

POLICY STATEMENTS

October 2023



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HEALTH AND SAFETY POLICY

Health and Safety at Work etc Act 1974

Our general policy is:

- To provide adequate control of the health and safety risks arising from our work activities.
- To consult with employees on matters affecting their health and safety.
- To provide and maintain safe plant and equipment.
- To ensure that safe handling and use of substances.
- To provide information, instruction and supervision for employees.
- To ensure all employees are competent to do their tasks and to give them adequate training.
- To prevent accidents and cases or work-related ill health.
- To maintain safe and healthy working conditions for the protection of our employees, customers, suppliers and the general public.
- To provide where reasonably practicable protection for our staff from infectious diseases that may be transmitted in the work place or during our work activities.
- To audit our suppliers and as far as reasonably practicable ensure that they work to best practices in the above areas.
- To encourage openness, direction, feedback and awareness of each individual's obligation to work to safe and best practices.

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GOODS VEHICLE POLICY



NMT Crane Hire Ltd understands the importance managing work related road risk and that the actions of the driving staff and the policies that the company have in place can significantly reduce the risk to their staff, suppliers, clients and other road users especially the vulnerable.

Wherever possible we undertake to reduce work related road risk by introducing and implementing best practice and communicating these standards in a coherent and accessible way. We commit to reviewing this regularly and continuously try to improve our working practices all transport related activities.

The company is committed to introducing safety training and initiatives that will reduce this risk both on site and on the public highway. On the road all driving staff must observe the rules of the road and be abide by the rules of the Highway Code at times.

We further re-confirm our undertakings to the Traffic Commissioner and confirm that we wholly abide by the rules

The Road Risk Champion is Maggie Webb

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COMPLAINTS POLICY

All complaints received against the company and its staff is recorded and any remedial or disciplinary action taken immediately.

All complaints are logged and reviewed by directors and management as soon as they are received in accordance with the company complaints procedure.

Examples of complaints that may be received and recorded:

Members of the Public

Customers

Stakeholders

FORS Compliance team

DVSA



Grievances from members of staff

This list is not exhaustive.

All complaints will be reviewed within 10 working days of receipt to ensure that remedial action is immediately taken as and when required.

This commitment covers all aspects of the business and the director and managers of the company are focussed and committed to delivering the safest road transport service available by pro-actively decreasing work-related road risks.

All complaints are recorded and any action taken noted on these records – Please see:

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TRANSPORT INFRINGEMENT POLICY

To ensure operational risk exposure is minimised, costs are controlled, and drivers operate legally, safely and professionally, it is the company policy to record, investigate and act against all transport related infringements.

complaints received against the company and its staff is recorded and any remedial or disciplinary action taken immediately.

All legal and transport related complaints are logged and reviewed by directors and management as soon as they are received.



Examples of complaints that may be received and recorded:

<i>DVSA – Prohibitions; improvement notices</i>	Penalty Charge Notices
Road worthiness prohibitions (PG9)	Congestion Charge
Notices and the outcomes of public inquires	Low Emission Zone
Fines related to traffic related summons	Safer Lorry Scheme
<i>Operator Compliance Risk Score – Negative Events</i>	London Lorry Control Scheme
Graduated Fixed Penalty Notices	Drivers Hours Offences
Fixed Penalty Notices (including graduated)	Notices of intended prosecution
Moving Traffic Offences	Safety Zones and clean air zones

This list is not exhaustive.

The outcome of all the above is reviewed in a timely manner to ensure that remedial action is immediately taken as and when required.

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SERVICEABILITY AND ROADWORTHINESS POLICY

All fleet vehicles and equipment are maintained in accordance with manufacturer's guidelines, legislation, regulations, Operator Licence undertakings and consideration for the environment.



Equipment that does not require certification, is inspected, monitored and serviced as necessary by a qualified, trained or competent person and records of inspection are kept accordingly.

It is the policy of the company to have systems of safe working that include:

- Effective management and supervisory responsibilities
- System for both planned and unplanned maintenance
- Walkaround checks and defect reporting
- First use inspections, including hire vehicles
- How safety critical defects and prohibitions are managed and investigated
- How unroadworthy vehicles are removed from service
- How unroadworthy vehicles are brought back into service when passed fit

Maintenance records will be kept for 15 months and all equipment within scope of the FORS standard and the relevant inspection certification available.

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LOAD SAFETY POLICY

NMT Crane Hire Ltd ensure that the Company and Company's Drivers do not breach the Road Traffic Act 1998 and the Road Vehicles (Construction and Use) Regulations 1986, or any motor vehicle insurance requirement that would otherwise render any insurance cover void.

Overloading of vehicles is a safety hazard. It makes vehicles less stable and more difficult to steer, it puts strain on vehicle tyres, causes excessive wear to the vehicle and increases fuel consumption.

NMT Crane Hire Ltd understands its responsibility in ensuring that in the interest of safety, no company vehicle travels overloaded. It also recognises that drivers' too have a responsibility to ensure that they do not travel overloaded.

NMT Crane Hire Ltd sets-out to all employees, the necessity of Safe Loading and the negative impacts and consequence it may have on family; friends; colleagues; pedestrians; other road users and our general obligations to ensure the safety of all including our responsibility to transport and delivery goods to our customers in a safe and undamaged condition.

We accomplish this by ensuring that all our staff and suppliers are aware of our policies and providing the necessary training to ensure that our staff are prepared with the knowledge and equipped with the equipment to complete all tasks safely.

Additionally, we undertake to monitor and supervise our staff in all aspects of load security and associated working and tasks.

NMT Crane Hire Ltd is committed to:

- Providing safe equipment and vehicles to drivers in order for them to carry out their work
- Providing a safe place of work for drivers
- Providing systems to prevent so far as reasonably practicable accidents and cases of work-related ill-health

NMT Crane Hire Ltd will:



- Ensure that adequate training, information, instruction and supervision is provided to drivers to ensure the safe loading of vehicles.
- Ensure that the correct vehicles and trailer types for the load to be carried.
- Ensure that there are sufficient and correct load restraints.
- Ensure staff are training in safe coupling and uncoupling of trailers.

- That all relevant risk assessments are carried out, and all drivers made aware of the results.
- Ensure that method statements are in place and these communicated to drivers.
- Provide drivers with procedures for how to load safely and how to deal with any vehicle that they suspect to be overloaded.
- Provide information on weighbridge facilities to drivers should they wish to weigh their load before continuing with their journey.

NMT Crane Hire Ltd is committed to:

- Ensuring that all legislation is adhered to
- Ensuring that all insurance requirements are adhered to
- The safe use and loading of vehicles both to and from sites.

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TYRE MANAGEMENT POLICY

To ensure the management and use of tyres is undertaken in a safe, efficient and environmentally responsible way, the company monitors tyre usage and maintains tyres in a serviceable and road worthy condition.

The company policy is:



- Tyres selection will be based on the vehicle type and operating conditions
- Tyres will be monitored for wear, damage and age (tyre limited to under 10 years).
- Tyre damage will be investigated
- Tyre depths and wear will be monitored
- Tyre replacement will be recorded.
- Tyre reports shall be reviewed
- Contracted work shall be monitored
- Tyres will be torqued and retorqued in accordance with the DVSA guidance.

In accordance with FORS V6 standard V1, V2 and V7, tyre condition and damage shall be visually checked for damage, wear and pressures as part of the daily walkaround check and full examination at periodic safety inspections.

- Tyre maintenance undertaken in house will be carried out by a competent and trained member of staff
- Tyre maintenance undertaken by a tyre fitting service will be monitored and checks made to ensure that tyres are disposed of in accordance with local waste regulations.

To ensure the management and use of tyres is undertaken in a safe a, efficient and environmentally responsible manner, the company keeps full records of tyre usage, condition, wear and disposal for road safety, consumption analysis, costings and environmental compliance.

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DRIVING STANDARDS POLICY

To ensure that the company, managers, drivers and all transport staff understand their responsibility and the contribution they make towards work related road safety, a continuous and progressive training plan must be in place.



A methodology of **Plan, Do, Check, Act** must be maintained throughout the whole process and all supervising staff must remember to address any actions that may compromise safety whether road or work related.

The company ensures that our drivers are trained on the following subjects and that the training will continue to be provided on an ongoing basis to improve and uphold their safety standards in accordance with company policy and the Highway Code.

The company ensures that drivers have access to a current version of the Highway Code and that the standards within are always upheld including:

- Adherence to speed limits, traffic signs and road markings
- Wearing of seat belts where fitted and required
- Sharing the road safely, particularly with vulnerable road users
- Accident Procedures
- Breakdown Procedures
- In-Vehicle Technology: Mobiles; Satellite-Navigation; Communication Devices; In vehicle Safety Equipment
- Drinks & Drugs
- Health & Fatigue
- Avoiding distractions such as smoking, eating and drinking whilst driving
- Fuel Efficient Driving techniques, air quality and emissions
- Driving in adverse weather conditions

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STAFF INDUCTION POLICY

All new members of staff including those who change roles within the company will undergo a full induction process to ensure that they are familiar with the organisation's value, policies and procedures.



The person responsible for conducting the induction shall declare that the member of staff has been familiarised with the organisation's policies and procedures.

In addition to licensing checks prior to employment and driving one of our vehicles, we carry out a driving assessment to ensure that are capable and familiar with the vehicle(s) being driven in their job role.

During the induction process the new member of staff will undergo a:
All training conducted is job relevant, health & safety and road related road risk including vulnerable road user.

The company will arrange performance management appraisals, have a professional development plan according to job role and identified to the requirement of the FORS V6 Standard. This information will be shared with each member of staff.

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IN-VEHICLE COMMUNICATION POLICY

Using a mobile phone and in-vehicle technology can be a distraction to the driver and present a danger to other road users. A moment of distraction by using these types of devices can cause damage, injury or death.

NMT Crane Hire Ltd will not cause or permit their members of staff to use a hand-held mobile phone or any other hand-held communication device while driving.



The company policy is that Driving staff **MUST NOT** use their mobiles or any type of in-vehicle technology when driving.

MOBILE PHONES AND HANDSFREE DEVICES

- Drivers must not browse or view the internet or look at any other sort of media whilst driving
- Drivers must not make, receive calls, send or receive texts whilst driving
- Drivers must not listen to their voice mail whilst driving
- Drivers must not look, listen to messages, text or use their mobile phone in any way whilst sitting at traffic lights or in stationary in traffic
- Voice activated calls received or made whilst driving is not permitted.

Our Transport Office and members of staff have been instructed not to call any driver whilst they may be driving. In most circumstances, tracking devices will allow them to know that your vehicle is stationary at a delivery point or road side stop and they might call you then.

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HEALTH AND EYESIGHT POLICY

To ensure that our drivers are fit to drive, are not impaired and meet the minimum eyesight standard for driving, NMT Crane Hire Ltd have procedures in place to ensure that our drivers maintain the required level of skill and ability to exercise proper control of the vehicle and interact safely with other road users.

The company have procedures in place to ensure the correct levels of fitness to drive and eyesight standards required for driving and these include but are not limited to:

- Driver health & fitness declarations
- Eyesight checks
- Licence checks
- Pre-employment health checks

These checks are carried out at a minimum every 6 months or more frequently when required.



The company has a training program in place that covers all areas of health and fitness and staff are required to inform the company should they fall below the minimum standard required.

On-going fitness and health awareness training that includes but not limited to fatigue related illnesses such as sleep apnoea.

We will also carry out checks following a blameworthy road traffic collision and following an accident at work when fitness and health may be the cause.

The company has a zero tolerance for drivers who test positive for alcohol and drugs

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DRIVERS HOURS AND WORKING TIME POLICY

The Company have in place the systems required to ensure that the rules on drivers' hours and tachographs, including working time regulations, are observed and that appropriate records are kept.



The company:

- Undertake to plan daily and weekly work schedules to minimise fatigue.
- Assess and manage the risks associated with long journeys and night driving.
- Ensure compliance with the Road Transport (Working Time) Regulations 2005 including the average 48 hour working week limit, where relevant.
- Ensure that total working and driving time is monitored and enforced.
- Investigate any fatigue and sleep related issues.
- Ensure that travel to and from work does not impact on the safety of the hours worked.
- Query and monitor any secondary employment and the impact this may have on working time and drivers' hours.
- All missing mileage will be accounted for to ensure driver compliance.
- Ensure that drivers report lost, stolen or malfunctioning cards to the DVLA immediately.
- Ensure that drivers apply for a replacement lost, stolen or malfunctioning cards within 7 days.
- Drive for no more than 15 days on a print-out in the event of a lost, stolen or malfunctioning card.

Drivers and other relevant staff will receive training and instructions that enable them to understand and comply with the rules.

All drivers' records are analysed to ensure compliance, infringement letters issued for driver signing and in the event of continued non-compliance, disciplinary actioned will be taken.

Tachograph records are kept for 12 months and all working time directive records are kept for 2 years.

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SERVICEABILITY AND ROADWORTHINESS POLICY

All fleet vehicles and equipment are maintained in accordance with manufacturer's guidelines, legislation, regulations, Operator Licence undertakings and consideration for the environment.



Equipment that does not require certification, is inspected, monitored and serviced as necessary by a qualified, trained or competent person and records of inspection are kept accordingly.

It is the policy of the company to have systems of safe working that include:

- Effective management and supervisory responsibilities
- System for both planned and unplanned maintenance
- Walkaround checks and defect reporting
- First use inspections, including hire vehicles
- How safety critical defects and prohibitions are managed and investigated
- How unroadworthy vehicles are removed from service
- How unroadworthy vehicles are brought back into service when passed fit

Maintenance records will be kept for 15 months and all equipment within scope of the FORS standard and the relevant inspection certification available.

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FUEL, EMISSIONS AND AIR QUALITY POLICY

The company recognise that our activities have an impact on the environment in terms of the use of raw materials, emissions to air and water, and waste generation, and seek to minimise this as far as is reasonably practicable.

This policy outlines the organisation's commitment to environmental performance and our compliance with environmental regulations and standards:



- Compliance with all environmental legislation, regulations and codes of practice relevant to the industry sector in which we operate.
- Minimise waste by evaluating operations and ensuring they are as efficient as possible.
- Meet its duty of care requirements in relation to waste by ensuring the safe keeping, transportation and subsequent recovery or disposal of waste.
- Continual improvement of our environmental performance.
- Preventing pollution by source and promoting alternative products to minimise the environmental impact of general business and distribution activities.
- Minimise toxic emissions through the selection and use of its fleet, service providers and suppliers and the source of its power requirement.
- Work with suppliers to ensure they recognise and reduce the environmental impact of their products and transportation.
- Source and promote alternative products to minimise the environmental impact of general business and distribution activities.

Our company policies are supported by procedures, to monitor fuel consumption and environmental impact and these are maintained and evidenced by:

- Compliance with environmental regulations and standards
- The vehicles and fuel type selected are suitable for the tasks to be undertaken
- Engine-idling is minimised to reduce fuel waste and unnecessary emissions
- Fuel data is collected and monitored by VRM, including AdBlue where relevant
- Fuel spillages are minimised and managed
- Total fuel used across the fleet is monitored and recorded by vehicle and fuel type.
- Diesel to AdBlue ratio.
- Full records of all fuel purchases are recorded for consumption analysis, costings and environmental compliance

This policy is also aligned with our environmental policy.

The Fuel & Emissions Champion is Maggie Webb

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ENGINE IDLING POLICY

The company is committed to promoting sustainability and promoting a broader sustainability agenda is integral to the company's professional activities and management.

The company has a policy and endeavours to minimise engine idling where reasonably possible and measures are in place to manage engine-idling through toolbox talks, route planning and scheduling and the company advises and trains all staff on the environmental impact and financial consequences of engine idling.



We aim to follow and promote good sustainability practice, to reduce the impacts of all our activities and to help our customers and suppliers do the same.

The company will:

- Vehicles will be replaced as regularly as possible using vehicles that lower emissions wherever possible.
- Review routes and scheduling wherever possible to avoid unnecessary journeys or journeys where emissions are higher due to traffic congestion.
- Staff and drivers will be trained in environmentally safe and fuel-efficient driving techniques.
- Suppliers of consumables such as vehicle equipment, tyres, oil etc., will dispose of same in an environmental and legal way.
- Management will monitor driving techniques, fuel consumption, brake replacement and tyre usage to ensure drivers are maintaining the required standard of driving for sustainability and safety purposes.
- Retrofitting of anti-idling devices where possible.

Our policy will be reviewed every 12 months or when there have been changes to legislation, incidents and accidents or changes to working practices and retained in accordance with requirement M2 and communicated in accordance with M5.

The Fuel & Emissions Champion is Maggie Webb

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ROAD TRAFFIC COLLISIONS POLICY

To ensure that Incidents and Collisions are kept to a minimum, NMT Crane Hire Ltd fully investigate and analyse each occurrence.

All reports collected, will be recorded and analysed so the company can re-train where necessary and implement additional procedures within the organisation that will reduce our work-related road risk and the exposure and possibility of injury to other road user's especially the vulnerable.



Whether the driver is at fault or not, following a collision, a health declaration, driving licence check and eyesight check and if required driving assessment and any remedial training must be completed before the driver returns to his driving duty.

All vehicles must be inspected for road worthiness and any damage repaired before the vehicle is returned to the road.

- At Scene Collision Information Form – **IMMEDIATELY AT SCENE OR WHEN SAFE**
- Managers Post Collision / Insurance Report Form - **WITHIN 24 HOURS**
- Post Collision Investigation Form for Manager – **WITH DRIVER ASAP**
- Licence check
- Eye sight check
- Health Declaration
- Driving Assessment
- Vehicle roadworthiness checked
- Incident recorded on accident summary form

Where necessary, disciplinary action will be instigated, and this may result in the loss of the driver's employment.

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PASSENGER SAFETY POLICY

If, on any occasion, a passenger is carried on one of the company vehicles, the company policy is:

- Passenger may only be allowed with the explicit consent of the company
- Passenger Seat belts will be worn at all times
- Passengers will always be supervised at all times
- Passengers will remain in the vehicle with their seat belt on
- Passengers will follow all site rules
- Unless specifically required and authorised by the company, passengers will not climb onto load areas, assist with any work-related activities
- Passengers to be trained in safe ingress and egress into vehicles and onto load areas where this is permitted
- The driver will never leave keys in the vehicle
- All passenger belongings will be stored correctly

Noncompliance with the above policy may result in disciplinary action.

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SPECIALIST OPERATIONS POLICY

To conduct specialist operations safely in accordance with the law the company ensures that the risks associated with specialist operations are managed so that they do not endanger the driver, any passengers or other road users.

The person with responsibility for any specialist operations is: Stewart Grice

All activities are assessed, managed and relevant control measures and training have been implemented and communicated to all staff.

All activities would be supervised and monitored and accidents, near misses or breaches in relevant legislation will be reported and investigated.

All members of staff will be trained to ensure that the correct documentation is completed in full and submitted to the Transport Office immediately before or on return to base (as required).

The company have licenses; policies and risk assessments to support procedures for our operations.



The company ensures the following procedures and documentation is in place:

Carriage of Waste

- Waste carrier licence in place.
- Any business waste generated is collected and disposed of by a business that is authorised to deal with it.
- Control measures relevant to the transportation of waste with licensed disposal site or a licensed waste carrier used only.
- Waste documentation, consignment notes and data sheets are kept for 2 years.
- Waste operations and driver competence: The company on uses licensed disposal sites or licensed waste carriers.
- Emergency actions and contact details where relevant

Special Types General Orders

- Conform with Construction & Use 1986 Regulations and/or Vehicle Special Order in place.
- Correct STGO movement notifications are given.
- STGO vehicle speed limits are conformed with.
- Correct STGO vehicle signage in place.
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OPERATIONAL SECURITY POLICY

The company recognises its responsibility in providing a safe place of work for drivers and providing training and instruction to drivers in order to ensure health and safety.

The protect the fleet operation against criminal activity, hijack and minimise loss, damage and risk, the company policy is:

- Delivery Security training
- Access on to vehicles is strictly for authorised personnel.
- Staff and drivers are instructed that keys are never left in the vehicle
- Staff and drivers are instructed that plant and equipment is never left in an insecure manner whilst unattended.
- Keys are stored in a safe inaccessible environment to ensure unlawful access.
- Ensure that all vehicles load compartments are sealed to avoid unlawful access.
- Ensure that adequate training, information, instruction and supervision is provided to all drivers regarding unlawful access on to vehicles.
- Vehicles are only parked in secure areas to protect the driver, load and fuel during rest and break times
- Vehicle may only be parked overnight in approved and secure areas
- Vehicle may only be driven with the permission of the company
- The drivers must have the correct entitlement and permission to drive a company vehicle
- Staff will not leave an engine running or a vehicle unattended.
- Drivers are trained to report any loss or suspicious activity

To reduce accidents and incidents, the company ensures that access onto vehicles is restricted to members of staff only and this access is only when necessary. Whenever possible loading/unloading is carried out without the need to access the load area.

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COUNTER TERRORISM POLICY



The company recognises its responsibility to recognise the current terrorist threat and raise awareness, security and vigilance across the organisation.

The minimise the risks posed by potential security and terrorist threats and to ensure staff are prepared to deal with extremist and terrorist action, the company policy is:

- Delivery Security training will be given to all staff
- Staff issued with Threat Report Form to report security incidents
- Contingency plans in place in the event of an act of terrorism
- Access on to vehicles is strictly for authorised personnel.
- Staff and drivers are instructed that keys are never left in the vehicle
- Staff and drivers are instructed that plant and equipment is never left in an insecure manner whilst unattended.
- Keys are stored in a safe inaccessible environment to ensure no unlawful access.
- Ensure that all vehicles load compartments are sealed to avoid unlawful access.
- Staff will not leave an engine running or a vehicle unattended.
- Drivers are trained to report any loss or suspicious activity

The company is committed to raising the awareness and the need for security and vigilance across the organisation.

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NOISE POLLUTION POLICY

To minimise noise pollution and its impact on local communities and our staff we undertake to assess the noise created by our vehicles and clients

It is important to show consideration to others. We must ensure that we are protecting the wellbeing and enjoyment of our colleagues, neighbours, clients and general public and keep noise levels to a minimum.



The following points have been assessed as potential hazards and pollution:

- The noise sensitivity at our operating centre and customer locations.
- The noise levels of vehicles and operational equipment.
- Potential and predicted noise pollution and who could be affected.
- Noise pollution reduction measures such as vehicle specification, equipment and procedures.
- Code of practice to communicate appropriate driver behaviour.

Included in our policy are the following rules and procedures:

- Our policy is that engine idling is not allowed. Unless this is required by site rules and for the purpose of running ancillary equipment or hydraulics, our staff will turn their engine off.
- We will not run hydraulics and ancillary equipment unnecessarily as this creates noise that may disturb others.
- We will only use your vehicle horn in an emergency.
- No activities to be carried out at the operating centre during anti-social hours (06.00hrs – 18.00hours)
- HGV's are not to enter or leave the operating centre between the hours of 18.00 hours and 06.00hrs unless in an emergency or vehicle delayed on route.
- All audible warning systems to be turned off at the operating centre during the hours of 18.00hrs and 06.00hrs in the event of emergency delayed vehicle return.
- Weekend activity to be kept to a minimum. Wherever possible work can be carried out during a weekday.
- Radios to be silenced when entering or leaving the operating centre and site.
- Routes to and from site in accordance with site rules. You must follow the site rules and any traffic management plans that have been issued by the site, client of the company.

The Noise Pollution Champion is Maggie Webb

Reviewer Name	Stewart Grice	Signature:		Date:	01/10/2023
Approvers Name	Mark Ambridge	Signature:		Date:	01/10/2023
Version No:	FORS V6 – Version 2	Review Date:	01/10/2024		