



Haulier Handbook
January 2026
Version 4.0

MULTIMODAL SOLUTIONS



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DEFINITIONS

The Company - means P&O Ferrymasters Limited and any other company or entity which is directly or indirectly owned or controlled by P&O Ferrymasters Holding Limited, and including any direct or indirect affiliate, subsidiary, joint venture, and any entity in respect of which such company or entity has entered into a collaborative joint venture, agent or sub-contractor of P&O Ferrymasters Limited or of any such company or entity.

INTRODUCTION

The Company's hauliers / traction providers and their drivers are an important and integral part of our team. The highest standards must be adopted by everyone representing our company to ensure we deliver excellence as standard. This manual applies to our traction providers traffic offices and their drivers.

Business is conducted under P&O Ferrymasters Ltd Conditions of Contracting, available from: [P&O Ferrymasters Conditions of Contracting EN.pdf](#)

The driver is a primary representative of our company. As such, the driver's standards of professional competence, courtesy and personal appearance, directly influence our customers' perception of **The Company**. Traffic Offices have the responsibility to provide effective communication and to set the standards, which together, enable the driver to do this job to the complete satisfaction of our customers.

The haulier employs the driver and therefore it is the responsibility of the haulier to ensure that they convey the information to their drivers.

As a team, we must provide the customers and the general public with a view of **The Company's** complete reliability and social responsibility. This handbook will assist in carrying out that task.

Every effort has been made to ensure the information in this handbook is correct. The information in this handbook does not replace the requirement to follow and comply with all applicable national and European legislation and best practice.

Please read and follow these instructions.

CORPORATE SOCIAL RESPONSIBILITY STATEMENT AND CODE OF CONDUCT

The Company recognises the importance of good corporate citizenship and maintaining high standards of social, ethical and environmental conduct. We are also committed to ensuring that our business partners, suppliers and contractors throughout our supply chain have or adopt a similar approach. We expect all of our business partners to both endorse and adhere to this Code of Conduct available from: [PO Ferrymasters Business Partner Code of Conduct v1.0 01.12.22 \(Policy\)..pdf](#).

- Abiding by the laws of the countries in which it operates.
- Preventing slavery and human trafficking in its corporate activities, and to ensuring that its supply chains are free from slavery and human trafficking.
- Prohibiting the use of child labour in its activities and by its sub-contractors.
- Ensuring and checking that the age of employees is above the legal age to work.
- Ensuring that original identity documents of employees are not retained.
- Creating and maintaining a working environment in which the capabilities of all employees are developed and to provide competitive terms and conditions.
- Recognising and respecting the human rights, dignity and needs of all employees.
- Conducting its business with honesty and integrity and applying the highest ethical standards.
- Seeking to contribute to the well-being and development of the communities in which it operates.
- Protecting and enhancing the health, safety and welfare of its staff and protecting the environment by ensuring that there are no adverse environmental impacts from its activities.
- Building and maintaining open and effective two way communications on environment and community involvement.

The Company will enforce compliance with this Code of Conduct and will not tolerate any violations that may result in criminal or civil exposure. We all have a responsibility to help detect, prevent and report instances of bribery and money laundering. If a business partner or an employee of such has a concern regarding an instance of bribery and corruption, and any severe violations of the Code of Conduct, then please do not hesitate to inform the General Manager Risk and Compliance at mms-incident@dpworld.com or use our external and 100% anonymous whistleblowing hotline at dpworld.ethicspoint.com.

SAFETY AND GENERAL INSTRUCTIONS

Driver Selection and Recruitment

Hauliers must ensure that all drivers working for them and operating with **The Company** comply with all legal requirements as detailed by the laws in the countries that they operate. They must ensure their drivers are:

- Honest, reliable and have been carefully and demonstrably screened prior to employment
- Capable to complete the job and task required
- Trained in the operation of trailers / containers and in the instructions and safe working procedures included in this manual.

Working Safely

Whenever you are starting a task, then please **TAKE TIME** and **TAKE CHARGE**.

Do:

- ✓ Think through the task
- ✓ Spot the hazard
- ✓ Assess the risk
- ✓ Take appropriate action
- ✓ Do the task safely

Take Time Take Charge

1. Do I clearly understand the task?
2. Do I have the necessary permit, if applicable?
3. Are tools and equipment in safe condition?
4. Do I understand the SWP/SOP/SWI/JHA?
5. Do I know what to do in case of emergency?
6. Do I have safe access / egress?
7. Have energy sources been identified, isolated, locked and tagged? (test and try)
8. Can I or others be struck by equipment or by falling / dropped objects?
9. Can I be cut, entangled, trapped or crushed between objects or equipment?
10. Can I or others fall from height?
11. Can I strain or over exert myself when lifting, pushing or pulling?
12. Can I or others be involved in a collision?
13. Am I positioned in a 'crush zone'?
14. Can I or others slip, or trip on anything?
15. Is there a risk I could spill something or pollute the environment?

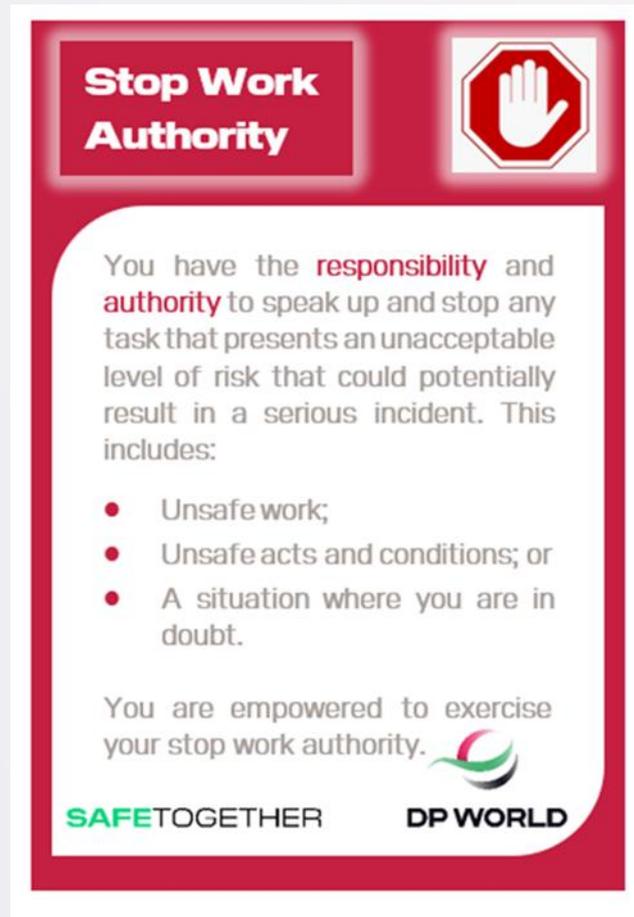
If in doubt, seek help from your Supervisor.

SafeTogether

Stop Work Authority is a commitment from the management and the leadership team that empowers employees and contractors to speak up and if necessary, stop any task that presents an unacceptable level of risk.

This includes:

- Unsafe work methods being used for the task
- Unsafe acts or omissions by persons involved in the task
- Unsafe conditions in or around the work area
- Any situation where you are in doubt or feel unsafe



Driving Safely

Do:

- ✓ Comply with your own Alcohol and Substance Policy and the laws of the country you are working or driving in.
- ✓ Wear a seat belt whenever driving the truck
- ✓ Comply with drivers hours and breaks regulations

Do not:

- ✗ Work or drive under the influence of alcohol or drugs.
- ✗ Use a handheld mobile phone or electronic device whilst driving
- ✗ Carry passengers or animals. Only authorised crew (second drivers or trainers / trainees) should be carried

Personal Protective Equipment and Equipment

Do:

- ✓ Wear company uniforms, where provided
- ✓ Ensure all clothing is clean and appropriate
- ✓ Check at the start of the shift that all equipment is available and working without defects
- ✓ Use equipment conforming to the relevant EU or British Standard
- ✓ Carry and wear as required by the site and / or safe working practice the following:
 - High visibility vest / jacket

- Safety boots (steel toe cap and closed heel)
- Overalls or clothing which covers arms and legs
- Gloves
- Safety helmet
- Chin strap
- Safety glasses / goggles
- Ear defenders / moulded ear plugs



- ✓ Carry a roof pole (to open and close a trailer roof)



Do not:

- ✗ Use equipment that is defective

Load Securing Equipment

Do:

- ✓ Carry sufficient load securing equipment for a load. This may include:
 - Minimum 10 x loose ratchet Straps – Standard: LC2000dAN, EN12195-2, in good condition
 - Edge protection
 - Anti-slip matting
- ✓ Report any defective or missing equipment to **The Company**



Recommendation to avoid working at height, additional tools can support a driver to perform tasks such as:

- 1) Placing straps on high product
- 2) Placing edge protection on high product.

Mounty poles can support a driver to perform these tasks and should be considered

Trucks

Trucks / tractor units / vehicles:

- Must be fitted with a vehicle park brake alarm which activates when the vehicle park brake is not applied and the door is open.
- Requested to be a minimum of Euro 6.

The Company expects its partners to transition towards more environmentally friendly fuels (such as LNG, biofuels, electric, hydrogen), as technologies and infrastructure develops.

Communication and Timekeeping

Communication between the driver, the Traffic Office and **The Company** is of vital importance in providing the customer with a quality service. **The Company** must always be informed:

- ✓ If you are going to be delayed in arriving at the customer's premises for collection / delivery.
- ✓ If delayed for more than 1 hour at the customer's premises before commencing to load / unload.
- ✓ If there are any problems, e.g. damages / shortages, when at the customer's premises.
- ✓ When loading / unloading is complete to confirm the load details and the trailer / container availability.
- ✓ If you are not going to arrive at a port, or rail terminal in time for shipment or rail movement.
- ✓ To confirm the number of straps found on the delivered load and the number of straps used on the collected load as well as the number of boards / stanchions the trailer has.
- ✓ If there is an incident (injury, load shift / loss / spill (including plastic pellets), damage, road traffic accident, unsafe conditions).
- ✓ Confirm with **The Company** whether the collection / delivery is booked for a specific time.

When performing a collection or delivery:

- ✓ Check **The Company** customer 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 the driver and to **The Company**.
- ✓ If the driver is going to be delayed in arriving at the customer's premises for collection / delivery, or if they are delayed at the collection / delivery point, then this must be reported to **The Company**.

Behaviour at the Collection and Delivery Site

When at the customers site the driver should:

- ✓ Demonstrate a professional approach to their duties and responsibilities Always be polite and helpful.
- ✓ Check if there are any special instructions
- ✓ Where possible, be present during loading / unloading of the trailer / container.
- ✓ Refer any unreasonable requests made by the customer, to the Traffic Office, and in turn to **The Company**.
- ✓ Only smoke in designated areas
- ✓ Obey speed limits
- ✓ Give priority to rail traffic
- ✓ Make use of the sanitary facilities (WC) and rubbish facilities provided on sites
- ✓ Obey all other rules communicated at the site
- ✓ Only open their roof, or curtain, or remove their load restraint when directed to by the customer.
- ✓ Report any issues that affect the driver's ability to work safely.
- ✓ Above all, and under no circumstances, should the driver argue with the customer and their representatives / associates.

OPERATIONAL INSTRUCTIONS

Daily Check

At the start of a shift the driver should complete a pre-start check on his truck to ensure it is roadworthy and legally compliant.

The trailer / skeletal must also be checked, at the start of your shift or on collection of a new trailer / skeletal. Please check:

- ✓ Tyres are free from damage
- ✓ 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 / skeletal
- ✓ Brakes are operating effectively.
- ✓ Any damages or defects on **The Company's** equipment must be reporting to the defect reporting telephone line

When collecting a new (empty) trailer / container before proceeding to loading, please check:

- ✓ The trailer / container bed is clear and has been swept out.
- ✓ The inside of the trailer / container 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 / container.
- ✓ There are no visual signs of general damage.
- ✓ The trailer / container is free from odours
- ✓ Straps, boards, stanchions and sealing cords are in place and usable. Stanchions should be secured in their holders

Any damages or defects on **The Company's** equipment must be reporting to the Defect Reporting Telephone line.

Trailer / Container Collection

When collecting a Trailer or Container from the port or rail terminal:

- ✓ Obtain instructions from **The Company** who will specify the trailer / container number and collection point.
- ✓ Communicate the information to the driver
- ✓ The Driver should then locate trailer / container on quay and check for damage. Request a recheck / interchange. Recent damage must be reported to ferry company shipping office or rail terminal prior to departure, using a Vehicle Condition Report form or the relevant system used by the terminal.
- ✓ Inspect trailer / container for signs of tampering, damages or other indications of illegal entry
- ✓ Checks seals are intact and number corresponds with that recorded on paperwork
 - If seal number is different to that recorded on the paperwork, then the driver should inform their Traffic office of the new number and that the seal has been changed. The Traffic office should advise **The Company** and then await instructions
 - If the driver suspects an illegal immigrant, do NOT remove the trailer / container but call the Police or Immigration Authorities at the port.
- ✓ Check that the load is secured (strapped) and safe for road transportation.
 - If there is a seal applied to the trailer / container, and the driver wishes to check the load is secured correctly for onward transport, then the driver should contact the traffic office and / or **The Company** before breaking the seal to check the load. Any alteration or change in the seal on the trailer / container should be noted on the CMR and the new seal number recorded.
- ✓ If there is a discrepancy with the seal number, then please report this on the terminal and request a recheck / interchange.

- ✓ Report to shipping office / gatehouse, request trailer / container release, give them the trailer / container number / job number / destination.
- ✓ Collect paperwork, proceed to dock exit and hand over gate pass to security office.
- ✓ Check dangerous goods labels are correct (if applicable)

Delivery and Unloading

When delivering a consignment the driver should:

- ✓ Assess the delivery point for any risks, or hazards to his own safety and to the safety of others working on site.
- ✓ Put on the Personal Protective Equipment (PPE) required for the task (see Safe Working Practices) and required by the customer on their premises.
- ✓ Customer should break the seal. If the customer has a different process, then please break the seal in presence of the customer.
- ✓ Open the trailer / container with care, be prepared for any loose cargo and report any load shifts or unsafe conditions.
- ✓ Where possible be present during unloading.
- ✓ Count and agree the number of pallets / packages with the customer.
- ✓ Phone the Traffic Office and in turn **The Company** if there is any disagreement to the number of pallets / packages.
- ✓ Mark the CMR 'driver not permitted to check quantity or condition' with a clear explanation of why he could not check, if he is not allowed to count the pallets / packages.
- ✓ Where the customer provides their own delivery note, it should be used in preference to any other documentation.
- ✓ Enter the delivery date and time on the CMR
- ✓ Get the receiver to sign the delivery note and print name, leave one copy with the receiver.
- ✓ Report any damages, special circumstances and reservations made on the CMR.
- ✓ Take photos of any damages
- ✓ When the consignment has been delivered remove all hazard labels from trailer / container
- ✓ Clean up any spillages before leaving customer premises.
- ✓ Report immediately before leaving, any damage or spillage relating to Dangerous Goods
- ✓ Keep the signed Proof of Delivery and return to **The Company**.
- ✓ Break the seal and reseal for groupage deliveries, preferably with a witness present.

Collection and Loading

When collecting a consignment the driver should:

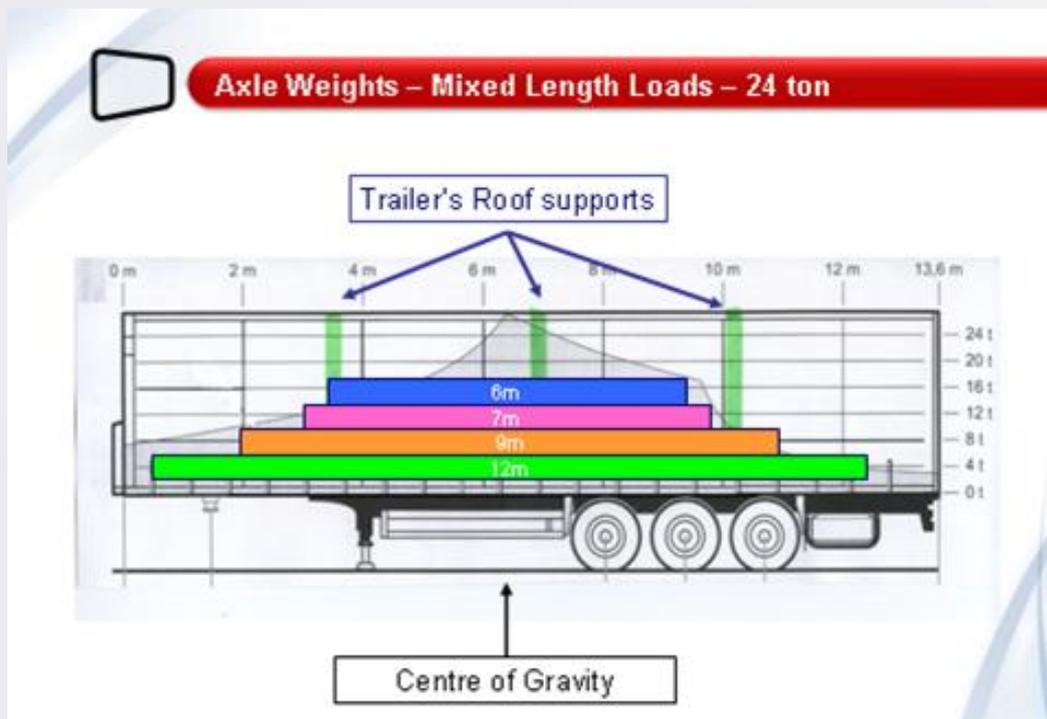
- ✓ Assess the collection point for any risks or hazards to his own safety and to the safety of others working on site.
- ✓ Put on the Personal Protective Equipment required for the task (see Safe Working Practices) and required by the customer on their premises.
- ✓ Before loading, check that the destination of the load and any reference numbers are the same as the customer's. If there is any doubt, contact the Traffic Office, who in turn should contact **The Company**.
- ✓ Contact the Traffic Office, who in turn should contact **The Company** if the customer wants to load any additional deliveries.

- ✓ Check the quantity and condition of the goods where possible, if goods are damaged tell the customer. When loading Dangerous Goods, never accept damaged or leaking packages.
- ✓ Mark the CMR e.g. 'cases broken' or 'packages damaged' if the customer loads damaged goods and inform the Traffic Office, who in turn should advise **The Company**.
- ✓ Mark the CMR 'driver not permitted to check quantity or condition' with a clear explanation of why he could not check, 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, in the presence of the sender.
- ✓ Complete a CMR note if not provided with one by the customer.
- ✓ Ensure that both the driver and the customer sign and print name on the CMR note and that the note is clear and legible.
- ✓ Report any damages, special circumstances and reservations made on the CMR.
- ✓ Take photos of any damages
- ✓ Where applicable, collect the relevant Dangerous Goods Note / hazard labels / 'Instructions in Writing' / Container Packing Certificate as notified by the Traffic Office.
- ✓ Break the seal and reseal for groupage collections, preferably with a witness present.
- ✓ Check the stability of the load and product to avoid shifting of pallets during transport.
- ✓ Report immediately any damage or spillage relating to Dangerous Goods. Damaged or leaking product must be refused loading and must not be transported from the collection point.
- ✓ Inform the Traffic Office of the number of loose straps used on the load, the number of sideboards and stanchions in the trailer, who in turn should report this to **The Company**.
- ✓ Report any defects to the trailer / container

Stowing and Securing Cargo

It is a legal requirement that the load is secured. Failure to do so satisfactorily may result in a prosecution, serious injury or even a fatality.

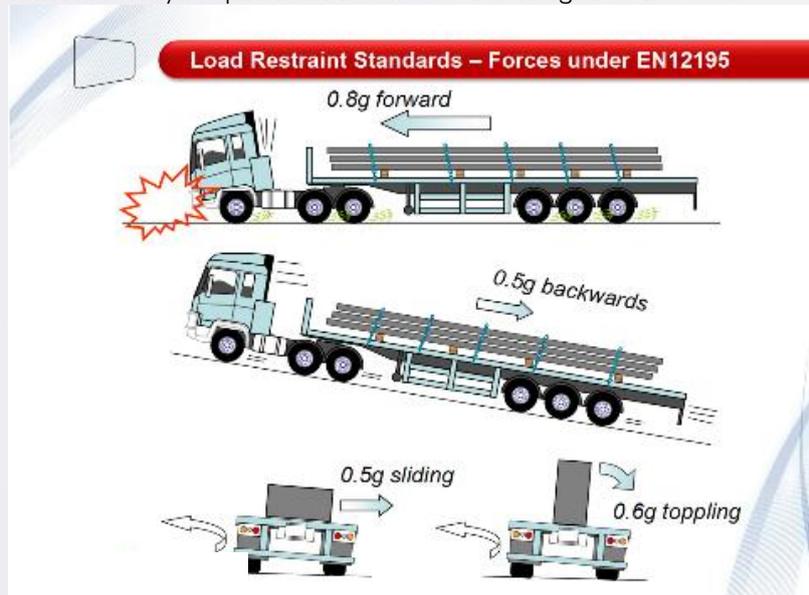
- ✓ The load must be positioned and secured to prevent overloading on the tractor unit or trailer / container axles



- When loading on a tri-axle tractor unit (applicable in UK) the load should be positioned around the centre of gravity of the trailer / container, so that when the trailer / container is collected by a 2-axle tractor unit (EU), the unit is not overloaded on its drive axle.

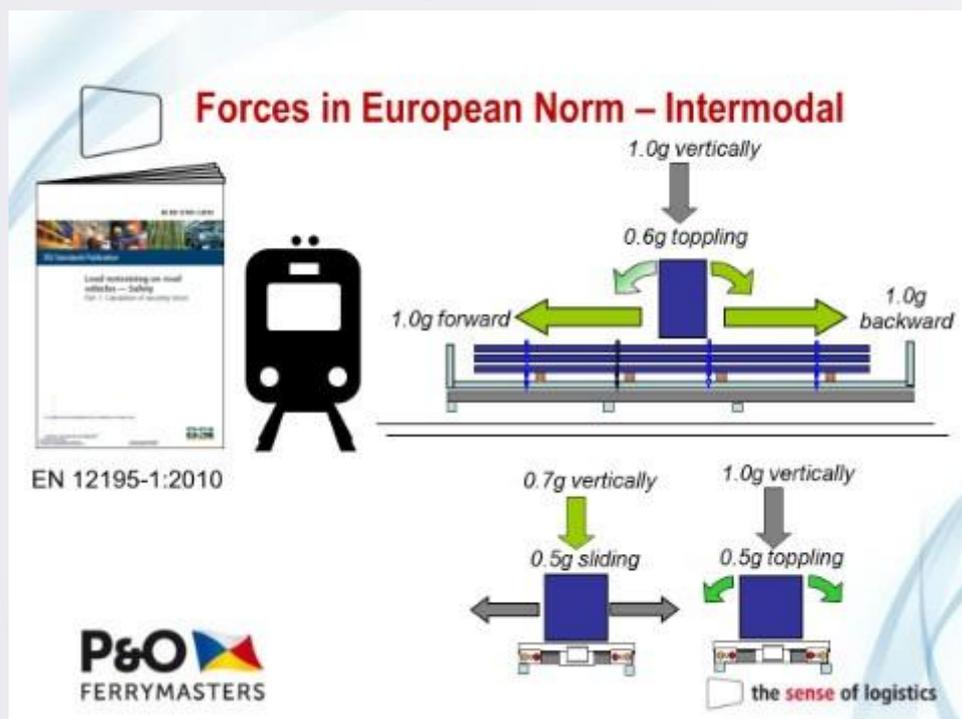
When the trailer / container is only making a journey by road

- Prevent movement forward equivalent to 80% of the weight of the load
- Prevent movement rearwards equivalent to 50% of the weight of the load
- Prevent movement sideways equivalent to 50% of the weight of the load



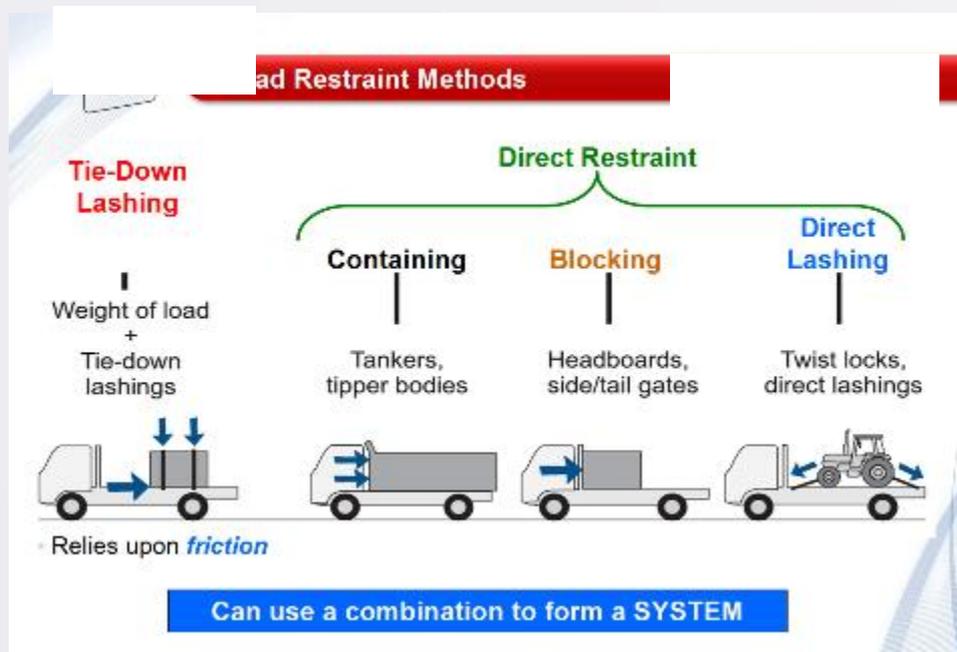
When the journey includes a ferry / sea crossing or intermodal rail movement, then additional securing will need to be applied to:

- Prevent movement forward equivalent to 100% of the weight of the load
- Prevent movement rearwards equivalent to 100% of the weight of the load
- Prevent sideways movement and toppling of the product



This should be achieved by:

- Blocking the load
 - Against the headboard, giving consideration for axle weights
 - Against stanchions, where available in the centre of the Trailer
 - Against a false headboard
- Direct lashing
 - Applying straps directly to the product, through coils or wheels or securing points on the product / package
- Tie down lashing
 - Applying straps over the top of the load
 - Using anti-slip matting when available to increase friction
- Combination system
 - Using blocking
 - Direct Lashing
 - Tie down lashing



Drivers should:

- ✓ Ensure there are no gaps between / within the load
- ✓ Ensure no straps are over sharp edges (without edge protection)
- ✓ Ensure the back of the load is secured rearwards (e.g. cross strapped)
- ✓ Spread loads evenly across the trailer / container, ensuring that their vehicle / trailer / container is not overloaded on gross or axle weights, if in doubt weigh off. Load heavy items on the bed of the trailer / container and lighter items on top.
- ✓ Separate any goods that are likely to damage or contaminate another consignment.
- ✓ Restrain the load using straps, dunnage, chocks and stanchions, as necessary.
- ✓ Any ratchet straps used to secure the load should not obstruct the lifting eyes (yellow marking on curtain) on the trailer (2 positioned each side of trailer), in case the trailer is due to be lifted onto a rail wagon for onward rail transit
- ✓ Follow the securing method(s) best adapted to the characteristics of the cargo (locking, blocking, direct lashing, top-over lashing, or a combination of these). Further information can be found in:

- ✓ 'European Best Practice Guidelines on cargo Securing for Road Transport: <https://op.europa.eu/en/publication-detail/-/publication/30c7c1dc-f26e-44af-bd4c-2434b43edd7e>
- ✓ Wherever possible, use equipment which supplements the cargo securing equipment, such as anti-slip mats (to increase friction) and edge protection (to prevent strap damage).
- ✓ Use dunnage to fill the space if there is a gap between the load and the front of the trailer / container and the doors. Alternatively create a false headboard using stanchions and stanchion pockets in the middle of the trailer
- ✓ Ensure that the securing arrangements do not damage the goods transported.
- ✓ Take additional care when working at height or are involved in manual handling activities. Assess if working at height can be avoided with the task being completed from the ground level using tools (roof pole to feed straps) or steps / platforms.
- ✓ Check straps, stanchions and seals are secure before resuming driving after a break, when leaving trailer / container at port of export and when collecting a loaded trailer / container.
- ✓ 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 your Traffic Office and **The Company**. Under no circumstances should drivers break customs seals.
- ✓ If there are any problems with load security, or damage, contact **The Company**.

Dropping a Trailer / Container at Port or Rail Terminal

- ✓ Obtain instructions from **The Company**, who will specify the trailer / container detail and collection point.
- ✓ Communicate the information to the driver
- ✓ Report to dock gate / security office on arrival and book in, as required.
- ✓ Be prepared to provide personal identification for security purposes (e.g. driving licence or passport)
- ✓ Drop trailer / container in allocated lane / position and apply the trailer park brake.
- ✓ Report to ferry company shipping office / rail terminal office, hand in shipping document / DGN Note.

Customer Paperwork

- Collections
 - All customer paperwork must be placed in the rear of the trailer / container using clear plastic envelopes. The exceptions to this instruction are:
 - Dangerous Good Notes / Container Vehicle Packing Certificate
 - 'Instructions in Writing'
 - Paperwork required for customs clearance
- Deliveries
 - Drivers must ensure that a signature is obtained from the customer on the delivery CMR Note and the customer paperwork if required, prior to leaving the delivery point
 - Ensure that the person signing for the goods also prints his name, date and time on the paperwork.
- Proof of Deliveries (POD)
 - All signed Proof of Deliveries should be returned to **The Company** and uploaded to Webportal.
- Shortage and damages
 - All shortages and damages on collections / deliveries must be clearly marked on the CMR. **The Company** should be informed immediately, prior to leaving the delivery point. Remember all damages and shortages usually result in a claim, without the correct information this cannot be refuted or defended.

- Any damage or spillage relating to Dangerous Goods must be reported immediately.

Vehicle Routing, Height Restrictions and Parking

The driver should

- ✓ Identify and follow the optimum route between their starting and finishing points, taking into consideration areas of environmental concern and any vehicle bans / restrictions, ADR requirements and customer requests.
- ✓ Be aware of changing road conditions in relation to weather and drive accordingly.
- ✓ Ensure that the running height of your vehicle, when coupled to a trailer / container and that it is compliant with national regulations.
- ✓ Plan the route accordingly, taking into account bridge heights and any other height restrictions
- ✓ When parking up always:
 - Ensure that the 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 recognised lorry parks.
 - Ask your Traffic Office or **The Company** for advice as to where to park, if the load is of high value, or theft attractive.
- ✓ If leaving a trailer, then always apply the trailer park brake.
- ✗ Never leave a trailer / container unattended, when not at a customer's site, secure port or rail terminal or a secured company depot, without the express permission of the Traffic Office and **The Company**.

Overlength and Overwidth Loads

- ✓ All loads should be within the dimensions of a trailer or container. Loads that are overlength, and which do not permit the doors to be closed, should not be loaded. Loads that are overwidth should not be loaded.
- ✓ If a customer attempts to place an overlength load on a trailer with back doors open, then **The Company** must be contacted immediately.

Loading Docks

Customers may (un)load via a loading dock. A Loading Dock has several hazards associated with its operation, including a risk of drive away (vehicle leaves the loading dock too early); vehicle creep (vehicle moves from the edge of the loading dock, due to suspension or jolting); Load roll-away (the load, especially when in cages can roll within the trailer / container; Trailer tip (when the trailer / container is uncoupled from a tractor unit and the landing legs are lowered, the trailer can tip forward if too much weight is placed at the front of the trailer).

Customers will assess the risks associated with the loading dock and implement controls. These may include:

Hazards	Control
Drive away	signals, signs and barriers; key control; airline lock system; loading bay door locking system; chocks and other restraints
Vehicle Creep	dock plate markings; buffers;
Load runaway	dock levellers
Trailer tip	trailer stabilization, lighter loading equipment

Drivers should ensure that they know, understand and follow the procedures and controls used by a customer when (un)loading from a loading dock. Drivers should remain in designated safe areas, away from moving forklifts.

If the customer does not have clear procedures, then the driver should:

- ✓ Make sure that the loading dock is free and available before reversing
- ✓ Check with (un)loading teams that they are out of the trailer / container before pulling away from the loading dock
- ✓ Never start the vehicle engine or drive away using a second set of keys
- ✓ Make sure the driver positions himself away from any forklift or vehicle movement activity

Assistance with loading / unloading

Certain customers may request that the Driver assists them in the loading or unloading of the trailer / container. If this is requested, then the customer should provide information, guidance and training on how the driver should assist and perform this operation.

When carrying out any new operation, the driver should assess the risks for himself, briefly assessing the hazards and dangers which could cause harm and how this can be removed or avoided.

If the driver feels that what he is being asked to do is unsafe, putting himself or another at the risk of harm or injury, then they should stop and report the concerns to their Traffic Office, who in turn should report to **The Company**.

Carriage of Waste

One of the many cargos carried by **The Company** is waste. When collecting or delivering waste the following points should be noted:

Collecting waste shipments

- Ensure that you are wearing correct PPE (covered arms and legs)
- Avoid contact with the product
- Inspect all packages (bails) making sure that they are wrapped and sealed
- If there are any packages with exposed waste, politely request the loading point to repair or re-wrap the product

Delivering waste shipments

- Ensure that you are wearing correct PPE (covered arms and legs)
- Avoid contact with the product
- Sweep the trailer after delivery
- If there is a residual smell in the trailer (left from the product), report this to the traffic office (who may request the trailer be washed, cleaned or aired).
- If parking up overnight with an empty trailer, it may be desirable to leave the curtains open to allow the trailer to air.

Operation Clean Sweep (OCS)

As a company that transports packaged plastic pellets and granules for its customers, **The Company** has become a signatory to Operation Clean Sweep. This includes the introduction of specific procedures and controls when moving plastic pellets or granules. When transporting cargoes of plastic pellets or granules, the following additional considerations should be followed:

- On collection, ensure there is no damage to the packaging and there is no load spillage. If any of the product has spilled from the load, then inform the loading team. The product should be removed and re-packaged. Spilled product should be carefully swept up and collected into a receptacle and returned to the loading point to dispose of.
- During transit, in the event there is a load shift or accident, please check that all product is contained in the packaging. Please report the incident to **The Company**. Any spillages of product then these should either be cleaned / swept into a receptacle and retained and disposed of at the delivery point.
- At delivery, ensure there is no damage to the packaging and there is no load spillage. If any of the product has spilled from the load, then inform the unloading team. The product should be removed and re-packaged. Spilled product should be carefully swept up and collected into a receptacle and returned to the unloading point to dispose of.
- Any incident involving the spillage or potential spillage of plastic pellets or granules must be reported to **The Company**, in order that an assessment can be made of the risk of harm to the environment and the appropriate actions required.

Collections and Deliveries in Low Emission Zones

Increasingly across Europe governments and local authorities are creating low emission zones. These are zones which restrict the vehicle types and emissions from these vehicles when entering the zones. They are commonly based on the “Euro” specification of the vehicle. Traction operators must ensure that only vehicles meeting the designated emission standards are used in the low emission zones.

Vulnerable Road Users

There is a significant amount of focus on the interaction between Heavy Goods Vehicles (HGVs) and vulnerable road users (cyclists, pedestrians, motorbikes). This is largely focused on major cities. Legislation, industry bodies and customers are placing specific vehicle design requirements on hauliers operating for them, or within their areas. These include the implementation of additional mirrors, side-guards and stickers on trailers and operator approval schemes (for example Fleet Operator Recognition Scheme (FORS)).

Hauliers should make themselves aware of schemes that may impact them in particular areas of operation.

SECURITY

Staff Security Screening

Drivers and operational staff shall be security screened in accordance with the haulier's recruitment and selection policy and in accordance with national legislation.

Illegal Imports / Exports

When collecting consignments drivers must check if the goods correspond with the instructions they have been given. Additionally, they should be alert to and wary of, any unusual packages, cargo, marks on the goods (e.g. other countries mentioned as the given destination), or suspicious behaviour.

If the driver has any queries or suspicions, they should contact their Traffic Office immediately, who in turn can advise action or communicate to **The Company**.

Drivers must refuse any goods / packages, additional to the load they are instructed to collect. Drivers who receive such a request should contact their Traffic Office immediately, for them to notify the relevant authorities. The haulier's Traffic Office shall notify **The Company** of the event and action(s) taken.

Security Precautions

Security Awareness

- ✓ Lock their vehicles and remove keys
- ✓ Always make sure the cab and trailer / container are secure.
- ✓ If the driver witnesses suspicious, or criminal behaviour, they should call the police immediately by dialling 999 (UK) or 112 (continental Europe). Always let their Traffic Office know what is happening.
- ✓ Avoid regular routes or stops for newspapers, cigarettes or meals – a recognisable pattern makes you an easier target for thieves.
- ✓ Never give lifts. It is illegal to carry unauthorised persons when transporting dangerous goods.
- ✓ Make sure you understand and use the vehicle's security equipment – check it's working properly.
- ✓ Never leave keys in or on your truck, even whilst refuelling.
- ✓ Avoid talking about loads or routes with other drivers, the general public or customers (including over radios or phones).
- ✓ Be cautious if you are forced to stop, for example, at the scene of an accident or an emergency, or at police stops.
- ✓ Hide personal property from view.

Key control

- ✓ Make sure the keys cannot be identified – don't leave anything on the key ring that shows who they may belong to, or to which vehicle they fit
- ✓ Never leave them where strangers can see them and always keep them somewhere safe.
- ✓ At the operating base leave keys in a lockable cabinet, out of sight of strangers. Do not hide the keys for example, inside the front bumper

Loading

- ✓ Lock the cab.
- ✓ Ensure the roof / curtain is not torn

- ✓ Be present during loading to ensure no unauthorised personnel access the trailer / container. If it is not possible to be present, request written confirmation from loading company that there are no concealed persons on board.
- ✓ During, or after loading check that no unauthorised persons enter, or remain in the trailer / container
- ✓ Immediately after loading secure and seal / padlock the trailer / container and record the seal number on the consignment / CMR paperwork, in the presence of the sender.
- ✓ Check the load matches the collection note
- ✓ Make sure it is clear where you are delivering to and who will receive the goods
- ✓ Get a contact number if they can; and

In Transit

- ✓ Plan the route beforehand. Avoid stopping and asking for directions. If the driver knows exactly where they are going, no-one can mislead them with wrong directions.
- ✓ If possible, be unpredictable with regard to their daily work pattern.
- ✓ After any stop, check vehicle security and physically inspect seals / container locks, outer shell fabric and check that all security devices are working.
- ✓ Comply with parking instructions, or restrictions on stopping near to a port, or a high risk area, as advised by **The Company**
- ✓ If any check suggests the security of the trailer / container has been compromised contact the local police or the customs control authorities at the port of embarkation and report it to **The Company**.

Parking

- ✓ Whenever possible decide where to park overnight before starting the journey.
- ✓ Park overnight in port compounds, company depots, customer premises, or at secure lorry parks, whenever possible. Never leave in secluded, or unlit areas.
- ✓ Try to park vehicles within sight and where the driver can return to it quickly.
- ✓ Lock cab doors and ensure windows are closed.
- ✓ Never drop trailer / containers unattended, unless at a location which is pre-agreed.
- ✓ When returning, check all round for signs of interference, including load security seals / container locks.

Ferry / Rail Terminal

- ✓ Prior to dropping trailer / container check vehicle as thoroughly as possible and confirm seals / container locks / sealing cords are intact and have not been tampered with.
- ✓ If collecting an unaccompanied trailer / container, check for tampering and that the seals are intact.
- ✓ If the seals have had to be broken for a load safety check or customs examination or any other reason, then the trailer / container must be resealed. Whenever possible, this should be carried out in the presence of a third party witness. Record the new number on the appropriate check list, paperwork and state reason for change, e.g. seal broken at Port to check for immigrants. Report the event and new seal number to the Traffic Office / **The Company**.

Movements to UK

- ✓ Plan their journeys to avoid rest breaks or overnight stops within 150km radius of the port of embarkation to the UK, unless in secure parking.
- ✓ Inspect trailer for signs of tampering, damage or other signs of potential illegal entry.
- ✓ Apply seal or padlocks at point of loading (when travelling from collection to port / rail terminal / delivery with the load)
- ✓ Check seals, sealing cords are intact and numbers are correct.
- ✓ Check all other potential hiding places including under the trailer, external storage compartments, tool boxes and wind deflectors.
- ✓ Listen for any sounds that may indicate the presence of an unauthorised person.
- ✓ Avail yourself of any independent system of checking at the Port of Embarkation, e.g. CO2 check.

- ✓ Prevent loading of the vehicle on to a ferry or train, if the presence of Illegal immigrants is suspected
Before, and / or when entering the UK from the continent, be particularly alert for signs of illegal immigrants and be aware of any special instructions at ports.

Delivery

- ✓ Check the load seal is intact and the number is the same as on the delivery note.
- ✓ Check that the consignment matches the collection and delivery note details.
- ✓ Make sure they are delivering to the right place (check collection and delivery against the notes).
- ✓ If the delivery instructions are changed, get confirmation of the changes from the Traffic Office.
- ✓ Make sure that there is a clear signature and printed name on the CMR / POD note.

Hijacking

- ✓ Lock cab doors.
- ✓ Be mindful of any bogus officials, consignees, breakdown situations, if in doubt keep moving to the nearest Police Station.
- ✓ Be aware of suspicious of anyone following, either on foot, e.g. when returning to the vehicle, or on the road.
- ✓ Be aware of any route / destination changes notified to you by anyone other than the Traffic Office.
- ✓ In the unlikely event that they are hijacked; the driver should remain calm, co-operate with the hijacker(s) and memorize as much detail about the sequence of events and people as possible.

PROFESSIONAL AND DEFENSIVE DRIVING AND BEHAVIOURAL BASED SAFETY

Introduction

The Company recognises that through its hauliers it engages with competent and professional drivers. It is important for the safety of other road users, the security of the load and reputation of both the haulier and The Company, that the drivers follow what they have been taught and drive in a professional manner at all times. The Company does not tolerate aggressive or dis-courteous driving. All reported incidents of such behaviour will be investigated and actioned.

The below points serve as supplementary advice for the professional drivers operating for The Company. The Behavioural Based Safety described below aims to increase safety during road freight transport by positively influencing the behaviour of drivers.

Defensive Driving

One of the most effective ways of avoiding accidents is to drive defensively, often known as 'defensive driving'. Defensive Driving is a reduced risk driving strategy designed to develop a driver's skills in identifying risks, increasing their awareness of hazards and developing a safer attitude to driving by linking risk to accident potential.

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 drivers recognise this as a problem that also applies to them, they should find ways of coping with stress, in order to safeguard their safety and that of others on the roads.

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

- ✓ Be tolerant and considerate towards other road users
- ✓ Have a realistic appraisal of their own driving abilities
- ✓ Have a high degree of care for their own safety and that of others
- ✓ Pay attention
- ✓ Concentrate on 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.
- ✓ Will children emerge from behind that ice cream van?

- ✓ Are the lights about to change? Is a car about to pull out of that junction? The driver in front is on his phone – is he driving safely? Etc.
- ✓ 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 for 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 route in mind if you have to take 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 safety driving aid which even many drivers often forget to use. It is essential to:
- ✓ Make sure your mirrors are properly adjusted
- ✓ Make sure that you use your mirrors before changing course or speed and before overtaking
- ✓ Keep your distance – the hold back procedure
- ✓ 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.

DANGEROUS GOODS

General

ADR Requirements. Driver must:	ADR Reference
Inspect trailer / container before collection and check it is in sound condition	1.4.2.2
Ensure goods are adequately stowed, segregated and secured	7.5.7
Ensure they have the correct documentation (including DGN with shipper's declaration and container / vehicle packing certificate under IMDG) instructions in writing, transport document etc	5.4.2 / 5.4.3 / 5.4.5 / 8.1.2
Ensure they have any client paperwork required to accompany the consignment / load, in case of any concerns regarding documentation or the consignment / load before leaving collection point please advise traffic office	
Read the emergency instructions and confirm all necessary PPE and equipment as stated is present, before starting your journey, including fire extinguishers	5.4.3 / 8.1.4 / 8.1.5
Do not load any goods that have not been advised. If asked to load additional goods then please contact The Company for instructions.	
Ensure orange plates are displayed on the vehicle, one at the front and one at the rear. If transporting a container, as well as orange plates, placards (warning diamond) should also be displayed, one on each side and one on the front and rear of the container	5.3
Ensure that no one smokes either in the vicinity of or inside a vehicle	7.5.9 / 8.3.5
Prevent unauthorised entry to trailer / container / vehicle	8.3.1
Ensure the vehicle hand brake is applied and the vehicle engine is switched off during loading / unloading operations and use wheel chocks	8.3.6 / 8.3.7
Ensure that all safety rules relating to the dangerous goods are observed and customer requirements complied with. The emergency instructions in writing for the dangerous goods must be strictly followed when responding to a spill, leak, road traffic accident, fire or any other emergency and please advise The Company	5.4.3.5
Ensure the ADR license is carried at all times for all crew	8.1.2.2 / 8.2.1
Ensure that the product is in good condition (no leaks, spillages or damages to packaging)	1.4.1 / 5.4.2 / 7.5.7
Safety in loading / unloading operations is the responsibility of everyone involved in the operation, i.e. consignor, consignee, haulier, loading / unloading staff and vehicle driver	1.4.1

Follow specific parking requirements as per special provisions	8.4.1 - Special Provisions S14 - S24
For hauliers carrying goods, under high consequence dangerous goods regulations, comply with section 1.10 of ADR	1.10
Respect restrictions regarding Tunnels and Bridges	1.9 / 8.6
Comply with relevant regulations under exemption such as LQ or 1.1.3.6	1.1.3 / 3.4 / 3.5

Additional requirements for Dangerous Goods subject to International Maritime Dangerous Goods Code (IMDG) (by sea), drivers must:	IMDG Reference
Apply relevant placards (hazardous labels) on all four sides at the collection point, including UN number in case of only one UN number >4000kg	IMDG 5.3 / 5.3.2.1
Display orange boards front and rear. If you are accompanying the load they must remain displayed	IMDG 5.3

REFRIGERATED TRAILERS

General

Reefer trailers / containers require special attention. The goods carried are mostly vulnerable, so it is important that you follow the procedures.

- The temperature at which the cargo is to be transported is often crucial, therefore you must make sure that you have this information prior to loading your trailer.
- You are responsible for setting the correct temperature within your trailer.
- If you have any concerns over the functioning of the refrigeration unit contact the Traffic Office immediately, as there is considerable risk to the cargo. Follow the trailer defect reporting procedure.
- Check that there is sufficient fuel in the tank on the reefer trailer / container. Use red diesel for your refrigeration unit, wherever possible. Advice on refuelling points can be sought from the Traffic Office.
- The temperature setting on your trailer must be checked and recorded at loading point, breaks during the transit, quay or terminal and unloading location.
- Before leaving a trailer / container, check if the set temperature is the correct one and cross reference with the inner temperature of the trailer / container. The two must match.
- Do not switch off reefer engine when parking unless reefer is plugged into mains or empty.

Personal Appearance and Clothing

- Make sure clothing / workwear is clean and appropriate.
- Make sure your hands are washed before to come in contact with the products.
- Do not wear any visible jewellery when loading, unloading, or in contact with foodstuffs.

Glass / Hard Plastic Policy

- It is strictly forbidden to take glass, or hard plastics (e.g. Bottles, glass, or plastic cups) into trailers / containers. Broken glass, or hard plastic could contaminate the products being carried.
- Damage to cargoes, where glass, or hard plastic has been used as packaging must be reported immediately to the Traffic Office. Trailer to be thoroughly cleaned internally prior to collecting next load of foodstuffs.
- The interior lights on reefer trailers / containers are made from heavy duty plastic. During your pre-use inspection if you see any damage to these light covers, check your trailer for pieces of plastic, notify the Traffic Office and defect the trailer in accordance with Section 8.0 Defect Reporting of this handbook. Interior light covers should only be removed or replaced when the trailer is empty.
- Regularly inspect soles of shoes, or boots for embedded glass, or plastic particles to ensure they are not transferred into your trailer / container.

Collection of Trailer / Container from Quay

Drivers should:

- Check that there are at least two bars or nets to secure the cargo (placed or stowed securely in the trailer).
- Conduct check as following requirement to ensure trailer / container is fit for carriage of foodstuffs:
 - ✓ It is in a clean condition

- ✓ The walls, ceiling and floor are in a good condition, with no exposed insulation
- ✓ The door seal is intact
- ✓ There is no evidence of pests or pest activity
- ✓ The drain holes (if present) are clean and designed to prevent pest entry
- ✓ The polar / strip curtains (if present) are clean and intact
- ✓ The internal lights (if present) are intact
- ✓ It is free from strong odours which may cause taint to products
- ✓ It is free from excess humidity which may cause growth of moulds
- ✓ Check refrigeration unit is fully functioning and that the temperature is at the required level prior to loading.
- ✓ If loaded check the seal is in place and undamaged.
- ✓ When pulling reefer trailers / containers the driver should be in possession of a calibrated temperature probe.
- ✓ If the driver has any issues with the above, report to their Traffic Office / **The Company**.

At Loading Point

Driver should:

- ✓ Follow client's instructions
- ✓ Not smoke, eat or drink whilst loading or unloading the trailer / container
- ✓ Not use Snap off blade knives inside the trailer / container
- ✓ Report broken or pallets in poor condition (wood or plastic) at loading point.
- ✓ Check whether the temperature of the loaded goods is as advised. If there is a discrepancy report this to their Traffic Office and **The Company**.
- ✓ Secure load using locking bars and report number used.
- ✓ Put a seal on the trailer / container when loaded and record the number on the CMR, plus the number of bars / nets.
- ✓ Documentation should be stowed in the back of the container / trailer before seal is applied, with the exception of Hazardous goods.

At Delivery Point

Driver should:

- ✓ Customer should remove the seal. If there is a different on site process, then the seal should be removed in the presence of the delivery point.
- ✓ Report product damage, or temperature deviations immediately to the Traffic Office / **The Company**. Do not leave the customer's premises before notification.
- ✓ Delays during loading, unloading, or during your journey must be notified to the Traffic Office / **The Company**.

Drivers Reports

In accordance with our BRC HACCP procedures the correct completion of Drivers Reports is of vital importance.

- For each delivery, **The Company's** Drivers Report form must be completed and accompany the CMR note.
- Include the following information on the Drivers Report Form:
 - Trailer / container number.

- Driver's name.
- Date / time of departure from loading point and arrival at delivery location.
- Temperature during loading; temperature setting of loaded trailer / container; temperature during transit and trailer / container temperature display prior to unloading.
- Confirmation that trailer / container is clean, before loading and after unloading.
- Any trailer / container defects.
- Driver's signature.
- The Drivers Report form must be uploaded in the Fr8sense Webportal, or returned back to **The Company**, as soon as possible, or at least within one week.

Use of Temperature Probes

- Only calibrated temperature probes supplied by **The Company**, or your employer shall be used to check the load temperature.
- Visually inspect the temperature probe for signs of damage. If damaged report to the Traffic Office and **The Company**.
- When using the temperature probe try to take load temperature from various points. Do not stick the probe into the product, or through its protective wrapping. Insert the probe between the pallets to take the temperature reading.
- The use of the temperature probes during a transit, which requires the seal to be broken must only be undertaken following approval from the Traffic Office and authorisation of the client. Seals must be replaced, and the seal number recorded on the CMR note.

DEFECT REPORTING

General

A driver must report any damages or defects found on **The Company's** trailers / containers via the appropriate defect reporting telephone or email.

At the beginning of their shift a driver must complete a trailer / container check. If the driver identifies a defect on **The Company's** trailer / container these **must** be reported.

The check should include the below areas:

- Lights and reflectors
- Tyres and wheels
- Coupling condition and operation
- Braking systems
- Electrics
- Curtain (rips, damage, hazardous stickers, buckles and buckle straps, pole lifting loops)
- Roof (if going to load via roof) – opens and closes
- Headboard
- Trailer doors
- When empty or when loading / unloading
 - Roof supports pillars

- Curtain supports
- Floor condition

Trailer and Container Defect Reporting Information

A driver should, be prepared to provide the following information when calling:

- Trailer / container fleet number / registration number
- Name, company name and contact telephone number
- Details of load e.g. Hazardous / perishable
- Exact location – giving as much detail as possible
- The nature of the defect / breakdown, giving as much information as possible
- Tyre size, if replacement tyre(s) are required

Dependent on the severity of the defect reported, the case contact person will take the relevant action to rectify the problem. This will consist of either providing details of the repair location to which the driver must report, calling out a repairer to attend to the breakdown / defect or recording the nature of the defect to be rectified at the next service.

A unique reference number will be issued, which the driver **must** record. The driver will be required to quote the number at the repair centre to which they are directed.

Trailer / Container Damage at Ports

Trailer / container damage which has been identified prior to leaving a port and requires defect notification **must** be reported to the appropriate port authorities before you leave the port. A VCR (Vehicle Condition Report) or interchange document shall be requested from them and completed in full.

Reporting Contact Details

Equipment Type	Contact
Trailer	+44 (0) 845 373 0611 (UK) +32 (0) 113 01234 (continent)
Refrigerated Trailer	00800 24 227 462855 (reefer trailers from a mobile or continental landline) 00800 24 227 462 (reefer trailers from a UK landline)
Container	+ 32 (0) 475 634824

EMERGENCIES AND ACCIDENTS

What Is an Emergency?

An emergency is (for example and without limitation):

- Any accident / RTA involving serious injury / fatality
- Any leakage-spillage-fire, involving dangerous substances
- A load security incident causing serious injury or pollution
- A fire involving company premises or equipment
- Any criminal or terrorist threat

What Should You Do in the Case of an Emergency?

If a driver encounters an Emergency Situation, their immediate responsibilities are to:

- ✓ Call the Emergency Services in the event of immediate threat to life.
- ✓ Warn people nearby if they are in danger.
- ✓ Take what action you can to contain the situation.
- ✓ DO NOT ENDANGER YOUR LIFE.
- ✓ Notify **The Company**.

Communication with the Press

Under no circumstances should the driver discuss the emergency with members of the press or media. All press or media communications should be addressed in the first instance to their Traffic Office and then referred to **The Company**.

Reporting

Every emergency or accident must be reported as soon as is reasonably practicable, by telephone to the Traffic Office and then to **The Company**.

Road Traffic Accidents

If the driver is involved in an accident they must take the below steps:

Immediate Actions

- Stop the vehicle and switch off the engine.
- Arrange traffic control to prevent further accidents (ask motorists or bystanders for help).
- Call for emergency services, if required.
- Fight any fires that may break out, without putting themselves, or any member of the public in danger.
- Notify your Traffic Office / **The Company** at the first convenient opportunity.
- If carrying dangerous goods, notify the emergency services as soon as they arrive.

Reporting

- Obtain the name, address and if possible, a statement of any witnesses.
- A POFM Accident & Incident Report may also be requested, and this must be completed promptly and returned to **The Company** by the Traffic Office.
- It is important that a note is made of:
 - The extent of any damage sustained.
 - The time the accident occurred.
 - Where the accident occurred, including the locality, the names of streets and roads adjacent, the position of the vehicles at the time of the accident, the visibility at the time of the accident and the cause of the accident (including any information on whether signals were given).
 - Provide a rough sketch to emphasise the general situation.
 - Exchange particulars with any other parties involved and note any damage.
 - Do not admit responsibility for the accident to the other party or to a witness; leave this for the appropriate authorities to decide.

Resuming Journey

- Before leaving the scene of the accident a driver should:
 - Check that the Police have given permission to leave.
 - Ensure the vehicle is roadworthy and check the stability of the load.

If in doubt notify the Traffic Office / **The Company**.

The law requires a driver to stop and report any damage caused to property on or adjacent to the road or injury as a result of an accident, to anyone having reasonable grounds for requiring such information. If this cannot be done immediately then the police must be informed as soon as possible and in any case within 24 hours of the occurrence.

Near Miss Reporting

A “Near Miss” is when there is an incident that could have resulted in a personal injury or structural or equipment damage, e.g. loading / unloading incident, load shift.

Near misses should be reported to your Traffic Office and subsequently to **The Company**.

APPENDICES

Risk Assessments and Safe Working Practices

Risk Assessments and Safe Working Practices are available at:

https://www.poferrymasters.com/haulier-info_standards_safety-and-operational-standards

Load Securing Guidance

Load Securing guidance for a number of common products or load configurations is available here:

https://www.poferrymasters.com/haulier-info_standards_load-restraint-guidelines