

Key:



Contractual compliance



Vulnerable Road Users (VRUs)



Environmental benefits



Legal compliance



Cost savings

Training references
M = Modular Training Programme



Good practice









Safety




T/H = Van Smart toolkit/
Driver Handbook




Name
Job role
Company


Task categorisation	Topic	Learner performance requirement	Underpinning knowledge	Training reference	Trained & date	Manager signature
1. Prepare yourself						
1.1 Fleet Operator Recognition Scheme (FORS) and the role of the driver						
	1.1.1 FORS awareness	To demonstrate an awareness of what FORS is, what it covers in terms of driving standards and the training options available	<p>Drivers shall state what the FORS driving standards policy covers. This shall include:</p> <ul style="list-style-type: none"> • Driver responsibilities • Safety • Speed limits • Vulnerable Road Users (VRUs) • Actions following breakdowns and collisions • Safety equipment (where applicable) • Use of in-vehicle technology • Driver fitness and health 	MI H – Van safety in London and our cities		


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1.2 Company policy and Work Related Road Risk (WRRR)						
	1.2.1 Driving standards - company policy and WRRR	To show that company policy and WRRR standards are being followed at all times	Drivers shall list both the company driving standards and the WRRR standards and the potential consequences of failing to meet them	MI HI.1 HI.4		
1.3 Safe practices and the law						
	1.3.1 Driving standards - Highway Code	To demonstrate compliance with the Highway Code at all times	Drivers shall list the key content of the Highway Code, namely: <ul style="list-style-type: none"> • Rules for drivers and motorcyclists • General rules/techniques and advice for all drivers and riders • Using the road • Road users requiring extra care • Driving in adverse weather conditions • Waiting and parking • Motorways • Breakdowns and incidents • Road works, level crossings and tramways 	MI HI.2		
1.4 Urban context and meeting customer needs (contractual requirements and good practice)						
	1.4.1 Compliance with contractual requirements	To show examples of how compliance could be met on any given contract	Drivers shall state the specific operational requirements including: <ul style="list-style-type: none"> • Vehicle equipment • Evidence of training • Documentation • Driving standards • Route compliance Drivers shall explain the potential consequences of non-compliance with each of the above operational requirements and the effect(s) this may have on the driver, the company and the customer. Consequences could include formal contractual action, such as: <ul style="list-style-type: none"> • Refusal of delivery at site 	MI HI.3		




				<ul style="list-style-type: none"> • Driver and/or vehicle site ban • Financial penalties • Retention of revenue • Removal of contractor/supplier from supplier list • Formal warning or termination of contract 			
	<i>1.4.2</i> Awareness of new contracts and the importance of such contracts to the company	To demonstrate an understanding of how performing in a consistent and professional manner provides market advantage	<ul style="list-style-type: none"> • Drivers should be able to state why compliance with operational requirements increases the possibility of winning new work and improves customer satisfaction, including a good record in: <ul style="list-style-type: none"> • Safety • Vehicle maintenance • Deliveries (on time, in full) • Low/reducing number of driver endorsements 	M1 H1.3			
	<i>1.4.3</i> Monitoring against contractual requirements	To show how performance might be monitored against any given contractual requirements	<ul style="list-style-type: none"> • Drivers shall explain the methods of monitoring contractual requirements. Monitoring methods could include: <ul style="list-style-type: none"> • Company key performance indicators (KPIs) • Notification from client of non-conformance linked with improvement plan 	M1 H1.3			
	<i>1.4.4</i> Awareness of changing streetscape	To show awareness of changing streetscape and how their driving needs to accommodate such changes	<ul style="list-style-type: none"> • Drivers should identify changes in streetscape and describe the factors which make them necessary, including: <ul style="list-style-type: none"> • City growth in population, construction activity and traffic • Increased demand for goods and services • Increase in walking/cycling and how roads are changing to accommodate this • The rules associated with urban traffic design 	M2 M3 H – Van safety in London and our cities			
1.5 Driver licensing and training							
	<i>1.5.1</i> Driving licences	To demonstrate that drivers have up-to-date and valid licences, and the licence shows that the driver is entitled to drive the specified vehicle	<ul style="list-style-type: none"> • Drivers shall explain the importance of having an up-to-date, valid driving licence and the potential consequences of not managing endorsements and restriction codes effectively, including: <ul style="list-style-type: none"> • Issue of fines (up to £ 1,000) • Driving endorsements • Driving ban 	M1 H1.5			

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1.6 Vehicle awareness training						
 	1.6.1 Vehicle awareness training	To ensure all vehicles are operated competently and safely	<p>Drivers should:</p> <ul style="list-style-type: none"> List all the vehicle types in the fleet that their category of licence entitles them to drive and their usage Describe how to control the vehicle in the environment it was designed for Explain legal requirements associated with the carriage of waste and dangerous goods (where applicable) Demonstrate location and correct fitting of the spare wheel, a fire extinguisher and a first aid kit Understand it is the managers' responsibility to train drivers and once trained it is the drivers' responsibility to operate in a competent and safe manner 	MI HI.6		
1.7 Fitness to drive						
	1.7.1 Fitness, health, safety and fatigue	To demonstrate that the driver is fit, healthy, and safe to work and meets driver licence medical requirements and is not impaired through drink, drugs or fatigue	<p>The driver shall describe the control measures that could be adopted to ensure the creation and maintenance of a healthy, fit and safe state and how health and safety is managed in the organisation.</p> <p>The driver shall state how drink, drugs, illness and fatigue all impact negatively on fitness to drive and the potential consequences of not complying with both legal and good practice health management, including driving infringements.</p> <p>The driver shall explain the procedure in place for notifying the line manager of any fitness issues that may affect their entitlement and ability to drive and the circumstances under which they should be referred to a GP.</p> <p>The driver shall state the measures in place to ensure work related road safety is correctly managed and prioritised during all company operations.</p>	MI HI.7 eLearning		

	<p>1.7.2 Manual handling</p>	<p>To demonstrate the safe lifting of loads, safe lifting techniques and the use of lifting aids such as trolleys, lift trucks and roll cages whenever possible</p>	<p>Drivers should list and explain:</p> <ul style="list-style-type: none"> • Correct manual handling techniques in accordance with the Manual Handling Operations Regulations 1992 • Maximum allowable weights • Available lifting aids and when they should be used • The potential consequences of injuring themselves or others by not using safe lifting techniques 	<p>H1.7</p>		
<p>1.8 Driving hours and breaks</p>						
	<p>1.8.1 Driving hours and breaks</p>	<p>To demonstrate compliance with GB Domestic Drivers' Hours rules on hours and breaks and the EC <i>Working Time Directive</i></p>	<p>Drivers should state the rules relating to GB Domestic Drivers' Hours rules and the EC <i>Working Time Directive</i> including:</p> <ul style="list-style-type: none"> • Daily driving limit • Duty time • Daily duty limit • Breaks • Methods of recording drivers' hours 	<p>M H1.8</p>		
<p>2. Check your vehicle</p> <p>2.1 Vehicle roadworthiness</p>						
	<p>2.1.1 General vehicle inspection and maintenance - time or mileage servicing and vehicle safety equipment maintenance</p>	<p>To show that vehicles are maintained to operate safely, legally and efficiently in line with manufacturer's guidelines, are regularly serviced and inspected and vehicle safety equipment is checked properly on a daily/weekly basis to ensure serviceability</p>	<p>Drivers shall describe the correct procedures for vehicle inspections (eg using a daily defect reporting system) and maintenance and the potential consequences of not servicing the vehicle correctly in line with the manufacturer's guidelines.</p> <p>Drivers should explain the measures in place for checking any vehicle safety equipment. Equipment should be fitted correctly and be serviceable.</p> <p>Drivers should explain the potential consequences of not checking and how this increases the likelihood of breakdowns and collisions and how this may have a negative impact on the customers' experience.</p>	<p>M1 HZ.1</p>		

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	<p>2.1.2 Pre-journey vehicle checks (external, under the bonnet and from driver's seat)</p>	<p>To demonstrate what needs to be checked on, in and around the vehicle before setting off on the journey on a daily or weekly basis and follow the procedures in place to report and remedy any defects or problems</p>	<p>Drivers should explain how and when routine checks are carried out, the importance of making such checks and the potential consequences of not carrying them out as an inherent part of the maintenance regime.</p> <p>The vehicle should be clean and equipment stowed correctly, safe and securely. Awareness and use of a Nil Reporting System should be stated.</p> <p>External checks include:</p> <ul style="list-style-type: none"> • Lights • Tyres • Mirrors • Oil levels/leaks • Other fluid leaks • Bodywork • Load security • Doors are working properly <p>Drivers should be aware of the potential consequences of using an un-roadworthy vehicle including:</p> <ul style="list-style-type: none"> • Reduced vehicle efficiency • Vehicle breakdown • Impaired operations capability • Loss of business • Increased risk of collisions • Issue of fines • Driving endorsements • Driving ban <p>Under the bonnet checks to include:</p> <ul style="list-style-type: none"> • Fluid levels • Condition of battery and leads 	<p>M1 H2.1 eLearning</p>		

			<p>Drivers should explain the potential consequences of not checking under the bonnet correctly, including:</p> <ul style="list-style-type: none"> • Reduced vehicle efficiency • Vehicle breakdown • Impaired operations capability <p>Checks to be carried out from the driver's seat including:</p> <ul style="list-style-type: none"> • Lights and indicators • Seat belts • Windscreen wipers and washers • Speedometer • Brakes and brake lights <p>Drivers should explain the potential consequences of not carrying out such checks. Consequences can include:</p> <ul style="list-style-type: none"> • Collisions • Issue of fines • Driving endorsements 			
2.2 Vehicle safety features						
	2.2.1 Use of driver aids	To demonstrate the correct use of direct and indirect vision aids fitted to the vehicle	<p>Drivers shall describe the different types of driver aids available and their correct usage.</p> <p>These can include:</p> <ul style="list-style-type: none"> • Use of cameras: front, side and rear • Correct adjustment and use of mirrors <p>The driver shall explain the potential consequences of not using driver aids correctly, including:</p> <ul style="list-style-type: none"> • Distraction • Loss of concentration • Collisions • Non-conformance with contracts resulting in contract penalties 	MI H2.2 eLearning		


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	2.2.2 Enhanced vehicle safety features	To demonstrate an understanding of the types of enhanced safety features fitted to any given vehicle	Drivers shall describe the different types of enhanced vehicle safety features fitted to any given vehicle in the fleet and what they are used for. These can include: <ul style="list-style-type: none"> • Telematics • Speed alert systems • Automobile emergency braking technology • Attention assist • Automatic emergency call • Lane support systems 	M1 H2.3		
2.3 Vehicle security						
	2.3.1 Vehicle security	To demonstrate that the vehicle is kept safe and secure at all times	Drivers should identify and explain how to keep the van and load secure from theft and/or damage, including: <ul style="list-style-type: none"> • Keeping keys on them at all times • Locking all doors • Closing windows • Ensuring no valuables are left on display • No unauthorised passengers • Leaving in populated areas • Leaving in well lit areas if at night • Alarms <p>The driver should state the potential consequences of not being security conscious, eg theft and damage to the vehicle.</p>	M1 H2.4		
2.4 Safe loads and safe loading						
	2.4.1 Loading, carrying and unloading goods safely	To show how to load and unload a vehicle safely, and how hazardous or abnormal loads can be carried safely	The driver should explain: <ul style="list-style-type: none"> • How to safely load and unload a vehicle • The use of any restraints and aids • The issues related to the carrying of hazardous loads <p>The driver should also explain the potential consequences of:</p> <ul style="list-style-type: none"> • Overloading • Unsecure loading and unloading • Not carrying the correct documentation and signage for hazardous goods • Not having the correct training 	M1 H2.5 eLearning		





3. Plan your journey




3.1 Route planning/scheduling



	3.1.1 <i>Journey schedule</i>	To show how to load a vehicle in the correct drop order and execute the correct journey schedule	Drivers should explain the need for journey scheduling for different shift patterns, including the loading of the vehicle in the correct drop order and the potential consequences of not doing so, including: <ul style="list-style-type: none"> • Wasting time sorting deliveries at drop-off point • Leaving load unsupervised while looking for correct delivery item(s) • Making an incomplete delivery 	MI H3.1	
	3.1.2 <i>Route planning</i>	To demonstrate the correct route plan to site	Driver should state the most efficient, safe and appropriate routes to a given site, the reasons they are safe and appropriate and the potential consequences of deviating from them, including: <ul style="list-style-type: none"> • Late delivery • Speeding • Penalties for using unauthorised routes (as stated in a contract) • Reduced customer satisfaction 	MI H3.1 eLearning	



3.2 Legal loading and unloading






	3.2.1 <i>Legal loading and unloading</i>	To demonstrate compliance with the correct parking and stopping procedures and restrictions at any given site	Drivers should explain how to avoid penalty charges. This should include a knowledge of: <ul style="list-style-type: none"> • Using designated loading bays, parking bays and pavement parking • Road markings such as double or single yellow lines, loading and unloading kerb markings • Red routes; what they are and the rules that apply to them • The parking restrictions that apply when arriving at a given site • The correct procedures for stopping at any given site and why they exist 	MI H3.2 eLearning	
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3.3 Anti-idling and fuel efficiency						
 	3.3.1 Driving standards - fuel efficient driving	To demonstrate fuel efficiency measures	<p>Drivers should explain the benefits of being fuel efficient, eg financial and environmental.</p> <p>Drivers should explain techniques for fuel efficient driving, namely:</p> <ul style="list-style-type: none"> • No harsh braking • Effective use of gears • Smooth acceleration • Not carrying excess weight • Use of cruise control 	MI H3.4		
 	3.3.2 Anti-idling	To demonstrate an understanding of the correct techniques to be adopted to reduce fuel usage and pollution and improve air quality	<p>Drivers should describe (as described in the <i>Mayor's Air Quality Strategy</i>):</p> <ul style="list-style-type: none"> • The negative effects that idling has on health and the environment • Anti-idling technologies • Anti-idling techniques • Ways of reducing idling, eg turning off the engine during loading/unloading, when parked or when in a traffic jam • How the use of anti-idling techniques and technologies can affect fuel usage and emissions • Company policy relating to anti-idling and the potential consequences of not adhering to the policy 	MI H3.4		




3.4 Efficient record keeping			
	3.4.1 <i>Monitoring performance</i>	To demonstrate continuous improvement	MI H3.5
		Drivers should provide accurate reports in order for driver performance to be monitored. Such monitoring allows for continuous improvement. This includes:	
		<ul style="list-style-type: none"> Operational efficiency/productivity Non-conformance Road safety Walkaround checks and defect reporting Fuel usage Tyre usage 	
4. Stick to the basics			
4.1 Stick to the basics			
	4.1.1 <i>Speed limits</i>	To demonstrate a knowledge of the speed restrictions on single/dual carriageways, motorways and built-up areas	M2 H4.1 eLearning
		Drivers shall identify the different speed restrictions on UK roads and explain the potential consequences of speeding, including: <ul style="list-style-type: none"> Collisions with other road users Fixed penalty notice Prosecution 	
			
	4.1.2 <i>Safety for you and your passengers</i>	To demonstrate safety equipment is present and procedures are followed for the safe carrying of passengers	M2 H4.2
		Drivers shall explain that passengers: <ul style="list-style-type: none"> May need to be authorised Should only be carried where a seat and restraint is provided Must wear seat belts to reduce the risk of death or serious injury and know that it is a legal requirement Drivers shall list first aid and safety equipment that should be on board, operational or fit for purpose and used as necessary, namely: <ul style="list-style-type: none"> Seat belts – always worn First aid kit – items replaced if used High vis jacket Camera Warning triangle (reminder never to use on motorways) 	


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	<p>4.1.3 Mobile phones and in-vehicle technology</p>	<p>To demonstrate the correct procedures for using in-vehicle technology</p>	<p>Drivers shall state the correct procedures for using in-vehicle technology including mobile devices, eg:</p> <ul style="list-style-type: none"> • Finding a safe place to stop to pick up messages and return calls • Setting up satellite navigation before beginning the journey • Making sure devices are installed so as not to obscure driver view <p>The driver shall explain the potential consequences of using mobile devices while driving, including:</p> <ul style="list-style-type: none"> • Collisions • Fixed penalty notice • Prosecution 	<p>M2 H4.3 eLearning</p>		
	<p>4.1.4 Distractions whilst driving</p>	<p>To demonstrate the importance of concentration and avoidance of distractions while driving</p>	<p>Drivers shall state the importance of not using mobile devices, eating, drinking, smoking, listening to loud music or arguing with passengers while driving and ensure this is avoided at all times.</p> <p>The driver shall explain the potential consequences of demonstrating such behaviour while driving, including:</p> <ul style="list-style-type: none"> • Collisions • Prosecution • Fixed penalty notice • Court prosecution 	<p>M2 H4.4</p>		


	<p>4.1.5 Tailgating</p>	<p>To demonstrate an understanding of what tailgating is and ensure it is prevented at all times</p>	<p>Drivers shall explain:</p> <ul style="list-style-type: none"> • What tailgating is; why it is dangerous; and how to avoid doing it or being a victim of it • The importance of maintaining a safe distance, allowing adequate time for braking and reducing the risk of jack knifing <p>Drivers shall explain the potential consequences of tailgating, including:</p> <ul style="list-style-type: none"> • Collision • Injury • Vehicle damage • Fixed on-the-spot penalties • Causing stress to other road users 	<p>M2 H4.5</p>		
<p>5. Consider others</p>						
<p>5.1 Sharing the road safely</p>						
	<p>5.1.1 Vulnerable road user awareness</p>	<p>To demonstrate safety awareness of all VRUs</p>	<p>Drivers should:</p> <ul style="list-style-type: none"> • List the types of VRUs (eg pedestrians, cyclists, powered two wheelers, children, the elderly and disabled people) • Describe what makes a road user 'vulnerable' • Recognise the places where there may be high concentrations of VRUs and the importance of route planning • Explain why some VRUs may be unaware of you, your vehicle and the potential risks it poses 	<p>M2 M3 H5.1 eLearning</p>		
	<p>5.1.2 Changing perspectives - van drivers switch places with cyclists</p>	<p>To demonstrate an understanding of issues that cyclists face and what it is like riding a bike in heavy traffic with limited visibility</p>	<p>Drivers should be able to:</p> <ul style="list-style-type: none"> • Demonstrate control of a bike • Demonstrate where to ride on the road and the use and limitations of cycle infrastructure • Tackle challenging roads and traffic situations • Demonstrate how and when to pass queuing traffic 	<p>M3 H5.1</p>		


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	5.1.3 Understanding VRU behaviours	To demonstrate an understanding of the way VRUs behave	Drivers should be able to: <ul style="list-style-type: none"> Identify and react to hazardous road surfaces Use the experience of having cycled in moving traffic to improve driving standards and consideration for others 	M2 M3 H5.1		
6. Act professionally						
6.1 Professionalism						
 	6.1.1 Sharing the roads safely with others through professional and courteous behaviour	To demonstrate professional and courteous behaviour at all times	Drivers should: <ul style="list-style-type: none"> Explain the hazards of driving on urban roads and sharing the road with VRUs Explain the benefits of demonstrating professional behaviour and attitude to avoid conflict with other road users Explain how to avoid conflict with and deal with aggression from other road users Explain the importance of space, road position, signalling and eye contact 	M2 M3 H6.1 eLearning		
6.2 Procedures						
	6.2.1 Reporting procedures	To demonstrate the good practice reporting procedure at any given site	Drivers should explain the good practice reporting procedure (where applicable) when arriving at a given site and the potential consequences of not following the correct procedure.	H6.2		
	6.2.2 Delivery procedures	To demonstrate the correct delivery procedure at any given site	Drivers should explain the correct delivery procedures when delivering to a given site and the potential consequences of not following them. This should include hazard awareness, eg opening doors on passing VRUs when using on-street parking.	eLearning		

	<p>6.2.3 Paperwork</p>	<p>To demonstrate that the correct documentation is carried, presented and completed according to specific site requirements</p>	<p>Drivers should state what documentation is required when delivering to or collecting from a given site and the potential consequences of not being able to present the correct documentation.</p>	<p>M2 H6.3</p>		
	<p>6.2.4 Debriefing</p>	<p>To demonstrate effective driver debriefing</p>	<p>Drivers should state company policy and procedure regarding driver debriefing. This will incorporate the following:</p> <ul style="list-style-type: none"> • Drivers' hours record keeping • Complaints received during the shift • Collisions or incidents that occurred during the shift • The roadworthiness of the vehicle • Driving offences and the measures taken to prevent recurrence • The consequences of non-compliance • The signing and dating of the driver letter 	<p>H6.4</p>		
<p>6.3 Hazard perception and anticipation</p>						
	<p>6.3.1 Sharing the roads safely with others through applying defensive driving techniques</p>	<p>To demonstrate defensive and advanced practical driving skills</p>	<p>Drivers should:</p> <ul style="list-style-type: none"> • Conduct a hazard perception commentary of a busy urban street • Describe hazard types and explain the hazard drill • List the techniques of defensive and advanced driving 	<p>M2 H6.5</p>		

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	<p>6.3.2 Anticipation and reaction to adverse weather conditions</p>	<p>To demonstrate an awareness of adverse weather conditions that can impact on safe driving</p>	<p>Drivers should state weather conditions that can increase driving hazards, namely:</p> <ul style="list-style-type: none"> • Fog • Snow • Ice • Rain • Extreme heat • Winter sun <p>Drivers should explain how to mitigate them and react to worsening weather conditions, including:</p> <ul style="list-style-type: none"> • Risk assessment; don't drive if you don't need to • Use of winter tyres • Changing journey planner • Driving at lower speeds • Increased use of mirrors • Use of lights and fog lights (wipers on, lights on) • Awareness of VRUs threading through traffic 	<p>M2 H6.5</p>		
 	<p>6.3.3 Anticipating road and traffic conditions in residential areas and factors directly or indirectly affecting driving styles</p>	<p>To demonstrate an awareness of the potential hazards in residential areas that can impact on safe driving and directly or indirectly affect driving styles</p>	<p>Drivers should state the potential hazards in residential areas that can impact on safe driving, including:</p> <ul style="list-style-type: none"> • Vehicles emerging from junctions • Car doors opening • Vehicles moving off or coming out of driveways • VRUs • Children running out from between parked cars or playing at the side of the road • Animals running into the road 	<p>M2, M3 H6.5 eLearning</p>		

			<p>Drivers should explain how to mitigate them, including:</p> <ul style="list-style-type: none"> • Changing journey planner • Driving at lower speeds • Increased use of mirrors • Use of lights and fog lights • Awareness of VRUs' potential behaviour, eg threading through traffic <p>Drivers should describe the factors which directly or indirectly affect their driving style including:</p> <ul style="list-style-type: none"> • Pedestrian zones • 20mph zones • Cycle routes • Speed bumps • Chicanes • School time • Built up areas • Rising bollards 			
<p>6.4 Emergency situation and reporting</p>						
	<p>6.4.1 <i>Preventing incidents before they happen</i></p>	<p>To show measures that can be taken to help prevent incidents before they happen</p>	<p>Drivers shall state the contributing factors that increase the risk of incidents occurring including:</p> <ul style="list-style-type: none"> • Poorly maintained vehicles frequently breaking down or requiring repair • Excessive driving hours • High mileage on vehicles • Poor incident history • Insufficient breaks • Fuel inefficiency • Non-essential activities that can be reduced or eliminated • Frequency of being caught in traffic that can result in driver frustration • Excessive work loads • Inexperienced or young drivers and drivers requiring additional training 	<p>H6.6</p>		

Task categorisation	Topic	Learner performance requirement	Underpinning knowledge	Training reference	Trained & date	Manager signature
	<p>6.4.2 Dealing effectively with incidents, traffic collisions, near misses or emergencies</p>	<p>To demonstrate what to do in the event of incidents, traffic collisions, near misses or emergencies</p>	<p>Drivers shall state the correct procedure to follow when involved in an incident or an emergency, namely:</p> <ul style="list-style-type: none"> • Stop in a safe place to minimise future risk and switch off engine • Ensure adequate warning to other road users to minimise risk • Get appropriate help • Ensure passenger safety and load security <p>Drivers shall state the correct procedure to follow after an incident, traffic collision or near miss and why such a procedure should be carried out, including:</p> <ul style="list-style-type: none"> • Recording, investigation and analysis • Implementation of actions to address any lessons learned • Identification of trends • Assessment of driver and vehicle before returning to the road <p>Explain the reasons behind the necessity for a full and thorough investigation and analysis through to implementing lessons learned:</p> <ul style="list-style-type: none"> • Defence • Reduced insurance premium or reduced payout • Prove innocence • Prove contributory negligence • Maintain reputation • Highlight worst offenders and take action 	<p>H6.6</p>		

	<p>6.4.3 <i>Dealing safely and effectively with breakdowns</i></p>	<p>To demonstrate what to do in the event of breakdowns</p>	<p>Drivers shall state the correct procedure to follow when a breakdown occurs, namely:</p> <ul style="list-style-type: none"> • Stop in a safe place to minimise future risk • Ensure adequate warning is given to other road users to minimise risk by wearing high vis and using warning triangle • Get appropriate help and call 999 if an emergency • Ensure passenger safety and that load and vehicle are secure • Notify your transport office as soon as it is safe to do so <p>Drivers shall explain the potential consequences of not following the correct procedure, including:</p> <ul style="list-style-type: none"> • Risk of collision and/or injury • Recurring breakdowns • Incomplete/delayed journey 	<p>H6.5</p>		
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