



Driving and Logistics Handbook

Contents

01	Driving Licences	4	05	Health and Safety	22
1.01	Licence Categories	5	5.01	Drivers' checklist	23
1.02	Clients' Vehicles	5	5.02	Vehicle checks	23
1.03	Medicals	6	5.03	Accidents/incidents	24
1.04	Speed Limits	6	5.04	Reporting the accident/incident	24
1.05	Travelling Distance	6	5.05	Safety and manual handling operations	24
02	Hours and Tachograph Regulations	7	5.06	Lifting on your own	24
2.01	Basic goods vehicle drivers' hour's Regulations	8	5.07	To start with – think before you lift	25
2.02	Recording driving and other work	9	5.08	Getting ready to lift	25
2.03	Recording of emergencies	9	5.09	Lifting	25
2.04	Evidence of penalties	9	5.10	Carrying and handling	25
2.05	Drivers' hours records	9	5.11	Equipment	25
2.06	Off-road driving	9	5.12	Team lifting	25
2.07	Digital tachographs	9	5.13	Health and fitness factors	26
2.08	Retention of tachograph records	10	5.14	Personal Protective Equipment (PPE)	26
2.09	Analogue tachograph's	11	5.15	Safety in the cab	26
2.10	Digital tachograph's	11	5.16	Driver fatigue	27
2.11	GB Domestic Hours Application	12	5.17	Drugs and alcohol	27
	Basic Rules	12	5.18	Countermeasures	27
	Emergency exceptions	13	5.19	Mobile phones	27
	Records	13	5.20	Safety when coupling	28
			5.21	Safety when uncoupling	29
			5.22	Tail lifts	29
			5.23	Roll cages	30
03	Road Transport (Working Time) Regulations	14	06	Driver and Vehicle Standards Agency (DVSA)	31
3.01	Working Time	15	6.01	How to recognise a DVSA officer	32
3.02	Periods Of Availability (POA)	15	6.02	What happens when you are stopped?	32
3.03	Breaks from work	16	6.03	If you don't stop	32
3.04	Night work	16	6.04	Prohibitions/Fixed Penalties	32
3.05	Workforce Agreement	17			
3.06	Night work and health assessment	18	07	Cash Handling	33
3.07	Other work	18	08	Manpower ID Badge	35
3.08	Rules: Road Transport (Working Time) Regulations	18	09	Your Work Record	37
04	Driver Certificate of Professional Competence (Driver CPC)	19	9.01	Online Time Sheets (OLTS)	38
4.01	Driver CPC training	20	9.02	Signed Work Record	38
4.02	EU requirements	20			
4.03	Carrying the Driver CPC Driver Qualification Card (DQC)	21			
4.04	Exemptions to Driver CPC	21			

This Driving and Logistics Handbook provides guidance on Hours and Tachograph Regulations, Road Transport (Working Time) Regulations, Driver CPC and Health and Safety – with advice on lifting heavy loads.

Read it carefully and ask your Manpower manager if you have any questions.

01 Driving Licences



During your time with us, on each assignment you must carry the relevant licence(s) with you. You will also be required to provide the licence(s)/certificate(s) to your Manpower Representative on a quarterly basis in line with Manpower's standard policy.

The Client is also allowed to inspect your licence(s)/certificate(s) at any time while you're working for them. If you're unable to present your documents when requested, by either your Manpower Representative or your Client, you may face disciplinary action. None of us want this to happen, so make sure you keep your licence(s)/certificate(s) to hand.

If you do have any endorsements on your licence, the total number of penalty points in line with Manpower's standard policy is nine, however for some assignments this may be less; dependent on Client's insurance policies.

We do not accept drivers with active endorsements prefixed by any of the following codes:

BA, DD, DG, DR, LC, PL, TT99 or any category Disq

Drink or Drugs**	Disqualified Driver*	Licence Offences*	Reckless/Dangerous Driving*	Provisional Licence Offences*
50.08.123 - 50.08.127	50.08.021	50.10.003	41.04.001	50.10.007
50.08.129 - 50.08.130		50.10.004	41.04.002	50.10.009
50.08.132 - 50.08.133		50.10.024	50.08.201	50.10.011
50.08.136		50.10.040	50.08.204 ** (10 years)	50.10.012
50.08.139				50.10.014
50.08.142				
50.08.208				
50.08.212				
Tot Up				

If your licence(s) are endorsed or cancelled while you're working for us, you must notify your Manpower Representative immediately. If you don't, this will be treated as an act of misconduct.

1.01 Licence Categories

As the driver of a commercial vehicle it is your responsibility to drive only the vehicles for which you have entitlement to drive; these are shown on your licence, please see the below summary:

A Motorcycles

B Cars, vans and mini-buses not exceeding eight passengers (some restrictions may apply)

C1 Goods vehicles exceeding 3.5 tonnes but not exceeding 7.5 tonnes GVW

C Goods vehicles exceeding 3.5 tonnes GVW

C+E Goods vehicles exceeding 3.5 tonnes GVW with trailers exceeding 750 kgs

D Passenger carrying vehicles with more than eight passenger seats

D1 Passenger carrying vehicle with more than eight seats but not more than 16

E Trailers exceeding 750 kgs used in conjunction with the above categories.

If you need more detailed information about driving licences, please visit www.dvla.gov.uk

1.02 Clients' Vehicles

Before each assignment, your Manpower Representative will advise you of the duties you will be performing, and which vehicles you will be driving or operating.

For your safety, if the Client asks you to drive any vehicle apart from those you were advised you would be driving; you must contact your Manpower Representative immediately. This includes lift truck and ancillary equipment i.e. lorry mounted cranes or skip vehicles.

The Client has a responsibility to ensure that the vehicles you operate are safe and maintained to a high standard, ensuring legal requirements are met. If the vehicle has any defects, you must contact your Manpower Representative for advice.

1.03 Medicals

You need to be healthy if you're in charge of a vehicle. If we think it necessary, we may require you to have a medical examination.

An independent medical adviser would carry it out, and any report made would be sent to us. If this does happen and you want a copy of the report to be sent to your doctor, we'd be more than happy to agree. This is all in accordance with the Access to Medical Reports Act 1998.

It is also important that your Manpower Representative is informed if there is a material change in the state of your health, as this may affect your ability to drive on a Manpower assignment.

Once you're 45 years' old (LGV only), you will need to take a medical every five years. When you're 65, you will need a medical every year.

Please bear in mind that it is your responsibility to inform the Medical Unit at DVLA of any issues regarding your health and fitness to drive. If your licence(s) are subject to any restrictions, you must tell your Manpower Representative immediately. If this is the case, then we'll do our very best to find you alternative work.

1.04 Speed Limits

	Derestricted Roads	Derestricted Dual Carriageways	Motorways
Unless the road has a lower limit, these are the maximum speeds.			
Rigid goods vehicles (without trailers)			
Car derived vans/dual purpose vehicles up to 2 tonnes GVW	60 mph	70 mph	70 mph
Goods vehicles over 2 tonnes GVW	50 mph	60 mph	70 mph
Goods vehicles under 7.5 tonnes GVW	50 mph	60 mph	70 mph
Goods vehicles under 7.5 tonnes GVW (Scotland only)	40 mph	50 mph	60 mph
Goods vehicles over 7.5 tonnes GVW	40 mph	50 mph	60 mph
Good vehicles over 7.5t GVW (Scotland only)	40 mph	50 mph	60 mph
Articulated vehicles/drawbar units			
Under 7.5 tonnes GVW	50 mph	50 mph	60 mph
Over 7.5 tonnes GVW	40 mph	50 mph	60 mph

1.05 Travelling Distance

As a professional driver there is no excuse for leaving insufficient following distance. To help leave the required distance use the two-second rule: as the vehicle in front passes a fixed object, like a bridge or lamp-post, count a full two seconds. If you arrived at the bridge after you have finished counting, your distance is safe. One of the easiest ways to count two seconds is to say the phrase 'Only a fool breaks the two second rule'. A four-second rule should be applied when driving through tunnels.

It is particularly important for drivers of commercial vehicles to be aware of the travelling distance as the vehicle you are following is often similar to your own, high-sided and restricting your forward vision.

Do not be tempted to cut into the travelling distance of vehicles that you have overtaken, even if they flash their headlights. If you have to brake suddenly, the following vehicle will almost certainly hit the rear of yours.

Please remember to double the distance you should allow in wet conditions, and multiply by ten for ice and snow.

02 Hours and Tachograph Regulations



Unless specifically exempt, all drivers of vehicles in excess of 3.5 tonnes GVW are subject to EU drivers' Hours and Tachograph Regulations. If the assignment is exempt from these Regulations, your Manpower Representative will inform you in your pre-assignment briefing. If the assignment is not exempt, you are required to record your activity on a tachograph chart for vehicles fitted with an analogue tachograph unit, or by using your Driver Smart Card for vehicles fitted with a digital tachograph unit.

Hours and Tachograph Regulations apply in parallel to the Road Transport (Working Time) Regulations, therefore your daily and weekly work pattern must comply with both sets of Regulations.

Please note The Domestic drivers' hours rules apply to goods and passenger vehicles to which the EU drivers' hours rules do not apply – refer to Section 2.11

2.01 Basic goods vehicle drivers' hour's Regulations

Rule	Definitions and Limits - explanatory notes	Limits
Daily driving	Maximum driving time between daily rest periods	9 hours (can be extended to 10 twice a week)
Accumulated	This is the maximum driving time before a statutory break is required. This applies whether it is 4 ½ hours, continuous driving or shorter periods added together	4 ½ hours
Statutory breaks	After 4 ½ hours driving whether cumulative or continuous a break of 45 minutes must be taken Please note A statutory break is not required if it coincides with a daily or weekly rest period	45 minutes (can be taken in 2 parts the first at least 15 minutes long, the second at least 30 minutes long)
Fortnightly driving	Maximum of 90 hours driving during any 2 consecutive weeks	90 hours driving per fortnight
Daily rest	In any period of 24 hours you must have 11 hours continuous rest. Please note Reductions do not require compensation	11 hours (can be reduced to 9 up to 3 times a week)
Split daily rest	Split daily rest can be taken in 2 periods, the first period being at least 3 hours long and the second at least 9 hours long	12 hours rest must be taken in total (in a 24 hour period)
Daily rest (double manned operations only)	A daily rest of 9 hours minimum in any 30 hour period	9 hours in every 30
Weekly rest	A weekly rest of 45 continuous hours must be taken by the end of every fixed week, or after 6 consecutive driving periods, whichever comes sooner Please note A full regular 45 hour rest is required in any 2 weeks	45 hours (can be reduced to 24 hours). Reductions must be compensated by the end of the third week following the week of reduction
Fixed week	The fixed week is defined for the purpose of calculating fortnightly driving and weekly rest	00:00 Monday – 24:00 Sunday

If you're not sure about your legal responsibilities in regards to working hours, please contact your Manpower Representative who will offer further guidance.

2.02 Recording driving and other work

It is a legal responsibility of the Mobile Worker to provide a written total account of Working Time and for Manpower to record and retain a written account of total Working Time from the start of the current reference period Manpower are working in. This includes both driving and non-driving work.

2.03 Recording of emergencies

Provided that road safety is not jeopardised, you are allowed to exceed the rules only to the extent necessary to safeguard people, the vehicle or its load in order to reach a suitable stopping place.

You must indicate the reason for exceeding the rules by writing on the back of the tachograph chart; if in a vehicle fitted with an analogue tachograph unit or on the back of a digital printout; if in a vehicle fitted with a digital tachograph unit immediately on arrival at the suitable stopping place.

2.04 Evidence of penalties

The Regulations allow a country to impose a penalty on a driver or employer for an infringement detected on its territory, even if the rules were broken in another country. To prevent further penalties being imposed for the same offence, enforcement officers must provide written evidence of proceedings. You will need to carry this with you for at least the same period of time and you must be able to produce records at the roadside – current day and the previous 28 calendar days.

2.05 Drivers' hours records

Under EU law, all drivers must keep records of any hours worked. This is in the form of either a tachograph chart for vehicles fitted with an analogue tachograph unit or a Driver Smart Card for vehicles fitted with a digital tachograph unit.

Remember

- Failure to comply with EU drivers' Hours and Tachograph Regulations may result in fines of up to £2,500 and suspension or revocation of your LGV licence. (£5,000, plus two years' imprisonment in the event of falsified charts)
- Failure to complete tachograph charts correctly, or to return them in time directly to the Client(s), will be treated as an act of misconduct and will normally result in disciplinary action being taken.

2.06 Off-road driving

Changes to the drivers hours rules that came into force on the 11 April 2007 includes any driving carried out partly on public roads and partly off public roads as 'carriage by road.' This means that when you drive a vehicle on both public and private roads, all of the driving must be counted as such. Therefore vehicles delivering to private sites will not be able to count the on site (off public roads) driving as 'other work'.

2.07 Digital tachographs

It is illegal to drive a vehicle fitted with a digital tachograph unless the driver is in possession of a valid Driver Smart Card.

Having obtained a Driver Smart Card, whilst driving a vehicle fitted with an analogue or a digital tachograph, drivers must carry the following items with them at all times:

- The Driver Smart Card
 - Any manual records or legally required print outs in relation to the current day and the previous 28 calendar days.
- False entries are easily detectable – so don't do it!

If the Driver Smart Card gets damaged, lost, stolen or malfunctions, you must apply for a replacement within seven days and have evidence of doing so, you can then only continue to drive without a card for a period of 15 days. Print outs must be made for each day and retained accordingly.

In the event of theft, this must be reported to the police.

If you have forgotten to take your Driver Smart Card with you on assignment, you cannot legally drive a vehicle fitted with either an analogue or digital tachograph.

Your Driver Smart Card is similar to a chip and pin style bank card in that it has a chip on the front that records data.

- Insert the Driver Smart Card into the digital tachograph unit and then complete 'manual entry'
- The machine will ask you if you want to do this and you can select yes or no. It is best practice to select yes every time as the machine needs to know what you were doing when the card was taken out last
- If on your previous shift, you finished driving, took your card out of the digital tachograph unit and then had a period where you completed other work, you will have to tell the unit this
- Upon selecting yes for a manual entry it will then ask you if the time you last had your Driver Smart Card in was the end of your shift, at which point you can select yes or no.
If no, you would input the time of any other work you completed
- The digital tachograph unit will now want to know if the time on this current day is your start time. If you have been sat in the office completing paperwork for quarter of an hour then you need to tell it.

You will rewind the clock back, that the unit is displaying; to the time you started your shift and select 'other work'. If you have been available for work with nothing to do but have been notified of the time in advance then select 'Period Of Availability'.

- Once you have given the digital tachograph unit all of the information it needs then you can go about your daily business
- When you begin driving you don't need to touch the unit and when you stop, it will automatically go onto 'other work'
- If you are in a Period Of Availability or on break then you need to tell the unit by pressing the relevant button on the unit until it displays the required mode.

The Driver Smart Card will store information that enables the driver to be uniquely identified and the following activity data will be stored for the last 28 working days:

- Identification of the vehicles used
- POA (driving, working, active and rest times)
- Crew status (one or two driver operation)
- Date and time of the Driver Smart Card being inserted and withdrawn
- Area in which the working days began and ended
- Total distance driven
- Identification of the control official and date/time of the last check
- Tachograph events and errors.

2.08 Retention of tachograph records

You must be able to produce to enforcement officials, all tachograph charts and/or Driver Smart Card records for the current day and the previous 28 calendar days.

If you hold a Driver Smart Card, this must be produced, regardless of whether it has been used.

If you are in a vehicle fitted with an analogue tachograph unit and the tachograph chart in use is inspected, you must ask for it to be signed, as this will verify why the tachograph unit has been opened.





If you are asked to surrender any tachograph charts you must obtain a receipt. If this is not available, you must make a note of the official's name and number, the location, date and time of the confiscation.

Clients may ask you for your tachograph chart(s) at the end of your duty. If this happens, you should inform them legally you have to retain the original chart and they can take a copy.

Legally, your tachograph charts must be returned to the Client within 42 days and on a weekly basis, you will be asked to sign a statement on your Work Record confirming you have returned the relevant charts to the respective Client(s).

2.09 Analogue tachograph's

Mode switch

- Use the 'steering wheel' symbol when you are driving (usually automatically set) 
- Use the 'bed' symbol when you are resting 
- Use the 'cross hammers' symbol when you are performing non-driving work or driving and there is no steering wheel symbol 
- Use the 'packing case/box' symbol to record Periods of Availability. 

There are a variety of common errors some drivers make with analogue tachograph charts:

Never

- Mark outside the centre-field
- Switch the mode switch to rest (bed symbol) unless you are resting.

Always

- Handle your charts carefully as they are very easily marked
- Enter your full name
- Ensure that the chart is correctly loaded into the analogue tachograph unit and that the red (error) light is not on
- At the end of your duty clearly indicate the start of your daily/weekly rest SDR/SWR on either the rear or the part of the tachograph that has no trace
- Clearly indicate the end of your daily/weekly rest EDR/EWR on either the rear or the part of the tachograph that has no trace
- Make a note on the reverse of the chart if you have had an unavoidable delay through unforeseen circumstances and exceeded your driving time or working hours.

Remember:

- 10 minutes of rest does not count towards a break. If taking two breaks, the first must be a minimum of 15 minutes and the second a minimum of 30 minutes
- It is better to take a break of 47 or 48 minutes than to discover later that you actually only had 44.

2.10 Digital tachograph's

Your Driver Smart Card is similar to a chip and pin style bank card in that it has a chip on the front that records data.

- Insert the Driver Smart Card into the digital tachograph unit and then complete 'manual entry'
- The machine will ask you if you want to do this and you can select yes or no. It is best practice to select yes every time as the machine needs to know what you were doing when the card was taken out last
- If on your previous shift you finished driving, took your card out of the digital tachograph unit and then had a period where you completed other work, you will have to tell the unit this
- Upon selecting yes for a manual entry it will then ask you if the time you last had your Driver Smart Card in was the end of your shift, at which point you can select yes or no
If no, you would input the time of any other work you completed
- The digital tachograph unit will now want to know if the time on this current day is your start time. If you have been sat in the office completing paperwork for quarter of an hour then you need to tell it
You will rewind the clock back that the machine is displaying to the time you started your shift and select 'other work'
If you have been available for work with nothing to do but have been notified of the time in advance then select 'period of availability'
- Once you have given the digital tachograph unit all of the information it needs then you can go about your daily business
- When you begin driving you don't need to touch the unit and when you stop it will automatically go onto 'other work'
- If you are in a Period Of Availability or on break then you need to tell the unit by pressing the relevant button on the unit until it displays the required mode.

When you begin driving again it will automatically go back to driving mode.

2.11 GB Domestic Hours

The GB domestic drivers hours rules were originally written in 1968 with a view to 'securing the observance of proper hours or periods of work by persons engaged in the carriage of passengers or goods by road and thereby protecting the public against the risks which arise in cases where the drivers of motor vehicles are suffering from fatigue...' (Section 95(1) of the Transport Act 1968).

Application

The Domestic drivers' hours rules apply to goods and passenger vehicles to which the EU drivers' hours rules do not apply. For goods vehicles, these are light vehicles not over 3.5 tonnes maximum permissible mass (mpm), or larger vehicles undertaking specialised operations which are exempt the EU rules.

In Great Britain (GB) the domestic rules do not apply to:

- drivers who always drive off the public road
- private driving – i.e. not in connection with a job or in any way to earn a living
- drivers of vehicles used by the armed forces, the police and fire brigade.

In Northern Ireland (NI) the domestic rules do not apply to those activities listed above and also:

- a goods vehicle not over 3.5 tonnes mpm or with an unladen weight of not more than 1,525kgs
- a vehicle which is specially fitted and being used:
 - as a shop or local market;
 - for door-to-door selling;
 - for mobile banking, exchange or savings transactions;
 - for worship;
 - for the lending of books, records or cassettes; or
 - for cultural events or exhibitions.

Basic Rules

Rule	Detail	Concessions
Daily driving limit	In any working day (24hours from the start of duty) the maximum amount of driving is 10 hours . Applies to driving on and off the public road	Off-road driving for the purposes of agriculture, quarrying, forestry building work or civil engineering counts as duty rather than driving time
Daily duty limit	<p>In any working day (24hours from the start of duty) the maximum amount of duty is 11 hours in GB and 14 hours in NI</p> <p>For employee drivers, 'duty' means being on duty (whether driving or otherwise) for anyone who employs him/her as a driver, including all periods of work and driving, but excluding rest and breaks. For self-employed drivers, 'duty' means driving a vehicle connected to their business, or doing any other work connected with the vehicle and its load</p>	<p>Drivers are exempt the duty limit on any working day they do not drive</p> <p>Drivers that do not drive for more than 4 hours on every day of a fixed week (commencing midnight Sun/Mon) are also exempt the duty limit, as are drivers of goods vehicles (including dual purpose vehicles) not exceeding 3.5 tonnes mpm, when used:</p> <ul style="list-style-type: none">• For any service of inspection, cleaning, maintenance, repair, installation or fitting;• By the AA, RAC or RSAC;• By commercial travellers• By cinematography or radio and television broadcasting; or• By doctors, dentists, nurses, midwives or vets.

Emergency exceptions

The GB and NI domestic rules are relaxed in cases where immediate action is needed to avoid:

- Danger to the life of people or animals;
- Serious interruption of essential public services (gas, water, electricity or drainage) of telecommunication or postal services, or in the use of roads, railways, ports or airports; or
- Serious damage to property.

In these cases the driving and duty limits are suspended for the duration of the emergency.

Records

Records must be kept using log books of a specified format. Alternatively drivers may use a tachograph to record domestic hours, but they must comply with all the EU rules on the fitment and use of the equipment.

Vehicles used for the national carriage of postal articles that have a permissible maximum weight over 3.5 tonnes must have tachographs fitted.

In both GB and NI drivers do not have to complete a written record on days on which they do not drive for more than 4 hours and who also stay within a 50km radius of the vehicles' operating centre. In GB drivers are also exempt the requirement to keep a record on days on which they only drive vehicles that are not subject to operator licensing.

03 Road Transport (Working Time) Regulations



The Road Transport (Working Time) Regulations 2005, commonly referred to as RTR, came into force on 4 April 2005. The Regulations implement European Directive 2002/15/EC, and apply to Mobile Workers who operate on vehicles which are subject to the EU driver's hours rules.

Mobile Workers are required to comply with the Regulations as well as the existing EU drivers' hours rules. Generally anyone in a vehicle that is required by EU Legislation to have a tachograph is affected. There is no opt-out from the Regulations.

The Regulations introduce limits on weekly Working Time (excluding breaks and Periods Of Availability), the amount of work that can be done within a 24 hour period and for those who operate on night shifts. They also specify how much continuous work can be done before taking a break and introduce daily and weekly rest limits for the crew and travelling staff.

Mobile Workers are covered by the Regulations if they are involved in operations subject to the EU drivers' hours rules. Generally, drivers, vehicle crew and travelling staff of goods vehicles where the maximum permissible weight exceeds 3.5 tonnes or passenger vehicles suitable for carrying more than 9 people including the driver.

A **Mobile Worker** is any worker forming part of the travelling staff (typically drivers and vehicle crew, but also includes trainees and apprentices) who is in the service of an undertaking which operates road transport services for passengers or the movement of goods. Mobile Workers include drivers who work for hire and reward companies.

Typically, this means:

- drivers of vehicles with a tachograph in them (unless they have an exemption from the EU drivers' hours rules), i.e. goods vehicles over 3.5 tonnes, coaches/buses
- members of the vehicle crew
- any others who form part of the travelling staff.

An **Occasional Mobile Worker** is a person who does not perform duties as defined under EU drivers' hours rules as their primary role i.e. transport clerk, lift truck driver.

Occasional Mobile Workers who work within EU drivers' hours rules are exempt from the Regulations if:

- they work 10 days or less in a reference period that is less than 26 weeks - this applies to Mobile Workers assigned to general business Clients under a 17/18-week reference period
- they work 15 days or less in a reference period that is 26 weeks or more - this applies to Mobile Workers whilst assigned to Calor under a 26-week reference period.

Both employers and workers shall be mindful that if a worker happens to exceed the above limits then they will be considered a 'Mobile Worker' for the purposes of the Regulations, and any calculation of Working Time will be retrospective i.e. include all hours driving and non-driving worked from the start of the Reference Period

3.01 Working Time

People who are subject to this Regulation must not work more than 60 hours per week or more than 48 hours average over the reference period.

Working Time is spent at work, where you are carrying out the normal activities of your job. Examples of this include; where you are driving, loading/unloading, undertaking cleaning, maintenance, safety checks, paperwork or administration. It is also time spent waiting when you do not know in advance for how long you will be waiting.

3.02 Periods Of Availability (POA)

Working Time must not be confused with shift or attendance time. There will be times when you are required to be available for work but are not actually doing any work. If you know in advance how long you are required to wait, and you are free to dispose of your time i.e. leave your cab (although you may choose to stay there), this is known as a Period Of Availability or POA.

If you are not able to leave your vehicle for reasons of safety or security, this does not exclude it from being recorded as POA.

POA does not count towards your Working Time.

POA must be known in advance, therefore if you are required to wait; you must ask how long you will be waiting for. If this time is reduced you may still record the lesser time as a POA. If the original estimated time expires you must ask again for a new time in order for the whole period to be recorded as POA.

Examples of POA include; waiting at ferry crossings, waiting to unload/load, waiting, whilst someone else is loading/unloading your vehicle, waiting with a broken down vehicle.

You are required to record your daily POA on your weekly Work Record. We will keep records of your Working Time and Periods Of Availability. Details of these records are available on request in writing.

Whilst our Clients do not have a legal responsibility to record your POA, they may choose to do so. POA can be recorded for them in a number of different ways, but most common is via the tachograph. Therefore the relevant mode should be selected on the tachograph unit.

As POA forms part of your total shift time, Manpower will always pay you for these periods. You may be at work and paid for Working Time, plus POA i.e. 48 hours average/week plus POA.

3.03 Breaks from work

The Road Transport (Working Time) Regulations applied to all drivers and crew in vehicles subject to EU drivers' Hours and Tachograph Regulations require that:

- Mobile Workers must not work more than 6 consecutive hours without taking a break
- If your working hours total between 6 and 9 hours, Working Time should be interrupted by a break or breaks totalling at least 30 minutes
- If your working hours total more than 9 hours, Working Time should be interrupted by a break totalling 45 minutes
- Breaks should be at least 15 minutes duration

3.04 Night work

The Road Transport (Working Time) Regulations provide for a maximum of 10 hours Working Time in any 24 hour period if any of the work is conducted between 00:00 – 04:00 for Large Goods Vehicles or 01:00 – 05:00 for Passenger Carriage Vehicles.

However, the Regulations allow this limit to be dis-applied with the consent of the workforce.

On 1 April 2020, a Workforce Agreement was signed between Manpower and the Workforce Representatives to this effect. This Agreement is in force until 31 March 2025.

This Agreement allows all drivers the flexibility to perform more than 10 hours Working Time in any 24 hour period. However, we recognise that not all drivers want to work these hours, therefore we will always seek alternative assignments for anyone not wishing to work in excess of 10 hours.

Please note All work patterns are still subject to EU drivers' Hours and Tachograph Regulations.

3.05 Workforce Agreement

This Workforce Agreement ("Agreement") is made on the 1 April 2020.

Between:

- 1) Manpower UK Limited, Capital Court, Windsor Street, Uxbridge UB8 1AB (the 'Employer') and
- 2) The Workforce Representatives.

Whereas:

- 1) This Agreement applies to Relevant Employees
- 2) The Workforce have been nominated to represent the Relevant Employees
- 3) The Employer and the Workforce Representatives enter into this Agreement, pursuant to the Road Transport (Working Time) Regulations, to extend the night work limit
- 4) The Parties acknowledge and agree that the Road Transport (Working Time) Regulations will impact upon the manner in which the operation is conducted. The Parties agree that it is to the benefit of both Parties for specific provisions to be extended and modified, as agreed herein
- 5) The Agreement will have effect from the Start Date subject to satisfaction of the signature conditions set out in Clause 2
- 6) Before the Sign-up Date the Employer has provided all Relevant Employees with copies of the text of this Agreement and a summary explaining its implications.

IT IS AGREED as follows:

1. Definitions In this Agreement:

- 1.1 'Relevant Employees' means all Mobile Workers and Night Workers as defined by the Regulations employed by the Employer from time to time
- 1.2 'Sign-up Date' means 1 April 2020
- 1.3 'Start Date' means 1 April 2020
- 1.4 'Regulations' means the Road Transport (Working Time) Regulations 2005.

2. Signature Conditions

- 2.1 This Agreement shall not have effect unless signed by all Workforce Representatives on or after the Sign-up Date and before the Start Date.
- 2.2 For the purpose of Clause 2.2 no account shall be taken of any Workforce Representative who was not a relevant employee on the Sign-up Date.

3. Exclusions and modifications of the Road Transport (Working Time) Regulations

- 3.1 The Workforce shall be able to work beyond the 10 hour night work limit stated in the Regulations but only to the extent that this would not be in breach of other provisions of the Regulations or EU Driver's Hours Regulations 3820/85.

4. Duration of Workforce Agreement

This Workforce Agreement shall have effect from the Start Date until 31 March 2025.

5. Amendment to Workforce Agreement

- 5.1 This Agreement may only be amended in writing and by agreement between a Director of the Employer and the Workforce Representatives
- 5.2 Nothing in this Agreement shall prevent the Employer and Representatives of a particular group of employees from entering a Workforce Agreement in different terms specific to members of that group and if such an Agreement is entered, to the extent that its terms conflict with those of this Agreement, those terms shall prevail.

6. Commitment to review

The Employer and Workforce Representatives express their respective intentions to meet together from time to time to review the operation of this Agreement in particular with a view to ensuring so far as reasonably practicable the health and safety at work of the workforce.

Manpower (UK) Limited Workforce Representatives

Mick Skerrett	Manpower UK Limited National Driver Development Manager
Gary Procter	Manpower UK Limited Agency Supply Manager
Graham Lorraine	Workforce Representative, Crawley
John Macrae	Workforce Representative, Crawley
Tracy Mills	Workforce Representative, Leeds

3.06 Night work and health assessment

If you are undertaking regular night work (between the hours of 00:00 and 04:00), you are entitled to a free health assessment on request.

3.07 Other work

The Regulations require you to inform us, in writing, of any other work you have undertaken. If you have completed any other work, you will be required to complete a Non-Mobile/Mobile Worker Report Form on a weekly basis.

3.08 Rules: Road Transport (Working Time) Regulations

Definitions and	explanatory notes	Limits
Average weekly Working Time	You may work for a maximum average of 48 hours per week in any reference period. There are 3 pre-set reference periods per year of either 17 or 18 weeks. Your Manpower Representative will advise you of current reference period dates	48 hour weekly maximum average
Maximum weekly Working Time	You may work for a maximum of 60 hours in any week (Monday - Sunday)	60 hour weekly maximum
Breaks from work	You may not exceed 6 hours working time without taking a break, which must be a minimum of 15 minutes	30 minutes between 6 and 9 hours 45 minutes for over 9 hours (these breaks must be taken in blocks of at least 15 minutes).
Night work limit	Manpower has disapplied the night work limit	refer to Tachograph regulations

If you have any questions about your responsibilities under these Regulations, please contact your Manpower consultant who will be happy to help.

04 Driver Certificate of Professional Competence (Driver CPC)



Driver Certificate of Professional Competence, is commonly referred to as Driver CPC. The Driver CPC is for LGV (Large Goods Vehicles) and PCV (Passenger Carriage Vehicles) drivers who drive professionally throughout the EU.

It has been developed as a requirement of the EU Directive 2003/59, which is designed to improve the knowledge and skills of professional LGV and PCV drivers throughout their working life.

The licence categories that will be affected by Driver CPC are:

C1, C1E, C, CE (LGV), D1, D1E, D, DE (PCV).

4.01 Driver CPC training

Drivers of LGV and PCV vehicles are responsible for their own training.

Drivers who have held their vocational licence (D, D1, DE, D1E) prior to 10 September 2008 have acquired rights until 09 September 2013.

Drivers who have held their vocational licence (C, C1, CE, C1E) prior to 10 September 2009 have acquired rights until 09 September 2014.

Please note Any drivers who have obtained their vocational licence after the above dates, will need to pass the Driver CPC theory and practical tests in addition to the licence acquisition theory and practical tests if the intention is to drive professionally. These will need to be completed periodically to keep the Driver CPC qualification.

Drivers are required to undertake 35 hours of periodic training in blocks no less than 7 hours by either 10 September 2013 for PCV drivers and 10 September 2014 for LGV drivers.

Periodic training is recorded as hours of attendance and does not contain any formal tests, exams or assessments.

On completion of 35 hours the drivers will be issued with a Driver Qualification Card (DQC) similar to the Driver Smart Card for digital tachographs which is free of charge from the Driver and Vehicle Standards Agency (DVSA). This is evidence of the training completed and includes the date of expiry. Any training a driver undertakes will be recorded on a central database.

If a driver is attending a full 35 hour course (in blocks of 7 hours+) and fails to attend on any day the whole course would be void.

Please note The Working Time Directive states that if a driver is attending training, whether it is paid or unpaid the hours do count towards Working Time. This should be recorded as 'other work'.

If by 10 September 2013 as a PCV driver or 10 September 2014 as an LGV driver, the driver has not completed 35 hours periodic Driver CPC training, it is unlawful to drive professionally and the driver will be liable for the same punishment/prosecution as driving without the correct licence.

4.02 EU requirements

Driver CPC applies across all EU Member States, therefore all professional EU drivers are also required to qualify and hold a Driver CPC.

Drivers will be required to transfer the Driver CPC (DQC) before they drive professionally within the UK. To do this, the driver will need to apply for a UK Driver Qualification Card (application form number DQC1) from the Driving Standards Agency (DSA). These should be returned in 15 working days.

A driver will need to renew their Driver CPC every 5 years by completing a minimum of 35 hours approved training in a minimum of 7 hour blocks e.g. a PCV driver with 35 hours training on the 10 September 2013 will be required to obtain a further 35 hours training prior to the 10 September 2018.

4.03 Carrying the Driver CPC Driver Qualification Card (DQC)

The Driver CPC (DQC) must be carried at all times. This will be enforced by the Police, Driver and Vehicle Standards Agency (DVSA) and Driver and Vehicle Licensing Agency (DVLA). Also, any EU enforcement body can ask a driver for proof that his/her Driver CPC status is current whilst they are driving in other EU Member States and issue a penalty if a driver is in breach of the Directive.

If the Driver CPC (DQC) is lost, stolen or damaged, the driver must report it within seven days to the Driver Standards Agency (DSA) and apply for a replacement. You will be able to drive for up to 15 days without a card while a replacement is sent.

4.04 Exemptions to Driver CPC

Drivers of the following vehicles will not be required to hold a Driver CPC:

- A vehicle with a maximum authorised speed not exceeding 45 km/h
- A vehicle used by, or under the control of, the armed forces, a police force, a fire and rescue authority
- A vehicle undergoing road tests for technical development, repair or maintenance purposes, or of new or rebuilt vehicles which have not yet been put into service
- A vehicle used in a state of emergency or assigned to a rescue mission
- A vehicle used in the course of driving lessons for the purpose of enabling that person to obtain a driving licence or a Driver CPC
- A vehicle used for non-commercial carriage of passengers or goods for personal use.

05 Health and Safety



Manpower takes its responsibilities for the Health and Safety of its employees, assigned workers and any others that may be affected very seriously in our obligations under the Health and Safety at Work Act 1974.

5.01 Drivers' checklist

The following checklist covers the standard procedures, which you should keep to when undertaking any assignment. Some are legal requirements, some good operating practice and others just plain common sense. But all are essential if you are to carry out your work in a professional manner. Please read them and follow the advice given.

Check

- Your load is secure (you, as the driver, are legally responsible and it is no defence that it was loaded by someone else). Check it yourself, including the travelling height of the vehicle
- Your vehicle is not overloaded either in gross weight or individual axles. Ensure that the load is evenly distributed, particularly after partial unloading. If the vehicle is loaded to maximum capacity and you suspect it may be overloaded, then contact the Client to seek further for advice. But remember that it is a serious offence to drive an overloaded vehicle
- You have a record of the Client's telephone number in case of breakdown, theft, accident or delivery problem
- You have all necessary keys.

Never

- Leave the vehicle unlocked or unattended
- When you are parking overnight and the vehicle is vulnerable or has a valuable load, inform the local police and ask their advice
- Carry passengers or pets unless you have the express permission of the Client.

Always

- Leave the vehicle clean and tidy
- Obtain receipts for any expenses in connection with the assignment, e.g. petrol/diesel, parking, bridge or tunnel tolls, accommodation, etc. Give these to the Client at the end of the week or the assignment
- Check to see if the vehicle runs on diesel or petrol and fill up with the correct fuel.

5.02 Vehicle checks

The daily check is not meant to be an in-depth inspection of everything, as drivers are not usually qualified to carry out such inspections. However easily spotted faults should be picked up and rectified before the vehicle goes out. You must check the following items every day before leaving the depot:

Spare wheels

Some companies have an arrangement with a tyre firm. Make sure you know who to call in case of a puncture.

Fuel

Make sure you have enough fuel for the journey, that you know where to fill up and that you know what arrangements are made for paying, e.g. Agency Card.

Also check:

- | | |
|--------------|--|
| • Lights | • Tools |
| • Brakes | • Tyres and wheel nuts |
| • Water | • Oil |
| • Wipers | • Screen washers |
| • Mirrors | • Tail lift |
| • Locks | • Horn |
| • Indicators | • Analogue charts/digital tachograph rolls |

This list is not exhaustive.

Make sure all defects are reported to the Client immediately using their defect reporting procedure.

Ensure you know how to operate all the vehicle equipment before you leave the depot. If in doubt – ask.

5.03 Accidents/incidents

No matter how small or trivial the accident/incident may seem, it's important you follow the procedure below.

Obtain these details:

- Name and address of drivers or owners and registration numbers of any other vehicles involved
- Details of insurance companies of the owners of other vehicles involved
- Names and addresses of witnesses
- Number of any police officer present
- Details of the width of the road, position of vehicles involved and any other traffic, skid marks, position of traffic signs, traffic islands, turnings, etc in the vicinity. Try to show these details in a sketch or photograph.

5.04 Reporting the accident/incident

There is a strict procedure to follow if you're involved in any accident/incident, which causes any of the following:

- Injury to anyone other than yourself
- Injury to an animal
- Damage to a vehicle other than the vehicle you are driving
- Damage to property on or adjacent to a road e.g. lamp posts, trees, gate posts.

This is the procedure:

- You must stop and give your name and address, plus the registration number of your vehicle you are driving and the name and address of its owner, to any person having reasonable grounds to ask for the information – such as a police officer
- You must report the accident/incident if someone is injured to any police officer, or to a police station, as soon as reasonably possible and within 24 hours
- You must also report full details of the accident/incident to the Client and your Manpower Representative, without delay. Upon return to the Client's premises, complete both the Client's and Manpower's Accident/Incident Report Form
- Forward copies of the Manpower's Accident/Incident Report Form to your Manpower Representative.

Statements:

- No statement should be made in which any liability or fault is admitted regarding your driving, the condition of the vehicle or security of the load
- No offers or promises should be made to third parties
- The police should otherwise be given all reasonable assistance.

5.05 Safety and manual handling operations

Manual handling can cause injuries. By following these measures, you'll reduce your risk of injury.

We'll work with the Client to try to make sure that operations which involve hazardous manual handling are eliminated. Once any risks are identified, we'll make sure they're reduced to the lowest possible levels.

Think first, lift afterwards.

5.06 Lifting on your own

To help you undertake lifting and carrying safely, we have drawn on our experience and the recommendations of the Manual Handling Operations Regulations 1992.

5.07 To start with – think before you lift

Assess the load. Read labels or instructions and be sure you understand them. Has a box got contents that could move when you lift? This could change the balance of the load and catch you off guard.

Do not be in a hurry to move the load. Make a plan. Where are you taking it? A long way? A short distance? Upstairs? It's better to make two easy journeys rather than a single risky one.

Do you need help – another person, equipment, a trolley?

Be sure to ask for help if you need it.

5.08 Getting ready to lift

- Balance is vital. Make sure the load is not too heavy or awkward for good balance
- Position yourself to lift the load with your body facing the direction in which you intend to carry it
- If the load is an uneven shape, make sure that the heaviest part is closest to your body. If the weight could shift, make sure that it will move towards you, not away
- Stand close to the load, with one foot in front of it and the other to one side
- Bend your knees – don't stoop
- Keep your back straight – not necessarily upright, but straight, while tucking your chin in
- Get a good grip. Use your whole hand, not just your fingers.

5.09 Lifting

- Lift steadily, not in jerky movements
- Straighten your knees and stand, keeping your back straight – this makes use of your leg muscles, which are stronger than those in your arms and back
- Keep the load close to you, and tuck your arms and elbows in against your body
- Keep your heels on the ground.

5.10 Carrying and handling

- Try not to twist your body, as it makes it harder for you to carry and balance
- To change direction, or move the load around, move your feet so that you turn your whole body
- Make sure you can see clearly over the load and do not change your grip unless the weight is supported
- To lower the load follow the same rules for lifting – bend your knees, keep your back straight, chin in, elbows in, heels on the ground, with the load close to your body
- Make sure that there is room to put the load down safely without danger to your fingers or toes, and be certain that it is safe where you have put it
- If you are putting the load on a bench or a table, set down on the edge and then push it forward (care must be taken not to scratch the surface). Do not stretch over the table with it
- If you are raising the load above head height, you may well need help. Your arm muscles will be weak in this position and it is also harder to balance.

5.11 Equipment

Some loads should not be moved by hand. Only use the appropriate equipment if you have had the necessary training. Otherwise, obtain the assistance of a trained operator.

5.12 Team lifting

Whenever a load is too heavy, awkward, or out of reach for one person, two or more people should handle it as a team. Team lifting requires organisation:

- Each person should be of approximately the same height and strength
- One person must be responsible for giving signals and instructions so that the team works as a unit
- Start by reminding everyone how important it is to lift and lower together, and not to change grip without warning the others
- Then apply all the same basic techniques as for individual lifting and carrying.

5.13 Health and fitness factors

Your state of health and fitness can affect your ability to lift and carry loads safely.

For example, if you are overweight, if you have a spine problem, arthritis, weak heart, high blood pressure or lung disease, you need to be extra careful.

Women who are pregnant are more at risk from lifting heavy loads or repeated manual work.

Also, if you are returning to work after a holiday or sickness you might need time to adjust. It can be a mistake to assume you can literally pick up where you left off.

The same is true if you are starting new work and handling different types of loads in unfamiliar locations.

In each case, take additional care to acquire the confidence to lift and carry without endangering yourself or others.

Make sure that your Manpower Representative and your colleagues are aware of your particular circumstances and for the safety of everyone. Always ask for training or instruction whenever you are unsure.

Remember that the weight of all loads can be deceptive, and whatever your health or fitness, treat every load with care.

5.14 Personal Protective Equipment (PPE)

Personal Protective Equipment, or PPE, is equipment or clothing that will help to protect you from the risk of injury when you are working. It is important for your safety. Before starting work, you should always ask your Manpower Representative what PPE is available, and use it at all times.

This checklist will help you. It draws on our experience and the Personal Protective Equipment Regulations Act 1992 to highlight the ways that PPE can make your work safer and protect you from other work taking place around you:

- Wear safety footwear to protect your feet against dropped loads
- Use gloves to avoid cuts and hot or 'cold' burns
- Wear eye protection to avoid chemical splashes
- Wear ear defenders where loud or sudden noises might distract or startle you, or where the constant level of noise might affect your hearing
- Wear nose and mouth protection where dust and fumes might be a hazard
- Wear a safety helmet when people are working overhead, or when you are in an area with restricted headroom
- Keep your PPE in a clean and serviceable condition
- Make sure you know how to use it.

5.15 Safety in the cab

Your seat is your place of work. And, as with any place of work, it's important to make sure it is as safe as possible to work in.

Always ensure a good seating position. It should be comfortable as you will be spending a lot of time in it, but you should also ensure that you have good vision and easy access to all the controls. Most vehicle seats have lumbar support and air-suspension. These are designed to prevent lower back pain that can occur on long journeys.

Always check that it is clear before opening the door. Never jump out of the cab – always climb down

Always ensure that you have good vision in all of your mirrors. Check that the 'blind-spot' mirrors are actually picking up the blind-spots.

Never leave equipment lying around unsecured that could fly around the cab in the event of sudden braking or an accident.

Under no circumstances should you pick up hitchhikers or unauthorised passengers.

5.16 Driver fatigue

Many drivers have experienced the feeling of drifting off while driving: head nodding, heavy eyelids, straining to keep eyes open.

The highest risk categories include commercial drivers as well as those who work irregular shifts. We are all most vulnerable to sleepiness at around 02:00 – 06:00 in the morning and 14:00 – 16:00 in the afternoon. This becomes even more dangerous when you're driving during rush hours.

Another high-risk time is when you're returning home from work at the end of a long day, particularly late or night shifts.

So make sure you take regular breaks, and don't push yourself too hard.

5.17 Drugs and alcohol

The effect of even a modest amount of alcohol, particularly when combined with a lack of quality sleep, has been proven to increase significantly the risk of accidents. We advise against drinking alcohol prior to, or during, any driving assignment in order to reduce the likelihood of an accident occurring.

Many medicines for colds, flu and hay fever cause unwanted drowsiness. You must read the information leaflet supplied with the medicine. Some medicines indicate that it 'may cause drowsiness'. If this is the case you should assume that it does. Never exceed stated doses.

Most of these types of medicines contain one or more of a group of substances called antihistamines. Some of these antihistamines are sold (under different names) as sleep aids.

There are alternative medicines available that cause less drowsiness. Due to the nature of your profession, we strongly recommend that you consult your doctor before taking any medicines.

5.18 Countermeasures

Many drivers have their own strategies for dealing with tiredness. But methods such as winding down the window and turning up the radio have only a limited effect and last for a very short period of time.

There really is no substitute for adequate sleep.

However, if you do become tired while driving, stop at the first safe opportunity and take a break. Research has shown that caffeine (coffee or energy drinks) will reduce fatigue for up to an hour. Caffeine takes about 20 minutes to take effect. Use this time to take a short nap.

Do remember that this is only an emergency measure. Plan your journey properly, take regular breaks and ensure that you have had adequate sleep before starting to drive.

5.19 Mobile phones

It is illegal to use a hand-held phone whilst driving. If you were to have an accident whilst using a mobile phone, even if it is hands free, you could be prosecuted for driving without due care and attention or dangerous driving.

It is an offence to use a hand held mobile phone whilst driving. This carries three penalty points (CU80) and a £100 Fixed Penalty Notice.

Many of our Clients provide a cab phone so that they can contact you to check delivery times and details. Please make sure you find a safe place to stop before answering the call and if necessary, call the Client back.

There is no phone call that is worth risking an accident for.

5.20 Safety when coupling

It's an everyday procedure for a C+E driver yet, every year, many drivers end up damaging their trucks, themselves or someone else by not coupling properly.

If it is performed correctly, coupling needn't be a difficult task.

These five simple steps help to establish a routine for the coupling procedure to make sure nothing is missed out:

Step 1 Check trailer

Ensure trailer brake is on and check that the trailer is roadworthy. It's a waste of time coupling up and then discovering you can't take it anywhere because it's illegal.

Step 2 Check ride height

Reverse the tractor to the trailer. It's good practice to use the mirrors for this. Simply ensure that the unit is centred by looking at the alignment of the rear wings with the trailer. Just before the rear wings disappear under the front of the trailer, stop the truck, apply the handbrake and climb out of the cab to check the height of the fifth wheel. The rear edge of the fifth wheel plate should be parallel with, or just lower than, the underside of the trailer.

If not, the unit or trailer height needs to be altered. If your unit has rear air suspension, it's simply a case of changing the ride height. However, if you're in a steel-sprung truck, you'll need to change the trailer height. Engage low gear on the landing legs by fully pulling out the handle, then winding it until the trailer is at the correct height.

Step 3 Reverse under

Once the heights are satisfactory, slowly reverse the unit under the trailer. If the trailer isn't regularly used with your unit, check that the fifth wheel and pin positions are compatible. If the fifth wheel is of the sliding adjustable type and is too far forward for the trailer pin, the trailer may hit the rear of the cab or the landing legs may come into contact with the rear lights and chassis.

When you're happy that the trailer will couple to the unit, reverse slowly under until you hear a clunk as the fifth wheel jaws engage. The pins in the fifth wheel prevent you from going any further back.

Step 4 Check and check again

Next comes the important piece and one that many drivers overlook – the tug forward. Engage first or second and give the unit a pull forward to check that the fifth wheel jaws have fully caught the pin. Then, apply the handbrake before leaving the cab to couple up the suzies. We emphasise the importance of applying the handbrake, as it's easy to forget with the trailer brakes holding the articulated vehicle in place – but once you've put that red suzie on, there's nothing to stop the outfit from rolling away if you're on a slope.

Step 5 Lights and legs

With the handbrake on, you can safely leave the cab. Ensure that the fifth wheel security device – normally a dog clip which goes in the hole in front of the handle is in place to stop the handle jumping out.

Next, couple up the air and electrical suzies. All lines will only connect properly with one receptor on the trailer, but it pays to check the electrical plugs before pushing them home. It is possible to force two female plugs together and create an electrical problem.

With all the suzies connected, (plus the ABS lead if fitted), you can go back to the cab, switch on the sidelights and hazards. If your unit runs on rear air suspension, you can jack it up, which will take the weight off the landing legs and make them easier to wind up.

Now check that the rear lights are working, and install the number-plate securely. Do this before winding up the legs as you'll probably have to wind them back down if the lights don't work. When you have wound up the legs, securely stow the handle to prevent it from swinging into passing traffic. If the red trailer brake button has been pulled out, push it back in or you'll not go very far. Once you're back in the cab, reset the air suspension ride height if necessary and pull away, testing the service brakes at the earliest opportunity.

5.21 Safety when uncoupling

Uncoupling a semi-trailer is more or less the same in reverse, with one or two extra points to take into consideration. If you're reversing your trailer towards a loading dock or wall to leave it there, make sure you take the number plate off first. Or, if you're positioning it against a dock to be tipped or loaded, don't forget to open the doors beforehand (unless, of course, the trailer's fitted with a roller-shutter).

When you've got it into the right position, first apply the handbrake, and then set the trailer brakes. The trailer should be dropped on hard standing at every opportunity. But if you think the ground may not be firm enough to support the weight, you've two options: you can either park elsewhere, or put something like a substantial piece of timber or an RSJ under the legs to help support the weight.

After parking, wind the legs down. If the trailer's loaded, it's a good idea to engage low gear once the legs touch down and to give the handle a couple of extra turns, as the front of the trailer usually sags an inch or two if there's weight on board.

With the legs down, you can undo all the suzies, then pull out the fifth wheel handle to release the jaws. After that, stow the number plate and ease the truck slowly forward. If the truck is on air suspension, drop it right down once you've driven forward a foot to stop the truck being catapulted away from the trailer, which can damage the wings and chassis. If you're in a steel-sprung unit, you should drive away slowly from under the trailer.

5.22 Tail lifts

Many of our Clients have tail lifts fitted to their vehicles. These are incredibly useful for loading/unloading, but can be a common cause of accidents when used incorrectly. Common injuries include trapped or broken fingers or limbs, but there is also a risk of getting caught under falling pallets or cages, or injuring yourself when jumping down from the tail lift itself.

If you haven't used a tail lift before, or you're not familiar with the type fitted to your vehicle, you need to have the right safety training before loading or unloading anything.

Before operating a tail lift, you need to know the Safe Working Load (SWL), which will be displayed on a plate fixed to the lift. Also check for leaking hydraulic fluid and damage to the tail lift. If there are any defects, you must report them immediately.

Remember to put up any cage restrictions prior to moving goods on or off the tail lift.

Before loading or unloading, always check that the vehicle's on level ground, that there's enough clearance behind the vehicle, and that nobody is about to walk into your working area.

Always

- Check for loose clothing that could entangle you
- Make sure that the load is within the SWL of the tail lift
- Check that there's sufficient clearance behind the vehicle
- Be aware of any pedestrians or vehicles around you
- Stand clear of the gap between the moving platform and the vehicle body or ground
- Use stops or guards where fitted.

Never

- Allow an untrained person to operate the tail lift
- Move the vehicle without first locking the tail lift in its closed position
- Leave the power supply connected when the vehicle is unattended
- Jump down from a raised platform
- Attempt to stop a load from falling.

5.23 Roll cages

Many of our Clients use roll cages. They can be a very useful labour saving tool when used correctly.

If you haven't used roll cages before (whether that's in general or just the particular type you're faced with), you must seek guidance from someone who has, before you use them.

Always

- Make sure that the wheels can move freely (they can easily become entangled with shrink-wrap or debris)
- Repack top heavy cages before moving
- Secure cages on the vehicle with straps or bracing bars
- Apply the cage brake when not moving the cage
- Check the route that you are going to take before moving the cage. If it involves steep slopes or narrow gangways, you may have to unload the cages by hand.

Never

- Load empty cages that are folded flat and stacked together lengthways down the vehicle. Load them across instead
- Pull a cage. Always push it.



06 Driver and Vehicle Standards Agency (DVSA)



As a professional driver, you may be asked to stop by the police or a Driver and Vehicle Standards Agency (DVSA) officer.

The police and DVSA have the power to stop lorries, buses and coaches and carry out spot checks on your vehicle and issue prohibitions if necessary. A prohibition prevents you from driving until you get a problem with your vehicle fixed.

Police and DVSA officers can also issue fixed penalties if you commit an offence, depending on the circumstances and seriousness of the offence.

6.01 How to recognise a DVSA officer

DVSA officers wear yellow visibility jackets with either the VOSA or DVSA logo, and they'll always carry a DVSA warrant card.

Their vehicles are marked with a black and yellow print on the side and either a VOSA or DVSA logo on the bonnet.

6.02 What happens when you are stopped?

The checks are carried out either at the roadside or at dedicated testing sites. The checks are used to keep unsafe vehicles off the road. Your vehicle could be impounded if you commit a series of serious offences.

The officer checks that the vehicle isn't breaking any rules and regulations. This includes:

- Checking authorised load weights and type of load permitted
- Checking vehicles for roadworthiness and mechanical faults
- Looking at your tachograph records
- Making sure you have a valid occupational driving licence

If you're carrying a high-value load you can keep your engine running, doors locked and windows closed until you're sure you've been stopped by a genuine police or DVSA officer.

6.03 If you don't stop

Not stopping when asked to by a uniformed officer is an offence. The incident will be officially recorded and you will be interviewed - you may then face court action or be reported to the Traffic Commissioner.

Please Note You should report all incidents to your Manpower manager and the Client either, as they occur, or at end of shift debrief.

6.04 Prohibitions/Fixed Penalties

You may be given a prohibition by a police officer or an officer from the Driver and Vehicle Standards Agency (DVSA). You could either get an immediate or delayed prohibition, depending on how dangerous your vehicle is, which may prevent the vehicle being used until repairs are carried out.

You may also be issued a drivers' hours prohibition if you have not adhered to the rules for drivers' hours and tachographs.

You will ordinarily receive a fine for all prohibitions, however you may also be prosecuted and have your vehicle immobilised.

Please Note It is your responsibility to make sure your vehicle is roadworthy, through the completion of a daily vehicle check, and you are in adherence to the rules for drivers' hours and tachographs.

07 Cash Handling



On some assignments you may be asked to deliver 'cash on delivery' consignments. If this is the case your Manpower Representative will always advise you in advance.

However, if you are asked by a Client to collect cash or cheques, and your Manpower Representative did not advise you before the assignment that it would involve cash handling, you must phone us immediately. We will liaise with the Client and ensure their procedures protect you from any financial discrepancies.

In any event, when you return the cash to the Client at the end of the day, you must obtain a receipt.

08 Manpower ID Badge



One of the conditions of your employment is that you always carry a Manpower ID Badge whenever you're on assignment.

This shall be renewed on a bi-yearly basis (January), unless the assignment you are working on requires this to be completed more frequently.

For security reasons, you may be asked to provide your Manpower ID Badge before picking up or dropping off a load and whenever you visit a Client site, to demonstrate that you are a Manpower employee.

All you have to do to receive your Manpower ID Badge, is to provide your Manpower Representative with a colour passport sized photo of yourself. At the end of your employment with us, you must return your Manpower ID Badge to your Manpower Representative.

09 Your Work Record



Your Work Record is extremely important, as it's the only way to guarantee that you get paid correctly for the work you've done.

There are two ways in which a work record is completed, depending on which client you are working for.

9.01 Online Time Sheets (OLTS)

This is Manpower's standard process – if applicable, you will be issued with an Employee User Guide.

9.02 Signed Work Record

Where Online Time Sheets are not applicable, it is your responsibility to complete a manual work record for each week you work (Mon – Sun), and to ensure that the relevant Client signs off each day's work. At the end of the week, total the hours for each day to arrive at your weekly total, and sign the declaration at the bottom of the Work Record.

It is your responsibility to ensure your Manpower consultant is in receipt of your Work Record by 09:00 each Monday.

Please note

- Each Work Record is for one week only. You can only fill in the hours for one particular week on any one Work Record
- Any alterations to the daily or total hours on your Work Record must be signed by the Client
- You should always try to make sure that there's an authorised member of staff around at the appropriate time to sign your Work Record, particularly when there's night or weekend work involved. If you can't get your Work Record signed, get in touch with your Manpower consultant as soon as possible, and we will do our best to assist you
- When you require another Work Record contact us and one will be sent through to you.

Remember

If you're unable to sign the declaration, on either the Online Time Sheet or the Manual Work Record, you will need to submit a Non-Mobile/Mobile Worker Report Form and any accompanying Accident/Incident Report Forms. You can obtain these documents from your Manpower consultant.





Manpower

Driving & Logistics Work Record

Name - Please insert your full name here (BLOCK CAPITALS)

POA – Record all Periods of availability which, must be authorised by the client

Week ending date – Always the Sunday if the week we are in. Do not use an old work record as this may invalidate your work record.

Employee Name

Week Ending Date

Client name MUST be entered for each day

	Client Company Name	Start Time	Finish Time	Unpaid Break	Basic Hours	O/T Hours	Total Hours Worked (minus unpaid break)	POA	Client Authorisation (An authorised signature is required for each day worked)				Manpower office use only	
									Client Contact Name	Position/Title	Signature	P/O Number	W/R Number	CMS POA
Monday														
Tuesday														
Wednesday														
Thursday														
Friday														
Saturday														
Sunday														
Total Hours Worked														

You MUST record your start, finish & break times

Ask the client to sign and print their name and date on the work record for each day of work.

Office use only.

Remember to add up the total number of BASIC and OVERTIME hours minus the breaks

Total your BASIC and OVERTIME hours each day

Mobile Worker Report Form attached ☐ Accident/Incident Report Form attached ☐

Non-Mobile Worker Declaration (staff assigned that are not in scope of EU driver's hours and tachograph regulations/Road Transport (Working Time) Regulations 2005)

I declare I have had no accidents, near misses, dangerous occurrences or undertaken any other work. If I am unable to sign this declaration, I shall submit a Non-Mobile/Mobile Worker Report Form.

Mobile Worker Declaration (staff assigned that are in scope of EU driver's hours and tachograph regulations/Road Transport (Working Time) Regulations 2005)

I have complied with the EU driver's hours and tachograph regulations that apply in parallel to the Road Transport (Working Time) Regulations; retained the current day and the previous 28-calendar days' charts and/or digital records, and have returned the previous charts/records to the relevant clients. I declare I have had no accidents, near misses, dangerous occurrences or undertaken any other work. If I am unable to sign this declaration, I shall submit a Non-Mobile/Mobile Worker Report Form.

Name

Signature

Date

Remember to read the driver declaration each week before you print your name, complete your signature and date.
If you cannot sign drivers declaration you MUST complete a Drivers report form

