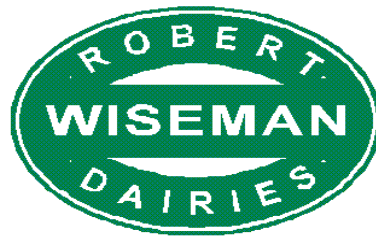


## Case Study Three



### **BACKGROUND**

Wiseman Dairies specialises in the production and distribution of fresh liquid milk and dairy products to a wide range of customers and are a major supplier to the private label sector of the retail grocery market, employing approximately 2500 employees across the UK. The company operates its business from five main dairies: Aberdeen, Glasgow, East Kilbride, Manchester, and Droitwich. The milk is distributed from its 21 depots.

### **NATURE OF OPERATION AND DRIVING ACTIVITIES**

The organisation has commercial drivers and company car drivers. Wiseman dairies operates approximately 900 commercial vehicles to deliver and distribute their products, which consist of transit vans, articulated LGVs, 7.5 tonne lorries, milk tankers, and rigid 17.5 tonne LGVs. They also operate about 100 company cars, used to carry out those activities such as: travelling site to site, business meetings, accident investigation, sales reps visiting customers, and Health and Safety staff travelling for risk assessments and meetings. Company car drivers are all essential users, employees do not get a company car simply because of their job grade.

### **THE POLICY**

#### **Why the policy was developed**

Wiseman dairies developed the policy proactively, as a responsible employer, to prevent employees from being exposed to any risks. Risk assessments were carried out to investigate where the main problems were.

#### **Who developed the policy**

The Driver Trainer Manager has been involved in developing the work-related driving safety policies and procedures since he joined the company four and a half years ago. The Health and Safety Manager for the whole group is responsible for the policies and procedures and works with the Driver Trainer Manager in developing the initiatives. Sharing ideas with other companies, and looking at what they had done, as well as speaking to all the major vehicle manufacturers originally helped to develop the policies. Managers were initially reluctant to initiate the policies and procedures, but this was overcome by communicating comparison figures on vehicles, fuel consumption, and accident statistics. A separate department carries out all the auditing for the whole company.

#### **What the policy covers**

The policy 'Vehicle Driving - "The Wiseman Way" - Guidance for all Drivers' covers the following issues:

- Introduction
- Driver Assessment
- Previous Driving
- Checking Your Vehicle

- Defect Sheet
- Vehicle Cleanliness
- Temperature Units
- Vehicle Sympathy
- Fuelling Up
- Tachographs
- Tail Lifts
- Coupling / Uncoupling Trailers
- Wiseman Driving
- Accident Procedure
- Loading and Unloading
- Delivering to Customers
- Vehicle Costs
- Health & Safety

A full copy of the ‘Vehicle Driving - “The Wiseman Way” - Guidance for all Drivers’ policy is provided in attachment 1.

### How the policy is communicated

Policies and procedures are communicated to employees via team meetings and via supervisors or managers. Group presentations are also used to communicate some procedures or policies, e.g. the ‘Winter Driving’ training presentation which is given to groups of about 6 employees at a time, along with a handout to take away. The company also uses noticeboards for any extra relevant bulletins that need to be communicated to the employees.

### ROAD SAFETY PROCEDURES

The following procedures are included in the policy

Risk assessment	All vehicles, tail lifts, coupling and uncoupling procedures, are risk assessed. Also there is a daily driver vehicle check which feeds into the vehicle maintenance procedures. A driver will risk assess every trailer that is used during the day and any defects are reported to the depot.
Driver training	1. Training on recruitment and in the different vehicles / delivery runs, depending on experience. 2. ‘Winter Driving’ training presentations (see specific examples below for more details).
Driver assessments	Every driver has an assessment on recruitment, during the interview stage. There are also assessments after the driver’s 13 <sup>th</sup> week from his / her start date. There are 2 or 3 driving assessors / instructors on-site, plus a further 5 fully qualified DSA registered instructors throughout the company. The driver assessment identifies the training needs of the driver, so that appropriate training can be tailored. Driver assessments also take place annually.
Alternative means of transport	This is not relevant to the commercial drivers. If other employees need to travel on business and they are not essential users, the employee can either use their manager’s company car or there is usually a spare transit van on site.
Guidance on mobile phone use/hands free sets etc	Drivers are under instruction not to use phones when driving. They are instructed to pull over and stop before taking / making any calls. The tanker drivers all carry mobile phones.
Vehicle maintenance procedures	Vehicle maintenance is done on-site. There is a full maintenance schedule on every site (except for 2 sites that contract out to Volvo) with workshop facilities.
Journey scheduling	Drivers usually drive the same routes every day, so are therefore familiar with them. If it is a new route, then a driver familiar with

	the route will show the other driver the run ("buddy system"). Routes are based on the time to be somewhere for a delivery.
Breakdown guidance / assistance	All drivers carry a free-phone help number, which is present in all the company vehicles. Mechanics can sometimes give advice over the phone, depending on the problem.
Incident report	All drivers have a 'Vehicle Accidents' card, detailing the procedures of what to do in the event of an accident. All vehicles also have a 'bump card', with a tear-off slip to give to the other driver involved. Drivers have to fill in a more detailed accident form when they return to site. (see specific examples below for more details).
Incentive programmes	<ol style="list-style-type: none"> <li>1. Safe Driving Awards (certificates, badges, driver of the year)</li> <li>2. 'Drivewise' Awards – competition with various tests and prizes. (see specific examples below for more details).</li> </ol>

## SPECIFIC EXAMPLES OF PROCEDURES

### Incentive Programmes for Commercial Drivers

There are two incentive programmes for commercial drivers within the organisation. The first is a Safe Driving Award Scheme, which awards certificates and badges for safe driving. The company awards drivers for periods of accident free driving, there is a bronze, silver and gold pin (for 1 to 3 years respectively) and then a pin for 4 years accident free driving. All these awards are presented in an award ceremony to demonstrate the company's recognition and support for safe driving, which improves employee morale.

Secondly, the company runs a Commercial Driver of the Year Competition called the 'Drivewise Awards'. Only drivers with no accidents on their record during the year are entered. The competition takes place over one weekend and the company pays for the employees to stay the night before and meet and settle in. The competition consists of regional heats with drivers having to complete a theory test, a driving test, and a fault-finding test on vehicles. The Department of Transport assesses the drivers during an off-road manoeuvring test and an on-road driving test. This makes the assessment independent and objective.

There are 3 winners, one from each of the following categories: non-LGV vehicles, rigid goods vehicles, articulated vehicles. The drivers are assessed according to a points system throughout the tests. The winner in each of the 3 categories wins a large prize (last year it was a new car) and the two runners up in each category receive holiday vouchers up to the value of £3000. The competition is also sponsored by Volvo, who pay for the 3 category winners to spend 3 days in Sweden, where they also show them around the Volvo plant. All the drivers that take part in the competition receive some prizes, e.g. badges, Volvo jackets, crystal trucks - so that everyone who takes part goes away with something.

The competition only began in the year 2000, but it has been hugely successful. Its implementation was communicated to the staff through team briefings and supervisors / managers. The Driver Trainer Manager has a dual role as an Accident Investigator, and he has played a large part in the continuing implementation of this initiative. The benefits have been apparent through attitude changes in the drivers and a reduction in accident statistics over the year. There were also one or two of the drivers who did not want to take part at first, yet managed to get through to the final, meaning that drivers have found it very encouraging.

The 'Drivewise Awards' competition was implemented in place of a bonus scheme. Drivers used to receive a £50 bonus for 1 year of accident free driving, £250 for 2 years and then £500 for 3 years. However, it was found that this was costly, and there was also the issue of what amount to pay for 4 years accident free driving and so on (whether to keep it at £500 or keep increasing it year by year). The bonus scheme had lasted for a 3 year trial period. The

Drivewise competition is a good incentive to the drivers, although a couple of drivers indicated that when the bonus scheme was first taken away it created some bad feeling. However, this may dissipate once the competition is more established within the company, as accident statistics have decreased since last year.

### **Incident Reporting**

All drivers are issued with a 'Vehicle Accidents' laminated card (a copy of which is provided in attachment 2), which details what a driver should do, if he/she is involved in a traffic accident. All vehicles also have a 'bump card' that a driver has to fill in, at the scene of the accident. The driver has to fill in details of the accident scene, the other driver's details, any witness name and addresses and a sketch of the scene. There is a tear-off section for the other driver, detailing the company insurance details and the driver's name, registration number and site.

On returning to site, the driver must inform their supervisor/shift manager and fill out a more detailed accident form (a full copy of which is provided in attachment 3). The 'Vehicle Accident/Theft report Form' asks for the following information: vehicle details, details of driver/person last in charge of vehicle, details of damage to our vehicle, accident/theft details, details of what happened, sketch plan, name and addresses of any independent witnesses, details of other parties involved and property damages, driver declaration. The manager checks the form has been correctly completed and immediately sends the form to the Transport office (see 'Vehicle Accident Reporting - Guidance for Managers' in attachment 4).

Every driver who has had an accident is interviewed to establish whether the driver was to blame or not to blame. If the driver was not to blame then the accident is not counted towards the company incentive schemes. All accidents are recorded on the Accident Recorder System, which records every accident with all its details and is useful to break down the accident, establish blame and feed into the incentive scheme and driver training.

Wiseman Dairies carry out the accident investigation themselves, and can carry out a full reconstruction of the accident. The Accident Investigators and Instructors all have digital cameras to take pictures of the accident/damage to vehicles straight away, which can then be sent to the insurance company. This system began 4 years ago and is effective, saving the company money, as the insurance company does not have to carry out the investigation. Furthermore, it speeds up the process, as the insurers have the details and pictures of the accident almost straight away.

### **Driver Training**

Driver Training was implemented 4.5 years ago by the Driver Trainer Manager / Accident Investigator. There are 2 or 3 driving instructors on site who assess the potential drivers, the instructors then carry out any driver training required. The Driving Instructors who assess and train the drivers are all fully trained ex-drivers themselves, who therefore know the problems drivers experience and consequently receive more respect from the drivers.

Every driver has an assessment on recruitment, or during the interview stage. Drivers may also be assessed and trained if they have been in an accident or a number of bumps. The level of training is dependent upon the standard of the driver, however, a novice would be taken out with one of the instructors, originally with an empty vehicle, and then again with goods in the vehicle. After that, another driver will aid the run at first and the driver will probably go out on a run on his/her own after having been with the company for 2 weeks. Drivers receive training in handling new vehicles as well as in the vehicles themselves and the loads, tail-lifts, coupling and re-coupling procedures, opening doors, and the correct way to climb in and out of the vehicle. The induction training also includes training in the related procedures, such as the accident reporting procedure, e.g. the bump card and the accident form.

Drivers also receive some training via presentations, e.g. the 'Winter Driving' training presentation (see copy provided in attachment 5). These presentations serve as reminders to drivers of the extra risks and the extra concentration needed during the winter months. These presentations are given to groups of about 6 drivers at a time and they are provided with a handout to take away with them (see attachment 6).

The company keeps a copy of all the training that is received by each driver, e.g. When drivers received training in the 'revised procedure for close coupled trailers', they were each signed off and this was recorded. The accident records and incentive systems serve to keep a check on driver training and also feed into any apparent training needs.

### **COSTS AND BENEFITS**

The Driver Trainer Manager / Accident Investigator stated that costs do not come into the equation as safety is more important. He argued that to look at costs is looking at it from the wrong angle and that the long-term benefits are more important.

The benefits have shown an improved employee attitude and drivers feel that they drive more safely and are more aware of the risks, as a result of the safe driving policies and procedures. Additionally, employees feel that there is a "knock-on effect" to their personal driving, so their personal driving has also benefited from the company's safe driving policies.

Further benefits have been a reduction in accident statistics over the years (see copy of 'Vehicle Accident Statistics graph, April 1999 - August 2001' in attachment 7). The graph is updated every month, from the monthly Vehicle Accident Table (see copy of August 2001 table in attachment 8). There is a slight increase in accidents for July 2001, however this can be explained by the influx of more vehicles, which were taken over by the company during the month of July (as well as during April of this year). However, despite the fact that Wiseman Dairies runs more vehicles this year, the accident figures are still down on last year's and so the benefits are even greater than first observed.

### **LESSONS LEARNED**

The Driver Trainer Manager / Accident Investigator recommended that, when implementing a safe driving scheme one should take it one step at a time, as it is not possible to do everything by yourself or all at once. It is a good idea to look at what other companies are doing, for some guidance and advice, yet make sure that you are dealing with the specifics of what your particular company needs, e.g. training should be specific to each company and its own needs.

The overall main barrier to implementing safe driving schemes was to "get everybody on-board", which includes both drivers and driver managers, as it can be difficult persuading some people that training is a benefit and often a necessity. In order to overcome this barrier, the Driver Trainer Manager showed managers the comparison figures on all vehicles, fuel consumption, and accident figures, which incited their support for the schemes.

The change in the incentive scheme from a bonus scheme to implementing the 'Drivewise Awards' competition resulted from the high costs that the company accrued under the bonus scheme. The drivers indicated that when the bonus scheme was taken away, it created bad feeling amongst the drivers. However, the Drivewise competition was a success last year and is just about to take place for a second time in November 2001. It is therefore hoped that this will continue to be a success and will provide an alternative incentive for the drivers as it becomes more established within the company.

## **CURRENT AND FUTURE DEVELOPMENTS**

The 'Vehicle Driving - Guidance for all Drivers' handbook is currently being updated to make it more compact and "driver-friendly".

There is currently no incentive programme to benefit and encourage the company car drivers, so it has been suggested that the incentive scheme may be opened to the company car drivers, if it continues to be a success.

Furthermore, the company is also exploring the possibility of implementing a young driver scheme to try and attract some new young drivers to the company.

## Wiseman Dairies Attachment 1



### Vehicle Driving

### “The Wiseman Way”

### Guidance for all Drivers

### Content

1. Introduction
2. Driver Assessment
3. Previous Driving
4. Checking Your Vehicle
5. Defect Sheet
6. Vehicle Cleanliness
7. Temperature Units
8. Vehicle Sympathy
9. Fuelling Up
10. Tachographs
11. Tail Lifts
12. Coupling/Uncoupling Trailer
13. Wiseman Driving
14. Accident Procedure
15. Loading and Unloading
16. Delivering to Customers
17. Vehicle Costs
18. Health & Safety

# **The Wiseman Way**

## **1. Introduction**

At Robert Wiseman Dairies we must ensure that all our Drivers know and carry out our SYSTEMS and PROCEDURES.

We run a QUALITY fleet of vehicles and must ensure our drivers play their part and look after the VEHICLE.

Some of our vehicles when new cost:

- TRANSIT	£16,000
- 7.5 TON	£36,000
- 17 TON	£50,000
- ARTIC	£45,000
- TRAILER	£35,000

We expect and DEMAND that you drive like a PROFESSIONAL.

By TAKING CARE- ANTICIPATING - CHECKING - REPORTING to ensure we maximise our fleet and keep down our COSTS.

Make sure you UNDERSTAND all the information in the booklet. If you have any question or queries ask your Supervisor.

**The only silly question is the question you do not ask!**

## **2. Driver Assessment**

You will be ASSESSED before you start with us to assure us that you can handle the vehicle. We will make allowance for you driving a strange vehicle and in a new environment.

You will be given a 15-minute assessment with an experienced driver who is checking key areas such as:

**REVERSING  
TIGHT TURNS  
GOOD TECHNIQUES/PRACTICES**

You will be continually assessed throughout your career with us to ensure you meet our HIGH standards.

You are also being assessed on a DAILY basis by the PUBLIC our CUSTOMERS and your COLLEAGUES in the depot. Set your own high standards and maintain them.

## **3. Previous Driving**

During your interview you were asked to produce your current DRIVING LICENCE to allow us to check that it is VALID.

It also allows us to check if you have any endorsements and any PENALTY POINTS.

We also asked you about your PREVIOUS driving record. We require drivers who will:

- TAKE CARE**
- AVOID ACCIDENTS**
- THINK SAFE**

Not drivers with a string of PREVIOUS accidents.

## **4. Checking your Vehicle**

A PROFESSIONAL driver will always check the vehicle before it has to be used. You need to ensure it is

**Road Worthy  
Not Bumped**

If it is not checked and you are stopped by the POLICE or if a BUMP is spotted when you return after your deliveries.

### **It is your responsibility**

- You will be charged by the POLICE
- You will be CREDITED with the DAMAGE - so report any damage to your Supervisor who will RECORD it in a book.

ALWAYS find 5 minutes to make your CHECKS.

Get into the HABIT of making the following checks

1. Walk round the vehicle checking :
  - Bodywork - no damage to sidebars, tail lift, mud flaps
  - Tyres - tread, cuts, tight wheel nuts
  - Lights - working, broken lenses
  - Doors closed. - handles in position
  
2. Check in the CAB for Fuel - Oil - Water. Oil and water are available from the GARAGE. If in any DOUBT about amounts or how to check – ASK
  
3. Check your TEMPERATURE unit - setting.

Do the Same Checks EVERY DAY to every Vehicle you drive  
If you are not SURE - ASK

- FIND OUT
- REPORT
- COMPLETE A DEFECT SHEET

**DON'T DO IT YOUR WAY - DO IT THE WISEMAN WAY**

## **5. Defect Sheet**

If you discover any fault with the vehicle or you suspect something is not as it should be you must complete a DEFECT SHEET.



## 8. Vehicle Sympathy

To get the best out of your vehicle you must treat it with care.

ROUGH handling of your vehicle or driving in the WRONG gear will cause:

**Damage**  
**Excess Wear and Tear**  
**Poor Performance**

Treat Our Vehicle as You Would Your Own. Do not brake harshly at the last second but brake gradually like a PROFESSIONAL.

Engines - Gear Boxes - Tyres are expensive to replace so be Sympathetic

If the GARAGE identifies excessive damage caused to your vehicle - you will be held RESPONSIBLE.

## 9. Fuelling the Vehicle

We operate a TRISCAN with KEY system to operate our DIESEL pumps.

The system allows us to CONTROL and MONITOR fuel use and CONSUMPTION for our vehicles

The proper procedure for using the Diesel pump is attached to the pump.

Make sure you follow a daily ROUTINE of fuelling the vehicle and always checking before you start your shift.

Do not lose your key or let anyone else use it.

Be TIDY - Do not Spill Diesel.  
- Don't leave the NOZZLE in the tank and drive off.

## 10. Tachographs

You must use a CHART if a Tachograph is fitted to the vehicle. It is a LEGAL REQUIREMENT.

As a professional driver you must complete the chart correctly - store it - pass it to the Company. Ask your Supervisor to explain the procedure. Charts are to be handed in fortnightly – dates are posted on the notice board.

If your chart does not register then REPORT it to your Supervisor or Garage mechanic IMMEDIATELY.

If you are STOPPED by the POLICE and your TACHO charts are incorrect you will be PROSECUTED. You must obtain a police officers signature before replacing your tachograph chart.

Your ACTIONS can put at risk the Companies OPERATOR LICENCE and/or HEAVY FINE

This is bad for you and bad for the COMPANY.

A Tachograph booklet will be given to you to fully explain the RULES and Wiseman Procedures.

## 11. Tail Lifts

Tail lifts are designed to allow the driver to LOAD or UNLOAD either to the ground or different bays.

A Code of Practice is available as a GUIDE on how to use including SAFETY points. Treat the equipment with RESPECT and keep your finger well clear when CLOSING the lift.

Do not use your Tail Lift as a BRAKE when you reverse into a Bay

Make sure you never DRIVE with the Tail Lift down.

Do not use the Tail Lift to JAM your back doors into set positions.

TAIL LIFTS ARE EASY TO DAMAGE - COSTLY TO REPAIR

**\* Read the Code of Practice for Tail lifts**

## 12. Coupling/uncoupling Trailers

### Support Legs

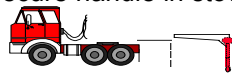
For the purpose of supporting the trailer when uncoupled and for setting the trailer to the required height when coupling these are sometimes refer to as the landing legs.

The following instructions should be carried out on firm, level ground; if not, ensure the legs are positioned on suitable footplates to prevent them from sinking.

Note: On vehicles fitted with legs that can be operated from either side of the trailer, ensure the gearbox of **both** legs is set in the **NEUTRAL** position before operating. The handle on the offside leg turns in the opposite direction to the handle on the near side leg (i.e., opposite to the following instructions).

### To Lower the Legs when uncoupling

Unclip the winding handle and pull shaft outward to select high gear \*. Rotate handle clockwise until legs reach the ground - **STOP** - select low gear \* and continue until trailer is supported - **Do not raise the trailer**. Secure handle in stowage and uncouple as detailed.

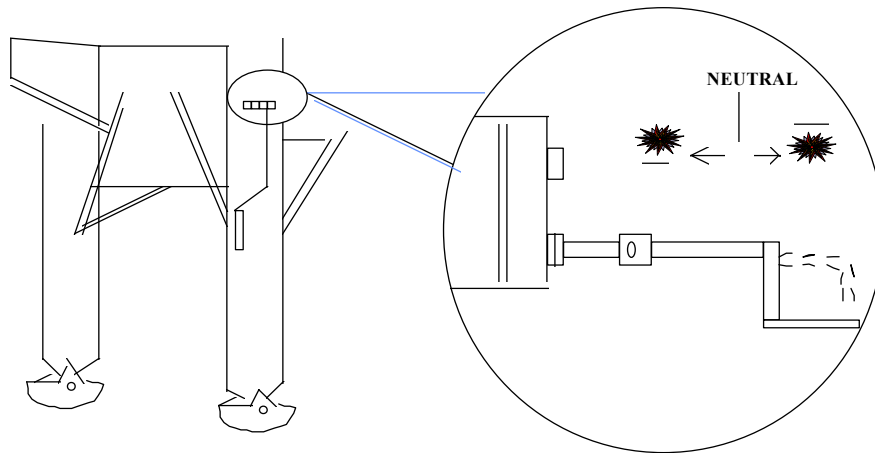


### To Set the Legs for Coupling

Unclip the winding handle and push shaft inwards to select low gear \*. Rotate handle and adjust trailer height so that the upper coupler is level or slightly lower (20mm max.) than the tractor's fifth wheel. Couple tractor as detailed and then raises the legs when coupled.

### To Raise the Legs when coupled

Select high gear \*, rotate handle anticlockwise until legs are fully raised - **Do not force beyond this position**. Secure handle in stowage on completion.

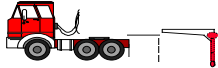


### **Bolt-in King Pin**

Check for correct position and security.

### **Coupling Trailer to Tractor**

1. Ensure the trailer parking brake is applied.



2. Set the trailer support legs to the coupling height (see over).
3. Check the tractor fifth wheel jaws are open tilt fifth wheel so that the rear end is sloping downwards, to assist trailer coupling.
4. Remove stabilising support(s) if applicable, or raise stabiliser legs if fitted.
5. With the tractor and trailer correctly aligned, slowly reverse the tractor into the coupled position.
6. Ensure the combination is securely coupled by trying to move forward with the trailer parking brake applied. Visually check to ensure correctly coupled and securely locked.
7. Connect the tractor's electrical and air couplings to their respective colour coded couplings on the front of the trailer. Open tractor "shut-off" cocks, if fitted. Couple hydraulic line(s) if applicable.
8. Raise the trailer support legs fully and correctly secure in the running position.
9. Test brakes for operation and carry out "Checks Before Moving Off".
10. Check trailer swing clearance to ensure trailer does not foul equipment on tractor unit.

### **Uncoupling Trailer from Tractor**

1. Ensure the trailer parking brake is applied.
2. Lower the support legs to the ground
3. Disconnect the air and electrical couplings from the trailer. Close tractor airline shut-off cocks, if fitted. Disconnect hydraulic line(s) if applicable.
4. Unlock and release fifth wheel coupling, and slowly drive the tractor clear of the trailer.
5. Lower stabiliser legs (if fitted) or support trailer where instructed.

## **13. Wiseman Driving**

You must drive like a PROFESSIONAL. Be DEFENSIVE and ANTICIPATE what's ahead. Keep cool and if in doubt then DON'T risk it.

SAFE drivers adhere to the following.

1. Control your SPEED - better to be 10 minutes late than arrive in time plus a bump.

2. Before REVERSING check - if in doubt get out and CHECK - always reverse slowly. If you HIT something then you are to blame.
3. Take your time in TIGHT SPOTS - always CHECK - ask for HELP.
4. Hitting WALLS, DOORS, POSTS will be expensive repairs - REFLECT badly on you and your FUTURE.
5. When parking put the handbrake on - check for NEUTRAL before starting.
6. Drive well clear of PARKED cars - they are expensive to hit.
7. Drive slowly over HOLES and SPEED RAMPS - you can easily DAMAGE the vehicle and the load.
8. Remember the TWO SECOND gap between you and the vehicle in FRONT
9. Always drive to the WEATHER CONDITIONS - be prepared to slow down
10. Don't drive up ONE way streets the wrong way - go off the usual route - go through red lights - risk a HIT and RUN.
11. Extra care on ROUNDABOUTS - cars will PINCH your space - BLAME YOU - be BADLY DAMAGED.
12. You must maintain your CONCENTRATION - look ahead - speak to yourself - open a window.
13. Check your TAIL LIFT before you drive off.
14. Never drive your vehicle with your DOORS clipped back - always close them.
15. Do not hold open a back door by raising your tail lift - you will damage the door
16. The CLASSIC accident - you deliver to the shop - nothing behind - check your lines - check your mirrors - reverse back and hit the car - YOU ARE TO BLAME.

You must protect YOURSELF your VEHICLE and of course your load.

Milk in cartons or plastic bottles will be damaged by bad driving (too fast or too bumpy) and will result in:

- Leaking products
- Unhappy Customers
- Waste products
- Extra work to replace

And more work for you the driver

**Drive defensively - "The Wiseman Way"**

## **14. Accident Procedure**

If you are INVOLVED in an ACCIDENT there are clear rules that you must follow by law.

1. Stop
2. Exchange details
3. Notify Police (for Injury - Road Blocked etc,)

Always STOP, as it is an offence to HIT and RUN. If it's early in the morning or the owner is not available then leave a note to contact ROBERT WISEMAN DAIRIES with your depot TELEPHONE number.

You must exchange details but you must not admit liability. You should not even say you are sorry even if you are to blame.

You must COLLECT as many DETAILS as possible. Use your BUMP CARD for the basic information. If there are any WITNESSES around ask for their details, as it will help your case. If your vehicle is DAMAGED while you are delivering to a customer then ask the CUSTOMER to confirm the damage and COLLECT any details

Report the accident to your Supervisor/Manager as soon as you return or if IMMOBILE then phone IMMEDIATELY.

When you return to the Depot you will be required to COMPLETE an ACCIDENT FORM fully before being INTERVIEWED to determine the cause of the accident and who was to BLAME. Lack of information on the Accident Form will result in loss of Productivity Bonus.

We will also require a copy of your current DRIVING LICENCE and TACHOGRAPH.

## **15. Loading and unloading**

You must CHECK your load before you leave your depot. Check for any damage to the inside of the vehicle and any damage to your load.

Check that the LOAD BARS are in position and that the vehicle has been loaded CORRECTLY. You are responsible for your load.

UNLOADING must be carried out QUICKLY but SAFELY. You must PROTECT both the vehicle and the load.

- If hand trolleys are used they must avoid hitting the sides of the vehicle
- If FORKLIFTS are used ensure that the truck inflicts no damage.

When delivering to a CUSTOMER ask what the PROCEDURES are and follow them to the letter.

- If you are using your TAIL LIFT do not OVERLOAD the lift.
- If you are loading into/onto a BAY make sure you are parked correctly and your handbrake is SECURE.

## **16. Delivering to Customers**

When you deliver to our Customers PROPERTY or to our own DEPOTS you must know and FOLLOW the laid down PROCEDURES.

If in any doubt of the PROCEDURE - ASK

Some of our COSTLIEST and SILLIEST accidents have been caused by drivers either doing their own thing or taking CHANCES. This is NOT acceptable.

Our CUSTOMERS expect you to deliver their order on TIME as agreed without any DAMAGE to their PROPERTY.

Some of the SILLIEST accidents recently include.

1. Driver reverses back to shutter door, which should have been opened first. He hit the door with his tail lift causing £600 damage.
2. Driver attempts to drive under closing gate causing £1600 damage.
3. Driver does not wait for AIRBAG to be deflated. Drives off catching airbag in tail lift. Damage to airbag £2000.

In all these cases the drivers did not follow the PROCEDURES and we were held LIABLE for the damage.

Key points to Remember

- Ask to be GUIDED in but check that you understand the signals
- Drive SLOWLY
- Get out and CHECK.

If you as much as touch customer property and you are seen or suspected YOU will be held responsible for all the damage which may have been caused by another vehicle.

## 17. Vehicle Costs

With a fleet of over 800 vehicles our COST are HORRENDOUS and must be LIMITED and CONTROLLED.

As far as vehicle MAINTENANCE is concerned we MUST maintain a TOP class fleet. We ask you to be SYMPATHETIC to our vehicles and reduce wear and tear costs.

The GARAGE staffs become FRUSTRATED when new parts need replacing due to BAD DRIVING. They also want a top class fleet well maintained. They do not want to be continuously replacing DAMAGED and ABUSED parts.

Vehicle ACCIDENTS are very expensive to the COMPANY and will be for you. If you are involved in an accident and it's your fault you will LOSE your PRODUCTIVITY bonus and may even be disciplined or dismissed. You may be INJURED and unable to drive again. This is a very HIGH COST to you.

An accident may mean DAMAGE to the vehicle, which will mean.

- Claiming on our Insurance = INCREASED PREMIUMS
- Private repairs by us
- Loss of vehicle = Hire in Vehicle.
- Cost of Recovery Vehicle
- Extra work for our staff

The more we spend on repairing vehicles and increased insurance premiums the LESS we can spend on NEW vehicles.

No longer do we get £50 bumps small accident cost at least £300 - £500 and with our large vehicles hitting parked vehicles we are often into many thousands of pounds.

Some recent COSTLY accidents include.

1. Driver REVERSED into underground pillar causing £2200 damage to Tail Lift plus costs of replacement vehicle.
2. Driver closes eyes and runs into back of third party vehicle. Total damage in excess of £25,000 including damage to MILK products.
3. Driver MISJUDGES corner at SPEED and loses control. Hits front of cottage with SEVERE damage to both cottage and vehicle. Total cost £70,000+

## 18. Health & Safety

You must be AWARE of the need for HEATH & SAFETY at work. Its not just yourself you must watch out for but others around you.

An ACCIDENT at work will be PAINFUL - you may be INJURED - you could be killed - the costs can be HIGH.

On the ROAD you must drive CAREFULLY and be a DEFENSIVE driver trying to stay out of trouble and AVOID an accident. IF you drive AGGRESSIVELY you will have or cause an accident.

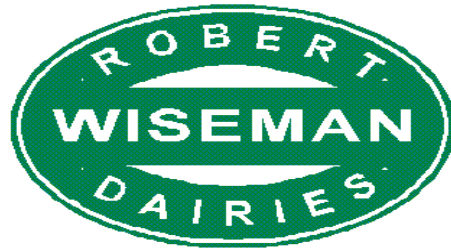
In the DEPOT you must watch out for your COLLEAGUES. Always drive slowly and be VIGILANT. Take extra care when passing other vehicles and when reversing as pedestrians can appear in the most unexpected places. If you injure someone you will be held responsible.

At our CUSTOMERS premises we must follow the proper PROCEDURES in line with the customers rules. Do not take short cuts and if in doubt - ASK.

The danger areas where drivers have accidents include.

1. Fingers being squeezed when closing tail lifts.
2. Slipping on wet floors.
3. Falling off the vehicle.
4. Being trapped by moving vehicles in the Yard
5. Sore/damaged BACKS caused by bad LIFTING and POSTURE
6. HURRYING to save time.

## Wiseman Dairies Attachment 2



### Vehicle Accidents

#### Procedures for Drivers involved in a Road Traffic Accident

If you are involved in a road traffic accident you **Must:**

- **Stop**
- Give your own and the vehicle owners name and address and the registration number of your vehicle to anyone having reasonable grounds for requiring them
- If you do not give your name and address at the time of the accident, report the accident to the police as soon as reasonably practicable, and in any case within 24 hours

These rules are governed by the Road Traffic Act (1998). Failure to comply can result in:

- 6 months imprisonment
- £5,000.00 fine
- discretionary disqualification
- 5-10 penalty points

If you are not sure of what to do following a road traffic accident then report it to the police. They will give you guidance.

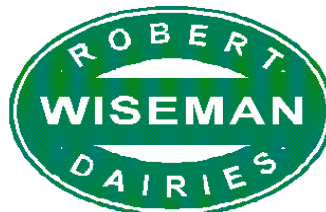
As a driver of a Robert Wiseman Dairies vehicle if you are involved in any road traffic accident you Must:

Never lose your temper no matter what has happened. You are a professional driver representing your company and your conduct is always under scrutiny

- Never admit to being at fault
- Record all details of the accident scene. Get all the other drivers details. Get witness names and addresses. Draw a sketch of the scene (use your bump card)
- If your vehicle is damaged telephone your depot and advise them of the problem. Do not move your vehicle without instructions from the workshop or your manager unless the police insist
- Report the accident to your shift manager or supervisor immediately on return to the depot
- Fill out an accident report form **before** finishing your shift. **Do not** take the accident form home
- Fill out a defect sheet and take the vehicle to the workshop. If there is no workshop on your site your manager will advise you
- Do not hesitate to contact the police for assistance

These instructions **must** be carried out after **every** vehicle accident, no matter how small you think it may be, or whether or not you think any damage has been done to your vehicle. Failure to follow these instructions may result in disciplinary action being taken against you by the company.

**Wiseman Dairies Attachment 3**



**Motor Vehicle Accident/Theft report Form**

**Name of Insured:** ROBERT WISEMAN DAIRIES  
**Address:** 159 Glasgow Road  
East Kilbride  
**Postcode** G74 4PA

**Policy Number:** N3W 305 for **commercial**  
**Policy Number:** N2W353 for **cars**

**Site:**

**Our Vehicle Details**

**Make:**  **Reg. No:**

**For what purpose was the vehicle being used :**

**DETAILS OF DRIVER/PERSON LAST IN CHARGE OF VEHICLE**

<b>Name :</b>	<b>Date of Birth:</b>
<b>Home Address :</b>	<b>Type of licence:</b>
	<b>When was UK driving test passed?</b>

<b>Has the driver been convicted of any motoring offence or are there any prosecutions pending</b> <b>If yes please give details</b>
<b>Has the driver been involved in any accident(s) in the last 4 years?</b> <b>If yes please give details</b>
<b>Has the driver any disability likely to affect fitness to drive</b> <b>If yes please give details :</b>

**DETAILS OF DAMAGE TO OUR VEHICLE**

<b>Please provide brief details of damage:</b>
<b>Is the vehicle still in use?</b>

**ACCIDENT/THEFT DETAILS**

<b>Date:</b>	<b>Time:</b>
<b>Road/Street:</b>	
<b>Town:</b>	<b>County:</b>
<b>Were the Police called: Yes/No</b>	<b>If "Yes" give incident number :</b>
<b>Police officers name/number :-</b>	
<b>Police station :-</b>	
<b>Were you cautioned/charged with an offence :-</b>	



**GIVE NAME AND ADDRESS OF ANY INDEPENDENT WITNESSES**

<b>1. Name:</b>	<b>2. Name:</b>
<b>Address:</b>	<b>Address:</b>
<b>Tel.</b>	<b>Tel.</b>

**DETAILS OF OTHER PARTIES INVOLVED AND PROPERTY DAMAGED**

<b>Name and Address</b>	<b>Vehicle Reg No.</b>	<b>Insurers Policy No.</b>	<b>Details of damage/injury</b>

**If more than one person please give details on a separate piece of paper**

<b>Passengers in your vehicle (If no passengers please state none)</b>	
<b>Name:</b>	<b>Nature of Injury</b>

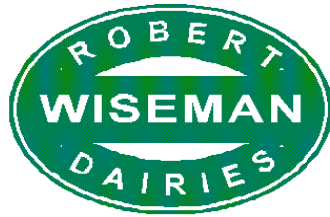
**DECLARATION**

**I declare that the information given in this form is true and correct to the best of my knowledge and belief.**

**Driver's Signature**

**Date of Signature**

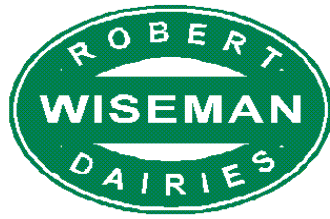
---



# **Vehicle Accident Reporting**

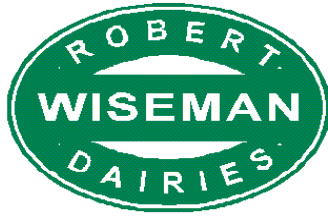
**"The Wiseman Way"**

**Guidance for all managers**



## **Action to be taken following a vehicle accident**

- Telephone the accident reporting line **(01355 270 253)** and give all the details of the accident. If the call is unanswered, or out of office hours please leave a message.
- If the accident is serious, involving major vehicle damage or if there are persons injured call George Nicoll immediately **(01355 270 651)** pager **(01459 172 540)** Mobile **(07946 017 843)**.
- Get the driver to fill out the accident report before he/she finishes their shift (where possible).
- The manager should assist the driver to complete the accident report to ensure the form is correctly filled out (give the driver the sample form).
- After every accident a defect report must be filled in, and the vehicle must be inspected by the workshop.
- When the accident report is completed, use the checklist to ensure all the sections are filled in correctly.
- Complete the checklist and attach to the accident report, the manager completing the report should sign the form.
- Send the accident to, Joanna Graham at 4 Cairn Place East Kilbride G74 4NG, by first class post as soon as possible.
- Retain a photocopy of the accident report for your accident file.



## Motor Vehicle Accident Form Checklist

Employee Name \_\_\_\_\_ Employee Number \_\_\_\_\_

Information Required	Tick when completed
<b>Accident Form</b>	
Our drivers details	
Our vehicle details	
Third party details	
Injured persons	
Accident location and date	
Witness details	
Accident details- report	
Sketch	
Declaration signature and date	
Photocopy of drivers licence (attach)	
Tachograph copy-if applicable (attach)	
Police accident/incident information form	
Witness details if applicable	

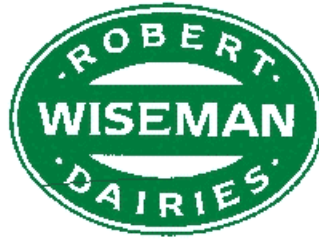
Signature of site manager/shift manager \_\_\_\_\_

Site \_\_\_\_\_ Date \_\_\_\_\_

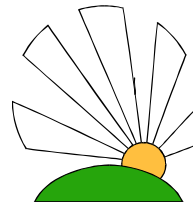
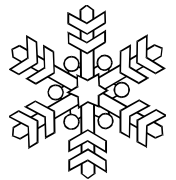
Please photocopy for you records and then return this form and all attachments using **first class post** on the day of the accident to: -

**Joanna Graham  
Transport Office  
4 Cairn Place  
East Kilbride G74 4NG**

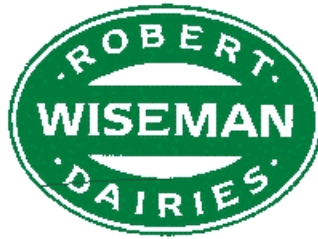
**Remember to phone the accident details to Joanna on the day of the accident 01355 270 253**



# Winter Driving



Barry Watson

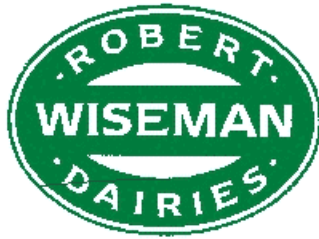


Winter driving requires extra concentration. Forward observations, planning and the correct speed will allow you to remain in control of your vehicle.

Our vehicle accident rate rises during the winter months. Do not become a statistic. Drive professionally at all times.

## **What causes us to lose control?**

- **B**rakes! Harsh braking
- **A**cceleration! Harsh acceleration
- **S**teering! Harsh steering
- **S**peed! *The most common cause*



## Adverse weather conditions

What affects us?

Sun

Wind

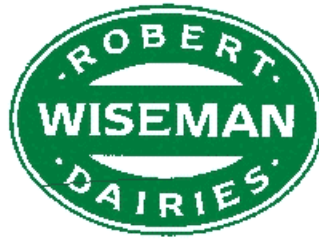
Fog

Rain

Frost

Ice

Snow



## Summary

Adjust your **speed** to suit the conditions

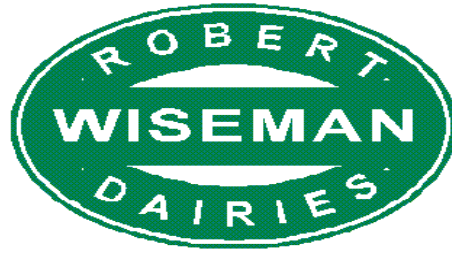
Speed limits are **maximum** speeds, not a **target**

Leave a **4**-second gap

Keep your windscreen and mirrors **clean**

Look at the road conditions, side roads may not be **gritted**

Take care getting out of the cab, pavements may be **frosty/icy**



## Winter Driving

Our vehicle accident rate rises during the winter months.

**Winter driving requires extra concentration.**

Forward observations, good planning and the correct speed will allow you to remain in control of your vehicle.

Adverse Weather Conditions

What affects us?

Sun, Wind, Rain, Frost, Ice, Snow

What causes us to lose control?

### **B Braking**

**A** Acceleration

**S** Steering

**S** Speed

**Always:**

**Look / Think / Plan ahead**

Drive at a speed appropriate to the road and traffic conditions

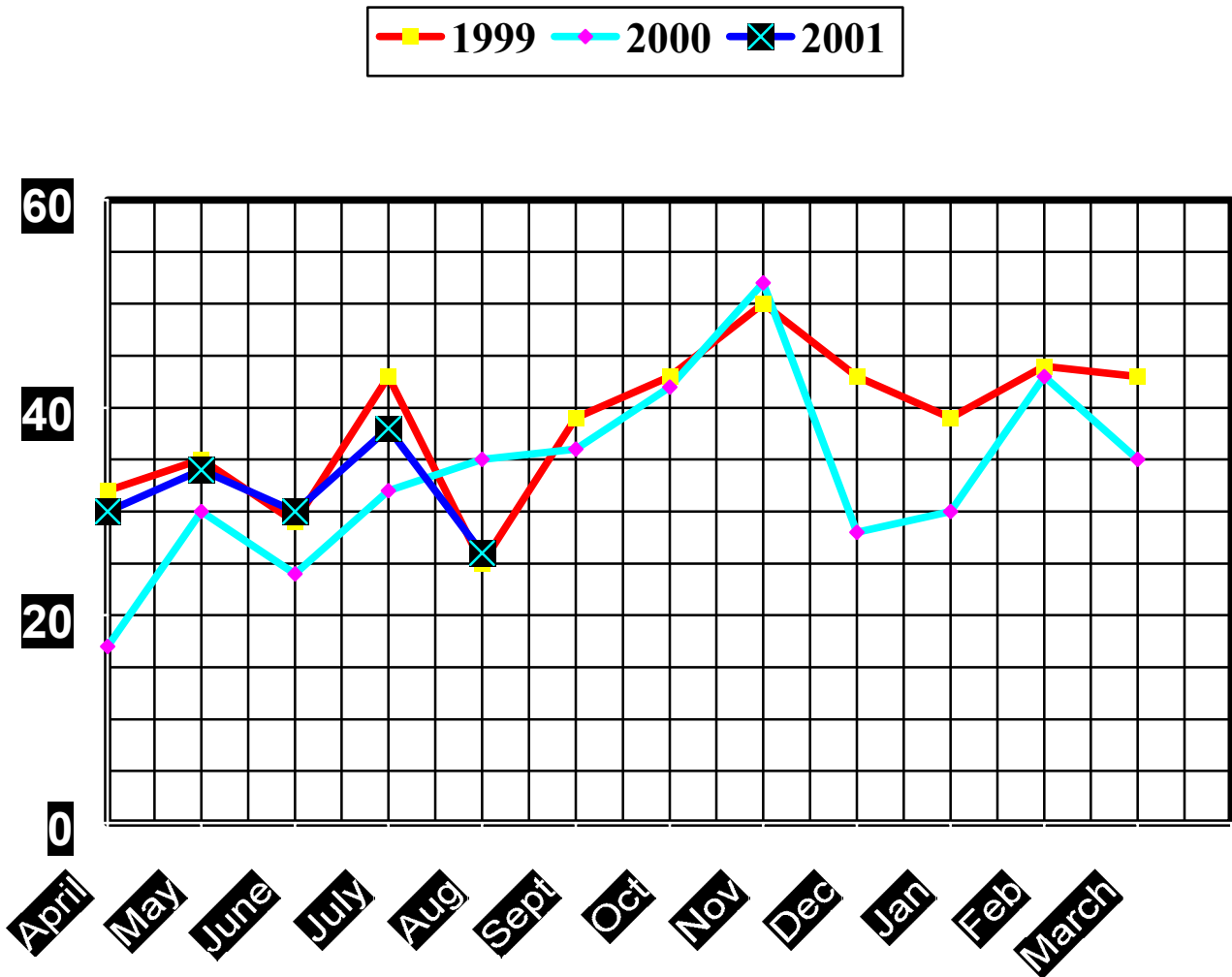
Leave a good separation gap

Keep your windscreen and mirrors clean

Remember, side roads and back yards may not be gritted

Take care getting in and out of your vehicle

# Vehicle Accident Statistics April 1999 - August 2001

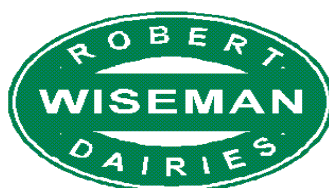


April 1999 - March 2000 total vehicle accidents where we were to blame = 465

April 2000 - March 2001 total vehicle accidents where we were to blame = 404

April 2001 - August 2001 total vehicle accidents where we were to blame = 158

## Wiseman Dairies Attachment 8



## Monthly Vehicle Accident Table for August 2001

Site	W/B/I	W/B/P	T/P	Weather	Animal	Others	Running total W/B
Tullos	0	0	0	0	0	0	0
Tullos Tankers	0	0	1	0	0	1	1
Carlisle	0	0	0	0	0	0	1
Workshops	0	0	0	0	0	0	2
Man. Despatch	0	0	0	0	0	0	3
Keith	0	0	0	0	1	0	3
Bellshill	0	1	0	0	0	0	3
Cupar	1	0	1	0	0	0	4
Staff	0	0	1	0	0	0	5
Cairn.Tankers	0	2	0	0	0	0	5
Droitwich	0	1	0	0	0	0	7
Retail	2	0	2	0	1	0	7
Man. Distrib	0	2	0	0	0	0	11
Franchise	0	2	0	0	0	0	11
Altens	0	1	0	0	0	0	12
Man.Tankers	0	1	1	0	0	1	12
Edinburgh	3	2	1	0	0	0	12
Wolverhampton	1	0	2	0	0	0	14
Whitburn	2	1	0	0	0	0	15
Leeds	1	0	0	0	0	0	16
Glasgow	3	0	1	0	0	0	23
<b>Total</b>	<b>13</b>	<b>13</b>	<b>10</b>	<b>0</b>	<b>2</b>	<b>2</b>	<b>167</b>

W/B/I = Our driver to blame sent to insurance

W/B/P = Our driver to blame dealt with privately

T/P = Third party to blame