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Keep this handbook with you at all times when driving a company vehicle as this handbook contains important, relevant and helpful information and guidelines that will assist you when carrying out your duties as an authorised driver of company vehicles.

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1. Foreword

Among SWGR's core organisational values are accountability and safety and we all have a duty of care as outlined by the Health and Safety at Work Act 1974 to ensure, so far as is reasonably practicable, the health, safety and welfare at work of fellow employees, others and members of the public is not impacted upon by our actions or the business activities of the company. SWGR is committed to promoting the highest level standards in all of our business activities and this includes the use of company vehicles.

The Company vehicle allocated to you represents a substantial investment by the Company in you and your job. It is also an essential tool that is provided by the company to allow you, your passengers, and equipment to get to and from your place of work in an efficient and reliable fashion. In entrusting this asset to your safekeeping you have the responsibility to drive safely and to look after your vehicle as if it were your own.

SWGR provides comprehensive insurance cover for the vehicle issued to you for your normal business duties. An excess applies. You are expected to ensure that the vehicle is clean and presentable at all times to ensure that the company image is portrayed in the best possible light at all times.

This handbook details the Company's requirements on the use, servicing, running and many other aspects of Company vehicle operation. Please read it carefully and make sure you understand the contents fully. If you have any questions on this policy please contact your Line Manager in the first instance.

The Company has the right to vary any of the procedures and / or rules at any time. Any variation(s) will be notified to you by circular and by means of amended pages in this policy.

2. Driving licence

You and all other persons authorised to drive Company vehicles must hold a full current and valid driving licence for the vehicle type that you intend to drive. This must be made available for examination before you commence driving, or when required by the Company.

As a driver on company business, your licence will be checked on a regular basis. Drivers will regularly be required to grant permission/access to their details held by DVLA so that checks can be carried out.

You must report to your Line Manager any event (e.g. endorsements) which could affect or invalidate your driving licence. All endorsements should be reported to your Line Manager immediately the conviction is confirmed.

It is your responsibility to renew the licence and it should be carried at all times.

3. Own Vehicles used on Company Business

SWGR recognises that some employees have opted out from having a company vehicle. In these situations it must be understood that although the vehicle is provided by the employee, who is reimbursed by way of mileage allowance for using their vehicle, the vehicle provided must be of a roadworthy condition, compliant within current Department for Transport standards. Furthermore the vehicle must be reliable and kept in sound mechanical condition complete with current and valid comprehensive motor insurance, including cover for use on employer's business.

Verification of these driving licences will also be carried out electronically via the DVLA system. The company expects that all individuals who operate under this style of arrangement conform to the content of the SWGR "Driver Policy" which will be used as the basis of managing their driving standard in conjunction with company disciplinary procedures.

4. Permission to drive

It should be noted that the only people that are permitted to drive company vehicles are those individuals to whom these vehicles have been allocated. Allocation of vehicles will be permitted only by a Director, Line Managers or the Fleet Manager. No other persons are authorised to give permission to drive company vehicles.

To achieve this condition, all drivers of commercial type vehicles such as vans and/or crew-buses will require to be verified and to be recorded as an authorised driver on the company's database. Before handing over a vehicle you must contact SWGR and ensure that the recipient has been authorised.

Once issued with a vehicle you will be fully responsible for that vehicle, and for conforming with, and carrying out all aspects of the instructions explained in this policy. You are also responsible for ensuring that no unauthorised person drives the vehicle whilst it is in your care. Learner drivers are not permitted to drive Company vehicles under any circumstances.

If an unauthorised person drives your vehicle, neither the vehicle nor the driver, is covered by the Company Motor Insurance. You should note that both you as the driver and any person driving an uninsured vehicle is liable to police prosecution, as well as for any damage caused in the event of an accident.

5. Statutory regulations

As a qualified driver you will be thoroughly conversant with the Highway Code and the rules of the road with which you must comply with at all times. Drivers should also remember the Company's Zero tolerance on Drugs and Alcohol in the workplace as set out in the Company handbook. Drivers must also be aware that smoking in a company vehicle is illegal as it is deemed a work place.

Seatbelts must be worn by occupants at all times within company vehicles.

Working Hours – Generally staff involved in safety critical work should not work in excess of 14 hours per shift (including driving to and from site) anything above this will be risk assessed in line with company policy and procedures.

6. Certificate of Motor Insurance and Individual Excess

The Fleet Department at 0141 557 6133 holds the Certificate of Motor Insurance for company vehicles and copies are available if required in instances where this needs to be shown to the police. When the insurance company impose an extra claim excess and / or additional premium on an individual driver because of their record, (usually for reasons of a drink-driving conviction and licence loss), that extra excess amount will be charged by the Company to the driver concerned.

7. Passengers

Unless authorised, passengers are not allowed in company vehicles.

8. Restrictions

The vehicle must only be used for normal road travel and must not be used for, racing, pace making, trials, hill climbing, sprinting or in any competition.

Drivers should note that learner drivers are not allowed to drive company vehicles consequently we do not allow driving tuition in Company cars.

The vehicle must not be over laden, used for private business or for a purpose for which it was not designed.

9. Business use

Only drivers authorised by the Company are allowed to use company vehicles and for business purposes only and staff must ensure that the vehicle is available at all times for that purpose.

10. Vehicle Log Book

All drivers are required to complete and maintain a Vehicle Log Book... In addition all drivers are required to complete a Vehicle Acceptance and Damage Record weekly and on handing over the vehicle to another driver or returning it to SWGR. Failure to comply with this process will invoke company disciplinary procedures.

11. Vehicle Management

It is the responsibility of the driver to ensure that the vehicle allocated is kept in good working order at all times and should be kept in the same condition in which the driver received it. Vehicles will be liable to spot checks periodically by your Line Manager and/or the Fleet Department to ascertain its condition.

Wherever practical to do so, GPS trackers will be fitted to company vehicles and helps the company to discharge our statutory health and safety obligations, permits visibility of the fleet and enables us to manage our fleet in a cost effective and efficient manner.

The use of telematics is utilised for the purposes of improving safety, security and efficiency.

12. Vehicle checks

For your own safety and to ensure that the best reliability is obtained from your Company vehicle, get into the habit of making the following checks detailed below.

- Check tyre pressures and tread wear including the spare wheel
- Check all lights are working as it is a traffic offence to drive with defective lights.
- Clean the windscreen, all windows, mirrors, headlamps and all other light lenses.
- Top up the windscreen washer reservoir at least once a week.
- Check the action of the windscreen wipers and the condition of the wiper blades.

13. General Service and Maintenance

Preventative maintenance through inspection and regular servicing can reduce the defect rate and help improve reliability. It is therefore important that your Company vehicle is properly maintained. Vehicles will be serviced in accordance within the vehicle manufacturer's prescribed service intervals. The details of this will normally be shown on stickers attached to the vehicle windscreen. It is the responsibility of the driver to contact the hire company or Fleet department once the vehicle is nearing service due mileage.

Strict adherence to servicing intervals and the repair of vehicles must be undertaken by all drivers of company vehicles to ensure that they are kept in the most efficient and safest of conditions to perform the tasks for which they were supplied.

14. Repairs - Non accident

Providing the vehicle has been maintained and serviced at the required intervals, the Company will arrange all repairs, and where accounts have been opened, the invoices will be dealt with directly between the servicing agent and the Company. If the vehicle is hired, the Hire Company will arrange such repairs.

Should payment be requested from you by the servicing agent, you should obtain a refund from the Company/Hire Company by sending the invoice(s) to the Company/respective Hire Company.

Where repairs arise due to your neglect in complying with the respective vehicle service intervals and/or ignoring the need to have the vehicle repaired, you will be responsible for either the total cost of repair if paid by the Company or the insurance excess if the cost of repair, less the excess is met by the Company's insurer.

15. Windscreens

The Company has arrangements for the replacement of windscreens. In the event of damage to a windscreen please contact the Fleet Department.

16. Tyres

The Company has arrangements for the repair and/or replacement of tyres. In the event of damage to or the need for replacement of a tyre(s) please contact the Fleet Department

17. Company Fuel

Where issued, SWGR fuel cards must be used to purchase fuel for company vehicles. Where prior authorisation is in place, drivers can be reimbursed at pre-agreed rates for fuel used on company business. Lost fuel cards must be notified to the Fleet Department immediately.

Heads of Departments receive, on a monthly basis, full details of all fuel purchased by members of their Department. This information is analysed for verification of fuel used in the course of the employees work. Any abuse of the system whereby private fuel for unauthorised users is bought using the Company's Charge card will be considered a disciplinary offence.

You are reminded that you are responsible for checking the fuel type required for your vehicle, and you should take care to ensure that the appropriate type is used when filling with fuel.

Should the wrong fuel be used, you will be responsible for any costs associated with the emptying of the fuel tank and system, replacement of filters, and any further mechanical costs that might arise out of such an incident. The fuel card is the sole responsibility of the person named on the fuel card. Loss or damage of the card must be reported immediately and may incur a replacement fee.

18. Mobile Phones

The use of mobile phones whilst driving is a traffic offence and must not be used at any time whilst driving a company vehicle.

The use of hands free communications devices while driving is prohibited in vehicles when the driver is engaged in work on, or associated with, Network Rail's infrastructure, including travel to and from said engagement.

19. Vehicle Security

It is the responsibility of the driver to ensure that the vehicle when not in use is securely locked and it is also very important that the vehicle keys are kept secured and available.

If vehicle keys are lost, significant costs will be incurred, and for which the driver would be liable. If you lose the vehicle keys you must inform your line manager immediately.

Keys should not be left inside an unattended vehicle, nor should they be left in the ignition whilst the vehicle is stationary, or with the vehicle engine running.

In circumstances arising from these types of situations the vehicles are regarded as uninsured, and the driver will be subject to disciplinary procedures.

You should take all sensible precautions regarding parking, and garage the vehicle if possible; do not leave property in the vehicle, always lock it when there is no one in the vehicle. The company will not be liable for loss of goods.

20. Return/Handover of Vehicles

When returning your vehicle you must ensure that it is clean inside and out, serviced up to date and has no significant damage. A fully completed service voucher book and manufacturer's handbook must be left with the vehicle. You may be held fully or partially responsible for any costs incurred in restoring vehicles that have been neglected whilst in your care or which have suffered any undue wear and tear. You must also complete a final company vehicle log to be presented to line manager to review and sign off.

If the vehicle is damaged on the date you return it to the Company, the Company has the right to recover from you the difference between the value of the vehicle in its damaged state and the value if it was undamaged.

All wheel trims must be present and all original equipment refitted when the vehicle is returned; badges, tow-bars (unless originally supplied with the vehicle) and additional aerials must be removed and any resulting damage properly repaired. The cost of rectifying unnecessarily inflicted damage will be charged to you.

21. Driver Fatigue

Driver fatigue is a serious problem resulting in many thousands of road accidents each year. It is not possible to calculate the exact number of sleep related accidents but research shows that driver fatigue may be a contributory factor in up to 20% of road accidents, and up to one quarter of fatal and serious accidents.

Sleepiness reduces reaction time (a critical element of safe driving). It also reduces vigilance, alertness and concentration so that the ability to perform attention-based activities (such as driving) is impaired. The speed at which information is processed is also reduced by sleepiness. The quality of decision-making may also be affected.

It is clear that drivers are aware when they are feeling sleepy, and so make a conscious decision about whether to continue driving or to stop for a rest. How to Avoid Falling Asleep at the Wheel
The most effective ways to counter sleepiness are to drink, for example, two cups of caffeinated coffee and to take a short nap (up to 15 minutes).

The safest option is for drivers to avoid driving when sleepy, when they would normally be sleeping or when they are ill or taking medication which contra-indicates driving or using machinery. It is crucial that drivers plan journeys, especially long ones involving driving on motorways or other monotonous roads.

Drivers should try to ensure they are well rested, and feeling fit and healthy (and not taking medication which contra-indicates using machinery), before starting long journeys.

- Plan the journey to include regular rest breaks (at least 15 minutes at least every two hours) and try to avoid driving in the small hours between 2am and 6am
- If necessary, plan an overnight stop (do not refuse an overnight stay to get home early)
- Avoid setting out on a long drive after having worked a full day
- Avoid driving into the period when they would normally be falling asleep
- Avoid driving in the small hours (between 2am and 6am)
- If feeling sleepy during a journey, stop somewhere safe, take drinks containing caffeine and take a short nap.

22. Accidents

To comply with the requirements of the Motor Insurance Policy it is essential that the accident report procedure described in this policy is strictly observed in any of the following events:

- a) Any accidental or malicious damage to the vehicle.
- b) Any actual or attempted theft of or from the vehicle.
- c) Fire.
- d) Accidents of any kind.

Action must be taken to protect you, the Company and our insurers following an accident. If you are involved in a road accident, you must arrange to contact the On Call Control Manager on (07887796956) as soon as possible and complete and return an accident form promptly.

If the vehicle is damaged in an accident, you should arrange to have it removed to a selected repairer, but you must not give authority for repairs without the permission of the Fleet Manager.

The Company may withdraw any entitlement to a vehicle if the Company, in its discretion, considers that you have a bad 'own fault' accident record.

If, because of late or inaccurate information given by you following an accident, the Company incurs additional costs, you may be subject to formal action.

In claims situations where the Company has to make a claim under the motor insurance policy, you (depending upon the circumstances) will be responsible for re-imbursement of the policy excess.

This condition will automatically apply whilst using a vehicle provided by the Company.

In other instances, depending on the circumstances, if the Company decides to underwrite the cost of repairs/damage, you may be held responsible for the re-imbursement of the Company's costs.

This will normally apply in situations where there is no third party liability.

Should any driver be involved in an incident during their employment, the company reserves the right to pass on the costs to the employee. We would point out that each case will be considered on its individual merit and be dependent upon the party deemed liable/at fault for the accident.

I've broken down – what should I do?

- Stay calm and think of other road users.
- Attempt to pull over so you're off the road.
- Turn on your hazard lights.

Leave the van by the left-hand (nearside) door and ensure you're wearing light-coloured clothes or a hi-visibility vest (especially at night or when visibility is low).

If visibility is poor or you're stood waiting for help at night, keep your sidelights switched on and make sure you're not blocking others from seeing your vehicle lights.

Finally, call the Northgate helpline on the keyring, or call RAC directly on 0800 73 111 73.

23. Accident reporting procedure

Accidents involving injury to persons must be reported to the local police. All damage resulting from accidents, theft, fire, vandalism etc.; however minor, involving a Company vehicle or replacement vehicle must be reported to the Fleet Department or if outside office hours the On Call Control Manager immediately after the event.

The following action must be taken at the scene of the accident and subsequently:

- Take steps to ensure your own safety, and that of any passengers you may be carrying, from other passing vehicles on the road.
- Obtain names, addresses and, if possible, motor insurance details from each third party driver involved in the accident. Make a note of the make, description, e.g. van, car and registration details of every vehicle involved. If any vehicle is, or appears to be, owned by a company or business, obtain the name and address of the owner.
- Give your name and address and the Company's name and Head Office address to all third parties, stating that the necessary insurance details will be provided by the Fleet Department.
- Do not admit liability at any stage. Make no comment or statement on the accident except to a police officer.
- Notify the police if a personal injury has been sustained by anyone in the accident; or if the third party did not stop or drove off before giving you their personal details; and in cases of theft. Comply with any instructions given by the police.
- Obtain the names and addresses of as many independent witnesses as possible.
- Pace out (measure) the position of vehicles on the road and take pictures or sketch of the scene if possible.
- Do not remove your vehicle under its own power if this could cause further damage. Contact the Company (or the Hire Company if the vehicle is hired), who will make arrangements for the removal of the vehicle.
- Complete in full the accident report form as soon as possible. Forms can be obtained from the Fleet Department. Detail should include the location, third party details, and details of witnesses, police action and the circumstances.
- Return the accident report form to the Fleet Department not later than 24 hours after the accident.

No person other than the Fleet Manager is authorised to give you any instructions concerning motor insurance claims or related expenditure.

24. Accidents – miscellaneous

Following an accident, the Company wishes to return vehicles to you with all repairs completed as quickly as possible. Any delay in reporting an accident involving your vehicle can delay repairs. Minor repairs that affect roadworthiness e.g. broken headlamp, bulb, may be carried out immediately but must still be reported.

If a third party who was involved in the accident admits liability and is willing to sign a statement to that effect, it will obviously assist our insurers to make an appropriate claim, but such a statement must be given by that third party entirely voluntarily. Do not offer a similar statement yourself to any third party.

Accidents involving lampposts, telegraph poles, bollards, manhole covers, road signs or other public property must also be reported. They must also be reported to the police either at the scene of the accident or the nearest police station.

Accidents involving private fences, walls, gate posts etc., must also be reported. Whenever possible the owner or occupier of the property should be notified. If they are not available, notify the accident to the police. This action applies to accidents involving any unattended third party vehicles. Remember that if you fail to stop after an accident or fail to report to the other party or to the police you may be prosecuted.

Accidents involving animals must also be reported to the police.

25. Motoring/parking offences

Any traffic offence, endorsements, imposition of penalty points etc. must be reported to the Operational and/or the Fleet Manager who will review the insurance implications. Failure to notify as above may well invalidate your insurance. You are personally responsible for any fines resulting from the above. If you are convicted of a driving offence and consequently lose your driving licence and/or reach 6 penalty points on your licence it may mean your suspension from driving duties and subsequent loss of work, and/or redeployment to another role at the Company's discretion.

You are required to pay the cost of any fixed penalty, such as for a parking/speeding/road traffic offence within the prescribed time; if you fail to do so and the Company is held accountable, then the Company will be entitled to charge the cost to you and recuperate from any monies owed to you. If your vehicle has been hired, the Company may also charge to you any sums which require to be paid to the vehicle hire company.

You are reminded that administration charges can be avoided by prompt payment of fixed penalties, as required by law. You should take note that the Company is required to release information such as your name, address and contact details to the police or courts in connection with any road traffic offence which is committed in any vehicle that is owned or hired by the Company. The Company may also require to provide similar information in respect of other persons who may commit an offence whilst in, around, or involving a Company vehicle.

26. Recovery of charges

Wherever in this Handbook reference is made to recovery of charges from you, the following procedure will apply. The total amount to be paid by you will be calculated by the Company and intimated to you in writing. In calculating any sum due, you agree that interest will run at the rate of 8% per year from the date of the event giving rise to the charge, regardless of the date of the Company's calculation.

Once the Company has calculated how much is to be paid, the Company may at its discretion agree to accept payment of that sum by instalments. If the Company does not allow this, then the full calculated amount would be immediately due and payable.

If the Company does agree to accept payment by instalments, then for so long as you continue to carry out shift work for the Company, the sum of £10.00 will be deducted from each shift payment until the debt (including any interest and expenses) is cleared in full. You may also make other payments to reduce the remaining balance.

If you stop doing shift work (regardless of the cause) then the whole remaining balance would be due and payable, regardless of whether the Company had previously agreed to accept payment by instalments.

If you dispute the Company's calculation, the Company is still entitled to insist on payment (whether by instalments or otherwise), but you would have the right to ask the Company to re-calculate the sum. The Company may refuse to re-calculate the sum, in which case the full sum remains due.

If the Company does re-calculate the sum, and the new figure is less than the sum you have already paid by that date, then the Company would reimburse the overpayment. If the Company re-calculates the sum but does not reduce it to a figure below what you have already paid, then you would be liable to continue to make payment of the re-calculated sum as set out above.

If, while you are paying an earlier charge by instalments, a further charge becomes payable in terms of this Handbook, the Company will have the absolute right to withdraw its agreement to accept existing instalment payments.

The Company may either insist on immediate payment of the whole balance of the previous charge plus the further charge, or may treat the further charge independently of the previous charge (for example, by allowing you to pay one of the charges by instalments but requiring payment of the other charge in full), or may vary the existing instalment payments upwards, or may extend the payment period to account for the further charge.

27. Driving in Poor Weather Conditions

Poor weather occurs throughout the year and can cause all sorts of driving hazards, especially reduced visibility and slippery road surfaces. Heavy rain, snow, fog, frost, ice, and standing water have a habit of catching us out when we least expect it.

Snow can fall thick and fast out of nowhere, whereas ice on roads can be invisible to the naked eye (even more so if it rains on top of frost). If you have to drive, you should:

- Use the defroster and windshield wipers for better visibility.
- Drive more slowly in line with the prevailing weather conditions.
- Check your speed and turn slowly, even if roads have been gritted.
- Give more warning than usual to other drivers when carrying out any manoeuvre.
- Keep plenty of distance between cars.
- Try to let the vehicle slow down without using the brakes.
- If you have to use the brakes pump your brakes slowly lessen chance of skidding.
- Approach corners at a steady speed, in as low a gear as possible. Don't touch the clutch unless absolutely necessary, steer smoothly and avoid braking on bends.

Heavy rain can bring its own dangers, especially in autumn when the trees shed their leaves and the road drains become blocked. Aquaplaning is caused by driving too fast for the prevailing weather conditions into surface water. The tread on the tyres cannot channel away enough water and the tyres lose contact with the surface of the road and your car will float on a wedge of water and you have lost directional control of the vehicle.

Remember that the part of the road you are currently driving on may well be clear of standing water but lurking round the next corner or in the shadow of the street lighting, there may well be puddle upon which you may aquaplane.

Some of us have experienced aquaplaning while driving and it is pretty scary, so if the worst does happen! The following advice may help;

- DON'T PANIC.
- Keep your driving movements calm and smooth.
- Allow the vehicle to slow down naturally.
- Resist the urge to slam on the brakes.
- Keep the vehicle in a straight line and ease off the accelerator.
- All in all it is better to avoid aquaplaning by slowing right down in wet conditions

Fog can form thick and fast out of nowhere and at any time of the day and you must immediately reduce your speed and keep it down and switch on your demister, windscreen wipers and dipped headlights and if visibility is severely reduced your fog lamps.

Do not 'hang on' to the rear lights of the car in front as you will be too close to be able to brake safely.

As visibility improves remember to switch off your rear fog lamps to avoid dazzling following vehicles.

However do not increase vehicle speeds too quickly as you need to be fully aware of the hazard that is patchy fog as you could find yourself 'driving blind' again only moments later. If you break down, put on your hazard warning lights, inform the police and get off the road as soon as possible.

Being trapped in your vehicle due to adverse weather conditions is one of the worst scenarios a driver will ever encounter. If you become trapped in deep snow or caught in a blizzard while driving, then the following precautions should help you stay safe until conditions improve or emergency help arrives;

- If caught in deep snow do not gun your engine, as this will cause the wheels to dig deeper into the snow. Instead, put the car into as high a gear as possible and slowly manoeuvre the vehicle backwards and forwards to gently creep out of the snow.
- If you are stuck fast, stay in the car, unless help is visible within 100yds.
- Keep warm by running the engine and heater every ten minutes.
- Beware of carbon monoxide poisoning. Keep the exhaust pipe clear of snow and open a downwind window for ventilation.
- Keep moving to maintain body circulation, but avoid over-exertion in cold weather.
- During winter always carry warm/dry spare clothes and keep a torch in the vehicle.
- If bad weather is forecast and your journey is necessary carry a hot drink in a thermos with something to eat.

Inclement weather can be hard on vehicles and drivers alike. Always make sure your vehicle is serviced and your tyres are checked, and prepare yourself in light of the current or intended weather forecast.

28. Principles of Good Driving

- CONCENTRATION
- OBSERVATION
- ANTICIPATION

29. Declaration

I confirm that I have read and understand this document and will abide by the rules contained within:

Name: _____

Signature: _____

Department: _____

Date: _____

APPENDIX - A**Fuel Cards**

The Company policy on the use of fuel cards is explained in Section 17 of the Company Drivers Handbook a copy of which you have been given and the main points are:

The fuel card provided for drivers is for use on Company business and should not be abused.

The vehicle registration number and mileage figure must be stated when paying for fuel and should appear on the receipt.

Employees who do not comply with the above clauses will receive a letter on each occasion to remind them and after the second letter their vehicle may be taken off them unless management receives a satisfactory reason for their error. It could also result in disciplinary action being taken against you.

The fuel card must be returned to the Fleet Manager should the driver leave the company.

I accept and agree to adhere to the above policy.

Name: _____

Signature: _____

Department: _____

Date: _____