

PAUL S WINSON COACHES

EMPLOYEE HANDBOOK



Policy reviewed annually / January

COMPANY CONTACT DETAILS

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1: Introduction

This staff handbook ('the handbook') has been prepared to enable you to ensure that you fully understand and comply with our company procedures.

A good knowledge of these procedures will enable you to present yourself to our customers as an Ambassador (and in the case of drivers as a true 'Professional Driver') for **PAUL S. WINSON COACHES**.

The handbook is provided solely for the use of the employees of **PAUL S. WINSON COACHES**.

Please keep it safe and return it to the office when you leave.

You should familiarise yourself with the contents of this handbook and ensure that when on duty, an up to date copy of the handbook is accessible for reference.

Scope of this Staff Handbook

The handbook forms part of (and is a very important part of) your Contract of Employment, except where specifically stated. It contains many terms and conditions which are essential to that employment. Since you are bound by all its terms and conditions, so far as they can relate to your employment and job description, it is essential that you read and understand it.

All of the terms and conditions of your employment are important and any breach or failure to comply with one or more of these terms and conditions may lead to disciplinary action either by verbal or written warning or in extreme cases, or where repetition has occurred, to dismissal.

The handbook has been prepared to try to help and guide you. It is for your protection and security as much as to protect the Company. It is hoped that having the handbook will mean that there are no misunderstandings between you and our company as to the responsibilities that are required from both sides.

If there is anything in the handbook which you do not understand you should discuss it with Management. Ignorance of the contents and/or a failure to understand the contents of the handbook will never be accepted as a defence or any mitigation should you breach any of its terms or conditions or your Contract of Employment.

APPLICABLE TO ALL STAFF

2: General Guidance

Health & Safety at Work

Recent legislation places very great responsibilities on both the employer (that is the Company) and all employees and both can be punished very severely for breaches of these laws.

It is a condition of employment with the Operator that all employees must use their common sense and accept the statutory requirements of The Health and Safety at Work etc. Act 1974 as well as any other laws and regulations that may apply from time to time. It is also mandatory that all employees conform to the safety rules and policies laid down and amended from time to time by the Company.

You must read, understand and sign the Company health and safety policy and the risk assessments relevant to all aspects of your employment.

You should familiarise yourself with all Health & Safety bulletins and notices posted in staff areas and on the Company premises.

Car Parking Depot

Cars parked at the depot do so at your own risk & the Management accepts no responsibility for loss or damage. Employees must not park anywhere else other than the parking area set aside for their vehicles.

Behaviour

You must at all times be courteous and polite to every other employee, officials, customers or members of the public with whom you may come into contact. In particular for drivers on double manned journeys, it is your responsibility to work in harmony with your co-driver and to share equally the driving involved so far as is reasonably practical and in so far as is permitted by the drivers' hours rules (see *Section E below*).

Maternity, Paternity and Adoption

The Company undertakes to comply with current legislation concerning maternity leave and pay. Full details are available from Management on request.

Smoking

Smoking is not permitted whilst driving any vehicle or in any other designated non- smoking area. Smoking in unauthorised areas will result in disciplinary action being taken against you.

Sickness, Injury, Absence and Pay

If you are absent from work by reason of sickness or injury for four or more consecutive days you will be paid statutory sick pay (SSP) by the Company. SSP will be treated like wages, being subject to PAYE, income tax and national insurance contributions. Qualifying days are the only days for which you can claim SSP. These will be days on which you would normally be required to be available for work. The first three qualifying days of sickness are Waiting Days for which SSP is not payable (unless they are linked with a previous qualifying period - see DHSS booklet). It is a condition of payment of SSP that you follow the notification and certification procedure. In addition to the above, after 5 Years completed service the company will pay 10 Days full pay (8 Hours per day) due to sickness or injury on production of a doctor's certificate, after the first 3 Waiting days, after that normal SSP rates will apply.

IF YOU ARE OFF SICK YOU MUST RING BEFORE 12 NOON, OR WE WILL ASSUME YOU ARE NOT AVAILABLE FOR WORK FOR THE NEXT DAY

If there are any statutory changes or modifications to this procedure during your employment, the new procedures or modifications will replace those set out above (so far as they relate to your particular circumstances at that time).

Medical Treatment

Whenever possible, appointments for visiting the doctor, etc. should be made outside working hours. Where an appointment can only be arranged in working hours, prior authorisation must be obtained from management before you may attend the appointment.

Work Instructions

It is a condition of employment with the Company that all employees have the obligation to carry out all legal and reasonable work instructions and to carry out any work within their capability whether or not it is contained or referred to in their job description.

Conduct

No employee may conduct themselves during work hours in any manner which could be considered as detrimental to the interests of the Company, offensive to others (whether fellow employees, customers or others) or as a hazard to others.

Loss or Damage to Equipment

Every employee has a duty to safeguard the Company's goods, equipment and to take all reasonable steps to prevent loss or damage to premises, plant, property, equipment and tools. The same duty of care is owed to other people's property. The company cannot normally accept responsibility for the loss of employees' property.

Equipment belonging to the company may not be borrowed by you unless previous permission has been obtained from a Director/Senior Manager of the company. See Section E in Handbook for Full Walk Round Instructions.

Operator Vehicles

You must accept that you have a responsibility for the condition and roadworthiness of any of the company vehicles that you use. You must inspect it and complete a walk round check before commencing to drive ANY company vehicle. All defects must be reported in the prescribed manner. If there are no defects to report, you must state in writing that there are 'NIL defects'.

Personnel Records - You must complete and return an Employment Application form on engagement.

All relevant employees will be subject to the company's induction procedures as well as Operational, Vehicle and Route training and you will have to sign to confirm that they have completed their training.

All such forms will be kept on employees' personnel records. It is your responsibility to inform the company of any changes to your personal circumstances including address, contact number & details of next of kin.

DATA Protection

Enforced laws regarding DATA Protection came into effect from May 25th 2018

All members of staff and management have a duty to protect customer/passenger private and personal details from the general public and from each other.

This will also apply to all private and personal data relating to any work employee/manager employed by Paul S Winson Coaches Ltd.

Alcohol and Drugs in the Workplace

This statement, which applies to all employees, sets out the Company's policy in respect of any staff member whose proper performance of their duties is impaired or maybe impaired as a result of drinking alcohol or taking drugs including medicines which may have a soporific effect.

Alcohol

The company aims to provide a safe and secure environment for its employees and customers and therefore expects employees to take a responsible approach to drinking alcohol. All employees must take care that their level of alcohol consumption does not interfere with their duties at work and should appreciate that alcohol consumed even in small quantities, may adversely affect work performance.

Some work activities within Paul S. Winson Coaches have the potential to be safety critical & therefore, all employees have a particular responsibility to ensure their performance is in no way impaired as a result of recreational alcohol consumption in their own time - assume that there is no safe level of alcohol consumption.

Standards expected from staff are:

- a) Not consuming or possessing alcohol intended for consumption whilst on Company premises, whilst on duty or about to report for duty.
- b) Not purchasing alcohol intended for consumption whilst on duty.
- c) Not consuming alcohol prior to duty or during breaks in the working day, including meal breaks spent away from the Company's premises or vehicles.
- d) Not reporting for duty in an unfit state due to the use of alcohol.
- e) Zero tolerance

Drugs & Medicine

The use of recreational drugs by Company employees is not consistent with the Company's aims of providing safe passenger transport operation and is deemed unacceptable.

Evidence of taking such drugs will be regarded as **gross misconduct** and will lead to disciplinary procedures being invoked.

Medicines, either prescription or over the counter taken by an employee should adopt a sensible attitude towards taking them. For example if the medicine states they may cause drowsiness this must be reported to management for a decision as to whether or not that employee can commence his or her duty.

Responsibilities of All Employees

To understand and accept their responsibilities not to report for duty if they are under the influence of alcohol or drugs (as stated).

To be familiar with disciplinary implications.

To avoid covering up or colluding with another colleague(s) whose behaviour and performance is affected by alcohol or drugs (as stated).

Disciplinary Considerations

In the event of any breach of discipline as a result of alcohol or drugs (as stated) consumption the normal disciplinary procedures shall apply.

Alcohol and Drug Testing

It is now Company policy to undertake random alcohol and drug testing. This is applicable to all members of staff and management.

In the event that you take an Alcohol Breathalyzer Test and you are under the 0.35 legal limit but over our zero tolerance (company policy limit) you can stay at the depot unpaid and be retested every hour until you have a 0.00 reading. You will then be allowed to return to your normal duties.

If you are over the 0.35 legal limit we have the right to not require your attendance at work that day and also may inform the police.

In the event of a drugs test. If you test positive to drugs you will be put on a 48 hour unpaid suspension pending enquiry, which may result in dismissal.

First Aid

Appointed First Aiders are on site. Go to main reception if assistance is required. First Aid Kits are located in the main office, staff canteen and garage.

Fire Safety

Fire is an ever present hazard to all commercial and industrial undertakings. Company management is aware of the Regulatory Reform (Fire Safety) Order 2005 and its provisions.

Fire Exits should be clear at all times. The correct fire extinguishers are maintained and positioned around the building.

All employees should be aware of the Emergency Evacuation Procedures. In the event of fire or similar emergency an alert will be given either by shouting Fire, Fire or on the sound of the Fire Bell.

Employees need to evacuate immediately - **Assembly Point: by the Main Gate**

Gambling

All forms of organised gambling or betting on the company premises is forbidden including sweep stakes unless express prior permission is given by management.

Yard Safety

All members of management and staff are required to wear a Hi-Vis jacket when moving and working around the site.

Hi-Vis

A Hi-Vis is provided and must be worn by all people, at all times in the yard, breakdowns etc. in accordance with instruction. Ensure you have your Hi-Vis with you before travelling. It must be kept clean and in an effective condition and only company issued vests must be worn. Hi-Vis equipment must be used for company business only. Please don't wear a Hi-Vis when driving.

Please ask for a new vest if and when required and immediately report any loss of or obvious defect to your supervisor.

Lead by example – always wear your Hi-Vis where needed and challenge those who are not!

Banksman Training

This is to be completed by all staff employees of Paul S. Winson Coaches.

Suspicious Packages

Any item found on or near your vehicle or on the Operator's premises which may be in any way suspect should not be touched. Inform the Police and a member of the Management Team immediately.

Driver and Operator Premises

The rest room is provided for your comfort and convenience, as are the other facilities provided by the Operator. It is not your responsibility to keep them clean, but the Operator expects that they be treated with respect as you would your own home. Bear in mind that all employees have the same rights to share the facilities and all owe, therefore, responsibility to others. Please leave the rest room and all other facilities as you would hope to find them.

In the rest of the depot it is also required that you leave the facilities as you would hope to find them. For example, hoses rolled up and put away tidily, all rubbish is to be deposited in the receptacles provided etc.

If you return to any of the Operator's premises outside normal working hours when unattended, all lights must be switched off, doors locked, alarms and security devices set when you leave.

3: Retirement Policy

The company has no retirement age. This is in line with the Equality Act 2010. The company is committed to not discriminating on the grounds of age.

This will be reviewed by the company from time to time to reflect business needs. We acknowledge that retirement is a matter of choice for individuals and will not pressurise employees into resigning because they have reached or are approaching a certain age.

Employees are free to retire whenever they choose or to seek alternative roles or working patterns. We are proud to employ people of all ages and consider that age diversity is beneficial to the organisation. We are committed to not discriminating against employees because of age and adhere to the principles set out in our Equal Opportunities Policy.

The policy aims to create a framework for workplace discussions, enabling you to express preferences & expectations with regard to retirement & enabling us to plan for our business.

This policy does not form part of your contract of employment and we may amend it from time to time as we consider appropriate.

You or your manager may want to discuss your short, medium and long-term plans, as the need arises. For example, a promotion opportunity may arise, or, if your circumstances change, you may want a different working pattern or to stop work altogether. We need to plan for the business, and so may indicate to staff from time to time that it would be helpful to know what their plans are. There is no obligation for us or you to hold workplace discussions about your future plans, but it may be mutually beneficial to do so.

We will not make generalised assumptions that performance will decline with age, whether due to competence or health issues. Problems with performance or ill-health would be dealt with in the usual way.

During any workplace discussion we will not assume that you want to retire just because you are approaching a certain age, such as state pension age; and we will not make discriminatory comments, suggesting that you should move on due to age.

If you indicate that you are thinking of retiring, you are free to change your mind at any time until you have actually given notice to terminate your employment.

Your employment or promotion prospects will not be prejudiced because you have expressed an interest in retiring or changing work patterns. If you express an interest in moving to a more flexible working pattern or changing role, we will confirm that this is what you want before any action is taken which could affect your employment, such as a change to your role or responsibilities.

If you decide to retire, as much notice is appreciated as possible, although you should give the company at least the notice you are obliged to give under your contract of employment.

This retirement policy does not form part of your contract of employment and may be changed from time to time in line with current best practice and statutory requirements, and to ensure that business needs are met. You will be consulted & advised of any changes as far in advance as possible of the change being made, unless the change is required by statute.

4: Grievance Procedure

Object

This procedure has been drawn up to establish the appropriate steps to be followed when pursuing and dealing with a grievance. It also complies with the ACAS Code of Practice.

Procedure

If you are dissatisfied with any aspect of your employment or with any disciplinary decision taken in relation to you, you are required to observe the following procedure:

- 1 Raise the matter with your line manager on an informal basis. It is hoped that most grievances can be resolved this way.
- 2 If you are not satisfied you should raise a formal grievance:
 - (a) Set down your grievance in writing and send to your immediate Line Manager.
 - (b) You will be invited to a meeting to discuss the issues and to decide what action is to be taken (if any). You will be permitted to be accompanied by a colleague or a trade union representative.
 - (c) You will be given the right to appeal against the decision

5: Disciplinary Procedure

The purpose of the Disciplinary Procedure is to outline a recognised and consistent system to deal with any breach or alleged breach of the company's rules.

It is the intention of the company that, where disciplinary action is necessary, it is seen to be remedial rather than punitive. Management undertakes to hold a full investigation into the circumstances behind any disciplinary offence, prior to the implementation of any disciplinary action.

It may be necessary, depending upon the nature of the offence, to suspend employees on full pay or otherwise whilst the necessary investigations are completed. Management undertakes to ensure that any such period of suspension will be as short as possible and that employees are kept updated with the progress of any investigations.

Disciplinary warnings will only be issued following a formal disciplinary meeting with the employee, who will always be given the opportunity to have a representative present. The representative can be either a fellow employee or a member of a trade union. Throughout the disciplinary procedure, employees will be given every opportunity to respond to the allegations made against them before any decision in respect of disciplinary action is taken.

Whilst the company does not intend to impose unreasonable rules of conduct on its employees, certain standards of behaviour are necessary to maintain good employment practice and discipline in the interest of all employees.

We prefer that discipline be voluntary and self-imposed and in the great majority of cases this is how it works. However, from time to time, it may be necessary to take action in respect of individuals whose behaviour and/or performance is unacceptable.

The level of disciplinary action invoked by the company will be dependent upon the severity of the offence, the employee's previous disciplinary record and length of service.

Minor faults will be dealt with informally. In cases where informal discussion does not lead to improvement or where the matter is more serious, e.g. unjustified absences, poor time keeping, sub-standard performance, or any of the other examples set out in this book, the following procedure will be used. It should be noted however, that an employee's behaviour is not looked at in isolation but each incident of misconduct is regarded cumulatively, with any previous occurrences that are still on that employee's record being relevant & in the light of the time that any previous occurrence is recorded as remaining in effect. In addition in performance related issues, we will where possible implement a performance plan, indicating performance issues that need to be addressed, the time period within which improvement must be effective and frequency of meetings to ensure the plan is adhered too. This plan will where possible be agreed with you.

Misconduct

Examples of misconduct are **any breach** of the requirements of your **contract of employment**, or **this handbook** which would fall short of being gross misconduct or any act of gross misconduct which because of any mitigating circumstances or other extenuating circumstances is deemed by management (who shall have absolute discretion to decide) to be treated as misconduct.

Stage 1 – Verbal Warning /Advisory Letter

If there is an act of misconduct or failure of performance, the employee will be given a formal **VERBAL WARNING** or **ADVISORY LETTER** by his or her immediate Line Manager. He or she will be advised of the reason for the warning and that this warning is the first stage of the disciplinary procedure. A note of the verbal warning will be recorded on the employee's file but will be nullified after three months or any reasonable longer period that Management may select subject to satisfactory conduct, and only if there are no further instances requiring disciplinary action for whatever reason.

Stage 2 – First Written Warning

If there is a further or more serious act of misconduct or failure of work performance a **FIRST WRITTEN WARNING** may be given by the Manager. This will give details of the complaint and the likely consequences if the terms of the warning are not complied with. This warning will also be noted on the employee's file but will be nullified after a period of six months or such reasonable longer period as Management may select, subject to satisfactory conduct, and only if there are no further instances of disciplinary action for whatever reason.

Stage 3 – Second Written Warning

If there is a further act of misconduct or failure in work performance a **SECOND WRITTEN WARNING** may be given by the Manager. This will follow the same lines as Stage 2 with the proviso that the period shall be 9 months or longer & on the same conditions and with the same possible extension and proviso as for a Stage 2 warning.

Stage 4 – Final Written Warning

Failure to improve in response to the procedure so far or another act of misconduct or a repeat of misconduct for which a warning or warnings have previously been issued, or a first instance of gross misconduct, will result in a **FINAL WRITTEN WARNING** by the Manager. This will give details of the findings, the length of any probationary period during which the employment will continue (if appropriate) and notification that dismissal will probably result if the terms of the warning are not complied with. This warning will be noted on the employee's personal record and will only be nullified at senior management's discretion.

Stage 5 - Dismissal

Failure to meet the requirements set out in the final written warning will normally lead to dismissal with appropriate notice.

Gross Misconduct

Listed below are actions that the Management consider to be examples of Gross Misconduct. Where an example of **Gross Misconduct** arises the Management has the right to dismiss an employee forthwith, without prior notice. The list does not contain an exhaustive list of matters which will be treated as Gross Misconduct. Generally this includes any act of dishonesty or violence by the employee, any breach of duty, or conduct which brings the company into disrepute or is likely to bring the company into disrepute or action that is inconsistent with the relationship of trust which is required & which exists between employer and employee. In particular this includes:

- 1 Any act of dishonesty which will include an employee who is found not to be handing in all takings or is not carrying out the correct procedure on board a vehicle with regard to issuing tickets or accounting for any monies received or the making of any false entry in any written record (including a tachograph; either analogue or digital) of the employee's or of the company.
- 2 Any employee who fails fully and honestly to account for any company money or property that comes into his or her possession.
- 3 Any employee who accepts any gift, bribe or financial inducement to do or forebear from doing anything.
- 4 Any employee who carries out any service or offers to carry out any service on behalf of the Company, or using any of the company's property, at less than the full retail price for such service whether or not that employee may themselves obtain or hope to obtain any advantage (whether pecuniary or otherwise) from such action.
- 5 Knowingly giving false information or omitting to give a true explanation when reasonably required (which shall include the giving or omission of any relevant information in any job application).
- 6 "Moonlighting" or the making of any unauthorised journey whether or not for payment or reward.
- 7 Any act or omission which endangers the lives of fellow employees/passengers or a serious or persistent breach of safety rules or any act or omission which seriously endangers the health or safety of another person or members of the public whilst at work.
- 8 Failure to stop your vehicle and report any item which would be the subject of an immediate prohibition as soon as you became aware of it.
- 9 Theft or wilful damage or reckless conduct which leads to damage either to the company's property or the property of any other employee or passenger.

- 10 Any disorderly or indecent conduct or any fighting, physical dispute or dangerous horseplay between two or more employees or any threats of violence. Any fighting will result in all parties being suspended without pay, pending an enquiry, the result of which could lead to any or one of the parties being dismissed.
- 11 Any sexual assault or unwanted display on or towards any person (being any member of staff, customer or the public).
- 12 Any consumption of drugs or alcohol prior to or during any period of work or availability for work which would have the effect of there being any drugs or alcohol in the employee's bloodstream when driving or available for work - see separate notes on random Alcohol and Drug Testing.
- 13 Wilful failure to carry out any reasonable and lawful instruction given by a superior during working hours.
- 14 Carrying out any 'work' for any other employer during any period of daily or weekly rest or during a break.
- 15 Driving a vehicle fitted with a digital tachograph vehicle unit while using another person's digital tachograph driver's smart card or, causing or allowing someone else to use your digital tachograph driver's smart card.
- 16 Any falsification of a tachograph or deliberate breach of the drivers' hours regulations (domestic or EEC/EC).
- 17 Any failure forthwith to report the issue/receipt of a fixed penalty notice whether you accept the commission of the offence or not.
- 18 Gross insubordination or the use of aggressive behaviour or excessively bad language.
- 19 Any act of gross negligence or misconduct including inconsiderate or dangerous driving.
- 20 Disqualification, suspension or withdrawal of vehicle driving licence.
- 21 Any deliberate breach of the Race Relations Act or the Sex Discrimination Act or any statutory modification thereof.
- 22 Any abuse of, or threatening behaviour towards any passenger.
- 23 Any deliberate or serious breach of your contract or any of the requirements of this handbook particularly one having safety implications or which might put the Operator's licence in jeopardy.
- 24 Any failure to report an accident, or failure to submit the relevant accident report within 24 hours, while driving any of the company's vehicles.

Rights of Appeal

An appeal against any disciplinary decision must be notified to the Manager in writing within five working days of the disciplinary action occurring.

In the event of the appeal not being satisfactorily resolved within a further five working days or such longer period as shall be reasonable, an appeal may be made in writing to the Managing Director, subject to his availability. The appeal will be heard within five working days, or such other period as shall be reasonable, of the application being made. You have the right to attend the appeal meeting with a fellow employee or representative of a trade union if you so wish.

In the event that the Managing Director is not available or was personally involved in the matter which is the subject of the appeal, the appeal shall be conducted by another Director of the company not having personal knowledge of the matter.

The Manager may be present at the appeal hearing. The outcome of the appeal, together with copies of all correspondence, will be retained on the employee's personnel file.

There is no further appeal.

6: Equal Opportunities Policy

We are committed to promoting equality of opportunity for all staff and job applicants. We aim to create a working environment in which all individuals are able to make best use of their skills, free from discrimination or harassment, and in which all decisions are based on merit.

We do not discriminate against staff on the basis of age, disability, gender reassignment, marital or civil partner status, pregnancy or maternity, race, colour, nationality, ethnic or national origin, religion or belief, sex or sexual orientation (protected characteristics). The principles of non-discrimination and equality of opportunity also apply to the way in which staff treat visitors, clients, customers, suppliers and former staff members.

All staff have a duty to act in accordance with this policy and treat colleagues with dignity at all times, and not to discriminate against or harass other members of staff, regardless of their status. This policy does not form part of any employee's contract of employment and may be amended at any time.

This policy covers all individuals working at all levels and grades, including senior managers, officers, directors, employees, consultants, contractors, trainees, home workers, part-time and fixed-term employees, volunteers, casual workers and agency staff (collectively referred to as staff in this policy).

All managers must set an appropriate standard of behaviour, lead by example and ensure that those they manage adhere to the policy and promote our aims and objectives with regard to equal opportunities. Managers will be given appropriate training on equal opportunities awareness and equal opportunities recruitment and selection best practice. **Anthony J. Winson** has overall responsibility for equal opportunities training.

If you have any questions about the content or application of this policy, you should contact **Anthony J. Winson** to request training or further information.

This policy applies to all aspects of our relationship with staff and to relations between staff members at all levels. This includes job advertisements, recruitment and selection, training and development, opportunities for promotion, conditions of service, pay and benefits, conduct at work, disciplinary and grievance procedures, and termination of employment. We will take appropriate steps to accommodate the requirements of different religions, cultures, and domestic responsibilities. Please see the following for specific information on our approach to these issues:

Discrimination by or against an employee is generally prohibited unless there is a specific legal exemption. Discrimination may be direct or indirect and it may occur intentionally or unintentionally.

Direct Discrimination occurs where someone is treated less favourably because of one or more of the protected characteristics set out above. For example, rejecting an applicant on the grounds of their race because they would not "fit in" would be direct discrimination.

Indirect Discrimination occurs where someone is disadvantaged by an unjustified provision, criterion or practice that also puts other people with the same protected characteristic at a particular disadvantage. For example, a requirement to work full time puts women at a particular disadvantage because they generally have greater childcare commitments than men. Such a requirement will need to be objectively justified.

Harassment related to any of the protected characteristics is prohibited. Harassment is unwanted conduct that has the purpose or effect of violating someone's dignity, or creating an intimidating, hostile, degrading, humiliating or offensive environment for them.

Harassment is dealt with further in our Anti-harassment and Bullying Policy.

Victimisation is also prohibited. This is less favourable treatment of someone who has complained or given information about discrimination or harassment, or supported someone else's complaint.

Termination of Employment

We will ensure that redundancy criteria and procedures are fair and objective and are not directly or indirectly discriminatory.

We will also ensure that disciplinary procedures and penalties are applied without discrimination, whether they result in disciplinary warnings, dismissal or other disciplinary action.

Disability Discrimination

If you are disabled or become disabled, we encourage you to tell us about your condition so that we can support you as appropriate.

If you experience difficulties at work because of your disability, you may wish to contact **Anthony J. Winson or Paul S. Winson** to discuss any reasonable adjustments that would help overcome or minimise the difficulty. [The Company] may wish to consult with you and your medical adviser(s) about possible adjustments. We will consider the matter carefully and try to accommodate your needs within reason. If we consider a particular adjustment would not be reasonable we will explain our reasons and try to find an alternative solution where possible.

We will monitor the physical features of our premises to consider whether they place disabled workers, job applicants or service users at a substantial disadvantage compared to other staff. Where reasonable, we will take steps to improve access for disabled staff and service users.

Fixed-Term Employees

We monitor our use of fixed-term employees and their conditions of service, to ensure that they are being offered appropriate access to benefits, training, promotion and permanent employment opportunities. We will, where relevant, monitor their progress to ensure that they are accessing permanent vacancies.

Part-Time Work

We monitor the conditions of service of part-time employees and their progression to ensure that they are being offered appropriate access to benefits and training and promotion opportunities. We will ensure requests to alter working hours are dealt with appropriately.

Breaches of this Policy

If you believe that you may have been discriminated against you are encouraged to raise the matter through our Grievance Procedure. If you believe that you may have been subject to harassment you are encouraged to raise the matter through our Anti-harassment Policy. If you are uncertain which applies or need advice on how to proceed you should speak to **Paul S. Winson - Managing Director**.

Allegations regarding potential breaches of this policy will be treated in confidence and investigated in accordance with the relevant procedure. Staff who make such allegations in good faith will not be victimised or treated less favourably as a result. False allegations which are found to have been made in bad faith will, however, be dealt with under our Disciplinary Procedure.

Any member of staff who is found to have committed an act of discrimination or harassment will be subject to disciplinary action. Such behaviour may constitute gross misconduct and, as such, may result in summary dismissal. We take a strict approach to serious breaches of this policy.

Monitoring and Review of the Policy

This policy is reviewed from time to time by **The Board of Directors**. We will continue to review the effectiveness of this policy to ensure it is achieving its objectives. Staff are invited to comment on this policy and suggest ways in which it might be improved by contacting Anthony J. Winson.

APPLICABLE TO ALL PCV DRIVERS

7: General guidance

Systems of work

The EC/EEC regulations require, and best practice dictates, that the Operator will have systems of quality control for ensuring that all of your work as well as the maintenance and operation of the fleet is both lawful and safe.

The systems, which will include daily driver vehicle defect inspections, service and maintenance inspections and operational control to ensure compliance with the EC/EEC regulations¹, the Drivers' Hours Domestic Code and the application of the Road Transport (Working Time) Regulations 2005, (as amended), will change from time to time as best practice and experience enables improvements to be made.

In addition changes in the law or the interpretation of the law by the Courts may dictate changes.

The systems in place and any changes (if they are not set out in this handbook already) will be given to you in writing. It is a term of your employment that, so far as they relate to you, you must comply with and implement those systems fully and conscientiously.

Fulfilling all driver's duties and responsibilities as under:

- (a) Daily checks and maintenance of vehicle

The conscientious and proper carrying out of daily walk around checks - **refer to Section E.**

- (b) Work ticket (If requested to do so)

Must be filled in, indicating times, odometer reading from the garage/depot or from one job to another and the amount/nature of the cargo or number of passengers carried and duly signed by the customer's representative.

- (c) Tachographs

It is vital that regulations concerning the use of analogue and digital tachographs including drivers' digital tachograph smart cards are adhered to according to the regulations and that all relevant tachograph discs (copies and/or originals) and/or digital printouts (copies and/or originals) are handed into the office as directed in the handbook.

You are required to Download/Scan a copy of the day's charts and/or digital Tachograph cards at the end of each day's work for analysis.

- (d) Accidents

Must be reported as soon as possible and the appropriate accident report/claim form completed, to include full details of the accident and a sketch. The accident report/claim form must be signed before it is handed in.

Failure to report an accident and/or to complete and submit an appropriate accident report/claim form, which you have signed, within 24 hours of the accident, is likely to be regarded as gross misconduct.

- (e) Defects

If your vehicle develops any mechanical or other fault during the course of the daily driving period you must complete a vehicle defect report and contact a member of the Workshop Staff. The vehicle must not be moved after the discovery of any fault until permission has been given from an authorised member of either the senior management or engineering staff. Continuing to drive the vehicle even for a short distance other than to move it to a suitable stopping place is likely to be regarded as gross misconduct – **Refer to Section E in handbook.**

- (f) Speed Limits – Maximum speed limits must be observed at all times and should never be exceeded
- (g) Code of Conduct on Safety/Speed
- Drivers should be aware of the Code of Conduct and in particular the importance of keeping within the necessary speed limits.
- (h) Lost Property
- Drivers must search their vehicle (where appropriate) for lost property on setting down a group and before setting off for their next assignment. Any lost property found must be safeguarded. The company Lost Property procedure of entering the item in the diary and placing item in the box must be followed.
- (i) Parking Tickets
- Parking ticket offences incurred whilst carrying out normal driving duties will be the responsibility of the driver concerned unless you can satisfy the management that its issue was unjustified by producing it within 48 hours of receipt together with a written statement of how it was incurred.
- Failure to comply with the above requirements will mean that the fines will be deducted from Drivers wages. Drivers should pay particular attention to the Code of Practice for the operating and parking of coaches and other vehicles in London.
- (k) Expenses
- Local work - expenses incurred for parking etc. will be reimbursed on submission of the parking claim form which should be handed in weekly with your time sheet. Receipts should be attached.
- Extended Tours and overnight stays away from depot - expenses incurred will be reimbursed according to the formula in existence on submission of the proper expenses form, properly filled in with all receipts.
- (l) Breakdowns
- If minor repairs are required when away from base you must obtain authority from Management and then, if approved by an authorised member of the Management Team, you must have any authorised repairs carried out immediately and always obtain receipts. If the repairs are serious you must contact the transport office at once. If in any doubt you must contact the office.
- (m) Mobile phones
- The rules relating to driving whilst using a mobile telephone or other communication device must be observed. Using a mobile telephone whilst driving is likely to be considered gross misconduct.
- (n) Driving Cards
- Drivers must carry at all times their Driving Licence, Driver CPC Card and Digital Tachograph Card plus any Tacho Charts up to 28 days.
- (o) Driving Licences
- Drivers must have a licence to suit the vehicle they are driving. Licence checks are made electronically every 3 months and a copy of your licence is taken every 12 months. An updated copy will need to be taken if any information should change ie: address or renewal. You must advise if any endorsements or infringements are pending or have been added to your licence.

Service/Loyalty Bonus

Service and loyalty bonus is set out on a separate sheet and is subject to change.

Pick up and Destination Locations

Every effort is made to provide on the work tickets, complete addresses for pick up locations, routes and destinations. However, you should always carry sufficient maps and guides for reference, on routes which are new to you so that in an emergency you can find and follow the most effective alternative route. You should endeavour to pre-plan before departure. By way of example it is not acceptable to arrive at a pick up and confess to the organiser or a customer that you do not know where you are going.

Also plan your journey yourself so as not to fall foul of the drivers' hour's regulations. If you are in any doubt as to whether or not any of your work in a particular day, week or fortnight either has or is likely to breach any of the Regulations, you must raise the matter with a member of the Management Team immediately.

(Please note that although Satellite Navigation is a useful guidance tool it cannot be fully relied upon)

Routes

Where a route is scheduled, drivers must adhere to the scheduled route at all times and must not deviate from it unless authorised and/or instructed to do so by a member of the Management Team, or other authorised person, or in an emergency. Any deviation must be reported to a member of the Management Team at the time or as soon as possible afterwards.

Extended Journeys/Tours away from base

When you are away from base for two or more days you will be paid a minimum guaranteed sum to be agreed from time to time. Most tour operators include the driver's accommodation and meals with their group's reservations. When not included, the Operator will make alternative arrangements.

Paying In

All money taken on board a vehicle is money belonging to the Operator and must be accounted for at the conclusion of the journey. Money must not be taken out of takings for personal use nor mixed with any other money provided for a driver for any other purpose. At the end of any tour or overnight journey the driver must account for all expenditure made on that journey and produce all relevant receipts.

Cash Sale Procedure

Occasionally we may operate on a cash sale basis and, should this occur, where possible, we will prepare a pre-typed invoice which should be issued in exchange for the client's cheque/cash **before** the commencement of the journey. You must not accept a cheque unless this form of payment has been previously authorised by management.

If a pre-typed invoice has not been issued, then make out a blank work ticket, complete with all relevant job details and sign for receipt of the payment (cash and/or cheque as appropriate).

When paying in any cash and/or cheques at the office you must obtain a signature on your work ticket from the recipient.

Customers

Remember, to the customer you represent the Operator, therefore, always be polite and give the best possible service. If you disagree with a customer, never let an argument develop, but report the whole matter to a member of the Management Team when you return to the depot, if not before.

When you are behind the wheel of your vehicle, what action you take & consideration you show to other road users not only reflects on you, but also on your fellow professional PCV drivers and the Operator. Remember, you are a professional driver - set a good example for others to follow.

Pick up and Destination Locations

For coaches involved in commuter runs, both commuter boards must be removed from the windows before going onto other jobs.

Drivers of coaches must assist passengers on and off the coach whilst on jobs other than commuter journeys. You must always be there at the point of embarkation or disembarkation to be available to help passengers on and off your vehicle.

Time Keeping

It is your responsibility to adhere to the schedule or timetable of the journey being undertaken. Any delays must be reported to the Management Team. The Management Team is there to provide a good and reliable service. In addition all stops are scheduled and are often vital ingredients of your required break and rest periods.

The times stated on work tickets should read as follows:

For arrivals at airports/seaports/rail termini, the times stated are scheduled arrival times of aircraft/ships/trains, and it is advisable to check for estimated times of arrival with individual carriers before departing from base. Commuter journeys also show exact departure times.

On other work, the stated time is the pick-up time. Advise the Management Team if, for any reason, you are running late, this gives an opportunity to advise the client(s).

You must not start work, clock in or insert your tachograph/digital driver's card before your scheduled time.

Local Services - All local services are subject to a timetable and a required time to arrive and leave each stop. If you are early on arrival at any stop you must NEVER leave earlier than the time scheduled. If you are late you MUST ring the office and ensure that they are aware of ANY late running

Tours

On tours and excursions it is your responsibility to have a thorough knowledge of the route to be taken on each day. For emergencies drivers are expected to ensure that up to date maps are kept to enable any necessary alternative route to be found. You must also ensure that, unless there is a tour guide etc., you have sufficient knowledge of the places to be visited to enable you to give a reasonable commentary and answer passengers' reasonable enquiries.

Coach Signs - Always show the correct clients signs or labels. Do not stick adhesive labels onto coach paintwork.

Carriage of Passengers

No passenger may be carried without having paid for, and/or where appropriate is in possession of a valid ticket. The carrying of any other passenger is not permitted and any driver who carries such a person or who knows or ought to know that any such person is being carried or a person is being carried in circumstances whereby they have paid less than they ought to have paid will be liable to instant dismissal.

Advance Floats and Tour Sheets

Drivers operating tours will be issued with a cash float, as and when necessary. Drivers going on tour of any type should ensure that they have a tour sheet with them. The tour sheet should be returned on completion of the tour duly filled in with the relevant information appertaining to that particular tour.

Executive Coaches

Over recent years, coaches have become more complex and there is an increasing amount of extra machinery such as dvd player, drinks machines, toilets, etc. If you are allocated one of these coaches and are not familiar with

the workings of all the extras fitted, you should ensure that you find out how everything works before commencing any passenger journey/tour in that vehicle.

Excess Luggage

When operating on transfers you must not carry any luggage inside vehicles, as this can be dangerous. In exceptional circumstances and only if it is essential to carry baggage inside, the coach baggage may be allowed inside the vehicle. In that event, you must make sure that all gangways/exits are kept clear and that any baggage is not stowed above the window line.

Mobility Scooters/Wheelchairs

Fold away wheelchairs can be carried in the luggage compartment. Mobility scooters can only be taken if the passenger is able to dismantle and load it on board themselves or with the help of others. This doesn't include the driver.

Prevention of Clandestine Entrants

Reference on page 36. - A copy of Driver Checklist is located in Section F.

Gratuities

Remember direct gratuities are not due to drivers 'by right', they are for services properly rendered, and a representative or customer has the right not to pay a gratuity if he/she feels that the service provided did not deserve it. Some people do not pay gratuities on principal and you must try to respect this whatever your personal feelings.

Should you be aggrieved at not receiving a gratuity, do not argue with the guide/representative or customer but report the facts immediately to the office, and the company will fight the case directly if it believes such action to be appropriate.

Passengers must never be solicited for tips. Generally passengers may tip if you have been pleasant, respectful and helpful during their journey or journeys with you. You must always be available to help passengers boarding and alighting from your vehicle.

A friendly greeting such as wishing them 'good morning/afternoon/evening' is the least that is expected of you. With non-English speaking tourists, a friendly smile will do much to establish a good international relationship. Remember, you are not only an ambassador for the company but also for Great Britain. Tourists encountering arrogant/aggressive Britons will have no inclination to return, and will discourage others from coming here and/or from using the company again. Bus or commuter passengers will no doubt feel the same way.

Incentive Groups and Large Movements

With incentive groups and conferences where numerous vehicles are ordered for the same job, you should stay with your vehicle at the pickup location and await instructions from either the organiser's or the company representative.

Do not leave your vehicle unattended and disappear en masse, for example, for coffee and do not congregate in a huddle, this creates a bad impression. Remember that at all times when you are working that you are in the public eye and that you and the company are being judged from your behaviour.

8: Driver Responsibilities

Qualifications

All personnel shall be literate and able to write and/or print clearly. If you cannot read or write fluently you must tell a member of the Management Team so that alternative arrangements can be put in place until you have learned to read and write to the standard required.

All drivers engaged to drive vehicles by the Operator must be in possession of the following:

1. a current normal Driving Licence, duly signed;
2. a signed PCV Licence valid for the class of vehicle you are expected to drive.
3. a driver's digital tachograph smart card (required to be in your possession at all times but especially if and when you drive or 'second man' a vehicle fitted with a digital tachograph vehicle unit);
4. a current 10 year passport (for those likely to undertake international operation); and
5. the appropriate Driver Certificate of Professional Competence ('Driver CPC')

Save for the passport, these documents shall be carried at all times and presented, if required, for checking by a member of the Operator's staff.

Emergency Procedure

Vehicle Roadside Breakdowns

In the event of a vehicle breakdown, your first priority is the security and comfort of the passengers.

During all hours when the office is manned the breakdown will be controlled by an appropriate member of the Management Team.

At other times, on the following emergency telephone numbers:

OPERATIONS: 07875 880020 or GARAGE: 07875 880021

Should the vehicle break down on the motorway or in a dangerous position, you should inform the Police via the roadside telephones or, if unavailable, using your own mobile telephone. As soon as the Police have been informed, you must report the situation to an authorised member of the Management Team. The Operator will reimburse all reasonable telephone costs if the vehicle breaks down either on the motorway or in a dangerous position, or in the case of emergency.

Telephones

A condition of employment will be that all personnel who drive must have access to a telephone at their home/residence.

Mobile Telephones - Should be left on at all times when you are in any Operator vehicle.

Transport

A condition of employment is that all employees must have their own transport or other facility to commence any day's employment where required and, as appears later, that the Operator can determine where any employee is to start and/or finish any piece of work.

Tachographs and other Records

The proper use of tachographs/duty rosters (including the proper use of digital tachograph vehicle units) is an essential part of employment for anyone doing EC/EEC work. Bus, coach and HGV drivers (except when you are told in writing that you do not have to) must use a tachograph on every occasion that they drive.

(a) Mode switch

From the moment that a driver takes over a vehicle he or she must either insert a tachograph chart into the analogue tachograph machine or insert his or her digital tachograph driver's smart card into the vehicle unit. The mode switch must be set to the 'other work' mode before you start your daily walk round check.

It is your responsibility to complete each tachograph and/or to record your time appropriately using the digital tachograph vehicle unit (with appropriate manual records if required) in accordance with the regulations, as prescribed from time to time, and to ensure and check that the instrument records the correct time and is functioning properly.

Any fault with the tachograph must be reported immediately after a fault is detected and in any event as soon as possible.

You must remember always to operate the mode switch (this is for all analogue and digital tachographs) so that you show clearly the periods of other work, availability for work and rest (including the time when all breaks are being taken however short).

(b) Employee's responsibility for regulatory compliance

The parts of the Regulations which govern the use of tachographs and drivers' responsibilities as well as a shortened version of the rules is set out at the end of this handbook. You must know the rules and it is your responsibility to comply with them.

(c) Malfunction

These rules also include the circumstances when you must record any untoward occurrences, which you must also know. At the end of each day, you must read your tachograph chart to ensure that the tachograph machine clock has recorded correctly (i.e. that it is not 12 hours out or either fast or slow).

(d) Regulatory Infringement

If you realise that you have had a situation whereby your driving was excessive or breaks or daily rest were insufficient, it is essential to ensure that you write the reason on the reverse side of the chart or on the back of the digital printout for the day's duty at the end of the day (e.g. stuck in traffic jam on M4 junction 7 due to accident between 0900 and 1200 - proceeded to next available stopping point at services for 45 minute break etc) as appropriate to the circumstances which have occurred.

If you are held up on the last leg so that you have driven for more than 4 ½ hours or 10 hours in the total day, the reason must be written on the rear of the tachograph or on the rear of the digital tachograph printout. If you are in any doubt as to what record should be made or how it should be made, you must contact a member of the Management Team.

(e) Tachograph chart centre fields

It is important that Tachographs are filled in correctly. You must ensure that all centre field spaces are filled in to include your surname and then your first name (an initial is not sufficient and your surname must be written before your first name), the start and finish destinations, date of start and finish (even if it is the same date for each), correct vehicle registration, together with the start and finish odometer readings.

If you change vehicles the entries required on the back of your chart must be made. Remember to include the time when you took over each different vehicle.

(f) Records

When driving, a driver must be able to produce:

- (i) the record sheets for the current day and those used in the previous 28 days;
- (ii) their driver card if they have one;
- (iii) any manual record and printout made during the current day and the previous 28 days; and
- (iv) For PCV where there is no tachograph fitted on regular services, you must have a copy of the duty roster for the previous 28 days and the schedule laid down in advance for periods of driving, other work, breaks and availability, as well as the service timetable.

Further requirements:

- (v) During a day in which EU in-scope driving has taken place, you must record any previous work (including out-of-scope driving in that week) as 'other work' on a tachograph chart, printout or using the manual input facility of a digital tachograph;
- (vi) It is essential that drivers make sure that they hand in their original tachograph charts at the very latest within 28 days of the day which the chart records. This requirement must be met even if your employment with the Operator comes to an end before the chart is due to be handed in;
- (vii) The duty roster shall be produced and handed over at the request of an authorised inspecting officer.
- (viii) If you do not hand in tachographs/duty roster papers as and when required, the Operator is entitled to withhold payment of your wages until they are all handed in or a proper explanation has been given and verified for any missing ones.

(g) Daily Record Checks

A Tachograph Analysis system is in place, (on a daily basis, or at the end of a tour) a scan of each day's tachograph or digital printout or each day's duty so that it can be checked to ensure that you are understanding and complying with the rules generally or so far as they relate to each piece of work that you carry out.

Experience shows that this system works very well to ensure that you really do understand and know how to operate under EC/EEC law and that any faults or failings can be identified at the earliest possible moment and, very often, rectified on the spot or proper endorsements made on the chart (or the back of the digital printout) when all the facts of an incident are fresh in your memory. If this system is in place it is absolutely essential that you comply with it.

(h) Work and Rest

At all times, you must ensure that you operate legally within the EC/EEC Drivers' Hours Regulations, the Drivers' Hours Domestic Code and The Road Transport (Working Time) Regulations 2005 as appropriate to the work that you are doing.

Please note that on some occasions the jobs you are given may be planned as a 'Split Daily Rest'. However, at no time can you reduce your daily rest to less than 9 hours without written Management authorisation. You must also never increase daily duty time to more than 15 hours without Management authorisation unless you are on a 2 driver job when it is possible to have a 21 hour duty period.

Ensure that you never drive for more than 4.5 hours when working in-scope under EC/EEC rules without a 45 minute break. If at any time you are unsure of your hours or think you may have a problem, you must contact a member of the Management Team.

(i) If you are stopped by DVSA or the Police

In the event that the Ministry of Transport (DVSA) or the Traffic Police stop you to check your tachographs and/or to download the digital tachograph vehicle unit, be polite but do not enter into dialogue. Give your name, address and date of birth if required and produce the tachographs as requested. Any chart removed from the Tachograph must be countersigned before being replaced.

Always take a note of the name(s) and identification number(s) of any member of DVSA or the Police whom you have dealings with. And always make a written note of what has happened as soon as possible after the meeting

has finished and ensure that a copy of this note is handed in to the office. The note should include details of any records or documents seized.

Driver Hour's Rules

(a) Compliance

If you are a driver of a coach or bus it is your responsibility to know the drivers' hours regulations which apply to the work that you do. The core regulations are set out at the end of the handbook. You must comply with them when you are working.

The Operator is responsible for scheduling your journeys properly: The Operator cannot however foresee every circumstance that may arise on a journey.

You must ensure that daily and weekly rest periods as well as driving breaks are taken and that daily, weekly and fortnightly driving hours (as well as all other driving requirements) are not exceeded.

If you are approaching or have experienced a problem that will or may lead to any breach, you must immediately report it to a member of the Management Team.

If you suspect that you are in danger of exceeding legal driving limits but still have part of your work instructions to complete then you must first contact a member of the Management Team by telephone and provide an update on the situation and obtain advice and/or instructions as to how to proceed.

If it is agreed that a feeder driver is required then these arrangements will be made so that as little inconvenience as possible is caused and so that the journey stays within the law. If at any time after receipt of your work instructions you are unsure about any aspect of the requirements with regard to Drivers' Hours Regulations and/or under the Road Transport (Working Time) Regulations 2005 then once again you must contact a member of the Management Team and obtain further instructions/clarification.

If, upon completing your work instructions, you arrive back later than expected and this has a "knock-on" effect of rendering you unable to commence your next scheduled duty, then you must firstly and immediately warn an appropriate member of the Management Team by telephone.

(b) Moonlighting

When you are away from base you must not use the vehicle in any circumstances either for your own purposes or for any purpose not authorised by the Operator. "Moonlighting" will in all cases lead to instant dismissal.

In addition, no use of the vehicle which would interrupt a break or a daily or weekly rest period shall be made. Where a positioning journey is required to be made this must be made at the time scheduled by the Operator and at no other time. It must not interrupt any rest or break period. You must not take or use vehicles for your own personal use unless specific permission (generally in writing) has been given by an authorised member of the Management Team. Vehicles must be returned to their operating base on completion of each daily working period or tour.

Responsibilities

(a) Duty times

As a driver when you are involved with any national or international work it is required that the Operator can designate where any particular piece of work starts or finishes and at what time.

The operation of a fleet of coaches involved in the national and international transportation of passengers is not and cannot be, a 9 - 5 job. It involves early starts and late finishes often with overnight driving duties.

(b) Start and finish locations

Your work may often involve starting or finishing work away from your normal base. It is an essential term of your employment that Paul S. Winson Coaches is entitled to require you to start or finish any work cycle it selects

anywhere within the UK or Europe. It is a fundamental condition of your employment that you unreservedly accept this condition.

The pay structure of the company takes into account this position and that you may appear to be paid when you are starting or finishing a job away from base.

(c) Adequate rest

Whenever you commence a work cycle it is your responsibility to be rested not only within the legal meaning of that term but also within the way in which a reasonable employee or employer would interpret that term.

Driving a bus or coach or over long periods or distances, sometimes in difficult conditions during unsocial hours, requires professionalism and alertness of a high degree. It is therefore vital that rest periods immediately prior to work are used for that purpose only and not for activities which the company would not consider to be rest.

You must not in any circumstances carry out any work for any other employer (paid or unpaid) during this time.

Watches

All drivers must be in possession of a working watch.

Driver's Personal Property

The Operator's insurers are not prepared to cover drivers' personal property, lost or stolen, from the Operator's vehicles. Your home contents insurance may cover these items but you should check to make sure.

Training

When there are any changes in the law or practice or when new equipment or a new vehicle are introduced by the Operator, full training will be given and you will have to sign to confirm the training given.

For any new employees full induction and training will be given on all aspects of their employment. Further training may also be offered or given in any areas of weakness which are identified. However, all or a proportion of the cost may be recovered from the employee if employment ceases prematurely.

Annual refresher training in walk round checks and drivers' hours will be required of every driver and will also be required to comply with the Drivers' CPC.

Clocking On/Off

Upon arrival at the depot all members of staff must 'clock on.' Members of staff must not leave the depot or go home without 'clocking off'. Drivers should check for any changes to the following day's rota before leaving the premises.

The above does not apply to staff members who already have prearranged hours.

Vehicle Parking Expenses

Unless specified on the work ticket, all parking charges are your responsibility and must be paid by you on the day.

You must record the parking fee paid. Always obtain a receipt (for automatic barriers not issuing receipts, make your own). Parking receipts should be attached to an expenses claim form and will be paid directly into your bank with your wages.

Vehicle Breakdowns

If a vehicle breaks down you must notify a member of the Management Team immediately (irrespective of when the breakdown occurs). Out of office emergency contact details will be provided to you and updated from time to time. You must ensure that you have this information whenever you are on duty or on standby.

Notification of Absences

You are required to work within the hours referred to in your Contract of Employment and/or as may reasonably be required by the company. Any employee who is absent, or who knows that he/she is going to be absent within a short period must advise a member of the Management Team as soon as possible to enable alternative arrangements to be made.

A member of the Management Team must be informed by **12 NOON** if a person who is absent will return to work the following day. Unauthorised absence without explanation is a valid reason for disciplinary action and, after due warning, dismissal.

If you are late in notifying sick absence you may lose part of your sick pay and/or your entitlement to SSP may also be affected. If you are late in notifying your availability for work following absence due to sickness it may result in the work being already covered and a further loss of wages.

Sick on Duty

If you are unable to complete a day's duty due to sickness/illness, you must advise a member of the Management Team. Your next day's work will then automatically be covered.

Contagious/Infectious Diseases

An employee who is in 'contact' with a person suffering from a serious contagious disease eg - Scarlet Fever, Meningitis or German Measles please report to a member of management.

An employee under investigation or treatment for Tuberculosis must report this to a member of management.

Gifts and/or Bribes

You are advised to be extremely cautious about accepting any form of gift which could be construed as a bribe or inducement. The criminal penalties for acts of bribery or corruption (involving both the giver and the recipient) can be very serious, and whilst it is not intended that staff should refuse to accept **small** gifts or usual gratuities or collections as appreciation for extra or special services rendered, any gift, or offer of a gift, if this is substantial, must be reported to a member of the Management Team, who, in the interests of the employee concerned, may take such further action as necessary (including action to return the gift to the original giver).

9: Drivers and their vehicles

As a driver, you know that your vehicle is an expensive and complicated piece of machinery. The more care you give to it, the better performance it will give to you and others who drive it, and the less risk of accident, breakdown or fault there will be. Most of the following points you will know from your own experience, but some may be new and therefore worth noting.

As a driver of a vehicle it is your responsibility to take care whenever operating the vehicle in any way (including, for example, opening doors), to ensure that you avoid causing damage or injury to any person.

Drivers' Daily Vehicle Defect Checks and Reports

It is your responsibility to complete a daily inspection of every vehicle that you drive. A daily vehicle defect report for each vehicle driven during the course of the day must be completed by you on the form provided on each day that you drive. You must comply with the Operator's instructions given for the full completion of your daily vehicle defect check and report – **see Section E**.

Any defect discovered **must** be reported to the office immediately and no vehicle with any defect reported shall be driven or moved without prior authorisation from an authorised member or either the Management Team or the Engineering/Vehicle Maintenance Team. On return from tour or any journey during which you were away from the depot overnight, the daily vehicle defect reports for each day must be completed. On tour if a defect is discovered it must be reported to a member of the Management Team and appropriate action taken, in accordance with your instructions.

Daily Checks

Please use your Smart Phone or the Tablet provided.

Before starting off each day and whenever you take over a vehicle during the day, you must complete your daily vehicle defect reports, recording that you have made your checks. Any defect must be reported immediately to a member of the Management Team.

Starting from Cold

Particular care should be taken not to race turbo-charged engines on starting.

Undue Wear

Tyres should not be subjected to undue wear. Careful driving is essential for the good of tyres. To lengthen their useful lives:

- 1 Try to anticipate your stops so as to avoid sudden use of brakes.
- 2 Start-up gradually to prevent wheel spin.
- 3 Do not drive over kerbs.
- 4 Do not allow the wheels to run along the edges of pavements.
- 5 Change gear at correct engine speeds

Driver Vehicle Abuse

It is often the case that driver abuse of a vehicle can be detected following a breakdown, accident or on routine preventative service or inspection. Where such abuse is detected as being referable to a particular driver, training, disciplinary action, if considered appropriate, may be implemented.

Brakes

Generally use the foot brake when driving and the hand brake for parking. Most vehicles are fitted with at least one other form of braking (exhaust, telma, retarders, etc.). These must be used in conjunction with the foot brake.

Try to anticipate your stopping and slowing down so that braking is as gentle as possible.

Before going down a long steep hill, change down to a lower gear so that the engine may help as a brake. This is especially important when your vehicle is loaded.

Reporting Vehicle Defects

If a vehicle develops a defect during the daily working period, you must immediately stop and report it to a member of the Management Team. The vehicle must not thereafter be moved until clearance from an authorised member of the Management or Engineering Team has been obtained. You must not run any vehicle in a confined space where dangerous levels of gases and fumes can build up.

Quality Controls

(a) Daily defect reporting

You will receive training in how to carry out your daily defect checks and reports appropriately.

The company operates a system of random checks to ensure that drivers are carrying out their checks, and the accuracy and effectiveness of those checks.

If a driver is found not to have carried out the checks or failed to do them properly he/she will be given further training and may be disciplined. Checks are also made on service inspections to determine if defect checks have been carried out. Where any failure is identified as being the responsibility of a particular driver, action will follow.

Should the company receive a prohibition or a fail at MOT (including a PRS), an investigation will be carried out and disciplinary action taken against anyone found either to have failed to identify and report the fault or to be responsible for it or to be responsible for failing to repair it.

(b) Vehicle servicing and inspection

Checks will also be made on the quality of each mechanic's work in the carrying out of repairs, service, inspection and defect clearance. Where poor workmanship and/or reporting is identified, further training, disciplinary procedures may follow.

In all cases the company will also consider whether the appropriate action is for the employee to receive further training (in addition, or as an alternative to disciplinary action). If further training is provided, the effectiveness of that training will be monitored by management.

If faults continue to be identified following training, this of itself may trigger disciplinary action and, if the employee does not respond appropriately to any such disciplinary action then the employee may then be dismissed.

Fuel

Vehicles departing from the depot should be fully fuelled. Normally on the road fuelling is only necessary to ensure a vehicle can return to base. Specific fuelling instructions will be given depending on your journey.

Receipts and vouchers must be returned to the office at the first opportunity. Inducements such as stamps, gifts or tokens must never affect road fuel purchasing.

A steady speed, not racing through the gears, and anticipating road conditions are all features of a good fuel efficient driver.

Drawing of fuel on site

All Double Deckers MUST be fuelled on returning to the depot after am contracts or after returning at the end of the day. Coaches fuelled during the day or on returning after a full day's private hire. Service buses to be fuelled at the end of each day.

Fuel cards should only be used when on tour or away from base overnight and when it is not practicable to return to base.

Do not draw fuel on the road when carrying passengers unless specifically authorised by Management.

NOTE: Every gallon of fuel purchased outside our premises costs more than fuel drawn from our own tanks. Bunkering should only be done when necessary, and those drivers going away for any lengthy journey should ensure that their vehicles are fully fuelled before departure.

Accidents

(a) You must stop and exchange details

If you are involved in an accident you must stop and remain at the scene for long enough to carry out your legal obligations to exchange particulars etcetera. Where somebody else is injured or another vehicle or other property damaged, or any animal is hurt you must exchange names and addresses and particulars of insurances.

This obligation extends to anyone who may reasonably require it and can therefore extend to someone who was not actually directly involved in or a party to the accident. The obligation to exchange details with the other party etc. is a statutory one.

The definition of an animal embraces horses, sheep, mules, asses, cattle, pigs, goats or dogs, other animals and birds such as cats, chickens and ducks are not included although it is always prudent to stop and try to identify the owner and act (without admitting blame) as sensitively as possible.

If, for any reason, including the party making off, particulars are not exchanged, the accident must be reported to the Police immediately. The law requires a report to be made as soon as "reasonably practicable". In practice and for your own protection this means immediately and it must be reported to a police officer.

(b) Contact the emergency services

If there is any injury, call an ambulance and the Police immediately. If the Police do not attend then, as above, the accident may have to be reported to the Police. If you are in any doubt about what to do, contact a member of the Management Team.

(c) Do not admit liability

Do not admit liability either on your part or that of the company. Do not make any offers or promises of compensation. It is advisable to turn off the ignition and disconnect the battery if there is any danger of fire.

Making sure that you do not risk injury to yourself or others, control traffic so as to avoid the possibility of a further accident. Ask motorists and bystanders to help. If you think other drivers may have been drinking call the Police. Remember if the Police breathalyse the other driver(s), they will also breathalyse you.

(d) Complete an accident/incident report form

Should a vehicle be involved in an incident or accident of whatever nature it is the driver's responsibility to ensure that the Management Team is informed immediately and a full written report for the Company records must be prepared and submitted as soon as possible. The written report must be dated and signed with a statement of truth stating: *"I believe that the facts stated in this accident/incident report are true"*. Deliberately or negligently providing inaccurate or misleading information in an accident/incident report will be grounds for disciplinary action and/or dismissal depending upon the circumstances.

Statements to the Police and Third Parties

You should give your name and address and the name of your employer, and, if so requested, produce your certificate of insurance, driving licence and digital tachograph smart card, if available, to a Police officer or to the other person involved in the accident or the owner of any damaged property or injured animal but there is no need to make a statement.

You are advised to decline to make any comment until the facts have been reported to the Management Team and you have had a proper opportunity of taking informed advice, including in a serious case, legal advice. This will be provided by the company's solicitor if you do not have a solicitor of your own.

The Certificate of Insurance should be produced either at that time or, at a specified Police station when the accident is reported or within five days of the accident. In any case report the accident to the Management Team immediately and complete an accident/incident report form.

Accident Details

In an accident you should obtain the following details:

- 1 Names and addresses of the drivers and owners of any other vehicle(s) involved or of property damaged etc., and the licence number(s) of those vehicles.
- 2 Names and addresses of any witnesses - **This is most important.**
- 3 Number, name and station of any Police officer present.
- 4 All relevant facts about the accident, and in particular any favourable evidence such as the weather/road conditions, width of road, position of vehicles, skid marks, broken glass, condition of road surface, relevant details about other vehicles, position of traffic signs, traffic islands, turnings, third party vehicles, third party pedestrians, animals etc.
- 5 If you are sure you were not at fault in any way point out any favourable evidence to the Police officer in the presence of a witness; if possible ask the Police officer to record these details in his notebook.
- 6 If the Police do not attend, obtain a witness to observe any favourable evidence. Ensure you have their full name and complete details of their permanent address.
- 7 Draw a sketch plan of the location and the position of the vehicles involved. Take measurements from fixed permanent points if you are able.
- 8 If you or your passengers or witnesses have a camera, take a number of photographs before anything is moved and ensure that the photographs show all relevant details of all vehicles involved and their positions in the road etc.
- 9 If the other driver(s) does not stop note his registration number and the colour and make of their vehicle(s) and inform the Police immediately.
- 10 Complete the company accident/incident report giving the fullest possible details and a verbatim account of what everyone involved said, as soon as possible, while details are fresh in your memory and hand the report to the Management Team promptly.
- 11 If you receive any correspondence from another party, their insurers or the Police, forward it to the Management Team as soon as possible.

All accidents will be investigated to determine whether the accident was the result of driver fault. In any event, for every driver that is involved in a maximum of three accidents, however trivial, an investigation will take place to determine whether they (or any of them) were blameworthy or non-blameworthy. The results of each investigation will determine whether disciplinary action will be taken or further training and instruction given.

Accidents with Passengers/Schoolchildren on Board

In the event of an accident when the vehicle has passengers/schoolchildren on board, you must check the welfare of your passengers, contact the emergency services, then contact the office, ensuring passengers/schoolchildren are in a safe place.

Circumstances on the day are dependent on the suitable course of action to take.

Vehicle Parking

Due care and attention must be taken when parking vehicles at the depot. If an accident occurs whilst driving and/or parking a vehicle at the depot, it must be reported to the Management Team. Such an accident or any other incident anywhere causing damage to a vehicle or any other company property or vehicle does constitute an 'accident' and the appropriate procedure above must be followed.

Incidents on duty

Drivers must report any adverse incident(s) occurring while on duty to a member of the senior management team as soon as it is safe to do so.

In particular, any roadside check/stop by an enforcement officer (police or DVSA) must be reported immediately (and see also Guidance to drivers when stopped on the road, below).

Any prohibition must be reported to the company immediately after it is issued.

Any graduated fixed penalty or penalty charge notice must be reported to the company immediately after it is issued or comes to the driver's notice.

Drivers are reminded that it is an offence to drive whilst using a hand-held device. It is the Operator's policy that drivers must never drive whilst using a hand-held mobile telephone.

10: Guidance to drivers when stopped on the road

- 1 A Police officer in uniform or a Ministry Inspector (DVSA) on production of his authority may require a driver at any time to produce the records which he is required to keep, depending on the journey which he is undertaking. If the driver is carrying out EC/EEC work which requires a tachograph this will be the tachograph for the current journey. Drivers must have their digital tachograph driver's smart card with them whenever they are on duty.
 - 2 As stated above, the driver must also be able to produce the record sheets used in the previous 28 days, any manual record and printout made during the current day and the previous 28 days,
 - 3 A week is a fixed period between 00.00 hours on Monday and 24.00 on Sunday. In the event that the vehicle is being driven in circumstances where the driver should have a duty roster, that duty roster needs to cover the previous 28 days & that day's plan of work. Drivers need to carry a copy of the service timetable.
- 4 If the driver is driving under Domestic Rules he may have with him the specified route, service timetable or other written particulars of the service being provided
- 5 The Police officer/DVSA official has power to detain the vehicle for the purpose of his inspection and he has power to require that the record be handed over.
- 6 If the Police officer/DVSA seize the record, report this to the Management Team immediately & make a written note of exactly what was said by you & the officer concerned, setting out exactly what happened in the fullest possible detail.
- 7 Obtain a full, complete and verbatim statement of any communication that took place (dated, timed and signed) from anyone who heard or witnessed what happened and get them to write down everything that they saw or heard. You should also sign and date both records as soon as you can.
- 8 DVSA do not have the power to enter the cab and search it.
- 9 Whilst there is a positive duty to produce the records and hand them over if required, there is no obligation on the part of a driver to answer any questions from an inspecting officer or to give any explanation of the records whatsoever and this extends to any question asked (other than the driver giving his name and address) whether or not the officer appears to suspect an offence and whether or not the driver has been told he will or may be reported for an offence.
- 10 The new words of the formal Police caution introduce the possibility of the court being able to draw an inference of guilt if questions are not answered.
- 11 Before an interview can take place, you have to be told that you are entitled to free legal advice and that you are not under arrest and do not have to stay with the officer (be it Police or DVSA).
- 12 In the circumstances of a roadside check, it is recommended that the right not to answer questions there & then is almost always the best course to adopt, as the driver himself will very often not be aware of the company's scheduling arrangements.
- 13 The driver should, therefore, say that he definitely does want legal advice and he does not wish to remain and be interviewed, but that he is happy to be seen at the company premises (with a lawyer present) and when all the circumstances of the scheduling are known to him.
- 14 This should be his response whatever may be shown on his tachograph or whatever the circumstances may be.
- 15 The interpretation of the regulations, including the Road Transport (Working Time) Regulations 2005 and in particular the EC/EEC Regulations, is a complicated and specialist matter and experience has shown

that very often drivers do not fully understand all of the flexibility and permutations of the Regulations nor all that they may be permitted to do.

- 16 Sometimes drivers may think they have broken one or more of the Regulations when in fact, under EC/EEC law, they are driving perfectly legally. Equally sometimes drivers may think they are driving legally when a breach of the Regulations has in fact occurred.
- 17 In addition, a driver may believe that he is driving under one set of rules when, in fact, another set may apply.
- 18 Because of the difficulty of interpretation without inspecting very often a considerable number of previous (and sometimes subsequent) charts, it is strongly advised that drivers should respond (as at paragraph 12 above) to any question asked that they have nothing to say at that time and do not wish to be interviewed but that if a formal interview is required they will be happy to attend one on first making a mutually convenient appointment through the company
- 19 Very often, experience has shown that explanations given at the time of an inspection are not, when compared with the actual records, either accurate or complete and this can then lead to misunderstandings between drivers and the enforcement authority which would not have arisen, had the driver not answered questions at the time of the inspection and very often these also lead to prosecution with all its attendant stress, time and expense.
- 20 It is the company responsibility to ensure that each journey is properly and legally scheduled. It is the driver's responsibility to ensure that he or she drives within the rules and, for example, completes the centre field, operates the mode switch correctly and takes appropriate rests and breaks. If an emergency should arise the driver must write the brief facts of the emergency on the back of the tachograph/digital printout.
- 21 The company can confirm that very considerable research and effort has gone into the scheduling of all drivers' work and that subject to unforeseen emergencies, the Operator can categorically state that no journeys or work is ever given to a driver in circumstances where that work cannot properly and reasonably be carried out within the EC/EEC Regulations or Domestic Code (whichever applies).
- 22 Both the police and DVSA have the power to issue fixed penalty tickets whether or not you accept that an offence has been committed. All fixed penalty tickets must be reported to the company straightaway and failure to report the issue of any fixed penalty may be treated as gross misconduct. Where a fixed penalty is issued by DVSA, you have 10 days from the date when the penalty was issued within which to make a complaint about DVSA's conduct and you have 28 days within which either to accept and pay the penalty or provide notification that you do not accept the penalty and wish to challenge it.

Section 11: Vehicle Cleanliness

Coach cleanliness and inspection

Over the years we have gained a reputation for providing first class service and equipment, and it is therefore in your interest to maintain this reputation by providing our clients with the standard of care to which they have become accustomed.

It is essential that drivers leave vehicles clean, both inside and out, once they have finished their particular jobs so that the vehicle in question is ready for the next driver.

All vehicles are inspected at least every two months by a member of the Management Team or other appropriate members of staff as and when considered necessary. The inspection is normally carried out without warning.

Wherever drivers are found to have failed to keep their vehicles to the appropriate standard of cleanliness, appropriate action will be taken (which could be in the form of disciplinary action depending upon the circumstances).

All vehicles must be washed on a daily basis on return to the depot. Receipts must be obtained for any vehicle washed away from the depot.

12: The driver and the public

Uniform

Employee uniform is supplied for each relevant department. (List supplied)

Uniform must be worn at all times when you are working.

If you leave this employment within twelve months of receiving any new uniform, or part of it, you will be liable to repay its cost in full.

This money will be deducted from any money due to you on termination, or if no monies are due or not sufficient money is due, the balance due to the company will be a debt due from you to the company payable with 7 days of the company telling you the amount that is due.

Dress and Personal Hygiene

As you are an ambassador for the company, it is essential that you create a good impression to everyone with whom you come into contact.

The uniform that you have been supplied with was chosen with this in mind and/or for your protection and comfort. It must be worn at all times when you are working. During the heat of the summer months, jackets need not be worn. Roll neck pullovers, T-shirts, jeans and white socks should not be worn whilst on driving duties. You must ensure that your clothes are clean and tidy, your hair is well groomed and you use a pleasant deodorant for personal freshness.

You are reminded smoking is against the law when driving any company vehicle.

Passengers

Never, under any circumstances carry unauthorised passengers, even though you think you may be doing a good turn. If you are involved in an accident the results could be serious both for you and the company.

Without specific (usually written) permission it is strictly forbidden to carry members of your family or friends in any vehicle being operated by the company.

When permission is given you must remember that you are working and that the interests of the paying passengers are paramount.

All passengers should be seated and on no occasion should passengers be allowed to stand talking to each other or to the driver when the vehicle is in motion. This is against the law and dangerous.

When passengers board and alight the driver is to be in attendance to provide any necessary assistance.

Wages and working conditions are a matter solely between the company and its employees. No discussions of these or similar matters is allowed either between or in earshot of any customer or passenger.

Time Keeping

Unless an emergency has arisen you must always be punctual.

The scheduling of your hours is the company responsibility so as to ensure that the drivers' hours regulations are adhered to. You must not therefore arrive at pick up points earlier than ten minutes before the appointed time, or leave the depot early since this can lead to breaches of the drivers' hours regulations.

If a passenger (on a coach tour) has not arrived after fifteen minutes from a departure time (and provided there is no reasonable explanation or possibility of misunderstanding). You may leave but another passenger/courier/tour leader etc. must confirm in writing what has occurred. In addition, if possible, you must first contact a member of the Management Team for authorisation before leaving and, at the end of the day, endorse and sign your tachograph (or in the case of a vehicle fitted with a digital tachograph machine, on the back of a printout of the day's duty) with details of what has occurred. This, of course, does not apply to bus drivers, other regular domestic or other services

or commuter drivers who must comply with the service timetables or other instructions strictly in so far as all times for departures etc. are concerned.

Illegal Immigration

Drivers are reminded of the following procedures to ensure that all reasonable steps are taken in order to prevent clandestine entrants from using the company vehicles to gain entry into the UK.

Measures to be taken to secure vehicles against unauthorised entry:

- 1 The vehicle and any compartments accessible from the outside must be capable of being made secure with a lock which prevents unauthorised entry.
- 2 The vehicle must be locked when unattended and any compartments (e.g. luggage space) which are accessible from the outside, must be kept locked when not being accessed.
- 3 The owner, hirer or driver must supervise whenever passengers board or alight from the vehicle and when baggage or belongings are loaded or unloaded, to ensure that unauthorised persons do not use that opportunity to gain entry.
- 4 The owner, hirer or driver must keep a manifest detailing the names of all persons whom he knowingly carries in the vehicle onto the ship, aircraft or train embarking for the United Kingdom, or to a UK immigration control operated in a prescribed control zone outside the United Kingdom.

Measures to be taken immediately prior to the vehicle boarding the ship, aircraft or train to the United Kingdom, or before arrival at a UK immigration control operated in a prescribed control zone outside the United Kingdom:

1. All spaces in or on the vehicle, which are capable of containing a person, must be checked before the vehicle is taken on board, or arrives at a UK immigration control operated in a prescribed control zone outside the United Kingdom, to ensure that no unauthorised person has gained entry.
2. Toilets, luggage space and any space accessible from the outside must then be kept locked until the vehicle passes through UK immigration control.
3. Before passing through UK immigration control, a check must be carried out to ensure that all persons shown on the passenger manifest are accounted for.

General Principles:

- 1 A document detailing the system operated to prevent unauthorised entry must be carried with the vehicle so that it may be produced to an immigration officer on demand in the event of possible liability to a civil penalty.
- 2 A report detailing the checks that were carried out must be kept with the vehicle. If possible to arrange, the report should be endorsed by a third party, who has either witnessed or carried out the checks himself, as the report will then be of greater evidential value.
- 3 Where the checks conducted suggest that the security of the vehicle may have been breached, or the owner, hirer or driver otherwise has grounds to suspect that unauthorised persons have gained entry to the vehicle, it must not be taken onto the ship, aircraft or train embarking for the United Kingdom, or to a UK immigration control operated in a prescribed control zone outside the United Kingdom. Any such circumstances must be reported to the police in the country concerned at the earliest opportunity, or at the latest, to the passport control authorities at the port of embarkation. The circumstances must also be reported to the company as soon as possible.
- 4 In the event of difficulties arising, drivers should contact the UK Border Agency at the proposed port of arrival for advice.

SECTION 13 - DRIVERS' HOURS AND RECORDS REGULATIONS

1: Drivers' Hours

Introduction

It is the driver's responsibility to be fully conversant with the Drivers' Hours and Records Regulations.

This section sets out some of the rules governing the hours of work and record keeping requirements for PCV Drivers under the EC/EEC Regulations and Domestic Drivers' Hours Code. It is not intended to be a full or authoritative statement of the law.

If you have any doubt or uncertainty about any aspect of legal compliance at any time, please consult a member of the Management Team straight away. If the person you contact does not know the answer we will take legal advice to ensure that you do receive an authoritative answer to your query.

Compliance with the Law

Compliance with the law on drivers' hours and tachographs is the responsibility of drivers and those whose orders the driver is following. Enforcement is a matter for the Licensing Authorities, through the Department of Transport's traffic examiners (VOSA) and the Police. There is, at the time of publication of this handbook, a maximum fine of £5,000.00 for breaking the rules.

You must report any criminal convictions which occur during the course of your employment to the Management Team and ensure that any convictions required to be reported to the Traffic Commissioner are reported within the time required. Criminal convictions may be taken into account by the Licensing Authorities in deciding whether to grant or renew an operator's licence or vocational PCV licences.

You can lose your licence either by revocation or have it suspended if you commit any offence. This power is in addition to any fine and/or penalty point endorsement that you may receive from the court sentencing you. More serious offences can attract a custodial sentence.

Tachographs

Tachographs must be used (or in the case of vehicles fitted with digital tachograph vehicle units, drivers' digital tachograph smart cards must be inserted) for all work relating to EC/EEC Drivers' Hours and Road Transport (Working Time) Regulations 2005 and on every other occasion when required by the Operator even if, in fact, you are driving under the Domestic Drivers' Hours Code.

Any driver working under EC/EEC Drivers' Hours and Road Transport (Working Time) Regulations 2005 must ensure he has an adequate supply of tachograph charts and/or digital tachograph print rolls (as appropriate) which can be obtained from the office.

Your tachograph charts and/or digital print outs/downloads will be analysed and a report will be made. If any offences are identified they will be brought to your attention. This gives you the opportunity to learn from and to correct any mistakes and provide an explanation for any infringements.

Domestic Rules

(a) PCV

Domestic rules apply to vehicles used for the carriage of passengers on regular services where the route covered by the service in question does not exceed 50 kilometres.

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

The day is the 24 hour period beginning with the start of the duty time.

A break of at least **30 minutes** must be taken after a maximum of 5.5 hours driving.

Alternatively, within any period of **8.5 hours** in the working day, total breaks amounting to at least **45 minutes** should be taken so that the driver does not drive for more than **7 hours and 45 minutes**. The driver must, in

addition, have a break of at least **30 minutes** to obtain rest and/or refreshment at the end of this period, unless it is the end of the working day.

A driver should work no more than **16 hours** between the times of starting and finishing work (including work other than driving and off-duty periods during the working day).

A continuous rest of **10 hours** must be taken between two consecutive working days. This can be reduced to **8.5 hours** up to **3 times per week**.

In any two consecutive weeks (Monday to Sunday) there must be at least **one period of 24 hours** off duty.

(b) Unforeseen events – PCV

The rules are suspended in an emergency which is defined as an event which causes or is likely to cause danger to life or health of people or animals, or a serious interruption of the maintenance of public services (gas, water, electricity, or drainage) or serious disruption in the use of roads, in private or public transport or serious damage to property.

EC/EEC Drivers' Hours

EC/EEC Drivers' Hours Regulations generally apply to any work that does not fall into the Domestic Hours category. These regulations are set out in two documents: EEC 3821/85, and EC 561/2006.

The relevant sections of EC 561/2006 are set out below.

Definitions

EC 561/2006, Article 4

- 1 "Carriage by road" means any journey made entirely or in part on roads open to the public by a vehicle, whether laden or not, used for the carriage of passengers or goods.
- 2 "Driver" means any person who drives the vehicle even for a short period, or who is carried in the vehicle in order to be available for driving if necessary.
- 3 "Break" means any period during which a driver may not carry out any driving or any other work and which is used exclusively for recuperation.
- 4 "Rest" means any uninterrupted period during which a driver may freely dispose of his time.
 - (i) A "regular daily rest period" means any period of at least 11 hours. Alternatively, the regular daily rest period may be taken in two periods, the first of which must be an uninterrupted period of at least 3 hours and the second an uninterrupted period of at least 9 hours.
 - (ii) A "reduced daily rest period" means any period of rest of least 9 hours but less than 11 hours.
 - (iii) A "regular weekly rest period" means any period of rest of at least 45 hours.
 - (iv) A "reduced weekly rest period" means any period of rest of less than 45 hours but at least 24 hours.
- 5 "A week" means the period between 00.00 on Monday and 24.00 on Sunday.
- 6 "Driving period" means the accumulated driving time from when a driver commences driving following a rest period or break until he takes a rest period or a break. The driving period may be continuous or broken.

Driving Periods and Rests - EC 561/2006, Articles 6 - 9

- 1 The daily driving time shall not exceed nine hours. However it may be extended to at most 10 hours not more than twice during the week.
- 2 The weekly driving time shall not exceed 56 hours.
- 3 The total accumulated driving time during any two consecutive weeks shall not exceed 90 hours.
- 4 After a driving period of 4.5 hours a driver shall take an uninterrupted break of not less than 45 minutes, unless the driver takes a rest period. This break may be replaced by a break of at least 15 minutes followed by a break of at least 30 minutes each distributed over the period in such a way as to comply.
- 5 A driver shall take daily and weekly rest periods. A driver may have at most three reduced daily rest periods between any two weekly rest periods.
- 6 A weekly rest period shall start no later than at the end of six 24-hour periods from the end of the previous weekly rest period. A weekly rest period that falls in two weeks may be counted in either week but not in both.
- 7 Within each period of 24 hours after the end of the previous daily or weekly rest period a driver shall have taken a new daily rest period. A daily rest period may be extended to make a regular weekly rest period or a reduced weekly rest period. A driver may have at most three reduced daily rest periods between any two weekly rest periods.
- 8 In any two consecutive weeks a driver shall take at least two regular weekly rest periods or one regular weekly rest period and one reduced weekly rest period of at least 24 hours. However, the reduction shall be compensated by an equivalent period of rest taken en bloc before the end of the third week following the week in question. Any rest taken as compensation for a reduced weekly rest period shall be attached to another rest period of at least nine hours.
- 9 Drivers may take daily and weekly rests away from base in a vehicle as long as it has suitable sleeping facilities for each driver and the vehicle is stationary.
- 10 Where a driver accompanies a vehicle which is transported by a ferry or train, and takes a regular daily rest period, that period may be interrupted not more than twice by other activities not exceeding one hour in total. During that regular daily rest period the driver shall have access to a bunk or couchette.
- 11 Within 30 hours of the end of a daily or weekly rest period, a driver engaged in multi-manning must have taken a new daily rest period of at least nine hours.
- 12 Any time spent travelling to a location to take charge of a vehicle falling within the scope of this Regulation, or to return home from that location, when the vehicle is neither at the driver's home nor at the company operational centre where the driver is normally based, shall not be counted as a rest or break unless the driver is on a ferry or train and has access to a bunk or couchette.
- 13 Any time spent by a driver driving a vehicle which falls outside the scope of Regulation (EC) 561/2006 to or from a vehicle which falls within scope of this Regulation, which is not at the driver's home or at the company operational centre where the driver is normally based, shall count as 'other work'.
- 14 Member states may, after authorisation from the Commission, grant exceptions from the application of Articles 6-9 to transport operations carried out in exceptional circumstances.
- 15 The Road Transport (Working Time) Regulations 2005 also apply and require that:
 - (i) Drivers must not work more than **6 consecutive hours** without taking a break;
 - (ii) If your working hours total between **6 and 9 hours**, working time should be interrupted by a break or breaks of at least **30 minutes²**; and

- (iii) If your working hours total more than **9 hours**, working time should be interrupted by a break or breaks totalling at least **45 minutes**.

Use of Equipment

EEC 3821/85, Articles 13 - 16

1. The company and drivers shall ensure the correct functioning and proper use of, on the one hand, the recording equipment and, on the other, the driver card where a driver is required to drive a vehicle fitted with a digital tachograph vehicle unit.
2. The company shall issue a sufficient number of Tachograph charts (for use in analogue tachograph machines) to drivers, bearing in mind the fact that these charts are personal in character, the length of the period of service and the possible obligation to replace charts which are damaged or have been taken by an authorised inspecting officer. Where the vehicle is fitted with a digital tachograph vehicle unit, the employer and the driver shall ensure, taking into account the length of the period of service that printing on request can be carried out correctly in the event of an inspection.
3. The undertaking shall keep the tacho charts and printouts in chronological order and in legible form for at least a year after their use and shall give copies to the drivers concerned who request them and the printed papers of these copies. The record sheets, printouts and download data shall be produced or handed over at the request of any authorised inspecting officer.
4. Drivers' digital tachograph smart cards shall be issued at the request of the driver. The driver may hold one driver card only. The driver card may not be valid for more than 5 years.
5. If the driver card is damaged, malfunctions or is lost or stolen, the driver shall apply within 7 calendar days for its replacement. The authority shall supply a replacement card within 5 working days of receiving a detailed request to that effect.
6. Where a driver wishes to renew his driver card, he shall apply not later than 15 working days before the expiry date of the card.
7. Drivers 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 the driver can prove the impossibility of producing or using his or her card during this period.
8. Drivers shall not use dirty or damaged tachograph charts or driver card. The charts shall be adequately protected on this account. In case of damage to a sheet bearing recordings drivers shall attach the damaged charts to a spare charts used to replace it.
9. Where a driver card is damaged, malfunctions, or is not in the possession of the driver, the driver shall:
 - (a) at the start of his/her journey, print out the details of the vehicle the driver is driving, and shall enter onto that printout:
 - (i) details that enable the driver to be identified (name, driver card, or driver's licence number), including the driver's signature;
 - (ii) the periods of other work, availability for work and break/rest;
 - (b) at the end of the driver's journey, print out the information relating to periods of time recorded by the recording equipment, record any periods of other work, availability and rest undertaken since the printout that was made at the start of the journey, where not recorded by the tachograph, and mark on that document details that enable the driver to be identified (name, driver card or driver's licence number) including the driver's signature.
10. Drivers shall use the tacho charts or driver card every day on which they are driving, starting from the moment they take over the vehicle. The tacho charts or driver card shall not be withdrawn before the end of the daily working period unless its withdrawal is otherwise authorised. No record sheet or driver card may be used to cover a period longer than that for which it is intended.

11. When as a result of being away from the vehicle, a driver is unable to use the equipment fitted to the vehicle, the periods of time for other work, availability and break/rest³ shall be entered on the charts either manually, by automatic recording or other means, legibly and without dirtying the charts.
 12. When as a result of being away from the vehicle, a driver is unable to use the equipment fitted to the vehicle, the periods of time for other work, availability and break/rest shall, if the vehicle is fitted with a digital tachograph vehicle unit, be entered onto the driver card using the manual entry facility provided in the recording equipment.
 13. Where there is more than one driver on board the vehicle fitted with a digital tachograph vehicle unit, each driver shall ensure that their driver card is inserted into the correct slot in the tachograph.
 14. Drivers shall amend the tacho charts as necessary should there be more than one driver on board the vehicle so that the information referred to in Chapter II (1) and (3) of Annex 1 is recorded on the tacho charts of the driver who is actually driving.
 15. Drivers shall:
 - (a) Ensure that the time recorded on the tacho charts agrees with the official time in the country of registration of the vehicle; and
 - (b) Operate the switch mechanisms enabling periods of time for driving, other work, availability for work and breaks in work/daily rest periods to be recorded separately and distinctly.
 16. Each crew member shall enter the following information on his tacho charts:
 - (a) His or her family name and first name;
 - (b) The date and place where use of the charts begins and the date and place where such use ends;
 - (c) The registration number of each vehicle to which he or she is assigned, both at the start of the first journey recorded on the charts and then, in the event of a change of vehicle, during the use of the charts;
 - (d) The odometer reading:
 - (i) at the start of the first journey recorded on the charts;
 - (ii) at the end of the last journey recorded on the charts; and
 - (iii) In the event of a change of vehicle during a working day (reading on the vehicle to which he or she was assigned and reading on the vehicle to which he is to be assigned); and
 - e) The time of any change of vehicle.
 17. The driver shall enter into the digital tachograph vehicle unit the symbols of the countries in which he begins and ends his or her daily work period, (NB in Spain drivers are required to identify their location by region).
 18. Where a driver drives a vehicle fitted with an analogue tachograph, the driver must be able to produce, whenever an inspecting officer so requests:
 - (a) the tacho charts for the current day and those used by the driver in the previous 28 days;
 - (b) the driver card if he holds one; and
 - (c) any manual record and printout made during the current day and the previous 28 days as required under Regulations (EEC) 3821/85 and (EC) 561/2006.
-

19. Where a driver drives a vehicle fitted with an digital tachograph vehicle unit, the driver must be able to produce, whenever an inspecting officer so requests:
 - (a) the driver card of which he or she is the holder;
 - (b) any manual record and printout made during the current day and the previous 28 days as required under Regulations (EEC) 3821/85 and (EC) 561/2006; and
 - (c) the tacho charts made during the current day and the previous 28 days as required under Regulations (EEC) 3821/85 and (EC) 561/2006 during which he or she drove a vehicle fitted with an analogue tachograph machine.
20. In the event of a breakdown or faulty operation of the equipment, the company shall have it repaired by an approved fitter or workshop, as soon as circumstances permit. If the vehicle is unable to return to the premises within a period of one week calculated from the date of the breakdown or of the discovery of the defective operation, the repair shall be carried out en-route.
21. While the recording equipment is unserviceable or malfunctioning, drivers shall mark on the tacho charts/charts, or on a temporary charts to be attached to the tacho charts or to the driver card, on which the driver shall enter data enabling him or her to be identified (driver's card number and/or name and/or driving licence number), including his or her signature, all information for the various periods of time which are not recorded correctly by the equipment.
22. If a driver card is damaged, malfunctions or is lost or stolen, the driver shall, at the end of his or her 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 or her signature.

The actual Regulations have been set out in part only.

**If you want any guidance or interpretation of any aspect of your daily work
you must ask at the office and an official reply (if necessary from our lawyers) will be provided to you.**

14: The Road Transport (Working Time) Regulations 2005

The Road Transport (Working Time) Regulations 2005 came into effect on 4 April 2005 and affects all mobile workers. The term 'mobile workers' is defined below but as a driver you will undoubtedly be covered by the Regulations' provisions and they should be complied with.

Interpretation:

- "mobile worker"** means any worker forming part of the travelling staff, including trainees and apprentices, who is in the service of an undertaking which operates transport services for passengers or goods by road for hire or reward or on its own account
- "night time"** means in respect of goods vehicles the period between midnight and 4 a.m. and in respect of passenger vehicles the period between 1 a.m. and 5 a.m
- "period of availability"** means a period during which the mobile worker is not required to remain at his workstation, but is required to be available to answer any calls to start or resume driving or to carry out other work, including periods during which the mobile worker is accompanying a vehicle being transported by a ferry or by a train as well as periods of waiting at frontiers and those due to traffic prohibitions;

PAUL S WINSON COACHES

Training

At Paul S. Winson Coaches, training is an essential part of our company and we are committed to providing continuous training and development of our workforce in the focused delivery of services to our clients thus meeting our strategic objectives. Where a training need is identified by the company or individual that will benefit the development of the goals of both parties then we aim to meet the needs where at all possible.

The aim of our Training Policy

The aim of the training policy is to ensure that all members of staff can perform their jobs effectively whilst also ensuring that employees meet their responsibilities in completing continuous professional development required by the relevant professional bodies and that they are given every support with their career progression.

Monitoring the Policy

Our Training Policy forms an integral part of our Quality Management Systems and as such is subject to continual review to ensure that all company objectives are met.

Driver Induction

Coach Wash Training
Re-fuelling Training
Vehicle Type-Training
Garage Tracking
AdBlue Training
Route Learning
Policy & Procedures
Drivers Handbook
Driving Assessments
Banksman Training
Bridge Strike / HSE
Eyesight Checks

On-going Training

Annual CPC Training
Banksman Training
New Route Learning
Driver Handbook Updates
Drivers Hours' Regs
HSE
Driving Assessments
Eyesight Checks
Driver i
Bridge Strike
Staff Portals

Policy reviewed annually / January

PAUL S WINSON COACHES

COMPANY TATTOO POLICY

Careful consideration will be given by the company to any tattoo on the neck, face, hands or forearms in deciding if it is acceptable. This includes considering the size, nature and prominence of the tattoo. Keep this guidance in mind when deciding whether to have such a tattoo.

Tattoos are not acceptable if they:

- undermine the dignity and reputation of Paul S. Winson Coaches
- are garish or numerous or particularly prominent, i.e. on the hands, neck, face or fingers
- could cause offence to members of the public or colleagues and/or invite provocation
- this would include tattoos that are rude, lewd, crude, racist, sexist, sectarian, homophobic, violent or intimidating
- tattoos that display unacceptable attitudes towards women, minority groups or any other section of the community, or alignment with particular groups, which could give offence to members of the community, are unacceptable

Section

A

**Health & Safety Policy
Driving at Work Policy
Alcohol & Drugs Policy**

(All of the above are signed documents and a copy is retained in your personnel file)

A full Health & Safety Manual is available in the Workshop Office on request

HEALTH AND SAFETY AT WORK ETC. ACT 1974

GENERAL STATEMENT OF HEALTH AND SAFETY POLICY

It is this Company's policy to:

Provide adequate control of the health and safety risks arising from our work activities in so far as they affect our employees, our passengers, our customers and others with whom we may come into contact

Consult with our employees on matters affecting their health and safety

Provide and maintain safe vehicles, plant and equipment

Manage our work-related road safety efficiently

Ensure safe handling and use of substances

Provide information, instruction and supervision for employees

Ensure all employees are competent to do their tasks, and to give them adequate training where appropriate

Prevent accidents and cases of work-related ill health

Maintain safe and healthy working conditions

Inform employees of their responsibilities under the Health & Safety at Work etc. Act 1974

Review and revise this policy as necessary at regular intervals.

Signed:

Name:

Date:

**A FULL COPY OF OUR UP-TO-DATE HEALTH & SAFETY POLICY IS
AVAILABLE IN THE OFFICE**

DRIVING AT WORK POLICY

1. General Statement

As a responsible Passenger Transport Operator it is our intention to take all reasonable steps to manage the health and safety of: our employees who drive on company business, our passengers and other road users with whom we come into contact. This is both to comply with our legal duties as an employer and to demonstrate that we have taken all reasonable steps to introduce safe systems of work. This policy's intention, therefore, is to clearly set out our procedures on work-related driving, and to explain just what we expect from our employees, in the best interests of ensuring that the terms of relevant legislation are properly complied with and to maximise the safety of employees, passengers and others from our activities.

2. Legal Position

We have a duty under the Health and Safety at Work etc. Act 1974 (HSWA) to take steps as far as is reasonably practicable, to ensure the health, safety and welfare of those who need to drive as part of their job. In order to comply with these duties, we will take steps to set up safe systems of work in order to control and manage any risks. These risks will be identified by the carrying out of suitable and sufficient risk assessments as required by relevant health and safety legislation.

Where applicable, this policy has also taken account of the Road Traffic Act 1988 and its subsequent amendments. Moreover, it is acknowledged that road traffic accidents that result in a fatality may also lead to action being taken under the Corporate Manslaughter and Corporate Homicide Act 2007.

3. Employees' Responsibilities

All employees have the responsibility to co-operate with Company management to achieve a healthy and safe workplace and to take reasonable care of themselves, of others whether colleagues or visitors to our premises or passengers on our vehicles, and of equipment with which they work, or which is provided for their protection. Failure to abide by this responsibility, which is a specific provision to the Health and Safety at Work etc. Act 1974, may lead to disciplinary procedures.

4. Procedures

In order to comply with our legal duties, we have introduced a set of procedures. These are to be followed by drivers at all time: Drivers therefore must ensure that:

They are fit and in sufficiently good health to take out their vehicle, including being free from the effects of alcohol and drugs including medicines (prescriptive or over the counter) which may have a sleep inducing effect - remember it is up to you to read the small print on the label and/or packet. Remember - Fatigue can arise from activities other than driving. Drivers are reminded that they must be fit to take out their vehicle and to be entirely free from fatigue. Particular caution is insisted upon for late night/early morning duties.

Their vehicle is absolutely roadworthy by using the Daily Work Sheet and Walk-around list including the following checks:

Lights	Entrance Doors
Indicators	Handrails
Ops/Road Fund Discs	Seats
Mirrors	Bells
Wipers	Emergency Doors
Washers	Alarms
Body Work	Hammers
Windows	Fire Extinguishers
Tyres	Driver Controls
Wheel Nuts	Air Pressure

Moreover, Drivers must:
Treat passengers in a courteous manner at all times.

- Follow any advice given to you on route-planning particularly in respect of schools, school yards and low bridges.
- Ensure you are aware of the dangers of fatigue and the increased dangers of bad weather or traffic congestion etc. for example,
- Never use hand-held mobile phones whilst driving. Calls should only be made or taken when it is safe to do so.
- Never set or re-set satellite navigation equipment whilst driving.
- Not smoke in the vehicle.
- Never eat in the vehicle whilst driving.
- Always drive within speed limits and according to the prevailing weather conditions and generally in accordance with the Highway Code.
- Familiarise yourself with the procedure to follow in the event of a breakdown.
- Have regular eyesight tests and ensure that any necessary glasses for driving are worn.
- Read any updates that we may periodically issue on road safety matters. These can include information on good practice as well as forthcoming legal changes that affect those who drive for work.
- Report accidents immediately.
- Report changes to driving licences immediately.

Note: Where an employee uses or is ever asked to use their own vehicle for business purposes, they will be required to maintain it in a roadworthy condition and ensure that their personal motor insurer has been informed and their policy adjusted accordingly.

5. School Transports

Those Drivers selected for schools transport work have additional responsibilities owing to their passengers being young and inexperienced and therefore potentially more vulnerable and susceptible to injury and the like.

The additional responsibilities will be explained personally by Company management and supported by specific Good Practice Guides, which it is strongly recommended are thoroughly read and understood.

6. The Company's Commitment

For its part the Company is aware of the provisions of relevant legislation including The Corporate Manslaughter and Corporate Homicide Act 2007 and will ensure that:

Our vehicles and plant are correctly safety inspected, serviced and MOT'd in accordance with manufacturers' instructions.

Our drivers are competent, properly supervised, monitored and informed to reduce, as far as is practicable, the safety risks to them, to our passengers and to other road users.

The journeys drivers are asked to undertake are reasonable, risk assessed and explained where appropriate and adjusted where necessary.

The road related risks it faces are risk assessed on a regular basis.

7. Alcohol, Ill-health and Driving

Drivers and indeed all Company employees should be aware of the provisions of the Company's written Alcohol and Drugs Policy and of the absolute need to comply with the provisions of that document as well as with this specific Driving at Work Policy.

Signed:

Name:

Dated:

ALCOHOL AND DRUGS IN THE WORKPLACE POLICY

1. INTRODUCTION

This statement, which applies to all employees, sets out the Company's Policy in respect of any staff member whose proper performance of their duties is impaired or may be impaired as a result of drinking alcohol or taking drugs including medicines which may have a soporific effect.

2. POLICY

2.1 Alcohol

The Company aims to provide a safe and secure environment for its employees and customers and therefore expects employees to take a responsible approach to drinking alcohol. All employees must take care that their level of alcohol consumption does not interfere with their duties at work and should appreciate that alcohol consumed even in small quantities, may adversely affect work performance.

Most work activities within Paul S Winson Coaches Ltd have the potential to be safety critical and therefore, all employees have a particular responsibility to ensure that their performance is in no way impaired as a result of recreational alcohol consumption in their own time and should assume that there is no safe level of alcohol consumption. Employees should take account of the demands likely to be placed on them during the operation of a safe, reliable and efficient passenger transport operation. With this in mind the standards expected from staff include:

- Not consuming or possessing alcohol intended for consumption whilst on Company premises, whilst on duty or about to report for duty.
- Not purchasing alcohol intended for consumption whilst on duty.
- Not consuming alcohol prior to duty or during breaks in the working day, including meal breaks spent away from the Company's premises or vehicles.
- Not reporting for driving duty in an unfit state due to the use of alcohol, this will be defined as 0 microgrammes/100 millilitres of breath or a blood alcohol level of more than 0 milligrammes/100 millilitres of blood.
- In the event of tours on mainland Europe this figure reduces to 0 to reflect the 0 tolerance legislation of some European countries.

Note 1: Drivers selected for or working Continental duties must be aware of the local tolerances to alcohol in different countries and therefore their attention is drawn to the Appendix of this document.

Note 2: All vehicles travelling in France must carry two alcohol breathalyser kits.

2.2 Drugs and Medicines

The Company's Policy on so called recreational drugs is that use of the substances by Company employees is not consistent with the Company's aims of providing a safe passenger transport operation and is therefore deemed unacceptable. Evidence of taking such drugs will be regarded as gross misconduct and will lead to disciplinary procedures being invoked. Random drug testing will be carried out and a written procedure is in place — refer to management for further information.

As far as medicines (prescriptive or over the counter) are concerned Company management expects employees to adopt a sensible attitude and if the medicine(s) in question states that, for example, it may cause drowsiness this must be reported to scheduling staff for a decision to be taken as to whether or not that employee can commence his or her duty.

3. RESPONSIBILITIES OF ALL EMPLOYEES

- To understand and accept their responsibilities not to report for duty if they are under the influence of alcohol (or drugs as stated).
- To be familiar with all aspects of the Policy and the disciplinary implications resulting from a breach of the Policy.
- To avoid covering up or colluding with colleagues whose behaviour and performance is affected by alcohol (or drugs as stated).

4. DISCIPLINARY CONSIDERATIONS

In the event of any breach of discipline as a result of alcohol (or drugs as stated) consumption the normal disciplinary procedures shall apply.

5. TESTING FOR ALCOHOL ON DRIVERS WHILST ON DUTY

The Company operates random alcohol breath testing using proprietary, calibrated equipment to a strict written procedure. Employees will be made aware of the procedure and should refer to management for further information. Disciplinary procedures may be taken as a result of breath test results.

Signed

Name

Date

PAUL S WINSON COACHES LTD

Section

B

Safe Systems of Work

**taken from the
Health & Safety Manual**

PAUL S WINSON COACHES

SAFE SYSTEMS OF WORK & GOOD PRACTICE GUIDES

Written Safe Systems of Work (SSWs) and Good Practice Guides (GPGs) have been tailored to our activities with the assistance of Paul B Winson. These SSWs/GPGs are intended to improve and record the working practices in the areas referred to

The following SSW's are in place:

FITTERS

Mobile 4 Post Lifts - Mobile 4 Post Lifts: Service Checklist
Accessing or Working in a Raised Vehicle
Jump Starting a Vehicle - Working on Running Engines
Gearbox Removal Using Transmission Jack
Engine Removal/Replacement
Battery Charging - Maintenance & Cleaning of Batteries on a Vehicle
Service and Repair of Compressed Air Systems
Jacking a Vehicle
Working on a Vehicle (mechanical)
Brake and Clutch Replacement
Roadside Breakdowns and Towing
Replacing Broken Glass - Collection & Disposal of Hypodermic Needles
Lubricating Locks
Applying Snow Chains Fuelling Vehicles

DRIVERS

Cleaning Coach Toilets - Wheel changing: drivers - Fuelling Vehicles

The following GPG's are in place:

FITTERS

Moving Vehicles - Welding - Compressed Air
The Handling of Used Engine Oil
Safe Use of Machinery - generally
Ladders - Access Steps - (Mobile) Tower Scaffolding
Use of Portable Power Tools - Use of Portable Grinding Wheels: new
Hand Tools: new
Steam Cleaning - Use of Hydraulic Equipment
Lone Working - Manual Lifting

Flammable Materials - Fire Extinguishers: new
Paint Spraying - Filler Repairs - Use of Personal Protective Equipment
Working with Diesel Fumes - Diesel fumes - Exhaust Hoses

DRIVERS

Vehicle Cleaning - Mobile Phones - Luggage Handling - Violence to Staff and Aggression
Reversing - School Children - Deep Vein Thrombosis

ALL STAFF

Stress - Display Screen Equipment

PAUL S WINSON COACHES

VIOLENCE to STAFF and AGGRESSION – GOOD PRACTICE GUIDE

ALWAYS

1. Try to walk in well populated areas
2. Avoid confrontation
3. Try to stay calm, speak slowly and clearly
4. Try to defuse the situation by talking things through as reasonable adults while remembering your first duty is to yourself
5. Avoid an aggressive posture e.g. finger waving, hands on hips
6. Report all incidents to the Police immediately
7. Obtain witness names and addresses

NEVER

- Be enticed into an argument
- Put a hand on someone who is angry

PAUL S WINSON COACHES

LUGGAGE HANDLING - GOOD PRACTICE GUIDE (TOURS DRIVERS)

Handling and stowing luggage is part of a driver's normal duties and should be capable of being carried out safely and efficiently. This GPG has been put together from a practical luggage handling exercise undertaken on our premises.

ALWAYS

- Assess the size of the Total Load before starting to load
- Plan how you will distribute the luggage (or begin loading it)
- Make due allowance for soft luggage and unusual shapes
- Whilst loading or unloading test each individual piece of luggage (short trial tug or lift)
- If too heavy get passenger's assistance (assess passenger's suitability first, and if unsuitable ask someone else)
- If you can, use luggage to move other luggage to avoid getting into locker yourself but assess the weight first
- At journey's end get a porter's assistance if available

BE AWARE

- Loading/unloading must always be undertaken from a safe area
- ●Hard luggage is best at the bottom
- Of the risks to your head from:
 - getting into/out of locker
 - different door positions on different coaches
- Boat Hooks can be a very helpful tool
- A distribution luggage plan can help you

NEVER

Handle heavy items, e.g. Electric scooters, without help

Carry luggage long distances

PAUL S WINSON COACHES

MANUAL LIFTING – GOOD PRACTICE GUIDE

DO

- Plan the lift
- Assess the load
- Determine the best technique
- Get a secure grip
- Bend at the knees
- Pull the load close to the body
- Keep your back straight
- Seek assistance
- Store heavier and frequently used items at waist level
- Ensure fingers and toes do not become trapped when placing load

DO NOT

- Attempt to lift heavy or irregular loads without assistance
- Reach above shoulder level
- Hold loads out from the body
- Bend forward to the load
- Twist your back
- Bend sideways to the load
- Ignore Company Rules and Training

IN ADDITION

DRIVERS

- Be wary of unusually shaped luggage
- Test luggage before stowing
- Learn the 'DO NOTS'

FITTERS

- Always use mechanical handling equipment as first option
- If mechanical handling equipment unsuitable – GET HELP!
- Learn the 'DO NOTS'
- Remember tyres and wheel assemblies are 2 man lifting

KNOW

- Your own capabilities
- Your state of health
- Environmental conditions - lighting, state of flooring, traffic etc
-

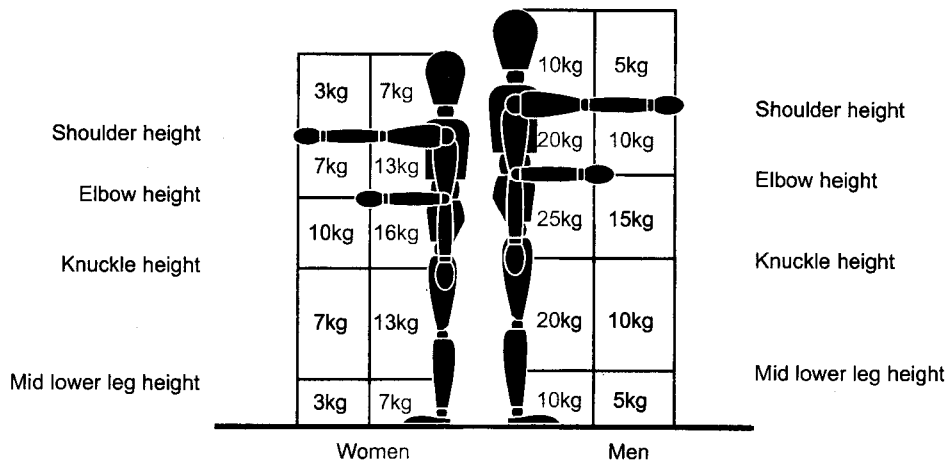
IF IN ANY DOUBT - SEEK ASSISTANCE

PAUL S WINSON COACHES

MANUAL HANDLING – ALTERNATIVE GOOD PRACTICE GUIDE

The basic guideline figures for identifying when manual lifting and lowering operations *may not need a detailed assessment* are set out in the figure below. If the handler's hands enter more than one of the box zones during the operation, the smallest weight figures apply. It is important to remember, however, that the transition from one box to another is not abrupt; an intermediate figure may be chosen where the handler's hands are close to a boundary.

Where lifting or lowering with the hands beyond the box zones is unavoidable, a more detailed assessment should always be made.



These basic guideline figures for lifting and lowering *are for relatively infrequent operations – up to approximately 30 operations per hour*. The guideline figures will have to be reduced if the operation is repeated more often.

As a rough guide, the figures should be reduced by 30% where the operation is repeated once or twice per minute, by 50% where the operation is repeated around five to eight times per minute and by 80% where the operation is repeated more than about 12 per minute.

Even if the above conditions are satisfied, a more detailed risk assessment should be made where:

- the worker does not control the pace of work
- pauses for rest are inadequate or there is no change of activity which provides an opportunity to use different muscles
- the handler must support the load for any length of time.

PAUL S WINSON COACHES

MOBILE PHONES - GOOD PRACTICE GUIDE

NEVER

- Use hand held mobile phones when driving a vehicle find a safe place to stop
- Use a mobile phone for longer than is strictly necessary
- Use mobile phones whilst in the workshop or working/walking in the yard

ALWAYS

1. Only use a mobile phone when it is necessary. A normal phone may offer better reception quality
2. Do not press a mobile phone to your ear or side of your head, hold it as far away as possible while still being able to hear the other person
3. Switch the mobile phone from ear to ear intermittently
4. Remove metal frame glasses when using a mobile phone

PAUL S WINSON COACHES

VEHICLE CLEANING – GOOD PRACTICE GUIDE

ALWAYS

CLEANING INSIDE A VEHICLE

- Take care when cleaning down the side of seats, always wear protective gloves or use an appropriate implement
- If you see anything suspicious get some heavy duty gloves or an implement
- Ensure adequate ventilation if using aerosol products and always read the data sheet
- Take care not to use silicone based products on steering wheels, any control pedals rubbers or floor mats

CLEANING OUTSIDE A VEHICLE

- Locate the vehicle carefully – ensure you are not at risk from other vehicles
- Ensure underfoot conditions are clear and safe
- Take care when entering and leaving a vehicle and pay attention to the hose so that it does not prove a trip hazard
- Wear your hi vis vest

WHEN STEAM CLEANING

- Use full face mask and waterproofs when steam cleaning
- While using electrical equipment ensure cables lay flat on the floor avoiding any water. Always use a safety RCD socket
- Always ensure equipment listed is used

ADVISABLE PERSONAL PROTECTIVE EQUIPMENT

Where appropriate:

- Safety boots. Suitable shoes/boots
- Heavy duty gloves/gloves
- Overalls if available
- Face Mask/goggles

PAUL S WINSON COACHES

MOVING VEHICLES – SAFE SYSTEM of WORK **ESSENTIAL PROCEDURES**

1. Only qualified and authorised drivers should drive the Company's vehicles either in the workshop or in the yard
2. Whilst on the Company's premises the Company rule of vehicles not being driven above walking pace must be adhered to, this must decrease further to dead slow (on tick over) when reversing or any type of movement within the workshop
3. **Before moving off** check that no one is working on the vehicle and that no sign informing you of such is displayed in the cab of the vehicle
4. **If reversing**, check that there is **no one behind the vehicle** – sound your horn to make sure

Also you must wherever possible obtain assistance throughout any reversing manoeuvre, with a colleague checking if it is clear behind you. Every effort must be made to obtain assistance when the manoeuvre is in the road.
5. **At a school** – if any **reversing is required at school wait** for an authorised banksperson (usually a teacher in hi vis clothing) to assist
6. **On tours** – **avoid** reversing wherever possible. If unavoidable, assess the risk and get banksperson assistance
7. If you are driving the vehicle for the first time that day, whilst doing your walk round check, note the position of the steering wheels and road wheels in preparation for your departure **particularly if parked close to another vehicle**
8. Ensure vehicle mirrors are clean and effective before commencing the manoeuvre particularly a reverse
9. When moving vehicles within the workshop use as little throttle as possible to reduce exhaust smoke

BE AWARE THAT

- The colleague/banksman assisting reversing vehicles must use clear agreed signalling, stand in a safe position and be visible to the driver at all times.

TAKE PARTICULAR CARE ON:

- The Steam Clean area
- The Fuelling Point

NEVER

- Assume that others know what you are doing or intending to do

NOTE – ON LATE RETURNS IF THERE IS ANY DOUBT AS TO THE SAFETY OF ANY REVERSING MANOEUVRE THE VEHICLE MUST BE DRIVEN ONTO A VACANT PARKING SPACE IN THE YARD

PAUL S WINSON COACHES

APPLYING SNOW CHAINS – SAFE SYSTEM of WORK

In certain countries it is the law to carry snow chains and to fit them when weather/road conditions dictate.

ALWAYS

1. If road conditions dictate the need to fit snow chains – **find a safe, level area to carry out the procedure**
2. Put on appropriate protective clothing located in your ‘emergency box’
3. Switch off vehicle engine and correctly apply the hand brake
4. Locate the run-up block (located in the same area as the emergency box) and position it directly in front of one **inside** rear tyre, sloping edge of the block tight up against the tyre
5. Ask the second driver* (or if there isn’t one select a competent, volunteer passenger*) to guide you onto the block
6. Drive the vehicle forward onto the block
7. Apply the hand brake, switch off engine and apply your chocks to the front wheels
8. Check that the inside tyre is on the block correctly and that there is sufficient space around the outer tyre to fit the snow chains
9. If the vehicle has a wheel disk fitted – remove it and stow it correctly
10. Fit the snow chain as instructed and ensure that it is correctly applied, adjusted and secured
11. Remove front wheel chocks and reverse the vehicle off the block under the guidance of your assistant*
12. Repeat the process to the opposite side of the vehicle
13. Stow all relevant blocks and equipment used carefully
14. After 50m to 100m find a safe place to stop and check the chains fitment and re-tension if required
15. When road conditions improve sufficiently so that snow chains are no longer necessary remove the chains reversing the processes described above

BE AWARE

- The recommended maximum speed limits for driving with snow chains are:
 - For surfaces completely covered in snow = 50kph
 - For surfaces partly free of snow drive even slower or as guided by the snow chain manufacturers information (if available)
- Of your **personal safety and that of your assistant*** when carrying out the chains applying/taking off procedures

PAUL S WINSON COACHES

FUELLING VEHICLES – SAFE SYSTEM of WORK

ALWAYS

1. Be aware of vehicles manoeuvring and pedestrians in the area – try to position your vehicle between you and any traffic if appropriate

(If reversing is required to position or remove your vehicle from the fuel point, always use the essential procedures outlined in The Moving Vehicles – Good Practice Guide)

2. Always wear your protective gloves and proper dispensing equipment provided
3. Remove filler cap slowly/or otherwise apply quick release
4. Never stand in direct line of fuel cap when first opening
5. Should you come into contact with fuel, wash affected area immediately
6. Change clothing immediately if contaminated or as soon as possible
7. In the event of spillage, clean up immediately and report the incident immediately to the office

(If the incident is off site, report it to the filling station attendant and to the office as soon as possible on your return to the depot)

NEVER

- **SMOKE WHILST FUELLING**
- **USE A MOBILE PHONE AT THE FUELLING POINT OR IN A FILLING STATION**

ADVISABLE PERSONAL PROTECTIVE EQUIPMENT

- Hi vis clothing and gloves

PAUL S WINSON COACHES

CLEANING COACH TOILETS – SAFE SYSTEM of WORK

To reduce what is already a very low risk of injury to our drivers when cleaning toilets management encourage safe management of the water hose as follows to prevent tripping:

ALWAYS

- Drop toilet
- Place hose in toilet
- Get OFF vehicle and switch hose on
- Flush toilet through
- Leave hose in toilet
- Get OFF vehicle and lift hose OFF
- Wind hose back in keeping feet well out of the way
- ALWAYS use PPE equipment provided eg: protective gloves
- Sachets to recharge the toilet are available from the Workshop stores.

If you have any difficulties report them to the Traffic Manager

NEVER

- Take short cuts

BE AWARE

- Of the grate over the drop

PAUL S WINSON COACHES

COLLECTION & DISPOSAL of HYPODERMIC NEEDLES from VEHICLES – SAFE SYSTEM of WORK

Needles and syringes are occasionally discarded improperly and this is a cause for concern. Beware, syringes sometimes turn up in a variety of containers such as cardboard boxes, carrier bags etc. One obvious and immediate area of concern is between seat backs and seat cushions.

ALWAYS

1. Avoid putting your hands down the back or side of seat cushions should a needle or syringe be found (or suspected) on your vehicle
2. Put on disposable latex (or other safety) gloves
3. Avoid touching the sharp point with your fingers or hand using a suitable tool such as a length of wood
4. Carefully locate the Sharps box and use this to dispose of the syringes
5. Consult your supervisor or manager for further advice if you are unsure
6. Report any skin piercing contact with a needle immediately to a first aider and seek hospital attention

NEVER

- Put sharps in rubbish bins, down the toilet or into a drainage system, always use special yellow sharps disposal containers
- Handle needles or syringes by hand

ADVISABLE PERSONAL PROTECTIVE EQUIPMENT

- Sharps container, gloves, stick or grab

PAUL S WINSON COACHES

SCHOOL TRANSPORT

DRIVER'S QUICK GOOD PRACTICE GUIDE (Please read in conjunction with full document)

DRIVERS SHOULD ALWAYS

- Be punctual
- Follow the timetable
- Keep to scheduled route
- Use authorised stops
- Give children time to move away from doors before moving off
- Display correct destination and route number
- Try to ensure seatbelts are worn where fitted
- Report misbehaviour – try to get name(s)
- Be friendly
- Display schools signs

DRIVERS SHOULD NEVER

- Eject children from vehicles unless there is a real threat to safety
- Refuse children travel (if you have the capacity)
- Open doors until vehicle has stopped
- Be discourteous
- Let children stand where it is forbidden
- Talk to children when driving
- Allow children to travel on a bus where 'out of service'
- Accept gifts, including sweets
- Be over familiar
- Overload your vehicle

REMEMBER

- The children of today are tomorrow's adult bus passengers
- You play a very important role in children's safety
- You are not alone – if you are having difficulties there are other parties who will help

PAUL S WINSON COACHES

COURTESY TO PASSENGERS – GOOD PRACTICE GUIDE

One of the most important elements of your job as a coach/bus driver is dealing with the general public. We realise that driving can be a stressful job and that it is sometimes hard to feel relaxed and courteous. However, your job will be far more pleasant if you can maintain a polite and friendly attitude.

a) How can you ensure that passengers have a pleasant journey?

- Drive smoothly and safely
- Be polite, calm and welcoming, even on a ‘bad’ day
- Maintain a comfortable temperature in the vehicle
- Do not allow anyone to smoke on the vehicle
- Do not chat to passengers whilst driving
- Deal professionally with difficult situations
- Do not use an earpiece to listen to music etc.

b) Do you consider your customers’ special needs?

- A senior citizen might need the coach/bus to stop right next to the curb
- Parents with children might need help with their bags or buggy
- The hard of hearing might need you to write something down
- Foreign students might need you to speak slowly and simply

c) What do you do when customers hail you in a dangerous place?

If someone signals you in a dangerous place near a pick up point or bus stop, stop as close as you safely can and politely explain why you were unable to stop nearer.

d) Are you keeping your cab clean and free from rubbish?

Passengers do not want to see your discarded rubbish – keep your cab tidy!

ABOVE ALL, BE SAFE!

PAUL S WINSON COACHES

UNRULY PASSENGERS – GOOD PRACTICE GUIDE

Sometimes, passengers seem to be as obnoxious as possible. What do we do in these circumstances? **KEEP CALM!** Remember, even if the passenger complains, the Company will always back you up if you remain quiet and calm.

Unruly School Children

- **DO NOT YOURSELF PUT ANY CHILD OFF THE COACH/BUS.** If you reach the stage where you feel you have to remove a child, *ring for assistance*.
- Start by stopping the vehicle. Tell them, firmly but politely, that the noise and movement is making it difficult to drive safely and ask them to sit down and behave properly.
- Advise them that they will be reported, through the Company, to their Head Teacher or parents if they continue.
- If the trouble continues, stop again and refuse to proceed, noting the ringleaders if possible. Often, pressure from other students will persuade them to behave; if so, proceed.
- Submit an incident report as soon as possible.

Need some Tips to help keep Calm?

- Concentrate on talking slowly and drop the volume of your voice.
- Count to ten under your breath. It really works.
- Slow your breathing down by lengthening your out-breath.
- Tell yourself that the other person is having the most awful day. Their car has been stolen with their favourite CD in it, the cat has died, and their partner has left with their best friend They are not angry with you but with the world in general.
- Imagine the other person in the most ridiculous situation that you can think of. It is hard to smile and be angry at the same time.

PAUL S WINSON COACHES

SAFE DRIVING – GOOD PRACTICE GUIDE

There are four key areas that can improve your safety record on the road:

1) Boarding and Alighting

Pick up and drop off points/bus stops can be dangerous places: boarding and alighting accidents are among the most common that occur. Please take cautions to protect your passengers.

- Approach carefully – alighting passengers are easily thrown off balance.
- Pull up as close to the kerb as possible.
- Do not open the doors until the vehicle has come to a stop.
- Apply the handbrakes at all stops.
- Keep a look out for any latecomers at pick up/drop off points/stopping places or bus stops for intending passengers.

Before Pulling Away

- Check the door area and, if clear, close the doors.
- Check mirrors – both sides.
- Check your blind spot over your right shoulder – check for cyclists.
- Wait until all boarding passengers are seated.
- Do not move without looking forward first – the vehicle in front might have stopped.

2) Reversing and Turning

- Except at authorised points or in an emergency, coaches/buses must not be reversed with passengers on board.
- When it is necessary to reverse, an all-round observation must be maintained throughout the manoeuvre.
- If possible, get a responsible person to guide and assist you.
- If necessary, get out of the vehicle yourself to check to see if the area is clear – if in doubt **STOP**.

3) Causing Obstruction

- You must not let your vehicle stand in a position where it causes obstruction to other road users.
- Do not block vehicle entrances when waiting at pick up points/ timing points.
- Elsewhere, coaches/buses should not stop longer than necessary for passengers to board or alight.
- *Pay particular attention to this in City Centre's.*

4) Speeding

- Very simply, stay within the speed limit!!
- Unless otherwise stated, the speed limit is **30 mph wherever there are streetlights**.
- On single carriageways, the speed limit for a coach/bus is 50 mph.

PAUL S WINSON COACHES

SCHOOL TRANSPORT GUIDE A Guide for Drivers - full version

This guide has been issued to increase the awareness of drivers and other employees involved both directly and indirectly with school transport services.

GENERAL ADVICE

Children are the adult passengers of tomorrow so it is important that the service they are provided with today is reliable, safe and friendly so that they will continue to regard bus travel favourably.

The objective of this guide is to build on the good work undertaken by many parties to ensure that pupils have a safe bus journey to school. Please remember that children are especially vulnerable members of our society and should not be ejected from vehicles unless there is a real threat to safety.

ADVICE TO DRIVERS

We appreciate that most drivers make every effort to ensure that a child's journey to school is as safe and trouble free as possible. The aim of this guide is to encourage the existing co-operation between school, parents, children, operators and drivers and improve the situation even more.

Please follow the Company rules at all times, but also be aware of the following:

- Remember that children are vulnerable members of society.
- You should never refuse them travel if your bus has capacity or expel them from your bus unless there is a real threat to safety.
- Be punctual - operate to the timetable. Never run early. If you think the timetable is wrong and needs changing, tell the Company. Please don't make changes yourself.
- Route - follow the scheduled route and use only the authorised stops wherever possible. Where there are no specific stops, stop only where it is safe to do so. Tell the Company if you think changes should be made.
- Picking up - if children don't turn up where expected please check that you are in the right place. This can be a particular problem when operating trips to swimming baths and playing fields.
- Setting down - vehicle doors should only ever be operated by the driver of the vehicle. Never open doors until the vehicle has stopped. Always delay several seconds before closing doors to give children time to move away from the doors. Check the doors are properly closed and that no coats, bags etc. are caught in the door mechanism from inside or outside. Check the nearside mirror every time.
- On buses which are not licensed for standees you should ask passengers to remain seated until the vehicle has stopped.
- If passengers are getting off on a narrow pavement, ask them to stand still until the vehicle has pulled away.
- Destination and route numbers - these should always be clearly shown on the front of the bus.
- On fare paying services this is the law - 'Private' or 'School Bus' is sufficient
- School bus signs - please display them as directed at both the front and the rear of the vehicle.
- Seatbelts - on vehicles fitted with seatbelts it is the driver's responsibility to ensure that they are worn by children aged under 16 years.

Breakdowns or other emergencies - tell the children to stay on the bus until a replacement comes, unless it is unsafe to do so. Make sure the vehicle is immobile before leaving it to get

help. If possible, get help from a passer-by. Consider appointing an older pupil to take charge if you have to leave the bus.

- In the event of fire or other hazards, evacuate the vehicle in a calm orderly manner, taking the children a safe distance away from the vehicle.
- Running late/broken down vehicle - please always inform base if you are running late or have broken down.
- Smoking - apply the Company's regulations about how to deal with smokers. It may also be a good idea to tell the school about any persistent offenders.
- Misbehaviour - please report any misbehaviour to base and the pupil's school immediately. If you can, try and identify the culprits. If you can't obtain the pupil's name, please try and get a description of them or their clothing, for example, they may wear a distinctive jacket. If you have threatened to report misbehaviour please make sure that you do. If a potentially serious situation occurs, you should take the children back to school or seek assistance from the police.
- Driver/Passenger relationship — please try to establish a courteous, professionally detached relationship with your passengers.
- Never let children stand in areas where it is forbidden.
- Do not talk to the children when driving.
- Never allow children to travel on a bus when 'out of service'.
- Never accept gifts, including sweets.
- Avoid being over familiar with children.

Please remember that today's children are tomorrow's adult bus passengers. The better their travel experience is when they are young, the more likely they are to travel on buses when they are older. Capacity of vehicle - please do not let your vehicle become overloaded. Please remember to take into account the standing capacity when you are deciding whether more children could travel on the bus.

SchoolCards and Boarding Cards - these may be issued to children who qualify for free travel to and from school. Each type of card has the conditions of use on the back of the pass so they can easily be referred to.

SchoolCards - where issued

They are usually valid from the bus stop nearest their home to the one nearest their school by the most direct route.

The journey to school must be made before 1200 noon and the journey home between noon and 1900 hours. Exceptions to these rules may be shown in the 'Conditions' part of the SchoolCard, or in some cases by the child showing a journey variation voucher showing the exception, which must be handed in to you when the journey is made.

Boarding Cards - where issued

Children using School contract buses may have been issued with Boarding Cards to use on particular routes.

In this case - please only carry those children with the correct Boarding Card

If children try to board the wrong bus, please ask them to catch the right one. If this is not possible, let them travel but advise them to contact their Education Office to apply to get their card changed. Never allow children to travel regularly without a Boarding Card or with an incorrect card. Please notify the Company of any child travelling without a card.

Please check SchoolCards and Boarding Cards - this will help prevent overloading or fraudulent travel.

Withdrawing SchoolCards and Boarding Cards - where issued

If you think a Card is being misused or is defaced, the Card should be withdrawn.

All withdrawn Cards should be promptly returned, with a report about the incident to the Company.

The child should be told who to contact for its return or to apply for a replacement.

PAUL S WINSON COACHES

GOOD PRACTICE GUIDE TO COACH OPERATORS

MINIMISING THE RISKS TO DEEP VEIN THROMBOSIS (taken and adapted from a CPT 'Briefing')

WHAT IS DVT?

DVT is a serious condition in which blood clots develop in the deep veins of the legs due to long periods of immobility. Whilst DVT is dangerous and will often require hospital treatment it can lead to the far more serious condition of pulmonary embolism. This occurs when a blood clot travels from the legs to the lungs causing the lungs to collapse and the heart to fail. It can happen hours or days after a journey or other period of immobility and can be instantly fatal. One in every 100 people who develop DVT will die and the cause of death is usually a blood clot.

DVT AND COACH TRAVEL

Actual proof is still to be established but medical evidence does indicate that DVT may be associated with any form of long distance travel whether by air, car, coach or train, where passengers remain immobile in the seated position for long periods of time. In other words, DVT can happen to anyone on a long journey. It is therefore very important for coach operators to be aware of the potential risks and to take steps to minimise them.

WHAT ARE THE SIGNS OF DVT?

If a passenger sits upright in one position for a long period of time, the muscles in the legs can constrict. This causes swelling, pain, tenderness and redness, especially at the back of the leg below the knee. In most instances of DVT, only one leg is affected. The symptoms may develop during the journey but, more commonly, they can occur hours or even days later. The pain may be made worse by bending the foot upwards towards the knee. If a pulmonary embolism develops, the person will experience breathlessness, chest pain and in severe cases, collapse.

WHO IS MOST AT RISK?

The following groups of people are at most risk of suffering from DVT

Age 40 plus;

Have a history of blood clots

Suffering from, or who have had, treatment for cancer;

Have certain blood diseases;

Experience heart failure and resuscitation problems; - Undergone recent surgery, especially hips and knees; and inherited clotting tendency.

Women who;

Are Pregnant;

Have recently had a baby;

Are taking the contraceptive pill - Are on hormone replacement therapy.

HOW WIDESPREAD IS DVT?

In relation to the overall population, the number of people diagnosed each year as suffering from DVT is relatively small & not all sufferers attribute the onset of DVT to a journey. Nonetheless, the public perception of there being a risk associated with travel is heightened by the recent publicity & therefore you need to be seen to be taking action.

BEST PRACTICE CHECKLIST

We recommend that you implement the following:

Coach Holidays — Brochure warning

In your brochure, include specific advice to passengers that before they undertake a coach journey of more than 3 hours they should consult their doctor if they have:

Ever had DVT or pulmonary embolism

A family history of clotting conditions

An inherited tendency to clot

Cancer or treatment for cancer in the past

Undergone major surgery in the last 3 months

Had hip or knee replacement within the last 3 months

Ever suffered from a stroke, heart or lung disease.

You may wish to remind passengers that travel insurance is available to them. You could reserve the right to ask for a doctor's certificate before accepting a booking. However, if you refuse a booking you must ensure that you comply with the Disability Discrimination Act 1995 ('DDA').

The DDA provides that a person has a 'disability' if he or she has 'a physical or mental impairment which has a substantial and long term adverse effect on his or her ability to carry out normal day to day activities. It is only appropriate to refuse to carry a passenger if it is for his or her safety. If you refuse a booking simply because they are at most risk of suffering DVT because they fall within one or more categories you may be breaching the DDA and could be liable to a claim for compensation. You need to be able to prove that your decision was justified.

Scheduled Express Services

It is important to draw attention in the timetable to how long the journey should last before a break. It is recommended that you schedule a break and make reference to breaks in your terms and conditions.

Emergency Procedures

We recommend that you have written emergency procedures which should be followed in the event that any passenger becomes ill on board. Drivers must be familiar with the procedures and you should hold regular training sessions.

On Board

At the start of any trip, and at appropriate intervals throughout a journey of more than 3 hours, we recommend that you make an in-service announcement to passengers encouraging them to carry out in-seat exercises to keep the circulation active and reduce the risk of developing DVT. This is particularly important for operators of scheduled services whose services *can be booked in advance or on the day of travel. The following information is recommended by the relevant UK Health Departments:*

Be comfortable in your seat

Bend and straighten legs, feet and toes every half hour or so whilst seated

Press the balls of the feet down hard against the floor or foot rest to increase the blood flow in the legs and reduce clotting

Perform upper body and breathing exercises which can further improve circulation

Drink plenty of water

Drink alcohol only in moderation as it leads to dehydration and immobility

Avoid taking sleeping pills, which also cause immobility.

Breaks and Rest Periods

If your bus or coach is double manned, we recommend that drivers should stop and take adequate breaks at regular intervals. Your members of staff should take advantage of drivers' breaks and rest periods (if there are any) to encourage all passengers to get off the coach and walk around. Remind them that it's for their own good! Taking exercise reduces discomfort caused by long periods of immobility.

When you plan trips, ensure that proper breaks are scheduled. When taking a booking from a hirer, make it clear that adequate time must be allowed for rest periods.

In an Emergency

In the event that any passenger develops swollen painful legs (especially where one is more affected than the other), or if they experience breathing difficulties, you should consult the appropriate services and the relevant assistance company provided by the passenger's policy of insurance. Ensure all long distance drivers and guides have training on DVT and know the symptoms to look out for. They must be provided with contact details and addresses and be equipped with mobile phones.

Medical Treatment

You should be aware that if a passenger falls ill while travelling in countries that form part of the European Economic Area (EEA), passengers are entitled to free or reduced cost medical care. To obtain it: passengers must contact NHS Direct L. European Health Insurance Card phone no 0845 46 47. Emergency treatment is also available in over 40 countries which have reciprocal healthcare agreements with the UK. Further information is available from the Post Office.

INSURANCE

All passengers should be protected by a policy of travel insurance providing medical and repatriation cover, including specific cover for DVT. We recommend you make it a term of booking that passengers should purchase your travel insurance. Your brochure must identify the insurer and summarise the level of cover.

You should also discuss your own public liability (and professional indemnity insurance) cover with your broker if you undertake long journeys and your passengers fall into the high-risk category.

SUB CONTRACTORS

Where you use other operators to provide transport as part of a package holiday which you are selling to your customers, you are liable for their actions. The Package Travel Regulations 1992 make the organiser of a package liable to the consumer for all the services which form part of the package. You must ensure that your suppliers follow the best practice guide by making it a term of your contract with them. You should also ask them to confirm that they have insurance to cover any claim made by a passenger for damages for personal injury or death allegedly attributable to DVT. If you are sued as a result of their negligence you will want to seek an indemnity from them and their insurers.

You may be a sub contractor, in which case we recommend that you follow the 'best practice' guidelines set out above.

PAUL S WINSON COACHES

FIRE FIGHTING EQUIPMENT - GOOD PRACTICE GUIDE

Know your Extinguishers

Firefighting equipment can reduce the risk of a small fire, e.g. a fire in a waste paper bin, developing into a large one. The safe use of an appropriate fire extinguisher to control a fire in its early stages can also significantly reduce the risk to other people in the premises by allowing people to assist others who are at risk.

This equipment will usually comprise enough portable extinguishers that must be suitable for the risk.

Main types of portable extinguishers, their uses and colour coding



The contents of an extinguisher is indicated by a zone of colour on the red body
Halon extinguishers are not shown since no new Halon production is permitted in the UK

KNOW YOUR EXTINGUISHERS!

but

**ONLY USE WHERE SAFE TO DO SO AND
WHERE CERTAIN IT IS SUITABLE FOR THE FIRE ENCOUNTERED**

Section C

**Driver Guidelines
Quick Reference**

PAUL S WINSON COACHES

DRIVERS GUIDELINES

REPORT FORMS / WAYBILLS

All report forms, waybills & excursion mileages must be filled in & handed promptly to the office.

CHEQUES AND PAYMENT

When bringing in cheques from private hire customers please hand them in promptly to the office or post them in the overnight drop safe, stating which job it refers too.

PARKING EXPENSES

Expenses for coach parking etc. must be taken out of your £100 driver's float unless the customer pays directly on the day. All expenses must be handed in with a properly filled out expenses form at the end of the month. They will then be added back on to your wages the following week.

If any parking charges have been paid by you, please ensure you have a receipt/email, ring the office and advise so these can be added onto the customers invoice. Coach parking paid over the weekend needs to be advised first thing Monday morning.

Failure to follow this procedure will result in you being liable for the parking fee.

WAGES

Wages are paid into your bank account every Thursday.

DRIVING CARDS

Drivers must carry at all times their Driving Licence, Driver CPC Card and Digital Tachograph Card plus any Tacho Charts up to 28 days.

TACHOGRAPH CHARTS AND DIGITAL TACHOGRAPH CARDS

At the end of the day you must either scan your analogue charts through the chart scanner or download your digital card in the card reader positioned in the garage by the personal window. All tachograph analysis is undertaken by TruTac and overseen by Anthony Winson on behalf of the company.

You must hand in your Tachograph Charts after 28 days. You must only have 28 days' worth of charts in your possession. If you are in possession of more than 28 days with you, you may face a fine from the DVSA.

WALK ROUND CHECKS

It is your responsibility to do a walk round check before you begin driving any company vehicle.

Walk round checks are to be done via the Driver-i App on your own mobile device or on a company tablet provided, situated in the garage by the clock card machine. **See Section E in the handbook.**



PAUL S WINSON COACHES

DEFECT REPORTING PROCEDURE

This is to be done via the Driver-i App on your own mobile device or on a company tablet provided which are in the garage by the clock card machine – **see Section E!**

It is the **Drivers Responsibility** to report any major defect in person to a duty engineer or the traffic office during office hours as well as reporting it on the App. Out of office hours please call the workshop call phone number to report any major defect, as per the current procedure.

SPEED LIMIT

The speed limit is 100 KPH on all coaches.

UNIFORM

Trousers -	Grey trousers – company issue
Shirts -	White shirt – company issue
Jumpers -	Navy jumper – company issue
Ties -	Company issue
Shoes -	Black or Grey leather shoes only. (No casual shoes to be worn)
Socks -	Plain black, grey or navy blue
Fleece -	Navy fleece – company issue
Coats -	Available for drivers to purchase
Hi Vis -	Company issue

HOURS WHILST ON TOUR

When on tour the agreed tour rate will be paid per day. With the exception of the first and last day when travelling north of Edinburgh / Glasgow and single crew operations abroad. This condition only applies when the coach has not had a feeder driver to load the vehicle to a certain point, which will then be eligible for the supplemented outbound or inbound tour rate.

NO SMOKING POLICY

No smoking is permitted within the company premises or vehicles, this includes vape smoking. You may smoke outside the front gate where there is a cigarette bin for you to put the cigarette ends in.



PAUL S WINSON COACHES

MOBILE DEVICES

Please **DO NOT** use any mobile phone or mobile device whilst driving.

ACCIDENT REPORTING

A Roadside Report Card is to be filled in following an accident. It is **VERY IMPORTANT** to gain the maximum amount of information as possible including any photos. The tear off part to be given to the Third Party. Following an accident an **Accident Report Form is to be completed within 24 hours of the accident and MUST be handed into the office**. A form can be found in Section F of handbook. Please ask for a replacement copy if used.

FUELLING

Vehicles with full time drivers are to be re-fuelled at the driver's discretion. They must never be less than half full at any time. Other vehicles must be refuelled on returning to the garage and double decker's are to be fuelled every morning and afternoon.

CLEANING OF COACHES

All coaches must be left washed, swept, mopped and fully cleaned for the next day, without exception. Please keep the cabs and racks free from unnecessary clutter. Please refer to Duty Sheet for information on the vehicle's next day's work as this may require additional cleaning - ie: windows, toilets and coffee machine to charge.

CLEANING EQUIPMENT

Coach drivers that do not keep their own cleaning equipment on their vehicles, there are brushes and mops by the toilets. Polishes etc. are kept in the cabinet by the clock card machine.

RUBBISH

When coach cleaning is complete please put all rubbish in the skip provided in the yard.

LOST PROPERTY

Please follow the correct procedure for logging Lost Property in the book and box provided in the staff canteen. Items of value to be handed into the office or put in the safe when out of hours.

LOCKING OF COACHES

The key box is located inside the garage near the entrance/exit door. Coaches parked inside must have the keys removed and placed in the key safe but remain unlocked. Coaches parked outside must be locked with the keys placed in the key safe.

PAUL S WINSON COACHES

CAR PARKING

Please park in the spaces provided with the exception to any designated parking areas. Drivers parking in the staff car park provided do so at their own risk. The company takes no responsibility for any damage. Staff **MUST** use Staff car park at the rear of the building at all times.

STAFF ROOM

Please ensure the staff room is kept clean and tidy at all times. Free from overalls, boots and other general clutter.

ENTRANCE DOORS AND GATES

Please ensure that **ALL** gates and doors are secure when you leave the company premises if you are the last person on site.

SECURITY OF PREMISES

After office hours, all drivers must not walk into restricted areas such as the workshop area, due to Health and Safety issues and as the building is fully alarmed & monitored by Leicestershire Police.

GARAGE WORKSHOP

Please do not enter the workshop unless you are asked to do so.

WORKSHOP STORES

No employee is permitted in the garage workshop stores at any time, unless instructed or invited to go in there.

HI-VIS

A Hi-Vis is provided and must be worn by all staff, suppliers and sub-contractors, at all times in the yard, on breakdowns etc. in accordance with instruction. Ensure you have your Hi-Vis with you before travelling. It must be kept clean and in an effective condition and only company issued vests must be worn. Hi-Vis equipment must be used for company business only. Please don't wear a Hi-Vis when driving.

Please ask for a new vest if, and when required and immediately report any loss of or obvious defect to your supervisor.

Lead by example – always wear your Hi-Vis where needed and challenge those who are not!



PAUL S WINSON COACHES

DRIVER INTRODUCTION AND SAFETY ANNOUNCEMENT

After Passengers Have Boarded

Please introduce yourself and the company to the passengers on-board.

Advise passengers to wear their seatbelts.

Inform passengers where the Emergency Exits are on the board the vehicle – doors/windows + glass hammer/escape hatches.

Inform passengers where the First Aid Box and Fire Extinguisher are situated on the vehicle.

Advise any other information that is particular to that journey only.

During the Journey

If necessary please advise passengers of any stops, timings, contact numbers or information that is required when their have reached their destination.

Return Drop off Point

Just prior to arriving at the drop off point please thank the passengers on your behalf and the company for travelling with Paul S Winson Coaches. Please remind passengers to take all their belongings with them.

If multiple drop offs, advise passengers where the next drop off point will be, to aid a quicker departure from the vehicle.

PAUL S WINSON COACHES

Motorway Breakdown/Emergency Procedure

There may be occasions when a vehicle is forced to come to a halt on a motorway. In the event of a vehicle failure or emergency while loaded it would be wise to adopt the following procedure and you may wish to consider making these instructions known to your customers.

If you need to stop in an emergency on a motorway you should, wherever possible, pull onto the hard shoulder. The motorway hard shoulder can be a dangerous place and it is illegal to stop there unless it is an emergency. You should never stop there to read a map, go to the toilet or answer the phone - always drive to the next services or exit.

When the vehicle comes to a standstill illuminate hazard warning lights (if they are operational).

If possible and if there is time, bring the vehicle to a stand as close to the kerb as possible and with the steering lock turned towards the left so that in the unfortunate event of a rear end collision the vehicle will not be driven back into the carriageway.

Switch off the vehicle if possible. If the vehicle has some form of dangerous defect (eg a fuel leak, electrical fault or it is overheating) it may be wise, if possible, to activate the emergency fuel shut off facility. Drivers should be familiar with the location of this control on their vehicle.

The driver(s) should have available and wear a High Visibility vest or jacket when exiting the vehicle. If it is dark you should have access to a torch or lighting source to assist in finding your way to safety. Be careful not to shine the torch at motorists on the main carriageway where the beam may cause confusion or blind other drivers.

Wherever possible, passengers should always be discharged from the vehicle directly to the kerbside using the main entrance door or if travelling in Europe, the continental exit or secondary emergency exit. Only in the event of the exits to the kerbside of the vehicle being obstructed, or if there is any other safety concern with using that side, should passengers be discharged using other exits.

If this requires exit into a live traffic lane, every effort should be made to secure a safe passage to the kerbside and passengers should be supervised to ensure they are protected from moving traffic on the main carriageway.

In the case of a fire or other similar emergency, it is of course accepted that all available exits should be used in order to evacuate the vehicle as quickly as possible. Clear the coach as quickly as possible, but in a safe and orderly fashion by trying to make clear the importance of getting to safety and clear of the carriageway.

Do not attempt to remove any luggage or other belongings from lockers or other storage space. If there is time and the weather outside the vehicle is inclement - try and encourage passengers to bring some form of weatherproof garment with them.

Try and evacuate passengers from the rear of the vehicle first. If for any reason it is not possible to evacuate the vehicle try and ensure that passengers are moved away from the rear seats if others are available. This will help to minimise the risk of injury in the event of a rear end collision whilst the vehicle is stationary.

Lead passengers to a place of safety behind the hard shoulder barrier or to a high point on an embankment if possible and if necessary. Stay well away from the carriageway and hard shoulder as you wait for help to arrive. Do not get back into the vehicle and do not try to repair the vehicle yourself, even if you think it is a simple job.

Once your passengers are safely evacuated, preferably with someone responsible supervising them, telephone for assistance. Use the nearest emergency roadside phone rather than a mobile phone if possible. You may use a mobile telephone, but if one is not available, or if a signal is not available walk to the nearest roadside assistance telephone to call for help.

If you use an emergency roadside phone your exact location will show on the operators screen and it will be easier to find you.

On motorways these phones are spaced at one-mile intervals.

In the UK roadside markers are spaced at 10-metre intervals on the hard shoulder. They show how far you are in kilometres from the start of the motorway and also the direction of the nearest emergency phone you can safely use.

If any of your passengers are injured or have a disability that means they cannot leave the vehicle the Highway Code advises that they should stay in the vehicle (supervised) with a seat belt on and again as far forward in the vehicle as possible. Make sure that you make this fact known when speaking with the emergency services.

Section D

Induction Form and Refresher Check Forms

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Driver Induction & Refresher Training Check Sheet

Employee Name..... Date.....

Supervisor Name..... Sign.....

#	AREA OF INSTRUCTION	COMPLETED Please Tick
1.	Received Drivers' Handbook – Read & Understood	
2.	Health & Policy Statement – (New Staff Members to Sign Policy)	
3.	Driving at Work Policy – (New Staff Members to Sign Policy)	
4.	Smoking, Drugs & Alcohol Policy - (New Staff Members to Sign Policy)	
5.	Tour of Premises & Location of Emergency/Fire Exits	
6.	Method of Raising Fire Alarm – See Section 2	
7.	Emergency Evacuation Procedure & Assembly Point – See Section 2	
8.	Location of Fire Fighting Equipment	
9.	Location of First Aid Kit – See Section 2	
10.	Location & Procedure of Accident Book – Workshop Office	
11.	Importance of Medical Fitness and Notification – See Section 2	
12.	Warning of Known Hazards – Workshop/Rolling Road/Fuel Pumps	
13.	Hazardous Materials Awareness (COSHH) – Book in Workshop Office	
14.	Prohibition on Using Workshop Equipment Without Permission	
15.	Working at Heights Awareness – See SWP for Details	
16.	Toilet Drop Safe Working Practice - See SWP for Details	
17.	Coach Wash Safe Working Practice - See SWP for Details	
18.	Vehicle Fuelling Safe Working Practice - See SWP for Details	
19.	HI – VIS Policy – See Section 2	
20.	Banksman Policy – See Section 2	
21.	Mobile Phone Policy – See Section 7	
22.	Rules on Driver License & Regular Presentation – See Section 7	
23.	Driver i – Walk round Check Policy – See Section E	
24.	Driver i - Walk round Check Training (Yearly Refresher) – See Section E	
25.	Vehicle Breakdown Procedure & Contact Guidance – See Section 8	
26.	Guild Of British Coach Operators – Awareness – See Section F	
27.	Earned recognition – How to Play Your Part – See Section F	
28.	Bridge strike - (New Staff Members to Sign Policy)	
29.	Staff portal – Understand relevance of checking for new information	

I am Satisfied that I have Received information/instruction in the above matters and I have Fully understood the Company Rules and Regulations.

Sign Print Date



Section

E

Driver i-Walk Round Check Procedure

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Driver-i Walk Round Check Procedures

The Legal Recommendation from the DVSA

A driver or responsible person must undertake a daily walkaround check before a vehicle is used. As a driver, DVSA recommend this check is carried out before you first drive the vehicle on the road each day.

Where more than one driver will use the vehicle during the day's running, the driver taking charge of a vehicle should make sure it is roadworthy and safe to drive by carrying out their own walkaround check; however, due to health and safety implications this may not be practical on all occasions.

An example of a system for managing in-service driver changes is where a walkaround check is carried out by a responsible person, and the drivers monitor the vehicle during the day's running. When there is a change in driver during the day, it is sometimes unsafe to carry out a walkaround check, for example at a bus stop. This will be considered acceptable where there is a robust driver defect reporting system in place, which details defects reported during the day for the various drivers of that particular vehicle.

1/. Walk Round Checks and Defect reporting can be carried out on either your own mobile device or a depot based tablet. Your sign-in details must be kept readily available should you need to report a defect during your working day.

2/. All vehicles are to have a Walk Round Check carried out prior to leaving the depot. This includes vehicles that are being driven by the same driver later in the day if on a split duty.

The **ONLY** exception to this will be if the same driver is continually on duty with the same vehicle throughout the day.

3/. It is the **DRIVERS** responsibility to report any Road Safety defect immediately in person to a Duty Engineer or by telephone during out of hour's operation on the duty call phone number.



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Driver-i Walk Round Check Procedures

4/. You can also show any previous damage on the vehicle by using the Damage section in the Walk Round Check App.

DO NOT report vehicle damage as a defect unless it is deemed to be a Road Safety issue.
If so then report it as defect and seek assistance as per Procedure No. 3.

5/. During driver changes on the roadside, you are required to carry out a basic walk round check of the vehicle externally, Using the Roadside Change over section within the App.

6/. When carrying out either walk round checks or reporting a vehicle defect you have the function to be able to photograph any points that may be related to the defect, fault or damage.

7/. If using the depot-based tablet, upon completion please return it immediately to the charging station storage point.

8/. All defects will be immediately downloaded to the workshop after you have completed your checks. Please ensure that you wait for the report to finish uploading before closing the mobile device.



Section

F

Training, Information and Checklist Documents

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ACTING AS A BANKSMAN - GOOD PRACTICE GUIDE

ALWAYS

1. Wear the correct (high-vis vest and protective footwear),
2. Establish and then maintain good communication with the driver, and ensure you are in view at all times when the vehicle is moving.
3. Agree that if the driver loses sight of you he/she must STOP.
4. Explain clearly which loading bay is to be used.
5. Explain clearly where you will be standing throughout the procedure.
6. Ensure and agree that there is enough room for the driver to complete his manoeuvre.
7. Ensure the area used is free of pedestrians throughout the procedure - agree an emergency 'stop' alert with the driver.
8. When the manoeuvre is in progress always keep a safe distance from the vehicle and maintain good and clear communication with the driver.
9. Once the manoeuvre has been completed, ask for the driver's keys and hand them into the transport office for safekeeping until the work has been completed when they are to be reissued back to the driver.

NEVER

10. Act as a banksman without wearing the correct clothing.
11. Assume the driver knows what is required of them, or where they are required to go (good communication is key).
12. Stand close to the vehicle while the manoeuvre is taking place, **ALWAYS** keep a safe distance.
13. Walk behind the vehicle or stand between the vehicle and any fence, wall, vehicle or barrier.
14. Talk to one of your colleagues, or on your phone whilst the manoeuvre is taking place, you **MUST** be alert at all times.
15. Start the procedure until everything is in correct place - no pedestrians, plenty of room for the manoeuvre, driver fully aware of which loading bay is to be used, and where you will be standing and the traffic light next to the bay in question to be on green.

It is imperative for this procedure to be carried out in the safest manner that you abide by the points mentioned above. Remember the correct clothing and good communication and visibility are key to this operation being carried out safely.

Failure to comply with the above WILL result in disciplinary action being taken against the offender(s).

Please sign below to verify you have read and understood the above mentioned points, and you have been issued with the necessary personal protective equipment.

Sign:

Print:

Date:

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BRIDGE STRIKES

A bridge strike is where a vehicle collides with an overhead bridge.

As a driver your responsibilities are to know your overall vehicle height, to know that the route that you intend to take is suitable for your vehicle, and to be observant both to road signage and to physical structures.

The attached document is a Network Rail publication entitled 'A Good Practice Guide for Professional Drivers of Passenger vehicles, specifically targeting drivers of PCVs.

This information is yours to keep, please read it thoroughly and carefully and ensure that you understand and comply with the content at all times.

It is YOUR responsibility to ensure that you do not allow your vehicle to strike an overhead bridge or structure. You can avoid this by taking the following steps.

- KNOW the height of your vehicle before you set off - this is part of your daily walkround check and you should complete your defect sheet accordingly to confirm this every time.
- PLAN your route - If you are using a navigation device (a 'sat-nav') this should be appropriate to the size of the vehicle that you are driving - a regular 'car' sat-nav will not warn you about low bridges that will restrict a bus or coach.
- READ all road signage carefully.
AVOID short cuts on routes that you are unfamiliar with.

Please sign this letter to confirm that you have received and understood this information and will comply with it at all times.

Signed: _____

Print name: _____

Date: _____

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DVSA Earned Recognition Scheme

DVSA Earned Recognition is a voluntary scheme run by DVSA with an aim to reduce the burden of enforcement on operators with a strong track record of compliance and adherence to standards.

Operators must be able to demonstrate that they have robust systems and processes that promote effective and proactive transport management. By maintaining audited compliance systems, operators will 'earn recognition'.

Key performance indicators will provide an effective means of monitoring the level of compliance, which may avoid the need to carry out a roadside inspection or operator visit and provide DVSA with the assurance and confidence that the operator is effectively managing the transport operation and functioning in a compliant manner.

The main benefits for an operator in DVSA Earned recognition are:

- You'll be provided with a DVSA marque to use on your website and other publicity materials
- You'll be recognised as a DVSA approved operator through a published list on GOV.UK
- Your OCRS will show a 'Blue' Earned Recognition status, which is the lowest risk score
- Your vehicles are less likely to be stopped at the roadside for inspections
- DVSA enforcement staff are less likely to visit your premises
- You'll have direct access to a DVSA Earned Recognition team

Operators can find out more about DVSA Earned Recognition, and how to apply, by going to the GOV.UK website.

DVSA Earned Recognition status will recognise 'exemplar' operators and their investment made in compliance.

