



Royal Mail Group

Safety, Health & Environment Standard

Standard 11.4 Driver Behaviours & Managerial Controls

## Royal Mail Group Safety, Health & Environment Management System

### Standard 11.4 Driver Behaviours & Managerial Controls

#### 1.1 Overview

This Standard applies across the whole of Royal Mail Group (RMG) and sets out the arrangements necessary for defining the responsibilities and expected behaviours for all RMG employees who driver vehicles on RMG business covering specifically Driving Safely, Vehicle Safety and Staying Legal. The Standard also defines the managerial controls that ensure the drivers comply with this Standard. RMG has the largest driver community in the UK therefore this Standard will ensure a consistent and safe approach to driving behaviours leading to a significantly reduced risk of a road traffic collision. Compliance with the Standard is critical in ensuring our drivers are safe to function in the communities in which they operate.

In the context of this Standard, 'Royal Mail Group' will be taken to include all UK-based Business Units including all aspects of Royal Mail Letters & Network and UK Parcels. It will specifically include Letters & Network (including Logistics), Parcelforce Worldwide, Royal Mail International, Royal Mail Specialist Services and their Support Functions, such as Property & Facilities Solutions, Engineering, Programmes, Group Technology, Assets, HR, Finance, Customer Experience and Sales & Channels.

#### 1.2.1 Expected Driver Behaviours and Responsibilities

##### Vehicle Safety

All RMG drivers must:

- Carry out appropriate pre-use vehicle checks, as outlined in the Drivers Manual (Appendix 1), to ensure their vehicle is roadworthy. The Fleet Policy Manager within Fleet & Maintenance Services is responsible for the production and maintenance of the Drivers Manual.
- Before using a vehicle any faults identified during their pre use vehicle check must be reported by following the appropriate fault reporting and repair process.
- Where faults become apparent during the course of their duty the driver must stop the vehicle at the first safe location and investigate the fault and then:
  - If the fault is such that the vehicle can't be safely or legally driven the driver must, report the fault using the vehicle breakdown reporting procedure so they can obtain roadside assistance.
  - Resume the journey only when the fault has been repaired and it is safe and legal to do so.
  - Resume the journey only when the fault has been identified to present a minimal risk and it is safe and legal to do so.

In the latter case where the fault is not repaired at the road side the drivers should on return to the office, follow the appropriate fault reporting and repair procedure and inform their manager of the fault. It is the responsibility of the driver to ensure that they do not drive an un-roadworthy vehicle.

- Ensure that they do not drive an un-roadworthy vehicle.
- Before and after their duty complete the vehicle logbook and where appropriate include the details of the checks carried out and any defects found.
- If any damage to a vehicle is found during the pre-use checks or when they return to the vehicle while it is in use, record the details in the vehicle logbook if it is not already recorded. The driver must inform their manager, either before they use the vehicle or on return to the office, as applicable.
- In the event of a breakdown follow the guidance as supplied in the Drivers Manual (Appendix 1) (or equivalent)
- Keep vehicles clean, tidy and legal at all times.

### Driving Safely

All RMG drivers have a responsibility to ensure:

- They comply with the instructions given in the Drivers Manual (or equivalent)
- They are physically fit to drive at all times. Where they are unsure or have any concerns they must inform their manager immediately as per Standard 11.2 Fitness to Drive
- They have had sufficient rest breaks so that they are always legally compliant and fully focused on their driving task as per Standard 11.2 Fitness to Drive
- That they always have with them and wear any prescription glasses or contact lenses issued to them for the purpose of driving, in accordance with the Highway Code section 92, Road Traffic Act 1988 section 96 as per Standard 11.2 Fitness to Drive
- They never drive under the influence of alcohol or illegal drugs as per Standard 11.2 Fitness to Drive. (Royal Mail has a zero tolerance policy on alcohol and drug abuse whilst on duty)
- They never drive while adversely affected by prescription or over-the-counter medicines as per Standard 11.2 Fitness to Drive
- They always drive in a controlled manner, avoiding harsh braking and acceleration.
- They pay special attention to all hazards, but especially pedestrians and other road users, while driving, manoeuvring and particularly when reversing their vehicle, taking appropriate precautionary action where required.
- They take proactive action to discuss their individual driver training needs with their manager where they feel there are improvement opportunities that allow them to maintain their own driving skills and to attend and complete any course they feel are appropriate and provided for them
- They complete a Driver Risk Assessment when requested to do so
- They never carry unauthorised passengers or use RMG operational vehicles for their private use.

### Staying Legal

All RMG drivers have a responsibility to ensure that they comply with the law and must:

- Always drive in accordance with the appropriate legislation for example, the Road Vehicles (Construction and Use) Regulations 1986.
  - Know and comply with the Highway Code, which contains explanations of these legal requirement
  - Hold the appropriate and valid licence for the type of vehicles they drive and must inform their manager of any changes to their driving licence conditions immediately, especially if this change makes them ineligible to drive, see also Standard 11.3 Driver Competency.
  - Inform their line manager at any point they become aware of a medical condition that has an impact on their legal ability to drive or hold a driving licence.
  - Always comply with the specific business and legislative requirements, such as:
    - Drive within the legal speed limit at all times.
    - Drive at a speed that is appropriate for the road, traffic and weather conditions.
    - Observe and adhere to all statutory Road Traffic Signage
    - Drive appropriately to be able to stop within the distance that can be seen to be clear
    - Always wear their seatbelt
    - Ensure their vehicle is parked in a safe manner, including the full engagement of the handbrake
    - Whilst driving never:
      - use a mobile phone, PDA, other mobile device or anything that will or has the potential to cause a distraction. This includes the use of devices via Bluetooth or other 'hands-free' connectivity, whether for the purposes of making or receiving calls, sending or receiving messages via text, email or any other format including accessing the internet, social media or any similar application:
      - programme or readjust Satellite Navigation devices:
      - read hardcopy documentation, such as maps, letters, reports, newspapers or similar.
- NOTE: The above activities must only be performed before commencing a journey or when parked at the side of the road, in a lay-by or on a carpark.

- Know what you are legally required to do if involved in a road traffic collision. Information can be found in the driver's manual
- Report road traffic collisions to their manager as soon as possible and in any case to a manager before the end of the shift, completing the relevant accident reporting documentation.
- Follow the appropriate drivers hours regulations

Where drivers are unsure or have any concerns in relation to any of the previous points in the Vehicle Safety, Driving Safely or Staying Legal sections they should discuss the issue with their manager immediately.

### 1.2.2 Management Responsibility

The Unit Managers is responsible for ensuring that

- There is a requirement, as covered by Standard 11.3 Driver Competency for employees to produce their driving licences for inspection on a six monthly basis
- Periodic checks take place to ensure drivers keep their vehicles clean and tidy at all times
- A pre-use check procedure is in place that drivers have been briefed about and understand
- Drivers are periodically observed to ensure they carry out pre-use checks in line with the procedure
- A vehicle fault reporting procedure is in place that drivers have been briefed about and understand and follow.
- Periodic checks take place to ensure drivers are not driving damaged or un-roadworthy vehicle.
- Vehicles are made available to F&MS Service Centres for all necessary repairs and scheduled servicing.
- They take account of a vehicles general condition and maintenance frequency as an indicator of driver behaviours
- Vehicle logbooks are available for every operational vehicle and that they undertake periodic checks to confirm that drivers are completing them with appropriate information, including details of any defects found.
- Where informed by a driver that they feel they are ineligible to drive whether by illness (short or long term) or due to a legal restrictions (for example being banned from driving) that the driver is removed from driving duties with immediate effect
- All drivers have been issued with a copy of the Royal Mail's Drivers Manual and any subsequent updates
- They periodically check for obvious visible signs that drivers may not be physically fit to drive, for example due to ill health or through being unfit through drink or drugs
- All drivers have received the appropriate training for the vehicles they are required to drive
- All drivers have where appropriate completed a Driver Risk Assessment
- All drivers are aware of the actions to take in the event of a breakdown or an accident and how to report such incidents.
- They periodically observe drivers to ensure they are wearing seat belts and not using mobile phones whilst driving their vehicle.
- When making a call to a Royal Mail employee, they terminate any call immediately where they identify that the employee is driving.
- Should investigate any public complaints about driver behaviours.
- Where a driver has been involved in a road traffic collision, as defined in the RTC Definition (Appendix 2), the Road Traffic Accident procedure must be followed including precautionary removal from driving where applicable

Where a Unit Manager or Line Manager observes during periodic monitoring that a driver is not following the appropriate behaviours or adhering to their responsibilities as listed in 1.2.1 above they must bring this to the attention of the driver immediately and explain where the driver is falling short of the standards, and to discuss the necessary remedial action which the driver must take with immediate effect. Any Senior Manager visiting a site for which they have operational line responsibility should make ad hoc driver compliance checks and where they observe drivers or managers are not meeting the requirements of this Standard; they must ensure corrective action is taken to remedy the situation.

### 1.3 Communication

The Group Road Safety Manager will ensure that appropriate communications materials are maintained to deliver the necessary communications for compliance with this Standard. A notification on the deployment of or amendment to this Standard or its supporting materials will be sent by the SHE Engagement Manager to the SHE Community and to affected employees through the most appropriate communications channels.

### 1.4 Audit

The Group SHE Risk and Improvement Manager will maintain audit programmes to monitor compliance with this Standard. The relevant Head(s) of SHE in the Field Teams will ensure that where applicable the audit programme operates effectively in the Business Units, Regions or Support Functions they support.

Compliance to this Standard is also covered by the Fleet Compliance Managers (or equivalent) during the fleet compliance audit schedule. These specialist audits will be maintained by the Policy Manager in RMG Fleet Services (or Business Unit equivalent) under Standard 17.4 'Audit Programmes for Specialist Tasks & Work Environments' and will ensure that where appropriate the audit programme operates effectively in their area of responsibility. The appropriate Operational Director (or equivalent) for the Business Unit, Region or Support Function will monitor compliance to these audits.

### 1.5 References

- Drivers Manual (Appendix 1)
- RTC Definition (Appendix 2)
- Standard 11.2 'Driver Fitness'
- Standard 11.3 'Driver Competency'
- Standard 11.8 'Use of Private/Hire Vehicles'
- Standard 17.4 'Audit Programmes for Specialist Tasks & Work Environments'

Version No.	Date of Change	Author	Element Owner	Technical Review by	Approved By	Description of change	Review Date
1.0	31/07/2013	M. Stockton	M. Stockton	S. White	S. Davis	Initial Group deployment	31/07/2015
1.1	22/08/2014	L. Durrant	L. Durrant	S. White	S. Davis	Review due to reorganisation	22/08/2016
1.2	19/11/2014	L. Durrant	L. Durrant	S. White	S. Davis	Minor text change in 'Staying Legal'	19/11/2016
1.3	19/06/2016	M. Bromhall	M. Bromhall	S. White	S. Davis	Addition of RTC Definition	19/06/2016
1.4	29/03/2020	S. White	M. Bromhall	S. White	S. Davis	SHEMS Stage 1 Review	29/03/2020
1.5	27/04/2018	M. Bromhall	M. Bromhall	S. White	S. Davis	Update to mobile devices policy	27/04/2020

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