



MINIMUM DRIVING STANDARDS

Professional Driver

All drivers are required to perform their duties in a professional manner.

Professional Drivers:

- Always put the safety of themselves and others above all else
- Are able to make the best possible progress but still provide a safe, comfortable ride for customers without becoming a hazard to other road users
- Plan their journey, identify risky situations, and take appropriate pre-planned manoeuvres to avoid those risks
- Pride themselves on their ability and skills which are higher than those expected of other road users; they will recognise any limitations of their skills and always drive within their capabilities
- Avoid putting themselves in situations of danger or additional stress and are courteous to other road users thus reducing potential conflict situations

Pre-drive checks

Drivers have the ultimate legal responsibility for ensuring that the vehicle they are using is in roadworthy condition.

Always...

- Ensure that pre-drive/use checks are completed before taking control of a vehicle; this also applies equally to driver changes.
- Follow Llew Jones procedures for completing these checks including the reporting of any defects.
- Adjust the position of the Driver's seat and mirrors to suit you.
- Make any other adjustments before you begin your journey.
- Report any vehicle faults that develop during the course of a journey in accordance with the local defect reporting systems.
- Ask your manager for advice before proceeding, if you are in any doubt about suitability of a vehicle for service.
- Remember in accordance with PCV regulations there must be a complete first aid kit for emergency use on the vehicle. If any items are missing from the first aid kit they must be replaced before leaving depot.
- The fire extinguisher should be present and where a gauge is fitted, the reading should be in the 'green' section. This is a legal requirement and must be in place and



in working order. Make sure you know where the fire extinguishers, emergency window hammers and emergency doors are located on the coach and how to use them if necessary.

- Emergency exits must not be blocked under any circumstances. Please make sure that rubbish bags are not obstructing the emergency exits.

Never...

- Make any adjustments to your seat whilst the vehicle is moving.
- Attempt to make any adjustments to mirrors whilst the vehicle is moving.

Route planning

Drivers must ensure that they are familiar with the route to be taken and aware of any hazards on that route

Always...

- Exercise additional caution if diverted for any reason.
- Bear in mind the size and weight of the vehicle and comply with any restrictions.
- Pay particular attention to obstacles such as low bridges or overhanging trees even when the diversion route is pre-defined by the authorities.
- If you are required to plan your own diversion ensure that any additional time will not contravene your legal driving hours.
- If you are required to plan your own diversion ensure the route is suitable; bear in mind the time of day, low bridges, overhanging trees, narrow roads, roads with tight turns, and areas that may be heavily congested either with vehicles or pedestrians.
- Be extra vigilant when driving through or past busy pedestrian areas or schools.

Never...

- Assume that a pre-defined diversion route is suitable for your vehicle.
- Try to make up lost time.

Announcements

Some announcements are required by law and others are there to provide best customer safety and service

Always...

Ensure all announcements are clear, timely and jargon-free, thus ensuring effective communication with our customers.

Make all announcements specified;



these include:

- Informing customers of the need to wear seatbelts
- Information about stops
- Information regarding service number, final destination and principal stops

Make all announcements before the vehicle departs.

Ensure that you remain in full control of the vehicle at all times.

Never...

Make announcements when the vehicle is moving (except in exceptional circumstances).

Use hand-held microphones whilst moving.

Tailgating (driving too close)

Drivers must always ensure that sufficient distance is kept between themselves and the vehicle in front. Applying this rule plays an essential part in ensuring a safe, smooth and fuel efficient journey for you and the customers.

Always...

- Leave sufficient distance between your vehicle and any other vehicles. You will then be able to anticipate situations ensuring a smooth journey without the need for rapid manoeuvres.
- Keep a safe distance of at least 4-6 seconds between vehicles. This can be calculated as the time between the rear of the preceding vehicle passing a fixed point and the front of your vehicle reaching the same point.
- In slow moving (less than 20mph/32kph) stationary or stop-start traffic allow a gap of at least one car length to enable you to see the rear tyres and a small amount of road surface between you and the vehicle in front.
- Plan ahead and react to what the traffic in front of you is doing.
- Increase the distances accordingly when visibility is reduced or when there are road surface conditions that may affect your stopping distance.

Never...

- Follow too closely. This leads to you making reactive decisions that result in harsh acceleration or heavy braking.
- Follow too closely. This means that you can't plan ahead. You are more likely to suffer delays as you encounter traffic blockages.
- Follow too closely. This means that you are more likely to suffer from stress and become irritable.
- Use your vehicle to "bully" or intimidate other road users.
- Use fog lamps unless road conditions dictate to do so.



Reversing of vehicles

A high proportion of reported accidents involve the reversing of vehicles. We believe that all reversing accidents are preventable. By planning ahead Drivers can reduce the number of reversing manoeuvres, therefore reducing the risk. We recognise that on some occasions, particularly at Coach Stations, reversing cannot be avoided.

Always...

- Carry out any reversing manoeuvres at the slowest possible speed.
- Switch on any reversing alarms.
- Having engaged reverse gear, pause for a few seconds to allow others to react to the reversing lights and/or reversing alarm on your vehicle before moving.
- With the exception of between 1130 and 0700 hours, sound the road horn momentarily before moving, to additionally warn others of your intention to reverse.
- Remember the responsibility for the safe execution of the manoeuvre rests with the Driver even if a Banksman is there to assist you. Verbally tell the Banksman your intended actions and be sure that they understand what you intend to do. If there is any doubt, STOP and CHECK.
- Follow the instructions of any Banksman; however if you are unsure of any instruction, you must STOP and CHECK.
- If for any reason you lose sight of the Banksman, STOP your vehicle.
- If you have any doubts at any point whilst reversing, STOP and CHECK.

Never...

- Reverse - if at all possible.
- Reverse at speed.
- Reverse without a Banksman - if one is available.
- Leave the reversing alarm on between 2330 and 0700 hours.
- Start to reverse if you are not sure the Banksman understands where you want to go.
- Continue reversing if you lose sight of the Banksman for any reason.
- Forget that even with a Banksman you the Driver are responsible for the safe execution of the manoeuvre.

Speed (driving too fast)

Remember, a speed limit is an absolute maximum for the road you are using; it is not a target that always needs to be achieved. Speed limits may not always mean that it is safe to drive up to the permitted speed.



Always...

- Remember, there really is no excuse for exceeding the speed limit (e.g. to make up lost time or delays due to traffic). Speeding is against the law and could result in personal prosecution and/or disciplinary action for you.
- Always take account of road, traffic and other weather conditions when considering at what speed you should be driving.
- Always know what the speed limit is for the class of road and/or category of vehicle you are driving.
- Remember that coaches will need more time to stop and handle differently to cars; this must be taken into account whilst driving.
- Reduce your speed, especially when:
 - The road layout or conditions present hazards, e.g. bends and roundabouts
 - Driving in areas of heavy pedestrian activity, or when other vulnerable road users
- e.g. cyclists or motorcyclists are in the area
 - You are near schools or colleges, especially at start and finish times
 - Weather conditions are poor, visibility is reduced or there is heavy surface water
 - Driving at night (stay within your headlight range)
- Report any prosecutions or fixed penalties you incur for speed related offences to your manager. All speeding offences, in any vehicle, must be reported, even if they took place away from work.

Never...

Exceed speed limits within depots or at Coach Stations or on the road. Speeding at these busy locations is dangerous and could cause death or serious injury. Speeding in these areas will be dealt with under the relevant disciplinary procedures.

Stops

Coach Stations and stops vary considerably in size, shape and method of operation. Some are 'drive-through' and others may require a vehicle to reverse off stand. Similarly some may have facilities to keep customers off the concourse until the vehicle is ready for loading and others may have more unrestricted access. All Coach Stations have local conditions for use and safety rules, these will be notified directly to an operator and/or be posted locally. All Drivers must abide by these rules and conditions.

Always...

- Observe posted speed limits.
- Follow local procedures for loading and unloading customers.



- Wear hi-visibility clothing when out of your vehicle.
- Follow the rules regarding reversing and use a banksman if provided.
- Set the parking brake and select neutral at all stops, additionally switch off the engine if you leave the driving seat.
- Observe 'no smoking' rules.
- When arriving at a stop, position the vehicle correctly to allow customers safe exit from and entry to the vehicle.
- At every stop reduce step height by deploying any 'kneeling' devices that are provided before opening the door(s).
- Allow customers to embark or disembark at authorised stops only.
- Consider and minimise noise and environmental impact on local residents near stops.
- Allow customers sufficient time to become seated before you move off.
- Give elderly customers, those with sight impairment and those with mobility difficulties extra consideration. These customers are very vulnerable to slips, trips and falls.
- Drive away from stops smoothly.

Never...

- Double park.
- Leave the engine running whilst you are not behind the steering wheel, even for a short period. This includes whilst loading or unloading luggage or checking customer tickets at the vehicle entry door.
- Set the parking brake and leave the gear selector set in any gear other than neutral.
- Allow customers to embark or disembark at unauthorised stops (e.g. traffic lights or whilst stopped in traffic). This practice is extremely dangerous.
- Allow customers to stand.
- Allow customers to use crew seats.

Wearing of seatbelts

Research has conclusively shown that wearing a seatbelt significantly reduces the likelihood and severity of any injury following an incident.

- Seatbelts are provided in coaches for the Driver, and for any courier seats
- Seatbelts are provided to comply with the law and help ensure the safety of staff in the event of an incident.

Always...

- Wear the seatbelt where one is fitted - it is a legal requirement.
- Ensure that any authorised person occupying a courier seat wears a seatbelt whilst



the vehicle is in motion.

- Ensure that (if applicable) your line manager has a copy of any seatbelt wearing exemption certificate and that a copy is put on your HR personal file.
- Carry the original seatbelt exemption certificate (if applicable) with you at all times whilst driving or travelling on Llew Jones vehicles.
- Advise customers, during your announcement, that they must wear their seatbelts.

Never...

- Drive without wearing a seatbelt where one is provided - it is a company disciplinary offence and will be dealt with in accordance with relevant disciplinary codes.
- Use courier seats for carrying customers.
- Allow customers to stand.
- Use seatbelt extensions for yourself, these are for the use of wheelchair users only.

Mobile phones and Devices

Mobile Phones

It is illegal to use a mobile phone without a hands-free device whilst driving.

Llew Jones's minimum policy

- Our policy that Drivers do not use a mobile phone including via a hands-free device whilst driving a PCV.
- In an emergency Drivers should pull over when it is safe to do so and stop the vehicle before making or receiving a telephone call. If Drivers are carrying passengers and/or the call is not an emergency, the Driver should wait until your next break or complete stop (engine off) before making or returning a call.
- Drivers are not permitted to use personal radios, mp3 players or similar devices whilst driving
- The reading or sending of text messages or using other communications devices is prohibited at all times whilst in control of a vehicle

Satellite navigation devices

If for any reason you use a satellite navigation device - built in or portable

Always..

- Ensure that it is fitted where it will not affect your view of the road.
- Make any inputs, destination etc. before you drive.



- Make any other adjustments before you drive.

Never...

- Attempt to start up or input data whilst driving.
- Try to make any adjustments to the device whilst driving.
- Leave any portable device on show when you leave the vehicle

Eating, drinking and smoking

The law requires that our customers and other road users have the right to expect a professional Driver to be in full control of their vehicle at all times.

Eating, drinking and smoking whilst driving, or indeed any other activity that may affect a Driver's ability to control a vehicle, is against the law and is therefore strictly prohibited. Drivers of any company vehicles are not permitted to smoke in the vehicle at any time; remember that this includes any time when the vehicle is stationary with or without customers and/or during layover periods. Coach Stations are legally designated places of work; smoking is only permitted, if at all, in officially designated areas.

Always...

- Dispose of unwanted food or drink packaging properly.
- Remember that incorrectly disposed food and drink can lead to slips, trips and falls.
- Only smoke in designated areas.
- Ensure that any smoking materials are extinguished and disposed of correctly and safely.

Never...

- Eat, drink or smoke at the wheel - it is illegal.
- Smoke anywhere other than an officially designated area if one is available.
- Dispose of discarded smoking materials carelessly.
- Drop any form of litter.

Drugs and alcohol

Remember that any amount of alcohol and/or drugs in your system will affect your driving ability and all Drivers must comply with - as a minimum - the Llew Jones Drugs and Alcohol policies. Llew Jones reserves the right to test Drivers in accordance with these policies at any time.



Illicit or Recreational Drugs

The Misuse of Drugs Act 1971 specifies that possession of the following controlled substances (not exhaustive) are 'illegal drugs' irrelevant of classification - the only difference is the penalty on conviction:

Ecstasy, LSD, heroin, cocaine, crack, crystal meth, magic mushrooms, amphetamines (if prepared for injection), amphetamines, cannabis, methylphenidate (Ritalin), pholcodine tranquilisers, some painkillers, gamma hydroxybutyrate (GHB) and ketamine. Substances that affect driving ability are not confined to being inhaled or introduced into the blood stream, for example the chewing of the Khat leaf can have a severe detrimental effect on making time and space judgement. Just because a substance is not listed above does not mean it is not illegal or that it is safe to take.

Medicinal or 'over the counter' substances

Most medicines are prescribed by doctors or qualified medical personnel but are issued by pharmacists. 'Over the counter' drugs are often purchased by individuals to alleviate symptoms of colds and flu (e.g. night nurse) and form part of self-treatment regimes. When purchasing these self-help remedies sometimes a pharmacist is available at the point of sale but in most cases is not. This means that you become responsible for ensuring that the treatment you purchase is appropriate and taken correctly and in accordance with the instructions on the packaging.

Always...

- Check that any medicine you are taking will NOT affect your ability to drive.
- Check the potential effects of prescribed medications with the dispensing pharmacist if one is available.
- Stick to the dosage rate and frequency.
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Never...

- Use illicit or recreational substances - It is illegal.
- Exceed the recommended dose, daily limit or frequency rate of over the counter or prescribed medicines.
- Ignore any warning on packaging.
- Ignore any advice given by a medical practitioner or pharmacist

Alcohol

We recognise that alcohol consumption in any quantity can affect driving performance detrimentally, and above certain limits can result in prosecution which would include an automatic ban from driving any vehicle. The most sensible approach is to not drink alcohol for at least eight hours prior to driving. The drinking of alcohol at any time whilst you are on duty (even with a meal) is strictly prohibited.

Always...



- Remember that the Llew Jones limit (8 microgrammes of alcohol per 100 millilitres of breath) is lower than the legal limit (35 microgrammes of alcohol per 100 millilitres of breath). This is for your own, our customers and other road users' safety. Llew Jones operates a zero-tolerance view on drug and alcohol consumption.
- Remember that alcohol requires time to leave the body's system (approximately one hour per unit of alcohol).
- Remember that alcohol units consumed vary because of wine, beer and spirit strength, and one drink does not necessarily mean one unit.
- Remember that most of our vehicles are fitted with 'Alcolock' devices that will prevent a vehicle being started unless a breath test recording of less than 8mg is provided.
- The Alcolock device not only prevents the vehicle being started but also sends a 'fail' text message to the Operations Team.

Never...

- Drive if you are above the Llew Jones or the legal limit.
- Drink whilst on duty even with a meal.
- Drink at least eight hours (dependent upon units consumed) before commencing duty.

Vulnerable road users (pedestrians, cyclists and motorcyclists)

Pedestrians, cyclists and motorcyclists are extremely vulnerable road users particularly in relation to large vehicles. Their relatively smaller size and profile can make them difficult for drivers of larger vehicles to see. Motorcyclists can approach quickly and can often seem to appear from nowhere, with some motorcyclists undertaking and/or filtering through traffic. Cyclists can also undertake or weave through stationary or slow moving traffic. They may enter from side roads without looking and some of the less responsible cyclists ignore traffic lights, other signals and road markings. When driving at night and/or in poor weather conditions, pedestrians, cyclists and motorcyclists become particularly difficult to see, especially if they are wearing dark clothing.

At all times - whatever the conditions:

Always...

- Give cyclists and motorcyclists a wide berth when overtaking them.
- When stationary or at traffic lights, leave sufficient space between you and any cyclists and/or motorcyclists.
- Check both ways before going through junctions, especially at traffic light controlled junctions - look for any cyclists or motorcyclists who may have ignored or missed the lights.



- Check your mirrors frequently (every five to seven seconds) and look carefully for cyclists and/or motorcyclists.
- In heavy traffic look out for pedestrians crossing between vehicles and for cyclists and motorcyclists weaving through the traffic.
- Check the blind spots before moving away from a stationary position.

Never...

- Use your vehicle to crowd or intimidate cyclists, motorcyclists or pedestrians.