyre less visible, then the vehicle is incorrectly loaded and unstable.

Actions of Driver if overloading is suspected

Re-distribute the load until the vehicle is level. If this cannot be achieved remove part of the load. In cases of doubt notify the responsible person and proceed to a weighbridge to determine any excess weight.

Responsibilities

Whenever the vehicle is driven on a Public Highway ultimate responsibility is with the driver. Any offence committed will usually result in a fine and endorsement of their licence.

Any offence or endorsement may also affect personal driving insurance and premiums. In addition prosecutions may be brought against the A1 Group.

Appendix 2: Legal and General Information

Maximum Speed Limits

Do not exceed the maximum permissible speed limits set out in the following table.

Type of Vehicle	Built-up Areas*	Single Carriageway	Dual Carriageway	Motorway
	MPH (km/h)	MPH (km/h)	MPH (km/h)	MPH (km/h)
Cars and motorcycles (including car-derived vans up to 2 tonnes maximum laden weight)	30 (48)	60 (96)	70 (112)	70 (112)
Cars towing caravans or trailers (including car-derived vans and motorcycles)	30 (48)	50 (80)	60 (96)	60 (96)
Buses, coaches and minibuses (not exceeding 12 metres in overall length)	30 (48)	50 (80)	60 (96)	70 (112) B
Goods vehicles (not exceeding 7.5 tonnes maximum laden weight)	30 (48)	50 (80)	60 (96) D	70 (112) C,D
Goods vehicles (exceeding 7.5 tonnes maximum laden weight)	30 (48)	40 (64)	50 (80)	60 (96) D

* The 30 mph limit usually applies to all traffic on all roads with street lighting unless signs show otherwise

B Where the vehicle is required to be fitted with a speed limiter the effective maximum speed will be 62 mph (100km/h)

C 60 mph (96 km/h) if articulated or towing a trailer

D Where the vehicle is required to be fitted with a speed limiter the effective maximum speed will be 56mph (90km/h)

Stationary Vehicles

When a vehicle is stationary on a road (except in traffic) the engine should be switched off to prevent unnecessary noise or exhaust emissions.

When parked it is an offence to leave the vehicle unattended without stopping the engine and securely applying the handbrake.

Use of Horn

A vehicle horn must not be sounded when the vehicle is stationary on a road nor when it is moving on a restricted road at night between 23.30 and 07.00 except to warn other drivers.

Parking

When parking please pay attention to the following:

- Vehicles with a maximum laden weight over 7.5 tonnes (including trailer) **MUST NOT** be parked on any verge, pavement or any land situated between carriageways without permission. The only exception is when parking is essential for loading, unloading and servicing. In which case the vehicle **MUST NOT** be left unattended
- When parking the vehicle at night you **MUST NOT** park against the direction of the traffic flow unless in a recognised parking area
- All vehicles **MUST** display parking lights when parked on a road lay by where the speed limit is greater than 30mph

Hazard Warning Lights

Hazard warning lights may be used when the vehicle is stationary due to breakdown, for the purpose of warning other road users if the vehicle is causing a temporary obstruction, or on a motorway or un-restricted dual carriageway to warn approaching drivers.

Use of Lights during Daylight Hours

Where visibility is seriously reduced vehicles must have side and rear lamps switched on.

Front and rear fog lamps may only be used in conditions where visibility is seriously reduced (at other times it is illegal to use front fog lights as driving lights).

Any projecting loads must also be lit.

Waiting and Loading Restrictions

Regulations are in force in most towns to control vehicles stopping to deliver or collect goods. The measures in force are indicated by yellow markings on kerbs and in gutters showing the different forms of prohibition.

- Single marks: no loading at peak hours or at other stated times
- Double marks: no loading throughout the working day or if stated at any time

Motorway (Hard Shoulder Stopping)

- Use hard shoulder as a deceleration lane
- Pull over to the left as far as possible and point wheels towards nearside verge
- Turn on hazard warning lights
- Leave the vehicle by the passenger door and stand as far away as possible from the vehicle
- Use motorway emergency telephones
- Do not stop to consult maps / use mobile telephones or to go to the toilet

Appendix 3: Use of Mobile Phone Policy

Scope

This policy applies to all employees within the A1 Group.

Eligibility

- Mobile phones are issued to those employees who require them as an integral part of their job e.g. for those employees who are field based or senior executives
- In exceptional cases a member of the Management team may authorise other individuals to be issued with a mobile phone, depending on their role and responsibilities

Mobile Phone Legislation

- It is illegal to use a hand held mobile phone when driving, even when you are stopped at traffic lights or in a queue of traffic. This includes making or answering calls, pictures, and text messaging or accessing the internet. You must pull over to a safe location
- You can also be prosecuted for using a hands-free mobile phone if you fail to have proper control of your vehicle
- Driving carelessly or dangerously when using any mobile phone can result in disqualification, a large fine and up to two years imprisonment

Appendix 4: Winter Driving Precautions

During winter additional driving hazards have to be considered. These include adverse weather (rain, snow, frost, standing water) and longer hours of darkness. Following the advice given below will help to ensure your safety when driving in these conditions:

- 1) Make sure you have plenty of fuel
- 2) Allow extra time for the journey and reduce speed
- 3) Increase the distance between your vehicle and the vehicle in front - in ice and snow stopping distances are ten times larger
- 4) In reduced visibility such as driving in rain or fog, use dipped headlights and rear fog lights. Use the windscreen wipers to keep the windscreen clear, even in fog
- 5) Remember to turn fog lights off when no longer required as they can distract other road users in normal visibility
- 6) Remember snow is visible but ice, especially black ice, is often invisible
- 7) Avoid sudden braking or harsh acceleration or steering manoeuvres
- 8) Keep all windows and mirrors clean, clear of snow and ice and free of mist. Keep lights and indicators clean
- 9) Carry a torch, a spade, extra warm clothing, Wellington boots, a blanket, a snack and a hot drink, especially if you are driving through isolated areas
- 10) If you are planning a long journey advise someone of your destination and approximate expected arrival time. If you have one, carry a mobile phone with you, ensuring it is fully charged. Remember not to use it while driving however
- 11) If you feel unsafe or uncomfortable driving in adverse weather conditions, consider whether your journey is necessary at that time or whether it can be postponed. Consider whether an alternative method of transport would be better
- 12) If stranded by bad weather try to ensure that you are not blocking access for emergency vehicles. Remain with the vehicle unless there is shelter nearby. Maintain your circulation by moving your body. If you can, use the engine to keep warm; but do not use the engine if the exhaust cannot vent safely. If you are snowed over ensure that an airway is maintained

Appendix 5: Vulnerable Road User Policy

The purpose of this policy is to ensure all drivers exercise specific consideration and vigilance whilst sharing the road with vulnerable road users in order to ensure their safety and wellbeing. This policy applies to all drivers, co-drivers, supervisors and managers responsible for yard staff. As part of the wider Health & Safety at work the A1 Group Ltd aims to avoid all incidents involving other road users, particularly with those who may be more vulnerable and requiring extra consideration. In densely populated urban areas, it is important drivers are aware of and understand the issues faced by cyclists, motorcyclists and pedestrians (particularly children, elderly and disabled people).

This company takes all reasonable steps to prevent serious incidents occurring. A number of control measures have been identified and are communicated as part of this policy. The company expects these measures to be adhered to and will take appropriate action against drivers who fail to do so. The key objectives of the Vulnerable Road User Policy are to:

- To promote a culture of safety and exercise a 'duty of care'
- Avoid distress and trauma of a serious incident to both victim and the driver
- Avoid financial and reputational risks associated with a serious incident

The risks identified and measures to reduce them will be monitored and reviewed periodically to ensure maximum effectiveness.

1.1 Senior management is to:

- To publish the Vulnerable Road User Policy and ensure it is effectively communicated to all managerial and driving staff.
- Ensure company vehicles used in populated urban areas are as safe as possible and fitted with appropriate vision aids/warning devices suitable for the task.
- Ensure that management and supervisory staff are resourced, trained and empowered to ensure the duties outlined in this policy are adhered to.
- Ensure that any related policies, driver training, education campaigns and disciplinary procedures are consistent with this policy.

1.2 Supervisory management must ensure that:

- They are conversant with all procedures and documentation referred to in this policy and that the policy is fully implemented.
- All drivers are aware of their duties and responsibilities under this policy.
- Co-drivers of double manned vehicle understand they are the drivers extra set of eyes.
- Take appropriate action if any driver falls short of their duties and responsibilities under this policy.

1.3 Driving staff must ensure that they:

- Check mirror adjustment as part of the daily walk around check Vehicles have many mirrors, these must be correctly adjusted before

- Driving duties are undertaken to minimise any ‘blind spots’. Remember to re-adjust if they become displaced during your shift.
- Respect other road users Remember that cyclists and motorcyclists are road users too and have the same rights as other vehicles. Remain professional at all times and always give way to those at greater risk to injury.
- Concentrate and focus on driving Do not get distracted using hand-held phones, satellite navigation devices or any other in-cab equipment.
- Give plenty of space when overtaking or hold back until there’s room Many roads have too little space for motorcyclists/cyclists and larger vehicle’s at the same time, the Highway Code advises that you should give at least as much room as when overtaking a car. If you cannot give at least a metre’s clearance then hold back. Drivers should bear in mind that cyclists are trained not to ride too close to the kerb and may ride to avoid drains and pot holes.
- Plan journeys to avoid cycle commuter routes at peak times Cycle highways are intended to show cyclists, both regular and occasional, how best to get from the suburbs into central city areas and back
- Look over the dash there have been fatalities that have arose at the front of vehicles because cyclists and pedestrians wrongly assumed that the driver had seen them. Drivers should always take a moment to look to the front of the vehicle, even if a class VI mirror is fitted.
- Always indicate Always use your indicators even if you don’t think there’s anyone there and always signal clearly and in good time, most vulnerable road users are able to see your indicators and will make anticipations of your next move based on your signalling.
- Stay cool don’t get into a situation of ‘blame’, remember you are the professional road user and representative of this company and therefore must act accordingly at all times.
- Read, know, understand and apply the Highway Code this is your ultimate code of conduct when driving on the road, rules 205-218 cover road users requiring extra care.

Below is a list of different Road User Types, their characteristics and actions you can take to ensure your own and their safety.

Road User Type	Characteristics	Action required
Motorcyclists	<ul style="list-style-type: none"> • Can be difficult to see, especially at junctions • Are often moving quicker than you might think • Can be affected by side wind, when being overtaken • Are often injured when cars pull out of junctions 	<ul style="list-style-type: none"> • Think motorbike • Expect to see motorcyclists and give them time and room • Always check your mirrors for motorcyclists • Be especially careful that your nearside is clear when turning left, and at roundabouts • Take extra care when pulling out of junctions - always recheck for motorcyclists • Give motorcyclists plenty of room when overtaking them • Spilt fuel is hazardous for motorcyclists. Make sure your fuel cap is secure
Horse Riders	<ul style="list-style-type: none"> • Prefer not to use the roads, but still need to reach bridleways and other off-road facilities 	<ul style="list-style-type: none"> • Drive slowly past horses. Give them plenty of room and be prepared to stop • Keep engine noise as low as possible and

	<ul style="list-style-type: none"> • Sometimes ride in double file to protect novice riders or nervous horses • Are often able to see and hear further ahead than a motorist, and may signal to you • Are dealing with powerful animals which are easily frightened and can panic in traffic • May be children More than a half of all road accidents involving horses happen on minor roads 	<p>avoid sounding the horn</p> <ul style="list-style-type: none"> • Look out for horseriders’ signals, and be aware that they may not move to the centre of the road before turning right
<p>Pedestrians</p>	<ul style="list-style-type: none"> • More than 60 child pedestrians are killed or seriously injured every week. • Children often misjudge the speed and intentions of drivers • They are easily distracted, and may dash into the road without looking • Nearly half of all pedestrians killed are aged over 60. • Older people may have difficulties in seeing or hearing approaching traffic, and may have decreased mobility 	<ul style="list-style-type: none"> • Remember you’re a pedestrian sometimes too • Give them time and room to cross, especially the elderly or disabled. Your speed can literally make the difference between life or death • Remember, they may be hard to see, especially children • Be ready for the unexpected • Don’t park on pavements • Stop at zebra crossings if someone is waiting to cross • You must stop for School Crossing Patrols • Never wave a pedestrian across the road - there may be other traffic overtaking from behind you
<p>Cyclists</p>	<ul style="list-style-type: none"> • Can be difficult to see, especially at junctions • Have a tendency to wobble, and are easily affected by side wind, when being overtaken • Are particularly vulnerable at roundabouts • Cannot move off very quickly • Ride away from the kerb to avoid drains and debris and to be more easily seen 	<ul style="list-style-type: none"> • Think bike • Expect to see cyclists and give them time and room • Always check your mirrors for cyclists. Be especially careful that your nearside is clear when turning left, and at roundabouts • Give cyclists plenty of room when overtaking them • Respect cycle lanes and Advance Stop Lines • Slow down • Never overtake a cyclist and then turn left shortly afterwards