

# Toolbox talk – Prepare yourself

## Delivering the toolbox talk

- Put up the 'Prepare yourself' key message poster in the work place – preferably somewhere where the drivers will see it on a regular basis
- Introduce yourself and ask drivers to introduce themselves
- Let the audience know that the talk will take approximately twenty minutes

## 1. Aim

The aim of this toolbox talk is to communicate this company's policy of ensuring that all drivers (including sub-contracted and agency drivers) are fully prepared for the job they are going to undertake, and are aware of and familiar with the company's road safety policy.

## 2. Reason why

The policy is an effective means of ensuring consistency throughout your organisation and tells drivers how to behave in certain situations. Policy can be linked to legal requirements so that drivers are aware of the law and comply with it.

## 3. Incentive

If we can be fully prepared before undertaking journeys:

- There are fewer opportunities for unintentional breaches of company policy and the attendant disciplinary implications
- Our safety record will improve
- There is a reduced likelihood of accidents with their attendant cost, time and reputation loss
- We will contribute to the company's reputation and professional image

## 4. Outline

This toolbox talk will explain why the company has policies on driving, licence checking and vehicle operation, and how understanding them will make their job easier. The talk will end with some confirmatory questions, so listen up!

## 5. How it should be done

Our company goal is to make sure our drivers know and operate within the law. Not complying with the law will have a major impact on our business in terms of cost, reputation, quality of service and time. We do not authorise any of our employees to drive on company business if any of the following circumstances apply:

- They are banned from driving
- They do not hold a current valid driving licence permitting legal driving in the UK
- They have not completed the risk assessment process
- They have a medical condition that prevents them from driving
- They are on medication that will affect their driving capabilities
- They hold a provisional driving licence
- They have not read our policy, handbook and associated documents
- They are unfit through drink or drugs or their blood:alcohol level exceeds the legal limit

Refer to the new drug driving laws and the importance of ensuring that taking self medication or prescription drugs does not contravene the new laws but can lead to driving whilst impaired and refer drivers to their Driver Handbooks for more details on what drugs are potentially dangerous.

Refer to your company road safety policy. Ensure your drivers understand what you have told them

and ensure they sign to confirm that they have read and understood the policy statements. This signed form should be kept with their employment records.

Tell them that you will regularly check that drivers are fit to drive (as often as their company policy requires). This will take the form of a questionnaire that should be completed and returned to your manager or supervisor. If further investigation is required then an Occupational Health Specialist may be called in. Assure drivers that their responses to the questionnaire will remain confidential.

## 6. Points to emphasise

- We need to have drivers who are qualified and meet our insurance requirements. This means we have a policy that requires our drivers to hold a full and current driving licence permitting legal driving in the UK (a provisional licence will not suffice). If you have received any endorsements then it is important that you tell your manager or supervisor what they are and why you have them.
- We must be made aware if you have had your licence suspended or revoked.
- We need to make sure that you are able to legally undertake your role as a professional driver. This includes checks on your health including questions on whether you have had:
  - Any fainting episodes/blackouts/dizziness/fits
  - A serious head injury or concussion
  - Respiratory or sleep disorders
  - Diabetes
  - Mental ill-health
  - Problems relating to alcohol or drug misuse
  - Joint problems/musculoskeletal disorders/neck or shoulder pain
  - Visual disorders
  - Hearing disorders
  - Cardiovascular disorders
  - Renal disorders
- You will also be asked:
  - Whether you are taking regular medication (refer again to the new drug driving laws)
  - Whether you have ever been denied a driving licence or had it suspended on health grounds?
- The company road safety policy has a section within in it regarding communications. This is aligned with legal requirements that state that

you should not use a handheld mobile phone whilst driving. We require that you pull over in a safe and appropriate place, switch off the engine and then make or take the phone call. Our specific rules on this will be covered in a separate toolbox talk but in the meantime if you have any queries please speak to me or your manager or supervisor.

- The road safety policy also covers incident management. If you are unfortunate enough to have an accident, our policy tells you how you should behave at the scene and then what must happen when you are back at the depot. Our accident procedure is covered in your driver handbook and it will also be the subject of a separate toolbox talk but if you have any queries please see me or your supervisor

## 7. Confirmatory questions

1. Why does the company have a road safety policy?
2. What are the benefits of understanding our road safety policy for drivers on the road?
3. What kind of medication or medical conditions may prevent you from driving?
4. Where can you find the company accident procedure?

## 8. Final summary

To sum up, we need to make sure the company road safety policy is being adhered to so that we can improve the safety of our drivers, our vehicles and to safeguard VRUs. You should now be aware of:

- What the company road safety policy covers
- How it applies to you as a driver
- The need for regular licence checking

You should also be aware of:

- The need to report any health issues you might have which might affect your ability to drive
- Company procedure relating to drink, drugs and smoking
- The communications policy (covering mobile phones and other in-vehicle technology).

(Your company may have installed some additional safety features on the vehicles and it is important that drivers know how to use these systems.)

Thank you for your time – and now I would like your feedback.

# Toolbox talk - Check your vehicle

## Delivering the toolbox talk

- Put up the 'Check your vehicle' key message poster in the work place – preferably somewhere where the drivers will see it on a regular basis
- Introduce yourself and ask drivers to introduce themselves
- Let the audience know that the talk will take approximately twenty minutes
- Make sure you have a copy of the walkaround checklist that all your drivers will have in their handbook. A copy is in your Toolkit

## 1. Aim

The aim of this toolbox talk is to communicate company policy of ensuring all drivers (including sub-contracted and agency drivers) conduct a daily walkaround check of their vehicle to ensure they are in full working order.

## 2. Reason why

A recent study by DVSA revealed that many vans fail their first time and around a quarter of prohibitions issued to vans are due to the condition of the tyres.

A daily walkaround check helps to ensure that the vehicle is:

- Clean
- Roadworthy
- Safe to drive

This helps keep drivers, their vehicles and other road users safe by reducing the likelihood of an accident. The walkaround check should also help to highlight and fix any defects before they cause a more serious problem.

This can reduce maintenance costs as well as vehicle downtime.

## 3. Incentive

Undertaking daily walkaround checks results in:

- Improved vehicle performance - defects are reported and fixed before serious problems occur
- Improved reputation and corporate image as a clean and well maintained van looks professional
- Reduced likelihood of accidents with their attendant cost, time and reputation loss
- Reduced fines and penalty points

If vehicle defects are sufficiently serious they can result in a charge of dangerous driving. This can result in 3-11 points, two years imprisonment, unlimited fines and obligatory disqualification.

## 4. Outline

This toolbox talk covers what and how to check the vehicle for roadworthiness and report any defects. Our vehicles are an important asset. As such they need to be looked after. Our company goal is to minimise any issues that will impact negatively on our business. If not well managed and maintained we are more likely to have or cause accidents.

The talk will end with some confirmatory questions, so listen up!

## 5. Who needs to do the vehicle checks?

All drivers (including sub-contracted and agency) are required to check their vehicles on a daily basis.

## 6. When should the checks be done?

Drivers shall check the vehicle at the start of their shift, before setting out. They must do it before any loads have been put on the vehicle because if the vehicle is subsequently found to be unroadworthy, the load will have to be taken off.

## 7. Points to emphasise

- It's a fact that more vans fail their MOT first time than HGVs. This means that many vans on our roads, this very minute, are not roadworthy. This means they are a risk to their drivers as well as the public. We need to make sure our vehicles don't contribute to this, by noticing defects on vehicles before they drive out of the front gate. (If this is being delivered in a company the actual pass rate should be stated and a target attributed to defects and the pass rate improving.)
- Checking a vehicle before setting out means that you make sure your vehicle is roadworthy and will spot any defects before they cause an accident, helping to keep you and other road users safe.
- As part of your walkaround check you should also check that the vehicle is clean outside and inside. Do not leave rubbish on the dashboard. Make sure paperwork and delivery notes are in a ring binder or folder and not scattered around the cab.
- Ultimately, checking for roadworthiness is about safety; but it's also about being professional. We don't want to conform to the stereotypical reputation of 'white van man' and want to defy any misconceptions the public might have.
- If you identify and report defects early then the maintenance team can fix them before they become more serious. This means that the repair cost may be lower and the vehicle will spend less time off the road, helping the company to become more profitable - which ultimately benefits you.
- You, the drivers, are legally responsible for the vehicle you are driving. If you knowingly go out and drive a vehicle that isn't roadworthy, it could mean trouble for both you and the company. We don't want to go down that road and I'm sure you don't, so I'm going to tell you how to do a walkaround check and report any defects and then I expect you to do them every day.

## 8. How you can conduct a van daily walkaround check

- Refer to your driver handbook walkaround checklist when checking the vehicle. Everything that needs to be checked on your vehicle is on this checklist. Fill in the checklist and if everything is fine, simply complete and submit it to your manager for record keeping purposes. Sheets should be submitted on a weekly basis unless you spot a defect.

- If you discover a defect, you must record it and report it by submitting the walkaround check immediately. Don't wait for the end of the week. If the defect means that the vehicle is not roadworthy then you should not drive it. Speak to your manager or supervisor immediately to confirm that the vehicle is not roadworthy and they will arrange for a repair or an alternative vehicle for the shift. Remember to do the walkaround check on any substitute vehicle provided.
- As you carry out each check, tick it off. If there is an issue, highlight it. If you are not sure about something, ask for help either from your manager, supervisor or another colleague. Shortly, I will take you out and do a practice walkaround check so you can see what needs to be done.
- It is important that we have a record that these checks have taken place. Completed forms are reviewed and influence decision making. For example, if a particular vehicle keeps on having defects reported we might consider replacing it with a newer vehicle. It may even influence the make of van we buy in future.

## 9. Confirmatory questions

1. Who needs to do the vehicle checks?
2. How often should a walkaround check be done?
3. What is the purpose of doing a walkaround check?
4. What must you do if you discover a defect?
5. What things should you be looking for when checking the tyres and wheels?

## 10. Final summary

To sum up, we need to make sure our vehicles are roadworthy and safe to drive. You should now understand why walkaround checks are so important, how to do them, what to look out for, and when and how to submit the forms if there is nothing to report and how to report a defect. The key priorities are to keep you and other road users safe. Remember to always submit your completed walkaround check sheets, even if no defects have been found as we need them for our records.

Thank you for your time – and now I would like your feedback.

# Toolbox talk – Plan your journey

## Delivering the toolbox talk

- Put up the 'Plan your journey' key message poster in the work place – preferably somewhere where the drivers will see it on a regular basis
- Introduce yourself and ask drivers to introduce themselves
- Let the audience know that the talk will take approximately twenty minutes

## 1. Aim

The aim of this toolbox talk is to communicate this company's policy on journey planning of ensuring that all drivers (including sub-contracted and agency drivers) plan their journeys effectively. This means deciding which vehicle to use, who will drive it, which roads will be used and the efficient scheduling of deliveries and collections, to ensure that our customer requirements are met and that vulnerable road user safety is optimised.

## 2. Reason why

Journey planning should be done so that operations run as smoothly and efficiently as possible. This can mean:

- Drivers don't get lost
- Inappropriate routes are avoided
- Routes are efficiently aligned to deliveries and collections
- The risk of collisions is reduced
- Save fuel

## 3. Incentive

Effective journey planning will help to ensure:

- Vehicles are used as efficiently and effectively as possible, save fuel
- Drivers are less stressed as they will know where they need to be, how to get there and when they need to arrive
- Drivers are travelling on the optimum route
- Drivers know about en-route parking and fuelling facilities
- The risk of collisions with other road users is reduced

## 4. Outline

This toolbox talk will help drivers to understand why the company plans routes and its contribution to business efficiency and good customer service. This talk will also help drivers to understand:

- The rationale for the types of roads and routes you select when planning a journey, eg whether it is the shortest distance or means staying on main roads
- That the shortest route is not necessarily the quickest route
- The time needed to complete the journey and that it can be realistically completed in that time
- How to identify hazards along a particular route and provide guidance for dealing with each hazard identified. Introduce yourself and ask drivers to introduce themselves

The talk will end with some confirmatory questions, so listen up!

## 5. Who needs to plan the journey?

The transport office (if the company has one) will be responsible for planning routes. Otherwise another role within the company will have the responsibility. Or this could lie with the drivers themselves. Where drivers are operating regularly in an area, their local knowledge is invaluable and should be factored. If planned by a manager or supervisor, time should be made available to brief the driver on the plan before the journey is started.

## 6. Why does the talk need to be given?

The company goal is to plan journeys so that:

- Maximum efficiencies are achieved
- Drivers' jobs are less stressful
- Costs can be controlled which makes the business more profitable and drivers' jobs easier
- Customer satisfaction is maintained, which means more business and fewer complaint
- Reduce the risk of coming into contact with vulnerable road users

## 7. How should journey planning be done?

The journey will be planned before it is started. The driver (if they have not planned the journey themselves) is then briefed on the route, taking into account:

- Road restrictions, e.g. time, constraints on vehicle size, 'banned' routes etc
- Preferred route options and alternatives in the event of an unforeseen event
- An evaluation of existing routes to check they are still the most efficient
- Journey length in order to reduce the risk of fatigue
- Driver requirements such as the need for rest breaks and access to toilets, washing facilities and refreshments
- Safer routes which are more appropriate for the type of vehicle doing the journey
- Avoiding periods of peak traffic flow
- Any delivery time windows
- Routes which drivers should avoid
- Ordering the drops so that deliveries and collections are efficient

Your operation may not involve deliveries but may be a service function, e.g. related to gas or electrics. In many cases it is just as useful to schedule the day allowing time for the 'on-site' work to be completed particularly if multi-site work is involved. Confirmation that each task has been completed can be confirmed 'live'.

## 8. Confirmatory questions

1. Who needs to do the journey planning?
2. When should journey planning take place?
3. Why should you plan journeys?
4. What does effective journey planning achieve?

## 9. Final summary

To sum up, we need to make sure journeys are planned so that operations run as smoothly and efficiently as possible. You should understand that effective planning can help to reduce stress and control costs - making the business more profitable and your job easier. You should also appreciate that effective journey planning will help ensure customer satisfaction -which means more business and fewer complaints.

Thank you for your time – and now I would like your feedback.

# Toolbox talk – Stick to the basics

## Delivering the toolbox talk

- Put up the 'Stick to the basics' key message poster in the work place – preferably somewhere where the drivers will see it on a regular basis
- Introduce yourself and ask drivers to introduce themselves
- Let the audience know that the talk will take approximately twenty minutes

### 1. Aim

The aim of this toolbox talk is to communicate this company's policy of ensuring that all drivers (including sub-contracted and agency drivers) 'stick to the basics' of legal driving, especially understanding that speed limits are limits, not 'targets', that mobile phones should not be used whilst driving and that seat belts are always worn.

### 2. Reason why

Our company goal is to employ safe and professional drivers as they are less likely to cause collisions.

### 3. Incentive

Sticking to the basics means:

- Your drivers are operating within the framework of the law
- That you are helping to run a safe and legal operation

### 4. Outline

This toolbox talk will cover sticking to the basics, so obeying the law, especially with regard to speed limits, mobile phone use and wearing your seatbelt are key.

The talk will end with some confirmatory questions, so listen up!

### 5. Sticking to the basics

- Speed limits are there to protect the public and maintain safety for all road users. If you break the speed limit you are putting yourself, your vehicle and other road users in danger. Obviously you do not want to be involved in a collision as this could cause injury to someone. There are also secondary consequences such as:
  - The costs of the incident
  - A loss to your and our company's reputation
  - Possible legal proceedings
  - Increased insurance premiums
- They do not hold a current valid driving licence permitting legal driving in the UK
- Travelling at a higher speed can make a journey more stressful than it needs to be. If you find yourself under unnecessary time pressure, tell your manager or supervisor and agree with them how best to resolve the situation. Solutions could involve:
  - Amending the journey plan
  - Choosing an alternative route
  - Contacting the delivery point and informing them you may be late
- If you get caught speeding, there are consequences such as:
  - Points on your licence
  - Fines
  - Making you more expensive to insure
  - Making you less employable
- The company needs to know if you are caught speeding and will not pay the fine if you have broken the law.

TYPE OF VEHICLE	BUILT UP AREAS	SINGLE CARRIAGE-WAYS	DUAL CARRIAGE-WAYS	MOTORWAYS
Car-derived vans and light vans up to 2 tonnes GVW	30mph	60mph	70mph	70mph
Car-derived vans towing trailers	30mph	50mph	60mph	60mph
Vehicles up to 7.5 tonnes GVW	30mph	50mph	60mph	70mph
Vehicles up to 7.5 tonnes GVW towing trailers	30mph	50mph	60mph	60mph

- Using a handheld mobile phone while driving is a distraction and increases the likelihood of a collision. Point out that a recent Which Report stated that you are four times more likely to have an accident or near-accident if using a handheld phone whilst driving. This is why it has been made illegal.
- Too many points could see your licence suspended or revoked and hence your terms of employment curtailed. If you need to make or take a call, pull over into a safe place and switch the engine off.
- Never under any circumstances use a handheld phone whilst driving – even when in stationary traffic.
- Seat belts are there for your protection in case the worst should happen and you have an accident. We want you to go home to your loved ones at the end of every shift. Don't become another needless casualty because you weren't wearing your seatbelt. It only takes a second to put it on.

## 6. Speed limits are not always the same

Test your drivers on their knowledge of the speed limit. Try varying the vehicle type and whether a trailer is being towed or not.

## 7. How you can stick to the basics

1. Always obey the speed limit, remembering they are NOT 'targets' but absolute limits
2. Never use a handheld mobile phone whilst the engine is running
3. If you **MUST** use your phone whilst the vehicle is moving, use a hands-free kit
4. Always wear a seatbelt whenever in the vehicle

## 8. Confirmatory questions

1. What is the maximum speed limit in an urban area?
2. When is it suitable to use a mobile phone (without a hands-free kit) in a vehicle?
3. Is it ever appropriate to be sitting in a vehicle with the seatbelt not fastened?
4. Will the company pay any fines resulting from breaking the law?

## 9. Final summary

In summary, knowing the basic speed limits of your vehicle is important. The speed limit can vary between the types of vehicle you might be driving as well as the type of road you are on.

Remember that the speed limit is an absolute maximum and you don't necessarily need to be travelling at maximum speed.

Never use a mobile phone whilst driving. Handling a mobile phone is illegal and, if caught, will mean points on your licence and a fine.

Wearing a seat belt is a legal requirement and we should all do it. It's really simple and there is no valid reason for not wearing it.

Thank you for your time – and now I would like your feedback.

# Toolbox talk - Consider others

## Delivering the toolbox talk

- Put up the 'Consider others' key message poster in the work place – preferably somewhere where the drivers will see it on a regular basis
- Introduce yourself and ask drivers to introduce themselves
- Let the audience know that the talk will take approximately twenty minutes

## 1. Aim

The aim of this toolbox talk is to communicate this company's policy of ensuring that all drivers (including sub-contracted and agency drivers) understand the importance of considering other road users, especially vulnerable road users (VRUs), and what techniques they should use to reduce risk to them.

## 2. Reason why

Our company goal is to employ safe and professional drivers. By driving defensively and considering the needs of other road users we can minimise accidents and prevent you from potentially hurting or even killing someone, as well as reducing fuel consumption and hence improving the environment

Considering other road users means:

- You are less likely to be taken by surprise by the actions of other road users
- Giving vulnerable road users the time and space they need

Aggressive driving not only looks bad but is dangerous and it is intimidating, particularly to vulnerable road users who often need more time to cross the road or make a manoeuvre at a junction. This has safety implications that could lead to an accident which we don't want, they don't want and you don't want.

## 3. Incentive

Driving defensively will enable a smoother, safer journey and help prevent you from being liable for any accidents or fatal collisions.

Employing defensive driving techniques improves:

- Safety
- Professionalism
- Corporate image
- Fuel efficiency

## 4. Outline

This toolbox talk will mention several techniques and approaches which should help you become a safer driver and also enable you to do your bit for the environment.

The talk will end with some confirmatory questions, so listen up!

## 5. How it should be done?

Defensive driving techniques and safe approaches include:

- Keeping your distance and resisting the temptation to drive too closely to the vehicle in front – try and leave a two-second gap (the so-called safety space)
- Monitoring and maintaining the 'safety space' around you to give yourself time and options
- Understanding that if other road users cause problems; it may be because they are inexperienced, nervous or lost - and the last thing they need is you being aggressive towards them
- Looking 15 seconds ahead – by which we mean not just at the vehicle in front. Try to anticipate risks, make fewer and smaller steering corrections and make better predictions of what is going to happen

- Keeping your eyes moving and staying alert – combine both what you see ahead and around you to identify hazards
- Ensuring other road users see you – by giving early, clear and effective signals
- Only overtaking cyclists when you can pass across the white line and leave the lane to do so
- Being patient and remembering that anyone can make a mistake, including you
- Slowing down and holding back if a road user pulls out into your path at a junction. Allow them to get clear. Everyone makes mistakes.
- Not accelerating aggressively so you don't need to brake hard. This can also help with fuel consumption.

## 6. Points to emphasise

- Emphasise the professional role your drivers have. Stereotypical images of 'white van man' portray an aggressive driver who often displays bad driving techniques and behaviour. However this view only relates to a minority of van drivers on the road and emphasise your company's nil tolerance of such drivers.
- To help them keep their cool, suggest they might imagine the driver who is irritating them could be their dad, granddad, daughter – whoever – being intimidated.

## 7. Confirmatory questions

1. What are the benefits of defensive driving?
2. How much space should you give a cyclist when overtaking them?
3. How should we treat pedestrians or other road users?
4. Is it ever appropriate to accelerate hard?
5. Could these same techniques be used to improve your driving in a personal capacity?

## 8. Final summary

To sum up, we need to make sure that other road users are considered and that defensive driving techniques and approaches are used when driving. You should understand what defensive driving is and how it helps to improve driving style, reduce the risk of an accident and increases fuel efficiency. You should also understand how to apply defensive driving techniques and approaches whilst driving company vehicles. You should be capable of highlighting what contributes to aggressive driving and the negative effects this has on our business and on vulnerable road users. Finally you should be able to list the benefits of defensive driving.

Thank you for your time – and now I would like your feedback.

# Toolbox talk - Act professionally

## Delivering the toolbox talk

- Put up the 'Act professionally' key message poster in the work place – preferably somewhere where the drivers will see it on a regular basis
- Introduce yourself and ask drivers to introduce themselves
- Let the audience know that the talk will take approximately twenty minutes

### 1. Aim

The aim of this toolbox talk is to communicate the company's policy of ensuring that all drivers (including sub-contracted and agency drivers) act professionally.

### 2. Reason why

Tell them that the company goal is to have a professional relationship with customers, employees and members of the general public. Having a good reputation brings goodwill, repeat work and new contracts. We are only as good as our last job.

The company has a reputation to maintain and uphold. Reputation is important because customers and clients want to deal with a reputable company. Remember, a member of the public today could be a client tomorrow.

There are three aspects to drivers acting professionally:

- Driving style
- Appearance
- Interactions with others

### 3. What is a professional van driver

A professional van driver is someone that behaves in a positive, courteous and business-like way.

These behaviours must embrace every aspect of the job including:

- Administration
- Driving style
- Dealing with customers, colleagues and members of the public

Care should be taken to ensure the driver and vehicle have a clean and professional appearance and the individual undertakes their job in a diligent manner.

### 4. Incentive

A van driver is the 'face' of the company. The driver will regularly interact with customers, clients and the public, so employing someone who is courteous will contribute to building professional corporate relationships with all who touch the business.

It will improve your drivers' self respect and professionalism, reduce stress and enhance your company's corporate image and reputation.

### 5. Outline

This toolbox talk will explain why it is important to display good behaviours on and off the road and how drivers can use techniques to keep their cool and stay professional.

The talk will end with some confirmatory questions, so listen up!

## 6. Who needs to act professionally?

The drivers represent your company. They regularly interact with customers, clients and the public and it is important that they act in a professional manner both for themselves and for the company.

## 7. Points to emphasise

- It is important to act professionally. This means:
  - Not driving aggressively
  - Not cutting up, tailgating and bawling at other road users – however much they have frightened and/or irritated you
  - Staying within the speed limit
- The appearance of our company is important to maintaining our reputation. If we appear professional then that impression will stick with people. This includes:
  - The appearance of our drivers – e.g. wearing the correct uniform in an acceptable manner (if your company has a uniform policy then state it).
  - The appearance of the vehicle - As part of your walkaround check you should:
    - I. Check that the vehicle is clean on the outside and inside
    - II. Check there is no rubbish on the dashboard
    - III. Make sure that paperwork is contained in a ring binder or folder and not scattered around the cab
- When interacting with others, our drivers should always be courteous. This is an important aspect of acting professionally. – For example, when unloading a vehicle:
  - Consider other road users when you choose where and how you park the vehicle
  - Consider pedestrians on the pavement. Try not to block the pavement with boxes or unloading equipment. Less mobile pedestrians will find it difficult to get round you and your vehicle safely
  - Mind how you talk to people. I know sometimes it's hard, but try and be courteous to others even if others are not courteous to you. In that way you retain the moral high ground!

- If something does go wrong, which it may do on occasions, then make sure you follow company processes including collecting evidence which can be used in your defence in case of a dispute.

## 8. Confirmatory questions

1. What makes a professional van driver?
2. Is it ever appropriate to block pavements or cycle lanes when delivering?
3. How should we store paperwork in the vehicle?
4. What driving behaviours are aggressive and should be avoided?
5. What sort of things could go wrong and what should you do if they do?

## 9. Final summary

To sum up, we need you as drivers to act professionally at all times whilst on company business. You should understand what it takes to be a professional driver and the importance of behaving professionally. You should also understand this can improve your self respect and enhance company image and reputation - which directly affects the company's ability to win new and retain existing contracts.

Thank you for your time – and now I would like your feedback.



Any questions (make a note of any questions asked by those participating)

Make sure you answer any questions asked.  
File safely as a record of communicating company policy to employees.