Clwyd Transport Services Ltd

LGV Driver Manual

Company overview

Clwyd Transport Services Ltd is owned and managed by Paul Jones and began in 1987, operating with a small number of trusted owner-drivers moving quarry products.

With a complete commitment to delivering on time and providing customers with the service they expect, demand for our services has grown as has our range of services.

At present we move in excess of 1,000,000 tons per annum of numerous materials including all types of contaminated soils and wastes.

We have earned a reputation for providing a quick and cost-effective response to our customers' needs and as a result we have built up a large fleet of specialist, modern vehicles.

We embrace modern technology and business management methods in conjunction with modern methods of communication to provide us with national coverage, 24 hours a day, 7 days a week.

Our quality service is supported by our dedication to quality assurance methods earning us the internationally recognised standard for quality management in 1992 with registration to ISO 9001.

In 2008 we moved our headquarters to new modern offices on Wrexham Industrial Estate to accommodate our growing customer base and dramatic growth in trading.

We now have a team of 40 associated drivers, a nucleus of who work exclusively for Clwyd Transport Services Ltd and reciprocal arrangements with other reputable haulage companies.

All operators are trained to a high standard, which includes driver CPC and health & safety guidance. All operators are EPIC trained for the quarry industry and all training is updated on a regular basis.

Vehicles are fitted with modern systems including electric easy sheets to keep loads covered and secure, onboard weighing devices and GPS tracking for up to the minute information on vehicle location and to provide an additional layer of security for both the driver and client product.

Index

1. Large goods vehicle safety policy statement
2. Introduction
3. Clwyd Transport Services own Drivers responsibilities
4. Driver and vehicle
5. Clwyd Transport Services Employee responsibilities In addition Sub-contract drivers & owner operators responsibilities
6. Driving Standard policy
7. Seatbelt policy
8. General safety notes for all drivers and passenger safety policy
9. Drivers daily walk around & Defect reporting system
10. Checking ABS warning lights
11. Reversing and manoeuvering(Forward Motion and Turning) of vehicles & parking coupling/uncoupling of trailer policy
12. Defensive driving
13. Drugs and Alcohol Policy ,Driver fitness, Driver Fatigue and health policy
14. Working time and Drivers hours Policy
15. Emergency situations, incidents procedure , contact with Elecricity,Bridge Strike policy /procedure and possible ACM exposure incident procedure
16. Personal Safety in or around vehicles & Entering and exiting the cab/body working at height Policy
17. Environmental Fleet policy, Tyre and Fuel Management policy & Anti-idling & Noise Pollution policy
18. Loading and unloading safety policy and rules
19. Lone working
20. Manual handling
21. Mobile phones, other technology and in-vehicle equipment Policy
22. Parking
23. Personal protective equipment
24. Road traffic accident / collision
25. Operational and Counter Terrorism Policy and rules
26. Sheeting of loads
27. Transport Speed, penalties and infringements Policy and procedures
28. Transport for London , Congestion Charge, Low Emission Zone, ULEZ , Direct Vision Standards
29. Tyre failure
30. Re-torque policy
31. Vehicle breakdown procedure
32. Vulnerable road users policy
33. Windscreen damage and replacement
34. Specialist operation policy
35. General road risk
36. General risk management policy and route planning procedure

Other associated documents issued separately include risk assessments, safe systems of work, industry guidance notes and safety alerts.

1. Large Goods Vehicle Safety Policy Statement

Just as Clwyd Transport Services Ltd has a number of "Absolutes" which cover its approach and policy towards safety and the environment, the company believes that it is equally important to provide guidance as to its policy regarding vehicle and driver safety.

We will ensure that vehicles and those of partners delivering our services are regularly maintained in a safe and roadworthy condition.

We will ensure that drivers receive adequate training and complete periodic Driver CPC.

Clwyd Transport Services Ltd is committed to protecting the health, safety and welfare of our employees, contractors and members of the public.

To do this, we will take all reasonable steps to make sure our drivers are:

- Fully competent and capable of doing their job in a way that is safe for them and other people.
- Properly trained and understand the importance of appropriate attitude and behaviour when driving.
- Able to drive safely.
- Aware of the importance of good posture and know how to set their seating correctly.
- Adequate time is provided for drivers to inspect their vehicle each day and submit vehicle check reports.
- Considerate to vulnerable road users whenever they are driving.

All vehicles used for work:

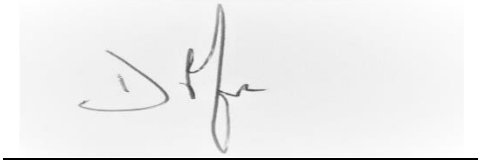
- Are fit for purpose and the work activity.
- Are properly maintained.
- Have any safety equipment properly fitted and maintained.
- Have seatbelts and head restraints fitted and used correctly.
- Have ergonomic considerations taken into account.

Work-related journeys:

- Are properly planned and scheduled, taking account of adequate time, breaks, driver fatigue, vulnerable road users eg sites near schools, hostpital and weather conditions.

We expect all employees and contract drivers to promptly report accidents and potential hazards relating to vehicle safety using the company reporting systems.

Name: - David Paul Jones Position: - Managing Director

Signature: -  Date: - 3rd August 2022

Drivers Manual Review record

Sections Reviewed	Date of amendments
Drivers Manual Reviewed	April 2017
Drivers Manual Reviewed	March 18
Drivers Manual Reviewed	July 18
Amendment	October 2018
Drivers manual Reviewed	January 2019
Drivers manual reviewed	March 2019
Drivers Manual reviewed	February 2020
Drivers Manual reviewed	3rd March 2021
Drivers Manual reviewed	31st March 2022
Policy and procedure amendments	3rd August 2022

2. Introduction

This manual is intended to ensure that the Company and all its drivers (Clwyd Transport own and Subcontractors) transporting materials to and on behalf of Clwyd Transport Services are aware of the company's Policies and requirements in regard to the following:

- Health & Safety Policy
- Environmental Statement
- Quality Assurance Policy ISO 9001
- Health and safety Risk Assessments for Driving standards Drivers and Subcontractors Driving and operating Rigid & Artic Tipper vehicles , Delivery Vehicle Loading and Unloading of vehicles on behalf of Clwyd Transport Services Ltd, Parking coupling and Uncoupling , Reversing and manoeuvring, forward motion turning vehicles/ trailers, Access and egress of vehicle cabs & body / trailers & personal safety in and around vehicels , Vulnerable road users , use of mobile phones and other techonology and in vehicle equipment in vehicles, Vehicle routing operations, Specialist Operations, Opertional security and counter terrorism, Passenger Safety and COSHH assessment Diesel , fuel adblue, vehicle lubricants & coolant , and cleaning material
- FORS – Fleet Operator Recognition Scheme - this is an accrediation scheme covering safety , fuel efficiency, emisssions and imporved road transport operating standards. Policys and procedures Clwyd Transport Services Ltd is committed to maintaining FORS accreditation and support subcontrators to achieve accreditation.
- Policys – Driving Standards, Seat Belt, gerneral safet notes and passenger safety, Reversing , manoeuvering (Forward motion and turning) of vehicles Parking coupling/uncoupling of trailer, Drugs and alcohol, , Driver fitness, Driver Fatique and health, Working time and drivers hours , Personal Safety in or around vehicles entering and exiting the cab/body, Environmental Fleet, tyre and fuel management Anti-idling and Noise polluction, Operational and counter terrorism, transport speed, penalties and infringements, vulnerable road users, specialist operation, General risk mangement.

As an HGV driver, you are required to read this document, sign the acknowledgement slip and return it to the Transport Manager. This will assist you in understanding the safe working practices developed by Clwyd Transport Services Ltd and meet the expectations of DVSA, police, other enforcement agencies, customers and the general public.

It is intended to regularly review and monitor compliance with the requirements described in this handbook

Complaint s policy

It is Clwyd Transport Services Ltd policy to record all complaints made against the company. To improve operational performance and identify risks to the company through the resolution of any issues identified. All complaints will be investigated through our quality assurance system within 10 working days if possible, with any improvement action to be noted.

3. Clwyd Transport Services Ltd own Drivers Responsibilities

The operator licences (OG1108282) (OD2038788) under which Clwyd Transport Services Ltd operate the heavy goods vehicle which you drive, was granted to us in return for certain undertakings that we gave to the Traffic Commissioner.

Relevant convictions can be summarised as any of the following offences committed by the applicant, any company of which the applicant is or has been a director, where the applicant is a company any person who is its director or any other company linked with that director, any member of a partnership, any parent company and any employee or agent:

- An offence under section 53 of the Road Traffic Act 1988 (plating certificates and goods vehicle test certificates);
- An offence in relation to a goods vehicle relating to the maintenance of vehicles in a fit and serviceable condition, or overloading, or the licensing of drivers;
- A drivers' hours offence relating to a goods vehicle;
- An offence under sections 173 or 174 of the Road Traffic Act 1988 (forgery, false statements or the withholding of information) in relation to international permit (as was);
- An offence under section 3 of the Control of Pollution Act 1974, or section 2 of the Refuse Disposal (Amenity) Act 1978, or section 1 of the Control of Pollution (Amendment) Act 1989, or section 33 of the Environmental Protection Act 1990 or regulation 38 of the Environmental Permitting (England & Wales) Regulations 2010;
- An offence in relation to a goods vehicle in contravention of a provision prohibiting or restricting waiting vehicles made under the Road Traffic Regulation Act 1984 or a relevant traffic regulation order.

Our operator licence is at risk if Clwyd Transport Services Ltd fails in any of these matters.

4. Driver and vehicle

Part of your role as a competent driver is to comply with the daily defect reporting procedure. As a driver employed by virtue of the operator's license you are required, after each period of time that you have driven any vehicle, to return a report declaring whether or not there are any defects. If there are defects, these should be reported to the Transport Manager. If there are no defects please declare as 'NIL'.

On return to the depot, your time/defect sheet must be handed in and any defect reported to the Transport Manager.

Before setting out for a journey, you are required to complete a walk around check of the vehicle you are responsible for.

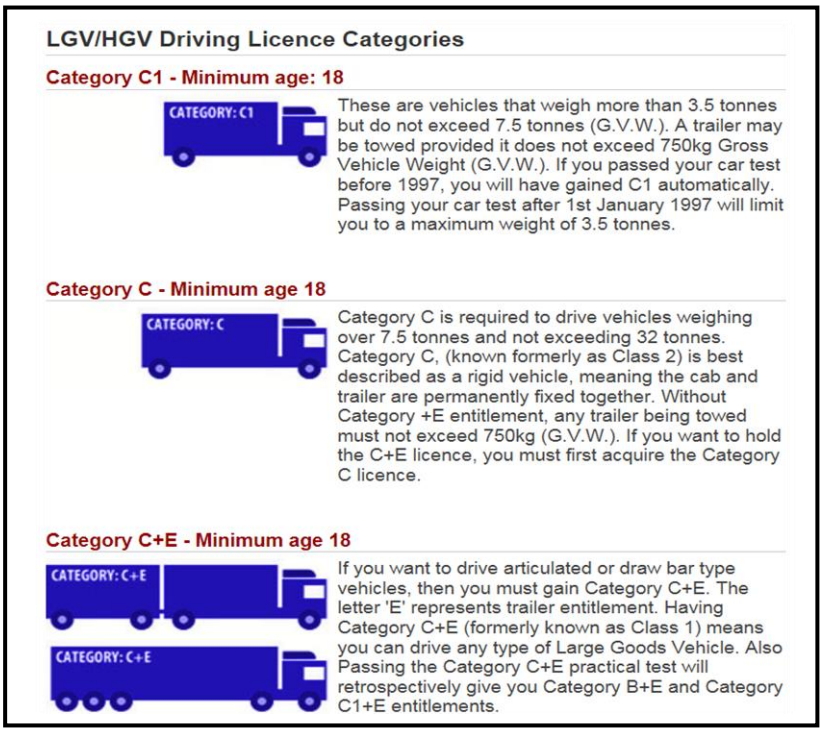
Any item which you note appears to be in need of attention should be immediately reported to the Transport Manager and you should not drive the vehicle until the defect is remedied.

You are required to be fully aware of the Highway Code and to abide by it at all times. Clwyd Transport Services Ltd operate its own fleet of vehicles and it is our responsibility to ensure that all vehicles are driven safely, without accidents; incurring convictions; or prohibitions and with due courtesy being extended to other road users especially vunerable road users.

There are many rules regarding Health & Safety at work. Generally everyone "at work" is covered by the law and it applies to both employers and employees. Several Codes of Practice have been issued which give advice and guidance on what to do.

You are required to be the holder of a large goods vehicle (LGV/HGV) licence entitlement for the class of vehicle that you are driving, and you are required to present your driving licence showing this entitlement to the Transport Manager as requested. Also, you agree for Clwyd Transport Services Ltd to regularly check your entitlement directly Driver Check or drivers must provide a drivers licence online check code.

Your employment as a driver depends upon you being the holder of the entitlement to drive the vehicle of a class that you are employed to drive.



5. Clwyd Transport Services Ltd Employee responsibility

As an employee you should always remember that the law requires you to:

- Take reasonable care of your own health and safety and that of other people who may be affected by your behaviour.
- Co-operate with your employer with regard to health and safety matters: and not to interfere with or misuse anything provided the interest of health, safety and welfare.
- In the event of you being convicted of any offence which results in any penalty points being endorsed upon you license, whether or not the offence is committed in a private motor car, you are required to notify the Transport Manager of the conviction immediately. If you understand that there is a likelihood that you will be charged with a motoring offence you must also inform the Transport Manager.
- Failure to comply with any of these matters may be deemed a disciplinary matter.

And that all vehicles and trailers being used must be checked daily, undergo six-weekly safety inspections and maintained in line with all legal requirements. The driver should be aware of the day and the time that any vehicle or trailer which they are using is due for its inspection and when the M.O.T. expires.

All drivers must report any circumstances where they may incur Penalty Charge Notices, Fixed Penalties, LEZ fines, ULEZ fines, Toll Charges or congestion charges to Clwyd Transport Services Ltd office number 01978 660022.

In addition to this, sub-contract drivers & owner operators

- All agree to observe EEC Rules and Regulations regarding Drivers hours & vehicle weights and measures and maintain tachograph records.
- On request will provide a copy of their driving licence to Clwyd Transport Services Ltd, confirming they hold a current licence for the category of vehcile they operate.
- Drivers must have a valid and relevant Drivers Qualification Card, MPQC (EPIC) Drivers Skills & Digital Tachograph (if applicable) card in their possession. Hauliers / Owner operators must have a valid Operator Licence and Waste Carrier Licence.
- Will be issued with this Clwyd Transport Services Ltd Drivers Manual & Health and safety Handbook.
- Will be issued with other associated documents, separately including risk assessments, safe systems of work and industry guidance notes and safety alerts.
- Will notify Clwyd Transport Services Transport Manager of any issues.

It is also a condition of contract with the company that haulier vehicles are maintained in a safe, roadworthy condition in compliance with all relevant legislative requirements and that vehicles:

- Are appropriately maintained to minimise noise generation.
- Checked daily for oil, lubricant or fuel leaks.
- Fitted with operational reversing alarms, cameras and orange flashing beacons.
- Exhaust outlets are not directed below the horizontal to avoid dust generation.
- Where needed display appropriate signage E.G Cyclist Beware stickers, Highway Maintenance or Motorway Maintenance (chapter 8) if required.
- Are fitted with suitable safe approved sheeting system.
- Are fitted with an on board weighing device.

When visiting other company premises or sites you must comply with their local safety procedures: they are there to protect you and other people on site from injury or death. Never take short cuts, you may put someone's life at risk.

Any infringements, penalty notices or other charges e.g. Tolls must immediately be reported to Clwyd Transport Services Ltd (office number 01978 660022). To enable any fees incurred to be paid without delay. Any fees paid will be recharged to the haulier /owner operator where applicable.

6. Driving Standard Policy

Clwyd Transport Services Ltd are committed to ensureing that all drivers maintain a high standard of driving with consideration for all road users and to reduce the risk of death and injury. Driver have a access to the current version of the highway code for UK operations copy of book in vehicle and office recieive updates on application for uk opertions . For Non uk operations country specific official road user guide or code of practice will be issued to drivers.

To help maintian driving standards we expect all drivers to -:

- Drive within the highway code and company policies at all times
- Always obey the speed limit – remember they are not targets but absolute limites in addition drivers must give regard to the weather and condtions of the road and allow extra journey time
- Never use a hand held mobile phone or other in- vehicle technology whilst driving.
- Drive safely – anticipate and adjust to road type traffic conditions and weather.
- Do not eat, drink, smoke or listen to loud music whilst driving – (Safe drving requires concentration)
- Always wear a seat belt whenever in the vehicle
- Use reversing camera systems or proximity sensors effectivly where fitted
- Make sure that you concentrate on the road when driving in adverse condition eg fog, snow, heavy rain, Ice etc lack of concentration increases the risk of collisions. Allow extra journey time where weather conditons or traffic dictate.
- Allow for the effect that your load may have on the vehicles handling characteristics and make sure its maximum authorised mass is not exceeded
- Ensure they are fit and able to drive the allocated vehicles safely . Assess whether your ability to drive safely and legally is affected or likely to be affected by , medicines, illegal or controlled substances, Alcohol, Tiredness, a short or long-term physical condition or your emotional state. Driving whilst under the influence of drugs or alcohol is illegal and strictly prohibited. Drivers are to undertake eye tests every 6 months and must wear any corrective items (glasses , contact lenses) required to correct vision
- Inform the transport manager of any health issues which may adversely affect their ability to drive
- Assess whether drivers hours regulations permit you to drive and take suffient breakes.
- Continue to make effective observations, including checks of blind spots , while manoeuvring
- Ensure they drive with due care, within the law and with regard to other road users especially vulnerable road users. Driver must complete FORS safety E learning on a yearly basis.

- Use a safe systematic aproach throughout such as mirrors, signal, manoeuvre, position, speed, look to maintain the safety of yourself and other road users.
- Drive smoothley and fuel efficiently , avoiding sudden harsh braking and rapid acceleration to avoid destabilising any load.

7. Seatbelt Policy

It is Clwyd Transport Services Policy that, if there are seat belts fitted in your vehicle, you must use them at all times. All large goods vehicles (LGVs /HGVS) registered since 1 October 2001 must have seatbelts fitted.

As part of your daily defect check you should be aware of issues that may impact the integrity and safe operation of your seatbelt, these include:

Anchorage points

- Checking for excessive corrosion
- Serious deterioration or fractures around seat belt anchorage points

Locking mechanisms (including buckles, stalks, retracting mechanism and fittings)

- Checking that the locking mechanism works correctly
- Inertia type belts retract and
- Flexible stalks are not damaged or corroded

Condition of the webbing

- Cuts
- Fraying or
- Poor stitching

Seat belt fittings

- Structural weakness in guides/pivots etc.

Seat condition - (if the seatbelt is anchored to the seat)

- Seat security and
- Fractures in the frame.

A fixed penalty of £100 applies to drivers caught without wearing a belt and drivers can be taken to court where they will face fines of up to £500. Drivers could also find non-compliance with seatbelt law being brought into a driver conduct hearing with the Traffic Commissioner.

Driver responsibility

Where a driver doesn't wear a seatbelt, it isn't the operator who is guilty of an offence, the Road Traffic Act is clear that wearing a seatbelt is the ***driver's responsibility***.

Anyone reported driving whist on the open road or on collection / delivery sites not wearing a seatbelt will find themselves facing disciplinary action this includes authorised passengers.

8. General safety notes for all Drivers

- Authorisation to carry passengers must be obtained from Clwyd Transport Managers and site managers. The Driver is responsible for ensuring the passengers follow all Clwyd Transport Services Ltd policies and procudures.
- You are not allowed to carry unauthorised persons in your vehicle.
- You are not allowed to carry animals in your vehicle.
- You are not allowed to smoke in the vehicle.
- Unless parked with the engine turned off - Do not use a mobile phone, satnav or other similar device.
- Never jump down from your vehicle use steps and handgrips.

Note: There should always be three points of contact.

- When hooking or unhooking service lines to your trailer you must gain access to the platform using the steps provided.

Note: Ensure boots are laced-up and free of grease and mud.

- Keep your drivers compartment clean and tidy.
- Clean up all spillages.
- Steering wheel aids must not be fitted.
- Seatbelts are fitted to all vehicles and must be worn.
- Chemical resistant/anti-slip Safety footwear, Hi-visibility vests, long trousers, chest & upper arm coverings must be worn at work and personal protective equipment must be used as required by a customer or when directed by information in writing.
- You must not ***be under the influence of alcohol or drugs*** when working.

It is illegal in England and Wales to drive with legal drugs in your body if it impairs your driving.

Passenger Safety Policy

Clwyd Transport Services Ltd are committed to ensureing the safety of any passangers in their HGV vehicles. Due to site rules prohibiting passangers in vehicles the only time drivers carry passangers is in a driver training capacity or if they have authourisation from the transport office.

- All passenger must wear seat belts when travelling in vehicles. Driver must not commence driving unless the passenger is wearing their seat belt
- When accessing or exiting the vehicle the passenger must face the vehicles and maintain 3 point contact.
- Passengers must only enter or exit the vehicle when it is safely parked and exit or enter using the nearside/kerbside door away from the flow of traffic.
- Passengers must wear PPE ankle support ace up safety boots and Hi vis jacket.
- Driver must keep vehicle steps clean and in good order.
- Passengers must never distract drivers whilst they are driving /manoeuvring or tipping the vehicle / trailer.

9. Drivers Daily walk around & Defect reporting system

You are required to complete a check in accordance with the following:

- On the vehicle at the commencement of the shift
- On any vehicle during the shift
- On the vehicle at the end of the shift

Please remember when you sign the defect report you are certifying that you have:

- Checked the vehicle following the walk around check walk around check diagram in the handbook and have recorded or found no defects.
- Hoses, fire extinguishers and miscellaneous vehicle equipment are present, secured and in date.
- Documents are available and complete relevant to the load.
- That you have familiarised yourself with the product that you are transporting.
- That if required, you have the correct safety equipment for the product that you are transporting.

This is your responsibility, failure to comply may present a danger to yourself, others and may result in disciplinary action.

Any defects found must be reported to the Transport Office or Transport Manager and supported by a Defect Report either via Smart check application or written report.

Your manager or designated workshop will assess the defect and decide whether or not it should be rectified before you commence your journey or if it can be rectified on return.

Note: your vehicle must not be driven on the public highway with any defect which could be considered safety related or which could possibly attract a prohibition notice if checked by the vehicle inspectorate or other enforcement agencies.

Only when you are satisfied that your vehicle is in your opinion; in a safe and roadworthy condition should you commence your journey.

If you have any problems with the above, please contact the Transport Managers 01978 660022

Defect Report system

The defect reporting system is designed to enable defects to be reported as they are identified; to ensure that they are rectified; and to ensure that a record is kept of the process.

Documentation and procedure

Defect records are maintained and completed daily via Smart Check applicaton following the walk around check walk around check diagram in the handbook, the report is then emailed to the transport manager . If you receive any IT problems completing the defect report drivers must complete the defect report on the back of the timesheet or defect book and report any defects to the transport manager (01978 660022). Duty records and defect reports must be carried in the cab of all vehicles on Clwyd Transport Services Ltd operators licence (including hired vehicles).

On identifying a defect on a vehicle, the driver completes a defect report via Smart Check application or verbally, take a photo if applicable and notifies the Transport Manager **before** commencing a journey.

For defects found enroute, the driver completes the report in the same way and reports the defect to the Transport Manager by telephone. If required communication will be made with our designated repairer to take appropriate action to remedy the fault. The repairer will invoice the company and a copy of this will be held with the rellevant defect record.

The repairer rectifies the defect (once authorisation is obtained) and on completion submits a worksheet/ invoice for repair to the Transport Office.

All records must be coordinated by the CTS Transport Office and stored in line with the company quality procedure.

All drivers are requested to watch the video HGV walkaround check on the gov website https://www.gov.uk/guidance/carry-out-daily-heavy-goods-vehicle-hgv-walkaround-checks

10. Checking ABS warning lights

Anti-Lock Braking System (ABS) prevents wheels on vehicles and trailers from locking during braking procedures.

Not all vehicles have ABS Systems fitted. If not, this will be indicated by the lack of warning lights on the dashboard.

Vehicles - If fitted, there will be two red warning lights on the dashboard

- One with the outline of a vehicle on it or ABS 1.
- One with the outline of a trailer on it or ABS 2, if your vehicle is a tractor unit or drawbar.

To check a vehicle with the ABS system:

Switch on the ignition - Apply footbrake

The red vehicle warning light will either flash or stay on.

If the lamp does not come on, there is a fault which should be defected and immediate engineering advice sought.

On certain vehicles the red warning light will stay on until the vehicle reaches about 10 k.p.h. then it will go off.

If the red warning lights stays on above 15 k.p.h., there is a fault which should be detected and immediate engineering advice sought.

During your journey if the red warning light comes back on, or flashes intermittently then engineering advice should be sought at the first available opportunity and a defect note raised.

Trailers – Trailers fitted with the ABS System will have a green warning light at the bottom offside corner of the front bulkhead.

On tank trailer or trailers without a front bulkhead the green light will be located on the offside front light bracket.

To check a trailer fitted with the ABS System:

Switch on the ignition - Apply footbrake

The green trailer warning light will either flash or stay on.

If the lamp does not come on, there is a fault which should be **detected and immediate engineering advice sought.**

On certain trailers the green warning light will stay on until the vehicle reaches about 10 k.p.h. then it will go off.

If the green warning light stays on above 15 k.p.h., there is a fault which should be **detected and immediate engineering advice sought.**

During your journey if the green warning light comes back on, or flashes intermittently then **engineering advice should be sought at the first available opportunity and a defect note raised.**

11. Reversing and Manoeuvering ,(Forward Motion and turning) of Vehicles/ Trailers & Parking, Coupling and Uncoupling of Trailers Policy

It is Clwyd Transport Services goal to reduce the potential to injure people and property through drivers being particularly careful when manoeuvring, forward motion, turning and reversing any vehicle / trailer, parking, and towing, coupling / uncoupling of trailers. Nearly a quarter of all deaths involving vehicles at work occur during reversing. Many other reversing accidents do not result in injury but cause costly damage to the vehicles, equipment and premises.
The driver is ultimately responsible for the safe operation of their vehicle.

Reversing and Manoeuvrings Forward Motion & Turning of Vehicles

As a driver you should always observe your surroundings before carrying out any manoeuvre and use your mirrors. There are blind spots around the sides of the vehicles, which makes it more important to be aware of other road users both to either side and at the rear of your vehicles before they enter these blind-spots.

- Keep a clear view from the driving postion do not place items in the windscreen area or in the way of mirrors or monitors, where they might impeed visibility
- Ensue the area of windscreen that is kept clear by the wipers and side windows are not obsured
- Windows and mirrors must be kept clean and in good repair.
- Always follow site traffic management systems or one way system if in place ensure you are familiar with the layout of the workplace and any site rules.
- When turning you must ensure your blind spots are clear especially when turning, look out for vulnerable road users.
- Always use manoeuvering aids.
- Always use banksman whenever possible.

As part of your duties during the normal working day, you will be required to reverse your vehicle. Whenever possible please use a banks man to assist when reversing. To reduce the risk of injury and vehicle damage etc., you must:

- ALWAYS ensure your mirrors are clean and in good repair.
- ALWAYS check the immediate area before carrying out a reversing manoeuvre.
- ALWAYS warn persons in the immediate area of your intention and wait for the area to be clear.
- Reverse slowly so you can react quickly to any emergency situation.
- Exercise extreme caution when reversing around corners or into blind spots.
- ALWAYS use hazard warning lights, alarms, close proximity sensors and camera if fitted when reversing.

If a site employs a banksman, you should follow these basic rules:

1. Always agree signals to be used.
2. Always keep banksman in view.
3. The banksman will need to stand in a safe position, from which to guide the reversing vehicle without being in the way.
4. The banksman should wear high visibility clothing, such as reflective vests, and ensure that any signals are clearly seen.
5. If you lose sight of the banksman **STOP** your vehicle immediately.

Any collisions minor or major will be recorded with any measures to prevent collision put into action

Parking

As a driver you should understand the risks of leaving your vehicle badly parked and how to avoid doing this. Carelessly parked vehicles can injure or even kill people.

- Vehicles/Trailers should be parked on firm and level ground in a designated parking area if one is available.
- A vehicle/trailer must never be left without ensuing both the vehicle and the trailer are securely, braked the engine is off and the key to the vehicle has been removed. Also ensure appropriate trailer legs and any mounted equipment is lowered on the ground and secure.

Coupling & Uncoupling of Trailers

REMEMBER

ALWAYS wear appropriate PPE i.e. safety footwear which are free from oil, grease and dirt, gloves, and hi-visibility jacket /waist coat, as a minimum.

When coupling/uncoupling a truck to a trailer, injury and property damage could occur if improper procedures are used.

If coupling or uncoupling a semi-trailer without applying the tractor unit parking brake or leave a semi-trailer parked without its parking brake applied, you are breaking the law.

Coupling - to minimise the risk you must:

- Check the immediate area is clear of people.
- Slowly reverse the tractor unit towards the trailer, stop when the 5th wheel ramps/top plate contact the trailer rubbing plate.
- Apply the parking break, stop the engine and remove the keys.
- Check the trailer parking brake is applied at this point a visual check for damage can be made to tyres, lights etc.
- Determine if the trailer coupling height requires raising or lowering.
- Slowly reverse unit under trailer until 5th wheel jaws engage. Engage a forward gear, release tractor unit park beak and 'snatch test' to confirm the jaws have locked.
- Apply tractor unit park break, stop the engine and remove the keys.
- Before leaving the cab switch on the side lights, hazard lights and rear fog lamps.
- Visually check the 5th wheel jaws have fully engaged and the release handle is in the correct position. Fit the security clip.

Note: If the dog clip does not fully engage, pull the release handle, slowly move the tractor unit away from the trailer and repeat the 5th wheel engagement procedure.

- Walk down each side of the trailer and check for movement.
- Ensure the catwalk on the rear of the unit is clean and clear of grease.
- Before climbing on vehicle ensure that boots are free from oil, grease and dirt wash off before mounting.
- If climbing between the tractor unit and the trailer use appropriate grab handles and steps.
- Connect the yellow airline and electrical Suzie's.
- Connect the red airline and check for movement.

Note: If the trailer moves, immediately disconnect the red airline and check that the parking brake is applied.

- Wind up the landing legs and stow the handle.
- Release trailer parking brake and ensure that any air suspension control is set to 'ride' position.
- Slowly move the vehicle combination forward and check brakes and ABS warning light function correctly.

Uncoupling - to minimise the risk you must:

- Check the immediate area is clear of people.
- Ensure the ground is level and firm enough to support the vehicle / trailer (landing legs) weight.
- Park the combination in a straight line.
- Apply tractor unit park brake, switch off engine and remove the keys.
- Apply trailer park brake.
- Lower the front landing legs until they make contact with the ground.
- Ensure the catwalk on the rear of the vehicle is clean and free from grease
- Before climbing on vehicle ensure that boots are free from oil, grease and dirt wash off before mounting.
- If climbing between the tractor unit and the trailer use the appropriate steps and grab handles.
- Disconnect all the air and electrical services. When disconnecting the red emergency line grip the connection firmly as it may kick back when released due to the air pressure in the line.
- Remove the security clip and pull the release handle to disengage 5th wheel jaws.
- Slowly draw the tractor unit away from the trailer and stop when the vehicle is clear of the 5th wheel.
- Apply the trailer park break.
- Before leaving the trailer, walk around the trailer and check that it is in a safe condition and that there is no damage to report.

Guide to trailer connections:

- Yellow airline - service brakes.
- Red airline - emergency brake (safety backup)
- Blue airline - auxiliary air systems.
- Black electrical with black plug - main electrical systems
- Grey electrical with black plug - ABS / EBS systems
- Black electrical with white plug - auxiliary electrical systems
- Black high pressure line with push fit couplings - hydraulics (for tippers, etc.)

Please note: Driving Licence Large Vehicle Category's

Category C You can drive vehicles over 3,500kg (with a trailer up to 750kg MAM)

Category CE You can drive category C vehicles with a trailer over 750kg

12. Defensive driving

Defensive driving – sometimes called planned driving – is about using observation, anticipation and control to help you be prepared for the unexpected.
Make sure you are always in control of your vehicle and drive:

- At the correct speed.
- In the correct gear.
- In the correct position on the road.

You should also drive with: -

- Responsibility
- Care
- Consideration and courtesy.

Keeping a safe separation distance between you and the vehicle in front will give you time to stop safely if you need to. The weight of a large goods vehicle (LGV) including load being carried means that it will take longer to stop than a car would in the same conditions.

13. Drug & Alcohol policy & Driver Fitness , Driver Fatigue & Driver Health & Eyesight policy

Clwyd Transport Services Ltd is committed to reducing the risks which drivers face and create when on the road. We ask all our drivers to play their part. Drivers must make sure they are fit to drive and to know the importance of managing their fitness and health while driving at work.

As a company we need to know that drivers -:

- Are able to meet driver licence / medical requirements
- Do not drive when affected by alcohol, drugs or medicines
- Will notify transport managers of any mental health problems such as stress , depresson and anxiety.
- Do not drive when they are too tired to do so safely
- Do not drive when affected by an illness
- Will notify transport managers of any current or future fitness issue that may affect your entitlement and ability to drive

Our goal is to ensure that driver fitness and health is correctly managed

All medical requirements set down by the DVLA must be met fully and if not then the DVLA , the CTS Transport Office and subcontractors drivers transport office must be informed.

If you have any of the following illnesses, you may be refused a HGV licence. All drivers must inform the Clwyd Transport Services if they have or have had any of the following illnesses

- Liability to seizure/epilepsy
- Severe head injury, with serious continuing after-effects, or major brain surgery
- Mental disorders
- Any disorder causing vertigo within the past five years
- Unconscious lapses within the last five years
- Heart disorders
- Consistent high blood pressure

- Alcohol/drug issues
- Visual or Hearing disorders
- Cardiovascular disorders
- Renal disorders
- Serious difficulty communication by telephone, for instance to call in an emergency
- Fatigue related illnesses such as sleep apnoea
- Parkinson's disease, multiple sclerosis or other chronic nervous disorders likely to affect the use of the limbs or joint problems / musculoskeletal disorders/neck or shoulder pain
- Diabetes requiring insulin (unless you held a license prior to 1 April 1991 and the Traffic Commissioner who issued that license had knowledge of your condition)

By law, an applicant or license holder that fails to meet the diabetes, eyesight or epilepsy regulations MUST be refused a license.

- **Drugs & Alcohol Policy (prescribed and over the counter medication)**

Hauliers/Drivers must never bring to work, consume, possess or sell illegal drugs, or alcohol or other intoxicants. Drivers must never drive when affected by alcohol, drugs or medicines. Driving whilst under the influence of drugs or alcohol is illegal and strictly prohibited. Clwyd Transport Services Ltd and its customers operate a zero tolerance regarding any Drug or Alcohol offence.

It's an offence to drive if you have over the specified limits of certain drugs in your blood and you haven't been prescribed them. All drivers must check with a pharmacist when purchasing over the counter medication whether the medication supplied will affect their driving ability or impact a drug test and inform their transport manager.

Talk to your doctor about whether you should drive if you've been prescribed any of the following drugs and inform Clwyd Transport Services Ltd personnel:

- Clonazepam, diazepam, flunitrazepam, lorazepam or methadone.
- Morphine or opiate and opioid-based drugs, e.g. codeine, tramadol or fentanyl.
- Oxazepam or temazepam

You can drive after taking these drugs if you have been prescribed them and followed advice on how to take them by a healthcare professional. Providing they aren't causing you to be unfit to drive even if you're above the specified limits.
If you drive and take prescription medicine, it may be helpful to keep evidence of this with you in case you're stopped by the police. The law does not cover Northern Ireland and Scotland, but you could still be arrested if you're unfit to drive.

To conform to several customer site rules Drivers working on behalf of Clwyd Transport Services may be asked to take a random drug/ alcohol test.

For – cause

Clwyd Transport Services Ltd may require you to submit to drug, alcohol, and / or other substance testing after an incident/accident or where there is reason to believe that you may have acted in breach of this policy.

Random drug, alcohol and/or other substance test checks can be carried out at any time and it is considered a disciplinary matter if you are found to be positive.

- **Driver Fatigue Policy**

Clwyd Transport Services Ltd recognise that driver fatigue is a serious problem resulting in thousands of accidents every year and is committed to the safety of its drivers and all other road users.

All drivers' schedules & routes are planned and assigned by the Transport Managers taking into account, road & weather conditions, driver's hours and breaks.

Drivers are encouraged to discuss schedules & routes with the Transport Managers who are available 24/7. This ensures good communication between the managers and drivers ensuring they have taken full and appropriate rest to comply with EU driver's hours and working time rules.

At no time will the delivery of a load be placed before a driver's safety.

All vehicles are fitted with GPS trackers.

Your fitness to drive can be affected by a number of things-:

- **Eyesight Policy & requirements** – You **MUST** be able to read a number plate from a distance of 20. metres in good daylight. If you require glasses or contact lenses to see a number plate from this distance, then you **MUST** wear your glasses and contact lenses at all times when driving a HGV. Drivers eye sight will be checked at the start of empolyment and at least every 6 months or sooner depending on the individual and also if the driver is involved in a fault road traffic collision
- Medicals – All lorry drivers are required by the DVLA to have a medical at the age of 45 and then every five years until the age of 65. After 65, the medical has to be done every year. DVLA should send out a reminder letter, together with the D4 medical form a few weeks before your medical is due.
- Illness and health effects of driving etc – all drivers must inform their transport manager if they are feeling unwell or have have any issues this includes their driving position or in cab air quality. Drivers are encouraged to participate when we are updating the fleet to give their opinion regarding the driver positions and features which help them carry out their duties to be best of their ability as safely as possible .
- Medical conditions such as colds, migraines stomach upsets and hey fever.
- **Stress**- Driving can be stressful and drivers need to recogise when they are under too much preassure. Stress can show in a number or ways to name a few Chest pains, headaches, pins and needles, tendency to sweat , sleeping problems . Driver must seek medical advice immediately if they experience any of the above.

Clwyd Transport Service Ltd are committed to making sure that drivers understand the driver licence/medical requirements that may affect their fitness to drive and require them to notify us of any issue . Their ability to drive could have a major impact on our business in terms of costs, reputation and quality of service.

14. Working time and Drivers' hours Policy

It is Clwyd Transport services Ltd policy that all drivers aware of the need to manage both drivers hours and total working time. This is to ensure that drivers are not subjected to excessive work , not fatigued whilst driving and are sufficiently alert so that they drive in a safe manner, by complying with the working time directive and drivers hours regulation (EC) 561/2006 for vehicles over 3.5 tonnes. Drivers are instructed to report any issues they may have regarding fitness to drive, fatigue or sleep related issues to the managing director , these will be discussed and dealt with in the strictest confidence

Regulations -All commercial vehicles first registered on or after 1 May 2006 must be fitted with digital tachographs.

Current Tachograph rules apply to all vehicles over 3.5 tonnes GVW with certain exemptions. Vehicles below 3.5 tonnes or otherwise exempted are subject to Domestic Rules and record keeping is unnecessary unless the vehicle is Licensed.

Employer's Responsibilities

Clwyd Transport Services Ltd must ensure that drivers understand the Tachograph requirements and use the equipment correctly to provide accurate records.

We must also check that records comply with the rules and are kept.The Transport manager is responsible for downloading digital tachograph driver information every week wherever possible but it ***must*** be downloaded within 28 calendar days.
The vehicle unit information will be downloaded monthly but ***must*** be downloaded at least every 90 calendar days.
For vehicles fitted with analogue tachograph units all used charts will be returned to the transport manager within 42 days.

All tachograph downloads or charts will be analysed. Any infringements will be brought to the attention of drivers via letters which will be signed and returned. All drivers are encouraged to speak to their transport managers over any infringements and offered or in some cases where we feel it would be of benefit instructed to attend training courses in drivers hour and working time.

Driver's Responsibilities

It is a driver legal responsibility to manage their own drivers hours, keeping track of working time directive and maintaining your own vehicle records.Drivers shall make sure that the tachograph is operating correctly. Drivers must ensure that they understand the Tachograph requirements and use the equipment correctly to provide accurate records.

If you are using a digital tachograph you-:
Must have your own driver card, if you do not have a card , you are not permitted to drive. If your card is lost ,stolen or faulty then it is possible to drive digital tachograph equipped vehicles If there is a fault with your card a manual record must be kept.
Lost stolen or faulty cards must be reported to DVLA as soon as possible DVLA number 0300 7906109 and a replacement must be apply for within 7 days Note you may driver for a MAXIMUM of 15 calendar days form the date card was lost of stolen.
Make sure your tachograph is in good working order
Make sure you insert your driver card into the correct slot

Carry enough supplies of type-approved print roll on board the your vehicle
Ensure your card is kept safely to avoid any damage to it
Be able to product the relevant records at the roadside.

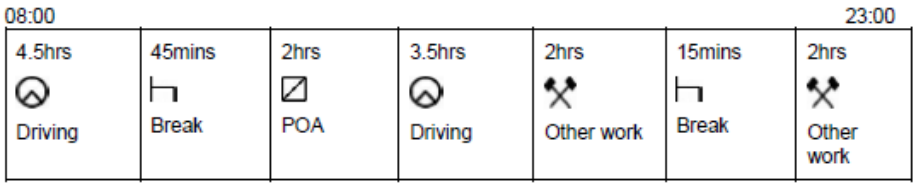
Extract from the [EU drivers' hours & working time rules: simplified guidance]

Table - A summary of the EU drivers' hours rules and sector specific working time rules	
Drivers' hours rules **Regulation (EC)561/2006**	Working time rules **Directive 2002/15/EC**
Driving • 9 hour daily driving limit (can be increased to 10 hours twice a week) • Maximum 56 hour weekly driving limit • Maximum 90 hour fortnightly driving limit	**Working time (including driving)** • Working time must not exceed average of 48 hours a week (no opt out)[1] • Maximum working time of 60 hours in one week (provided average not exceeded) • Maximum working time of 10 hours if night work performed[2]
Breaks • 45 minutes break after 4.5 hours driving • A break can be split into two periods, the first being at least 15 minutes and the second at least 30 minutes (which must be completed after 4.5 hours driving)	**Breaks**[3] • Cannot work for more than 6 hours without a break. A break should be at least 15 minutes long • 30 minute break if working between 6 and 9 hours in total[4] • 45 minute break if working more than 9 hours in total
Rest • 11 hour daily rest; which can be reduced to 9 hours no more than three times a week (or split into 3 hours + 9 hours as often as desired) • 45 hours weekly rest, which can be reduced to 24 hours, provided at least one full rest is taken in any fortnight. There should be no more than six consecutive 24 hour periods between weekly rests.	**Rest** • Same rest requirements as EU drivers' hours rules

Exemptions

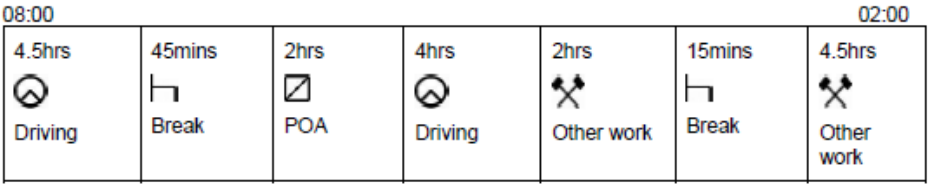
Complete exemption from all rules governing EU drivers hours applies to the following:
. Vehicles not capable of exceeding 40km
. Vehicles owned /hired without a driver by the Armed , civil defence and fire services when the carriage is undertaken as a consequence of tasks assigned to these services and is under their control.
. Vehicles undergoing road tests to technical development, repair or maintenance and new/rebuilt vehicles not yet put into service.
. Vehicles used in the non-commercial transport of humanitarian aid used in emergencies or rescue operations
. Specialist vehicles used for medical purposes
. Specialised breakdown vehicles

LEGAL example of a Shift spread:



The above example shows a shift spread of 15 hours from the time the driver started work until completion, this would allow for a reduced rest of 9hrs within the 24 hours from start of working day

ILLEGAL example of a Shift spread:



In above example although there are 15 hours recorded as working time, the shift spread is in fact 18 hours leaving only 6 hours with the 24 hours from the start of the working day for a daily rest period, which is illegal so that the driver would be committing an offence.

What are the tachograph modes or activity symbols?

	Driving
	Break or rest period
	Other work
	Period of availability (POA)

Working Time Directive

What is classed as a week?

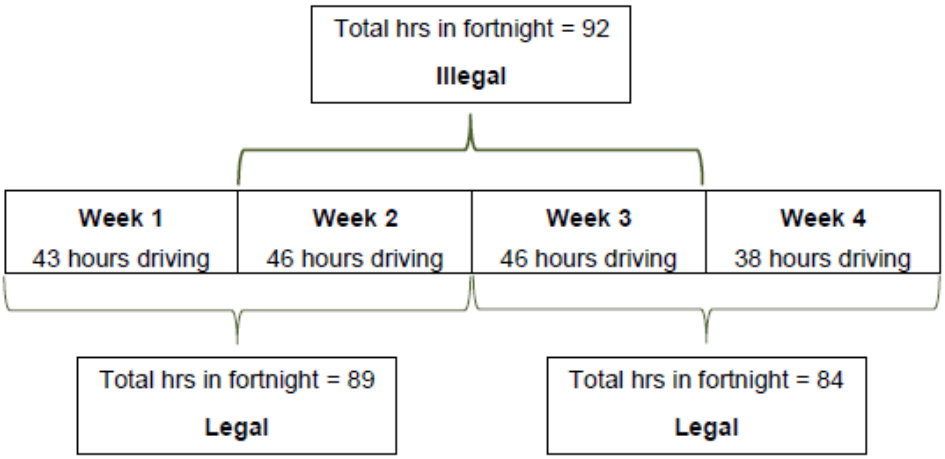
A 'week' means the period of time between 00:00 on Monday and 24:00 on Sunday.

How many hours can I *drive* in one week?

Over a week you can drive for a maximum of 56 hours in total (e.g. 9 hours on 4 days and 10 hours on 2 days) although over two consecutive weeks **YOU MUST NOT EXCEED 90 HOURS**

How many hours can I *work* in one week?

You may not exceed an average of 48 hours working time (driving and other work) per week over a specific reference period. In addition **YOU MUST NOT WORK FOR MORE THAN 60 HOURS IN ANY SINGLE WEEK.**



Remember to check both forward and backwards when calculating fortnightly driving hours

15. Emergency situations/incidents procedures, contact with electricity procedure, prevention of Bridge Strike policy/ procedure and possible ACM exposure incident procedure

This includes incidents such as:

- Bridge or electricity pole strike.
- Fire.
- Fuel or oil leak.
- Hijack.
- Load spill
- Possible exposure to ACM materials
- Trapped on soft ground.

At the time of any incident such as those listed, you need to remain calm and composed as your actions could potentially exacerbate a situation.

- Always find a safe place to stop.
- Warn other road users and members of the public who may approach the scene e.g. position warning triangle, cones, hazard lights, torch or verbal communication.
- Reduce the risk of fire by not smoking or allowing others in the vicinity to do so.
- Try to manage the load spillage if possible.
- Contact the emergency services on 999, give full details of the incident and if relevant include injuries sustained by affected persons.
- Call the Transport Office or Manager 01978 660022.
- Call any other Emergency contact number that may be displayed locally. For Hazardours load spill Enviroment Agency 0800 807060 or Natural Resources Wales 0300 065300
- Provide the emergency services a copy of the load consigment note.

Emergency procedure for electricity pole strike (HSE GS6)

- Stay in the cab, call 105 (electric company) 999 if there is an emergency if you can give them your location, tel them what has happened and that electricity wires are involved, and ask them to contact the lines owners.
- Try to drive clear if possible , warn others to stay clear
- If you need to get out, JUMP WELL CLEAR (the vehicel may be LIVE), move away using leaping strides do not return to the vehicle until it has been confirmed that it is safe to do so.
- Never touch the overhead lines's wires
- Assume that the wires are live, even if they are not arcing or sparking, or if they otherwise appear to be dead
- Remember that, even if lines are dead, they may be switched back on either automatically after a few seconds or remotely after a few minutes or even hours if the lines's owner is not aware that their line has been damaged
- If you can , call the emergency services. Give them your location, tell them what has happened and that electricity wires are involved, and ask them to contact the line's owner
- If you are in contact with, or close to, a damaged wire, move awary as quickly as possible and stay awary until the lines' owner advises that the situation has been made safe

- If you are in a vehicle that has touched a wire, either stay in the vehicle or , if you need to get out, jump out of it as far as you can. Do not touch the vehicle while standing on the ground. Do not return to the vehicle until it has been confirmed that it is safe to do so.

Emergency procedure for loads containing ACM exposure incident

At no time should any driver perform any examination of asbestos containing materials (ACM's).

For ACM's load spillage isolate the area and contact Clwyd Transport Services immediately (01978 660022).

Only if the situation is easily manageable, and involves a small amount of material and can be dealt with in no more than 15 minutes, the following procedure should be followed.

- Corner off the area surrounding the contaminated material and post warning signage
- Wear a dust mak to EN149 with FFP2 particulate filters
- Before handling any material wear latex or nitrile gloves.
- The material must be put in seal container (double bag, seal with tape and label as asbestos waste)
- Contact the transport office who will arrange the right facilites to dispose of the asbestos waste. Never do this yourself.

Prevention of Bridge Strike Policy & procedure:

It is Clwyd Transport Services Ltd policy to raise awareness of the risk and consequences of bridge strikes to all staff. A bridge strike has the potential to cause a train derailment with catastrophic consequences as well as loss of life or serious injury to the vehicle driver, passengers and other people nearby. Those responsible for causing a bridge strike will be liable for all costs associated with the incident - not just inspecting and repairing the bridge and the road but also the cost of train delays, which could be considerable.

Transport Manager -:

- Plan and use safe routes that take into account low bridges , discuss routes with drivers
- Ensure drivers are aware of the height of their vehcles especially Artic drivers , in-cab height indicaters to be set.
- Ensure walk round checks are completed
- Should any bridge strike occur undertake a vigorous investigation

Drivers

- Carry out walk around check ensring in-cab height indicator is displaying the correct height, report any defects to the transport manage as soon as they are found .
- Follow the prescribed route which has taken into acount low bridges,
- Drive their vehicle safely and remain vigilant of low bridges at all time
- If there is any risk of a bridge strike stop, turn around if possible, park up , contact the transport office 01978 660022
- Report any bridge strike if they occur

In the event of a bridge strike-:

- Switch off engine and isolate the vehicle – warn other road users (if possible)
- Report the collision immediately to the bridge owner and police . This is mandatory legal requiremnet for all bridge strikes. (Bridge plate usually has Id number and telephone number on a plate). The structure and stability of the bridge needs to be assessed,to deceided what actions are needed to ensure the bridge , railway and road are safe to use.

- Call the appropriate emergency services (e.g police, fire and ambulance) if the vehicle blocking the highway as a result of the collision , or is stuck under the bridge or if there are any injuries,
- Contact the transport office and report the incident . (when appropriate complete an at the scene report form)

16. Personal Safety in or around vehicles when Entering and exiting vehicle/trailer cab/body Working at heigth policy

It is Clwyd Transport Services policy to ensure the safety of persons / drivers in or around vehicles when working at height, and to prevent unauthorised access to any part of the vehicle where persons / drivers could be exposed to injury.

All vehicles are fitted with seat belts and must be worn, keep your drivers compartment clean and tidy. Ensure the vehicle / trailer loading, delivery or parking area is level, safe and secure follow all site rules and be especially aware of pedestrians and other vulnerable road users. Do not place your vehicle or trailer in an area where it could be loaded whilst the driver is in the process of accessing the body or trailer.

Entering and exiting vehicle

You frequently enter and exit the vehicle cab and on occasion the body/ trailer body during the course of a normal working day and should take care not to injure yourself whilst doing so.
You must remember:

- ***NEVER*** jump down this is bad for your knees and you are more likely to fall or suffer injury.
- ***NEVER*** use the steering wheel as a grab handle.
- Take as much time as needed to climb down from the cab facing the vehicle and use the hand holds provided.
- Any damage to steps or handholds ***MUST*** be reported immediately via the defect reporting system.
- Check steps / catwalk are clean and free from grease or mud clean up any spills or mud. Take extra care in wintery, wet and any adverse weather conditions, in case the steps are icy or the ground is slippery underfoot
- Suitable PPE to be worn including clean good grip steel toe cap lace up ankle supporting safety boots, Safety Helmet, abrasion resistant gloves and clean High vis, Safety Glasses, if required.
- Ensure that boots are free from oil, grease and dirt, wash off before mounting/dismounting.
- Enter and exit the cab using the steps and grab handles provided.
- When exiting the cab climb down backwards.
- **Always have three points of contact.**

Ladders and Gantries

Only use suitable ladders to access the body of the vehicle / trailer and when dealing with sheeting system on body or trailer if required.

Make use of gantries where available following site rules at all times

Never use tyres, mudguards or fuel tanks as foot holds

17. Environmental Fleet Management Policy,Tyre & Wheel Security Management policy & Procedure Fuel Management policy & Anti-idling and Noise pollution policy

Environmental Fleet Management Policy
This policy ensures that the negative impact of fleet activities on the environment are minimized and associated costs reduced.

The policy applies to all staff involved in managing, administering or driving vehicles. Our Fuel and Emissions Champion is Simon Devlin. Our Noise pollution champion is Ann Adamson

Statement
Our vehicle fleet is essential to our core business. The focus of our environmental commitment is the impact of our vehicles on air quality, climate change and noise pollution. We are committed to reducing emissions to minimize our impact on the environment. We will achieve this by working collaboratively with our staff and customers.

Reducing our impact on the environment is part of our commitment to being a responsible and successful organization. We want to protect the environment and the health of the public. Something is considered noisy when the sound is unwanted by the listener. Noise can also disturb wild life as well as humans

Fuel accounts for a significant percentage of our operational running costs. Improving fuel efficiency is important for the continued success of our business.

Everyone in Clwyd Transport Services Ltd has a role to play in implementing these policy-:

- The Environmental Fleet Management Policy is effectively communicated across the organization and available for all staff to review
- Performance management system is established for environmental and fuel efficiency
- Performance measures are realistic and do not impact employees to carry out their work without risk to themselves or others.
- Operational, management and driving staff are empowered to conduct their roles and responsibilities with regard to this policy.
- Any related policies, systems or procedures are consistent with the policy
- The driver handbook is to be consistent with the policy and include current best practice for fuel efficient driving
- Fuel usage and fleet performance activity reports are monitored and analysed to identify trends along with tyre wear and tear data.
- Journeys are efficiently planned to reduce wasted miles

Tyre & Fuel usage are major parts of the total cost of the operation of Clwyd Transport Services Ltd fleet and the effective control and administration of tyre & fuel issues is essential to maintain control on its costs our goal is to ensure fuel and tyre usage is recorded monitored and managed. It is Clwyd Transport Services policy to ensure all drivers exerceise consideration to the business, safety, the communities we operate in and the environment by driving to ensure the best use of fuel and tyres. Reducing our impact on the environment is part of our commitment to being a resposbile and successful organistion.

Fuel Management Policy
Drivers should use your best endeavours to maximise the fuel consumption of your vehicle by developing a fuel conscious technique; build up speed smoothly, avoid labouring or straining the engine, avoid sudden braking , avoid aggressive driving and aggressive starts , ensure load and empty tipper bodies are correctly sheeted as this wil reduce aerodynamic drag and safe fuel. Keep revs low to reduce noise and emissions – lower revs reduce noise levels and assists in maximising fuel economy, don't over fill your fuel tank – fuel expands when it's hot and can leak – This is a waste and causes a hazard for other road users, and avoid leaving vehicles ticking over to warm up, they warm up quicker when on the move, etc.
Journeys are efficiently planned to reduce wasted miles

Fuel wasted is a drain on resources, which could, otherwise, be put to other, more beneficial use.

Fuelling Vehicles
When fuelling a vehicle there is always the risk of contaminating your skin and clothing causing irritation and skin disease. Also, by spilling fuel not only do you waste resource, but can also endanger yourself and subsequent users by creating a slippery surface.

Adherence to the following points will greatly assist in that control:

- Draw fuel from the designated garage wherever possible.
- Use a company fuel card at garages designated by the Transport Office.
- Check correct receipt details for fuel drawn.
- If fuel card is lost contact Clwyd Transport office immediatly
- Submit receipts for off-site drawing with daily worksheets on return to the depot.
- Record all fuel/ Ad blue drawn, either at the depot or off site, on your Daily Worksheet.
- AdBlue consumption is typically around 3% – 5% of diesel consumption for a typical vehicle, dependent of loading weight and other relative factors. Ensure levels are maintained by topping up at the garage.

You must:

- Always wear the appropriate PPE, i.e. safety footwear, gloves and high-visibility jacket/waistcoat, as a minimum.
- ALWAYS remain with the vehicle during refuelling to avoid spillage.
- In the event of a spillage report immediately to the fuel attendant.
- Ensure there is no form of smoking parafinalier in the immediate area.

Fuel efficient driving

Fuel efficient driving involves applying professional driving techniques that reduce running costs such as fuel, maintenance and tyres. This in turn improves performance and minimises your impact on the environment

- **Get Set**: Check your Vehicle and prepare for your journey.
- **Think Ahead**: Observe, anticipate and think ahead to apply fuel efficient driving techniques.
- **Smooth ride**: the more your brake the more your accelerate.
- **Get in gear**: Use your gears wisley to maintain an efficient engine speed.
- **Power off**: Idling get you nowhee so switch off when stationary.

All measures to help reduce fuel and tyre usage will be monitored and reviewed periodically to ensure maximum effectiveness.

Tyre and Wheel Security Management Policies and Procedures

Clwyd Transport Services Ltd recognise the need for a robust tyre wheel security management policy and procedure to help manage the impact of our fleet operation on the environment and promote a culture of safety regarding tyre management. Wheel detachment from vehicles / trailers is a very serious concern, should a wheel become detached from a moving vehicle it may collide with other vehicles or road users with possible catastrophic consequences. Tyre usage is monitored and recorded to help us maintain tyres in a serviceable, roadworthy condition and monitor trends of damage / wear.

The purpose of this policy is to ensure we are achieving a high standard of road worthiness in respect of tyre conditions & wheel security. This policy applies to all staff as part of both the Health and Safety policy and Environment policy and aims to achieve its purpose by considering and continuously improving all aspects of our fleet operation that relate to tyre condition and usage. Several control measures have been identified and are communicated as part of this policy.

Objectives of the Tyre & Wheel Security Management Policy are to:

- Promote a culture of Safety and ensure the companies Health and Safety obligations are met
- Ensure all vehicles tyres are maintained, roadworthy and compliant with the law
- Help reduce tyre failures
- Ensure professionally trained contractors carry out tyre pressure checks and replacement of defective or worn tyres including disposal.
- Ensure professional trained contractors carry out vehicle/ trailer 6 weekly maintenance inspections in accordance with our operator licence requirements

Ensuring that each tyre on the vehicle is in good working condition will give drivers better control and is crucial for their safety and that of all road users. Ensuring tyres are correctly inflated is an important factor for maintaining a safe, fuel-efficient fleet. Any under inflation will see an increase in fuel consumption and tyre wear. Over -inflated tyres have a detrimental impact on the vehicle's safety and handling as the tyres contact with the road is decreased.

Responsibilities-:

Senior Management & Transport managers are to :

- Ensure the Tyre and Wheel Security Management Policy and Procedures is effectively communicated to all staff and that they are aware of their duties and responsibilities and take appropriate action if any one falls short of their duties and responsibilities
- Ensure drivers undertake daily walkaround checks.
- Take appropriate action to rectify any defect reported
- Ensure vehicles are kept in a roadworthy condition and compliant with the law
- Provide professionally trained contractors to carry out tyre pressure checks, and replacement of defective tyres
- Provide professionally trained contractors to carry out vehicle/trailer 6 weekly maintenance inspection in accordance with our operator licence requirements
- Monitor and record tyre usage to help us maintain tyres in a serviceable, roadworthy condition, trends of damage / wear. Information recorded from tyre work sheets and 6 weekly inspections this includes tyre make, size, position, pattern, date DOT, tread, milage, and disposal of tyres.

All drivers must ensure that they-:

- Complete a daily walkaround check paying particular attention to, wheel fixings, check for cracks around holes and in studs, check for rust marks, check nut and washers, the tyre condition and psi ,ensure that any defects found are recorded on daily defect report and reported immediately to the transport manager 01978 660022.

- Ensure that the vehicle/ trailer is roadworthy and compliant with the law. Any vehicle /trailer that is not roadworthy is not to be used.
- Look out for **irregular wear** of tyres, this may be due to poor wheel alignment which itself may be due to over or under inflation, harsh braking, poor fitting on the wheel hub or a mechanical fault with the braking system or tracking issue. **Impact damage** normally resulting in a bulge in the tyre, Cuts/slashes
- Read, know, understand and apply the Highway Code.
- Are aware of and follow the tyre failure procedure, retorque policy and procedure

Tyre Failure procedure

If a tyre has a defect or a failure occurs, the driver must notify the Transport Office and request further instructions.

If the Transport Office is closed the driver must contact the Transport Manager via mobile phone when stationary.

- Information required before phoning:
    - Is it a puncture or a blow-out. (if blow out report any damage caused)
    - The position of the wheel.
    - Type of vehicle (rigid - trailer) gross weight.
    - Make and size of tyre.
- When the contractor has completed the work get a copy of his worksheet and name and address. Report it to the Transport Office.
- If any damage to the water spray suppression equipment on the vehicle occurs then a defect report to be submitted to the Transport Office immediately.
- Following any wheel removal ensure the re-torque policy & procedure is implemented.

Re-torque policy

The management of Clwyd Transport Services Ltd are committed to reducing as far as possible the risk of wheel loss from any of our vehicles.

The following Re-torque procedure must be adopted on all occasions when wheels are changed on vehicles by designated tyre suppliers and repairer agents.

Clwyd Transport Services Ltd Re-torque Procedure

Location	Tyre Fitter Action	Clwyd Transport Services Ltd Driver Action
At repairer's site	Re-torque after 30 minutes. Using a calibrated torque wrench set to the manufacturers specified torque value Fix label to steering wheel.	If parked, carry out a visual inspection of the vehicle wheels for security wheel after a further 30 minutes or after driving a 25 to 50 miles. If defect found report to the office immediately for defect to be rectified 01978 660022. Always advise office of any wheel changes
At Clwyd Transport Services Ltd Operator Centre Sites	Re-torque after 30 minutes. Using a calibrated torque wrench set to the manufacturers specified torque value Fix label to steering wheel.	If parked, carry out a visual inspection of the vehicle wheels for security after a further 30 minutes or after driving 25 to 50 miles. If defect found report to the office immediately for defect to be rectified 01978 660022. Always advise office of any wheel changes

Roadside	Re-torque after 30 minutes or at nearest safe location. Using a calibrated torque wrench set to the manufacturers specified torque value Fix label to steering wheel.	Wait a further 30 minutes or go to the nearest safe location and carry out a visual inspection of the vehicle wheels for security. Or after driving 25 to 50 miles. If defect found report to the office immediately for defect to be rectified 01978 660022. Always advise office of any wheel changes

Wheel fixings can be checked for looseness by using a wheel brace by drivers who have undergone instruction on how to use a wheel brace.

Sub-contracted Tyre Suppliers and Repairers will also comply with this procedure.

Anti-idling & Noise pollution policy

In order to minimise vehicle emissions and noise pollution that negatively impact on the environment and health Clwyd Transport Services is committed to reducing vehicle idling times at depots, in stationary traffic queues and at any other times unnecessary idling takes place.

Engine idling is the running of an engine which is not required for the examination or operation of machinery other than that used for driving the vehicle.

The Highway Code states that you must not leave a parked vehicle unattended with the engine running or leave a vehicle engine running unnecessarily while the vehicle is stationery on a public road.

The Anti-idling & noise pollution measures below are to be implemented to-:

Reduce unnecessary vehicle idling	Reduce wasted fuel
Improve air quality and reduce carbon emissions	Reduce costs
Protect health	Reduce congestion
Improve road safety	Avoid complaints and maintain good relations with the local community

Anti-idling & noise pollution measures for Drivers: -

- Don’t leave an unattended vehicle with an engine running.
- Don’t leave the engine running when you are parked up, or when you are on a break.
- If you anticipate being stationary for more than one minute in traffic consider turning your engine off.
- Liaise with transport manager to plan routes and times to minimise potential nuisance to the local community.
- Report any noisy area or equipment to transport managers
- Minimse reveresing manoeuvres where possible
- Don’t shout or talk loudly where this could cause annoyance
- Wear hearing protectors where instructed to by the site rules, warning signs or directed by transport managers

18. Loading and unloading safety policy and rules

Clwyd Transport Services Ltd are committed to reducing the risks that the loading and unloading of vehicles/trailers presents to drivers, third parties, and vulnerable road users, which can potentially, result in serious injury or fatality.

Accidents can occur during loading and unloading of vehicles, for example. Persons or vehicle being struck by part of a falling load from vehicle, being struck or run over by moving vehicle trailer or vehicle overturning or falling from height accessing or egressing vehicle/ trailer.

To help manage loading and unloading activities the site safety rules must be followed at all times.

Site safety rules at loading or unloading points must always be followed.

Safety rules may be presented to you on entering a site, either in hard copy or by way of a site induction or may be displayed on a sign.

In the absence of site rules, the following best practice should be followed: -

- Report and identify yourself to either the gate security personnel or despatch/goods in office and notify them of the reason for your visit and follow their instructions.
- Comply with signed speed limits. If no speed limits are displayed observe a 5 mph limit
- Follow the designated traffic routes (possibly one-way) and park only in designated areas.
- Ensure vehicle lights are on when manoeuvring your vehicle during periods of reduced natural lighting.
- Observe all other mandatory signs displayed e.g. PPE to be worn.
- If no instruction is provided on PPE to be worn, wear the standard PPE as issued and any other clothing/equipment as is required for the products to be handled.
- All drivers must ensure that their tipper Body is clean before loading to avoid contamination of the loads. All drivers must contact the transport office 01978 660022 if the tipper body or trailer has surplus material in from the previous load before loading. As Goods in Transit insurance can be invalidated should a load become contaminated due to failure to ensure the vehicle body is clean prior to loading.
- Do not block or obstruct fire escape routes or exit doors.
- Do not obstruct marked pedestrian walkways.
- All drivers must ensure that their loads are kept within the legal axle and gross vehicle weight limits, use weighbridges whenever possible and in accordance to local waste regulations. If any driver thinks they may be over weight they must ring the office and the transport managers will direct them to the nearest weighbridge.
- Do not attempt any reversing manoeuvre unless you are guided by:
    - A trained banksman and/or
    - The area is clear of pedestrians.
    - Ensure that loading/unloading staff, including other vehicle drivers are aware of your intention to perform a reversing manoeuvre before proceeding.
- Be observant of other moving vehicles and work equipment in use, such as fork lift trucks. You must not carry out work eg Exiting vehicle to pull over sheet where fork

lift trucks or other mechanical equipment is operating. Wait for them to cease operating before carrying out your tasks. If in doubt, STOP immediately and seek advice.

- Do not use a mobile phone whilst manoeuvring.
- Do not smoke within the cab but there may be a designated smoking area for pedestrians.
- All vehicles must have height dimention signs in cab.
- Only consume food and beverages in areas designated to do so.
- In the event of damage or injury occurring report it immediately to the local site management and the Transport Manager.
- Ensure the area you have been working in is left in a clean, tidy and safe condition on departure.
- Never enter the body of the vehicle whilst parked in a position where there is a possibility of the vehicle being loaded
- Seat belt to be worn at all times on loading or tipping sites
- Remain in the cab whilst being loaded.
- If loading from chute or hopper, refer to site management for site specific rules
- Always check the vehicle body and tailgate to ensure materials cannot fall from the vehicle before leaving the loading site.
- Once sheeted, unless impracticable the load shall remain covered whilst being unloaded, however on some sheeting devices care must be taken as a vacuum may cause the sheet to be drawn into the Tipper Body.
- Driver to check for any overhead obstructions or power lines on all sites if any must advise the transport office on 01978 660022 prior to commencing loading / unloading.
- Never tip where your raised tipper body would be within 15m of any overhead power lines or obstructions.
- Ensure you have a 20m exclusion zone between yourself and other tipping vehicle and that there are no pedestrian, personnel or vehicles in the vicinity.
- Never tip or get loaded if you consider it unsafe to do so. Contact the transport office 01978 660022 immediately.
- The driver must ensure the load has been fully discharged and the body is clean for the next load , if any surplus material is left in the body this must be removed following the Method statement Manual removal of surplus residue of material left in vehicle body/trailer after tipping to avoid contamination.

19. Lone working

You will typically work alone, whether it is in your cab or carrying out your duties throughout the day or night. You should always take care of yourself and be aware of the personal risks involved.

It is in your own interests and a company requirement to**:**

- Report any adverse medical conditions to your Transport Office including such disorders as sleep apnoea.
- Take appropriate actions to avoid personal attack.
- Make yourself aware of the security arrangements and facilities on site.
- Keep to both company policy requirements and any additional agreements/requirements between yourself and the Transport Manager with regard to communicating your progress on arrival, whilst on site, completion of task and departure
- Use correct manual handling techniques.
- Report defective communications equipment.
- Wear a high visibility waistcoat/jacket at all times when out of the cab.
- Wear all appropriate PPE as necessary for the task in hand.
- Check the load and relevant load paperwork before commencing walk around.
- Assess areas in which you are working for uneven ground.
- Consider areas for inadequate lighting and report any problems to the onsite personnel responsible for safety.
- Make yourself aware of depot/customer site risk assessment/rules

REMEMBER

- Never place yourself in a situation that will endanger you.
- KEEP to agreed contact arrangements with the Transport Manager.
- ALWAYS advise others if you are required to work out of sight of them.

20. Manual Handling

If manual handling can be avoided by use of mechanical handling equipment e.g. forklift, sack barrow then this should be sought before resorting to physical lifting and carrying. However, if mechanical handling equipment is not available then you should observe the following practice to reduce the possibility of injury.

Lifting

- Stand directly facing the load, placing feet firmly on either side of it.
- Squat down to the object, to avoid injury, NEVER lift with straight legs and bent back.
- Check that you will be able to see over the load when carrying
- Take a firm grip (with both hands when possible) keep your chin tucked in.
- Lift smoothly, avoiding sudden jerking movements.
- Stand with back straight.
- Test lift to make sure object is not too heavy.

Carrying

- Restrict essential carrying to the shortest possible distance.
- Before starting check the route to be followed for changes in floor level or obstacles.
- When turning with a load, take a series of small steps round to change direction, do not twist your body.
- Keep your back straight and your arms close to your body.

Putting down

- As with lifting and carrying, keep your back straight and lower the load smoothly using your leg muscles.
- Taking care to avoid pinching or trapping your fingers when putting down the load.

Pushing and pulling

- Beware of slips and falls; check your footwear grips the floor surface.
- Avoid jerky pushing of a stubborn load, as this may injure your back.
- When pulling a load, try to keep your back straight with outstretched arms close together and in line with the centre of your body.
- Avoid pulling the load down a slope where it may run out of control.
- Beware of banging into obstacles where the moving load may trap you.

Remember

- Always wear the appropriate PPE.
- ALWAYS ensure you have sufficient space in which to work.
- ALWAYS seek assistance if the object is too heavy or bulky.

21. Mobile phones, other technology and in-vehicle equipment Policy

The use of communication devices such as mobile phones is distracting and dangerous, and the consequences of professional drivers carrying large loads losing concentration could be catastrophic. Studies show that drivers using a hands-free or handheld mobile phone are slower at recognising and reacting to hazards. Clwyd Transport Services office staff will always check that the vehicle is in a safe position when making and receiving calls from drivers and will end the call if they suspect the driver is driving.

The use of in-vehicle technology such as Navigation devices, Camera monitor systems tablet computer, Laptops and e readers, PDAs , two way radios, head-up displays when driving can lead to , reduced awareness of what is happening around you on the road , failure to see road signs, failure to maintain the proper land position and a steady speed, Slower reaction times and the greater risk of being involved in an incident/ collision

It is an offence for a person to drive a motor vehicle if they cannot have proper control of the vehicle.

It's illegal to hold and use a phone, Sat Nav, Tablet or any device that you can send or receive data phone or device for any use, including to take photos or videos, watch videos, look at photos, browsing the web, scroll through playlists or play games. The law still applies to you if you're, stopped at traffic lights, queueing in traffic, supervising a learner driver, driving a vehicle that turns the engine off when you stop moving, holding and using a device that's offline or in-flight mode.

Using a hand-held mobile phone carries a £200 fine and 6 penalty points HGV drivers could get a maximum fine £2500 and up to two years imprisonment

If you have the use of a mobile phone or any two-way radio during the course of your working day you must:

- Exercise proper control of your vehicle at all times.
- **NEVER** use a hand-held device such as a phone, two-way radio, bluetooth or wirless controller, PDA or laptop. This inculdes the programming of satellite navigation or personal entertainment system, taking photos or videos, scrolling through playlists or play games whilst driving.
- **ALWAYS** park your vehicle safely before taking any written notes in connection with your work .
- Ensure that any electrical equpment fitted to the vehicle is fitted in accordance with company policy and by a qualified technician, and permission is sought from the Transport Manager.
- Using a hand-held mobile phone whilst driving carries a £200 fine and 6 penalty points on your driving licence. You could also go to court and you could be diqualified from driving. **Drivers of a goods vehicles could get a maximum fine of £2,500 and up to two years imprisonment**
- **Whilst the vehicle is in motion mobile phones must not be used**.
- Never make or receive calls , text or email messages from your phone unless your vehicle is parked safely. **There is no expectation for drivers to answer any call until it is safe to do so.**
- Even when using hands free phone system while driving this can be a distraction and you can still be charged with an offence if it is condsidered that you are not in proper control of your vehicle

If a HGV driver acquires penalty points on their driving record for a mobile phone offence, the DVLA will issue a warning letter to those drivers. This will refer to the risk of mobile phone use and the fact that they may be required to attend a driver conduct hearing before a Traffic Commissioner. Further, the letter will warn the driver that a repeat offence will lead to an automatic referral to the Traffic Commissioner and could face a minimum four-week suspension from professional driving.

It is a strict Clwyd Transport Services Ltd Policy that hand-held mobiles are not to be used unless in a genuine emergency situation to call 999 when it is unsafe or impractical to stop. This also applies if you are on a site.

22. Parking

There is are certain risks that have to be considered when you are deciding where to overnight park these include: -

- Highjack
- Theft
- Criminal attack.

You should always try to take the following risk reduction measures:

- Drivers must ensure the parking area is suitable for the vehicle/trailer. Not cusing an obsturction, parked illegally or presents and danger to the general public or driver.
- Ensure there is adequate lighting
- The ground must be level and firm enough to support the vehicle/trailer(Landing legs) weight.
- The vehicle/Trailer parking brakes must be appplied, Stop the engine and remove the keys.
- Check parking brake applied.

Only use designated car parks determined for the route by the transport manager and wherever possible known to have the following security features:

- 24-hour guarding.
- "A" star security rating.
- Fenced off parking.
- Floodlighting.
- Video system.

When away from the vehicle; (this action must always be taken whenever the vehicle is left unattended, even when paying for fuel or making a delivery)

- Remove the ignition keys.
- Lock the cab doors. (Please note that this will automatically activate the engine immobiliser).

23. Personal protective equipment

Applicable to all drivers whether employed by Clwyd Transport services Ltd or agents working on our behalf.

It is mandatory on all customer sites to wear as a minimum the following PPE:

- High visibility jacket & Trousers
- Safety helmet (hard hat BS EN 397)
- Safety footwear with ankle support (NO RIGGER BOOTS).

To comply with specific customer contract site rules, additional PPE must also be carried for use as require on operational sites.

This may include:

- Safety glasses (BS EN 166)
- Ear defenders (BS EN 352)
- Protective gloves (BS EN 388)
- Dust Masks (FFP1 / FFP2 / FFP3 BS EN 140 and 149)

Never use faulty or damaged Personal Protective Equipment (PPE) or Respiratory Protective Equipment (RPE). Contact transport office to request any replacement equipment required.

On motorway and trunk road contracts you must also wear long sleeved, Class 3, high visibility jackets.

Clwyd Transport Services Ltd has adopted a policy of prohibiting the use of Rigger Boots by its own drivers and any other person working on behalf of Clwyd Transport Services.

Personal Protective equipment policy

SCOPE

All aspects of Personal Protective Equipment (PPE) within the Company.

OBJECTIVE

Comply with the:
Requirements of the Health and Safety at Work etc. Act 1974, section 2(7), Requirement of the Personal Protective Equipment at Work Regulations 1992 and Additional Company standards for the issue, control, and wearing of PPE while at work. British and European Standards.

DEFINITIONS

Personal Protective Equipment:

All equipment (including clothing affording protection against the weather) which is intended to be worn or held by a person at work and which protects the person against one or more risks to health and safety, and any addition or accessory designed to meet that objective.

PPE within the Company is divided into three categories:

Essential

Supplementary

Incidental

Essential: These items have a precise role to play in the protection of the individual and are issued on an automatic and personal basis. Examples include:

- Lace up Safety Boots with Ankle support

- Safety Helmet (hard hat BS EN 397)
- Safety goggles (BS EN 166)
- Gloves general purpose (BS EN 388)
- Disposable gloves for refueling
- Hi Viz waistcoats (Orange & Yellow)
- Hi Vis long sleeved Jerkin (Orange & Yellow)
- Hi Viz trousers (Orange double reflective band below the knee)
- Hi Viz waterproof trousers (Orange double reflective band below the knee)

Supplementary: These are not automatically issued as standard, but are provided by the Company based on an 'as required' and personal basis. Examples include:

- Ear Defenders (BS EN 352)
- Appropriate Wet Weather Clothing

Incidental: These items are issued as dictated and required by the contract conditions/ site specific examples include:

- Dust Respirator/mask (FFP1 / FFP3 BS EN 140 and 149)
- Paper (disposable) overalls and/or overshoes
- Safety Harness, Lanyard and Fall Arrest

The Company shall give proper and adequate information, instruction, and supervision in the use of the appropriate PPE for the working environment.

This shall include:

the purpose for which the PPE has been provided

the risk (s) that it will protect against

the correct method of use

The employee's part in ensuring that the PPE remains in an efficient state, properly working and in good repair.

This will be carried out by a Transport Manager.

The extent of the information / instruction that is required will depend on the type of equipment, how frequently it is used and the needs of the people being trained.

Any third party under the control of the Company not complying with the requirements of the above will be instructed to **leave the place of work immediately**, returning only when able to satisfy the Company representative on site of their compliance with PPE legislation.

RESPONSIBILITY

Responsibility, co-ordination and implementation of PPE control and issue throughout the Company is overseen by the managing director.

Documentation for PPE issued will be recorded

RECORDS

Written record shall be kept of the issue of all PPE provided to Employee's throughout the Company.

The records must show as a minimum:

- Descriptions of PPE items requested and date item requested
- Date item when collected / issue to employee
- Acceptance by the employee.

Records must be easily retrievable, current, and available for Safety Audit/Inspection

APPLICATION

A documented risk assessment is carried out for specific work-related tasks to identity the requirement for the issue and type of PPE that may be required.

Regardless of the anticipated requirement for the necessity for PPE to be worn, the Company Health, Safety and Welfare Policy clearly indicates a duty on all Company Employees to use correctly and when instructed, wear any PPE provided and issued for use.

PPE must however, be considered as a last resort or for secondary or general protection. Where risks cannot be controlled sufficiently by other means, appropriate PPE will be provided by the Company (free of charge) to employees who may be exposed to those risks.

However, the Company is obliged to provide under a general duty of care, any PPE required to visitors, delivery staff or voluntary workers throughout all of its business undertakings.

It is our policy to ensure our operators' wear their P.P.E when working in the yard and working on any site and to adhere the rules of the site that are visiting.

CONTROLS

The Company has established its PPE control and issue system to:

- The statutory requirements of the Health and Safety at Work etc Act 1974, section 2(7),
- Management of Health and safety at Work Regulations 1999
- Provision and Use of Work Equipment Regulations 1998
- Personal Protective Equipment at Work Regulations 1992
- Manual Handling Operations Regulations 1992

PPE issued must be:

appropriate for the risk(s) involved and conditions at the place where exposure may arise take ergonomic considerations into account capable of being fitted to, and used by, the Employee not create further risk by the use of designed and manufactured to an approved standard.

Employees are required to report any loss or defect with the PPE issued to them to the safety manager so that replacements can be issued.

All PPE purchased from and used throughout the Company should carry a CE mark (the European Standard mark).

24. Road traffic collision, incident and near-misses policy and procedures

Clwyd Transport Services Ltd is committed to following robust procedures in the event of a collision/ incident or near miss involving one of its drivers.

This policy is to ensure that Clwyd Transport Services Ltd's road traffic collision reporting and post-collision processes are documented and managed in a consistent way in order to reduce the number and severity of all vehicle collisions. Our road risk Champion is Ann Adamson

Managing risk associated with driving is the joint responsibility of senior management, operations, fleet management and driving staff. This policy applies to all staff responsible for any aspect of the post-collision process, training staff and all driving staff.

If a driver is involved in a road traffic collision it is essential that all reporting procedures and the Collision Management Policy are followed to ensure that:

- The collision is managed safely, legally and reported to the relevant authorities promptly.
- The incident facts are collated accurately and reported correctly.
- Vehicular assets involved are repaired to a safe and legal state prior to being returned to the road.
- The well-being and competency of the driver involved are assessed to ensure the individual's abilities and fitness are of a standard to enable a safe return to driving duties.
- The incident is fully investigated to determine both primary and contributory factors which led to the collision.
- The incident facts are analysed to determine and implement any remedial actions which may prevent similar incidents occurring in the future.

We expect all our drivers to maintain high driving standards on the roads. This means operating within the law, driving with consideration for others, especially vulnerable road users and ensuring all vehicles are safe and roadworthy at all times.

If you are involved in a road traffic accident as a driver and one or more of the following occurs:

- A person, other than yourself, is injured.
- Damage is caused to another vehicle or to someone else's property - including street lamps, signs, bollards etc.
- An animal (*is defined as any horse, cattle, ass, mule, sheep, pig, goat or dog*) has been killed or injured, except in your own vehicle or trailer

Then you must If you are able:

- Stop and remain at the scene for a reasonable period.
- Give your vehicle registration number, your name and address, and that of the vehicle owner (if different) to anyone with reasonable grounds for asking for those details.

If you don't exchange those details at the scene, you must if you are able report the accident at a police station or to a police constable as soon as you can, and in any case within 24 hours.

If another person is injured, you must:

- Produce your certificate of insurance, if anyone at the scene has reasonable grounds to see it.
- if you do not, you must if you are able report the accident at a police station or to a constable as soon as you can and in any case within 24 hours. You'll need to produce your certificate of insurance but if you don't have it when reporting the accident to the police, you may take it, within seven days of the accident, to the police station you nominate when you report the incident.

Reporting the accident to the police by telephone is not sufficient and you cannot ask someone else to report for you.
You're obliged to do these things not only when you are directly involved in an accident, but also if your vehicle's 'presence' was a factor.

Immediate Actions At the scene:

- Stop in a safe place
- Switch off engine, activate hazard warning lights and isolate vehicle if possible.
- Ensure any risk of fire, explosion, spillage or other danger is minimised.
- If any passengers evacuate to safe area
- Take steps to clear the road, warn other traffic so that no further road collision takes place and to summon first aid to any injured person
- Call for the emergency services where there is injury, serious damage to vehicles or road or if any obstruction cannot be cleared
- Implement traffic control where the road is obstructed, if not already provided by the emergency services

Note down a detailed description of what happened, collecting as much information - photographs and notes, - as you can while at the scene

- Scene - date, time, location, weather conditions, traffic conditions, road markings/signs/signals using at scene collision report form.
- Vehicles - make, model, registration number, colour, condition, estimated speed, direction, use of lights/indicators, number of passengers
- People - contact details, description/distinguishing features of driver(s), contact details of passengers, pedestrians/other witnesses, details of any police officers involved
- Damage - description of the damage to vehicles/property and any injuries to people involved

DO NOT ADMIT LIABILITY

- Call the Police immediately if any persons are injured. If the Police are to attend the scene ***DO NOT*** move the vehicle until they give permission. Obtain a copy of the notes taken by the Police together with the Officers' name and number. You are to comply with a breathalyse test as required. Refusal , without reasonable excuse, will make you liable to prosecution.
- It is essential to obtain the name and address of any witness to the accident,(this may be to your benefit).
- Swap sim card in on board camera (if applicable) and return to office with completed At the Scene Form.
- No statement is to be made to any person other than a police officer and no admission of liability is to be made.
- If the vehicle is not roadworthy then notify the Transport Office or if out of hours, contact the on call Transport Manager 01978 660022.
- On return to the Depot the driver must if able complete an Accident Report Form with collision investigator nominated or transport manager .

In case of fire

Fire in a road traffic accident is a potential major problem **remember these points:**

- Toxic fumes could be given off.
- Notify the Emergency Services as soon as is possible or request somebody at the scene to do so for you.
- Wear all relevant personal protective clothing.
- Warn the Public away from the incident.
- If the incident is a minor issue, only tackle a fire if safe to do so and by not placing yourself at risk.

25. Operational security and Counter Terrorism Policy and procedures.

Clwyd Transport Services Ltd recognise the need to reduce the risk of vehicle/load theft and limit the possibility of unauthorised access to vehicles and the potential security and terrorist threats, specifically in terms of theft of vehicles and the use of vehicle as weapons. Our Counter Terrorism champion is Ann Adamson
As a driver crime such as theft vandalism and assault could occur at any time and you need to be aware that both you and your vehicle are a potential target for criminals and possibly terrorists who may want to exploit your vehicle for acts of terror.

The most common security and terrorism incidents include;

- Fuel Theft through siphoning
- Vehicle theft while vehicles are parked or resting at unsecured parking location
- Use of vhicles as a mobile weapon
- Physical attacks on drivers
- Hijacking

More than 3,000 HGVs are stolen in the UK every year and only about 12% are ever recovered. Half of all stolen trucks are stolen from their own premises.

Your truck is your livelihood. The tips in this section will help you stop truck thieves or terrorist .
If you witness suspicious, criminal behaviour, possible crime or are involved in security or terrorist related incident you must call Clwyd Transport Services Ltd 01978 660022 and the police or other authorities :

Emergency Crime / Terrorism	999
Non-Emergency Crime	101
HGV Related Crime? NaVCIS Freight Crime Desk	02380 478311
Anti-Terrorist Hotline	0800 789321

Effective Management of preventing operational security and terrorism attack risks help reduce the:

- Risk of harm to yourself and others
- Cost of repairing or replacing damaged/stolen vehicles
- Increased insurance premiums
- Damage to company reputation

As a driver you can reduce the likelihood of security and terrorism related incidents whilst on the road by following the procedure below-:

When you leave your vehicle, always lock it and always take your keys with you. Never leave them in the cab.

Always make sure your cab is secure:

- Remove the iginiton key from the vehicle
- Ensure all door windows and other oopeings are securly closed and properly fastened
- When loading or unloading, lock the cab.
- When driving, where appropriate, lock the passenger door.
- Check that all security devices are working.

If you keep the vehicle keys at home when you are not at work, make sure they cannot be identified and don't leave anything on:

- The key ring that tells who they belong to or what vehicle they fit.
- Never leave them on show and unattended.
- Always keep them somewhere safe.

If you keep your keys at the operating centre:

- Make sure they are in a lockable place out of sight of strangers.
- Never use a 'hiding place', for example, inside the front bumper.

The theft of vehicle keys is on the increase so be warned!

Daily checks

- Conduct visual checks around your vehicle before departure and upon arrival.
- When you leave your vehicle, always lock it and always tike your keys with you. Never leave them in the cab.

Park Safely

- Whenever possible decide where you are to park overnight before starting your journey and discuss this with the transport office 01978 660022. Use secure parking whenever possible.
- Park your vehicle within sight and where you can return to it quickly for short breaks.
- Always lock our vehicle and keep your keys with you.
- When returning, check all around for signs of interference.

Plan Ahead

Plan your route beforehand. That way you will not have to stop to ask directions. If you know exactly where you are going, no-one can mislead you with wrong directions.

Look out for suspicious behaviour and vehicles.

Be Aware

- Avoid talking about loads or routes with other drivers or customers (including over radios or phones).
- Be cautious if you are forced to stop, for example, at the scene of an accident or an emergency, or at police stops.
- Keep a mobile phone with you with sufficient charge

Documents

When you collect/ delivering a load:

- Check the type, quantities and weights of loads match the collection and delivery notes.
- Load evenly and DO NOT OVERLOAD. All drivers must ensure that their loads are kept within the legal axle and gross vehicle weight limits.
- Make sure it is clear where you are delivering to and who will receive the goods, get a contact number if you can.
- Make sure you are delivering to the right place (check collection and delivery against the notes).
- if the delivery instructions are changed, get written confirmation of the changes from senior staff at the delivery address and from the Transport Office.
- Make sure that there is a clear printed name and signature on the POD (proof of delivery note).

Protect your own belongings

- Hide personal property from view.

Company Security

- Your company security instructions and procedures are designed to protect your vehicle and its load. Follow them at all times.
- If you fail to follow them, your employer could take disciplinary proceedings against you, the driver.
- Remember, if you lose your truck, you could lose your job.
- If you see anything suspicious, report it to the police by dialling 999, and to your employer.

Driver awareness

To help raise driver awareness all drivers are issued with the FORS Toolbox talk – counter terrorism. FORS Counter Terrorism E learning course must be completed every 24 months as a minimum by all FORS operator drivers.

Call Crime stoppers on 0800 555 111 if you have any information about truck crime or any other crime. Your call is free, you do not have to give your name and you may receive a reward.

26. Sheeting of loads

All loads must be sheeted. Due to the nature of this exercise there are risks involved which need to be minimised, therefore you must always:

- Sheet the vehicle / Trailer using only the designated sheeting areas following site procedures at all times
- Park vehicle on level ground away from other traffic.
- Remove vehicle keys and ensure parking brake is applied.
- If you need to manually access the sheeting system only use fitted or authorised ladders (if available) . The ladders must be suitable for purpose, secured at the base and tied in. Tyres, mudguards and fuel tanks must not be used as foot holds.
- Make use of gantries/ sheeting platforms (where available)
- Take care if you need to cross suzie pipes.
- Adopt the proper stance to avoid over-balancing when pulling on straps or rope – " these can break"
- Make use of gantries/ sheeting platforms (where available)
- Never stand on top of a load / sheeting system
- Ensure that no material can fall from the vehicle before leaving the loading site.

REMEMBER

- ALWAYS wear the appropriate PPE ie,safety footwear, gloves and hard hat high vis vest/coat, Trousers (as a minimum), and goggles, ear defenders , dust masks, any site specific PPE as necessary.
- In the event you have any probems sheeting your load contact the site & Clwyd Transport 01978 660022 for assistance
- Safe system of works for tipper loading , tipper discharge, working at height & access and egress of vehicle/ trailer to be followed.

27. Transport Speed, penalties and infringements policy and procedure

As part of our overall health and safety policy, Clwyd Transport Services Ltd is committed to reducing the risks which our drivers face and create when driving. We ask all our drivers to play their part, whether they use a company vehicle, their own one or a hire vehicle.
Drivers must never drive faster than conditions safely allow and must obey posted speed limits at all times. Exceeding the speed limit is against the law. Persistent failure to comply with the law will be regarded as a serious matter, and gross speeding while driving for work will be regarded as a serious disciplinary matter.
Drivers who gain penalty points on their licence may be required to take further driver training.
We will co-operate with police enquires resulting from an alleged speeding offence or incident and supply details of the driver to whom the vehicle is allocated.

Drivers must: -

- never drive faster than conditions safely allow and obey posted speed limits at all times
- ensure they know the maximum speed limit for the vehicle they are driving.
- plan journeys so they can be completed at safe speeds and without exceeding speed limits
- report road safety problems, including crashes, incidents, fixed penalty notices, summons and convictions for any offence, including speeding, to their transport manager 01978 660022
- present their licence, and any other documents required, for inspection on request
- co-operate with monitoring, reporting and investigation procedures
- Manage your speed limiter output. For vehicles with gross vehicle weight more than 12000kgs the speed limiter is set to 90kph
- Keep within the statutory speed limits.

Payment of speeding fines are your responsibility and may result in disciplinary action being taken.

The minimum penalty for speeding is a £100 fine and 3 penalty points added to your licence.

The Traffic Commissioner's powers are not limited to circumstances where you are driving your HGV. Under the 'fit and proper person' test, the Commissioner can take into account ANY alleged offence. You can receive a ticket while driving your OWN car and still be answerable to the Commissioner at a Driver Conduct Hearing.

Type of vehicle	Built up areas	Single carriage ways	Dual Carriage ways	Motorways
Car-derived vans and light vans up to 2 tonnes GVW	30 MPH	60 MPH	70 MPH	70 MPH
Car- derived vans towing trailers	30 MPH	50 MPH	60 MPH	60MPH
Vans (>2 tonnes GVW)	30 MPH	50 MPH	60 MPH	70 MPH
Vehicle up to 7.5 tonnes GVW	30 MPH	50 MPH	60 MPH	70 MPH
Vehicles up to 7.5 tonnes GVW towing trailers	30 MPH	50 MPH	60 MPH	60 MPH
Goods vehicles (>7.5 tonnes GVW)	30 MPH	50 MPH	60 MPH	60 MPH
Goods vehicles (> 7.5 tonnes GVW) (Scotland)	30 MPH	40 MPH	50 MPH	60 MPH

Please note in Scotland Goods Vehicles exceeding 7.5t gvw the maxium speed limit on a Single Carriageway is **40** & on a Duel Carriageway **50**

Exceed 4.5hrs driving contrary to article 7 Reg EC561/2006		
Severity – time driving beyond the limit	**Endorsable**	**FP amount**
0 up to, but not including 1 hour	No	£100.00
1 hour up to, but not including - 2 hours	No	£200.00
2 hours and over	No	£300.00

The legislation shows the first hour as a £100 penalty, but VOSA examiners will generally allow a 15-minute tolerance before notice issue. If, however a driver repeatedly 'makes use' of this 15 minutes then the examiner may still take action.

Any infringements, penalty notices or other charges e.g. Tolls must immediately be reported to Clwyd Transport Services Ltd (office number 01978 660022). To enable any fees incurred to be paid without delay. Any fees paid will be recharged to the haulier /owner operator.

It is our policy to record, investigate and monitor all transport related breaches and offences with procedures in place to include actions to take in the event of -:
Moving traffic offences, Fixed penalty Notices (including Graduated), Penalty Charge Notices, Roadworthiness Prohibitions PG9, Driver's hours offences, Notices of intended prosecution or action, Notices and the outcomes of public inquiries,
& Compliance with transport related schemes, such as-:
Road user charges, such as congestion charge and tolls, Safety zones, clean air zones, low emission zones , out of hours restrictions, such as the London Lorry Control Scheme and other permit schemes and traffic management orders .
Any Investigation will be reviewed and monitored to identify direct and root causes, detail corrective action to prevent recurrence and review the effectiveness of any corrective action taken and deal with any consequences.
Corrective actions taken may include, change to operational procedures, refresher or remedial training, continued professional development or disciplinary action.

28. Transport for London Congestion Charge- Low emission Zone – ULEZ (ultra low emission zone) – Clean air zones – Direct Vision Standards

All vehicles exceeding 18 tonnes gross vehicle weight are presently subject to restrictions within Greater London. This means all roads, except motorways and other major roads, in those areas administered by London Boroughs' this now applies to all 33 London boroughs.

The prohibition is in place from **21:00** hours through to **07:00** each week day and from **13:00** hours on Saturday right through to **07:00** hours on Monday morning.

If you need to enter the restricted area within the above times you will need an exemption permit.

In certain circumstances short term permits are available at short notice for one off journeys; your Transport Office should let you know if one is required.

TFL staff are particularly keen in pursuing drivers who enter Greater London within the prohibited times, or if you enter outside an authorised route. You will not be stopped by enforcement staff if you break the prohibition, but "lorry spotters" will record your details and invariably be fined. Since this has been introduced the driver and operator are liable for a fine as it produces easy revenue for the local boroughs.

Red routes In London

The red route scheme started in January 1991 covering many roads in London, the rule is quite simply **"NO STOPPING"** for all or part of the day to improve traffic flow and cut accidents. The routes are clearly marked and there are single, double, and hatched red lines to indicate the different zones.

Single Red Lines	**NO STOPPING AT CERTAIN TIMES**
Double Red Line	**NO STOPPING AT ALL AT ANY TIME**
Wide red line	**BUS STOP ONLY**
Hatched Red Line or Boxes	**PARKING BAYS WITH LIMITED TIME**

For drivers of goods vehicles, signs will indicate where loading / unloading is permitted during certain hours, otherwise you are not permitted to stop. There are the usual exceptions for buses and licensed taxi's, disabled persons and in an emergency. But you need to be aware of the places and times for un-loading, and have clear instructions what to do if they arrive outside permitted hours. This has also been decimalised and the local authorities have stated publicly that they intend to prosecute all offenders, as with the above they are policed by the local boroughs who can make easy revenue from your lack of knowledge.

London Low Emission Zone & Safer Lorry Scheme

The Low Emission Zone (LEZ) covers most of Greater London and operates 24 hours a day, every day of the year. It was introduced in 2008 to encourage the most polluting heavy diesel vehicles driving in the Capital to become cleaner.

New regulations came into force in London on 1st September 2015, which will ensure that only lorries with basic safety equipment fitted will be allowed on London's roads. The scheme will operate across London, 24 hours a day, seven days a week, covering the same area as the Low Emission Zone.

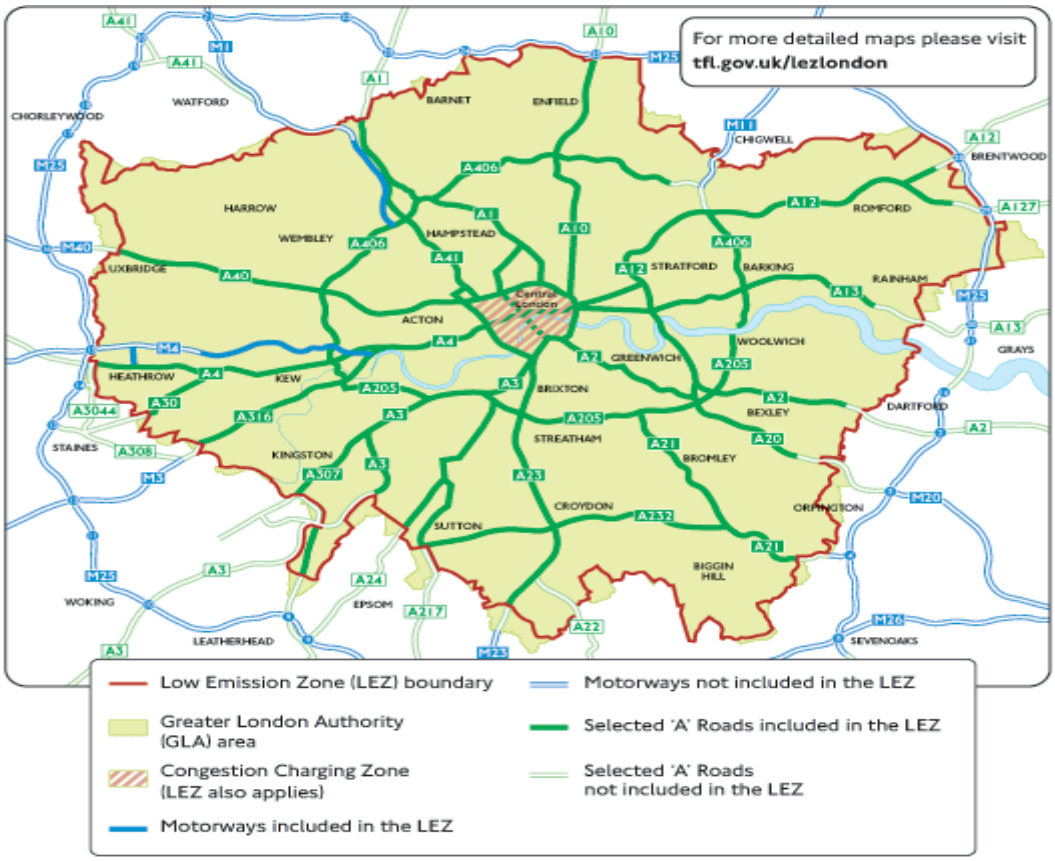
Under the scheme vehicles over 3.5 tonnes (with very few exemptions) will be required to be fitted with:

- Class V and Class Vl mirrors giving the driver a better view of cyclists and pedestians around their vehicles
- Side Guards to protect cyclists from being dragged under the wheels in the event of a collision

Changes to the LEZ from 1st March 2021, Low Emission Zone standards will be tighter. Heavy vehicles will need to meet the new standards or pay a daily charge to drive within the zone . If you drive a lorry over 3.5 tonnes within the LEZ and it:

- Does not meet Euro VI , you will need to pay a daily charge of £100
- Does not meet Euro IV, you will need to pay £300

New standard: Euro VI (NOx and PM). This is the same as the ULEZ standard - these vehicles will no longer need to pay a separate ULEZ charge



LEZ Penalty charges
Penalty charge £1000, if paid within 14 days £500
Vehicles meeting Euro IV standard (PM) but not meeting Euro VI standard (NOx and PM)
HGV vehicle (More than 3.5 tonnes gross vehicle weight)

Penalty charge £2000, if paid within 14 days £1000

Vehicles meeting Euro IV standard (PM) HGV (More than 3.5 tonnes gross vehicle weight)

London congestion charging scheme & Ultra Low Emission Zone

The central London Congestion Charge came into force on 17 February 2003. It presently operates from **07:00** hours to **18:00** Monday to Friday, excluding Bank Holidays.

The Congestion Charging Zone is bounded by the inner ring road linking Euston Road, Pentonville Road, Tower Bridge, Elephant & Castle, Vauxhall Bridge Road, Park Lane and Marylebone Road. The inner ring road provides a route round the charging Zone. Charges will only apply to vehicles travelling inside the ring road not on it.

Any company vehicle entering the zone will have to pay the daily rate of **£11.50** per vehicle.

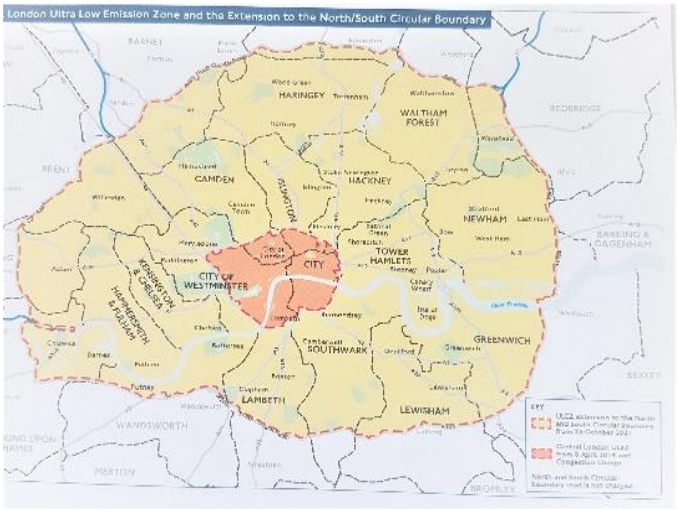
- If you have to enter the charging zone, before entering phone the Transport Office who will arrange payment.
- Failure to notify your office that you have entered the charging zone will result in the vehicle owner receiving a Penalty Charge Notice (PCN) of **£130**, payable within 28 days. The charge is reduced to **£65** if paid within 14 days but increased to **£195** if not paid within 28 days
- Clwyd Transport Services Ltd will **recover** the charge from the individual driver concerned.

The charging system is policed by cameras, well signposted and the road is painted bright red with a white "C" in a circle. If you travel over one of these you are in the charging zone.

Following a public consultation, the introductions of the **Ultra-Low Emission Zone** in London commence on 8th April 2019 covering the same area as the current Congestion Charging Zone. The ULEZ will operate 24 hours a day of the year including weekends and public holidays. From 25th October 2021 ULEZ extends to the North and South circular boundary

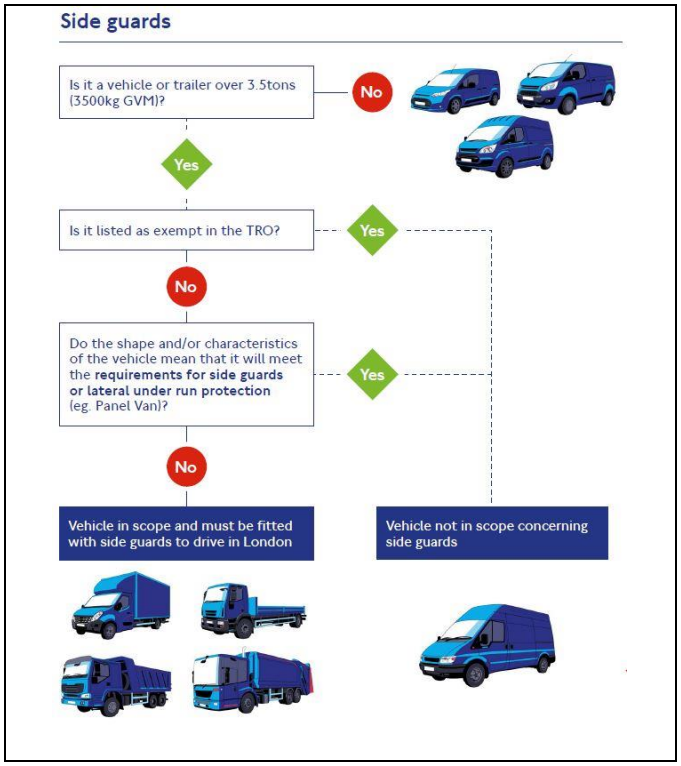
You can pay the ULEZ daily charge from 8th April 2019 - £100 for Lorries over 3.5 tonnes. This will be in addition to the weekday Congestion Charge and the Low Emission Zone (LEZ) charge will replace the T-Charge .

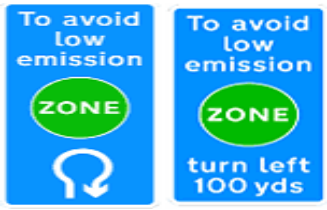
From 25th October 2021 ULEZ extends to the North and South circular boundary

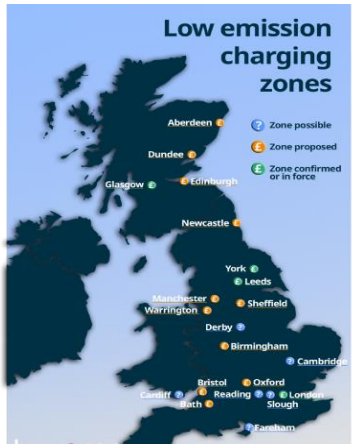


http://www.londonlorryrouteapprover.com/user/login.php

Vehicles over 3.5tons (3500KG GVM) must be fitted with Class V And Class VI mirrors in order to drive in London







An increasing number of cities are looking to implement Low emission charging Zones The proposed Manchester zone will cover the whole of Greater Manchester.

Direct Vision Standards - the direct vision standard (DVS) for heavy goods vehicles assesses and rates how much a driver can see directly for the HGV cab in relation to other road users. HGV over 12 tonnes will be star rated using the standarised measurement of a drives direct visibility from the cab of any heavy goods vehicle. Zero poor to five excellent indicates the level of risk to vulnerable road users near to the vehicle.

From 1st March 2021, if you drive an HGV over 12 tonnes in Greater London at any time you will need an HGV Safety Permit to show that your vehicle meets the new Direct Vision Standard (DVS). Vehicles without a permit will be subject to a penalty charge notice. Applying for a permit is free.

https://tfl.gov.uk/info-for/deliveries-in-london/delivering-safely/direct-vision-in-heavy-goods-vehicles/dvs-star-ratings-and-safe-system

To apply for a permit as a zero-star rated vehicle, you need to fit your vehicle with all the safety equipment listed:

To improve indirect vision, and help drivers see near the vehicle

- Class V and VI mirrors
- A fully operational camera monitoring system, fitted to the vehicle near side (The nearside is the side that would be closest to the kerb when the vehicle is stopped at a traffic junction)
- A sensor system with driver alerts

To warn road users of intended manoeuveres

- An audible vehicle manoeuvering warning for left turns (or right turns if the vehicle is left-hand drive)
- Warning signage

To minimise the physical impact of a hazard - Side-underrun protection

.

29. Tyre Failure procedure

If a tyre has a defect or a failure occurs, the driver must notify the Transport Office and request further instructions.

If the Transport Office is closed the driver must contact the Transport Manager via mobile phone when stationary.

- Information required before phoning:
    - Is it a puncture or a blow-out. (if blow out any damage caused)
    - The position of the wheel.
    - Type of vehicle (rigid - trailer) gross weight.
    - Make and size of tyre.
- When the contractor has completed the work get a copy of his worksheet and name and address. Report it to the Transport Office.
- If any damage to the water spray suppression equipment on the vehicle occurs then a defect report must be submitted to the Transport Office immediately.
- Following any wheel removal ensure the re-torque policy & procedure is implemented.

30. Re-torque policy & Procedure

The management of Clwyd Transport Services Ltd are committed to reducing as far as possible the risk of wheel loss from any of our vehicles.

The following Re-torque procedure must be adopted on all occasions when wheels are changed on vehicles by designated tyre suppliers and repairer agents.

Clwyd Transport Services Ltd Re-torque Procedure

Location	Tyre Fitter Action	Clwyd Transport Services Ltd Driver Action
At repairer's site	Re-torque after 30 minutes. Using a calibrated torque wrench set to the manufacturers specified torque value Fix label to steering wheel.	If parked, carry out a visual inspection of the vehicle wheels for security wheel after a further 30 minutes or after driving a 25 to 50 miles. If defect found report to the office immediately for defect to be rectified 01978 660022. Always advise office of any wheel changes
At Clwyd Transport Services Ltd Operator Centre Sites	Re-torque after 30 minutes. Using a calibrated torque wrench set to the manufacturers specified torque value Fix label to steering wheel.	If parked, carry out a visual inspection of the vehicle wheels for security after a further 30 minutes or after driving 25 to 50 miles. If defect found report to the office immediately for defect to be rectified 01978 660022. Always advise office of any wheel changes
Roadside	Re-torque after 30 minutes or at nearest safe location. Using a calibrated torque wrench set to the manufacturers specified torque value Fix label to steering wheel.	Wait a further 30 minutes or go to the nearest safe location and carry out a visual inspection of the vehicle wheels for security. Or after driving 25 to 50 miles. If defect found report to the office immediately for defect to be

		rectified 01978 660022. Always advise office of any wheel changes

Wheel fixings can be checked for looseness by using a wheel brace by drivers who have undergone instruction on how to use a wheel brace.

Sub-contracted Tyre Suppliers and Repairers will also comply with this procedure.

31. Vehicle breakdown procedure

If you break down or have tyre problems contact the Transport Office for instruction. If required they will arrange for the company's approved agent to attend.

1. If the breakdown occurs when the Transport Office is closed the driver must contact the Transport Manager.

2. Attempt to get the vehicle in to a safe location, if this is not possibe, pull on the the hard shoulder (motorways) or verge and stop as far from traffic as possible.

3. If the breakdown occurs on a motorway use your mobile phone to contact the Transport Office 01978 660022 or use the motorway phone and ask the operator to put you through to the Transport Office. Stay with your vehicle in a safe position away from traffic, it is best to retreat behind a barrier if this is possible.

4. Once the vehicle has been repaired or towed to a garage the Transport Office must be informed of your ETA at your destination if the trip can be completed.

5. The vehicle lights should be put on if a breakdown occurs, including flashing hazard lights and dipped headlights.

6. If the breakdown occurs on a narrow section of the roadway then keep the vehicle as far over to the side of the road as practicable. Consider that verges and footpaths may be damaged and try to avoid it.

7. Exit the vehicle using the nearside/kerbside door away from the flow of traffic.

8. If possible place out a warning triangle or position yourself to warn persons taking care not to put yourself in danger **(Never on a motorway hard shoulder).**

If contacting a tyre company directly, be prepared to provide the following information when calling: -

- Vehicle Registration / trailer number.
- Your name and contact number.
- Exact location – giving as much detail as possible.
- The precise nature of breakdown or defect, giving as much information as possible.
- Tyre size, if replacement tyre is needed.

Dependent on the severity of the defect reported the fitter will take the relevant action to rectify the problem. This will consist of either providing you with details of the repair location to which you must report, calling out a repairer to attend to the breakdown/defect or recording the nature of the defect to be rectified at the next service.

You will be given a unique reference number (job number), which you must record. You will be required to quote this number at the repair centre to which you are directed.

Trailer damage on collection

Trailer damage which has been identified prior to leaving a depot requires the same type of notification but must also be brought to the attention of the Transport Office on site.

32. Vulnerable road users Policy

Clwyd Transport Services Ltd vehicles share the roads with many other road users, some of whom are at far greater risk than others. We recognise that some of these road users may warrant special consideration and greater vigilance in order to protect their safety and wellbeing.

The highway code establishes a hierarchy of road users which ensures that those in charge of a vehicle that can cause the greatest harm have the greatest responsibility to reduce the danger or threat they may pose to other road users. The Hierarchy places vulnerable road users before motorised vehicles

- Pedestrians, in particulare children , older adults and disabled people
- Cyclists
- Horse riders
- Motorcycles

It is important that all road users are considerate to other road users and understand their responsibility for the safety of others.

Clwyd Transport Services Ltd aims to avoid all collisions involving other road users.

Clwyd Transport Services Ltd has identified the significant risk from our operations involving transport activities (including the safety of vulnerable road users) and has put in place procedures to reduce these risks.

As an experienced driver you should have a good understanding and awareness of the presence of other vehicles including motorcycles, cycles, pedestrians, wheelchair and mobility scooter users and children etc.

Road accidents and incidents happen regularly and as a driver for Clwyd Transport Services Ltd we have high expectations in your ability to do everything possible to mitigate the risk of an accident/incident, this includes: -

- Carrying out vehicle checks to ensure roadworthiness.
- Driving at an apporpriate speed given local restrictions e.g. proximity of schools and crossings, weather, level of light, level of traffic flow etc
- Awareness of other obvious limited driver abilities i.e. learner or new driver plates on display.
- Drive within the latest edition highway code and company rules and policies at all times.
- Keep upto date with any changes to the highway code

Always use the Observation – Signal – Manoeuvre/Position – Speed – Look routine to make sure you can manoeuvre safely.

- Observation: use your mirrors to look behind you to check blind spots.
- Signal: give a signal if it will help other road users understand what you're doing.
- Manoeuvre: carry out the manoeuvre using Position – Speed – Look:
    - Position: move into the correct position on the road in good time to make the manoeuvre.
    - Speed: adjust your speed so you can make the manoeuvre safely.
    - Give cyclists as much room as possible
    - Expect more cyclist than you can see to be surrounding your lorry
    - Check and re-check all your mirrors before moving off, manoeuvring and stopping
    - Be aware cyclists may appear unsteady as they avoid pot holes, drain covers and try to cope with side winds from larger vehicles

- Don’t enter advanced stop lines at junctions
- Make eye contact with cyclist so they see you
- Don’t assume a cyclist has heard you coming, the rider may be deaf, hard of hearing or wearing earphones.
- Check Blind spots, re-check before turning
- Watch for cyclist joining the road
- Always check mirrors before you open the cab door
- Ensure your vehicle is fitted with safety mirrors to maximum your visibility and help detect cyclists.
- Look: keep looking ahead and around you for possible dangers such as other road users or pedestrians.
- Always give way to pedestrians/children who have started to cross the road they may be deaf, hard of hearing or wearing earphones.
- Always watch out for children running into the road as they leave school or exit from buses, coaches or cars
- Give pedestrians priority if they start to cross a road into which you are turning.
- Look out for powered 2 wheelers at junctions they may appear suddenly as they overtake
- Observe warnings and signs near schools, care homes, and hospitals they indicate vulnerable road users exist so take extra care and exercise more caution.
- Remember the size of your lorry means a cyclist, powered two wheeler, wheelchair users or pedestrian will come off worse even in a minor collision.
- Always be in control of your vehicle; never use a mobile phone or CB radio whilst driving.
- Plan manoeuvres and allow enough room and time for cyclists particularly turning left and at roundabouts.
- Use a banks man for reversing and difficult manoeuvres where ever possible.

If you have reversing aids such as a camera systems or proximity sensors, you’ll still need to check all around you before and during a manoeuvre: these aids can add to, but not replace, your normal checks.

33. Windscreen damage and replacement

Before setting off and after any stop, check the windscreen for cracks, discoloration or surface damage.

- If the windscreen on the vehicle is badly cracked or it impairs the line of vision, the driver must notify the Transport Office and request further instructions. If the Transport Office is closed, contact the Transport Manager.
- If the windscreen is repaired or replaced this must be reported to the Transport Office and the approved service providers' work sheet handed in on your return.

As a general rule nothing should be placed in the swept area of the wipers. However, some official stickers are permitted provided they do not significantly impair the driver's view of the road. Official stickers are those that have a mandatory requirement to be in the windscreen for road enforcement, security or crime prevention.

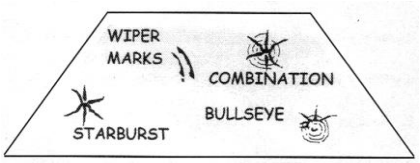
Examples of these are:

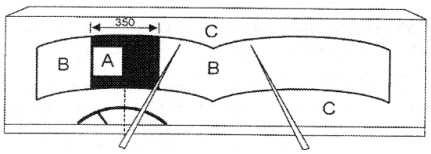
- Operators licence disc or exemption disc.
- Vehicle anti-theft scheme stickers issued by Police Authority.
- Toll payment tags/stickers/security passes.

Where non official stickers encroach into the swept area of the windscreen wipers by more than 40mm this will be a reason for failure. (The 40mm is to be taken in any direction).

Types of Damage

Most screen damage chips and star breaks up to 40mm diameter and small cracks up to 75mm long can be successfully repaired.





- Zone 'A is 350mm wide, in the swept area of the screen and alligned on the centre of the steering wheel.
- Zone 'B' is the remainder of the swept area.
- Zone 'C' is the remainder of the screen not covered by Zones 'A or 'B'.

Possible reasons for failure.

- Windscreen damage or discoloration which impairs the driver's view of the road.
- A crack passing through the swept area and reaching two points on the edge.
- An obstruction which encroaches more than 40mm into the swept area.
- Damage which exposes the inner layer of laminated screen.
- So insecure that it is likely to fall out.
- Damage which presents a danger to occupants or to other road users.
- Damage or obstruction of a side window which impairs the drivers view through a mandatory mirror.

Remember if screen damage impairs the drivers' view of the road it MUST be reported and repaired.

34. Specialist Operations Policy

Clwyd Transport Services Ltd are committed to ensuring that any waste products are transported in compliance with the appropriate regulations. We do not operate Special order vehicles.
Our core business does not require us to carry products which require ADR vehicles or drivers, but should this change we would appoint a qualified Dangerous Goods Safety Advisor (DGSA) where necessary and ensure vehicles have the correct specifications (e.g. signage and testing) and drivers have the correct ADR training qualifications.
A Valid waste carrier's licence is held for Clwyd Transport services Ltd. Paul Jones (MD) is the person with continuous and effective responsibility for the specialist operations and ensuring all sub–contractor hauliers hold a valid waste carriers licence.

Customers supply the appropriate Duty of care waste transfer note/consignment notes and waste disposal codes where necessary. These are given to the driver at the time of collection.

These are processed and returned to the customer with scanned copies being kept on file (stored for 3 years)

When we are requested to source a landfill site an analysis of the material to be disposed of is required, this is then sent to landfill site for consideration and tipping costs.

Duty of care sheet kept in file to be completed and signed by the MD or Transport Manager and the waste producer with a copy being sent to the landfill site.

Only registered landfill sites to be use. If requested to deliver to a -none registered site environmental permits must be in place and supplied by the customer prior to any loads being tipped.

Environmental incidents must be reported to the relevant environmental agency natural recourses wales 0300 065300 Environment agency 0800 807060

35. General road risk

During the course of your work you will travel many thousands of miles on both public and private highways. The majority of your driving will involve your interaction with other road users and will require road risk management.

General hazards and risks include: -

- Alcohol, drugs and prescribed medication
- Driver fatigue
- Ergonomics and seating position
- Knowledge, inexperience or lack of training
- Legal compliance including drivers hours
- Route planning
- Smoking and eating whilst driving
- Stress, and scheduling breaks
- Traffic conditions
- Vehicle condition & suitability
- Weather conditions

36. General risk management, route planning, bridge stirke policies & procedures

Alcohol, drugs and prescribed medication:

- If prescribed medication ensure you have taken advice from the relevant pharmacist or doctor regarding its effects whilst driving.
- Check the label on medicines for warnings before the medicine is taken.
- Inform the Transport Office of all prescribed medication being taken.
- Alcohol, drugs and other intoxicants is not permitted on company premises.
- Driving whilst under the influence of drugs or alcohol is illegal and strictly prohibited.

Driver fatigue:

- You are to ensure that you have taken full and appropriate rest to comply with drivers hours regulations and that your journey is planned to allow for proper and appropriate breaks from driving.
- You are to report to the Transport Office any medication that you have been prescribed that may cause drowsiness.

Ergonomics and seating:

- Adjust the seat height and depth.
- Adjust mirrors to avoid blind spots.
- Adjust reach and tilt of steering wheel.

Knowledge, inexperience or lack of training:

All drivers will undergo Clwyd Transport Services Ltd thorough induction and receive hands-on instruction, specific to the vehicle they will be driving.

Training records for all drivers will be held and maintained at Clwyd Transport's head office.

- Drivers will undertake appropriate CPC training and details recorded in the office .
- Any road related incidents such as speeding, parking, road rage or tailgating etc may result in driver ability being re-assessed.

Legal compliance including driver's hours:

- All drivers are deemed to be competent and have the knowledge and access to systems to enable them to comply with relevant legal requirements associated with their role.
- A simple guide to vehicle checks is provided as an addendum to this handbook.

Route planning procedure :

Clwyd Transport Services Ltd is committed to providing and maintaining the infrastructure needed to supply quick, safe and cost-effective service to its customers. This is achieved through effective vehicle routing and scheduling.

Clwyd Transport Services Ltd carry a wide range of materials including all types of contaminated soils and wastes in bulk and offer a nationwide transport solution for many industries

Collection and Delivery addresses are analysed at time of acceptance of orders. Routes are carefully planned taking into account of -:

- Driving Hours and WTD
- Abnormal loads
- Congestion Charging
- Dangerous goods routing and parking conditions
- Vulnerable Road users , Delivery curfews and permit requirements E.G Schools Hospitals
- Delivery and Servicing Plans
- Low & Ultra Emission Zones
- Direct vision
- Parking controls
- Low Bridges
- larger vehicle routing tunnel restrictions
- Tunnel /motorway tolls
- Vehicle weight and dimension restrictions

When a collection or delivery site has restrictions, this is communicated to all relevant personnel who will implement the appropriate arrangements. Sites are viewed on tracking system on street view mode, routes may be altered to minimise the potential of interaction with vulnerable road users' sites e.g. near schools, hospitals.

Clwyd Transport vehicles are registered with the London Lorry Control Scheme , Dart tags, Mersey Tags and Mersey flow . Drivers are issued with fuel cards which can be used to pay tolls.
Any addresses which may be in the LEZ zone / Congestion zone/ T charge zone/ Ultra low emission zone / clean air zones are checked on-line

As a professional driver you are required to deliver goods nationwide to help you in your duties you must:

- Plan your journey either mentally or a route plan.
- Take into consideration the type of vehicle you are driving.
- Ensure that you are aware of your vehicle height
- Check for low bridges on route, and entrance/exit to sites
- Be aware of routes with weight restrictions
- Be aware of routes with any delivery curfews E.G School or near Hospitals and permit requirements,
- Ensure that your vehicle has sufficient fuel for the journey.
- Find the most direct and cost-effective route to your destination.

If you have to deviate from your schedule, you should inform the Transport Office 01978 660022.

Prevention of Bridge Strike Policy & procedure:

It is Clwyd Transport Services Ltd policy to raise awareness of the risk and consequences of bridge strikes to all staff. A bridge strike has the potential to cause a train derailment with catastrophic consequences as well as loss of life or serious injury to the vehicle driver, passengers and other people nearby. Those responsible for causing a bridge strike will be liable for all costs associated with the incident - not just inspecting and repairing the bridge and the road but also the cost of train delays, which could be considerable.

Transport Manager -:

- Plan and use safe routes that take into account low bridges , discuss routes with drivers

- Ensure drivers are aware of the height of their vehcles especially Artic drivers , in-cab height indicaters to be set.
- Ensure walk round checks are completed
- Should any bridge strike occur undertake a vigorous investigation

Drivers

- Carry out walk around check ensring in-cab height indicator is displaying the correct height, report any defects to the transport manage as soon as they are found .
- Follow the prescribed route which has taken into acount low bridges,
- Drive their vehicle safely and remain vigilant of low bridges at all time
- If there is any risk of a bridge strike stop, turn around if possible, park up , contact the transport office 01978 660022
- Report any bridge strike if they occur

In the event of a bridge strike-:

- Switch off engine and isolate the vehicle – warn other road users (if possible)
- Call the appropriate emergency services (e.g police, fire and ambulance) if the vehicle is blocking the highway as a result of the collision , or is stuck under the bridge or if there are any injuries,
- Report the collision immediately to the bridge owner and police . This is a mandatory legal requiremnet for all bridge strikes. (Bridge plate usually has Id number and telephone number on a plate). The structure and stability of the bridge needs to be assessed,to deceided what actions are needed to ensure the bridge , railway and road are safe to use.
- Contact the transort office and report the incident . (when appropriate complete an accident form)

Smoking and eating whilst driving:

- As it considered a workplace, it is an offence to smoke in your vehicle and it is your responsibility to ensure a sign is on display within the cab.
- Eating and drinking whilst the vehicle is in motion is not permitted.

Stress and scheduling of breaks:

- You do not need to exceed speed limits, take unnecessary risks or shortcuts to complete your job on time. If you are unable to meet a deadline or complete a task you are to advise the Transport Manager immediately.
- All mandatory breaks to comply with Road Transport Working Time directive and EC Drivers Hours Rules are monitored and must be observed at all times.

Traffic conditions:

- Wherever practical the Transport Manager will alert you to any significant road works or closures which can also be heard on local radio.
- Choose routes to avoid peak traffic whenever possible.

Vehicle condition & suitability:

- You are to carry out pre-start safety and maintenance checks (walk around), and record these on your time sheet. All defects are to be reported with the company defect reporting procedure.
- Service and MOT intervals are to be kept in accordance with company instructions.

Weather conditions:

- Plan and review routes and timings if weather conditions are adverse.
- Vehicles are equipped to deal with poor weather conditions (e.g. ABS)
- Take into consideration the effect on vehicle control when driving in high winds.
- If poor weather conditions mean that you are unable to complete your journey or will encounter delays you are to contact the Transport Office 01978 660022.

Receipt for Driver Manual

To highlight various driving legislation, communicate good practice and to support our commitment to safety, Clwyd Transport Services Ltd have compiled a Driver's Manual.

This manual is relevant to all LGV drivers whether employees or sub-contractors.

If you have any queries or feel relevant information contained within the handbook requires amending, please feed this back to the Transport Manager or the Transport Office.

It is important that the contents of the Driver manual are read and understood prior to returning this acknowledgement slip.

I confirm that I have read and understand the Clwyd Transport Services Ltd driver manual, policies, risk assessments, safe systems of work and will comply with all rules that are imposed in the interest of safety. Any updates to the policies, risk assessments, safe systems of work will be read understood and retained in the drivers manual for future reference.

Name: _____

Signature: _____

Date: _____

Please return this signed page to the Transport Office. Clwyd Transport Services Ltd, Clwyd House, Blackwood Business Park, Ash Road South, Wrexham, LL13 9UG . Tel 01978 660022

Please sign to confirm that you have a copy of the latest Highway code Book

Date:_____

Name:_____ Signature:_____

Please contact the office if you require a copy 01978 660022