

# Driver Handbook

Revised November 2013



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# 1. Foreword

A Society vehicle used on business is a place of work with all the responsibilities on an employee that this entails.

For the purpose of these policies, Scottish Midland Co-operative Society Ltd vehicles will include vehicles owned, leased, or on hire or loan to the Society, and will also extend to the use of employees own vehicles used for business purposes.

Failure to adhere to this manual could result in disciplinary action being taken, up to and including termination of employment.

# 2. Introduction

Scottish Midland Co-operative Society Ltd specify who may drive vehicles owned or on hire to the Society, the use of vehicles within the UK and overseas, vehicle safety, and upkeep. The policies are designed to supplement legislation & the Highway Code, and any guidelines or instructions advised by Government, Health & Safety bodies or vehicle supplying companies.

## Questions arising should be addressed to

Policy related matters should be addressed to Head of Human Resources on 0131 335 4440.

Health and Safety related queries should be directed to our Health and Safety Advisor on 0131 335 4516.

Vehicle administration issues should be directed to our Administrator on 0131 335 4462.

## 3. All drivers who drive on Society business

### 3.1 New driver registration policy

#### Driver registration

All staff required to drive on business for Scottish Midland Co-operative Society Ltd must submit a driver declaration form to the vehicle administrator and gain approval from their line manager. This form must be accompanied by their full driving licence, ie, 'photo card licence and original paper licence.

This form is available on the intranet - see appendix A

Once the licence has been lodged they may drive for the Society

This form must be submitted by staff who will

- Drive their own Society vehicle
- Drive another employees Society vehicle
- Drive a pool vehicle
- Drive their own vehicle on Society business
- Drive a hired vehicle on Society business

### 3.2 Driving licences and driver declaration policy

The Society requires all Society drivers, and any person that the Society instructs to drive as part of their work activity, to submit their driving licence for inspection at least once every 12 months along with a completed copy of the driver declaration (Appendix A) this declaration can also be done on a three year basis using Appendix B.

- You must provide your driving licence for inspection as requested by the Society
- If you are in possession of the new style photo card licence you must submit both sections for inspection
- The appropriate information (validity, relevant categories, etc.) will be recorded /photocopied, dated and kept on file for an appropriate period.

#### Driving licence endorsements

You must inform your line manager and the vehicle administrator (0131 335 4462) immediately of any driving endorsements, pending prosecution or actions against you that may result in prosecution. This information will be kept on file.

## Eyesight

Rule 92 of The Highway Code requires that “you MUST be able to read a new style number plate from a distance of 20 metres (66 feet) or 20.5 metres (67 feet) where the old style number plate is used. If you need to wear glasses (or contact lenses) to do this, you MUST wear them at all times while driving.” The Society requires that you comply with this regulation, and reserves the right to ask you to show that you can comply with the above. Should you fail, it also reserves the right to require you to have your eyesight checked by a professional optician and to insist that you wear any glasses or contact lenses prescribed. You require to notify your manager if your eyesight does not meet the minimum required standard.

## General health

It is an employee’s duty to declare to the employer any medical condition, or change in medical condition, that could affect their ability to safely execute the task of work-related driving.

## Seat Belts

Seat belts must be worn at all times, including all passengers.

## Child Restraints

All children under 3 years old must use the correct child seat when travelling in any car or goods vehicle – other than in the rear of a taxi if a child seat is not available. Children over 3 years and up to 12 years must use the correct child seat or booster seat when travelling in cars or goods vehicles until they reach 135cm, around 4 feet 5 inches. Children aged 12 or more, or those who are more than 135cm tall, must wear an adult seat belt.

## Security

Valuables, removable radios, mobile phones, briefcases, jackets, laptops, blackberries, goods for delivery (or anything that could be perceived as being of value) must never be left on display in a vehicle. Where an alarm or immobiliser is fitted, it must be activated when the vehicle is left unattended. It is also mandatory to close all windows and lock your vehicle when you leave it. Staff should consider their own insurance for personal items left in Society vehicles eg. golf clubs, ipods, etc.

New cars have a good level of engine immobilisation fitted as standard. It is becoming very difficult for thieves to “hot wire” a vehicle. This has led to a rise in theft of keys from house burglaries, hook and cane key theft through letterboxes and car jacking.

- **Always keep your keys out of sight** and hidden away in a drawer or cupboard rather than on a key-hook or in a pot.
- **Always lock your car when left unattended** and ensure that the vehicle is secure and any valuables are removed.
- **Never leave the keys in the vehicle while unattended** even when filling up with fuel or popping into a shop etc.
- **Always drive with the doors locked.** In the unlikely event that a person forces the driver to hand over the keys to the car, do not resist. Phone the police and try to give a clear description of the thief.

## **Night Parking**

You should take all sensible precautions regarding parking. At night, garage the vehicle if possible; do not leave property in the vehicle overnight especially laptop computers, mobile phones and portable satellite navigation systems, always lock your car when there is no one in the vehicle (even at fuel service stations). Do not park it in the more vulnerable positions in car parks, try and park in a well lit area so it is safer when you return to your vehicle. When parking on the roadside always try and park in the direction of travel and fold in your door mirrors.

## **Disabilities, incapacities or special needs**

Should you have any disability, incapacity or special needs that may affect the choice of vehicle you drive or the equipment and controls with which it is fitted, then you should discuss these with management.

The organisation will conduct a specific risk assessment on yourself and your vehicle, and reserves the right to seek medical or specialist advice and opinion if required. You are expected to co-operate fully in these activities.

You are to inform management of any alteration in your medical condition. You are also to inform management when you change your vehicle for a different model from the one in which you were last assessed. In either case a new risk assessment may be conducted and additional advice may also be sought.

## **New or expectant mothers**

Female employees should inform management if they are pregnant. This will enable management to discuss with you your work activities. As a result of this discussion the Society will undertake a risk assessment. Should you drive as part of your job function this topic should also be discussed and should be reconsidered as your pregnancy progresses. Doctors are required to record advice given to patients regarding any work related issues (on the Med 3 Section of medical statements). If you have any issues or specific concerns regarding driving related activities, please raise this with your manager. If you drive regularly with your role, you should discuss this with your midwife and/or doctor.



### 3.3 Service, maintenance and repair policy

It is the driver's responsibility to ensure that each vehicle driven on Society business is serviced in accordance with manufacturer's servicing schedule and that the vehicle's service record is stamped up to date. In addition, drivers are to ensure that any manufacturer recall is actioned without delay as warranty recalls usually identify a serious problem, which could affect vehicle/driver safety. Failure to regularly service a vehicle or respond to a recall could well invalidate any warranty claim arising out of a mechanical fault, or worse, could lead to a potentially fatal accident.

For Pool cars, this responsibility rests with the manager in charge of the vehicle.

### Driver Car Care and Maintenance - Taking Care of your Company Vehicle

**The following basic checks and procedures must be made monthly or more frequently**

**Clean** the vehicle regularly - inside and outside.

**Glass:** Windscreen, lenses, reflectors must be clean to ensure maximum visibility, with no cracks, holes or other damage.

**Oil:** Must be midway between minimum and maximum levels (refer to manufacturer's handbook for checking procedure and oil grade) - check regularly.

**Water:** Washers and coolant must be at the correct levels (refer to manufacturer's handbook for guidance). Make sure the washers are working and accurate.

Warning – **always check the coolant when the engine is cold**. When hot the system is pressurised and may cause injury.

**Wipers:** Ensure the wiper blades clean the screen and do not smear. Check for splits in the rubbers and that they function correctly at all speeds.

**Electrics:** All lights must be in full working order with clean and undamaged lenses. It is an offence to drive if your lights are not functioning properly. The heater and vent controls must be working correctly.

**Seat Belts:** Free from damage and twisting and extend and retract properly.

**Wheels and Tyres:** At least every week check the tyre pressures (including spare). Incorrect tyre pressures will adversely affect tyre life, vehicle handling and fuel consumption. **Tyre pressures should be checked when tyres are cold** after the vehicle has been parked for three or more hours, or driven less than 1 mile. Tyre pressures are shown within the manufacturer's vehicle handbook.

Insufficient pressure can lead to overheating of the tyre and subsequently internal damage. At high speeds, this could result in tread separation and even bursting of the tyre.

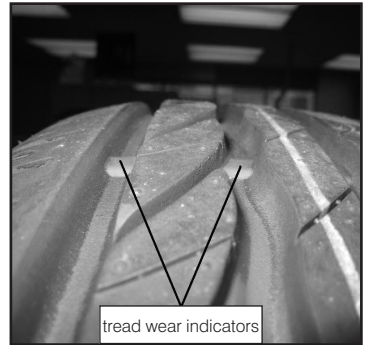
Tyres should also be inspected for wear, cracking, bulging, or objects caught in the tread. If excessive wear, cracks, bulging, or deep cuts are found, the tyre must be replaced.

Most new tyres have a built-in tread wear indicator (see photo). When the wear indicator is visible, the tyre must be replaced.

In the UK by law, Cars, light vans and light trailers must have a tread depth of at least 1.6mm across the central three-quarters of the breadth of the tread and around the entire circumference.

The Company policy is to have the tyres replaced at 2mm.

An easy way to check the tread depth of your tyres if they don't have wear indicators is with the use of a 20 pence coin. Place the coin in the tread and make sure the tread covers the edge.



Your vehicle together with all parts affecting road safety must be well maintained, in good working order, and serviced in line with the manufacturer's specified schedule.

Note: you as the driver share those responsibilities with the Company.

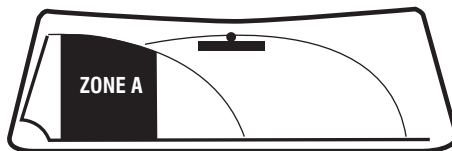
## Tyres

Tyres must be obtained from the leasing company's preferred fast-fit centres. Drivers are responsible for the organisation of the replacement of the tyre/s. Puncture repairs should also be carried out by the same service provider. In the event of a puncture then contact our mechanical breakdown service provider for assistance. If you are not in a safe place or confident do not attempt to change the wheel.

## Windscreens and Body Glass

Should you have a damaged windscreen or body glass contact insurer on 0844 571 3045, which is a 24/7 service.

A windscreen should be replaced if any damage interferes with the driver's view of the road.



'View from outside front looking in'

A windscreen should be replaced if it cannot be repaired and there is:

- Damage (including cracks/chips) within zone A not contained within a 10mm circle.
- Damage within the swept area outside of zone A not contained within a 40mm circle.
- A combination of minor damage areas that seriously restricts the driver's view.



## MOT test for privately owned vehicles

Vehicles on reaching the age of 3 years old are required to submit to an annual MOT test.

**Note:** If the Police stop the vehicle and the driver is unable to show a current MOT certificate, it will be the driver who will be prosecuted, not Scottish Midland Co-operative Society Ltd.

### 3.4 Motoring offences policy

Drivers should be aware that motoring offences are a personal liability, and that Scottish Midland Co-operative Society Ltd accepts no liability for fines incurred for the following offences (e.g. speeding, parking, no road tax or valid MOT certificate) involving the use of Society vehicles. Persistent poor driving or unacceptable road behaviour may result in disciplinary action.

Drivers must therefore ensure that:

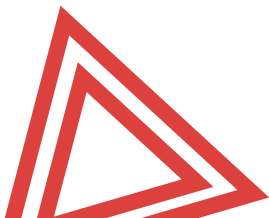
- a.** they hold a current and valid driving licence. Any changes through endorsement /disqualification must be notified to a your line manager and the vehicle administrator on 0131 335 4462
- b.** the vehicle they intend to drive is safe and roadworthy.

Scottish Midland Co-operative Society Ltd maintains vehicle logs (for pool vehicles) recording who was driving which vehicles on which days to enable personal liability for particular offences to be acknowledged.

If a member of staff becomes disqualified from driving and they are required to drive to fulfil the duties for which they are employed and alternative solutions cannot be found then they may be subject to disciplinary action up to and including termination of employment. If the reasons for the disqualification arise from poor driving then additional driver training may be mandatory prior to driving again on Scotmid Society business.

All staff required to drive on Society business and drivers of Society vehicles should be aware of our Policy regarding alcohol and drug abuse. It should be noted that driving a Society vehicle whilst under the influence of alcohol/drugs is strictly forbidden and will be treated as a serious disciplinary matter, which could result in disciplinary action up to and including termination of employment. Staff who are required to drive as part of their role will also be subject to disciplinary action up to and including termination of employment if they are convicted of driving under the influence of alcohol or drugs. Please refer to the drug and alcohol policy on the intranet.

**Note:** Any Congestion Charges (if relevant) must be paid by the driver and only reclaimed through the expenses system when the car is being used for business purposes. Congestion Charge fines will not be reimbursed by the Society. Parking and speeding fines are the sole responsibility of the driver.



### 3.5 Mobile phones whilst driving policy

The guidelines cover all employees who have a business mobile phone or smart phone regardless of whether they are driving vehicles provided by Scotmid or their own vehicle. It also covers the use of personal mobile phones while driving on Society business.

As you are all aware, the law specifically prohibits the use of hand-held mobile phones while driving. The Society prohibits the use of hand-held mobile phones while driving.

The use of mobile phones while driving is possible but should only be used for receiving calls in exceptional circumstances and when using a manufacturer approved hands-free kit. However, caution should be taken even when using a hands-free kit, as concentration will be reduced while a conversation is taking place and a separate offence may be committed of not having proper control of the vehicle. If the use of the phone contributes towards an accident you will be prosecuted regardless if it is hands-free or not.

#### **Always adhere to the following guidelines:**

- Sending and reading text or picture messages while driving, even with a hands-free kit, is prohibited
- Emailing, even with a hands-free kit, is prohibited
- Never use a hand-held mobile phone while driving
- Use your voicemail to take calls and return them when you have stopped in a safe place
- When on a long journey or expecting an important call, make regular safe stops to check for messages and return calls
- Do not stop on the motorway hard shoulder to make calls except in circumstances where personal safety is at risk or if you are calling for assistance after breaking down
- Respect any signs under the 'Highly Flammable and Liquefied Petroleum Gases Regulations' asking you to switch off your mobile, e.g. at petrol stations.

Our aim is to protect you and other road users and to abide by the law. We ask you to do this and always drive within the Highway Code.

### 3.6 Society policy on smoking

It is the policy of Scottish Midland Co-operative Society Ltd that all of its' workplaces are smoke-free and all employees, customers and suppliers have a right to a smoke-free environment. Smoking is prohibited throughout all Society buildings, including offices, corridors and toilets, with no exceptions. It is also prohibited to smoke in vehicles owned, leased or otherwise contracted by the Society for work-related purposes.

The only instance where you can smoke in a vehicle is - If you own the vehicle and you are driving outside of normal working hours and the trip is a private journey with no Society employees present in the vehicle. Smoking is prohibited in all other circumstances. Every individual has the right to a "smoke free" workplace. This applies to all vehicles used for work-related journeys and will include vehicles not belonging to the Society such as the employees own vehicles and the use of hire cars, if it is deemed a business journey.

No Smoking notices in the form set out in the Health Act 2006 measuring 70mm in diameter must be displayed in a prominent position in the passenger compartment of all vehicles affected by the ban.

Smokers are also required to not smoke immediately outside any work base, due to passive smoking implications. This applies to ALL staff, visitors and contractors.

This policy is intended to:

- Protect everyone against the effects of smoke;
- Promote health in the workplace and support those who wish to give-up smoking;
- Ensure the Society adheres to Government Legislation at all times

For help to give-up smoking, please contact the NHS Smoking Helpline Number on 0800 169 0169.

### 3.7 Driving safety policy

Staff who drive a Society vehicle can expose themselves to various risks. The following information promotes sound Health & Safety driving practices and some incident avoidance tips:-



#### **Know your vehicle**

**Plan your route before you leave and allow extra journey time and breaks where required to allow for bad weather, traffic congestion etc**

**Seat belts are worn whilst the vehicle is in transit**

**Drive within speed limits and to the speed dictated by weather conditions, which may mean driving at less than the limit**

**Stay calm and relaxed while driving and try to avoid situations which could lead to stress or road rage**

**Consider other road users**

**Stop if you feel tired at any point**

**Take regular breaks on long drives**

**Share driving with others on long drives**

**Look all around before manoeuvring**

**Favour "A" roads and motorways**

**Use light appropriately - see and be seen**

**Request accommodation on long journeys**

**Check that the vehicle in front has actually gone**

**Consider alternative means of travel for long trips**

## **Follow the highway code**

### 3.8 Vehicle Ergonomics – loading and unloading

If, as part of your work activity, you may carry stock, equipment, tools, spare parts, etc., in your vehicle, then consideration should be given to this when your vehicle is being ordered. Please discuss any special requirements you may have with your manager prior to a vehicle being ordered.

1. For items that are awkward to lift or which are heavy, then the use of estate cars or vans should be considered. This should maximise the rear opening, as estate cars and vans normally do not have a rear lip over which items have to be lifted.
2. Heavy or awkwardly sized stock etc should be lifted using trained safe lifting techniques or assistance sought.
3. Stock etc must fit within the confines of the car and not impede safe working of locks, windows, visibility and controls etc.
4. Stock/laptops etc or other heavy items are to be placed securely, so that they cannot move dangerously whilst driving or become a projectile in an accident. Use the boot of the car or fasten in place. Items in the boot/tailgate areas should be secure and pushed against the back of the rear seats.
5. Do not carry small loose objects, which can cause distraction whilst driving or slide under pedals etc.
6. If a roof rack is fitted it must be suitable for the car and fitted correctly. The weight and size of load to be within manufacturers parameters. Load to be securely strapped down.

### 3.9 Guidelines on journey planning

Before planning a journey by Society vehicle, a driver should carry out a risk assessment and consider the following:

- Bearing in mind the purpose of the journey, is it sensible for the return journey to be undertaken the same day, or is overnight accommodation required?
- What equipment etc is to be transported?
- How many people are travelling and what are their needs?

In planning journeys by road, drivers should allow for a sufficient number of adequate rest breaks during the journey, both for themselves and their passengers. Fatigue is a major cause of road accidents. On long journeys, it is recommended that you do not drive continuously for more than approximately two hours at a time without stopping for at least a 15-minute break. Long journeys can lead to tiredness, which can affect safety, and can cause posture problems. After 4 hours of driving then the driver must take at least a 30-minute break in addition to the 15-minute break after 2 hours. It also requires that a total of no more than 11 hours maximum be worked and/or driven in any one 24 hour period. The maximum spent driving in a 24 hour period must be restricted to 9 hours. If necessary work patterns/routines must be re-planned or overnight accommodation made available. Managers must ensure that they do not issue work instructions that compromise these requirements.

For example

4½ hours	45 minutes	4½ hours
Driving period	Rest period	Driving period

1½ hrs	15 mins	3 hrs	30 mins	1½ hrs	15 mins	3 hrs
Driving	Rest	Driving	Rest	Driving	Rest	Driving

It should be noted that the above examples indicate minimum breaks. Drivers must take into account other factors such as their driving experience, age, health, and the factors indicated in paragraph 1.2 above.

During any break period, a driver must not drive or undertake other work (including telephoning the office). It is strongly recommended that the break be spent away from the vehicle. Periods of less than 15 minutes are not considered sufficient.

Sleep-related accidents are most likely to occur between 2 am and 6 am and between 2 pm and 4 pm. Extra care should be taken if driving between these risk times.

Consider overnight stays where appropriate, eg, when a long journey is being undertaken or the journey is being undertaken during the winter months.

Drivers of commercial vehicles over 3.5t gvw must adhere to the EU Drivers Hours Regulations and the 48 Hour Working Time Directive. - Please see the separate HGV Policy Booklet

Scottish Midland Co-operative Society Ltd operate a strict Alcohol & Drugs policy, which forbids the use of any vehicle if the driver is aware or suspects that they are under the influence of either alcohol or drugs.

**Stay alert, stay alive!**

## 4. Society vehicles

### 4.1 Use of vehicles policy

#### Permitted use

Scottish Midland Co-operative Society Ltd vehicles are supplied primarily for business use. However, they may also be used for social and domestic purposes.

#### Scottish Midland Co-operative Society Ltd vehicles may not be used for

- a. any purpose for which it was not designed
- b. competitive driving (racing, rallies, speed trials, pace making etc)
- c. any business other than Scottish Midland Co-operative Society Ltd – this includes part-time occupations such as entertainment or commission selling by any person including partners; or other family members / friends
- d. motor trade related activities
- e. hiring or the carriage of passengers for hire and reward
- f. use while drawing a greater number of trailers than permitted by law.
- g. Any other purpose in contravention of the law.

#### Personal non-commercial use of vans

Where staff have elected to pay the benefit in kind on the Society vehicle, it may be used for non commercial use. Where they have not elected to pay the benefit in kind, it can only be used for commercial purposes eg trips between stores or home to work use.

#### Authorisation procedure

All Society vehicle drivers must seek permission for staff member's spouse or partner to be able to drive their vehicles. Authorisation should be sought from their Head of Department and the family member's driving licence and the completed driver declaration submitted to the vehicle administrator.

#### Society car usage

1. Only authorised personnel who hold an appropriate and valid current driving licence may drive a Society vehicle.
2. All Society vehicles shall be maintained in a roadworthy condition at all times. For Society vehicle drivers the servicing intervals of the car allocated to them must be adhered to. For pool vehicles this is the responsibility of the relevant Manager to whose department the vehicle is charged.
3. No Society vehicles shall be driven whilst under the influence of drink, prescribed or non-prescribed debilitating drugs or other substances. (Refer to separate policy re alcohol and drugs)
4. Common sense must prevail when assessing the forthcoming journey to ensure that a Society vehicle is not driven whilst fatigued, unfit or unwell to such an extent that judgement is impaired and driving becomes hazardous.
5. The Working Time Directives requires an 11 hour uninterrupted rest period following a long day's work.
6. All Society drivers shall undergo such training as deemed necessary by the Society, to improve the overall level of driving standards.

## **4.2 Vehicle supply and replacement policy**

### **Cars**

The type of Society vehicle that you are given is solely at the discretion of the management of the Society. However we take our responsibility as an employer very seriously and will always endeavour to ensure that the vehicle selection process is made firstly based on the business needs of the user (allocated driver or department). Several choices are allowed for. Your manager will provide the list you can select from when your renewal is due.

## **4.3 Alterations to vehicles policy**

Approval for any conversion, modification, addition or alteration to a Scottish Midland Co-operative Society Ltd vehicle must be obtained from a Senior Manager and leasing Society before the work is carried out.

All work and parts must be to a satisfactory standard and, where appropriate, meet regulations and/or standards (e.g. towing brackets – EU regulations effective 1st August 1998).

Unless there is a clear business need for the alteration, any costs involved will be the driver's responsibility, not the Society's.

When the Society vehicle is due for replacement, it will be the driver's responsibility to ensure that the vehicle is returned in good condition. If the additional equipment (e.g. towing bracket) is removed by the driver prior to disposal, he is responsible for making good any drilled holes, patches etc.

## **4.4 Return of Society vehicles**

Drivers of Society vehicles must ensure that they are returned in good condition. All Society vehicles should be returned with full documentation including operation manual, service booklet, mot certificate (s) and where appropriate audio equipment security codes. The vehicle paintwork, interior upholstery and trim must be clean. The vehicle servicing history must be up to date, tyres wear should be within legal limits and all keys and fobs supplied with the vehicle including any spares must be returned.

Excess costs related to missing items or damage beyond normal wear and tear may be charged to the driver of the vehicle.

## **4.5 Overseas travel policy**

Most Society vehicles are leased and prior to taking Society vehicles abroad, the lease Society must be informed. Drivers must comply with the rules set by the lease Society. They will usually require the purchase of roadside assistance and the adherence to specific local rules. If the purpose of the trip is business then this will be funded by the Society but the cost of any roadside cover for a private trip must be borne by the driver.

Please note that travel to the Republic of Ireland will also require this process to be undertaken.

Please check that the insurance policy covers the location you are travelling to and obtain a copy of the certificate prior to travelling. Norma Stirling will provide this information (0131 335 4463). As above any additional cost of insurance for a trip will have to be borne by the individual if not for business purposes.

## 4.6 Personal taxation for society allocated car drivers

Society allocated vehicles are a taxable benefit and as such, details of allocations will routinely be advised to the Inland Revenue. Allocated drivers should note that any notifications made by Scottish Midland Co-operative Society Ltd do not remove the onus on them to advise Her Majesty's Revenue and Custom of changes to their taxable liability.

The taxable benefit is calculated using the manufacturer's list price of the car when first registered (not what the Society paid for the car) plus extras (sunroof, air conditioning, etc), delivery charges, and VAT. A percentage is applied to the value of the car according to the emissions it generates. This forms a value on which tax is calculated.

### Private mileage

Fuel cards will be provided to drivers for the purchase of fuel and oil for the Society vehicle only. Drivers will be required to provide details of their total business mileage and total private mileage for each Society vehicle made available during the financial year (the benefit is calculated separately on each Society vehicle). A business mileage form is available on the intranet and requires details of each journey to be entered including start of the journey, destination and reason for the trip plus exact miles incurred. All staff are required to reimburse private miles incurred at the rate set by Her Majesty's Revenue and Customs. This must be submitted for authorisation to Department Heads by each payday.

**Important:** Failure to repay the private mileage will result in a fuel tax charge being applied to the PII. Details of how to define a business trip can be found on the HMRC website.

## 4.7 Accidents and incidents - guidance

All Society vehicles should have an insurance card, which gives the contact number in the event of an accident (0844 571 3045). If a driver of a Society vehicle is involved in an accident, they should call this number immediately, as long as it is safe to do so. These cards can be obtained from the vehicle administrator (0131 335 4462).

In the event that a Society vehicle is involved in an accident (however minor), vandalised or stolen, the driver should immediately contact the claim line to report the accident then their Line Manager and vehicle administrator.

The insurer should:

- a.** Organise Recovery of the vehicle to an insurance Society-approved repairer.
- b.** Organise a relief vehicle on hire for the driver, where appropriate.
- c.** Take details of the accident over the telephone. A form may be required later.
- d.** Arrange for any damage to Society vehicles to be inspected by an insurance assessor, and for progressing the repairs by the approved repairer.

It is most important that drivers do not admit liability should they be involved in an accident – to do so could jeopardise our insurer's future actions in settling any claim. In accordance with the Road Traffic Act, all that you are legally required to declare is the name and policy number of our motor insurer. You should make it known that you are a Scotmid employee and give your name.



The Highway Code sets out what is expected in an incident and please consider your safety first. It is suggested you familiarise yourself with the Highway Code but in summary.

- You must stop if you are involved in an accident causing damage or injury to another person, vehicle, animal or property
- As above give details
- Do not smoke
- Put hazard lights on
- Leave the vehicle if safe to do so
- Stand well away from the vehicle if you are able to do so.

### At the scene...

- **Make sure** that the emergency services are contacted if required.
- **Ensure everyone is safe** including other road users.
- **Provide** any person having reasonable grounds for so requiring, with our driver, vehicle and insurer details using the 'Exchange of Information' form.

### Details to capture...

- **Incident details:** date, time, location (including direction of travel, speed limit, road conditions and visibility).
- **Third party details:** driver name and address and phone numbers, registration number and vehicle details, details and description of damage, third party insurer and policy number, passenger details (names, addresses and number of passengers) and details of any injuries sustained.
- **Witness details:** names, addresses and phone numbers, if in a vehicle record their registration number.
- **Police details:** officer's name and number, phone numbers and officer's station.
- **Take photos:** If you feel safe to do so. We recommend that you take specific photographs of the accident scene areas such as:
  - At least 3 photographs of the vehicle positions in the road.
  - At least 1 photograph of the insured vehicles damage.
  - At least 2 photographs of the third parties damage (either vehicle or building/property).
  - At least 1 photograph of every one of the front and rear panels of the third party vehicle.

Photographs should also be taken of the injured parties, additional passengers or of any witnesses including their vehicle registration numbers and anything else you feel relevant to the accident.

Photographs are an essential piece of evidence should you feel that you may have been the victim of a staged accident. If you suspect that you have been involved in a staged accident then call Gallagher Heath immediately.

- **Call** 0844 571 3045 ASAP.
- **Complete** an 'Incident Recording Form'.
- **Phone** the office ASAP.
- **Leave** the area clear and safe.

Road measurements, if safe to do so, may also be useful to record.

### Make a sketch of the incident.

Special rules apply to motorways eg – do not attempt to put up warning triangles on motorways.

## 5. Standards for drivers using their own vehicles on business

As part of our overall health and safety policy, Scottish Midland Co-operative Society Ltd is committed to reducing the risks, which our employees face and create when driving or riding for work. We ask all our employees to play their part. Employees driving for work in their own vehicle must ensure that the vehicle always complies with the law, is in safe and roadworthy condition and is suitable for its purpose.

### Employees who drive their own vehicle for work must

- Complete the driver declaration form and submit their driving licence prior to driving on business and at any time they are requested to do so
- Ensure it is taxed and has a current and valid MOT
- Ensure their motor insurance policy includes business use cover for the amount and type of business mileage they undertake
- Ensure that the vehicle is regularly serviced according to the manufacturer's specifications
- Present the vehicle's MOT certificate, insurance policy and service schedule for inspection on request
- Ensure the vehicle is not used inappropriately (e.g. unsecured load carrying, or hazardous off-road access)
- Report road safety problems including crashes, incidents, fixed penalty notices, summons and convictions for any offence (including vehicle defects) to their line manager and vehicle administrator
- Co-operate with monitoring, reporting and investigation procedures.

## 6. Pool vehicles policy

Line Managers are responsible for ensuring the road worthiness of any Society pool vehicles allocated to their cost centre. If a vehicle is a "pool" vehicle, it is regarded as not having been available for private use and no taxable benefit will arise. If a Society pool vehicle is regularly used by one person and is parked overnight at their home, it will attract a taxable benefit.

In order to prove the non taxable status of pool cars – all staff must complete the mileage logs maintained within these vehicles.

All drivers of Society pool vehicles must have submitted the driver declaration and read this manual.

Fuel cards are provided for each pool car and can only be used for the specified vehicle.

### Action points – your safety

1. It is the responsibility of each car driver to ensure they familiarise themselves with the vehicle before driving a pool car for the first time.
2. Take the time to find out where light switches, indicators, windscreen wipers, etc are located.
3. Always check the following before driving away:

- That there is no visible body work damage
- The condition of the tyres (in law it is illegal to drive vehicles with tread below 1.6mm). In the case of prosecution, the driver is responsible and not the Society
- All lights and indicators are working
- The horn works
- The windscreen wipers and screen washers work
- Fuel level is adequate for your journey
- Oil and water is sufficient
- Check the service history to determine when last serviced

If you have any concerns with any of the above, please contact your line manager immediately.

Do not take the car if any faults are found during the above checks, as the car will be illegal. Instead request alternative transport. Always report back to your manager whenever a fault occurs with any of the car systems (central locking, alarm, radio, etc).

The contact numbers for roadside assistance are included in the leasing pack in the cars

Always carry your driver's licence.

In the event of any damage to the Society vehicle you must report it to your line manager.

Please ensure that the Society vehicle is returned with fuel (this includes oil); that it is tidy and ready for the next driver to use. If the car is not in a clean condition please inform your line manager.

Please do not smoke in Society pool vehicles.

## **7. Hired vehicles**

Please adhere to points 1 to 3 in section 6 above if you hire a car or borrow another society vehicle.

If in need of a vehicle for a business trip, please check for any available pool car or society car. Society car drivers should make their vehicles available to others during business hours.

## Useful Hints

Carrying spare bulbs for your car is always very handy. In fact, in Europe it's compulsory to carry an emergency bulb kit. Just put them in your boot and make sure your owner's manual is handy so you know how to fit them.

Check your car's oil level when the engine is cold and you are parked on level ground. If you do it after the engine's been on, the oil may be deposited higher on the dip stick and, on some vehicles, could give a false reading.

Try to avoid hitting your tyres against kerbs, especially when parking. It can cause the tyre to weaken without showing any damage on the outside and also damage your wheel which may affect your tracking.

Check your spare tyre from time to time you never know when you might need it. And it's an offence to fit a spare that is not roadworthy.

Don't just use screen wash to stop your water freezing in the winter. It's great at removing insects from your windscreen in the summer too.

We recommend you change your wiper blades every six months, even if they haven't been used very often. This is because the rubber deteriorates over time when exposed to the atmosphere. In the interim period an occasional wipe with methylated spirit will avoid streaking.

Always carry a pair of sunglasses in your car even in the winter in case of need.

We'll leave you to decide whether these tips work for you or not. However, please let common sense prevail at all times.

Keep this handbook in your glove compartment at all times.

## Useful Telephone Numbers

	Company Name	Telephone Number
Accidents	Gallagher Heath	0844 571 3045
Breakdowns (UK only)	Ogilvie	0800 107 2342
Service and Repairs	Ogilvie	01786 810 401
Tyres	Kwik Fit	0800 222 111 or 0800 425 262
Windscreens		0844 571 3045

Please add these telephone numbers into your mobile phone address book.

## Appendix A - Annual Driver Declaration

Employee Name: \_\_\_\_\_

Additional Driver Details: \_\_\_\_\_

NI Number: \_\_\_\_\_ (see payslip)

Job Title: \_\_\_\_\_ Department/Branch: \_\_\_\_\_

Line Manager: \_\_\_\_\_

I have read the Drivers Handbook and understand my role and responsibility as a vehicle driver to the Society, to other employees, to customers, members and to the public.

I commit to ensure my Society vehicle is properly used at all times and driven in accordance with the Highway Code.

I confirm that my Society vehicle is properly serviced in line with the manufacturers requirements and an MOT has been carried out as required (certificate attached if privately owned vehicle).

I hold a full UK driving licence and am fully entitled to drive in the UK (attached - both parts of licence if relevant).

I confirm that should I use a privately owned vehicle for business purposes, my certificate of motor insurance allows for business use and will indemnify the Society if an accident occurs, whilst the vehicle is being used for Society business (attached).

I confirm also that I am fit to drive on Society business and should my state of health change that may affect my ability to drive, in either the long or short term, I will inform my line manager.

I confirm that if any penalties or prosecutions occur, I will immediately inform my line manager and the vehicle administrator.

I confirm that I have documented below all previous unspent convictions and/or penalties.

Signed: \_\_\_\_\_

Date: \_\_\_\_\_

Manager Signed: \_\_\_\_\_

Date: \_\_\_\_\_

Penalty	Offence	Date	Points	Fine

## Appendix B - Three Year Driver Declaration

I grant permission to Ogilvie Fleet Ltd to use the Jaama Licence Checking Service to conduct checks (i.e. more than one) as and when appropriate with the Driver & Vehicle Licensing Authority. Ogilvie Fleet Ltd reserves the right to undertake such checks at a frequency they determine. The authority will expire whenever I leave my current employer or, in any case, three years from the date of my signature below.

I authorise the DVLA to supply any information with the exception of any medical information that may be held on its computerised database, which relates to myself, and my driving entitlement past and present. Any valid endorsements, disqualifications or convictions will be released. I request that the information be sent to Jaama Limited, 10 Amber Business Village, Amber Close, Amington, Tamworth, B77 4RP.

I consent for the purposes of the Data Protection Act 1998 to the above information and, any additional information obtained from the appropriate licensing authority, being held by Jaama Ltd & Ogilvie Fleet Ltd.

Please complete in BLOCK CAPITALS.

Surname \_\_\_\_\_

Forename \_\_\_\_\_

Middle Name \_\_\_\_\_

Date of Birth \_\_\_\_\_

Example

A	A	A	A	A	9	9	9	9	9	9	A	A	9	A	A
---	---	---	---	---	---	---	---	---	---	---	---	---	---	---	---

Driver Licence Number \_\_\_\_\_

Current Address \_\_\_\_\_

\_\_\_\_\_ Post Code \_\_\_\_\_

Address On Licence \_\_\_\_\_

\_\_\_\_\_ Post Code \_\_\_\_\_

Signature \_\_\_\_\_

Date \_\_\_\_\_



**SCOTMID** co-operative