

**FREIGHT  
& FLEET**

SAFETY



VAN SMART



# Van Smart

## Driver Handbook



MAYOR OF LONDON



**TRANSPORT  
FOR LONDON**  
EVERY JOURNEY MATTERS



**Driver & Vehicle  
Standards  
Agency**

The Van Smart programme was developed by Transport for London and is supported by the Driver and Vehicle Standards Agency (DVSA), in line with their van safety awareness campaign.

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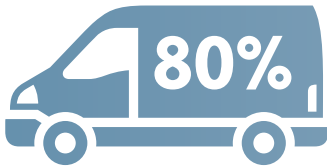
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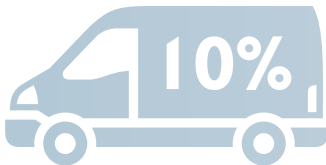
# Van safety in London and our cities

## Why professional drivers need to be vigilant on the roads

The number of cyclists and pedestrians in London and across the nation's cities has risen considerably in recent years. This is because many more people now work in city centres and services are more centralised, particularly in London. As a professional driver, it is vital to understand how to interact with the way the city is changing to adapt to others' needs.



Vans account for 80 per cent of all road freight mileage across the Capital.



Vans are involved in 10 per cent of road traffic incidents and 11 per cent of these incidents result in serious injury or fatality.



Van Smart is a Transport for London (TfL) backed programme that aims to reduce work related road risks, improve safety and create long-term behavioural change in the van sector. As the professionals out there, you can make a big difference in keeping everyone safe on the road.

You need to be able to use appropriate driving techniques to deal with pedestrian zones, cycle routes, chicanes, built up areas, 20mph zones, speed bumps, school zones and rising bollards.

## Background to collisions involving vulnerable road users

All road users need to be aware of their obligations under the Highway Code. But as a professional driver, you can never rely on other road users to behave as they should. So you have to be extra careful to keep people safe by always expecting the unexpected.



The most vulnerable road users are:



- Pedestrians (particularly children, the elderly or the disabled)



- Cyclists



- Motorcyclists



- Horse riders

## Why do accidents happen?

Accidents often happen because of:

- Poorly maintained vehicles breaking down
- Driver fatigue
- Failure to use defensive driving techniques
- Non-essential journeys
- Driver frustration at being caught in frequent traffic jams
- Excessive work-loads (causing drivers to cut corners and hurry)
- Poor driving skills
- Overloaded vehicles

It would be surprising if you or any other drivers haven't been guilty of at least one of these things at some time. Have a think about it!

**Van Smart aims to get rid of all these problems.**



### Do you know?

**\* Many vans fail their MOT first time.** Tyre condition, suspension and brakes are the most common causes of MOT failure.



### Do you know?

**\* More than half the vans stopped by the police or Driver & Vehicle Standards Agency (DVSA) in 2010-2011 were found to have at least one serious defect.** If issued with prohibitions, those vans could not be driven until the problem was fixed.

**\* Twenty-four per cent of van operators have no knowledge of the domestic drivers' rules.** This means that their drivers could be at work or behind the wheel for too many hours to be safe.

**\* The use of mobile phones while driving is almost twice as high for van drivers as car drivers.** In fact, 45 per cent of van drivers admit to texting, emailing or browsing while driving. Drivers using hands-free or hand-held mobiles are much slower at recognising and reacting to hazards.



### Changes in the drug driving law


On 2 March 2015 the drug driving law changed to make it easier for the police to catch and convict drug drivers. Drivers face prosecution if they exceed limits set for the presence of eight illegal drugs, including cannabis and cocaine; and eight prescription drugs. Police now use 'drugalyser' devices at the roadside. The limits for illegal drugs are extremely low – so taking even a very small amount of an illegal drug could put you over the limit. Full details can be viewed at <http://think.direct.gov.uk/drug-driving.html>

**The new rules run alongside the existing law, under which it is an offence to drive when impaired by any drug.**

## The road to safer driving in London and busy urban environments

### ► Competency framework 1.1

TfL's Freight and Fleet Programmes use a number of initiatives to reduce the impact of freight on the environment and increase compliance and safety. These are:

- 
**The Fleet Operator Recognition Scheme (FORS)** – This accreditation scheme for businesses operating van and lorry fleets

offers impartial, independent guidance to improve performance. Unlike many other membership and recognition schemes, it requires evidence of performance against the many regulatory and environmental requirements facing the industry.

Accredited operators can use the FORS logo and access a range of exclusive discounted products and services.

For more information on FORS, visit [www.fors-online.org.uk](http://www.fors-online.org.uk)

- 
**Construction Logistics and Cyclist Safety (CLOCS)** – This project aims to change the way the construction industry

manages work related road risk (WRRR). This industry driven initiative created a 'Standard for Construction Logistics: Managing Work Related Road Risk' that draws a number of individual standards, policies and codes of practice into one standard that fleet operators can follow in a consistent way.

For more information on CLOCS, visit [www.clocs.org.uk](http://www.clocs.org.uk)

- Work Related Road Risk (WRRR)** – This scheme helps to reduce the risk of collisions between freight vehicles, cyclists and other vulnerable road users. WRRR clauses and standards in contracts ensure all suppliers and sub-contractors comply with safety requirements set out by their clients. Contracts are also used to protect vulnerable road users by ensuring suppliers' and sub-contractors' vehicles are accredited to FORS and that drivers are trained in safe urban driving techniques.



- **Safe Urban Driving (SUD)** – This training course focuses on all vulnerable road users, but has a particular emphasis on cyclists. The training includes a practical on-road cycle training element and gives drivers real experience of what it is like for cyclists to ride on London's roads. The course counts towards the 35 hours' Driver Certificate of Professional Competence (CPC) training that drivers of vehicles over 3.5 tonnes need to complete every five years. TfL trains over 4000 drivers each year on SUD.

You can find more details here: [www.fors-online.org.uk/cms/training/driver-cpc-training-2](http://www.fors-online.org.uk/cms/training/driver-cpc-training-2)

- **FORS eLearning** – A number of eLearning courses are available to drivers via FORS online at the following link: [www.fors-online.org.uk/cms/training/online-driver-training](http://www.fors-online.org.uk/cms/training/online-driver-training)

Each module consists of a course followed by a short quiz.



When you pass the quiz, print a certificate and keep it in this handbook.

- **Crossrail lorry driver induction training** – Every 'frequent' lorry driver working on the construction of Crossrail must complete this custom-made induction course. This is necessary because Crossrail's safety requirements for any vehicle working on the project is leading to widespread haulage

industry changes as goods vehicles across Britain are upgraded with new safety equipment to alert drivers to vulnerable road users.

At the publication date of this handbook, Crossrail has trained over 7,000 lorry drivers on how to share London's roads safely with cyclists and other vulnerable road users. The details can be found here: [www.crossrail.co.uk/construction/road-safety-information/lorry-driver-training](http://www.crossrail.co.uk/construction/road-safety-information/lorry-driver-training)

## Are you doing your bit to improve safety for all road users?

Department for Transport figures indicate that more than a quarter of all road traffic incidents involve somebody who is driving as part of their work. Health and safety law applies to work activities on the road in the same way as it does to all work activities, so it is your **responsibility** to identify, control and reduce risks to yourself and other road users.

By implementing the key messages in this handbook and taking advantage of the training available, you will be well on your way to being compliant with the law, improving road safety and cutting your costs.

You will also:

- Promote a positive image for you and your business
- Develop your skills – particularly road safety and awareness of other road users



- Reduce the financial costs of collision (insurance premiums, insurance excess, injury claims, legal fees, repairs and loss of business)
- Reduce the emotional impact of a serious collision or fatality – on yourself, your family and those involved in the collision



### Remember!

**It is vital to improve standards in the van sector and these changes need to happen sooner rather than later.**





# Introduction to the Driver Handbook

## How this handbook can help you be a better driver

This handbook provides information and advice to van drivers about:

- The law as it applies to you
- Improving your driving standards
- Keeping vulnerable road users safe
- Reducing costs

## What is the purpose of this handbook?

Its aim is to help you to:

- Comply with the law and contractual requirements
- Keep your vehicle safe and efficient
- Drive safely and efficiently at all times



As well as being a permanent source of reference, the handbook can hold your driving licence, fuel card, evidence of your driving training and any other documentation relating to your work. Carry your handbook in your van and refer to it as and when required.

## What does the handbook contain?

The Van Driver Handbook is divided into nine sections.

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### Background to van safety in London

- Information on vulnerable road users, traffic volumes, incidents
- TfL initiatives including the CLOCS standard
- What you can do to improve safety

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### Introduction to the Van Driver Handbook

- Handbook purpose and contents
- How to use the handbook

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### 1 Prepare yourself

- Fitness to drive
- Driver licensing and training
- The law and company policy

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### 2 Check your vehicle

- Vehicle documentation
- Roadworthiness
- Safe loads and safe loading

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### 3 Plan your journey

- Personal safety
- Legal loading and parking
- Engine idling
- Journey planning/scheduling
- Record keeping

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### 4 Stick to the basics

- Speed limits
- Use of mobile devices
- Seat belts
- Tailgating

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### 5 Consider others

- Sharing the road safely with others

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### 6 Act professionally

- Professionalism, hazard perception and anticipation, emergency situations and reporting

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### Materials to help

- Useful information
  - Links
  - Record sheets
-

## Van Smart

This handbook is a key reference for the Van Smart programme and supports all the elements: the modular training programme, the competency framework, the posters and the toolbox talks.

Throughout the handbook, you will see references to:

- the Driver Training Course
- FORS  
[www.fors-online.org.uk](http://www.fors-online.org.uk)
- CLOCS  
[www.clocs.org.uk](http://www.clocs.org.uk)
- WRRR  
<https://tfl.gov.uk/cdn/static/cms/documents/clocs-standard-for-construction-logistics.pdf>

These safety and environmentally related initiatives will help **you** become the sort of driver you would want to share the road with.

Key messages run through all the Van Smart training tools and events – key messages that you should try to learn and to live by. If you are employed, you will probably see posters around your workplace and be invited to some short briefings related to the key messages.

You will get the opportunity to attend three short and lively training sessions and to access some fun screen-based learning. You can access the eLearning from the Training: Online Driver Training page at [www.fors-online.org.uk](http://www.fors-online.org.uk).

This training is open to all drivers – self employed and employed – and it's free.



Use this handbook as a guide to help you drive defensively and improve the safety of all vulnerable road users.

## The competency framework

The competency framework defines what you must know, what you must do and how you must **behave** to be recognised as competent. The underpinning philosophy is quite simple. The framework is designed to help you acquire the skills to do things in a way that meets the specified performance requirement.

Knowledge and understanding are vital parts of achieving competence. Certain attitudes and behaviours may seem irrelevant or unimportant unless you know why you are expected to do something in a certain way.

*It is easier to develop the right attitudes and behaviours if you understand why you must do something in a particular way or at a particular time.*

## A process for becoming competent

The competency framework shows:

- The topic area
- The driver performance requirement related to the task
- The knowledge which underpins the practical competence
- Cross references to other training available

The competency framework document also allows space to note:

- The date that you have been trained and met the specified performance requirement
- The signature of the manager/supervisor who verifies your competence

The competency framework also features icons representing the category or categories of the defined task:



Contractual compliance



Legal compliance



Good practice



Vulnerable road users



Cost savings



Safety



Environmental benefits



Remember to keep your competency framework training record up-to-date.

## Other uses of the competency framework

Fleet and transport managers may use the competency framework to:

- Inform van drivers' job descriptions
- Form the basis of a competency based interviewing model
- Help with refresher training/continuous improvement
- Form the basis of their own company processes
- Form the basis of a reward mechanism

So it's in your interests to ensure you know about the competency framework and can meet its performance requirements. Take a look at the copy in this handbook now to see how you measure up.



Section 1

# Prepare yourself

**If you fail to prepare, you are preparing to fail**

It's not just your waistline that suffers if you don't take care of your physical and mental wellbeing. To be safe on the road you must be healthy, alert and in the right frame of mind to drive. So it's important to make sure you're fit to drive and

understand all basic road safety before you get behind the wheel.



- Know your company road safety policy and the Highway Code
- Have the right driving licence
- Know your vehicle
- Be aware of the drug and drink driving laws
- Get plenty of sleep and keep fit to drive
- Understand the rules about drivers' hours and breaks





## 1.1 Company road safety policy

### ► Competency framework 1.2

Your company road safety policy should incorporate everything that you need to maintain the safety culture in the workplace.



Read your company's road safety policy. Ask your supervisor for a copy if you can't find one.

Topics contained in the policy should include:

- **Introduction and scope** – what the policy covers, who it applies to, procedure for review
- **Responsibilities** – of employers, line managers, and employees
- **Risk assessment** – what's included: job/tasks (eg loading, carrying and unloading of goods), drivers, vehicles, roles and responsibilities, methods of recording, communication and review
- **Driver management** – training/ inductions, recruitment, development, drivers' hours, health and fitness, licence checking, drugs and alcohol, speeding
- **Vehicle management** – fleet records and their inspection/testing/ maintenance

- **Journey management** – route planning, scheduling, vehicle suitability, safety
- **Incident management** – reporting, analysis, follow-up

You should sign and date the policy to show you understand it and are committed to improving road safety.

## 1.2 The Highway Code

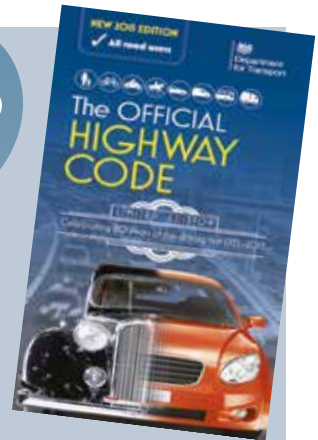
### ► Competency framework 1.3

Many of the rules in the Highway Code are legal requirements, and if you disobey these rules you are committing an offence. It is therefore important to be aware of the contents of the Highway Code.



Dig out your copy of the Highway Code and keep it with this handbook for reference. If you don't have a copy of the Highway Code, ask your supervisor for one or go to this link to download it:

[www.highwaycodeuk.co.uk/download-pdf.html](http://www.highwaycodeuk.co.uk/download-pdf.html)





### 1.3 Contractual compliance

#### ► Competency framework 1.4

Some of your deliveries may require your company to meet specific contractual requirements. These may include:

- Vehicle equipment, like vehicle stickers or spare bulbs
- Driver training
- Route compliance (eg map inserts – these would be usually printed by operator and given to driver)
- Documentation
- Driving standards



You must know and comply with the requirements of any contract you are working on. If you've worked hard to win it - don't lose it!

Failure to meet these contractual requirements can result in:

- Refusal of delivery at site
- Driver and/or vehicle site ban
- Financial penalties
- Retention of revenue
- Removal of contractor/supplier from supplier list
- Formal warning or termination of contract

### 1.4 Work Related Road Risk (WRRR) Standard

#### ► Competency framework 1.2.1

The WRRR standard is now part of the standard terms and conditions for many large projects, including Transport for London (TfL), and applies to all contracts that require a commercial vehicle to be used for delivery, collection and servicing.

[www.tfl.gov.uk/cdn/static/cms/documents/clocs-standard-for-construction-logistics.pdf](http://www.tfl.gov.uk/cdn/static/cms/documents/clocs-standard-for-construction-logistics.pdf)

You must be fully compliant with the WRRR standard when it is stipulated in a contract.

The standard states vehicles up to 3.5 tonnes shall:

- Be driven by someone who has a valid driving licence that is up to date and has been checked by the Driver & Vehicle Licensing Agency (DVLA)
- Be driven by someone who has completed approved driver training (SUD) and FORS eLearning and have evidence of this training
- Be FORS bronze accredited

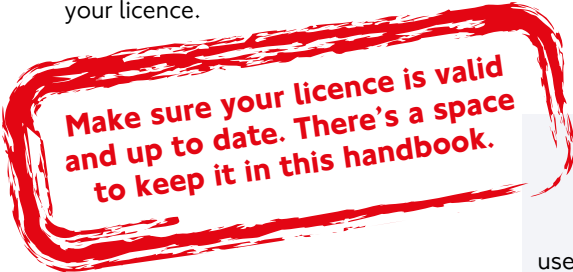


## 1.5 Driving licensing and training

- ▶ Competency framework 1.5
- ▶ Modular training – Module 1

If employed, it's vital to be aware of your company's driver licence validation process and know which vehicles your licence entitles you to drive. Furthermore, you must tell your manager immediately if you are disqualified from driving or get any endorsements or restrictions.

Your manager must check your licence when you first start work and at least every six months after that. You need to be aware of the procedure that your manager will follow for checking your licence.



It's an offence for anyone to drive a motor vehicle on a road without a licence and you must have the correct licence for the category of vehicle you are driving. The categories of vehicles you are permitted to drive are displayed on the reverse of your

photocard licence. The following table provides details of types and categories of licence against vehicle type.

For further information please check [www.gov.uk/driving-licence-categories](http://www.gov.uk/driving-licence-categories)

The Maximum Authorised Mass (MAM) is defined as the total weight of the vehicle and the maximum weight that it can carry, also known as Gross Vehicle Weight (GVW). You can find the plate giving the maximum authorised mass either on the inside of the driver's door or under the bonnet. If you cannot locate it, check the vehicle handbook.

All driving licences have a renewal date (section 4b on the photocard licence) you should apply for a renewal in a timely manner.

### Personnel training

You should receive training on the safety of vulnerable road users, vehicle safety equipment and cycle hazard awareness. You should carry evidence of the completion of such training at all times. This may be in the form of a training certificate and/or it will be noted in your personal copy of the Van Driver Competency Framework.

Application	Licence Category Requirement
Vehicles up to 3.5 tonnes maximum authorised mass (MAM)	Category B
Vehicles weighing between 3.5 tonnes and 7.5 tonnes maximum authorised mass (MAM)	Category C I
Vehicles over 7.5 tonnes maximum authorised mass (MAM)	Category C

## 1.6 Vehicle awareness training







- ▶ Competency framework 1.6
- ▶ Modular training – Module 1

It is vital to familiarise yourself with your van before you start driving. Also remember, larger vehicles drive in a different way to car-derived vehicles.



Have a good look over your van and adjust the seat, seatbelt and steering wheel to your needs before you use it. Make sure you know how to operate it correctly and safely.

The following list will help you to familiarise yourself with your vehicle and set it up properly before driving it.

-  Adjust the driver's seat, head restraint and steering wheel before turning the ignition key
-  Increase support for your lower back by using a lumbar support pad
-  Ensure the seatbelt is tight and comfortable
-  Get your posture right – keep a straight back
-  Adjust the seat so you are comfortably positioned
-  Use the steering wheel tilt and reach mechanism to find your preferred position

-  Adjust mirrors only after setting the seat and steering wheel
-  Ensure you know the length, height and weight of the van
-  Ensure you are aware of the location of important equipment, including:

- Driving lights
- Indicators
- Fuel cap release
- Bonnet release
- Hazard lights
- Windscreen wiper and washers



### Do you know?

If you are a new or agency driver you should receive an induction to help familiarise you with your vehicle and its equipment. Ask your supervisor if you haven't had any induction training.

## 1.7 Fitness to drive

- ▶ Competency framework 1.7
- ▶ Modular training – Module 1

As a professional driver, you need to be fit and healthy to drive your vehicle. This means looking after yourself and reporting any problems promptly. It is vital to inform your manager and the DVLA if you have any health problems that could affect your fitness to drive.

**Highway Code Rule 90 states:**  
 Make sure that you are fit to drive.  
 You **MUST** report to the DVLA any health condition likely to affect your driving.

The following factors will improve your fitness to drive:



- Healthy eating



- Regular exercise



- Regular rests



- Regular eye tests



- Regular health checks

If you don't look after yourself, you could:

- Become more prone to diseases such as cancer, heart disease and diabetes
- Get depressed and miserable
- Experience mood changes
- Die earlier than expected
- Suffer increased stress levels
- Get dementia
- Suffer from fatigue
- Lose your licence if the condition affects your ability to drive

### Eye testing – procedure for testing and frequency of tests

**Your eyesight must be good enough to read a number plate at a distance of 20.5 metres.** So your company should test it before you start work and then at least every six months afterwards. An optician must check your eyesight if you fail the test or are involved in an incident or near miss.

**If you need glasses or contact lenses to meet the Highway Code's minimum vision standard, make sure you wear them all the time you are driving.**

Drink driving is dangerous because alcohol will:

- Give you a false sense of confidence
- Reduce your coordination and slow down your reactions
- Affect your judgment of speed, distance and risk
- Reduce your driving ability, even if you're below the legal limit
- Take time to leave your body. You may be unfit to drive in the evening after drinking at lunchtime, or in the morning after drinking the previous evening

## Drink and drugs

It is vital to avoid drinking alcohol or taking drugs or tablets just before or while driving because this could affect your safety and that of other road users. It is illegal to be in charge of a vehicle while under the influence of alcohol or drugs – and the consequences of doing so could be serious and lasting.



### Do you know?

- Nearly one in five people convicted of drink driving are caught the morning after
- Many prescribed drugs have side effects like drowsiness
- It is not possible to calculate how much you can drink without exceeding the legal limit



**Rule 96 of the Highway Code states:** Drivers must not drive under the influence of alcohol and drugs



## Drug driving legislation

It is illegal in England and Wales to drive with legal drugs in your body if this impairs your driving. It's an offence to drive if you have over the specified limits of certain drugs in your blood.

Talk to your doctor about whether you should drive if you've been prescribed any of the following drugs:

- Clonazepam
- Diazepam
- Flunitrazepam
- Lorazepam
- Methadone
- Morphine or opiate and opioid-based drugs, eg codeine, tramadol or fentanyl
- Exazepam
- Temazepam

You can drive after taking these drugs if:

- You have been prescribed them and followed a healthcare professional's advice on how to take them

- They aren't causing you to be unfit to drive even if you're above the specified limits



**STOP**

The police can stop you and make you do a 'field impairment assessment' if they think you are on drugs. This is a series of tests, for example asking you to walk in a straight line. They can also use a roadside drug kit to screen for cannabis and cocaine. You will be arrested if they think you are unfit to drive because of taking drugs.

If you are convicted of driving while under the influence of drink or drugs:

- The premiums on any private motor insurance policies you hold could increase
- You will have a criminal record
- You could be fined heavily
- You could lose your job
- You will be banned from driving for at least 12 months and for at least three years for a second offence, if there has been a previous drink driving conviction within 10 years
- You could go to prison for up to 14 years if someone is killed as a result of your drink driving

## Fatigue

Tiredness has a huge impact on your driving and can affect your ability to drive safely. It's similar to the effects of drink driving.



### Do you know?

Research conducted by RoSPA has found that fatigue related accidents kill over 300 people a year in the UK and cause 20 per cent of accidents, particularly on monotonous roads.

Driving while tired can result in:

- Slower reaction times
- Lack of concentration – errors in calculating speed and distance are common

### The Highway Code Rule 91 gives the following advice:

Driving when you are tired greatly increases your accident risk, to minimise this risk:

- Do not begin a journey if you are tired. Ensure you have had adequate sleep before embarking on a long journey
- If possible, avoid undertaking long journeys between midnight and 6.00 am when natural alertness is at a minimum

- Reduced vigilance and poor judgement
- Nodding off – even for a few seconds can result in dire consequences

## Manual handling

The Manual Handling Operations Regulations 1992, as amended in 2002 ('the Regulations') apply to a wide range of manual handling activities, including lifting, lowering, pushing, pulling or carrying. You can view this in full at [www.legislation.gov.uk/ukxi/1992/2793/contents/made](http://www.legislation.gov.uk/ukxi/1992/2793/contents/made)

Incorrect manual handling is one of the most common causes of injuries, like back problems, strains and sprains. By following the recommended guidelines you will avoid these types of injuries at work and keep as fit as possible for your job.

- Plan your journey to take sufficient breaks. A minimum break of at least fifteen minutes after every two hours of driving is recommended
- Stop in a safe place if you feel sleepy, Never stop on the hard shoulder of a motorway
- The most effective ways to counter sleepiness are to drink, for example, two cups of caffeinated coffee and to take a short nap (up to fifteen minutes). By this time the caffeine will have got into your system



- **Check** – do I need to move it?
- **Consider** – what equipment is available to help me?
- **Assess** – what risks are involved?

Refer to the risk assessment table in the Health and Safety Executive (HSE) leaflet: **Manual handling at work – a brief guide for more information.** [www.hse.gov.uk/pubns/indg143.pdf](http://www.hse.gov.uk/pubns/indg143.pdf)

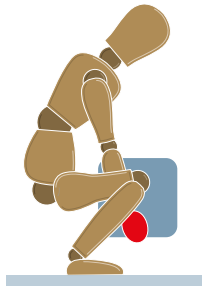
The following section contains public sector information published by the Health and Safety Executive and licensed under the Open Government Licence.

### Simple steps for safer manual handling

Although there's no such thing as a completely safe manual handling technique, the following guidelines will help you minimise the risk of injury.

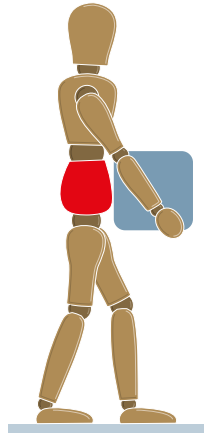


**1. Adopt a stable position:** place your feet apart with one leg forward for balance. Be ready to maintain stability by moving your feet while lifting.



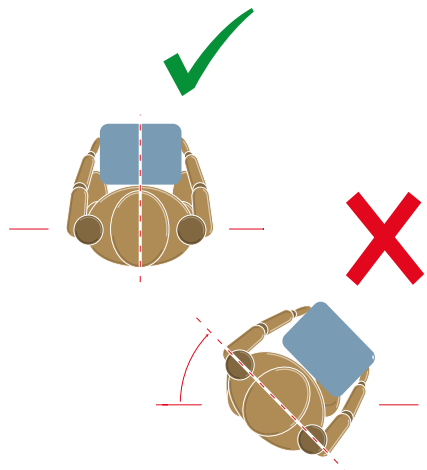
**2. Get a grip!** Hold the load as close as possible to your body.

**3. Check your posture:** bend your back, hips and knees just slightly. Don't flex them fully.

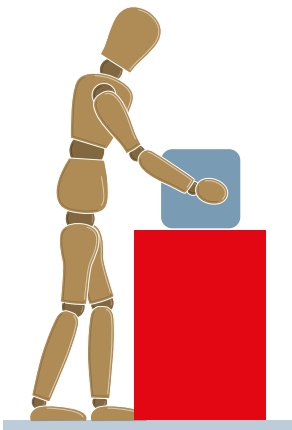


**4. Keep it close:** continue to hold the load as close as possible, keeping the heaviest side next to your body. It helps to slide the load towards you before trying to lift it.

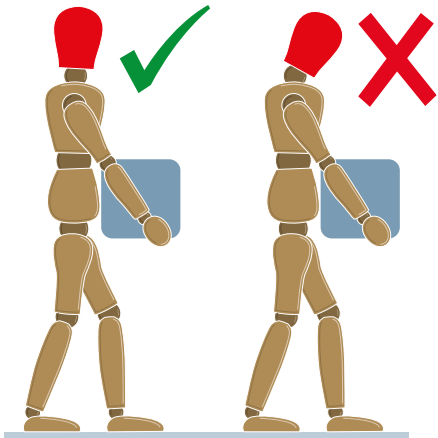




**5. Avoid twisting the back or leaning to the side.** Keep your shoulders level, inline and facing the same direction as your hips. If you need to turn while you are lifting, move your feet rather than twisting.



**7. Put the load down then adjust its position.** Don't try to position the load precisely before putting it down, you can slide it into the final position once you've put it down.

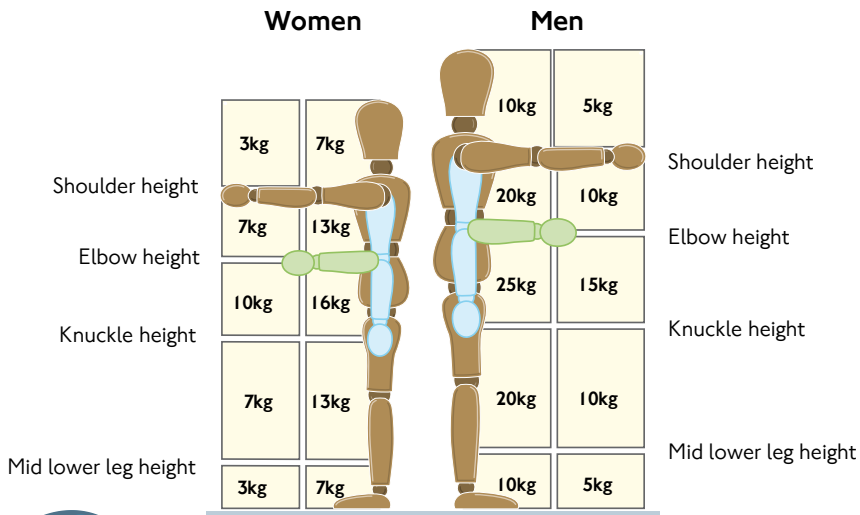


**6. Keep your chin up!** Once you're holding the load securely, move smoothly and look ahead rather than down. Try not to snatch or jerk as you move as this can increase the chance of injury.

**Pushing and pulling**

	Men	Women
Force to stop or start the load	20 kg	15 kg
Sustained force to keep the load in motion	10 kg	7 kg

There's no guarantee the above and over leaf guidelines will keep you safe. Consider adjusting these weights if you need to twist while lifting a load, or if you carry out the same lifting operation frequently.



**TOP TIPS**

• Just because you can physically lift something, it's not necessarily safe to do so. Ask for help or advice if you're unsure

• Always check whether any mechanical aids are available to make the job easier and safer. Even a sack barrow can considerably reduce the risk of injury

- In any working day the maximum amount of **duty** permitted is **11 hours**
- A driver is **exempt** from the daily duty limit (11 hours) on any working day when he or she **does not drive**
- A driver who does **not** drive for **more than four** hours on each day of the week is **exempt** from the daily duty limit

If you are pulling a trailer that takes the vehicle gross train weight to over 3.5 tonnes, you will need a tachograph.

### 1.8 Drivers hours and breaks

- ▶ Competency framework 1.8
- ▶ Modular training – Module 1

UK Domestic Drivers' Hours rules on hours and breaks stipulate that:

- In any working day, the maximum amount of **driving** permitted is **10 hours**



**TOP TIPS**

Keep written records of your hours of work on a weekly record sheet. An example of this can be found in the Materials to help section of this handbook.

## Working time directive

Under the working time directive, the law states that mobile workers, like drivers, must take a 30 minute break if working longer than 6 hours and up to 9 hours. This can be taken in two 15 minute parts but the break must be taken before completing the duty period. If working in excess of 9 hours, a 45 minute break must be taken - again, this can be taken in 15 minute portions, but cannot be taken at the end of the working day.

For non-mobile workers, the law states that a worker is entitled to an uninterrupted break of 20 minutes when daily working time is more than six hours. As with mobile workers, it should be a break in working time and should not be taken either at the start or end of a working day.

A worker is entitled to a daily rest period of 11 consecutive hours rest in each 24 hour period during which he or she works.

An adult worker is also entitled to one day off per week; this can be averaged over two weeks.



Section 2

# Check your vehicle

**Forgetting to check your van every day?  
Check this out!**

Mechanical faults could cost much more than a few pounds in repairs. If you don't spot problems with your vehicle, you risk having a breakdown, failing to comply with the law or being involved in an incident. It could cost time and money – it might even cost you your job.



By making a walkaround check part of your daily routine you can be confident that your vehicle is safe, legal and won't let you down.

It's all about:

- Doing a walkaround check every day
- Using supplementary or enhanced safety equipment
- Making sure that thieves don't target your vehicle
- Using good stacking and loading practice

**Remember – it's your responsibility to make sure your vehicle is safe and legal before you start the engine.**



## 2.1 Vehicle roadworthiness

- ▶ Competency framework 2.1
- ▶ Modular training – Module 1

A key aim of checking your vehicle is to identify and fix any defects before they cause a more serious problem. A well-maintained van looks professional and improves your company's image.

### Daily walkaround check

As a driver you are responsible for undertaking a daily walkaround check and reporting any defects immediately. If employed, you need to complete the checks and submit the check sheets to your supervisor at the end of the shift or week. If you find anything wrong with your vehicle, you need to record defects on the same sheet and tell your supervisor immediately. The walkaround checks should include any safety equipment fitted to the vehicle.



You can find an example of the walk-around check sheet in the Materials to help section of this handbook

Daily walkaround checks are used to:

- Identify obvious vehicle defects so that they can be repaired
- Make sure that all vehicles are in a roadworthy condition and meet statutory requirements for use on the road

The diagram on page 31 provides a detailed list of what you should be looking for while conducting the walkaround check.

## Vehicle maintenance

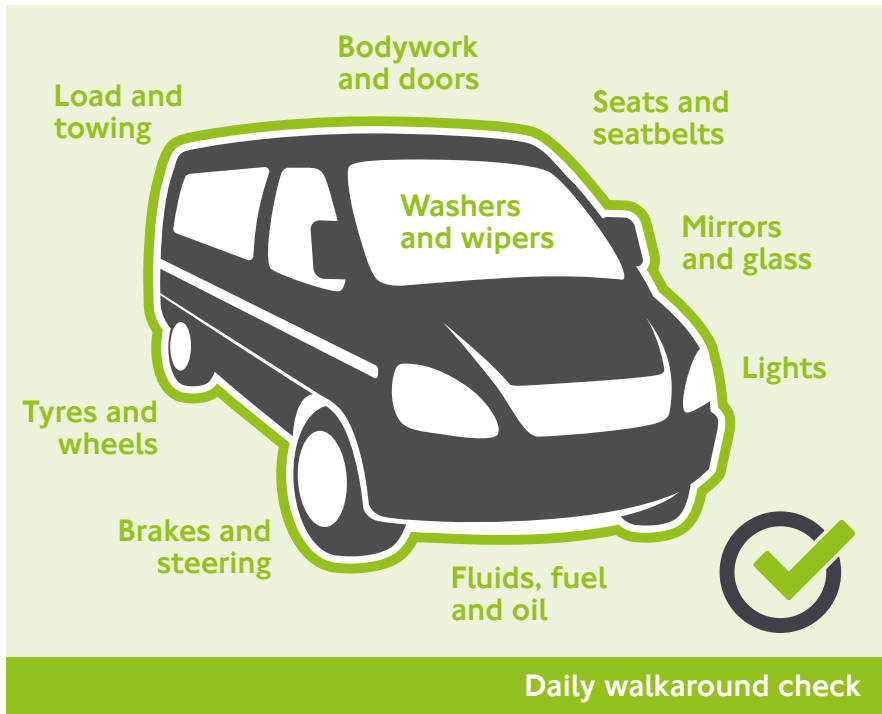


Check your van is safe and fit for purpose. If it isn't – tell your supervisor.

The benefits of regular checking and maintenance include:

- Ensures the vehicle is safe and fit for purpose
- Increases the reliability and helps to prevent breakdowns
- Ensures the vehicle complies with the law
- Allows potentially dangerous issues to be spotted before the vehicle goes on the road
- Maintains the validity of the vehicle warranty
- Keeps the engine at its most efficient and saving money





## 2.2 Supplementary vehicle safety features

- ▶ Competency framework 2.2
- ▶ Modular training – Module 1

A number of practical improvements can reduce the risk of an incident with a vulnerable road user. These include supplementary safety equipment:

1. **Blind spot minimisation** – Visual and/or audible driving aids like blind spot cameras and side proximity sensors reduce blind spots and give you enhanced visibility around the vehicle
2. **Audible warning alarms** – These use a recorded spoken message to alert vulnerable road users that

your vehicle is turning left when the indicator is applied

The benefits of using supplementary vehicle safety equipment include:

- Acts as a reminder to vulnerable road users of the potential dangers of passing the inside of a vehicle
- Helps to reduce blind spots on the vehicle
- Improves visibility around the vehicle for the driver
- Alerts vulnerable road users of a vehicles intention to turn left
- Improves road safety for the driver and other road users
- Helps comply with the law

## 2.3 Enhanced vehicle safety equipment

- ▶ Competency framework 2.2
- ▶ Modular training – Module 1

Enhanced vehicle safety equipment includes:

1. **Telematics** – This technology uses a combination of computers and telecommunications for practical applications including vehicle tracking, fleet management, wireless vehicle safety communications and satellite navigation
2. **Reverse parking aids** – These visual and/or audible aids help to reduce the chances of collisions when reversing the vehicle
3. **Speed limiters** – This device prevents a vehicle from being driven above a specified speed

More information on this can be obtained from your supervisor or by following the link: [www.euroncap.com/home.aspx](http://www.euroncap.com/home.aspx)

The benefits of using enhanced vehicle safety equipment include:

- Improves visibility around the vehicle for the driver
- Improves road safety for the driver and other road users
- Monitors driver performance
- Monitors fuel usage
- Reduces running costs
- Helps to comply with the law



Offers and discounts on supplementary and enhanced vehicle safety equipment are available to FORS accredited companies. You can find them at: [www.fors-online.org.uk](http://www.fors-online.org.uk). Just click on 'Offers and discounts'.

## 2.4 Vehicle security

- ▶ Competency framework 2.3

Thieves often target vans because they may contain tools and loads, which are easy to sell on.

The following list of DOs and DON'Ts provides tips for keeping your van and load secure.



DO

- Remove the ignition key when leaving the vehicle
- Keep the keys with you at all times
- Always lock doors and shut windows when leaving the van unattended
- Avoid spontaneous stops in your journey
- Use the anti-theft device on your vehicle



- Travel in convoy when carrying high-value loads and alternate routes so criminals are unable to predict your location
- Beware of bogus officials or staff. If in doubt always ask for identification
- If you are asked to redeliver to an alternate location when arriving at your drop address, always check with your transport office
- Keep the load documentation in a secure place
- Leave your vehicle in populated areas and ensure the area is well-lit if left overnight



**DON'T**

- Carry or pick up unauthorised passengers
- Leave valuable items on display
- Leave valuables in the van overnight
- Leave your vehicle unlocked while unloading and out of sight

## 2.5 Safe loads and safe loading

- ▶ Competency framework 2.4
- ▶ Modular training – Module 1

You are bound by law to pay attention to the **weight, size and security** of any load carried on your vehicle or in any trailer attached to it. The law requires a load to be arranged and secured so that there is no likelihood of danger, injury or nuisance to any person.

The Driver & Vehicle Standards Agency (DVSA) and the police have powers to issue fines (graduated fixed penalty scheme) to any driver in charge of a vehicle that is overloaded or if the load is insecure.

You should be fully trained on the correct methods of loading and unloading a vehicle safely including correct use of restraints and aids (as stated in the Highway Code Rule 98 – Vehicle towing and loading).



**TOP TIPS**

Understand your load and the risks and hazards associated with it before you set off.

## Carrying goods safely – the basics

Good stacking and packing practice will avoid the risk of goods moving around the van in transit and being damaged or falling out when the doors are opened. Uneven or unrestrained loads will affect the vehicle's stability; particularly steering, braking and could increase stopping distances.

- Spread the load evenly over the whole floor
- Place larger and heavier items at the bottom
- Place heavier items nearer the centre line of the vehicle
- Use load restraints (straps, ratchets, ropes etc) as required

## Safe stacking DOs and DON'Ts

# DO

- Use racking properly and appropriately
- Use adequate and CE approved load restraining systems
- Keep the load stable and its centre of gravity (the heaviest point) as low as practically possible and near to the van's centre line
- Put heavy items at the centre, at the bottom of the load, stacked in front of lighter items

- Ensure the different items of the load cannot move separately
- Check before unloading to make sure goods have not shifted
- Pay special attention to dangerous goods. Understand how and ensure they are carried safely

# DON'T

- Accumulate unnecessary items
- Use damaged pallets



## Why is it important to load and unload safely?

Safe loading and unloading prevents damage to goods being transported

Heavy loads, moving or overturning vehicles and working at height can lead to injuries or death to you, your passengers and other road users

Overloading is against the law and can lead to fines, driving bans, loss of job, impounding of vehicle, invalidation of insurance

Uneven loads can make the vehicle unstable



Safe loading and unloading prevents loads falling out/off the vehicle

Overloaded vehicles can be difficult to steer or control when braking

Unsafe loads can cause delays on site which can damage your reputation

Unless clearly marked, overhanging loads can represent a danger to other road users

Incorrect documentation for hazardous loads can lead to incorrect emergency action being taken if an incident occurs

Unsecured loads may slide around

## To ensure your vehicles are never overloaded you should:

- Know the unladen weight of your vehicle and the carrying capacity of each axle
  - Know what you are carrying, the hazards associated with it and the weight of the load
  - Know how to distribute the load appropriately
  - If possible check your Gross Vehicle Weight on a weighbridge before setting out
  - Not automatically trust declared weights, invoices and delivery notes given to you by customers
  - Ensure all load lashing equipment used is in good condition, sufficient to restrain the load carried and specifically designed for the task of load securing
  - Secure all doors (including internal bulkhead doors)
  - Be prepared to move the load around to maintain an equal weight distribution as changes in the load distribution will occur as you go along your delivery route
  - Use the proper anchorage points on your vehicle
  - Check the load restraints at regular intervals
  - Ensure that all steps, ladders, cables or pipes are safely stowed and secured in position with the correct fixings
- Ensure, if towing a trailer, that the maximum Gross Trailer Weight is not exceeded, and ensure any load carried on the trailer is kept low and evenly distributed over the axle
  - Be aware of the total loaded height and length of your vehicle prior to starting your journey

## Carriage of dangerous goods/waste

Many products are classified as 'dangerous goods'. You can usually recognise them by hazard warning diamonds on packages, drums and tanks.

Such goods are subject to special packaging, marking, loading, safety equipment and documentation requirements. You must receive relevant training and instruction to deal with dangerous goods. Many loads require you to hold an ADR vocational training certificate and some are subject to special security arrangements.





Section 3

# Plan your journey

**Head in the right direction – take time to plan**

Ever had to drive around for miles because you have no idea where you are or where you're going? Ever felt frustrated because of congestion or closed roads? A few minutes of planning can save more than just time.



By thinking and looking ahead, you will:

- Take the best route to your destination
- Take account of weather and road conditions
- Use your vehicle more efficiently
- Drive more calmly and confidently
- Arrive at the right place at the right time

**You can reduce your fuel consumption and your stress levels by planning your journey efficiently.**



### 3.1 Route planning/scheduling

- ▶ Competency framework 3.1
- ▶ Modular training – Module 1

Journey planning is the process of deciding which vehicle to use, who will drive it, which roads will be used and the efficient scheduling of deliveries and collections to ensure that customer requirements are met.

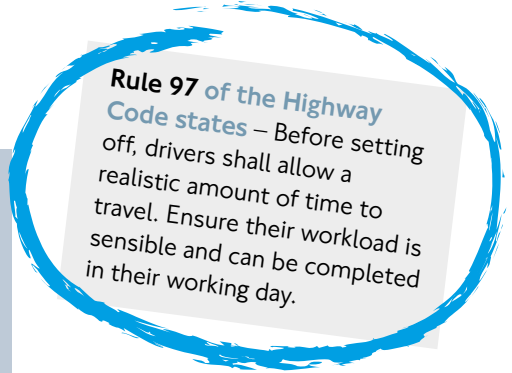
Try and avoid congestion hot spots – this will save you time and money and reduce stress levels.

If you can't avoid areas of high concentrations of vulnerable road users (such as schools), try to pass them at their least busy times.



Make sure you stick to any specific routes your customer has given you to their site(s).

These have been given for a reason and may save you time, money and stress.



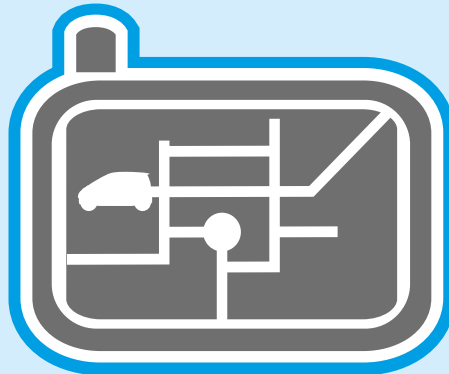
### Efficient route planning/scheduling is important as it helps to avoid:

Penalties for using unauthorised routes (as stated in a contract)

Reducing customer satisfaction



High concentrations of vulnerable road users



Increasing the probability of collisions

Late delivery

The need to speed



## 3.2 Legal loading and unloading

- ▶ Competency framework 3.2
- ▶ Modular training – Module 1

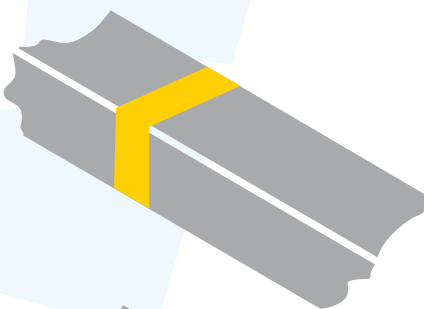
Make sure you load your van correctly. If you have to make multiple drops then – load permitting – try to load the van in the correct drop order. This will save you time re-sorting the load and reduce time spent at delivery points.

It can often be difficult to find a suitable place to stop and avoid fines when operating in London. To avoid penalty charges it is vital to be able to demonstrate compliance with the correct parking and unloading procedures and restrictions at any given site.

The following information will help in your day-to-day activities:

- Use dedicated loading bays where you can usually stop for up to 20 minutes while making a delivery or collection
- Don't load and unload within 10 metres of a junction or from within zig-zag white lines
- You may load and unload on double and single yellow lines within the time limits displayed on nearby signs. Place a delivery sign in the windscreen and always check the signs before parking
- Don't load and unload where there are yellow stripes on the kerb, which indicate that loading is prohibited at the times shown on the nearby plates. Two stripes means no loading or unloading at any time.

- Load and unload on red routes and other specialist thoroughfares in specially marked bays where loading and unloading is permitted
- Load and unload from residential parking bays, meters and residents' parking bays (if you have to)
- Don't load and unload from disabled parking bays, diplomatic parking bays or suspended parking bays, including those where a meter is covered with an 'out of order' bag



### 3.3 Congestion charges, Penalty Charge Notices (PCNs)

The congestion charge is a daily charge for driving a vehicle within the charging zone between 07:00 and 18:00, Monday to Friday. However, you can reduce the costs by using Auto Pay.



You can find information on the congestion charge and how to pay at: [www.tfl.gov.uk/modes/driving/congestion-charge](http://www.tfl.gov.uk/modes/driving/congestion-charge)



### Penalty Charge Notices (PCNs)

A PCN, commonly known as a parking ticket, may be issued:

- **At the scene** by a civil enforcement officer (CEO) by being fixed to the vehicle, or handed to the person appearing to be in charge of it

- **By post** in the following cases:
  - Enforcement is by camera
  - The CEO was prevented by someone from serving it at the scene
  - The CEO had begun to prepare a PCN but the vehicle was driven away before it was finished and issued

Around five million PCNs are issued in London each year. Dealing with PCNs and other fines and charges is an expensive and time consuming task that can have an impact on your bottom line. Keep a note of the circumstances of any PCNs you are issued on the form at the back of this handbook.

The most cost effective approach you can take to reduce PCNs is to not receive the PCN in the first place by ensuring you fully understand the regulations.



A range of resources to support you in parking and loading legally is available

on the FORS website at: [http://www.fors-online.org.uk/?page=PF\\_ANTIIDLING](http://www.fors-online.org.uk/?page=PF_ANTIIDLING)

Use the FORS PCN tracker to record and reduce the number of PCNs you receive. Check it out at this link: [www.fors-online.org.uk/cms/what-is-fors/why-should-i-join/efficiency/fines-and-charges/fors-pcn-tracker](http://www.fors-online.org.uk/cms/what-is-fors/why-should-i-join/efficiency/fines-and-charges/fors-pcn-tracker)

### 3.4 Fuel efficiency and anti-idling

- ▶ Competency framework 3.3
- ▶ Modular training – Module 2

When you actively monitor and manage your fuel use, you can typically reduce fuel consumption by 10 per cent, with an equivalent cost saving. Applying fuel efficient driving techniques can save you money and help protect the environment.

Fuel efficient driving means:

- Driving smoothly. Read the road ahead so you can keep moving and avoid harsh acceleration and braking
- Accelerating gently and decelerating smoothly
- Changing gear as soon as possible to avoid labouring the engine
- Staying within speed limits. Driving at lower speed will improve fuel economy
- Being aware of road conditions and anticipating events before they happen
- Only using the air conditioning if you really need to
- Turning off electrical equipment (such as heated rear windscreen, demister blowers and headlights) when you do not need them

### Anti-idling measures

Transport for London (TfL) has developed an anti-idling toolkit as part of its Clean Air Fund Programme. The toolkit offers practical advice to help you reduce levels of unnecessary vehicle idling. This will save you money, reduce maintenance costs, extend vehicle life and help to reduce harmful emissions.



You can find the anti-idling toolkit at this link:

[www.fors-online.org.uk/](http://www.fors-online.org.uk/)

[index.php?page=PF\\_ANTIIDLING&return=PF\\_INTRO](http://www.fors-online.org.uk/index.php?page=PF_ANTIIDLING&return=PF_INTRO)

The toolkit includes:

- Procuring technology and implementing a campaign for anti-idling
- Anti-idling facts
- Fuel reduction savings and technology payback calculator

The toolkit material will support efforts to implement anti-idling measures and help your business contribute towards a successful anti-idling campaign.

### 3.5 Efficient record keeping

- ▶ Competency framework 3.4
- ▶ Modular training – Module 1

Accurate record keeping and reporting will help develop and allow continuous improvement. It can be used to:

- Monitor operational efficiency/ productivity
- Check contract non-conformance
- Improve road safety
- Improve the safety and efficiency of your vehicle
- Provide information for a defence case in a court of law if required

If you drive more than four hours per day or go beyond 50km of your base, you must keep a written record of your driving hours. These records must be kept for two years.

If you don't drive for more than four hours each day, you are exempt from the daily duty limit, however if the four hour limit is exceeded in any one day, then weekly limits would then apply.

All defect, maintenance, rectification and servicing records should be kept for at least 15 months to demonstrate that you have an effective maintenance system.







Section 4

# Stick to the basics

**Keep it simple, keep it safe,  
keep it legal**

Sticking to the basics means operating within the essential framework of the law and common sense.

**A**

**B**

**C**



- Observe the speed limits
- Keep yourself and your passengers safe
- Use mobiles safely
- Eliminate distractions
- Don't tailgate

Of course you know these rules already, but can you put your hand on your heart and say you follow them – always?



## 4.1 Speed limits

- ▶ Competency framework 4.1.1
- ▶ Modular training – Module 2

The speed limit is the absolute maximum; it doesn't mean it's safe to drive at this speed in all conditions. Speed limits are there to maintain safety for all road users. If you break the speed limit you are putting yourself, your vehicle and other road users in danger.

**Rule 124 of the Highway Code states** – You must not exceed the maximum speed limit for the road and for your vehicle type.

We all think we know the speed limits – but do we really? This table sets out the limits for different types of vehicles.

Type of vehicle	Built up areas	Single carriage-ways	Dual carriage-ways	Motorways
Car-derived vans and light vans up to 2 tonnes GVW	30mph	60mph	70mph	70mph
Car-derived vans towing trailers	30mph	50mph	60mph	60mph
Vehicles up to 7.5 tonnes GVW	30mph	50mph	60mph	70mph
Vehicles up to 7.5 tonnes GVW towing trailers	30mph	50mph	60mph	60mph

Speed limits for roads by vehicle type

**Note:** some London Boroughs have introduced 20mph speed zones in built-up areas.





## 4.2 Safety for you and your passengers

- ▶ Competency framework 4.1.2
- ▶ Modular training – Module 2

You must wear a seat belt while you are driving – this could save your life. You can be fined up to £500 if you don't wear a seat belt when you're supposed to.

**Rule 99 of the Highway Code states** that the driver must wear a seat belt in cars, vans and other goods vehicles if one is fitted

You can help to improve safety for yourself and your passengers by:

- Only carrying passengers if your company allows it, and when a seat and seat belt are provided
- Only carrying one passenger per seat
- Ensuring that you and passengers wear seat belts
- Driving safely, anticipating and adjusting to road and traffic conditions
- Driving smoothly, avoiding sudden harsh braking and acceleration
- Ensuring the van is in roadworthy condition – checking that brakes, lights, engine and warning systems are all in working order
- Not eating, drinking, smoking, listening to loud music or arguing with passengers while driving

## 4.3 Mobile phones and in-vehicle technology

- ▶ Competency framework 4.1.3
- ▶ Modular training – Module 2

Research shows that using a hand-held or hands-free mobile phone while driving is a significant distraction and substantially increases the risk of incidents. It is illegal to use hand-held mobile phones or other hand-held devices (like sat navs) while driving.

The procedure for the safe use of in-vehicle technology while driving is as follows:

- Find a safe place to stop to pick up messages and return calls
- Set up satellite navigation before beginning the journey
- Make sure devices are installed so as not to obscure driver view



### Do you know?

Using a phone hands-free while driving does not significantly reduce the risks. This is because the problems are caused mainly by the mental distraction of taking part in a phone conversation at the same time as driving.

## 4.4 Distractions while driving

- ▶ Competency framework 4.1.4
- ▶ Modular training – Module 2

It is easy to be distracted when you are driving.  
Here are some of the main culprits:

**Being lost in thought**  
(driving in a fog or on autopilot)

**Mobile phone usage**  
(talking, listening, dialling, texting)

**People, objects or events outside**  
(off-road drama, post-collision clean up)

**Other occupants**  
(looking at, talking to or arguing with passengers)

**Using or reaching for a device** (sat navs, head-phones)



**Eating and drinking**  
(or having cans, bottles, packets on the dashboard)

**Adjusting audio or climate controls**  
(switching radio stations or choosing music)

**Using other devices or vehicle controls**  
(adjusting rear view mirrors, seats)

**Moving objects**  
(pets, insects)

**Smoking related**  
(smoking, lighting up, putting ash in tray/flicking it out of the window)



Always ensure you have a clutter-free cab. Items, such as drink cans placed on the dashboard, can become lethal weapons if you brake suddenly.



## 4.5 Tailgating

- ▶ Competency framework 4.1.5
- ▶ Modular training – Module 2

Tailgating is the practice of driving too close to the vehicle in front, at a distance which does not guarantee that stopping to avoid a collision is possible.

You should always leave enough stopping distance from the vehicle in front, which is relevant to the speed you are travelling. Under ideal conditions, vehicles should be driven at least two seconds behind the vehicle in front of them, and at least double that in bad conditions. Remember: only a fool breaks the two-second rule



### Do you know?

Tailgating is against the law. Police now have powers to issue fixed on-the-spot penalties of up to £100 and three penalty points.



Section 5

# Consider others

## Driving is a two-way street – always share the road safely

Considering others, particularly vulnerable road users, will make your journey safer and help to keep people safe. Aggressive driving not only looks bad, it's also dangerous and intimidating to anyone who may need more time to cross the road or make a manoeuvre at a junction.



As a professional driver, you can never rely on other road users to behave as you think they should. Always expect the unexpected.



## 5.1 Sharing the road safely

- ▶ Competency framework 5.1
- ▶ Modular training – Module 2 and 3

### Vulnerable road users

You share the roads with others and should do so safely, paying particular attention to those who are at special risk, known as vulnerable road users.

The Highway Code identifies the most vulnerable road users as:



- Pedestrians (particularly children, older or disabled people)
- Motorcyclists
- Cyclists
- Horse riders



### Do you know?

Between 2008 and 2013, goods vehicles were involved in 60 per cent of cyclist fatalities in London. However, goods vehicles represent only 16 per cent of road miles.

'Goods vehicles' include light, medium and heavy vehicles, as well as other large vehicles like refuse trucks and skip lorries.

The most common causes of collisions are:

- Drivers turning left
- Cyclists and drivers failing to allow enough space for each other
- Cyclists and drivers not looking properly and misjudging each other's path or speed

### What makes people vulnerable?

This term 'vulnerable road user' refers to anyone who uses roads without a vehicle that offers protection around them. If a vulnerable road user is in a collision, they are exposed to the full force of the impact.

People are particularly vulnerable because of:

- **Their mode of transport** – pedestrians, motorcyclists, cyclists and horse riders aren't protected by a vehicle frame or airbags

- **Their stage in life** – children are small, playful, curious and poor at judging speed. Teenagers get distracted by friends and challenge each other to ‘dares’. Young males believe they’re all-powerful and can’t be hurt. Older people often

walk slowly, have slower reactions, are less resilient to impact and have poorer eyesight and hearing

- **A disability** – sometimes disabilities are obvious, but sometimes they are not

## How you can help pedestrians

You can do a lot to help protect pedestrians. For example:

**Anticipate and plan ahead**

**Be vigilant**

**Expect the unexpected**



**Drive at a suitable speed**

**Give way**

## How you can help motorcyclists

Motorcycles are smaller than cars but travel just as quickly. You can do a number of things to help protect motorcyclists:

**Look out for motorcyclists before:**

- Emerging from a junction
- Turning
- Changing direction
- Changing lanes



**Always check mirrors and blind spots when changing speed and direction**

**Leave plenty of space**

**Make allowances for weather and poor road conditions**



**Remember!**

**Think once, think twice, think bike**

## How you can help cyclists

You can do a number of things to help protect cyclists:

Always check mirrors and blind spots

Keep a safe distance

Wait for a clear space before passing a cyclist on a narrow road

When you pass cyclists give them as much room as a car

Pay attention to any sudden change of direction cyclists may make

Watch out for cyclists when opening doors

Look out for cyclists before you emerge from a junction



Anticipate, check and indicate in good time

Indicate when you are going to turn

Do not overtake cyclists just before you turn left

Watch out for traffic on your left before you turn

When turning right, check for cyclists on the offside

Take care around cyclists when changing lanes

Take care around cyclists when stopping



### Remember!

Take extra care when driving in locations where there may be a higher concentration of cyclists, for example, passing schools at the start or end of the day.



## How you can help horse riders

You can do a number of things to help protect horse riders:

Drive slowly past horses. Give them plenty of room and be prepared to stop

Keep engine noise as low as possible and avoid sounding the horn



Look out for horse riders' signals and be aware that they may not move to the centre of the road before turning right



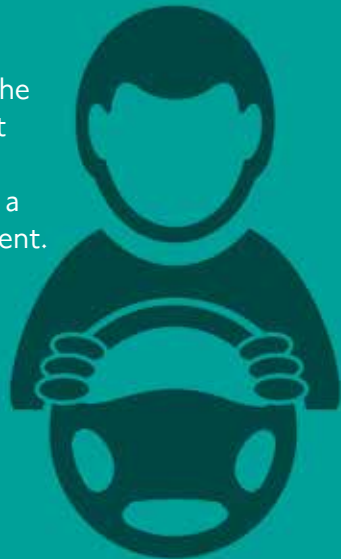


Section 6

# Act professionally

## Lead by example

You're the professional and have all the skills needed to stay safe and protect others. Be aware that keeping your distance – and your cool – makes for a safer, more positive driving environment.



Always show respect for yourself,  
the road and the rules.



## 6.1 Professionalism

- ▶ Competency framework 6.1
- ▶ Modular training – Modules 2 and 3

As a professional driver you must recognise the hazards of driving on urban roads and know what you can do to share the road safely with vulnerable road users.

Apply the following when **behind the wheel** to demonstrate professional and courteous behaviour:

- **Anticipate road and traffic conditions** in urban areas (see Rule 152 of the Highway Code – Residential streets)
- **Drive smoothly and with due care and attention** to reduce costs and improve road safety
- **Avoid treating speed limits as a target.** It is often unsafe to drive at the maximum speed limit (see Rule 146 of the Highway Code – Adapt your driving)
- **Anticipate what pedestrians and cyclists might do.** If children are looking the other way, they may step into the road without seeing you
- **Take the road and traffic conditions into account.** Be prepared for unexpected or difficult situations. For example, slow down if the road is blocked beyond a blind bend

**Rule 146 of the Highway Code states** – Adapt your driving to the appropriate type and condition of the road.

You can also demonstrate professional and courteous behaviour by **taking care of your own appearance** and that of your van:

- If you are employed, observe the company's uniform or dress code
- If you are self-employed, always look presentable and professional
- Make sure your vehicle is clean on the inside and outside

### TOP TIPS

Don't forget to demonstrate professional behaviour by:

- Being kind and courteous
- Parking your vehicle considerately
- Making sure you collect and retain all paperwork

**Rule 347 of the Highway Code states** – Never block the pavement when loading and unloading.

## 6.2 Reporting procedures

- ▶ Competency framework 6.2.1

Reporting procedures generally vary from site to site, but following the guidelines below should help you stay on track:

- Find the most appropriate, safe and legal place to park
- Report to reception
- Follow the instructions you're given to complete your delivery and your paperwork
- Make sure you remain legally parked for the duration of your delivery

## 6.3 Delivery paperwork

- ▶ Competency framework 6.2.3
- ▶ Modular training – Module 2

It is essential to carry the correct documentation when making a delivery or collection. Paperwork is often used as proof of delivery or collection and, if it is not completed correctly, you might not get paid and/or you could be liable for any damage to the goods.

Make sure you know:

- What paperwork should be carried with the load(s)
- What needs to be signed by the customer
- What needs to be retained as proof of delivery
- What paperwork is needed for the transfer of hazardous goods
- How to operate PDAs (where applicable)



If you are employed and unsure about any of the above, ask your supervisor at the start of your shift.



## 6.4 Driver debriefing

- ▶ Competency framework 6.2.4

If you are employed, the driver debrief usually occurs at the end of your shift. This is when your supervisor signs your run/check sheet and collects any important information you received during the working day. The debrief is an opportunity for your supervisor to highlight any issues or give you positive feedback. You also get the chance to have your say about the day's events.

Topics that may be discussed in the debrief session may include:

- **Any issues you may want to report** including:
  - Vehicle/third party damage
  - Positive feedback from the customer/public
  - Customer complaints
  - Driver injuries

- **Any issues your supervisor may wish to discuss**, for example:
  - Positive feedback about your work
  - Problems with fuel consumption
  - Repair costs
  - Questions about your attendance
  - Any driving offences and what you've done to prevent repetition
  - Any failure on your part to observe safe driving rules like speeding, harsh braking, excessive driving hours or insufficient breaks
  - Any Driver & Vehicle Standards Agency (DVSA) activity

## 6.5 Hazard perception and anticipation

- ▶ Competency framework 6.3
- ▶ Modular training – Module 2

The best way to **spot and predict** hazards is by driving defensively. You will avoid problems by applying focus, observation and anticipation while on the road.

A defensive driver does not just concentrate on his or her own actions, but also on the likely actions of other road users.

As a professional driver, it is important to use the following defensive driving techniques:

- **Plan your journey** – always allow a realistic amount of time for the journey

- **Read the road ahead** – don't just watch the vehicle in front. Try to anticipate risks and make fewer steering corrections
- **Keep your eyes moving/stay alert** – combine what you see ahead and around you to identify hazards

You need to give yourself enough decision and reaction time so that when you recognise a potential problem you can safely apply the hazard drill. Monitor and maintain the **safety space** around you:

- Allow at least a two-second gap at the front
- Avoid driving in vehicles' blind spots at the side
- Allow tailgaters at the rear to pass



- **Keep your distance** – only a fool breaks the two-second rule
- **Ensure other road users see you by giving early and effective signals**
- **Be patient** – remember that anyone can make a mistake, including you
- **Don't get agitated if someone is behaving badly on the road.** Pull over, calm down and continue your journey when you feel relaxed
- **Hold back if a road user pulls into your path at a junction to allow them to get clear**


## TOP TIPS

- Remember that everyone makes mistakes. Do not over-react by hooting, flashing and driving too close to frighten them
- Don't throw anything out of a vehicle, for example, cigarette ends, cans, paper or carrier bags. This anti-social behaviour endangers other road users, particularly motorcyclists and cyclists

### Anticipating and reacting to adverse weather conditions in residential areas

While on the road you'll encounter a number of weather conditions that can affect your driving. It is important to be aware of these conditions and understand what you can do to avoid problems.

### You can do much to avoid problems that result from adverse weather conditions, including:



Being aware of vulnerable road users threading through traffic

Driving at lower speeds

Knowing who to contact in the event of an emergency

Increasing the use of mirrors

Using winter tyres

Not driving if you don't need to

Changing journey times and routes

Using lights and fog lights (lights on when wipers are on)

Defensive driving benefits include:

- Saving lives
- Reducing driver stress
- Fewer incidents of road rage or aggressive driving
- Saving money – driving smoothly using concentration, anticipation and observation is highly fuel efficient and gets you there just as quickly

## 6.6 Emergency situations and reporting

### ► Competency framework 6.4

Factors that increase the risk of incidents include:

- Poorly maintained vehicles that frequently break down or require repair
- Excessive driving hours or work loads
- Poor incident history
- Insufficient breaks
- Failure to use defensive driving techniques
- Non-essential activities that can be reduced or eliminated
- Driver frustration in traffic jams
- Poor driving skills (especially inexperienced or young drivers)

### When things go wrong

If employed, it is vital to follow your company's procedures for emergency situations like collisions and breakdowns.

Always carry the following items in the vehicle:

- Your employer's emergency procedures
- Contact details for the person (or people) to whom you should report emergencies
- Contact details of your organisation's breakdown firm and insurers and any reference numbers that you need to quote
- A fully charged mobile phone to call for help if necessary. **But never use the phone while driving**

You can find a checklist of information to collect at the scene of an incident along with personal contact and other useful contact number at the back of the handbook in the Materials to help section.

If you have access to the CLOCS toolkit, you can find more useful information in 'Managing collision reporting and analysis'.



# Materials to help

This section provides a range of materials that are available to help you during your daily duties.

## Metric conversions

### Speed and distances

One kilometre is almost five-eighths or 0.6 of a mile.

Kilometres per hour	Miles per hour	Kilometres per hour	Miles per hour
5	3.1	70	43.5
10	6.2	75	46.6
15	9.3	80	49.7
20	12.4	85	52.8
25	15.5	90	55.9
30	18.6	95	59
35	21.7	100	62.1
40	24.8	105	65.2
45	27.9	110	68.3
50	31	115	71.5
55	34.1	120	74.6
60	37.3	125	77.7
65	40.4	130	80.8

Common speed limits conversion table

Speed limit: miles per hour	Equivalent kilometres per hour
5	8
10	16
15	24
20	32
30	48
40	64
50	80
60	96
70	113

## Weights and measures

To convert:

**Centimetres to Inches** – multiply by 2.54

**Metres to Feet** – multiply by 3.2808

**Kilometres to Miles** – multiply by 1.6093

**Kilograms to Pounds (lb)** – multiply by 2.2046

**Litres to Gallons** – multiply by 0.2199

Qty	Centimetres to Inches	Metres to Feet	Kilometres to Mile	Kilograms to Pounds	Litres to Gallon
1	0.4	3	0.6	2	0.2
5	2	16	3	11	1
10	4	33	6	22	2
25	10	82	16	55	5
50	20	164	31	110	11
100	39	328	62	220	22

In the above table, for example, 5 centimetres = 2 inches (approx) and 50 litres = about 11 gallons.

### Useful foreign words

There is space at the bottom of our list of useful foreign words to allow you to add your own.

English	French	German	Polish
right	a droit	rechts	prawo
left	a gauche	links	lewo
straight on	tout droit	geradeaus	wprost
one way	sens unique	einbahnstrasse	w jedną stronę
exit	sortie	ausgang	wyjście
no entry	defense d'entrer	kein durchgang	Zakaz wjazdu
no stopping	defense d'arreter	parkverbot/halteverbot	nie zatrzymując
traffic lights	les feux	ampel	światła
roundabout	le rond point	kreisverkehr	rondo
motorway	l'autoroute	autobahn	autostrada
petrol station	le gaz	tankstelle	stacja benzynowa
parking place	le parking	parkplatz	miejsce parkingowe
police	gendarme	polizei	policja
doctor	le medecin/docteur	doktor/arzt	lekarz
ambulance	l'ambulance	krankenwagen	ambulans
hospital	l'hopital	krankenhaus	szpital
toilets	le cabinet	toiletten/WC	toalety
cafe	le cafe	cafe	kawiarnia
cheap hotel	un hotel a bon prix	billiges hotel	tani hotel

## Useful links

### The Highway Code

The Highway Code is available to view and download at: <http://www.gov.uk/browse/driving/highway-code>

### Drivers' hours and breaks

More information on GB domestic driving rules and working hours can be found at: <https://www.gov.uk/drivers-hours/gb-domestic-rules>

<https://www.gov.uk/maximum-weekly-working-hours/overview>

### Health and Safety Executive (HSE): safe driving: loading and unloading

A guide to help avoid the problems encountered while loading and unloading vehicles [www.hse.gov.uk/workplacetransport/factsheets/loading.htm](http://www.hse.gov.uk/workplacetransport/factsheets/loading.htm)

### Enhanced vehicle safety features

More information on what technology is available and a brief explanation of what this equipment does can be viewed at: [www.euroncap.com/rewards/technologies.aspx](http://www.euroncap.com/rewards/technologies.aspx)

### Discounts on safety equipment

Available to FORS-registered companies via: [www.fors-online.org.uk/cms/discount-equipment/](http://www.fors-online.org.uk/cms/discount-equipment/)

### Vehicle registration and driving entitlement

Information on how to register your vehicle and the different categories of licence can be found at: [www.fbhvc.co.uk/legislation-and-fuels/dvla-and-dvsa/](http://www.fbhvc.co.uk/legislation-and-fuels/dvla-and-dvsa/)

### Drink driving

Guidance on legal limits and penalties for conviction when under the influence <http://think.direct.gov.uk/drink-driving.html>

### Drug driving

Guidance on the law relating to drug driving and consequences of a drug-drive conviction <http://think.direct.gov.uk/drug-driving.html>

### Fatigue

Facts and advice on managing fatigue can be found at: <http://think.direct.gov.uk/fatigue.html>

### HSE: manual handling

A guide to manual handling [www.hse.gov.uk/msd/manualhandling.htm](http://www.hse.gov.uk/msd/manualhandling.htm)

### HSE: delivering safely

A guide which outlines the problems that could be encountered when making deliveries, key responsibilities and best practice principles [www.hse.gov.uk/workplacetransport/information/cooperation.htm](http://www.hse.gov.uk/workplacetransport/information/cooperation.htm)

### Speed limits

Information on the van speed limits on the different types of road can be viewed at: [www.gov.uk/speed-limits](http://www.gov.uk/speed-limits)  
<http://think.direct.gov.uk/speed.html>

### Mobile phone and in-vehicle technology

Facts and advice on safe usage of mobile phones and in-vehicle technology <http://think.direct.gov.uk/mobile-phones.html>

### Driver and passenger safety

Information on correct usage of seat belts can be found at: <http://think.direct.gov.uk/seat-belts.html>

### Vehicle weights

Vehicle categories on driving licences can depend on the weight of the vehicle - the different terms you might see are explained by following the link [www.gov.uk/vehicle-weights-explained](http://www.gov.uk/vehicle-weights-explained)

### Weighbridge finder

Find your nearest weighbridge if you need to weigh your van or trailer at: [www.yell.com/l/weighbridges.html](http://www.yell.com/l/weighbridges.html)  
[www.gov.uk/find-weighbridge](http://www.gov.uk/find-weighbridge)

### Driving licence categories

To drive a particular type of vehicle, you need an 'entitlement' for that category on your driving licence. This is explained at: [www.gov.uk/driving-licence-categories](http://www.gov.uk/driving-licence-categories)

### Driving licence codes

The codes printed on your driving licence tell you what conditions you must meet to drive. These are explained in detail at: [www.gov.uk/driving-licence-codes](http://www.gov.uk/driving-licence-codes)

### View your driving licence information

Find out which vehicles you can drive, penalty points and when your licence expires by following the link: [www.gov.uk/view-driving-licence](http://www.gov.uk/view-driving-licence)

### FORS accreditation

FORS can help you to stand out from the crowd and prove to current and prospective customers that you are an operator that works to standards above the legal minimum. Additionally, accreditation gives you access to a range of exclusive benefits that offer real competitive advantage and can save you money. Find out more at: [www.fors-online.org.uk](http://www.fors-online.org.uk)

### Fitness to drive

The 'At a Glance Guide to the Current Medical Standards of Fitness to Drive' outlines the conditions that must be reported. Find out more at: [www.gov.uk/government/publications/at-a-glance](http://www.gov.uk/government/publications/at-a-glance)

More information can be found at: [Gov.uk](http://Gov.uk)

[www.gov.uk/current-medical-guidelines-dvla-guidance-for-professionals](http://www.gov.uk/current-medical-guidelines-dvla-guidance-for-professionals)

### RoSPA

[www.rospace.com](http://www.rospace.com)

### NHS choices

[www.nhs.uk/livewell/healthy-eating/Pages/Healthyeating.aspx](http://www.nhs.uk/livewell/healthy-eating/Pages/Healthyeating.aspx)

### Health and Safety Executive

[www.hse.gov.uk/](http://www.hse.gov.uk/)

### Carriage of dangerous goods

Carrying goods by road involves the risk of traffic accidents. If the goods are dangerous, there is also the risk of incidents, such as spillage, leading to hazards such as fire, explosions, chemical burn or environmental damage. More information can be found at: [www.hse.gov.uk/cdg/](http://www.hse.gov.uk/cdg/)

### Twitter: why not follow...

Brake road safety (@Brakecharity)  
<https://twitter.com/brakecharity>

FTA (@newsfromfta)  
<https://twitter.com/newsfromfta>

RoSPA Road Safety (@roadsafety)  
<https://twitter.com/roadsafety>

THINK! Road safety (@THINKgovuk)  
<https://twitter.com/thinkgovuk>

Transport for London (@TfL)  
<https://twitter.com/tfl>

TfL Travel Alerts (@TfLTravelAlerts)  
<https://twitter.com/tfltravelalerts>

# Drivers' Vehicle Check Sheet / Defect Report

Date:	Driver's name:
Vehicle reg:	Vehicle mileage:
<b>Daily or shift check</b> (Tick or cross)	
No fuel/oil leaks <input style="float: right;" type="checkbox"/>	Warning signage clean and visible <input style="float: right;" type="checkbox"/>
Windscreen clean <input style="float: right;" type="checkbox"/>	Windscreen wipers and washers working <input style="float: right;" type="checkbox"/>
Tyres in good condition <input style="float: right;" type="checkbox"/>	Sufficient fuel for journey <input style="float: right;" type="checkbox"/>
Doors working and closing properly <input style="float: right;" type="checkbox"/>	Horn working <input style="float: right;" type="checkbox"/>
Vehicle clean <input style="float: right;" type="checkbox"/>	Brakes in good working condition <input style="float: right;" type="checkbox"/>
Mirrors clean and intact <input style="float: right;" type="checkbox"/>	Seat belts in good condition <input style="float: right;" type="checkbox"/>
Load secured adequately <input style="float: right;" type="checkbox"/>	Lights and indicators working <input style="float: right;" type="checkbox"/>
Exhaust system secure and leak free <input style="float: right;" type="checkbox"/>	Driving aids (cameras, sensors etc) fitted and serviceable <input style="float: right;" type="checkbox"/>
Body/wings secure <input style="float: right;" type="checkbox"/>	Gauges and warning systems working <input style="float: right;" type="checkbox"/>
Number plates clean and undamaged <input style="float: right;" type="checkbox"/>	
<b>Report defects here:</b>	<b>Rectified:</b>
Write NIL if no defects found	
Defects rectified by:	Driver's Signature:
Signature:	Date:

# Drivers' Weekly Record Sheet

## Weekly Sheet

Driver's Name:

Week commencing (Date):

To week ending (Date):

### Period covered by sheet

Day on which duty commenced	Registration number of vehicle	Place where vehicle(s) based	Time of going on duty	Time of going off duty	Time spent driving	Time spent on duty	Signature of driver
Monday							
Tuesday							
Wednesday							
Thursday							
Friday							
Saturday							
Sunday							

### Certification by employer

Signature:

I have examined the entries in this sheet:

Position held:

## Checklist of information to collect at the scene of an incident

Information	
<b>Incident type</b> (serious injury, damage only or near miss)	
<b>Incident date and time</b>	
<b>Location</b>	
<b>Was collision on prescribed route?</b>	
<b>Road type</b>	
<b>Road condition</b> (eg ice, oil spills, potholes)	
<b>Road features</b> (eg bus lane, cycle lane)	
<b>Road hazards</b>	
<b>Road speed limit</b>	
<b>Type of junction</b> (if applicable)	
<b>Weather conditions</b>	
<b>Vehicle details</b> (eg types and ages of vehicles)	
<b>Vehicle damage</b>	
<b>Vehicle safety features</b>	
<b>Vehicle movement</b> (ie what movement)	
<b>Driver details</b>	
<b>Third party involvement</b>	

## Personal contact / other useful contacts list

Write in your company's emergency contact details below:

Emergency Services: 999 or 112

Non-emergency police number: 101

Transport Manager

---

Direct Office Number

---

Mobile Number

---

Alternative Contact

---

Direct Office Number

---

Mobile Number

---

Out of Hours Contact

---

Out of Hours Number

---