



AGENCY DRIVERS HANDBOOK



Version: May 2019

It is important to us that you familiarise yourself with the contents of this booklet so that we may rely on you to uphold our good name. Please read the contents carefully and call us if you are uncertain of anything.

IMPORTANT NOTICE

As a PROMAN Drivers driver you are expected to be registered with the DVLA and will also be required to sign a mandate authorising us to carry out licence checks.

As an agency driver you are self employed and engaged under a contract for services which means that you are free to decline assignments offered to you but if you accept a job, you will be expected to conform to that client's standards.

You are at all times responsible for your own conduct and will be assumed to always act within the law and any relevant bylaws. You are personally liable and responsible for any fines or penalties or charges which are legally levied upon you.

PROMAN Drivers is under no obligation to offer you work but will endeavour to find you assignments to suit your requirements.

PROMAN Drivers are a division of PROMAN.

NORTH WEST DIVISION

Unit 2
Green Lane
Heywood
MANCHESTER
OL10 1NG

Registered Drivers Tel: 07545 428 621

YORKSHIRE DIVISION

Unit 3,
Eastgate
Elland
HALIFAX
HX5 9DQ

Registered Drivers Tel: 07545 428 621

SOUTH WEST DIVISION

Unit 1
Vincent Court
Bristol
BS16 4QR

Registered Drivers Tel: 07825 947 710

EAST MIDLANDS DIVISION

10 Langham Park
Lows Lane
Stanton By Dale
DE7 4RJ

Registered Drivers Tel: 07500 592 768

Professional Drivers.

As a professional driver it is essential that you are suitably equipped and prepared for the job at all times. Driving can be a stressful and hazardous occupation and being properly prepared can save you time and trouble and can even save an injury to yourself or others. Please remember these basic and fundamental rules:

Basic equipment

It is very important that you carry the basic tools for the job at all times. A small bag containing the following essentials will ensure you are always prepared for any eventuality:

- Maps
- Pens
- Torch
- Tape Measure
- Mobile phone
- Notebook
- A small amount of cash for tolls, parking and emergencies. Genuine expenses will be reimbursed if you make a note of them on your timesheet and return them with valid receipts.

Vehicle checks

You are paid by the hour! It is not in your interest to cut corners and rush the job unnecessarily. Below is a list of standard checks that are **your responsibility** to carry out - and for which you get paid!

Check:

- You have the correct vehicle
- Height of trailer / box, **so you know it will fit where you take it (Low bridges, telephone lines etc)**
- Trailer number (if applicable) and load are correct
- Seal number (if applicable) corresponds with paperwork given

Check that each of the following are clean and secure where appropriate:

- Front and rear number plates
- Current Road Fund Licence disc
- Current Operators Licence
- MOT plates (unit and trailer)
- Marker boards
- Hazardous goods markers (where appropriate)
- Windscreen, cab glass and driving mirrors
- Front, rear and side lights and reflectors

Also that the following are in good working order as appropriate:

- Fifth wheel and draw bar couplings
- Air and electrics couplings
- Brakes and warning lights, gauge or buzzer
- Silencer
- Steering

- Tachograph and speedometer
- Windscreen wipers
- Radiator at correct level
- Tyre pressures and tread depth
- Fuel and oil levels, no leaks
- Horn
- All exterior lights (headlights, brake lights etc)

You can download the Walkround Checklist Sheet as provided by VOSA from our website.

Drivers only please

Never take passengers or pets in your vehicle. In the event of an accident they will not be covered by any insurance.

Failure to adhere to this rule will result in you being banned from that client.

Be punctual

Always ensure that you arrive at least 10 minutes before the start of your duty so that our client has sufficient time to brief you properly.

Consistent tardiness will result in you being offered fewer assignments. If you are delayed and will be late for work then call the main office number or the client direct to advise them of your delay.

Driving licences

Always carry your licence and digital tachograph card with you at all times. Many clients like to take a copy of your licence before you begin an assignment. Your licence also acts as a form of ID in certain secure yards and docks. In accordance with PROMAN Drivers standard procedure, we will be conducting regular DVLA checks on your licence. If at any time your licence is endorsed or withdrawn you must advise PROMAN immediately. Drivers are reminded that they must advise both PROMAN and the DVSA of any changes (or impending changes) to their licence which may/will affect their entitlement to drive. This is a legal responsibility of the driver.

Medical Changes

Drivers must inform PROMAN & DVLA immediately and at any time, of any changes pending or otherwise of any medical reasons regarding their licence and their ability to drive – including any pending medicals, medical assessment booked and information sent to the DVLA for licence category renewals.

Drivers are reminded that notifiable conditions are anything that could affect their ability to drive and can include;

Epilepsy

Strokes

Other neurological and mental health conditions

Physical disabilities

Visual impairments

Tachograph Cards

Drivers must provide PROMAN with up to date copies of Tachograph Cards, upon immediate receipt from the DVLA.

Information concerning the above must be sent to – logistics@proman-uk.com

Paperwork

It is the bane of every lorry driver's life, but keeping your documentation in order will ensure that you are compliant with all current legislation, and it will also help to ensure your pay will be correct

- **PROMAN Timesheet.** In order to ensure that you get paid correctly please be meticulous in your completion of timesheets. Always use the 24-hour clock to record times (round off to the nearest ¼ hour); and ensure that you take a break of at least 45 minutes because many clients will deduct a break automatically and so you will not get paid for it. **Ensure that you get the client to sign your timesheet on completion of your working week.** Timesheets can be downloaded from our website.

Availability and Job Allocation

Please help us to help you by keeping your phone switched on whenever you are **not driving**. It would be useful if you would keep us fully informed of your availability at all times.

Once you have committed to undertake an assignment, please honour that commitment. In the unfortunate event of illness or emergency then please make sure you give us as much notice as possible.

Conduct and Courtesy whilst on assignment

As a professional driver you should always:

- be polite, helpful and willing with our client's staff, workers at delivery and collection points and with members of the public
- conform to the client's hours of work and familiarise yourself with their practices and procedures
- carry out your duties with the safety of yourself and others in mind
- lock your vehicle and take the keys with you if you need to leave the vehicle unattended
- If you are ever waiting to be loaded for over an hour at any of your delivery points please ensure you contact the transport office in all circumstances. If you cannot reach the transport office then please call PROMAN to convey the message
- leave the vehicle clean and tidy at the end of each day
- re-fuel before completing your paperwork and going home
- avoid using bad language (however mild), and be sensitive to what others may consider racially or sexually discriminating
- be discreet with any information relating to the business of our client or PROMAN Drivers
- maintain regular contact with our client during the course of the working day
- complete the task assigned to you. Never go home without checking with the client first.

Unacceptable behaviour

At PROMAN we have very high standards and we expect a lot from our drivers. We will not tolerate any behaviour which we consider to be inappropriate and which includes (but is not limited) to the following:

- drunkenness and drug abuse (see Drugs & Alcohol Policy)
- violence, threats of violence or incitement to violence
- theft, dishonesty, malicious damage and affray
- sexual, racial or religious discrimination or inciting others to discrimination
- bullying, intimidation or harassment of any person or inciting such acts in others
- consistent non-observance of Drivers Hours and WTD legislation and/or the deliberate falsification of tachograph charts and records of working hours.

GENERAL INFORMATION

Licences

Every driver must have the appropriate licence covering the category of vehicle they are about to drive in their possession when reporting to the client. It must be signed in the appropriate place.

Highway Code

Every driver is expected to **know and observe** the Highway Code.

Drivers Hours

You are expected to **be familiar with and observe** current laws and EU regulations regarding driving hours and the use of Tachographs as well as the Road Transport Working Time Regulations.

Seatbelts

Fines can be imposed for not wearing seatbelts when vehicles are equipped with them and must be worn at all times including in LGV/HGV vehicles.

Leaving a vehicle unattended

Always switch off the engine, apply the handbrake, **remove the ignition keys and ensure the vehicle is locked** and if applicable, alarmed.

Theft

Theft must be reported immediately to the client's traffic officer and the police if appropriate. Remain with the vehicle without touching anything until the police arrive unless you have been instructed otherwise by the authorities.

Vehicle Roadworthiness

Your vehicle and trailer or semi-trailer, together with all parts and accessories effecting road safety, must be well maintained and serviceable when on the road. Therefore, you must **report any defect** on your vehicle to the traffic office as soon as possible. You must check your vehicle at the start of each day in accordance with the customers instructions.

Official Roadside Checks

Always co-operate fully with Department of Transport personnel and/or Police officers. If an immediate prohibition is given, contact the traffic office without delay. If a notice is deferred or delayed, inform the traffic office upon your return.

Vehicle Loading

You are bound by law to pay attention to the weight, size and security of your load. Breaking the rules can mean a fine on you personally of up to **£5000** for each offence. You must be aware of local regulations affecting where and when you can load and unload.

Remember that loads can settle and shift during a journey causing lashings to slacken.

Overloading

The gross weight must **not** exceed the vehicles maximum plated weight.

Load Safety

The weight distribution and securing of a load must be in a way that no danger is caused to other road users. **THE DRIVER IS RESPONSIBLE FOR THE SAFETY OF THEIR LOAD.** If in doubt, report to the traffic office.

Deliveries

All deliveries must be made to an individual and signed for, under no circumstances should you attempt to leave a delivery on premises that are unattended via any means, i.e open door or window.

Absence, Illness and Holiday

Doctor, Dentist and Hospital appointments

Always try to arrange appointments for times that will cause the least disruption to your working week. We know that this can be impossible sometimes so at least try and give us as much notice of any appointments you have booked.

Please also remember that should your state of health change since you first registered; or should you develop a condition which may impair your driving ability then you will need to advise us in writing.

Illness

Should you be unable to attend work due to any illness please contact your PROMAN Consultant immediately.

Holiday

IMPORTANT! To avoid any delay in payment you must ensure that PROMAN receive your holiday request at least 7 working days BEFORE you intend going on holiday. The more notice the better!

Thinking about going on holiday? Follow these 3 simple steps to get your holiday pay!	
FILL OUT THE HOLIDAY REQUEST FORM:	YOU MUST COMPLETE SECTIONS 1-7
TAKE THE FORM TO YOUR SUPERVISOR OR MANAGER AND ASK THEM TO AUTHORISE YOUR HOLIDAY :	THEY MUST COMPLETE SECTIONS 8 & 9
YOU MUST GET THIS FORM TO PROMAN WHO PAY YOUR HOLIDAY PAY. THE QUICKEST WAY TO DO THIS IS TO EMAIL (A Clear Picture Of An Authorised Form Forwarded By A Mobile Device Will Be Acceptable)	
EMAIL TO: holiday@proman-uk.com FAXING TO: 0161 746 7896	POSTING TO: HOLIDAY REQUEST OFFICER, PROMAN, 442 FLIXTON ROAD, FLIXTON, MANCHESTER, M41 6EY

Policy On Alcohol And Drugs In The Workplace

1. PROMAN believes that it is essential that all employees, workers and those who render services to the Company or at the Company's premises are in full command of themselves and of all of their faculties throughout the working day.
2. PROMAN requires you to present yourself for work on each occasion required under your contract in complete command of all your faculties i.e. without any dependence on alcohol or any other drugs of a non-medicinal nature and to maintain that state until the completion of your working hours under your contract. If during the course of your working day you have to take medicinal drugs on a regular basis, this fact should be known to the hirer confidentially.
3. In the event that you present yourself at work or during working hours you are in a condition where the hirer believes you to be under the influence of alcohol or drugs and you are not able to carry out your duties in a proper, fit and safe way you will not be allowed to commence work or continue work. Instead you will be suspended without pay and not allowed to return until such a time as you are in full control of your faculties.
4. In addition such behaviour will be subject to the disciplinary procedure of PROMAN and after due investigation may result in dismissal as a result of gross misconduct.
5. PROMAN is obliged to investigate all the circumstances surrounding such behaviour prior to commencing the disciplinary procedure and this may, where necessary, include seeking medical advice as to your condition including requiring you to submit to a medical examination. PROMAN is obliged to investigate such matters in as much detail as possible and therefore expects you to comply with any requests that you submit to such examinations. You may appeal in accordance with the Company's disciplinary procedure.
6. If the disciplinary procedure is evoked and you receive a disciplinary sanction short of dismissal or if you have a successful appeal PROMAN] will recommend that you take advantage of counselling services to help control your problem and you will be required to act of any such recommendation. In the event that you need to be absent from work for a period of treatment for either alcohol or drug dependency a reasonable leave of absence will normally be granted to cover this on an unpaid basis.
7. If PROMAN suspects that you are in the possession of alcohol or drugs you will be required to consent to a search of your belongings. If you are found to be in possession of any alcohol or illegal substances you will be suspended from your duties pending further investigation. This matter will be dealt with under the Company's disciplinary procedure and after due investigation it may result in dismissal for gross misconduct.
8. If PROMAN believes you are dealing, buying, selling or receiving drugs or alcohol you will be suspended from your duties while an investigation is carried out. Where a criminal offence is suspected the Company shall inform the police.
9. All employees and workers are required to inform PROMAN or any appropriate person if they suspect any fellow worker may be acting in breach of this policy.
10. When on assignment, please be aware that Clients may have, as part of their Drug & Alcohol Policy, scheduled/random checks in place. Please comply fully with all requests.

Health & Safety At Work

Your own Health & Safety is ultimately your own responsibility, but you still have a duty of care to ensure the Health & Safety of others. Take this responsibility seriously and always follow the following basic principles.

Personal Protection Equipment

- **Footwear.** Steel toe-cap boots or shoes are a minimum requirement. If you don't have suitable footwear then PROMAN can order some on your behalf. Trainers or sandals are not appropriate footwear and can result in you being ejected off the site.
- **Hi Visibility Vest.** The vast majority of our clients insist on Hi Vis clothing being worn on site. However, we recommend that you wear one at all times to ensure your safety. A PROMAN branded Hi Vis vest can be supplied to you free of charge if you do not already own one.

PPE can be provided if required when on assignment for PROMAN

On assignment

All temporary workers are supplied on the basis that they are subject to the Health & Safety policy of the client they are working for. When on assignment you should:

- familiarise yourself with a client's Health & Safety policy on the first day of an assignment and make sure you are aware of any changes to this policy and conform to this policy at all times
- wear the appropriate safety clothing and ensure you are familiar with the operation of any safety equipment and devices
- ensure that you are aware of the location of fire extinguishers, emergency exits, muster points and first-aid points
- remain vigilant to breaches in the Health & Safety policy and report all problems and/or infringements to the appropriate person
- report all accidents and potential hazards to the appropriate person. Any accident involving injury to yourself should also be reported to PROMAN.

Manual Handling

It is essential that you adopt a good technique when lifting heavy objects. Here are a few important points to remember, but these are only the basics. Always adopt the following as a basic lifting technique:

- Think before lifting/handling. Plan the lift. Can handling aids be used? Where is the load to be placed? Will help be needed with the load? Remove obstructions such as discarded wrapping materials. For a long lift, consider resting the load midway on a table or bench to change grip.
- Keep the load close to the waist. Keep the load close to the body for as long as possible while lifting. Keep the heaviest side of the load next to the body. If a close approach to the load is not possible, try slide it towards the body before attempting to lift it.
- Adopt a stable position. The feet should be apart with one leg slightly forward to maintain balance (alongside the load if it is on the ground). You should be prepared to move your feet during the lift to maintain their stability. Avoid tight clothing or unsuitable footwear, which may make this difficult.

- Get a good hold. Where possible the load should be hugged as close as possible to the body. This may be better than gripping it tightly with hands only.
- Start in a good posture. At the start of the lift, slight bending of the back, hips and knees is preferable to fully flexing the back (stooping) or fully flexing the hips and knees (squatting).
- Don't flex the back any further while lifting. This can happen if the legs begin to straighten before starting to raise the load.
- Avoid twisting the back or leaning sideways, especially while the back is bent. Shoulders should be kept level and facing in the same direction as the hips. Turning by moving the feet is better than twisting and lifting at the same time.
- Keep the head up when handling. Look ahead, not down at the load. Once it has been held securely.
- Move smoothly. The load should not be jerked or snatched as this can make it harder to keep control and can increase the risk of injury
- Don't lift or handle more than can easily be managed. There is a difference between what people can lift and what they can safely lift. If in doubt, seek advice or get help.
- Avoid lifting above your head wherever possible.
- Put down, then adjust. If precise positioning of the load is necessary, put it down first, then slide it into the desired position.

The above guidelines are extracted from the HSE publication *Getting to Grips with Manual Handling* which can be downloaded from the HSE website.

Drivers Hours and Tachograph Rules for Goods Vehicles in the UK and Europe

All drivers of vehicles in excess of 3.5 tons (except where exempt) are subject to European Drivers Hours and Tachograph regulations. You are responsible for abiding by the legislation and **non compliance could result in you being fined up to £2,500 and your licence being revoked.**

Penalties

Regulations governing driver's hours are among the most important affecting you.

Penalties are potentially very high. The maximum fine on summary conviction of failure to take a break for example, is **£2500 per offence**, with possible loss of your goods vehicle licence.

Hours and Break Periods

Under EU Drivers Regulations, a working week commences at 00.00 hours on Monday and ends at 24.00 hours on the following Sunday. A working day is a continuous period of 24 hours starting with the resumption of driving after the last weekly rest period.

Driving Limits

- Maximum continuous or cumulative driving = 4 hours 30 minutes
- Maximum driving in one day = 9 hours
(This may, however, be increased to 10 hours twice a week)
- Maximum weekly driving = 56 hours
- Maximum fortnightly driving = 90 hours

Therefore, if you have driven for 56 hours in a week, you must not exceed 34 hours driving in the following week.

Break Period

- Working Breaks = 45 minutes after 4 1/2 hours cumulative driving.

This break may be split into a number of periods, each of at least 15 minutes, so that the total break adds up to 45 minutes in the 4 1/2 hours of driving.

- Daily Rest Periods = 11 consecutive hours.

This can be reduced to 9 hours three times a week. However, the lost hours must be made up by the end of the following week. If away from home, daily rest may be reduced to 8 hours as long as 12 hours rest in total is taken within that same 24 hour period, with the other 4 hours taken in minimum periods of one hour.

- Weekly Rest Periods = 45 consecutive hours.

This can be reduced to 36 hours at base or 24 hours away from base. Each reduction must be made up in total and added to another daily or weekly rest period by the end of the third week following.

Tachograph Rules

Tachograph records are legal documents so please treat them accordingly. Misuse of these documents can lead to dire consequences for you and the vehicle operator. In addition to complying with the legislation on drivers' hours on the previous page, all drivers should also:

- Ensure correct use of the mode switch



Other Work/On Duty



Rest/Break



POA/On Duty



Driving (automatically selected on Digital Tachographs and most Analogue units)

- Always remember to complete the centre field on an analogue chart before commencing your journey and don't forget to enter your end mileage before you finish. Be careful not to write outside the centre field or mark or deface the chart in any way. Your name should be written with Surname first followed by your First Name
- Do not use abbreviations when completing the centre field - Don't assume that everyone knows where So'ton or M'brough is.
- You must carry sufficient unused analogue charts for your journey plus at least one spare.
- You should always keep analogue charts for the current day plus the last 28 calendar days charts for inspection when requested.
- Digital cards should always be made available to enforcement officers and our clients for downloading where requested
- When using a digital card you should download every day on return to our clients' premises.
- Digital card users are advised take a 24hr printout at the end of each shift. Always check that there is sufficient printer roll in the VU before you set off.
- Under current legislation analogue charts (and digital printouts) should be returned to the operator within 42 days. If you are unable to do so then return the charts to PROMAN and we will record their receipt and forward them to the client on your behalf.
- If an analogue or digital unit fails you should always make a manual trace on the reverse of the chart (or digital printout), and report the failure to the client by using our client's defect report.
- Start and finish duty times on the front or back of analogue charts are not a legal requirement but their use is not illegal, providing you do not interfere with the trace. If you would like to record this then you may wish to consider recording it on the reverse of the chart to ensure you do not inadvertently deface your chart.
- Avoid using 'any old chart' in analogue unit
- If using a 'Digi Card' driver must add 2 minutes to rest break as seconds are rounded to minutes by 'Digi-Cards'.

The above is only a summary of the Drivers Hours Legislation. If you have not already done so, read the full and detailed booklet published by the Department for Transport which will give you all the information you need to know. The booklet is posted on the DfT website which can be accessed via their website.

Working Time Directive

Where Drivers work on multiple assignments for different agencies, they must determine who is their primary agency for which they contract.

For example, if a driver works for PROMAN for a period of two weeks in a 26 week period, they must advise the agency they conduct the rest of their work for of those hours.

Likewise, drivers that determine PROMAN as their primary provider of work, must advise us of any work undertaken for other agencies. This can be declared to the left of their timesheet they submit each week. The entry in each box needs to be working time not paid time (Working/Duty Time: Other Work + Driving). The entry needs to be:

Total Hours – Breaks – POA = Working Time

This is to comply with the Working Time Directive and to ensure that drivers are not exceeding their average of 48 hours within the specified reference period.

Period of Availability

Drivers are reminded to ensure that any POA (Period of Availability) is recorded correctly on their weekly timesheet where POA is used on assignment.

Period of Availability is defined as – 'time which is known in advance where the driver is waiting to start/re-commence work'.

POA is a function which counts towards paid time but does not count towards working time. In order for us to correctly record working time, where POA is used, it must be recorded on the weekly timesheet you forward to us. There is a column on the timesheet clearly titled POA where this can be recorded per day.

The maximum total hours which can be worked in a week is 60, the correct use of POA is an effective manner in which this limit can be managed on both a weekly basis and as part of the 26 Week Reference Period in place when you work on assignment for PROMAN Drivers.

Please ensure that this policy is adhered to at all times.

Where POA is not utilised, then none should be recorded. However, particular emphasis will be placed upon drivers claiming hours above 60 to be paid, without a declaration of POA in that week. Failure to advise of the POA and an ability to document actual working time (Driving & Other Work – Breaks and POA) is a breach of the Transport WTD.

Drivers will need to submit a timesheet for any and every assignment. If you have any questions, please contact your Driving Team.

Main Provisions

Breaks from work

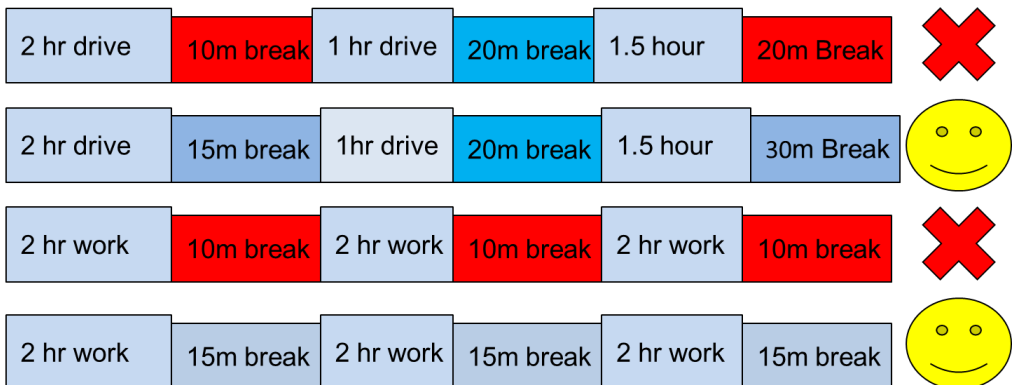
A worker may not work more than 6 hours without a break.

A 30 minute break is needed if working time is over 6 hours but not over 9 hours, or 45 minutes if over 9 hours. Breaks must interrupt working time – they may not be taken at the very start or end of a shift.

They may be sub-divided into periods of at least 15 minutes

Legal Split Breaks

- The below patterns are to prevent confusion over how to split breaks if you are required to do so, the last part of any split driving break must be a minimum **30 minutes**, any break less than **15 minutes** is not recognised as a break.



Driver Cards and records

It is a legal requirement for a digital tachograph-equipped vehicle driven in scope of EU rules that the driver must use a driver card. If the vehicle is used without a card being inserted, the system will not prevent the vehicle from being driven, but the VU will record the fact that the vehicle has been used without a card.

Drivers may only be in possession of one driver's smart card, and must never use anyone else's card or allow another driver to use their card.

When driving a vehicle that is equipped with a digital tachograph, drivers should:

Mode switch default:

Note that digital Tachographs will default to recording 'other work' for driver 1 and 'availability' for driver 2 when the vehicle stops, and drivers must use the mode switch correctly to ensure that rest and break periods are recorded correctly.

- ensure that the instrument is calibrated by inspecting the calibration plaque or interrogating the instrument;
- ensure that their driver card is inserted into the correct slot (driver in slot 1, second driver in slot 2) from the moment they take over the vehicle, and that it is ready for use, before the vehicle is moved;
- record the country in which they begin and end their daily work period. This must always be carried out at the time of the start or end of the period, even if the card is not to be withdrawn or inserted (for example if the card is left in overnight);
- carry sufficient supplies of type-approved print roll on board the vehicle so that a printout can be produced at an enforcement officer's request;
- ensure that all duties conducted since the driver card was last removed from a tachograph are manually entered onto the card record, using the manual entry facility on the tachograph;
- ensure that the tachograph is working properly;
- ensure that through the daily working period the mode button is used correctly to record other work, periods of availability, and rest and breaks;
- take reasonable steps to protect their card from dirt and damage;
- use only their own personalised driver card to record driving and other activities they undertake;
- ensure that the card is not removed from the tachograph during the working day unless otherwise authorised. The rules are not specific on who can authorise removal of the card, but cases where cards can be removed include a change of vehicle, or where another driver will be using the vehicle during a break or rest period;
- on multi-manning operations ensure that their driver card is placed in the correct slot (slot 1 when they are acting as driver and slot 2 when co-driver on a double-manned journey), when they take over driving;
- make their cards available for downloading by their employer; and

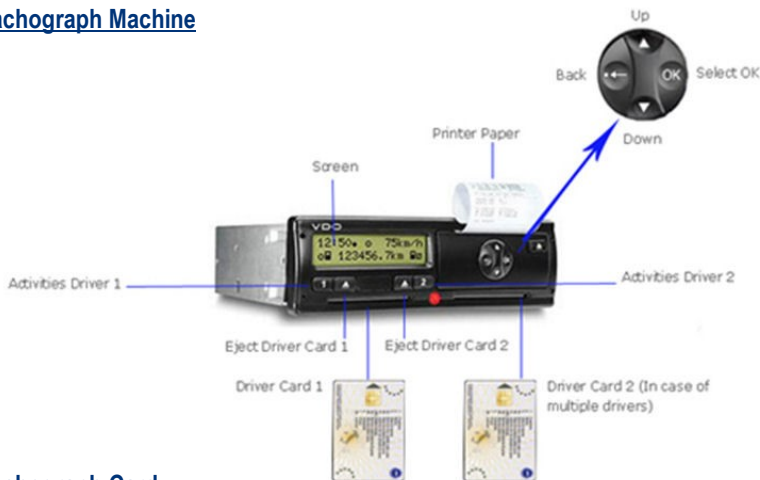
be able to produce at the roadside:

- charts and any legally required manual records for the current 'fixed' week and the previous 15 calendar days (this will change to the current day and previous 28 calendar days from 1 January 2008); and
- the driver's digital smart card if they hold one.

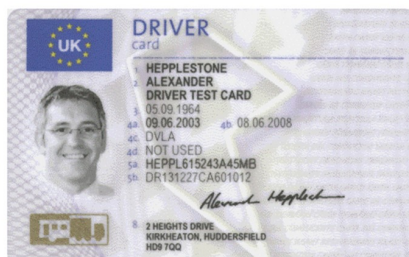
Lost, stolen or malfunctioning driver cards

- Article 16 EEC 3821/85 states that if a driver card is damaged, malfunctions or is lost or stolen, the driver shall, at the end of his journey, print out the information relating to the periods of time recorded by the recording equipment and mark on that document the details that enable him to be identified (the driver card number and/or name and/or driving licence number), including his signature.
- If a driver card is damaged or if it malfunctions, the driver shall return it to the competent authority of the Member State in which he has his normal residence. Theft of the driver card shall be the subject of a formal declaration to the competent authorities of the State where the theft occurred.
- Loss of the driver card must be reported in a formal declaration to the competent authorities of the State that issued it and to the competent authorities of the Member State of normal residence where they are different. The driver may continue to drive without a driver card for a maximum period of 15 calendar days or for a longer period if this is necessary for the vehicle to return to its premises, provided he can prove the impossibility of producing or using the card during this period.
- Where the authorities of the Member State in which the driver has his normal residence are different from those which issued his card and where the latter are requested to renew, replace or exchange the driver card, they shall inform the authorities which issued the old card of the precise reasons for its renewal, replacement or exchange.

Digital Tachograph Machine



Digital Tachograph Card



GUIDE TO MAINTAINING ROADWORTHINESS – HGV DRIVER

BRAKE LINES

Check that:

- couplings are free from debris and located properly;
- there are no leaks from the lines themselves; and
- there is no bulging, kinking, corrosion, stretching, chafing or general damage/wear to any brake lines.

If the engine is left running until pressure has built up after the initial brake test, it will be easier to hear leaks as the rest of the walkaround test is carried out.

SECURITY OF LOAD

Check that:

- any load is secured adequately; and
- any container has an effective secondary locking device fitted.

MARKERS

Check that marker boards are:

- present if the type of vehicle requires them;
- not obscured by dirt or other objects;
- securely fastened;
- of the correct type; and
- clearly visible.

REFLECTORS

Check that the reflectors are not:

- obscured;
- missing;
- broken; or
- of the wrong colour.

TYRES AND WHEEL FIXING

Check as much of each tyre/wheel as you can see. There must be:

- minimum tread depth of 1mm;
- sufficient inflation of each tyre;
- no deep cuts in the sidewall;
- no cord visible anywhere on tyre; and
- no missing or insecure wheel-nuts.

SPRAY SUPPRESSION

Check that spray suppression flaps are:

- fitted (where required);
- stiff and secure;
- undamaged; and
- not clogged with mud or debris.

SECURITY OF BODY/WINGS

Check that:

- all fastening devices are present, complete, secure and in working order;
- cab doors and trailer doors are secure when closed;
- no body panels on tractor unit or trailer are loose and in danger of falling off; and
- no landing legs, where fitted, are likely to fall from the vehicle.

ELECTRICAL CONNECTIONS

Check that:

- all visible wiring is insulated and is not in a position where it's likely to get chafed; and
- all electrical switches operate their components correctly.

MIRRORS AND

Check that all mirrors that:

- are aligned properly and

Check that your view of the driver's side swept

- damaged/discooured;
- obstructions (stickers,

Check that the side window or discoloured in a way that to a mirror.



BATTERY SECURITY/CONDITION

Check that:

- battery is held securely in place by the correct means, not by its cables; and
- battery is not leaking.

The battery must be replaced if it is leaking.

DRIVERS' WALKAROUND CHECK PULL-OUT

GLASS

should be there:
and are secure.

the road (especially in
a) isn't obscured by:
glass; or
(etc.).

views are not damaged
that obscures the view

HORN

Check that:

- horn control is easily accessible from driver's seat; and
- horn unit works when control is operated.

STEERING

- Check steering for excessive play.
- When checking for leaks underneath vehicle, check the major steering components to ensure that they are present and undamaged.

BRAKES

Check that:

- the service brake operates both the tractor and trailer (where applicable) brakes; and
- the parking brake for the tractor is operational.

These checks can be done by listening for the air releasing from the tractor and the trailer or by asking a colleague to watch the trailer brakes operating as you press the pedal.

Check that:

- the service brake pedal doesn't have excessive side play or missing, loose or incomplete anti-slip provision; and
- the trailer parking brake works by operating it as you do the walkaround check.

EXCESSIVE ENGINE EXHAUST SMOKE

Check that:

- the exhaust doesn't emit excessive amounts of smoke.

WINDSCREEN WIPERS AND WASHERS

Check that:

- wipers move continually when switched on;
- wiper blades are not so deteriorated that they don't clear the screen effectively when used with washers; and
- washers point at screen and are operational.

LIGHTS AND INDICATORS

Check that:

- all lights and indicators work correctly;
- all lenses are present, clean and are of the correct colour;
- stop lamps come on when the service brake is applied and go out when released;
- marker lights are present and work (where applicable); and
- all dashboard warning lamps work correctly (e.g. the ABS warning lamp, full headlamp warning lamp, parking brake warning lamp, etc.).

COUPLING SECURITY

Check that:

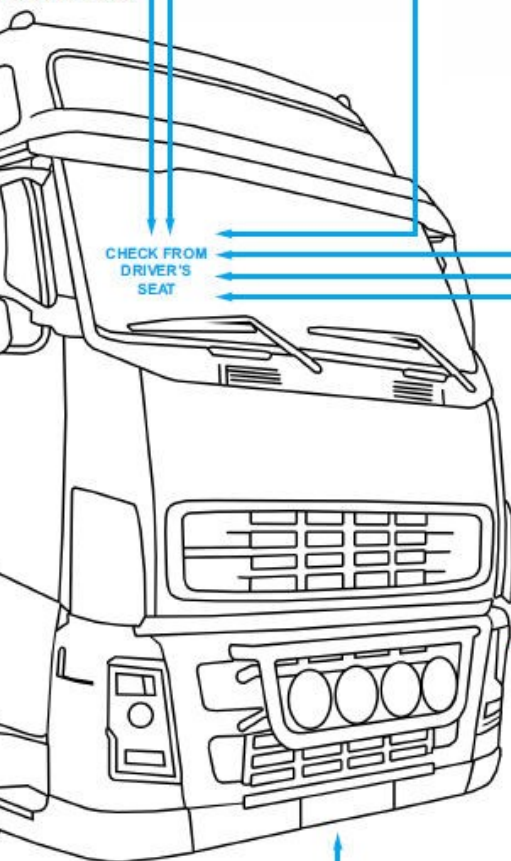
- the trailer (if applicable) is located correctly in the fifth wheel; and
- the security bar is in the correct position for its use.

FUEL/OIL LEAKS

With engine on, check:

- underneath vehicle for any leaks of fuel/oil; and
- that fuel filler cap is properly located.

If leaks are detected that aren't fuel or oil, trace the cause (i.e. power steering fluid, water, etc.).



Securing loads on vehicles

General principles of vehicle load safety for consignors and drivers

The key to making loads secure is to carry out an adequate **risk assessment**. This should be done by a competent, appropriately trained person.

The assessment should cover all aspects of the vehicle and its load, plus the route the vehicle will take and the facilities at each drop-off point.

What consignors need to do:

It's the responsibility of the consignor - the loader of the vehicle - to make sure that the vehicle is loaded safely before it begins its journey.

As a consignor, you need to make sure the load is:

restrained - tied firmly down to the load bed

contained - so that it can't move around inside the vehicle

The only way to do this is with strong chains or webbing straps - lashings - attached directly to the vehicle. Rope hooks are not suitable attachment points for load restraint equipment.

Loads should be placed against the trailer **headboard** or **bulkhead**. If this can't be done because of the way the load is distributed on the vehicle's axles, fill the gap between the edge of the load and the headboard with blocking or use an intermediate bulkhead. Make sure that the bulkhead is strong enough to prevent the load moving.

Check that the load **restraint equipment** is marked to show the load it is rated for, and that it is sufficient for the load being carried. The equipment should be regularly inspected for damage that might affect its strength. Any damaged or broken straps should be reported immediately.

Bear in mind that the curtains and weather-protection structure of a **curtain-sided trailer** are not meant for restraining loads. You should secure the load to the trailer as if it was being transported on a flatbed trailer.

You should refer to the Department for Transport's (DfT's) code of practice on securing loads of vehicles for detailed guidance on restraint equipment. **You can download the code of practice for securing loads on vehicles from the DfT website.**

What drivers need to do:

If you are the driver of the vehicle, you're responsible for the load once you're on the road. If the load shifts in transit, contact the depot and agree a safe way to sort it out.

It's important to know how the load has been secured, especially if you have not seen it being put on the vehicle. Don't just rely on what the consignor tells you, check for yourself.

You should also check the load at regular intervals and after heavy braking or sudden changes in direction, provided it is safe to do so. Remember that loads can settle and shift during a journey, causing lashings to slacken.

Your employer - or anyone else who gives you work - should give you a **loading plan** with full written details about each load you carry.

Loading, unloading and tipping






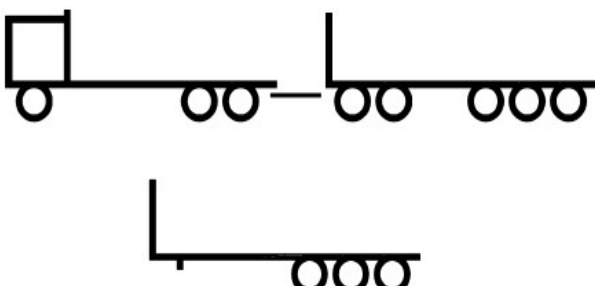
Loading and unloading items can be one of the most risky parts of transport. This applies whether you are loading or unloading deliveries or moving goods within your premises.

It's essential to include loading and unloading as part of your health and safety **risk assessment**.

There are a number of things you should take into consideration when carrying out this part of your risk assessment, such as:

- Ensuring that the area where loading and unloading takes place is safe. It should be clear of other traffic and pedestrians.
- Sourcing safety equipment. For example, you might need guard rails or plates to prevent anything getting caught in machinery such as a vehicle tail lift.
- Ensuring that the vehicle is stable and safe with any brakes properly applied.
- Loading the vehicle safely. For example, you may need to spread the load evenly and avoid overloading.
- Avoiding using vehicles that require the load to be sheeted and un-sheeted. If you must use them, minimise the risks.
- Unloading by tipping carries extra risks - for example if the load is tipped onto someone or if the vehicle overturns.

Sample Loading Plan

Company: Address:						
Telephone: Fax:		Road only	Road and Sea — A	Road and Sea — B	Road and Sea — C	Combined traffic
Place of loading: Date of loading:		Freight papers No.:				
Description of loads	Mass in t	Packing			Centre of gravity in relation to front	
Lashing equipment on the road vehicle	<input type="checkbox"/> Front wall <input type="checkbox"/> Side walls	<input type="checkbox"/> Front stakes <input type="checkbox"/> Side stakes <input type="checkbox"/> Trough wagon			<input type="checkbox"/> Lashing points <input type="checkbox"/> Lashing winch <input type="checkbox"/> Other	
Characteristics of the load <input type="checkbox"/> Metal <input type="checkbox"/> Concrete <input type="checkbox"/> Wood <input type="checkbox"/> Other <input type="checkbox"/> dry <input type="checkbox"/> wet <input type="checkbox"/> greasy	Characteristics of the loading surface <input type="checkbox"/> Metal <input type="checkbox"/> Concrete <input type="checkbox"/> Wood <input type="checkbox"/> Other <input type="checkbox"/> dry <input type="checkbox"/> wet <input type="checkbox"/> greasy	Resultant friction factor (see table on the back side) $\mu = \dots\dots\dots$			Do sharp edges affect the safety adversely? <input type="checkbox"/> YES <input type="checkbox"/> NO	
		Load covered by a tarpaulin? <input type="checkbox"/> YES <input type="checkbox"/> NO			Edge protectors in use? <input type="checkbox"/> YES <input type="checkbox"/> NO	
Description of the used load restraint assembly	<input type="checkbox"/> Web lashing <input type="checkbox"/> Wire lashing rope <input type="checkbox"/> Lashing chain <input type="checkbox"/> Fixing bar <input type="checkbox"/> Stowing pad <input type="checkbox"/> Side wall anchor <input type="checkbox"/> Other					
	Type	Number	LC in straight pull or S_{TF}			
Labelling of the load securing by label(s) on <input type="checkbox"/> vehicle <input type="checkbox"/> load <input type="checkbox"/> CTU (body) <input type="checkbox"/> tarpaulin	1					
	2					
	3					
	4					
Description of the securing procedure	<input type="checkbox"/> Over top lashing <input type="checkbox"/> Direct lashing <input type="checkbox"/> Blocking <input type="checkbox"/> Combination of crossed in methods					
Description of the lashing angles	Angle of over top lashing $\alpha = \dots\dots\dots^\circ$		Angle of direct lashing $\alpha = \dots\dots\dots^\circ$ Angle of direct lashing $\beta = \dots\dots\dots^\circ$			
	Sketch					
						
We herewith certify that the load was secured in accordance with EN 12195-1.						
Name of responsible person:						
Date						
Signature						

Driver CPC periodic training for lorry, bus and coach drivers

Introduction

If you drive a bus, coach or lorry for a living, you must hold a Driver Certificate of Professional Competence (Driver CPC).

Driver CPC has been introduced throughout the European Union. Its aim is to maintain high standards of driving and improve road safety. Driver CPC covers anyone who drives buses, coaches and minibuses with nine or more passenger seats, and lorries weighing over 3.5 tonnes, for a living.

To keep your Driver CPC, you will need to do at least 35 hours of periodic training in each five-year period. Periodic training involves attending courses on various aspects of professional driving.

This guide explains what Driver CPC periodic training is, when you will need to take it, and who can offer it.

Who needs to take Driver CPC periodic training?

All lorry, bus and coach drivers who drive professionally must renew their Driver CPC entitlement by completing training every five years. If you are:

- a bus and coach driver and hold a relevant vocational licence gained before 10 September 2008
- a lorry drivers who obtained their licence before 10 September 2009

you do not need to take the initial qualification as you automatically get 'acquired rights' for Driver CPC.

You will be able to use your driving licence as proof of your Driver CPC status to drive for up to five years. During this five-year period, you must complete 35 hours of Driver CPC periodic training to qualify for renewal of your Driver Qualification Card (DQC).

If this is completed before the expiry of your entitlement, each new five-year period will begin from when your current Driver CPC qualification expires. For example, if you completed periodic training for a bus licence in November 2011, your DQC will be valid until September 2018.

If you hold a vocational licence drive a lorry as well as bus or coach, you only need to do one set of periodic training. To retain entitlement for both categories, this training must be completed before the expiry of status for the earlier category.

What's covered in Driver CPC periodic training?

The Driver Certificate of Professional Competence (Driver CPC) periodic training you take will be relevant to the particular type of work you do. Typical examples of courses include:

- eco-safe and fuel efficient driving
- defensive driving techniques
- first aid
- health and safety
- drivers hours regulations
- using Tachographs

Driver CPC periodic training syllabus for lorry drivers

This page describes the subjects covered in each of the three parts of the Driver Certificate of Professional Competence (Driver CPC) periodic training syllabus for lorry drivers.

Only a basic outline is given here.

Part one: Advanced training

- know the characteristics of the transmission system to make best possible use of it
- know the technical characteristics and operation of the vehicle's safety controls to minimise wear and tear and prevent malfunctioning
- ability to optimise fuel consumption
- ability to load the vehicle with due regard for safety rules and proper vehicle use

Part two: Application of regulations

- know the social environment of road transport and the rules that govern it
- know the regulations for the carriage of goods

Part three: Health, road and environmental safety, service and logistics

- be aware of the risks of the road and accidents at work
- ability to prevent criminality and trafficking of illegal immigrants
- ability to prevent physical risks
- awareness of the importance of physical and mental abilities
- ability to assess emergency situation
- adopting behaviour to help enhance the image of the company
- know the economic environment of road haulage and the organisation of the market

Where to get your Driver CPC periodic training

- Only approved courses delivered by approved training centres will count towards Driver Certificate of Professional Competence (Driver CPC) periodic training.
- The approval process for courses is managed on behalf of the Driving Vehicle Standards Agency (DVSA) by the Joint Approvals Unit for Periodic Training (JAUPT).
- The DVSA will record details of the training hours completed by each driver. The individual training providers are responsible for entering details of training they have delivered on the DVSA Certificate of Professional Competence Recording and Evidencing (CPC R and E) database.

Road Safety

As a professional driver you should pride yourself on your personal driving skills. A true professional will always obey the rules of the road and will always drive courteously and calmly. Try to adopt a 'defensive' driving style, in other words, try to avoid accidents by anticipating and avoiding hazardous situations. Be especially aware of smaller vehicles like cars and motorcycles; and always be on the lookout for pedestrians and cyclists. Be aware of all these hazards and adjust your driving to suit the conditions.

Speed limits

As with any other traffic fines, speeding fines are your responsibility. In the long run you will not benefit by speeding so always observe speed limits (in some cases your vehicle will be restricted to 56 mph but this will not help you on a 30 mph zone). For your guidance the National Speed Limits are shown below but remember lower limits may be specified.

Rigid Goods Vehicle without trailers	Derestricted	Derestricted	
	Roads	Dual Carriageways	Motorways
Car derived vans / dual purpose vehicles	60 mph	70 mph	70 mph
Goods vehicle under 7.5 tonne GVW	50 mph	60 mph	70 mph
Goods vehicle over 7.5 tonne GVW	50 mph	60 mph	60 mph

Articulated Goods Vehicles/Drawbar Units

Under 7.5 tonne GVW	50 mph	60 mph	70 mph
Over 7.5 tonne GVW	50 mph	60 mph	60 mph

Driver fatigue

The Drivers' Hours Legislation is there for a reason - tiredness kills! So always make sure you take the correct breaks and make sure you get a good nights sleep the night before. Don't drive if you are feeling tired. Pull over and take a break if necessary. Driving with the window open will help prevent drowsiness and a cup of tea or coffee works wonders too.

Mobile phones

The first offence of using a hand held device when in command of a Heavy Goods Vehicle is: 4 Week Suspension obtained at a public enquiry with the Traffic Commissioner a £200.00 fine and 6 penalty points. The relevant regulations prohibit the use of handheld mobile phones in all circumstances other than when the vehicle is safely parked and the engine has been switched off. Further additional charges may be brought should you fail to maintain control of the vehicle.

- **You must not use a handheld phone whilst driving under any circumstances.**
- If you use a handheld phone whilst driving a clients vehicle, this will be considered as a breach of health and safety rules, for which you may be liable to disciplinary action.
- If you have a correctly fitted hands-free unit installed, you are **strongly** advised to set your phone to message mode whilst driving and to return calls only when you have stopped and parked your vehicle safely with the engine switched off.
- If you have a correctly fitted hands-free unit, and choose to answer calls, you should do so only having due regard to your driving situation at the time. Any such calls should be kept to the shortest duration and you should simply advise the caller that you will make arrangements to stop and return the call as soon as it is safe to do so.

Accidents & Emergencies

In the event of an accident, no matter how small, you should:

REPORT IMMEDIATELY TO THE CLIENT TRANSPORT OPERATION TEAM YOU ARE ON ASSIGNMENT FOR

- Calmly and politely obtain the name, address, vehicle details and insurance details of any 3rd party involved in the accident. Make sure you provide the other party with your details too. Remember, they may be in a state of shock.
- Obtain details of any witnesses to the accident
- Draw a sketch map of the scene and take notes of the events leading up to the accident. If you can take photographs then try and do so.
- Report the accident as soon as possible to PROMAN and the Police if necessary
- Never admit liability. Leave that to the insurance companies

Company Regulations and Code of Conduct for Internet & Email (Including Social Media Usage)

Use of the Internet and email (including Social Media) by Company Employees is permitted and encouraged where such use is suitable for business purposes and supports the goals and objectives of the Company and its business interests. The Internet and email is to be used in a manner that is consistent with the Company's standards of business conduct and as part of the normal execution of an employee's job responsibility.

Internet (inc. Social Media) Company Regulations

Company provided internet privileges, like computer systems and networks, are considered company resources intended to be used for business purposes only unless accessed with prior permission out of office hours. Employees should be aware that usage is monitored for unusual activity.

You are expected to use the Internet in a responsible manner, primarily for accessing material related to your job role. Failure to comply with these guidelines will constitute a breach of regulations. Deliberate failure could result in dismissal.

Examples of Internet misuse include:

- Use of foul or offensive language; including indecent sexist, obscene or racist remarks.
- Forwarding Company sensitive information to inappropriate external sources.
- Deliberate downloading of potentially harmful viruses, malicious software and/or unsuitable material (e.g. pornographic images).
- Use by an individual for business purposes not related to PROMAN.
- Sending or forwarding electronic chain letters.

This list is not exhaustive and must not be considered as such.

Internet (inc. Social Media) Code of Conduct

Private use

- By arrangement you may access suitable information of personal interest not related to your work in your own private time, i.e. outside your working hours for that day.
- You must make your own arrangements for payment of any purchases made over the internet.
- Be prudent giving sensitive information such as credit card details, and never do so unless there is a small yellow lock under the page, signifying a secure connection. Be careful giving your e-mail address, as many internet sites sell these addresses, and you may start to receive a lot of unwanted mail. Only use Company e-mail address for business purposes, and not browser-based e-mail, for similar reasons.

Security

- Internet correspondence is not guaranteed to be private, as messages sent via the Internet may be intercepted. The Company will monitor use of the Internet for Security and/or network management reasons.

Viruses

- You may download suitable information, but be aware of the dangers of viruses and report any suspicion of one to the Network Administrator. You must not download or use software unless first approved by the MD and/or the Network Administrator.

Restricted

- Misuse of the Internet by, for example, viewing, downloading or disseminating any offensive material is strictly forbidden; it may result in dismissal and may constitute a criminal offence.
- Certain sites and materials are regarded as inappropriate by PROMAN, including, but not limited to; Pornography, Jokes (which may be regarded as offensive); Criminal Skills; Terrorism; Cults; Gambling; hate Speech; illegal drugs; Chain Mail. (A full list of banned categories is supplied at the end of this document).
- We will be utilising Surf Control to screen out the majority of sites that meet these criteria. This will prevent the majority of unsuitable sites being accessed whether deliberately or inadvertently.

Intellectual Property Rights

- You need to take care not to infringe copyright when, for example, downloading sound and graphic files for personal or business use. Many Internet sites ignore copyright ownership, if you are not sure, don't do it.
- You may not access or make postings to Internet Newsgroups, however you may locate news articles.

Defamation

- You need to take care of the content of your messages. You should not make derogatory remarks about other people or Businesses. Avoid representing personal opinions as those of the Company including impersonating and/or misrepresentation.

Email (inc. Social Media) Regulations

In order to avoid any unnecessary problems and misunderstandings while using the email system the Company has established a set of guidelines, with which all staff must comply. Failure to comply with these guidelines will constitute a breach of regulation. Deliberate failure could result in dismissal.

All information within the email system is the property of PROMAN Employment and we reserve the right to monitor and access any messages on the system. In appropriate circumstances email may have to be produced to enable the Company to investigate whether any abuse is taking place.

Email should be used for meaningful business communication, examples of misuse of email include:

- Forwarding Company Sensitive information to inappropriate internal and external sources.
- Use of malicious and idle gossip or criticism of other companies or individuals.
- Use of foul or offensive language.
- Unwelcome sexual or personal attention, harassment, bullying or intimidation of colleagues.
- Active participation in email chain letters.

Email (inc. Social Media) Code of Conduct

Email is a form of publication and should be thought of as a letter, it is not a casual and transient method of communication like the telephone. The content of an email message could be requested and used in evidence in case of any legal dispute.

- When sending a message, statements about other people and Companies must be based on fact, either internal or external. Do not use email for gossip.
- If you would be uncomfortable sending a sensitive message by any other permanent form of communication e.g. a memo or a letter, do not use mail.
- Messages should be presented clearly and comprehensively to ensure they cannot be misconstrued in any way.
- If you believe an email contains important information, you should keep it for future reference.
- Due to the shared nature of the mailbox environment, data, which contains sensitive announcements (information about Personnel and Finance), should not be sent by email.

Banned Categories:

Sexually Explicit

- Sexually oriented or erotic full or partial nudity.
- Depictions of images of sexual acts, including animals or other inanimate objects.
- Erotic stories and textual descriptions of sexual acts.
- Sexually exploitive or sexually violent text or graphics.
- Bondage, fetishes, genital piercing.
- Adult products including sex toys, CD-ROMS and videos.

- Adult services including video-conferencing, escort services, and strip clubs.

Drugs/Alcohol

- Recipes, instructions or kit for manufacturing or growing illicit substances, for purposes other than industrial use.
- Sites that glamorise encourage or instruct on the use of masking the use of alcohol or illegal drugs, or other substances that are illegal to minors.
- Sites detailing how to obtain “legal highs”, glue sniffing, misuse of prescription drugs or other legal substances.
- Sites that make available illegal drugs.
- Displaying, selling or detailing use of drug paraphernalia.

Violence

- Sites portraying, describing or advocating physical assault against humans or animals.
- Descriptions of torture, mutilation, gore or horrific death.
- Sites advocating suicide or self mutilation.
- Instructions, recipes or kits for making bombs or other harmful or destructive devices.
- Sites that primarily sell guns, weapons, ammunition or poisonous substances and sell online purchasing or ordering information, including lists of prices and dealer locations.
- Excessive use of profanity or obscene gesticulation.

Hate Speech

- Sites advocating or inciting degradation or attack of specified populations or associations such as religion, race, nationality, gender, age disability, or sexual orientation.
- Sites which promote such religion on social agenda which is supremacist in nature and attacks others based on their race, religion, nationality, gender, age, disability or sexual orientation.
- Holocaust revision/denial sites.
- Coercion or recruitment for membership in a gang or cult.

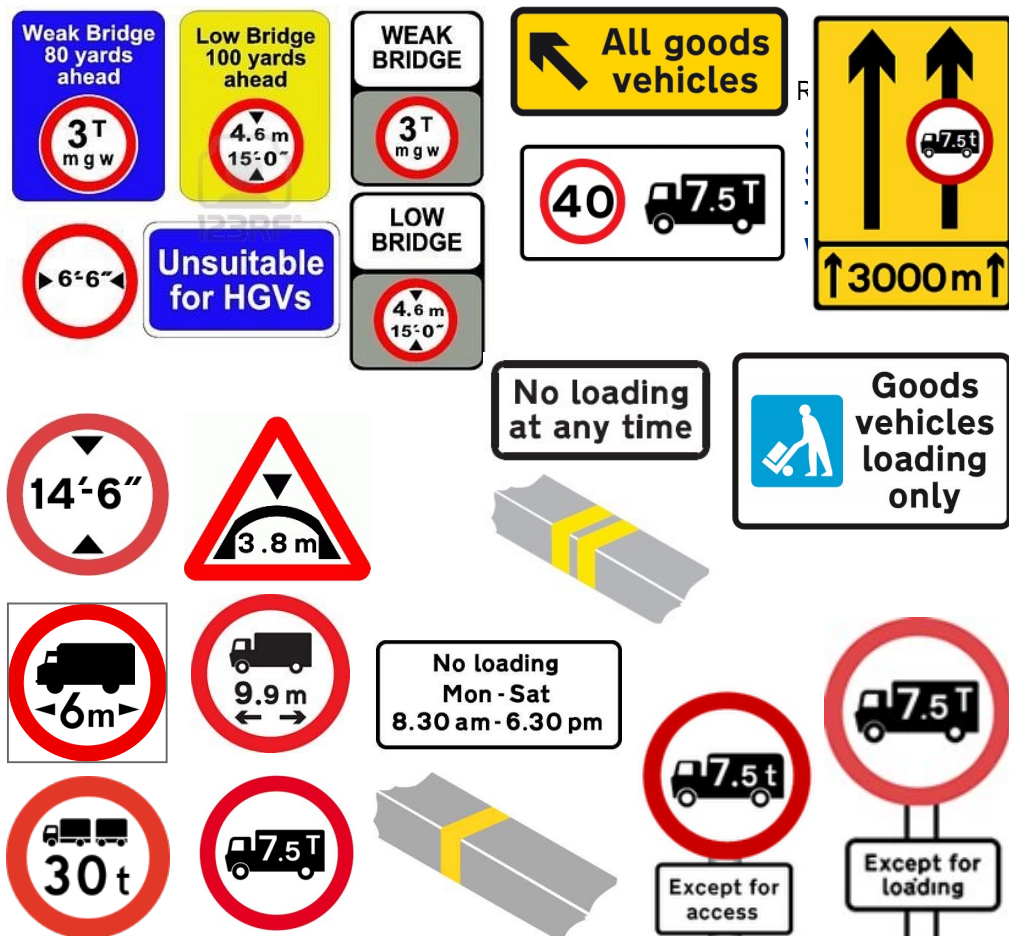
Chat Rooms

- Strictly for business use only.

Reporting Abuse of Internet/Email Facilities

- Any member of staff who believes they have received or are the subject of email they consider to be offensive or where they feel they are being bullied or harassed should retain the message as evidence and report the incident to their Manager.

- You should be aware that we will be monitoring use of the Internet and will be able to track down history of Internet sites visited by an individual. Upon receipt of any complaints of abuse, an individual's use of the Internet will be made available.



Good handling techniques for lifting

Here are some practical tips, suitable for use in training people in safe manual handling. In the following section a basic lifting operation is taken as an example.

Think before lifting/handling. Plan the lift. Can handling aids be used? Where is the load going to be placed? Will help be needed with the load? Remove obstructions such as discarded wrapping materials. For a long lift, consider resting the load midway on a table or bench to change grip.



Keep the load close to the waist. Keep the load close to the body for as long as possible while lifting. Keep the heaviest side of the load next to the body. If a close approach to the load is not possible, try to slide it towards the body before attempting to lift it.



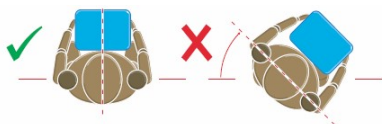
Adopt a stable position. The feet should be apart with one leg slightly forward to maintain balance (alongside the load, if it is on the ground). The worker should be prepared to move their feet during the lift to maintain their stability. Avoid tight clothing or unsuitable footwear, which may make this difficult.



Get a good hold. Where possible the load should be hugged as close as possible to the body. This may be better than gripping it tightly with hands only.

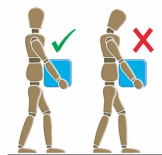
Start in a good posture. At the start of the lift, slight bending of the back, hips and knees is preferable to fully flexing the back (stooping) or fully flexing the hips and knees (squatting).

Don't flex the back any further while lifting. This can happen if the legs begin to straighten before starting to raise the load.

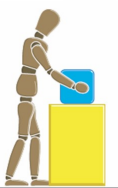


Avoid twisting the back or leaning sideways, especially while the back is bent. Shoulders should be kept level and facing in the same direction as the hips. Turning by moving the feet is better than twisting and lifting at the same time.

Keep the head up when handling. Look ahead, not down at the load, once it has been held securely.



Move smoothly. The load should not be jerked or snatched as this can make it harder to keep control and can increase the risk of injury.



Don't lift or handle more than can be easily managed. There is a difference between what people can lift and what they can safely lift. If in doubt, seek advice or get help.

Put down, then adjust. If precise positioning of the load is necessary, put it down first, then slide it into the desired position

Team lifts and equipment. If you feel an object is too heavy or cumbersome for one person to manage, ask for assistance.

When going for team lifts try to choose someone of a similar height and build. One person should call the signals and once upright you should move in unison.

Or if you have been trained and subject to availability use a mechanical aid (trolley, sack truck etc).

10 Hour Night Work Limit

Many of the Clients we work with, which have night work as part of their operations, have collective workforce agreements which opt out of the 10 hour night work limit; where a shift enters (or commences) during the hours of 00:00-04:00.

As such, as part of the signing of the driver declaration, where you wish to work nights, you are opting out of the 10 Hour Limit where collective agreements exists as part of the Clients operations where the assignment is undertaken.

If you require any further information, please speak to your PROMAN Representative.

Declaration

I the undersigned confirm that I have read and understood the information contained within and promise to follow the rules and regulations as outlined in the PROMAN Agency Drivers Handbook

I confirm that I am fit and legally able to drive the vehicle (s) for which I am registering for work.

Print:

Sign:

Date:

**TO BE SIGNED AND DETACHED FROM THE BOOKLET AND
KEPT WITH THE DRIVERS APPLICATION FORM AND RECORDS**

