

POLICY

Driving Standards & Code Of Conduct Policy

Main Author	Reviewer	Reviewer	Approver
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REV	Date	Status / Description of Changes
01	05/08/2019	Updating all laws/regulations dates to the current standard. Adjusting template, for a more clear layout.
02	14/08/2020	Updated template
03	07/12/2020	Minor adjustment to template
04	01/11/2021	Minor adjustment to template, laws/regulations checked

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Instructions

The Company instructs their drivers to adhere to the Highway Code and Company policies at all times with particular emphasis to vulnerable road users. Licence holders in our company vehicles shall endeavour to promote the image of Gradewell, including private hire workers. Drivers should adhere to the following...

- Complying to all Policies, Standards, road safety and legislations
- Complying with all conditions of their licence, set by law in London
- Behaving as a responsible role model, being orderly and civil

All drivers are inducted on a multitude of topics such as Health and Safety, drivers' responsibilities, rules of the road, speed limits, vulnerable road users (cyclists, pedestrians, motorcyclists & highway workers), RTA's, breakdowns, punctures, drivers hours regulations, working time directive, mobile phones, in-vehicle technology, drugs & alcohol, London lorry control, PCN's, fatigue and the Highway Code.

Details of all documents and policies issued to the drivers are held on file at head office with various documents displayed in the workplace. Drivers details are also to be updated as and when changes take place.

Drivers are also informed that their behaviour on the public highway reflects on the Company image. Good behaviour is commented, bad behaviour is not tolerated with emphasis on education to prevent recurrences and disciplinary for persistent offenders.

A tool box talks outsourced from FORS has been given to all drivers and signed. Gradewell expects all standards within the FORS toolbox to be met at all times and any issues to be communicated and resolved to meet compliance.

Source : <https://www.fors-online.org.uk/cms/wp-content/uploads/2016/04/D2-1.pdf>

Responsibilities

In order to maintain a good image for Gradewell and ensuring everyone is safe Gradewell has a list of duties drivers should fulfil on their day to day basis, covering their responsibility to clients , residents and Sites/Offices.

Licence holders shall:

- Keep the vehicle clean and suitable
- Maintaining the vehicle in a safe and satisfactory conditions at all times and carry out daily inspection checks before driving to ensure compliance with regulations and confirm that the vehicle is in roadworthy conditions. When faults are identified, the driver must not drive until they have been rectified.
- Use routes provided by a permit at all times for deliveries
- Be aware of personal hygiene
- Be smart and clean in appearance
- Do not use hand-held mobile phone or similar devices when driving (Blue tooth is permitted when drivers have gained trust within the company, but should only be used in urgent situations e.g. health issues)
- Be professional and understanding to other road users , especially cyclers as they are vulnerable to collisions with any vehicle at Gradewell
- Do not sound the vehicle's horn between 11:30pm – 7:00am , the exception is using the horn with an immediate danger by another road user or from a stationary vehicle is identified
- Keep music volume low enough to be able to hear around your environment or to a minimum
- Switch-off the engine when required to wait
- Take any necessary actions to avoid disturbance to residents
- Pick-up and drop-off load safely and without risk to any life. Avoid loading near pedestrian areas.
- Aim to reduce noise pollution
- Aim to reduce fuel consumption
- Do not park in private areas in London
- Be polite, helpful and fair to customers
- Drive with care and consideration for other road users and pedestrians
- Obey traffic regulations, orders and directions at all times
- Do not eat in the vehicle in the presence of customers
- If an authorised officer speaks to you, respect their execution of their normal duties
- Do not disturb residents with music or radios
- Drivers should not touch anyone inappropriately
- Drivers should not use inappropriate or offensive language
- Drivers should not threaten or intimidate while representing Gradewell

Thomas Barrett – Director

