

Driving and Logistics Handbook

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Disciplinary Procedure

Grievance Procedure

ETI Base Code

Driving Class 1 or Driving Class 2. Van, Bus or Warehouse Work.

Whatever your role, you're now part of the Surecall team. We value our drivers and try our best to offer you the best possible service and job opportunities.

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.

It also provides useful agency information we feel that you will find useful regarding how we work and answers some frequently asked questions.

Read it carefully and ask your Surecall account 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 Surecall consultant on registration and anytime you update your documents in any way. We must hold up to date copies of all your license.

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 the Client, you may not be allowed to complete the shift and may be asked to leave site.. None of us want this to happen, so make sure you always keep your licence(s)/certificate(s) with you .

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

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

DD, DR, CD. Many of our customers do not accept the following endorsement but please do inform us if you have them as we have a restricted list of clients that will accept the following: IN, TT99 or any category Disq

If your licence(s) are endorsed or cancelled while you're working for us, you must notify your Surecall consultant 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 8 passengers (some restrictions may apply)
- C** Goods vehicles exceeding 3.5 tonnes Rigid (Class 2)
- CE** Goods vehicles exceeding 3.5 tonnes articulated (Class 1)
- C1** Goods vehicles exceeding 3.5 tonnes but not exceeding 7.5 tonnes GVW
- D** Passenger carrying vehicles with more than 8 passenger seats
- D1** Passenger carrying vehicle with more than 8 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 Surecall consultant 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 Surecall consultant 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.

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.

It is also important that your Surecall consultant is informed if there is a material change in the state of your health, as this may affect your ability to drive on a Surecall 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 Surecall consultant immediately. If this is the case, then we'll do our very best to find you alternative work.

1.04 Travelling distance

As a professional driver there is no excuse for leaving insufficient following distance. At motorway speeds there should be at least 240ft between your vehicle and the vehicle in front. 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'.

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 Surecall consultant 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 Digital Tacho 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.

2.01 Basic goods vehicle drivers' hours 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 Surecall consultant who will offer further guidance.

2.02 Recording driving and other work

It is a legal responsibility of the Mobile Worker to provide a total account of Working Time and POA and for Surecall to record and retain a written account of total Working Time from the start of the current reference period Surecall 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 safe-guard 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 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 Digital Tacho 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 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.
- You must keep analogue tacho charts for 28 days. After this time these must be returned to Surecall.

2.05 Digital tachographs

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

Having obtained a Driver Digital Tacho Card, whilst driving a vehicle fitted with an analogue or a digital tachograph, drivers must always carry the following items with them :

- The Driver Digital Tacho 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 Digital Tacho Card gets damaged, lost, stolen or malfunctions, you must apply for a replacement within 7 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. If this does happen you must inform Surecall so that we can inform the client, you cannot do this without inform the client.

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

If you have forgotten to take your Driver Digital Tacho Card with you on assignment, you cannot legally drive a vehicle fitted with digital tachograph.

MANUAL ENTRIES

Your Driver Digital Tacho 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 Digital Tacho 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 Digital Tacho 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 Digital Tacho 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 Digital Tacho 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.

2.06 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.

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.

2.07 Retention of tachograph charts

You must be able to produce to enforcement officials, all tachograph charts and/or Driver Digital Tacho Card records for the current day and the previous 28 calendar days. If you hold a Driver Digital Tacho 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 by an enforcement official, 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 analogue 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 analogue 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).

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 don't 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 where 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, Surecall 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

4.04 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 31 March 2010, a Workforce (Collective) Agreement was signed between Surecall and Unite the Union to this effect. This Agreement is in force until 31 March 2015.

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 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.

3.06 Rules: Road Transport (Working Time) Regulations

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 Surecall consultant 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 Surecall has disapplied the night work limit

If you have any questions about your responsibilities under these Regulations, please contact your Surecall 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).

Driver CPC training

Drivers of LGV and PCV vehicles must have a CPC Card and are responsible for their own training. **Surecall do employ a qualified CPC Trainer and can offer discounted rates for CPC training courses.**

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 and every 5 years thereafter.

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 Digital Tacho Card for digital tachographs which is free of charge from the Driving Standards Agency (DSA). 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.

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'.

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.

It is advised that drivers 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.

Carrying the Driver CPC Driver Qualification Card (DQC)

The Driver CPC (DQC) must always be carried. This will be enforced by the Police, Vehicle and Operator Services Agency (VOSA) 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.

05 Health and Safety

Health and Safety is very important to us. It's a key part of our Management System, which has distinguished us for over 10 years and we're proud to embrace all our obligations under the Health and Safety at Work Act 1974. We make sure that all our staff are thoroughly briefed on all Health and Safety issues before sending them on any assignment. You can be sure that we've visited all our Clients and found out about the kind of environment you'll be working in.

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 –

You must always complete a vehicle defect sheet before every shift and before leaving the site. If the vehicle has faults that you do not clearing report in writing, you may be held responsible for these faults or vehicle damages.

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.

Diesel

Make sure you have enough diesel 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.

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 Surecall consultant, without delay. Upon return to the Client's premises, complete both the Client's and Surecall's Accident/Incident Report Form
- Forward copies of the Surecall's Accident/Incident Report Form to your Surecall consultant.

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 Surecall consultant 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 Surecall consultant 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 3 penalty points (CU80) and a £60 fine.

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 Smoking

You are only permitted to smoke in designated areas on site and this includes E-Cigarettes . you are not permitted by law to smoke whilst in the vehicle , so please refrain from smoking in the vehicle as this may result in disciplinary action.

5.21 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.

5.22 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.

5.23 Tail lifts

Many of our Clients have tail lifts fitted to their vehicles. These are incredibly useful for 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 good onto 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.

5.24 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 Cash Handling

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

However, if you are asked by a Client to collect cash or cheques, and your Surecall consultant 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.

07 Timesheet Process

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

It's your responsibility to complete one for each week you work (Sun – Sat), and to make sure that the relevant Client signs off each day's work. Then, at the end of the week, you just add up all the hours for each day to arrive at your weekly total, and sign the declaration at the bottom of the Work Record.

If you're unable to sign the declaration, you'll need to submit a Non-Mobile/Mobile Worker Report Form with your Work Record explaining why and any accompanying Accident/Incident Report Forms.

It is your responsibility to ensure your Surecall Payroll Department is in receipt of your Work Record by 09:00 each Monday.

- 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 Surecall consultant as soon as possible and we'll do our best to assist you
- Please send your signed timesheets to payroll@surecallrecruitment.com
- When you require another Work Record contact us and one will be sent through to you.

Pay Queries

If you have a pay query or an error has been made with your pay please contact our payroll department via email (payroll@surecallrecruitment.com) or call anytime on Thursday or Friday.

Driver APP

Driver App will also be launched soon where you can review your working week, upload your timesheet, query pay, receive pay slips and much more !!

08 Useful Information

24/7 Operation

Surecall operate 24 hours per day 7 days per week. If you need to contact us at any time please call us on 020 844 13323.

Punctuality & Attendance

If you are running late to work, please call us on the 24 hour number so that we can inform the customer.

If you are unable to work a shift that you have agreed to you must call us to inform us at least 8 hours before your shift. Surecall run a strict policy with attendance, if you do not turn up for work and do inform us this will be categorized as a "no show" and you may face disciplinary action which may result in a suspension or agency ban.

Fuel Cards

If a client issues you a fuel card you must return it at the end of your shift. If you use this card to purchase fuel for your own vehicle you may face criminal investigation.

Driver Training

We are able to provide CPC training courses at a discounted rate and we can also offer C1 or C2 refresh training. If you require this type of training please contact your account manager.

Payroll

You can email our payroll department on payroll@surecallrecruitment.com or call them any time on Thursday or Friday. Ensure you send in your timesheet by 9am each Monday.

PPE & Uniform

Surecall provide all our active drivers with Hi-vis vest and work wear free of charge. However this must be returned to us if you decide to leave the agency. If trousers and T-Shirts are not returned you may be charged up to £30.

DRIVER BEST PRACTICE

WHAT IS EXPECTED FROM ALL PROFESSIONAL DRIVERS

The following points are what is expected of the driver above and beyond safe and careful driving whilst on the road.:

- All accidents must be reported at all times no matter how minor. Clients get more annoyed about not being made aware of damage to their vehicles than the accident actually occurring. Surecall also do have insurance to cover any damages.
- Always complete a Defect Form before every shift
- Return all Tachographs on a weekly basis – as you are aware you must hold 28 days of tachos with you at all times, all other tachos must be returned to Surecall. Please also send digital print outs when requested.
- Digital Downloads – after every shift you must take a print out of your digital tacho and download your card at the transport office, if you cannot find the download machine ask one of the managers on site or call Surecall.
- Polite & Professional at all times with both the managers and the customers you are delivering to. If any issues do arise or anyone is rude to you and you are unhappy please call the office and we will always be here to help you – please do not be rude or aggressive with any managers or customers as your actions have consequences to Surecall & other agency drivers.
- Dress Code – managers and customers expect you to be dressed reasonably well. Blue / Black trousers & polo shirts are usually ideal – please never wear shorts and only wear jeans if client gives you permission to do so. Hivis & safety boots to be worn at all times.
- Holidays & Time Off – Surecall will always endeavor to get you work for all your legal days therefore please make Surecall aware when you need to take holidays or time off so that we do not book you in for work at these times.
- Our number is a 24 hour 7 days per week number, so you can always contact someone when you need to. If you cannot make a shift or running late please do not hesitate to inform us so we can notify the client.
- No smoking whilst in the cab or on-site
- Always carry your driving license, digital tacho & CPC Card with you at all times.
- Maps & Sat Nav – please ensure you always have both maps and Sat Nav every time you go to work

Surecall Recruitment Services Ltd Disciplinary Procedure

1. Purpose and scope

This procedure is designed to help and encourage all Agency Workers to achieve and maintain standards of conduct, attendance and job performance.

2. Principles

Informal action will be considered, where appropriate, to resolve problems.

No disciplinary action will be taken against an Agency Worker until the case has been fully investigated.

For formal action the Agency Worker will be advised of the nature of the complaint against him or her and will be given the opportunity to state his or her case before any decision is made at a disciplinary meeting.

Agency Workers will be provided, where appropriate, with written copies of evidence and relevant witness statements in advance of a disciplinary meeting.

At all stages of the procedure the Agency Worker will have the right to be accompanied by a trade union representative, or work colleague.

No Agency Worker will be dismissed for a first breach of discipline except in the case of gross misconduct, when the penalty will be dismissal without notice or payment in lieu of notice.

An Agency Worker will have the right to appeal against any disciplinary action.

The procedure may be implemented at any stage if the Agency Worker's alleged misconduct warrants this.

3. The Procedure

First stage of formal procedure

This will normally be either:

- an improvement note for unsatisfactory performance if performance does not meet acceptable standards. This will set out the performance problem, the improvement that is required, the timescale, any help that may be given and the right of appeal. The individual will be advised that it constitutes the first stage of the formal procedure. A record of the improvement note will be kept for ... months, but will then be considered spent – subject to achieving and sustaining satisfactory performance or

Discipline and grievances at work

- a first warning for misconduct if conduct does not meet acceptable standards. This will be in writing and set out the nature of the misconduct and the change in behaviour required and the right of appeal. The warning will also inform the Agency Worker that a final written warning may be considered if there is no sustained satisfactory improvement or change. A record of the warning will be kept, but it will be disregarded for disciplinary purposes after a specified period (eg, six months).

Final written warning.

If the offence is sufficiently serious, or if there is further misconduct or a failure to improve performance during the currency of a prior warning, a final written warning may be given to the Agency Worker. This will give details of the complaint, the improvement required and the timescale. It will also warn that failure to improve may lead to dismissal (or some other action short of dismissal) and will refer to the right of appeal. A copy of this written warning will be kept by the supervisor but will be disregarded for disciplinary purposes after ... months subject to achieving and sustaining satisfactory conduct or performance.

Dismissal or other sanction.

If there is still further misconduct or failure to improve performance the final step in the procedure may be dismissal or some other action short of dismissal such as demotion or disciplinary suspension or transfer (as allowed in the contract of employment). Dismissal decisions can only be taken by the appropriate senior manager, and the Agency Worker will be provided in writing with reasons for dismissal, the date on which the employment will terminate, and the right of appeal. If some sanction short of dismissal is imposed, the Agency Worker will receive details of the complaint, will be warned that dismissal could result if there is no satisfactory improvement and will be advised of the right of appeal. A copy of the written warning will be kept by the supervisor but will be disregarded for disciplinary purposes after ... months subject to achievement and sustenance of satisfactory conduct or performance.

Gross misconduct

The following list provides some examples of offences which are normally regarded as gross misconduct:

- theft or fraud
- physical violence or bullying
- deliberate and serious damage to property
- serious misuse of an organisation's property or name
- deliberately accessing internet sites containing pornographic, offensive or obscene material
- serious insubordination
- unlawful discrimination or harassment
- bringing the organisation into serious disrepute

Discipline and grievances at work

- serious incapability at work brought on by alcohol or illegal drugs
- causing loss, damage or injury through serious negligence
- a serious breach of health and safety rules
- a serious breach of confidence.

If you are accused of an act of gross misconduct, you may be suspended from work on full pay, normally for no more than five working days, while the alleged offence is investigated. If, on completion of the investigation and the full disciplinary procedure, the organisation is satisfied that gross misconduct has

occurred, the result will normally be summary dismissal without notice or payment in lieu of notice.

Appeals

An Agency Worker who wishes to appeal against a disciplinary decision must do so within five working days. The senior manager will hear all appeals and his/her decision is final. At the appeal any disciplinary penalty imposed will be reviewed.

Surecall Recruitment Services Ltd - GRIEVANCE PROCEDURE

The grievance procedure is intended as the tool by which an Agency Worker may formally have a grievance, heard by the management of the Company. The aggrieved Agency Worker has the right to representation by a Trade Union Representative, a professional organisation, a staff association or a colleague/friend.

In the event of an Agency Worker wishing to raise a grievance, it is preferable for the grievance to be satisfactorily resolved as close to the individual and their line manager as possible. It is understood however that this is not always possible and that a formal procedure is required to ensure the swift and fair resolution.

Time scales have been fixed to ensure that grievances are dealt with quickly, however these may be extended if it is agreed upon by both parties.

This procedure is not intended to deal with:

1. Dismissal or disciplinary matters which are dealt with in a separate procedure.
2. Disputes, which are of a collective nature and which are dealt with in a separate procedure.

Stage 1

An Agency Worker who has a grievance, should raise the matter with his manager immediately either verbally or in writing. If the matter itself concerns the Agency Workers immediate manager, then the grievance should be taken to their superior.

If the manager is unable to resolve the matter at that time then a formal written grievance form should be submitted (see appendix 1). The manager should then respond within 2 working days (i.e. the managers normal working days) to the grievance unless an extended period of time is agreed upon by both parties. The response will give a full written explanation of the managers decision and who to appeal to if still aggrieved.

Stage 2

In most instances the Company would expect the managers' decision to be final and for the matter to come to a close. However, in some circumstances the Agency Worker may remain aggrieved and can appeal against the decision of the manager concerned.

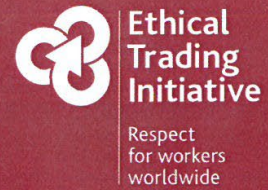
The appeal, to the manager next in line, must be made within ten working days of the original response to the Agency Workers grievance. The appeal must be in writing (see appendix 2) and contain the original formal Grievance form. This manager will attempt to resolve the grievance. A formal response and full explanation will be given in writing, as will the name of the person to whom they can appeal if still aggrieved, within 7 days.

Where the 'next in line' manager at this stage is the Director with responsibility for the Agency Workers function, then the grievance should immediately progress to stage 3.

Stage 3

If the Agency Worker remains aggrieved there will be a final level of appeal to the Director responsible for the Agency Workers function. This appeal must be made in writing (see appendix 3), enclosing a copy of the original Formal Grievance form, to the director within ten working days of receipt of the Stage 2 response. This Director will arrange and hear the appeal with another management representative and respond formally with a full explanation within 20 working days.

ETI Base Code



The ETI Base Code is an internationally recognised set of labour standards based on ILO conventions. It is used by ETI members and others to drive improvements in working conditions around the world.

www.ethicaltrade.org



Employment is freely chosen



Freedom of association and the right to collective bargaining are respected



Working conditions are safe and hygienic



Child labour shall not be used



Living wages are paid



Working hours are not excessive



No discrimination is practised



Regular employment is provided



No harsh or inhumane treatment is allowed