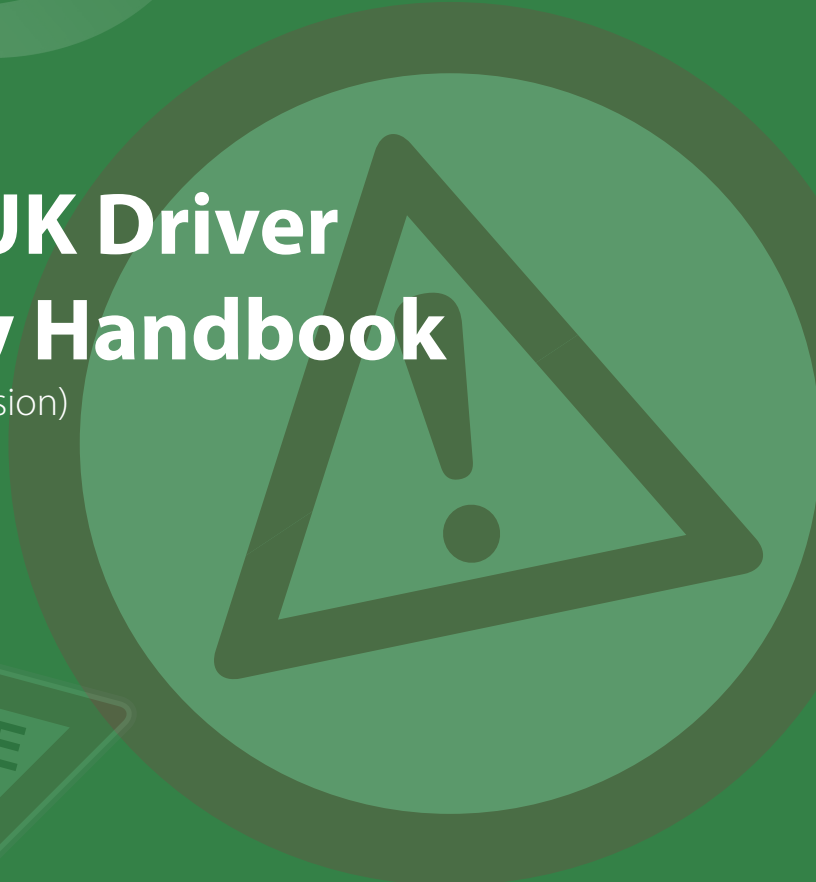


safety & wellbeing

elior®

# Elior UK Driver Safety Handbook

(Glove Box Version)



# DRIVING SAFELY

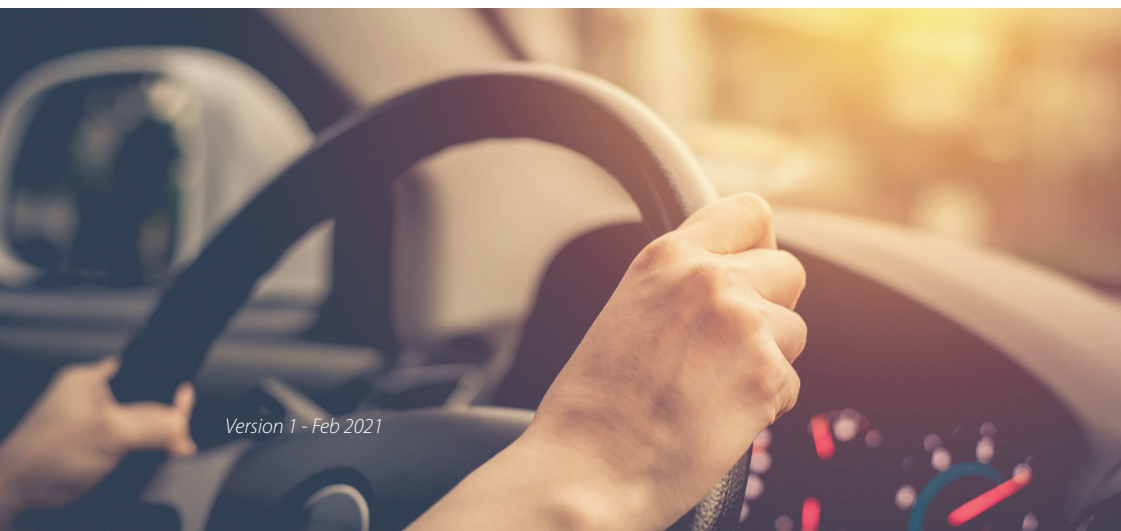
## DRIVING SAFELY

At Elior UK, we are committed to ensuring the health, safety and welfare of our colleagues and others to whom we owe a duty of care. We operate in a number of locations throughout the United Kingdom and every day our policies and procedures ensure each one is a safe working environment.

We consider driving to be a life skill and driving safely is a vital element of a colleague's ability to perform their job effectively and safely, and our driver safety handbook provides guidance and safety tips for those colleagues whose roles and responsibilities require them to drive at work.

Its objective is to minimise, as much as possible the risks you face while driving at work for Elior, with the additional aim that in doing so you will become a safer driver, protecting not only you but your friends and family and other road users.

Stay safe



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## INTRODUCTION

Health and safety legislation applies to anyone who drives a vehicle for work, and the law concerning driving for work and the associated risks, is the same regardless of who owns the vehicle. The guidelines contained in this driver safety handbook, therefore apply to everyone who drives for work.

- **The most common, and potentially one of the most hazardous, activities most of us undertake is that of driving.**
- **Driving is a life skill and, whether travelling to and from a place of work, driving a company-provided vehicle or using our own vehicles, we are constantly at risk from other drivers and from our own actions.**
- **How we care for and drive our vehicles poses a significant risk to passengers, other drivers and road users, including vulnerable road users and pedestrians.**
- **It is estimated that approximately 200 deaths and serious injuries on the UK roads, each week involve someone who is driving for work. When the number of hours spent driving are taken into consideration, the driving task becomes a high-risk activity, but with the active involvement of managers and drivers, the risks of driving for work can be reduced.**

This driver safety handbook is designed to help you consider the wide range of risks you face when driving and what you can and should do to keep yourself, your passengers, other road users and pedestrians safe. Further details including the Elior Work Related Driving Policy Statement can be found in found in the Elior UK Driving for Work Policy.



## To assist and support you:

- At Elior, we take our duty of care to our drivers very seriously and have taken numerous steps to reduce the risks for everyone who drives on our behalf.  
Your chances of being in a driving-related incident will therefore be reduced if you embrace the advice and risk management measures set out in this driver safety handbook.
- We place great importance on the health and safety of our colleagues, as well as members of the public who may be affected by the activities of the business.
- To assist us in meeting our responsibilities, colleagues are required to adopt and maintain a responsible attitude while driving, not only with regard to themselves but to anyone who may be affected by their actions.
- We consider driving to be a life skill and driving safely is a benefit to all of our colleagues, not only when driving for work but also when driving with family and friends.



## Legal Responsibilities

**The Health and Safety At Work etc. Act 1974** places a duty on employers to ensure that they conduct all work undertakings in such a way to ensure, so far as is reasonably practicable, that persons who are not in their employment and who may be affected by their actions are not exposed to risks to their health and safety.

Similarly, the act places a duty on employees to take reasonable care for the health, safety and welfare of themselves and others while at work. These duties extend to driving for work. This means that employees have a legal obligation to ensure that they work safely and must not, knowingly, do anything that may put themselves or others, including members of the public, at risk.

There are additional duties on employees under road traffic law as the **driver** is responsible for checking the roadworthiness and ensuring the proper operation, of the vehicle they drive. This legal obligation extends to any vehicle driven for work, including hire cars, and regardless of who owns the vehicle.

Roadworthiness includes:



- ✓ tyres
- ✓ brakes and steering
- ✓ indicators and lights
- ✓ glass, washers and mirrors
- ✓ loading
- ✓ cleanliness

By not meeting the basic legal requirements, you will put yourself and others at risk. To meet these requirements, you must:

- **follow the Highway Code**
- **hold a valid driving licence for the type of vehicle you drive**
- **have appropriate motor insurance**
- **ensure that your vehicle is not overloaded and that any load is secure**
- **ensure that your vehicle is taxed and, if appropriate, has a valid MOT**
- **have a valid DOE certificate (O-licence disc), where applicable**

## Driving Your Own Vehicle on Company Business

If you use your private vehicle for a work journey, the organisation has a duty of care towards you and other road users to ensure that you, and your vehicle, are fit for purpose. It is your responsibility that you meet all statutory and Company requirements, including:

- ✓ a full, current and valid driving licence, with the correct category entitlements for the vehicle driven for work
- ✓ appropriate insurance, including business use cover to carry work colleagues as passengers and/or for the number of business miles driven
- ✓ valid road fund licence
- ✓ MOT (if appropriate)
- ✓ registration document (V5) as evidence that you own the vehicle
- ✓ evidence of regular servicing in line with the manufacturer's recommended maintenance guidelines
- ✓ appropriate, full breakdown and recovery service in place

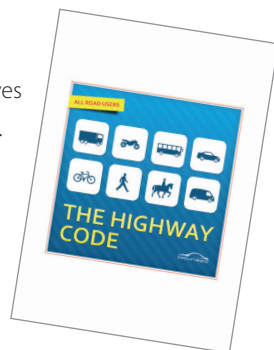


If you drive your own vehicle for Company business then you will be required to provide MOT and insurance details.



## Highway Code

Colleagues who drive for work should familiarise themselves with the legal obligations contained in the Highway Code. Please pay particular attention to the use of the words **MUST** and **MUST NOT** as these identify the legal requirements of the Highway Code.



A copy of the **Highway Code** can be downloaded from the Highway Code website:

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

## Driver's Licence & Checking Procedure

All colleagues who drive for work must hold a full, current and valid driving licence for the class of vehicle driven, and which legally entitles them to drive in the UK. The validity of a driving licence shall be verified in accordance with the Company's online licence checking procedure and at a frequency determined by Elior.



- ✔ You must inform the Company of any material change in the status of your driving licence status (allocation of penalty points, change of address, surname, etc.).
- ✔ Anyone who drives for work must inform the Elior Fleet Manager **01625 448 778** or email; **CarFleet.Admin@elior.co.uk** of new convictions or endorsements **within 2 working days** of the offence notification.
- ✔ If you are disqualified from driving or have a pending prosecution that may result in disqualification, you must report this immediately to the Elior Fleet Manager **01625 448 778** or email; **CarFleet.Admin@elior.co.uk**
- ✔ You must notify the DVLA of a change of address and/or name.
- ✔ You must renew a photocard licence on or before the expiry date.

## Driving in GB on a non-GB Licence

Non-GB licence holders comply with the law when driving in Great Britain. As this is a complex subject, and since regulations vary depending on the country of issue, please refer to the DVLA website for further information:

<https://www.gov.uk/non-gb-driving-licence>

EC/EAA vocational licence holders who are GB residents have a legal obligation to register their details with the DVLA and apply for a counterpart licence by completing Form D9.

Form D9 can either be downloaded directly from the DVLA's website -

<http://www.dft.gov.uk/dvla/forms/onlineforms.aspx>

- or obtained by calling the **DVLA on 0300 790 680**

Drivers with non-GB licences are still required to comply with Elicor licence and checking procedures as outlined above (page 7).

**If your driving licence isn't valid, you aren't insured to drive.**

## Eyesight

By law, drivers are responsible for ensuring that their eyesight meets minimum legal requirements as set out in Rule 92 of the Highway Code:

**"You **MUST** be able to read a vehicle number plate, in good daylight, from a distance of 20 metres (or 20.5 metres where the old style number plate is used). If you need to wear glasses (or contact lenses) to do this, you **MUST** wear them at all times while driving. The police have the power to require a driver to undertake an eyesight test."**

Elicor advises that colleagues who drive for work should have their eyes tested by a qualified optometrist every two years.

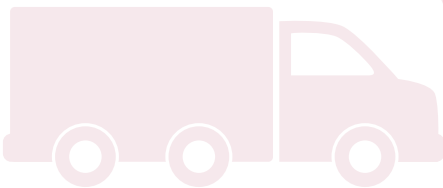
## Fitness to Drive

By law, drivers must notify the DVLA of any medical condition that may impair their driving.

- Failure to do so is an offence, which may lead to a fine of up to £1,000.
- Drivers who knowingly provide the DVLA with false information, or do not give the DVLA relevant information to obtain a driving licence, may be imprisoned for up to 2 years. For further details: <https://www.gov.uk/health-conditions-and-driving>
- Colleagues must report to the organisation any illness, condition, treatment or medication (prescribed or over the counter) that may impair their driving.

## Driver's Hours

Anyone who drives for work must not drive excessive hours as this increases the risk of a collision due to fatigue or inattention. Colleagues who feel they are unable to drive due to the number of hours driven must contact their line manager, who will advise them on the best course of action to take.



## Vehicle Fitness for Use Servicing & Maintenance

The overriding vehicle requirements are:

- ✓ any vehicle used for driving for work, and regardless of who owns the vehicle, is legal and safe.
- ✓ all statutory driving/vehicle regulations are observed.



The vehicle manufacturer's handbook details all necessary maintenance requirements and the frequency of service intervals.

- Don't assume that engine oil and fluid levels remain at appropriate levels between services; fluid levels must be checked as part of your regular vehicle safety checks.
- Drivers of cash allowance or privately funded vehicles must use a competent repairer for all service, repair and maintenance work, including MOT work.
- It is an offence to drive any vehicle older than 3 years, either privately owned or Company provided, which does not have a valid MOT certificate. If you do not have a valid MOT certificate for your vehicle, this will invalidate your insurance. Check your MOT expiry date now!
- The driver is responsible for ensuring that the above requirements are met.



## Towing

Some roles may require equipment to be towed - this should only be done by qualified drivers.

- Before January 1997, drivers passing their car test (category B) gained automatic entitlement to drive vehicles up to 7.5 tonnes without taking a further test. This included towing a trailer with a MAM not exceeding 750kg.
- Drivers who passed their test after 1 January 1997 will need to check their towing entitlement and pass a separate test.

### REMEMBER TO:



- ✓ ensure you have the correct entitlement on your driving licence for towing a trailer;
- ✓ check the weight of the trailer **and** the towing vehicle to ensure it is legal and capable;
- ✓ attach the breakaway cable before setting off;
- ✓ always check the lights on the trailer work properly;
- ✓ always ensure the trailer is loaded safely and correctly.



## Use of Speed

Inappropriate use of speed poses a danger to other road users and pedestrians. This may mean that, at times, a safe speed is less than the posted speed limit. Driving within the posted speed limit will not only improve your safety but reduce your stopping distances in an emergency.



The Company shall never require drivers to break speed limits to achieve their work schedule and shall not condone the behaviour colleagues who exceed the speed limit.

## Vehicle Safety Checks

Before starting a work-related journey, and regardless of who owns the vehicle, it is Company policy that drivers shall complete a vehicle safety check.

Safety checks shall be completed at least weekly on company-provided vehicles, hire cars, pool cars, cash allowance or privately funded vehicles.

Using the acronym '**POWDER**', check the following (bearing in mind legal requirements).



**P** (Petrol/Diesel) **Fuel**

**O** **Oil** (maintain correct levels)

**W** **Water** (coolant and washer bottles)

**D** **Damage** (check body work/wipers)

**E** **Electrics** (lights, horn, etc.)

**R** **Rubber** (tyre pressure/tread/damage)



## Tyres & Punctures

### Tyres

Tyres affect a vehicle's steering, braking and acceleration and faulty tyres work less efficiently and wear quicker.

It is the responsibility of anyone who drives for work, and regardless of who owns the vehicle, to ensure that tyre tread depths always meet minimum legal requirements:

- vehicle tyres must be fit for purpose and free from any defects which might damage the road or endanger any person;
- if you drive with damaged or worn tyres you risk being fined. You also risk invalidating your car insurance policy and endangering the lives of other road users;
- the minimum tyre depth for cars is 1.6mm of  $\frac{3}{4}$  of the tyre width – continual (full circumference of the tyre).
- if in doubt as to whether a tyre is legal, please take your vehicle to a tyre specialist.



If a driver is stopped by the Police or VOSA, the current penalty for using a vehicle with a defective tyre is up to a £5,000 fine and 3 points on the driver's licence **per defective tyre**.



## Punctures

In the event of a puncture, follow the below procedures to control the vehicle and adopt normal breakdown procedures:

- ✔ bring your vehicle to a slow stop under control;
- ✔ leave your vehicle using the nearside door;
- ✔ call the Police if your vehicle is a hazard to other road users;



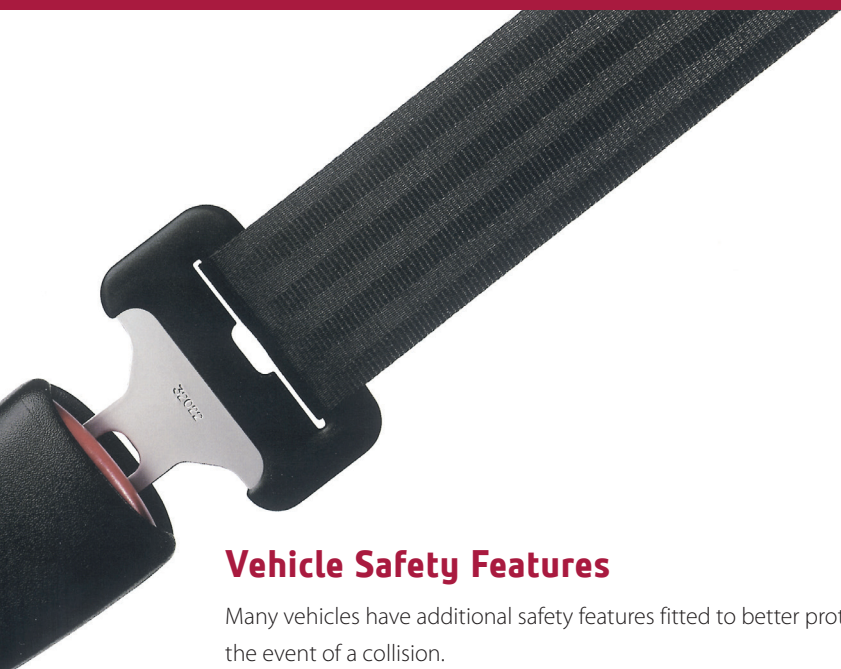
- ✘ don't repair the puncture on the motorway hard shoulder - call the emergency services;
- ✘ don't brake harshly unless the road configuration or traffic situation requires you to do so.



## Seat Belts and Child Seats

Seat belts are extremely effective in preventing injuries and loss of life; it is a legal requirement to wear a seat belt if one is fitted.

- **Certain exemptions on medical grounds apply; the appropriate exemption certificate can be obtained from your GP.**
- **Exemptions are permitted for drivers making deliveries or collections in goods vehicles when travelling less than 50 metres (approx 162 feet).**
- **Child seats must be suitable for the vehicle and fitted securely; for more information, refer to the manufacturer's guidelines.**



## Vehicle Safety Features

Many vehicles have additional safety features fitted to better protect occupants in the event of a collision.

Before driving a vehicle for the first time, read the manufacturer's handbook to check which safety features are fitted and how they are activated or deactivated.

## Head Restraints

If used correctly, head restraints protect against whiplash and prevent long-term injuries:

- ✓ if fitted, head restraints must be correctly aligned to the occupant's head;
- ✓ the centre part of the head restraint should be at least the height of the eyes or top of the ears;
- ✓ the restraint should be as close to the back of the head as is comfortable.



## Airbags

Ensure you know how many airbags are fitted to the vehicle and their location.

- ✗ Don't obstruct an airbag's operation.
- ✗ The speed and force of airbag inflation can cause minor injuries. To avoid this, don't position your face or chest too close to the steering wheel or dashboard.



## Vehicle Loading/Unrestrained Items

You must not overload your vehicle as it is not only illegal but will put you and other road users at risk and may cause damage to the roads and your vehicle.

The driver is responsible for ensuring that any load carried is legal and safe - even if the vehicle was loaded by someone else.



- ✔ **Overloading, badly positioned or unrestrained loads can affect the vehicle's steering and its stability under acceleration, braking and cornering.**
- ✔ **Overloading puts excessive strain on tyres, increasing normal deflection and causing overheating and reduces the effectiveness of the brakes.**
- ✔ **Take special care if your vehicle is capable of taking significant loads (4x4 and estate cars, etc.).**
- ✔ **If you drive an estate car and carry loose items in the rear, close the compartment/load cover to prevent loose items from moving into the cabin.**
- ✔ **If the rear seats aren't occupied, clip the seat belts into position as this provides added protection against load breakthrough in the event of a collision and/or an emergency stop.**
- ✔ **Consider the potential for stowed items such as tools, laptops, sports equipment, shopping, etc. to become projectiles in the event of a collision:**
  - ✔ **ensure that such items are adequately stowed and restrained;**
  - ✔ **store briefcases, etc. in the boot. If this is not possible, store briefcases in the rear footwell, ensuring that there is no possibility for items to slide under the driver's seat and cause an obstruction;**



- ✘ **don't place unrestrained objects on a parcel shelf or seat as even a box of tissues takes on the properties of a brick when the brakes are applied at 30 mph.**
- ✔ **If in doubt, refer to the manufacturer's handbook to ensure that recommended limits are not exceeded.**

## Smoking and Other Distractions



Under the 2006 Health Act, all enclosed public places and workplaces became smoke-free. This includes any vehicles provided by an employer to an employee such as Company cars, Company vans, pool and hire cars, but does not include privately owned vehicles even though they may be used on Company business.

Since 1st October 2015, it is illegal to smoke in a privately owned car (or other vehicle) with anyone under 18 present. The law applies to every driver in England and Wales, including those aged 17 and those with a provisional driving licence. The law does not apply if the driver is 17 years old and is on their own in the vehicle. The law applies to any private vehicle that is enclosed wholly or partly by a roof. It still applies if people have the windows or sunroof open, have the air conditioning on, or if they sit in the open doorway of the vehicle. The law won't apply to a convertible car with the roof completely down.

### The only exceptions for Company vehicles are as follows:

Convertible vehicles where the roof is down if the driver or their passengers are smoking. Vehicles provided for the sole use of the driver and not used by anyone else either as a driver or a passenger.

**Failure to comply with this legislation could result in a driver receiving a fixed penalty notice of £50.00 or a fine of up to £200.00. In addition, the Company could also face a fine of up to £2,500.00**

In light of the above, Elior UK will not permit smoking in any Company provided vehicle. Clearly, convertible vehicles are not permitted within the Company car scheme and as such this part of the legislation cannot apply.

Furthermore, with regard to privately owned vehicles, Elior UK will not permit smoking in such vehicles while the vehicle is being used to transport visitors, clients and/or colleagues. At all other times, smoking is at the discretion of the car driver in line with current legislation.



**Colleagues who fail to adhere to the driving for work policy and the associated glove box handbook will be subject to disciplinary action**

**Any breach of the above requirements will be considered a breach of the terms and conditions of this policy and therefore subject to disciplinary action.**

## Alcohol and Driving

By law, drivers must not drive, attempt to drive or be in charge of a motor vehicle when under the influence of alcohol. Even holding the keys in your hand may be sufficient evidence that you were in charge of your vehicle.

- Driving a vehicle when under the influence of illegal alcohol levels or non-prescribed drugs is strictly forbidden and treated by the organisation as gross misconduct.
- Scotland's drink driving laws, reduced the limit to 50mg of alcohol per 100ml of blood, compared with the rest of the UK, which has a limit of 80mg per 100ml of blood.
- The use of a vehicle while a person is under the influence of illegal alcohol levels or non-prescribed drugs is, therefore, strictly forbidden and shall be considered by the Company as gross misconduct.
- As well as needing to abstain from consuming alcohol during working hours, there is a significant risk of being over the legal limit 'the morning after' consuming even moderate amounts of alcohol the previous evening. Our drivers must ensure that they only drive with no alcohol in their system.
- Care must also be taken when consuming alcohol during flights if you need to drive a vehicle after you have landed.
- Disciplinary action may be taken if the colleague is found to be under the influence.

## Drugs and Driving

It is illegal to drive in England and Wales with certain drugs above specified amounts in the body, whether driving is impaired or not. This new legislation makes it easier for the police to tackle drivers who are under the influence of drugs.



Driving under the influence of drugs may cause a collision. The Highway Code provides clear instructions in the area of the use of drugs; Rule 96 must be adhered to at all times.

**“You **MUST NOT** drive under the influence of drugs or medicine. Check the instructions or ask your doctor or pharmacist. Using illegal drugs is highly dangerous. Never take them if you intend to drive; the effects are unpredictable and can be even more severe than alcohol which may result in fatal or serious road crashes”.**

- Inform your line manager if you are taking prescription or over-the-counter medication that may impair your driving - particularly opioid prescription painkillers, which can include morphine and codeine, anti-depressants and methadone. It is recommended that you carry your repeat prescription with you when driving as this will be evidence that you are taking drugs for a medical condition.
- If you need to take medication that may cause drowsiness or impair your ability to drive, inform your manager so that alternative arrangements can be made.
- If you intend to drive and are in doubt, seek advice from your GP or pharmacist before taking any medicine.



**REMEMBER:**  
The after-effects of certain drugs may last several days after use.

Never drive when under the influence of recreational or illegal drugs as these can impair driving as much as alcohol. Using such drugs not only means you are acting illegally but putting yourself, and other road users, at risk.

## Use of Mobile Phones

The information within this handbook relates to the use of mobile phones and other such devices for internet access and texting, as well as making and receiving calls.

It is illegal to use a handheld mobile phone or device when driving, even when stopped at traffic lights or in a queue of traffic. This includes making or receiving calls, pictures, text messaging or accessing the internet. The offence applies to drivers speaking or listening to a phone call where the phone is held in the hand – even if it is only held in the hand for part of the time. It also includes holding the phone to answer a call or dial a number, even if the user then proceeds to use a separate piece of equipment such as Bluetooth or other hands-free device.

**Please note – in accordance with this policy, if your vehicle does not have a factory-fitted or retro-fitted Bluetooth wireless technology “hands-free” connection, then mobile phone use is not permitted.**

## Penalties

The individual may receive a fixed penalty, or be fined if the matter goes to court.

The individual can also be prosecuted for using a hands-free mobile if they fail to have proper control of their vehicle and are considered to be driving carelessly or dangerously when using a mobile phone. Following an incident or accident, the police or HSE will ask “*was the use of a mobile phone an avoidable distraction*”. The penalties can include disqualification, a fine and up to 2 years’ imprisonment

Any financial penalty incurred for the illegal use of a mobile phone is the responsibility of the colleague.

In addition, individuals who are fined or prosecuted for using a mobile phone while driving in contravention of the law and this policy may be subject to disciplinary action.

## Guidance

In the interests of the health and safety of colleagues and other road users, the Company has an obligation to make all its colleagues aware of good practice and road traffic legislation.

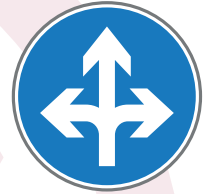
### Drivers are responsible for ensuring:

- that they drive within the law.
- they avoid taking or making calls, even on hands-free equipment, if by doing so they put themselves and other road users at risk.
- the safe control of the vehicle.
- that if the Company vehicle they are driving is not fitted with Bluetooth wireless technology “hands free” they must contact the Fleet Manager.
- when driving a vehicle for work, whether Company or private without Bluetooth wireless technology “hands free”, that the mobile phone is diverted to voicemail or a colleague and switched off.
- that when having a conversation while driving, using hands-free equipment, it should be kept brief. If the conversation is likely to become prolonged the driver should suggest they call back when it is appropriate and safe to do so.
- pre-planned conference calls are not to be taken while driving.
- they switch off their phone and do not use it at petrol stations.

**Please be aware** that the Company advises you do not to take calls while driving. Additionally, if you call a colleague who is driving then you are advised to arrange to call them back at a later time.



## Satellite Navigation & Other Interactive Equipment



- If used correctly, satellite navigation (satnav) devices may reduce exposure to risk. When used incorrectly, they may increase the risk and be a distraction.
- Similarly, using other devices such as laptops and interactive, in-vehicle multimedia systems may cause a loss of attention and you must not operate such equipment when driving.
- If your vehicle is provided with in-vehicle technology, it must be used in a safe and appropriate manner.
- Satellite navigation devices must be programmed before setting off and not when driving.

## Vehicle Control

A collision may occur if a driver loses control of the vehicle if the sole of their foot becomes trapped underneath the pedal, particularly when raising the foot to change gear.

- **Wearing mules, flip-flops and other footwear with insufficient ankle support may lead to the foot slipping off the pedal or even missing the pedal altogether. It is not advisable to wear high heels while driving for similar reasons.**
- **Care should also be taken when wearing muddy or over large work boots when driving.**

## Fatigue

Research has shown that drivers can become tired after driving continuously for long periods of time. It is therefore recommended that a 15-20 minute break is taken after approximately 2 hours of driving and that you buy a drink.



Consider travelling by public transport if appropriate and practical. If there is no alternative but to drive:

- ✓ ensure you are fit to drive and avoid starting a journey when tired;
- ✓ get a good night's sleep before starting out on a long journey;
- ✓ plan your weekly schedule to avoid having one long day followed by another;
- ✓ if you have to work or drive for long periods in a day, ensure driving time is kept to a minimum the following day and only consists of short trips;
- ✓ avoid long journeys between midnight and 6 am, when natural alertness is at a minimum;
- ✓ plan your journey to allow for sufficient breaks;
- ✓ if you feel drowsy, stop in a safe place (not on the hard shoulder) and be prepared to change your travel plans;
- ✓ where possible, avoid driving through the biorhythmic low periods (2 am to 6 am and 1 pm to 4 pm).
- ✓ be aware of sleep disorders, such as sleep apnoea;



- ✗ don't allow a misguided interpretation of what is expected of you to jeopardise your safety and that of others;
- ✗ don't attempt to drive if you are unable to give your full concentration to the task.



## Sleep Apnoea

Sleep apnoea is a condition when breathing is briefly interrupted, or becomes shallow, during sleep. Since sleep apnoea is a potentially serious disorder, if you suspect you suffer from the condition, consult your GP at the earliest opportunity.



- **The breathing pauses typically last 10-20 seconds, may occur up to hundreds of times a night and jolt the person out of their natural sleep rhythm. As a consequence, sleep apnoea sufferers spend more time in light sleep and less time in deep, restorative sleep.**
- **Chronic sleep deprivation results in daytime sleepiness, slow reflexes, poor concentration and an increased risk of collisions.**
- **Sleep apnoea may also lead to serious health problems, including diabetes, high blood pressure, heart disease, strokes and weight gain.**
- **Drivers who suffer from sleep apnoea are at a statistically significant increased risk of being in a collision, potentially two to three times higher than other drivers**  
*(Source: Ellen et al., 2006).*



## Journey Planning

Journey planning is an essential part of risk reduction, so plan ahead and consider the length of the route, road types, sufficient time for rest breaks and weather conditions. Consider consulting a web-based route planner such as AA Travel:

<http://www.theaa.com/traffic-news/index.jsp>

To help reduce time pressures before planning your journey:

- ✓ consider the time of day you will be travelling, the traffic conditions and weather conditions such as heavy snow, rain, ice, mud and fog;
- ✓ be realistic when scheduling appointments and allow enough time to travel between calls;
- ✓ minimise travelling towards the end of the week, when you will be tired and when traffic is usually heavier;
- ✓ consider overnight stops to break up your total mileage;
- ✓ if you need to travel across a city or major town, try to avoid travelling during rush hour;
- ✓ when visiting an unfamiliar area, consider travelling to your destination in daylight.



## Vulnerable Road Users

Consider other road users, including pedestrians, cyclists, horse riders and motorcyclists, who are classed as “vulnerable road users”. Also, be aware of, and be considerate to, learners and less experienced drivers.



- ✓ watch your speed;
- ✓ be patient and give other road users, including cyclists, learner drivers or riders, more time and space;
- ✓ expect to meet a variety of road users, particularly on rural roads;
- ✓ drive considerately;
- ✓ be prepared for other road users to make a mistake or make a sudden manoeuvre (e.g. a cyclist swerving to avoid a pothole);
- ✓ expect the unexpected.



## Personal and Vehicle Safety and Security

Vehicle crime is usually opportunistic and can be prevented with common sense and basic precautions. The below advice will assist with your personal and vehicle safety:



- ✓ park in a safe area and/or in a well-lit and busy street or a car park displaying the 'Park Mark' logo as these are vetted by the Police and have measures in place to create a safer environment for you and your vehicle;
- ✓ when leaving your vehicle, especially after refuelling, close the windows and lock the doors;
- ✓ consider "de-sexing" your vehicle, drive with the doors locked and the windows closed, especially in built-up areas;
- ✓ in the unlikely event someone forces you to hand over the keys, don't resist. Call the police and try to give a clear description of the thief;
- ✓ consider letting someone know where you are, especially if you deviate from your intended route, and your office or mobile number to anyone close to you so they have a point of contact in case of an emergency;
- ✓ consider providing HR and your manager with up-to-date information on who to contact in the event of a problem/emergency;
- ✓ avoid parking in quiet areas, especially if you intend to work on a laptop;
- ✓ consider locking all doors and closing your windows when driving in built-up areas;
- ✓ avoid getting into "road rage" situations.



## Vehicle Fires

There are many ways a vehicle fire can start, some of which are preventable:



- ✓ always keep the vehicle properly maintained;
- ✓ when topping up a hot engine with oil, don't spill it on to the exhaust;



- ✗ don't use jump leads unless you are competent to do so. Connecting the leads to the wrong poles of the battery can cause sparks, and even an explosion;
- ✗ don't park on long dry grass; newer vehicles have catalytic converters on the exhaust which can get hot enough to ignite dry material;
- ✗ don't attempt to tackle a vehicle fire, instead, leave it to the fire brigade. Vehicle fires typically start in the engine compartment or the electrical wiring behind the dashboard.



If a fire starts when you are driving:

- ✓ stop as soon as you can and turn off the engine;
- ✓ leave the vehicle without waiting to collect your belongings or work items.

If the fire is fierce and/or close to the fuel tank, stand well away from your vehicle. Only when you are at a safe distance, should you stop to call for the emergency services by dialling **999**. If you do not have a mobile phone, use a roadside phone or ask at the nearest building.

**DON'T, ON ANY ACCOUNT, RAISE THE BONNET IF THE ENGINE IS ON FIRE**

## Vehicle Breakdowns

Regular vehicle safety checks reduce the likelihood of a vehicle breaking down. If your vehicle breaks down, do not put yourself, your passengers or the vehicle at risk. Please follow the advice given in the Highway Code Rule breakdowns on the motorway.

### If your vehicle breaks down, especially on the motorway:

- ✓ move the vehicle to a position of safety and switch on your hazard warning lights;
- ✓ call the recovery service using the roadside phone on a motorway (not your mobile phone) as these provide the precise location of you and your vehicle. To locate the nearest emergency phone, walk to the nearest marker post, which will have an arrow indicating the direction of the nearest emergency phone;
- ✓ wear high-visibility clothing, which should be stored in your vehicle and not in the boot;
- ✓ deploy your warning triangles on roads other than motorways;
- ✓ if not on a motorway, stay in your vehicle and keep the doors locked while waiting;
- ✓ a patrol officer/mechanic will carry proof of identity – ask to see this before opening a window or unlocking your vehicle;
- ✓ get passengers out of the vehicle and ask them to move to a safe place (behind a crash barrier or well away from the motorway carriageway);
- ✓ get out of your vehicle and lock the doors, other than the nearside, and secure your vehicle. When on a motorway, it is safer to retreat up the bank or behind a barrier than wait in the car;
- ✓ if you feel threatened by another person, return to your vehicle using the near side door and lock all doors. Only leave your vehicle once you feel the danger has passed.



## If You Are Involved in a Collision

If you are involved in a collision, do not - under any circumstances - admit liability or blame at the scene but conduct yourself within the requirements of the Highway Code.

✔ **You must report the crash to the Police within 24 hours.**

✘ **Don't attempt to drive the Company vehicle if there is any doubt as to the roadworthiness or safety of the vehicle.**

The two most common reactions to being involved in a collision are shock and anger. But whatever you do, **do not get involved in a heated discussion with any other party(s)**, no matter how you believe they have behaved, or whatever they may say to you. Anything said or done in the heat of the moment may be used against you at a later date.

Stay calm, don't admit liability and remember to record the information listed below.



✔ **Exchange names and addresses, details of insurance companies and policy numbers, vehicle make, model and registration number;**

✔ **Obtain details of independent witnesses;**

✔ **Make a note of:**

✔ **time, date, traffic conditions**

✔ **weather, visibility, road conditions**

✔ **road markings and signs**

✔ **signals made by you or other people**

✔ **whether all vehicles involved in the collision had lights on**

✔ **what was said and draw a plan. Take photographs of all relevant scenes, including road signs and markings**

✔ **damage to all vehicles or property involved**

At the earliest opportunity, you **MUST** report the incident to your line manager, as well as Elior Fleet Manager; **01625 448 778** or email; **CarFleet.Admin@elior.co.uk** & Lex Autolease; Driver Support function on **0344 879 6000**

## Call the Police immediately if:

- ✓ someone was injured;
- ✓ you believe another driver committed an offence.



## Inform the Police within 24 hours if:

- ✓ there was damage to street furniture (road signs, etc.);
- ✓ the third party failed to stop;
- ✓ you damaged a parked car or building and don't know the owner's name and/or address.



## Driver Assessments

Depending on annual business mileage and the vehicle used for driving for work, the Company shall arrange for colleagues to complete a driving assessment, funded by Elior.

- ✓ The assessment shall be completed periodically and takes the form of an online driver risk assessment.
- ✓ The assessment results shall be used to determine if additional training is necessary.
- ✓ If necessary, colleagues who drive on business may be required to undertake an on-road driver assessment or an online driver assessment, regardless of their annual mileage.



## Driver Training

Colleagues who drive for work and who have been identified through the assessment programme as needing further training shall be required to participate. Failure to do so may result in disciplinary action being taken against you.

DECLARATION

## Declaration and Receipt of Policy

If you do not understand any of the requirements or information contained in this driver safety handbook, contact your line manager who will advise you.

I confirm that I have read and understood the requirements of work-related driving detailed in this driver safety handbook, whilst driving on behalf of Elior UK, and agree to comply with the advice and guidance contained within this Work Related Drivers Handbook and the Highway Code.

**Signed:**

**Print name:**

**Employee number:**

**Line manager:**

**Date:**

**Department:**

This declaration must be signed, removed from the handbook and returned to the Fleet Manager within ten days of receipt.

Complete and send a scanned copy to:

**CarFleet.Admin@elior.co.uk** or via **Freepost** using the details below:

**Freepost RLYS-LRUX-KTGU**

**Fleet Manager, Elior UK, The Courtyard, Catherine Street, Macclesfield, SK11 6ET**



# **Elior UK Driver Safety Handbook**

(Glove Box Version)

## Useful Contact Numbers

Purpose	Company Name/Contact	Company Tel No.
<b>Breakdown and Recovery</b>	<b>Lex Driver Support</b>	<b>0344 879 6000 (Opt 1)</b>
<b>Report an accident</b>	<b>Lex Driver Support</b>	<b>0344 879 6000 (Opt 2)</b>
<b>Tyres/Batteries/ Exhaust/Glass</b>	<b>Lex Driver Support</b>	<b>0344 879 6000 (Opt 3)</b>
<b>Rental Vehicle</b>	<b>Lex Driver Support</b>	<b>0344 879 6000 (Opt 3)</b>
<b>Service/Maintenance/ Accidents</b>	<b>Lex Driver Support</b>	<b>0344 879 6000 (Opt 4)</b>
<b>Licence check and additional drivers</b>	<b>Elior UK - Fleet Manager</b>	<b>01625 448 777 (Opt 4)</b>
<b>Taking your vehicle abroad</b>	<b>Lex Driver Support</b>	<b>0344 879 6000 (Opt 6)</b>
<b>Any Health &amp; Safety issues or concerns</b>	<b>Safety &amp; Wellbeing</b>	<b>01625 448 777 (Opt 6)</b>





safety & wellbeing

— elior® —