

IMPERIAL COACHES LTD



DRIVERS HANDBOOK

Drivers Handbook

Contents

1. Drivers Hours & Working Time Directive
2. Defect reporting procedure
3. Record Keeping
4. Policies
5. Disciplinary Procedure
6. Contact Details

Section 1 Drivers Hours & Working Time Directive

Drivers' hours rules Regulation (EC)561/2006	Working time rules Directive 2002/15/EC
<p>Driving</p> <ul style="list-style-type: none"> • 9 hour daily driving limit (can be increased to 10 hours twice a week) • Maximum 56 hour weekly driving limit • Maximum 90 hour fortnightly driving limit 	<p>Working time (including driving)</p> <ul style="list-style-type: none"> • Working time must not exceed average of 48 hours a week (no opt out)¹ • Maximum working time of 60 hours in one week (provided average not exceeded) • Maximum working time of 10 hours if night work performed²
<p>Breaks</p> <ul style="list-style-type: none"> • 45 minutes break after 4.5 hours driving • A break can be split into two periods, the first being at least 15 minutes and the second at least 30 minutes (which must be completed after 4.5 hours driving) 	<p>Breaks³</p> <ul style="list-style-type: none"> • Cannot work for more than 6 hours without a break. A break should be at least 15 minutes long • 30 minute break if working between 6 and 9 hours in total⁴ • 45 minute break if working more than 9 hours in total
<p>Rest</p> <ul style="list-style-type: none"> • 11 hour daily rest; which can be reduced to 9 hours no more than three times a week (or split into 3 hours + 9 hours as often as desired) • 45 hours weekly rest, which can be reduced to 24 hours, provided at least one full rest is taken in any fortnight. There should be no more than six consecutive 24 hour periods between weekly rests. 	<p>Rest</p> <ul style="list-style-type: none"> • Same rest requirements as EU drivers' hours rules

Section 2 Defect Reporting Procedure

It is the driver's responsibility to do a walk around check before driving each vehicle on any given day. Each driver is provided with a Defect Report Book and must carry this with them at all times. Spare books are located in the office if you run out or lose them.

Each page in the book is a duplicate. If there are no faults on the vehicle then you must write "NIL" in the appropriate section and posted before you start driving.

All defects must be written on the sheet and must be posted into the post box on the front of the office before you drive out the yard at the start of your duty. This is company policy as it shows to us you done your walk round before your shift.

If the defect is a defect that requires attention from a fitter or a member of the office then you must bring this to the attention of a manager.

In the case that you are working away from the yard then you must call the office to bring to the attention of the office of any defects that require immediate attention.

From time to time we will be carrying out random checks on drivers walk round checks.

Section 3 Record Keeping

- **Tachos.**

Drivers must use tacho's for all driving. This includes school contracts. (You may make manual tachos for school contracts). Drivers are required to keep the last 4 calendar weeks including the current working week of tachos on them. All other tachos must be handed into the office. Digital tachos by law must be downloaded every 28 days but here at Imperial Coaches we require drivers to download them every week to help us with analysis.
- **Time Sheets.**

Time sheets must be handed in by the end of the working day on a Monday along with all outstanding tacho's.
- **Defect Reports**

Must be handed in before taking a coach out for the first time on any given day.
- **Licences**

Licences will be checked every 6 months and you will be required to surrender your licence to the office.

Section 4 Policies

Customer Care Code of Conduct

For all employees working in partnership with our customers.

Our aim is to achieve and maintain high levels of customer satisfaction. Our customers are entitled to a reliable, high quality, efficient and caring service.

Imperial Coaches Ltd is continuously looking for ways of improving the service it provides to the customer. Training and development of front line staff is crucial to ensuring we can provide a first-class service.

Our team is our biggest asset, if we look after and treat our staff well then, they will look after our customers.

We guarantee that our service will be **responsive** (to our customer's needs) **polite, courteous** and **respectful**. Overall, we will offer **exceptional service**.

Imperial Coaches Ltd, Application forms include a notification informing applicants that DBS checks will be carried out.

Your conduct affects our image. When you succeed, we all succeed!

Drivers Handbook

When working for Imperial coaches, drivers must always follow this code:

Be punctual

Be aware of the individual needs of customers

Be polite, friendly, understanding and professional

Treat the customer with respect

Do not discriminate - treat all customers fairly, with respect and according to their individual needs.

Wear clean and appropriate Imperial Coaches Ltd clothing when supplied, including appropriate foot and headwear.

No smoking whilst working on contracts.

Do not use radios, MP3 players or personal audio equipment.

Only use a mobile phone within the law and in line with company guidelines.

Do not swear or use offensive language.

Avoid confrontation.

Ensure your vehicle is kept clean and tidy.

Report all vehicle defects and incidents to the operations manager.

We value your feedback to continually improve our service, if you would like to leave us any feedback (compliment or complaint) or to speak to the company director please contact us on any of the following ways:

Phone: 0208 574 0028

Fax: 0208 574 0061

Email: imperialcoaches1@hotmail.com

Diversity Awareness Statement

For all Employees working in Partnership with our Customers:

Imperial Coaches Ltd is fully committed to ensure that everyone involved in the activities of the company is sensitive to the diverse needs of our customers. This statement is a commitment by Imperial Coaches Ltd to ensure that nobody shall be discriminated against or in any way restricted from carrying out their normal daily movements or beliefs either as an employee or a customer of Imperial Coaches Ltd.

Imperial Coaches Ltd also recognises that its employees must be aware of the different needs of different people. These may include, but are not limited to the following:

- Religious Beliefs
- Race
- Culture
- Gender
- Sexual Orientation
- Age
- Disability
- Visual Impairment
- Hearing Impairment
- Limited English Proficiency
- Speech Impairment
- Medical Conditions
- Mental Health
- Learning Difficulties

Drivers Handbook

It is our duty to make sure our acts do not restrict or discriminate against any customer with diverse needs. We will always carry out DBS checks on staff that are required to work on school contracts before they come into contact with students.

A high level of specific awareness shall be maintained through our induction and training process, regular updates and team briefings will ensure employees are fully compliant with our customers' needs.

Managing Communication

Imperial Coaches Ltd believes that positive communication is vital to the success of their business whether it be written or verbal. They always strive to ensure effective communication is maintained with both internal and external customers.

Systems currently in place to managing communication:

Imperial coaches Ltd provide office cover from 06.00 - 17.00 Monday to Friday, all phone calls are answered in a timely way by professional personnel.

Drivers are met by the operations manager or his deputy as they sign on each morning to ensure they:

- Take the correct vehicle
- Operate the correct route
- Complete daily safety inspections

Drivers Handbook

- Leave the depot on time
- Have a point of contact to provide assistance if incidents arise on the route.

The operations manager will only leave the office to drive a vehicle as a last resort. All phones are then diverted to his mobile. If he is required to drive, then he will contact a member of the office staff to arrange for them to start earlier. This will ensure office cover is maintained as swiftly as possible.

All drivers have a hand free mobile phone kit they have 3 numbers programmed into the phone

- 1) the operations manager's number.
- 2) depot/office number
- and 3) Directors number.

Drivers are only allowed to use their phones to answer hands free calls from these numbers and if safe to do so, as these calls will be urgent operational related calls, drivers are instructed to find a safe place to stop and deal with the call.

Drivers, Establishments and Clients are provided with current office phone numbers. They are also provided with the operations manager and the Directors Mobile numbers to ensure there is 24/7 communication available.

Complaints and Information

All issues of complaints will be reported to the operations manager, who will manage the situation and inform the client and establishment as necessary then managed and responded to in a timely way.

All imperial Coach Ltd vehicles are fitted with up to date tracking technology so the operations team are able to determine the location of a vehicle at any given time via live satellite technology.

All vehicle activity information is stored on a hard drive so complaints of late /early operation can be fully investigated with accurate factual evidence.

All vehicles are fitted with up-to date CCTV technology to ensure safety and comfort for all users.

Tools for Communication

Drivers

- Hands free mobile phones
- Customer care training
- Safeguarding awareness
- Aware of reporting processes

Drivers Handbook

Office

- Qualified operational staff cover from:
06.00 -17.00
- Professional Support staff:
09.00 – 18.00
- Office Phones - 24/7
- Mobile phones - 24/7
- Email
- Website
- Driver notice board advising of changes / advice
- Vehicle tracking monitoring equipment
- CCTV viewing equipment
- BCC website (late operation)
- Contact details for both Clint and establishment

Vehicles

- CCTV
- Vehicle tracking equipment.

Safeguarding Children, Young People and Vulnerable Adults Policy.

Statement

Imperial Coaches Ltd regards the safeguarding of children, young people and vulnerable adults and good working practice as a priority. This policy sets out our commitment and working practices when dealing with children, young people and vulnerable adults.

Imperial Coaches Ltd is committed to ensuring that our drivers and staff working with Children, young People and Vulnerable Adults:

- will undergo a check at enhanced level with the DBS.
- will have two references taken up at application.
- In circumstances where a DBS check outcome is pending, staff, drivers and volunteers will only work with children, young people and vulnerable adults in the presence of another driver or staff member who has a satisfactory enhanced DBS check in place.

We will ensure that our staff-

- Are adequately trained and supervised.
- Understand and follow the safeguarding children, young people and vulnerable adult's policy.

Contact details

All safeguarding concerns must be reported to:

- **Daniel Cooper** Operations Manager
(Safeguarding lead for Imperial Coaches Ltd)
- **Inderpal Johal** Director
- **(MASH)** The Buckinghamshire **Multi-Agency Safeguarding Hub** For concerns regarding **children**, contact the **First Response Team** on **0845 460 0001** For concerns regarding **adults**, contact **Careline** on **0800 137 915** or email **safeguardingadults@buckscc.gov.uk**
- **Report a safeguarding concern:**
You should contact the social care department at the appropriate local authority if you are concerned about a child or a vulnerable adult. If you can't get through to your council, you can call us on 03000 616161. You can also email us at enquiries@cqc.org.uk.

Our organisation:

Imperial Coaches Ltd recognises that safeguarding children young people and vulnerable adults is everyone's responsibility. We recognise the unique and individual worth of a person regardless of age and is committed to protection and safeguarding children young people and vulnerable adults. We exercise care in the appointment of all those working with children young people and vulnerable adults.

Drivers Handbook

We are committed to following statutory and specialist guidelines when working with children, young people and vulnerable adults. As part of Imperial Coaches Ltd commitment to the safeguarding children, young people and vulnerable adult's policy the management has the overall responsibility to ensuring the policy is in place and is being acted upon. The responsibility for the daily managing and monitoring of the policy is the responsibility of the Director **Inderpal Johal** who delegates to the operations manager **Daniel Cooper** the application of the policy to the day to day working of the organisation.

The policy will be reviewed annually and updated where necessary. Should Imperial Coaches Ltd have any concerns regarding the policy or any reported incidents it will seek advice, and if appropriate, will contact the appropriate statutory authorities as outlined above.

A child is defined as a person under the age of 18 (The Children Act 1989). A vulnerable adult is a person aged 18 years or over who may be unable to take care of themselves, or protect themselves from harm or from being exploited. This may be because they have a mental health problem, a disability, a sensory impairment, are old and frail, or have some form of illness.

This policy breaks down into three parts

1. Guidance for drivers and staff in safeguarding children, young people and vulnerable adults while they are participating in Imperial Coaches Ltd activities/services.
2. What to do if you suspect any form of abuse is taking place outside of our service.
3. What to do if you suspect any form of abuse by another member of staff.

- In addition to the duties reflected in all job descriptions and where necessary a risk assessment must be carried out and recorded (by Operations Manager) and all reasonable steps must be taken to ensure a safe working environment for drivers, staff and service users.

Drivers and Staff must never:

- Enter individual's homes without prior consent and knowledge of Imperial Coaches Ltd management
- Undertake tasks and extra duties for individuals over and above what is required without prior consent of management.
- Smack, hit or physically discipline a child, young person or vulnerable adult.
- Restrain should never be used except by "holding" which may be used if there is an immediate danger of personal injury to the child or other person. If it is necessary to restrain someone a written record of this should be made detailing the events and the reason for

Drivers Handbook

the restraint being necessary, records should be obtained from witnesses if any. This should be given to the operations manager:

- Engage in rough, physical or sexually provocative games, including horseplay.
- Be alone with a child, young person or vulnerable adult without someone else being nearby (e.g. other passengers on the vehicle)
- Converse/sit with in the rear of a vehicle without another responsible adult in attendance.
- Allow or engage in inappropriate touching
- Allow the use of inappropriate language to go unchallenged
- Make sexually suggestive comments even in fun.
- Allow allegations regarding a child, young person or vulnerable adult to go unchallenged, unrecorded or not acted upon.
- Do things of a personal nature for a child or vulnerable adult that they can do for themselves.

If you should accidentally hurt a participant, passenger or they misunderstand or misinterpret something you have done or said or seem unduly distressed or an incident occurs make a written record using the incident form, and report the incident to either **Inderpal Johal** or **Daniel Cooper** as soon as possible. The record should include exactly what happened, or what you saw, what was said and who was there.

All accidents must be recorded in the accident book (see Health and Safety policy)

2. What to do if you suspect any form of abuse is taking place outside of our service

It is not the responsibility of anyone working under the auspices of Imperial Coaches Ltd in a paid or voluntary capacity to take responsibility for or decide whether abuse is taking place. However, there is a responsibility to protect children, young people and vulnerable adults in order that appropriate agencies can then make enquiries and take any necessary action to protect the individual. Imperial Coaches Ltd drivers and staff are in a unique position with children, young people and vulnerable adults; it is therefore possible that a child, young person or vulnerable adult may approach you to talk about abuse. If you are approached, try to do the following:

- Accept what the child, young person or vulnerable adult says;
- Keep calm and do not appear shocked;
- Look at the child, young person or vulnerable adult directly;
- Let them know you will need to tell someone else - DO NOT PROMISE CONFIDENTIALITY Reassure them that they were right to tell you;
- Never push for information or question the child, young person or vulnerable adult;

Drivers Handbook

- Make a written note straight away of exactly what they said and record the circumstances or activity that preceded the disclosure;
- Report the disclosure to the operations manager as soon as possible and fill out an incident form. A copy of the incident form will be sent to the client and company Director;
- If appropriate the matter will be reported to the relevant protection agencies and you can always discuss your concerns in confidence with the operations manager. Do not be afraid to be wrong it is better to be wrong than do nothing. The responsibility is to ensure concerns are reported appropriately.

(It is not the responsibility of Imperial Coaches Ltd drivers and staff to investigate concerns).

If any member of staff notices something which concerns them about a child, young person or vulnerable adult, or the child, young person or vulnerable adult has said something to a driver or member of staff this is the agreed procedure that Imperial Coaches Ltd will follow:

a) Everything that has been said by the child, young person or vulnerable adult, or been observed by the driver or member of staff will be recorded on an Incident Form.

The completed incident report will be sent to the client and a copy will be kept confidential within a secure location at the Imperial Coaches Ltd offices.

Drivers Handbook

- b) The information recorded must be factual and not contain assumptions or personal comments by the driver / staff member completing the form.
- c) Imperial Coaches Ltd will record the dates/times when these events/situations have happened taking care not to interpret what has been said recording only factually what has been said.
- d) If there has been an explanation given to the driver or staff member on injury or incident they will ensure this is included.
- e) Drivers or members of staff will immediately raise the contents of the incident form with the operations manager. The operations manager will then consult with the client. The operations manager and client will then agree on the next course of action.
- f) All drivers and staff will receive appropriate training and support to raise awareness of this policy.

It is important to note that this is only a process of observation and reporting and at no point will staff be actively looking for evidence of abuse, but they will act if they notice or are told anything that gives them cause for concern. The responsibility is to ensure concerns are reported appropriately, it is not the responsibility of Imperial Coaches Ltd to investigate the concerns.

3. What to do if you suspect any form of abuse by another driver or member of staff

The following circumstances may lead to a driver or member of staff to suspect that a fellow driver or member of staff is abusing a child, young person or vulnerable adult.

- An allegation is made by a child or adult
- A member of staff notices inappropriate behavior by another member of staff.

In each case an incident form should be completed and the operations manager must immediately be informed in strict confidence (if the allegations concern the operations manager then the Director of Imperial Coaches Ltd will be informed. The operations manager may be informed of situations where they are unsure if the allegation constitutes abuse or not and they are unclear of what action to take. There may be circumstances where allegations are about poor practice. The client will be consulted if there is any doubt and all incidents including poor practice will be recorded and kept on file in a secure location. This is because of the nature of the material and it may be one of a series of instances that cause concern. If the operations manager concludes that the allegation constitutes poor practice, they will work with the member of staff to ensure adequate training and supervision is given to prevent further incidents. If they conclude that it constitutes abuse they will take advice from the client and formal disciplinary and criminal procedures will be instituted.

Drivers Handbook

Imperial Coaches Ltd management team assures all staff that it will fully support and protect anyone who, in good faith (without malicious intent), reports his/her concerns about the possibility that a child, young person or vulnerable adult may be being abused.

HEALTH AND SAFETY

Mission Statement

Imperial Coaches' mission is to provide safe, economical, and appropriate transportation. Staff to perform their official duties. To fulfil this mission, Imperial Coaches has established the following goals:

- Acquire the type and number of vehicles necessary and appropriate to meet the needs of our market.
- Organize a staff and maintain a facility which provides superior service, repair, reservation and administrative support to the customer and each other.
- Establish policies and procedures that reflect the best way to operate the fleet with the customer in mind.
- Think independently and competitively.
- To provide adequate control of the health and safety risks arising from our work activities.
- Provide and maintain safe vehicles and equipment;
- Provide information, instruction and supervision for employees.
- To ensure all employees are competent to do their tasks, and to give them adequate training.

Drivers Handbook

All employees must:

Co-operate with supervisors and managers on health and safety matters.

Not interfere with anything provided to safeguard their health and safety.

Take reasonable care of their own health and safety; and report all health and safety concerns to an appropriate person.

Health & Safety Policy Conditions

Health & safety risks arising from work activities

Risk assessments will be undertaken by the Health and Safety Co-coordinator

The findings of the risk assessments will be reported to the Transport Manager

- Action required to remove/control risks will be approved by the *Transport Manager*
- The *Transport Manager* will be responsible for ensuring the action required is implemented.
- The *transport manager* will check that the implemented actions have removed/reduced the risks. Assessments will be reviewed every 6 months or when the work activity changes, whichever is soonest.

Consultation with employees is provided by: The *Transport Manager*.

Safe Vehicles and Equipment

The *Transport Manager* will be responsible for identifying all equipment/vehicles needing maintenance.

- The *Transport Manager* will be responsible for ensuring effective maintenance procedures are drawn up.
- The *Transport Manager* will be responsible for ensuring that all identified maintenance is implemented.
- Any problems found with vehicles/equipment should be reported to the *Transport Manager*.
- The *Transport Manager* will check that new vehicles and equipment meets health and safety standards before it is purchased or hired.

Safe Handling and Use of Substances

The *Transport Manager* will be responsible for identifying all substances which need a COSHH assessment.

- The *Transport Manager* will be responsible for undertaking COSHH assessments.
- The *Transport Manager* will be responsible for ensuring that all actions identified in the assessments are implemented.
- The *Transport Manager* will be responsible for ensuring that all relevant employees are informed about the COSHH assessments.

Drivers Handbook

- The *Transport Manager* will check that new substances can be used safely before they are purchased.
- Assessments will be reviewed every 12 months, or when the work activity changes, whichever is soonest.

Information, instruction and supervision

The Health and Safety Law poster is displayed in Staff Room.

- Health and safety advice is available from the *Transport Manager*
- Supervision of young workers/trainees will be arranged / undertaken / monitored by the *Transport Manager*
- The *Transport Manager* is responsible for ensuring that our employees working at locations under the control of other employers; are given relevant health and safety information.

Competency for Tasks and Training

Induction training will be provided for all employees

- Job specific training will also be provided by Daniel Cooper.
- Training records are kept at the administrative files at Colnbrook offices.
- Training will be identified, arranged and monitored by The *Managing Director*

Accidents, first aid & work-related ill health

Drivers Handbook

Health surveillance is required for employees doing the following jobs; hosting and security work on the vehicles

- Health surveillance will be arranged by *Managing Director*
- Health surveillance records will be kept at the administrative office of Imperial Coaches UK Limited
- The first aid boxes are kept on board each vehicle
- The appointed first-aid staff members are expected to be the hosting staff themselves (where possible)
- All accidents and cases of work-related ill health are to be recorded in the accident book. The book is kept at the administrative office of Imperial coaches UK Limited
- The *Transport Manager* Health and Safety coordinator is responsible for reporting accidents, diseases and dangerous occurrences to the enforcing authority.

Monitoring

To check our working conditions, and ensure our safe working practices are being followed, we will:

- Carry out regular vehicle safety checks, in accordance with the Guide to Maintaining Roadworthiness
- Adhere to driver-hour regulations
- React to customer feedback where review is necessary
- The *Transport Manager* responsible for investigating accidents.

Drivers Handbook

- The *Transport Manager* is responsible for investigating work-related causes of sickness absences.
- The *Transport manager* is responsible for acting on investigation findings to prevent a recurrence

Emergency procedures – fire & evacuation

- The *Transport Manager* is responsible for ensuring the fire risk assessment is undertaken and implemented.
- Escape routes are checked by the *Transport Manager* every 2 months
- Fire extinguishers are maintained and checked by the *Transport Manager* every 2 months
- Alarms are tested by The *Transport Manager* every 2 months
- Emergency evacuation will be tested by The *Transport Manager* every 2 months.

PASSENGER-BASED HEALTH & SAFETY

- **Risk Assessment:** Employees will be made aware of the Hazard Treatments to undertake in the event of a risk occurring, as identified in the risk assessment in section 6. This will be provided as part of their Health and Safety training as required

TRAINING POLICY

Driver Staff

Training will be provided to the drivers via an external training company specializing in driver training. Alternatively, should contract drivers be used from a driver firm, checks will be made that adequate training has been provided to the drivers in advance. The training schedule for drivers will include the following areas:

- Drivers hours and tachograph training
- Supplemental driver training of the vehicle (for inspections, efficient and environmental use, etc)
- CPC training for people of responsibility (where needed)
- VOSA maintenance courses to comply with the “Guide to Maintaining Roadworthiness”
- Health and Safety.
- First Aid (where applicable)

INCIDENT RECORDING AND REPORTING

(Following RIDDOR – the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995)

Management Responsibility for RIDDOR

The Transport manager retains overall responsibility for the management of internal investigations following a RIDDOR incident, whilst the investigation itself will be executed by the Transport Manager, or independent examiner where required.

Drivers Handbook

These investigations will be carried out in a systematic manner; whereby data such as date, time, location, vehicle, person(s), causes, effects, etc. will be analysed; with incidents of sufficient note being reported to the Incident Contact Centre (ICC).

Analysis of Developing Trends

By comparing collected data following RIDDOR events, trends will be sought in terms of repetition, a relationship demonstrating that one incident is a cause or symptom of another, or that existing measures to prevent a known incident (highlighted in the Risk Assessment) are not working.

Records will be kept of any reportable injury, disease or dangerous occurrence for three years.

Section 5 Disciplinary Procedures

Disciplinary procedure

1. Verbal Warning	3. 2 nd written warning	5. Final disciplinary hearing
2. Written warning	4. Final written warning	

Warnings will be placed in your personnel file.

The timescale within which the improvement is required will be immediately.

The likely consequence of insufficient improvement is further disciplinary action.

Section 6. Contact information

Telephone;

- Office. 0208 574 0028
- Joe. 07958 389389
- Daniel. 07930 234956
- Av. 07539 889922

Email;

sales@imperialcoaches.co.uk

daniel@imperialcoaches.co.uk

joe@imperialcoaches.co.uk

Address;

Imperial Coaches Ltd

307-311 Colnbrook Bypass

Colnbrook

SL3 0EA