



Tideway

DRIVER INFORMATION PACK



FOREWORD

“On Tideway we are committed to improving standards of health and safety across the project. This includes work directly on the project sites and also in the wider supply chain. Our aim is not to be a project that harms people in any way, to deliver a transformational Health, Safety and Wellbeing performance, and change the industry for the better.



We have the responsibility to be good neighbours local to our sites and in London as a whole. We are therefore committed to ensuring that the deliveries to and from the project are managed safely and effectively.

This booklet has been produced with our main works contractors to help inform you of these requirements.”

Andy Mitchell
CEO, Tideway

DRIVER OBJECTIVES

- Trained and competent drivers
- Minimising risk from Tideway construction vehicles having incidents travelling to and from Tideway Worksites
- Establish a set of driver and vehicle standards
- Look after people who work on the Tideway project

INTRODUCTION

This information pack is designed for all lorry and van drivers who visit Tideway worksites. It covers a variety of topics and provides information on the requirements of working with us, including:

- Working the RightWay
- Project requirements
- Process
- Driver training and licence checking
- Before you leave the depot
- When you arrive on site
- Site dos and don’ts
- On-site vehicle and driver inspections
- HGV safety equipment reference guide
- Van safety equipment reference guide
- Safe driving information
- Causes of collisions
- Sharing London’s roads
- The driver’s ‘blind spot’
- Driver wellbeing
- Using mobile phones
- Drugs and alcohol policy
- Deliberately induced collisions
- Security awareness

WORKING THE RIGHTWAY



We care about you being safe, trained and healthy. To achieve this we are committed to best practice, continual improvement and a transformational programme to deliver Tideway in the healthiest and safest way for everyone.”

Steve Hails

Tideway's director of health, safety and wellbeing

What does this mean?

From the day you start to the day you finish, we will together challenge everything that we do, to transform forever how things are done—for us and the people that follow us.

- **You**
Our people are at the heart of what we do
- **Best practice**
The best of the best
- **Continual improvement**
Always looking to improve and raise the bar
- **Transformation**
The HSW programme will deliver a transformational change to industry.
- **Legacy Plan**
Introduce industry leading initiatives to reduce the risk to vulnerable road users, arising from project-related vehicle movements'

**WE DO THINGS SAFELY OR NOT AT ALL
WE WORK IN THE RIGHTWAY**

PROJECT REQUIREMENTS

Driver Inductions

Drivers will be split into five main categories.

Your driver category will determine the level of driver induction you need to go through. This includes driving licence checks and training standards checks for all drivers, and may include health screening, attending site specific inductions, and attending the project one-day safety workshop (This is called EPIC—Employer’s Project Induction Centre).

Please ensure your employer checks with the Main Works Contractor (MWC) to make sure they are fully aware of the training and checks you need to go through before you begin working on Tideway.

PROCESS

- Supplier procured and transport provider identified by MWC
- Company FORS and Operator licence checks by MWC
- Driver information packs and vehicle & driver safety guidance document issued to supplier by MWC
- Transport provider makes booking via the MWC Vehicle booking management system
- MWC confirms company FORS membership, checks driving licence details and driver training course attendance
- MWC ascertains what category is applicable to the driver

Category 1

Site workers who drive

Category 2

Construction drivers

Category 3
over 7.5t GVW

General HGV drivers

Category 3
under 7.5t GVW

General HGV drivers

Category 4

General Van drivers

Category 5

Irregular drivers

DRIVER TRAINING AND LICENCE CHECKING

For regular drivers

(more than three visits in a 12 month period to any Tideway site):

- All drivers from first visit will be subject to a driving licence check at the time of booking the vehicle in to a worksite or at on-boarding if applicable, which will be required for identification at the site gates.
- A Safe Urban Driving (SUD) course is required to have been completed within the last three years for HGV drivers.
- A Tideway driver safety workshop may need to be attended by HGV drivers. Please ask your employer to check this with the Tideway Main Works Contractor.
- A Van Smart course is required to have been completed within the last three years for all van drivers
- Yearly e-learning module in work related road risk to be completed
- Main Works Contractors to provide each driver who has been through full project induction with a photo-ID badge
- All other drivers will require to show their driving licence to confirm they are the driver booked in to the Worksite

Note:

Crossrail driver training is acceptable as an alternative to SUD and Van Smart.

BEFORE YOU LEAVE THE DEPOT

Check the vehicle is compliant with the Tideway vehicle safety requirements, and that warning systems are in order.

Ask yourself:

- Have I completed my daily vehicle walkaround checks?
- Do I have my valid Tideway photo-ID badge (Category 2 driver) and driving licence with me (All drivers)?
- Is my vehicle identifiable as working on Tideway using the Tideway signage provided?
- Do I have my route plan to the worksite?
- Have I been briefed on the known hazards along the route?
- Is my driving licence valid for the type of vehicle I am going to drive?
- Is my vehicle compliant with the current Low Emission Zone engine standard?
- Have I got my copy of the Site Driver Information Pack, which I have read and signed?

WHEN YOU ARRIVE ON SITE

Vehicles will be refused entry and turned away from any Tideway worksite or working area if:

- The vehicle is not booked in to Main Works Contractor's Vehicle Booking System
- The driver does not meet the relevant training and compliance requirements
- The vehicle does not meet the requirements for safety equipment
- The vehicle is operated by a company who does not meet the FORS membership criteria
- The vehicle is operated by a company who does not meet the Operating Licence criteria
- The vehicle does not meet the current standards of the Low Emission Zone

SITE DOS AND DON'TS

A site briefing may be given by the gate staff before you can enter, you should allow about 15 minutes for this.

Do follow instructions given by authorised persons (Security, Traffic Marshalls, Plant Attendants, Managers)

Do operate your flashing amber beacon if entering the internal operational area

Do be aware of height restrictions

Do be aware of site operations

Do give right of way to pedestrians at all times

Do eat and drink only in the canteen or designated area

Do look out for pedestrians and cyclists, as well as vehicles as you access and leave the site

Do not exceed the site speed limit

Do not smoke unless in a designated area

Do not create excessive noise unnecessarily

Do not reverse on to the public highway

Do not reverse on site without the help of a traffic marshall

Do not use a hand-held mobile device whilst in the cab

ON-SITE VEHICLE AND DRIVER INSPECTIONS

Trained gate staff will undertake the following inspections when you arrive at a Tideway site:

Vehicles

- The inspector will use a checklist for all items of vehicle safety equipment to be inspected
- The inspector will check the 'O' Licence disc for validity (for HGVs)
- The inspector will need to hear and see electronic safety devices actually working.
- The inspection may take several minutes.

Drivers

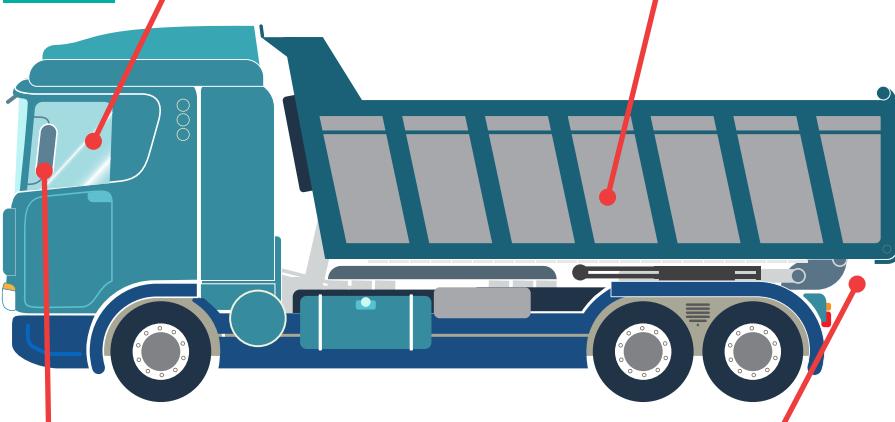
- The inspector will check the Tideway photo-ID badge and/or driving licence.
- The driver is required to have a signed copy of the Site Driver Information Pack

HGV SAFETY EQUIPMENT REFERENCE GUIDE



Displayed in cab

- Tideway Identifier
- Operator licence disc



Mirrors

- Rear view mirror (if applicable)
- Class VI mirror
- Class V mirror
- Class IV mirror

External on vehicle

- FORS identifier
- Flashing amber lights (in operational area)

Near side

- External left turn alert
- Fresnel lens or front mounted rear facing blind spot camera
- Blind spot detection system

Both sides

- Pedestrian warning sign
- Under-run guards

Rear

- Cyclist warning sign
- Rear fog light
- Reversing alarm
- Reversing camera

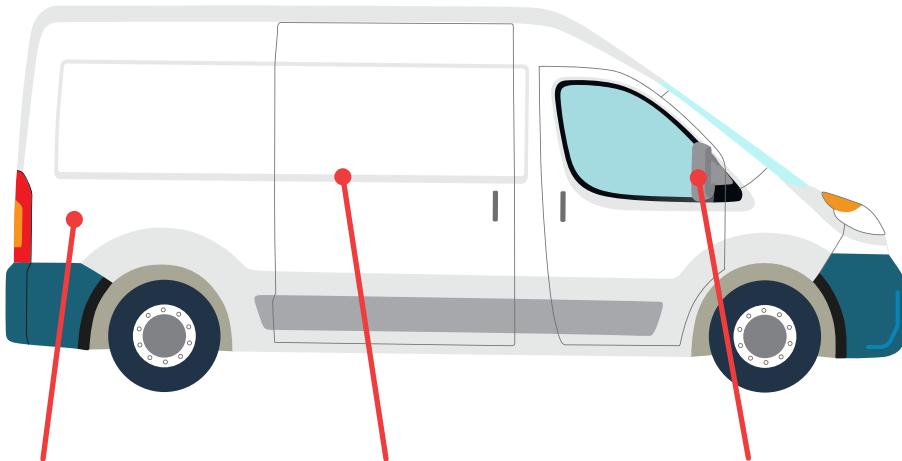
Stored in vehicle

- Fire extinguisher
- Warning triangle
- Spare bulb kit

Best practice (Not mandatory)

- High-viz markers
- ABS Brakes
- Daytime running lights
- No window tints
- D&A decal
- Inspection decal
- Seat belts decal

VAN SAFETY EQUIPMENT REFERENCE GUIDE



Rear

- Reversing camera; or alarm; or sensor
- Cyclist warning
- Rear fog light

External on vehicle

- FORS identifier
- Flashing amber lights (in operational area)

Mirrors

- Rear view mirror (if applicable)



Displayed in cab

- Maximum legal capacity notice (for passenger carrying vehicles)
- Tideway Identifier

Stored in vehicle

- Fire extinguisher
- Warning triangle
- Spare bulb kit

PPE must be worn by all Site based drivers (Category 1) and Construction Drivers (Category 2). All other drivers should check with the MWC.

SAFE DRIVING INFORMATION

Who are vulnerable road users?



- Pedestrians
- Children
- Tourists



- Old people



- Disabled people
- Deaf people
- Blind people



- Cyclists
- Hire bike cyclists



- Powered two-wheelers



- Horses

CAUSES OF COLLISIONS

Please take a moment to remind yourself of the main causes of collisions:



Commercial vehicle drivers

Failure to:

- Check mirrors and other visual aids
- Allow enough room
- Control speed
- Concentrate
- Be fit to drive
- Activate fitted audible warning systems



Cyclists

Failure to:

- Ride rationally
- Heed warnings
- See and plan ahead
- Assess the risks
- Hear or concentrate

SHARING LONDON'S ROADS

Cyclist Awareness

- Expect more cyclists than you can see to be surrounding your vehicle
- Check and re-check all your mirrors before moving off, manoeuvring and stopping
- Be aware cyclists may appear unsteady as they avoid pot holes, drain covers and try to cope with side winds .

Taking Responsibility

- Give cyclists as much room as possible, the Highway Code states you must give cyclists at least as much room as you would when overtaking a car
- Don't enter advanced stop lines at junctions
- Make eye contact with cyclists so they see you
- Don't assume a cyclist has heard you coming, the rider may be deaf, hard of hearing or listening to music through headphones
- Give way to pedestrians who have started to cross the road as they may be deaf, hard of hearing or wearing earphones.

Your Environment

- The size of your vehicle means a cyclist, powered two wheeler or pedestrian will come off worse, even in a minor collision
- Ensure your vehicle is fitted with the required safety equipment and visual aids and warning systems
- Always be in control and never use a mobile phone or CB radio whilst driving
- Plan your manoeuvres and allow enough room and time, particularly for turning left and at roundabouts
- Use a banksman for reversing or difficult manoeuvres on site.

SHARING LONDON'S ROADS

Vulnerable road users

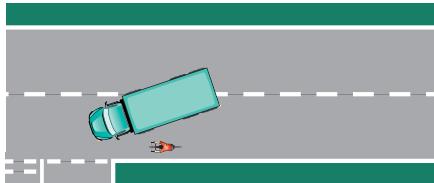
Tideway vehicle drivers must take extra care sharing the road with motorcyclists, powered wheelchairs, mobility scooters and pedestrians, children and disabled people.

Particular attention should be given to:

- Being careful near schools and nurseries during dropping off and picking up times
- Users of powered wheelchairs and mobility scooters may not have seen or heard you if you approach from behind
- Always watch out for children running into the road as they leave school or exit from buses, coaches or cars
- Give pedestrians priority if they start to cross a road into which you are turning, particularly if they have young children
- Think and look out for powered two-wheelers at junctions, they may appear suddenly as they overtake
- Observe warnings and signs near schools, care homes, hospitals and doctor's surgeries, they indicate vulnerable road users exist so take extra care and exercise more caution

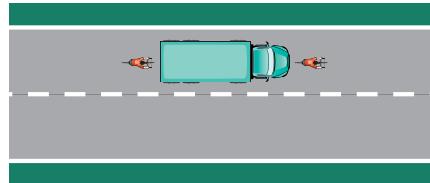
SHARING LONDON'S ROADS

These six types of collision make up half of all fatal collisions involving cyclists and lorries:



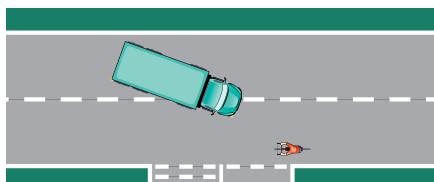
Turning left

Lorry driver fails to see cyclist.
Check and re-check mirrors and
blind sport sensors for cyclists.



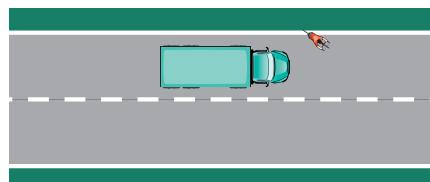
Too close

Lorry driver runs in to or reverses
in to cyclist. Keep a safe
distance from cyclists at all times



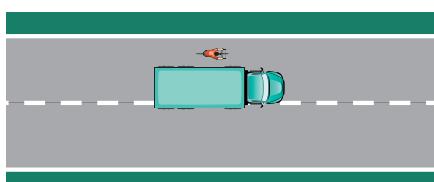
Turning right

Lorry driver fails to see cyclist.
Check and re-check for cyclists
coming the other way.



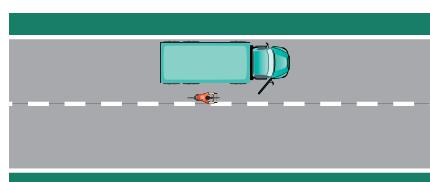
Cyclist joins road

Lorry driver fails to see cyclist.
Watch for cyclists joining the
road.



Overtaking

Lorry driver fails to give cyclist
enough room. Give cyclists
at least as much room as you
would when overtaking a car.

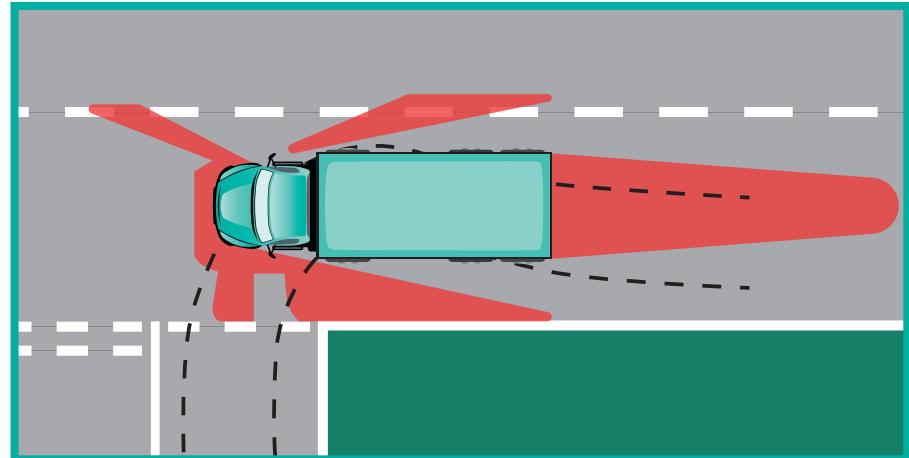


Opening doors

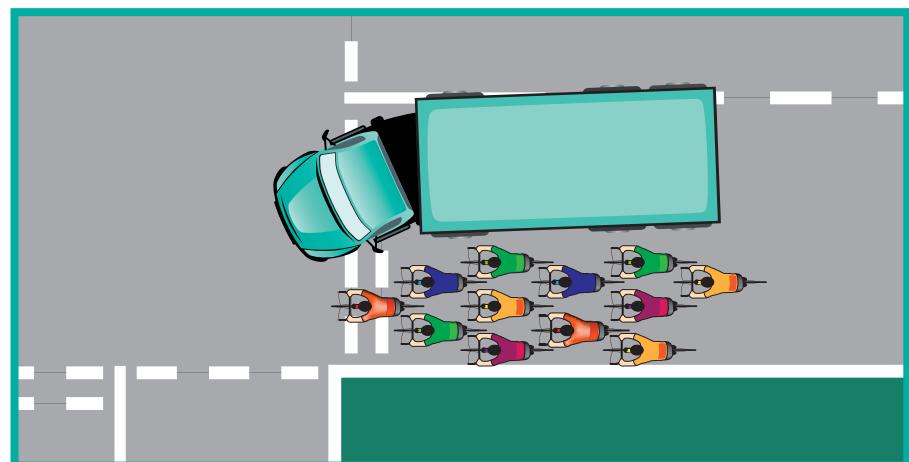
Lorry driver opens door in to
cyclist. Always check mirrors
before opening doors.

THE DRIVER'S 'BLIND SPOT'

Blind spots can hide vulnerable road users



- This left turn manoeuvre is responsible for most cyclists fatalities.



- These 12 cyclists cannot be seen by the lorry driver in this position without additional visual/alerting aids

DRIVER WELLBEING

Keeping Fit

- Ensure your driving seat is correctly adjusted and maintain a good posture whilst driving
- Always follow correct manual handling procedures
- Adjust ventilation in slow or stationary traffic
- Eat sensibly, drink plenty of water
- Exercise little and often

Maintain a balanced diet

- Eat a balanced & varied diet
- Eat “high risk” foods in moderation
- Eat slow release carbohydrates rather than quick release sugars
- Eat plenty of fibre for healthy bowels
- Have five portions of fruit and veg daily
- Maintain fluid intake
- Control your portion sizes

Avoid fatigue

- Fatigue is a huge cause of road traffic accidents
- Tiredness is caused by a lack of sleep or irregular sleep patterns
- Sleeping disorders such as Obstructive Sleep Apnoea should be treated
- Danger times are 2–6am and 2–4pm (especially after food).

Your general health

- If you develop symptoms of a condition which could affect your ability to drive safely you must inform your employer and the DVLA and get it checked out by your doctor, such as:
 - Epilepsy
 - Diabetes
 - Eyesight deterioration
 - Obstructive Sleep Apnoea
 - Other medical conditions

USING MOBILE PHONES

It is illegal to use a mobile phone whilst driving any vehicle. On Tideway this also applies to using a hands free kit or Bluetooth headset to make or receive calls.

Focus on your driving at all times as sharing London's roads with vulnerable road users requires your full concentration.



DRUGS AND ALCOHOL POLICY

Tideway is committed to transforming the health, safety and wellbeing of all its team members.

Inappropriate use of alcohol or drugs (whether illegal or prescribed) can adversely affect safety, health, judgement, behaviour, capability and productivity. The company also recognises this can affect family, work colleagues and the general public.

This policy covers all staff working in a Tideway office or on site, whether employees, contractors or framework companies. In line with the Tideway Disciplinary Policy the following will be regarded as gross misconduct:

- Attending work and/or undertaking duties under the influence of alcohol or drugs
- Bringing to work open containers of alcohol
- Consumption of alcohol or drugs whilst on duty
- Refusal to undertake a random or ‘for cause’ drugs and alcohol test

Breaching the above rules will result in a disciplinary process that could result in dismissal.

Note:

As a driver when on a Tideway Worksite these rules apply and drivers will be subject to random testing.

Individuals taking prescription or ‘over the counter’ medication need to be aware that some medicines could produce a positive drug test result, please ensure you inform your line manager, and the nurse if subject to any testing).

DELIBERATELY INDUCED COLLISIONS

Tideway drivers should be aware that within the M25 area, organised criminal groups are targeting companies who operate fleets of vehicles by deliberately causing collisions in order to defraud their insurance companies.

The Metropolitan Police have set up Operation Catcher which is intended to identify an offence when it happens, prosecute the offenders and, as a result reduce the incidence of this type of crime.

This type of crime could also be used as part of an attempt to hi-jack your vehicle.

What are induced collisions?

Criminals will use two cars to target a victim. These cars will get ahead of your vehicle in steady moving traffic. The first car will then brake hard or make an unexpected manoeuvre which will cause the second car to brake hard (*often using the handbrake*), and as a result your vehicle collides with this car.

- The first car will then make off while the second, now damaged car, will stop.
- The occupants of the second car will make a point of blaming the car that made off and will sympathise with their victim—you.
- There will often be at least three occupants in the second car.
- Driver details of the second car are often already written down and insurance and registration documents are carried in the car.
- The driver of the second car will speak English but the passengers may not.

If you think you have been involved in an induced collision your first action is to call the police on **0300 123 1212** and ask for an ‘Operation catcher response’ or call **999**.

SECURITY AWARENESS

- Park your vehicle legally in secure, well-lit areas, off the street when possible, ideally in an authorised lorry park
- Secure your vehicle and load when left unattended
- Secure your cab at all times
- Leave valuables out of sight
- If you see suspicious criminal or terrorist related activity—report it
- In an emergency call the police on **999**
- Non-emergency number is **101**

All reports will be taken seriously

NOTES

NOTES

NOTES



USEFUL CONTACTS

If you suspect it, report it.

Anti-terrorist hotline 0800 789321

For general enquires and security relating to Tideway
08000 30 80 80

Metropolitan Police Anti-terrorist Branch 0800 789321

Security Service 0800 111 4645

Wellbeing and general health advice
NHS non-emergency 111

Thefts from goods vehicles or stolen vehicles
TruckPol 0333 136 3191

Induced or contrived accidents.
Met Police Operation Catcher 0300 123 1212 or 999

Advice on the carriage of dangerous goods by road.
Department for Transport Dangerous Goods
020 7944 2881 or 2271

Main Works Contractors general queries

West: vehiclebooking@tideway-west.london

Central: logistics@tideway-central.london

East: logistics@tideway-east.london