

Instructions for subcontractors

To ensure our subcontractors operate to the highest standards, it is vital that they comply with the following instructions:

1. Personal Protective Equipment (PPE)

Drivers are responsible for making full and proper use of all PPE and safety clothing provided. Drivers are required to have the following PPE:

- hi-visibility jacket or waistcoat
- goggles/safety glasses
- gloves
- safety hard hat
- safety footwear, eg boots.

Additional driver protective equipment may be required if specified by a customer. All items of PPE issued must conform to the relevant European standard.

2. Vehicle checks

Drivers must check their tractor unit and trailer to ensure that:

- the vehicle has current road fund and Operator's Licence discs
- fuel, oil and water levels are correct and topped-up as required
- tyres are free from damage, complying with legislation regarding tread depth
- wheel-nuts are tight (visually)
- lights/indicators are working and lenses clean and unbroken
- number plates are clean and the correct number plate displayed on trailer
- brakes are operating effectively
- trailer curtains/bodywork are free from damage.

3. Loading and unloading

3.1 At the customer's premises

Before arriving at the customer's premises, drivers will check with their Traffic Office to see if there are special instructions to be followed.

As a matter of course they must:

- obey any security instructions given by the customer
- adhere to any speed limits on site
- comply with all site Health and Safety requirements
- observe all other rules and instructions given by the customer.

If, when working on customer sites, drivers identify any issues that they consider might affect their ability to work safely they should report them to their Traffic Office.

3.2 Courtesy

When in contact with the customer, drivers should:

- always be polite and helpful
- where possible, be present during loading/unloading of the trailer
- refer any unreasonable requests to their Traffic Office.

ABOVE ALL, AND UNDER NO CIRCUMSTANCES SHOULD DRIVERS ARGUE WITH THE CUSTOMER.

3.3 Timekeeping

Drivers must:

- confirm with their Traffic Office whether the collection/delivery is booked for a specific time
- check delivery notes for times and any special instructions
- make every effort to arrive at the customer's premises at the specified time. Failure to do so can result in inconvenience to the customer, to themselves and to P&O Ferrymasters
- contact P&O Ferrymasters if they are going to be delayed in arriving at the customer's premises for a collection/delivery, or if they are delayed at the collection/delivery point.

3.4 Trailer condition

Before loading, drivers must ensure that:

- the trailer has been swept out
- the inside of the trailer is dry and there are no rips in the canopy/curtains
- there are no holes in the floor or nails protruding from the bed of the trailer
- there are no visual signs of general damage
- straps, boards and sealing cords are in place and usable.

3.5 Loading

When collecting a consignment drivers must:

- before loading, check that the destination of the load and any reference numbers they have been given are the same as the customers. If there is any doubt, they should contact their Traffic Office
- contact their Traffic Office if the customer wants to load additional deliveries
- check the quantity and condition of the goods where possible; if the goods are damaged they should inform the customer
- mark the CMR eg 'cases broken' or 'packages damaged' if the customer loads damaged goods and inform their Traffic Office
- mark the CMR 'driver not permitted to check quantity or condition' if it is not possible to check the goods
- when goods are palletised, only count and sign for the number of pallets
- seal the load and record the number on the CMR/customer paperwork
- ensure that both they and the customer sign and print their name on the CMR note and that the note is clear and legible
- break the seal and reseal for groupage collections, preferably with a witness present.

3.6 Stowing and securing cargo

Drivers must remember that it is a legal requirement to ensure that loads are secured. Failure to do so satisfactorily may result in a prosecution, serious injury or even a fatality.

Drivers must:

- spread loads evenly across the trailer, ensuring axle weight tolerances are not exceeded. Load heavy items on the bed of the trailer and lighter items on top
- separate any goods that are likely to damage or contaminate another consignment
- restrain the load using straps, ropes, chains, dunnage, chocks, scotches and stanchions, as necessary
- follow the securing method(s) best adapted to the characteristics of the cargo (locking, blocking, direct lashing, top-over lashing, or a combinations of these)
- wherever possible, use equipment which supplements the cargo securing equipment, such as friction mats, edge beams etc
- break the load down, or use dunnage to fill the space if there is a gap between the load and the front of the trailer and the doors



- ensure that the securing arrangements do not damage the goods transported
- ensure that their vehicle/trailer is not overloaded either on gross or axle weights; if in doubt weigh off
- take additional care when working at height, or when involved in manual handling activities
- check straps, ropes, sheets, stanchions and seals are secure before resuming driving after a break, when leaving trailer at port of export and when collecting a loaded trailer
- if there is a need to break a seal to check load security, reseal and record the new seal number on the delivery note/CMR. Wherever possible, the breaking of seals must be undertaken in the presence of a witness and reported to their Traffic Office. Under no circumstances should drivers break customs seals
- if there are any problems with load security or damage, contact their Traffic Office.

Hauliers should instruct their drivers on load securing in accordance with the 'European Best Practice Guidelines on Cargo Securing for Road Transport'.

3.7 Unloading

When delivering a consignment drivers should:

- break the seal in presence of the customer
- open the trailer with care, be prepared for any loose cargo and report any significant movement
- if possible be present during the unloading process
- count and agree the number of pallets/packages with the customer
- phone their Traffic Office if there is any disagreement as to the number of pallets/packages
- mark the CMR 'driver not permitted to check quantity or condition' if you are not allowed to count the pallets/packages
- where the customer provides their own delivery note, use it in preference to any other documentation
- get the receiver to sign the delivery note and print name, leave one copy with the receiver. Keep the signed Proof of Delivery (POD)
- clean up any spillages before leaving customer's premises
- rebuild trailers fully, before leaving premises.

4 Vehicle routing

Drivers should identify and follow the optimum route between their starting and finishing points, using major roads, taking into account any vehicle bans or restrictions and customer instructions.

5 Parking

When parking up drivers should always:

- ensure that their vehicle is not causing an obstruction to other road users
- where possible, park in a location that is well lit and known to be secure, preferably in a recognised lorry park.

6 Driving in inclement weather

Drivers should be aware of changing road conditions in relation to weather and drive accordingly.

7 Fatigue

Drivers should, if they start to feel sleepy, find a safe place to stop. It is recommended that a driver feeling drowsy consumes a strong caffeine drink, followed by a 15-minute nap to allow the caffeine to take effect.

- To combat the risk of falling asleep at the wheel drivers should:
- get adequate sleep prior to a journey
- avoid eating heavy meals before driving
- plan their journey to include adequate rest breaks
- never drive if affected by alcohol or drugs (including some over the counter medicines that can make you drowsy)
- maintain a plentiful supply of fresh air circulating in the cab.

8 Security

Drivers should always be mindful of security and must:

- regularly check their trailer for any signs of tampering or damage
- check the seal number on the trailer against the one on the CMR. If the seal numbers are different then they must report this to their Traffic Office immediately
- never leave the vehicle unlocked or the keys in the cab
- use the vehicle immobiliser, if fitted
- park box vans so the doors cannot be opened

- never discuss the type of load you are carrying, or the customer you are collecting from or delivering to, over a CB or at a Truckstop etc
- check seal integrity after every break in a journey.

Hijacking is a risk and can be minimised by drivers:

- locking cab doors
- being mindful of any bogus officials or consignees
- being suspicious of anyone following them, either on foot eg when returning to their vehicle, or on the road
- being wary of any route/destination changes notified to them by anyone other than their Traffic office.

9 Illegal imports/exports

When collecting consignments, drivers are to be aware of any unusual packages, cargo or behaviour. If a driver has any queries or suspicions they should contact their Traffic office immediately.

When driving from one country to another, drivers should report anyone who asks them to carry any goods/packages that are in addition to their load, to the authorities.

10 Transport of dangerous goods

Hauliers and their drivers involved in the carriage of regulated dangerous goods must comply with all national and international regulations for the transportation of such goods.

In particular, drivers must:

- hold a valid ADR licence, with the appropriate classes, for the goods to be carried
- ensure they have the appropriate Personal Protective Equipment (PPE), in accordance with the Tremcard for the goods to be carried
- ensure that their vehicle has all the necessary equipment required for regulated dangerous goods movements
- read and understand the Tremcard(s) (Emergency instructions in writing)
- ensure they have necessary documentation and display the appropriate labelling on their vehicles
- comply with route, tunnel or parking restrictions.

11 Defensive driving

One of the most effective ways of avoiding accidents is to drive defensively, often known as 'Defensive Driving'.

This is a reduced risk driving strategy designed to develop driver's skills in identifying risks, by increasing their awareness of hazards and developing a safer attitude to their driving by linking risk to accident potential. Drivers are encouraged to use the following defensive driving techniques:

Driver attitude

Drivers often express how they feel in the way they drive and this can be very dangerous. Drivers who have been in an argument tend to drive more aggressively, too fast and too close to the vehicle in front. This greatly increases their chances of having an accident.

If you recognise this as a problem that also applies to you, find ways of coping with stress as one way of safeguarding your safety and that of others on the road.

On the plus side a positive attitude can help to reduce the risk of accidents on the road. You should aim to:

- be tolerant and considerate towards others on the road
- have a realistic appraisal of your own driving abilities
- have a high degree of care for your own safety and that of others.

Pay attention

Concentrate on your driving and be alert; try to gather as much information as possible about everything around you. This alone will reduce your accident potential by over 50%.

Learn to recognise and respond to hazards

A hazard is 'anything containing an element of risk, or potential risk'.

Watch your speed

The speed at which you drive is one of the most important factors in contributing towards an accident. The faster you go, the less chance you have of avoiding an accident, as ultimately you have less time to react. On the other hand driving too slowly could make you an obstacle to safe traffic flow.

Obey speed limits and drive at a speed that is safe and sensible for the conditions.

Work on developing your visual search skills

There is little to be gained from passive observation of the road ahead. You should be mentally responding to what you see, assessing risks and predicting dangers.

This is essential to glean advance information of potential problems ahead in order to avoid late, uncoordinated action in an emergency. For example:

Will children emerge from behind that ice cream van?

Are the traffic lights about to change?

Is a car about to pull out from that junction?

Eye movements of experienced drivers tend to be very rapid, moving from one point of critical interest to another, to check and recheck areas of risk. This is known as 'visual scanning'.

Through visual scanning you should:

- Keep the eyes moving – avoid staring at one object far too long
- Get the big picture – be aware of the information being fed to you about your environment through your peripheral vision
- Make others see you – through lights/horns/indicators and other signals
- Plan your escape route – always have alternative escape routes in mind if you have to take any emergency action to avoid an accident
- Look ahead to steer – look in the direction you want to go and your arms will automatically try to steer you in that direction.

Make good use of your mirrors

Your mirrors are an essential safe driving aid which many drivers often forget to use. It is essential to:

- make sure that your mirrors are undamaged, clean and are properly adjusted
- make sure that you use your mirrors before changing course or speed and before overtaking.

Keep your distance – Hold back

This is a very useful safety tool and involves actively reducing speed and holding back to allow you to look, assess and decide on what action to take in response to road conditions ahead. The safety cushion this provides allows you time to decide on the safest form of appropriate action.

Don't take risks

The advice here is simple: 'If you're not sure, don't'. It could make the difference between life and death.