



Tideway



DRIVER INFORMATION PACK

RIGHTWAY

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.

During construction, our aim is to deliver a transformational Health, Safety and Wellbeing performance, and change the industry for the better. We have a responsibility to be a good neighbour to anyone living or working near our sites and in London more widely.

We are therefore committed to ensuring that the deliveries to and from the project are managed safely and effectively.

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

Andy Mitchell—CEO, Tideway



OBJECTIVES

The objectives of the Driver Information Pack are to:

- Ensure drivers have the relevant information to conduct their duties safely
- Minimise road risk across Tideway’s logistics operations
- Communicate Tideway’s driver and vehicle safety standards
- Look after people who work on Tideway

CONTENTS

Working the Rightway	4
Tideway drivers	5
Driver categories	5
Induction and processing	6
Driver competency	7
Safety Critical Medical	8
Health and wellbeing	9
Mental health	10
Drugs and alcohol	11
Vehicle safety	12
The vehicle ‘blind spot’	12
HGV safety equipment reference guide	13
Van safety equipment	14
Safe journey	15
Before you leave the depot	15
Safe driving—The legal basics	16
Vulnerable road users	17
Sharing the road safely	18
Causes of collisions	20
Security awareness	21
Safe site	23
When you arrive on site	23
Site dos and don’ts	24
Further information	25
Useful Contacts	28

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 Business Services and 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 Health, Safety and Wellbeing programme will deliver a transformational change
- **Legacy Plan**
Introduce industry leading initiatives to reduce the risk to vulnerable road users

WE WORK IN THE RIGHTWAY

WE DO THINGS SAFELY OR NOT AT ALL

TIDEWAY DRIVERS

Driver categories

Drivers are grouped into five main categories, these are:

Category 1	Site workers who drive
Category 2	Construction drivers
Category 3 <i>over 7.5t GVW</i>	General HGV drivers
Category 3 <i>7.5t GVW and under</i>	General HGV drivers
Category 4	General van drivers
Category 5	Irregular drivers (<i>see note</i>)

Note

Irregular driver means a driver that visits any Tideway site up to three times within a 12-month period.

Induction and processing

Your driver category determines the level of induction you need to go through. This includes driving licence checks and training requirements. Induction may also include health screening, site specific inductions, and Tideway's safety day EPIC: Logistics.

Your employer should check 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.

When the MWC contracts a supplier and appoints the transport operator, an assurance process is followed, which includes:

- MWC checks Operator Licence validity and FORS Silver accreditation
- MWC determines and communicates driver categories
- MWC issues Driver Information Packs and Vehicle and Driver Safety Guides
- Transport operator schedules a delivery/collection via the relevant Delivery Management System
- MWC checks driver category, licence details, training records and FORS Silver accreditation.

Driver competency

You must be deemed competent to work on Tideway. This means that from your first visit to site, you are subject to driving licence checks and training requirements:

Driver Category	Driving licence check	EPIC: Logistics training	FORS Silver training	eLearning modules
1	During on-boarding process and when a vehicle is booked into a worksite	Within the past three years	Within the past five years	Within the past 12 months
2				
3				
4				
5				

EPIC: Logistics is a ground-breaking safety training course that helps drivers manage the risks associated with operating HGVs on the public highway. It is DVSA/ JAAPT Approved for 'Driver Certificate of Professional Competence' (DCPC) and is mandatory for all Category 1 and 2 drivers working on Tideway.



Recognised eLearning modules include Smart driving, Cycle safety and LoCITY driving from the FORS Professional suite.

Note

Your driving licence will also be required as photographic identity at Tideway sites. EPIC: Logistics incorporates the Tideway onboarding process. There are no acceptable alternatives to EPIC: Logistics

Safety Critical Medical

A Safety Critical Medical (SCM) may be required if you have not received a medical examination in the past five years. The criteria are as follows:

Driver Category	Drivers under 45	Evidence
1	SCM required if licence issued more than five years after initial issue of HGV licence	Presented at onboarding on the EPIC: Logistics training day
2		
3		Presented as part of the vehicle booking process

An SCM is not required for:

- Drivers who have had an HGV medical examination within the past five years (i.e. drivers over age 45 or drivers under age 45 on issue of their first HGV licence)
- Category 4 and 5 drivers
- Category 3 drivers (vehicles of 7.5 tonnes gross vehicle weight and under)

Health and 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

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)

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

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

Mental health

Tideway works with the charity Mates in Mind, which aims to raise awareness, address the stigma of poor mental health and promote positive mental wellbeing across the construction industry.

We recognise that sometimes it can be difficult to balance the pressures of life but there are people able to help you. Anytime.

Remember, you are not alone.

Mates in Mind does not provide direct support or advice but if you or someone you know needs help or support, you can speak to one of the free confidential support services below:

- **Mind** 0300 123 3393 *or text* 86463
- **Construction industry helpline** 0345 605 1956
- **Samaritans** 116 123

Each Tideway worksite has mental health first aiders and you will find their contact details on posters around the site.



Drugs and alcohol

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.

This policy applies whether you work in a Tideway office, on a worksite or in the supply chain and whether you are an employee or contractor.

You must not:

- Attend work and/or undertake duties under the influence of alcohol or drugs
- Consume alcohol or drugs whilst on duty
- Bring open containers of alcohol to work
- Refuse to take a random or 'for cause' drugs and alcohol tests.

Breaking these rules will result in a disciplinary process that could result in dismissal and being banned from returning to Tideway for six months.

Note

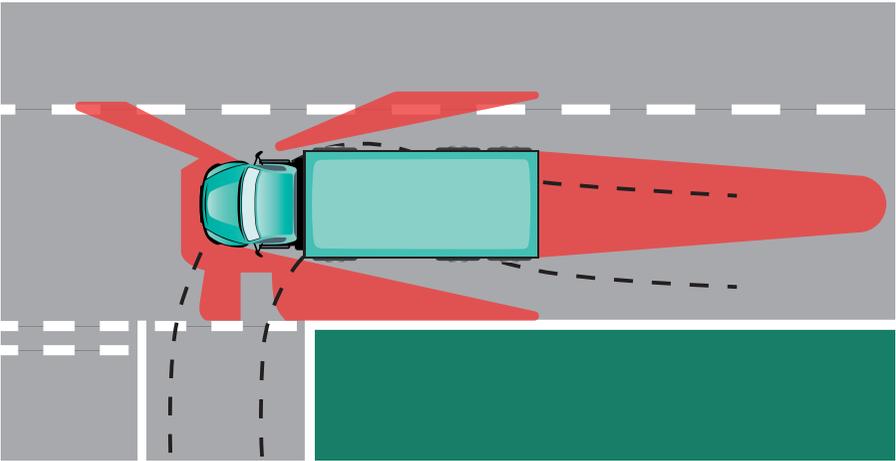
These rules also apply when you are on a Tideway worksite where you may be subject to random drug and alcohol testing.

If you are taking prescription or 'over the counter' medication, you should be aware that some medicines could produce a positive drug test result. You may need to provide details of these medications to the testing laboratory if you have a non-negative test result.

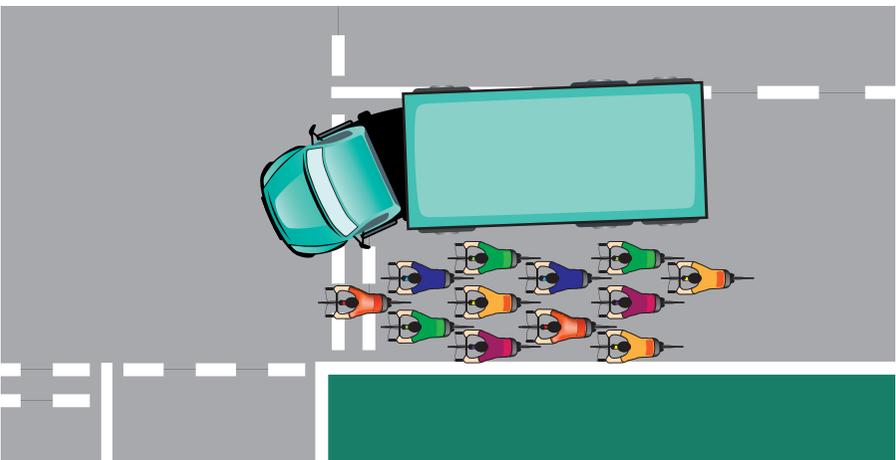
VEHICLE SAFETY

The vehicle 'blind spot'

HGV blindspots can hide the most Vulnerable Road Users (VRU) such as cyclists and pedestrians



The left turn manoeuvre is responsible for most cyclist fatalities



These 12 cyclists cannot be seen by the lorry driver in this position without additional visual and audible safety equipment

HGV safety equipment reference guide



Signage

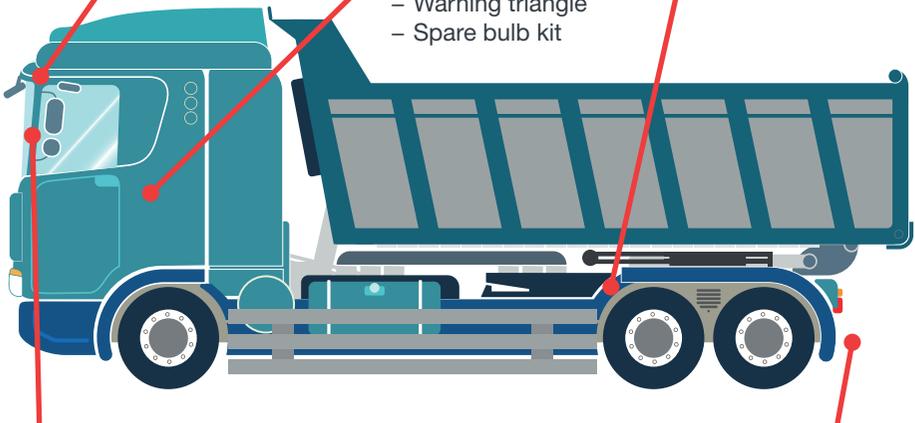
- Tideway Identifier
- FORS Silver Identifier
- Operator licence disc

Safety equipment

- Side under-run guards
- Left turn audible alarm
- Reverse camera monitoring system
- Blind spot camera monitoring system
- Blind spot detection system

Stored in vehicle

- Fire extinguisher
- Warning triangle
- Spare bulb kit



Mirrors

- Class I internal rear-view mirror (if applicable)
- Class III and IV rear-view mirrors
- Class V nearside close-proximity mirror
- Class VI front close-proximity mirror

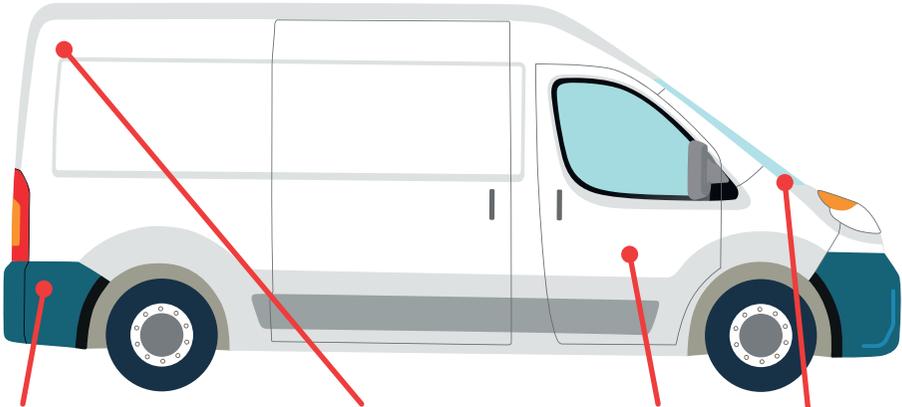
Warnings

- Rear blindspot warning signage
- Side blindspot warning signage
- Left turn audible alarm
- Reversing audible alarm
- Rear fog light
- Flashing amber beacon (in operational areas)

Best practice

- Seatbelt cab signage
- Drug and alcohol cab signage
- Safety inspection signage
- Anti-lock Brake System (ABS)
- Daytime running lights

Van safety equipment



Vision aids

- Reverse camera monitoring system sensor or alarm
- Rear view mirrors

Warnings

- Rear blindspot warning signage
- Flashing amber beacon (in operational areas)
- Side blindspot warning signage

Stored in vehicle

- Fire extinguisher
- Warning triangle
- Spare bulb kit

Signage

- Tideway Identifier
- FORS Silver Identifier
- Maximum passenger capacity



PPE must be worn

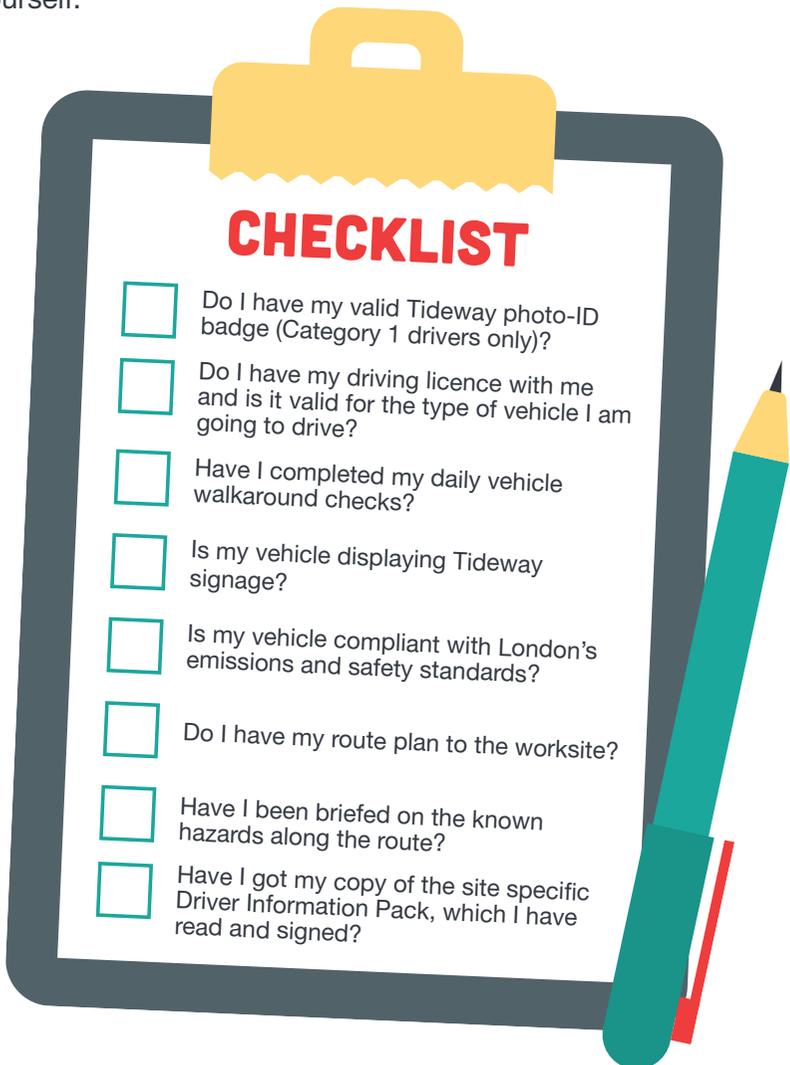
This applies to all site-based drivers (Category 1) and construction drivers (Category 2). All other drivers should check with the MWC.

SAFE JOURNEY

Before you leave the depot

Check your vehicle is compliant with the Tideway vehicle safety requirements, and all safety equipment is in working order.

Ask yourself:



Safe driving—The legal basics

Your professionalism behind the wheel is important to ensure your safety and the safety of others. It is also important to the reputation and values of Tideway. Some basic ‘Dos and Don’ts’ rules on your conduct when driving are:



Do wear your seatbelt.

In a crash you’re twice as likely to die if you don’t wear a seat belt. It’s the law, it’s there for your safety and you aren’t insured without it



Do not use a mobile communication device.

It severely distracts you from driving. Using a hand-held device is illegal and using hands-free device is against Tideway policy



Do keep to the speed limit.

Even relatively small increases in speed can have significant consequences. It’s 30mph for a reason and in many areas in London the speed limit is 20mph



Do not eat and drink.

You could be considered to not be in proper control of your vehicle. It’s not illegal to eat and drink whilst driving but it is a distraction



Do drive considerately and courteously.

As a professional driver you should uphold high standards even when others let theirs slip



Do not smoke.

Smoking in commercial vehicles has been illegal in since the introduction of the ban on smoking in public places and the workplace

Vulnerable road users

You must take extra care sharing the road with cyclists, motorcyclists, mobility scooters and pedestrians, particularly children, the elderly and the disabled.

The most vulnerable are:



Pedestrians



Children



The Elderly



Cyclists



Disabled



Motorcyclists



Horseriders

Sharing the road safely



Your vehicle

- The size of a HGV means a collision with a vulnerable road user can result in catastrophic injury
- To help prevent a collision with a vulnerable road user your vehicle safety equipment must be in good working order
- Stay in control of your vehicle—concentrate on your driving and don't get distracted
- Plan your manoeuvres—allow enough space and time, particularly for turning left and at roundabouts
- When reversing or conducting difficult manoeuvres, always use a banksman



Take responsibility

- When overtaking, you should give cyclists as much room as you would when overtaking a car
- Keep advanced stop lines at junctions clear
- Make eye contact with cyclists and pedestrians so you know they have seen you
- Don't assume a cyclist or pedestrian has heard you coming; they may be deaf, distracted or listening to music through headphones



Take extra care:

- At schools during dropping off and picking up times, observe speed limits, restrictions and give way at crossings
- Around children who may run into the road as they leave school or exit from buses, coaches or cars
- Near care homes, hospitals and doctors
- When turning into roads where pedestrians may have started to cross, they have right of way
- Around powered wheelchairs and mobility scooters. They may not have seen or heard you if you approach from behind
- At junctions where motorcycles and scooters may appear suddenly as they overtake

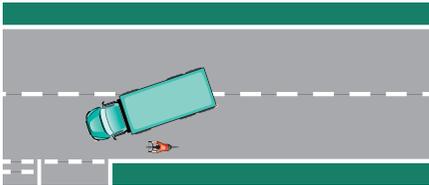


Specific cycle safety awareness

- Cyclist confidence and competence varies. Some may be assertive, others may be unsteady and unpredictable
- Cyclists may appear erratic when they are trying to avoid potholes, drain covers and cope with side winds
- Check and re-check your mirrors and blindspot monitor before moving off, braking, and turning
- Always expect more cyclists than you can see around your vehicle

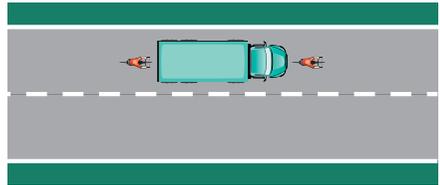
Causes of collisions

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



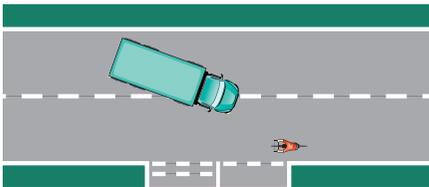
Turning left

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



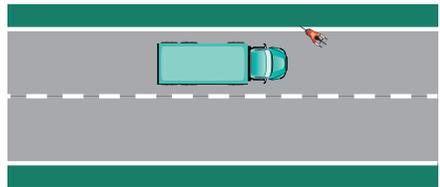
Too close

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



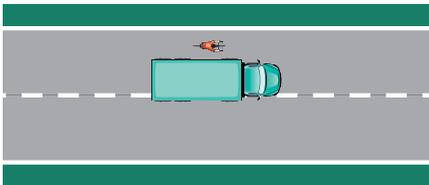
Turning right

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



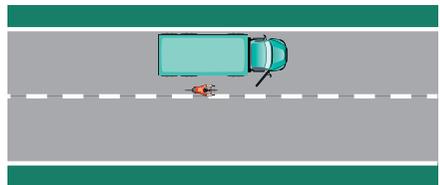
Cyclist joins road

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



Overtaking

Lorry driver fails to give cyclist enough room. Give cyclists 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.

Security awareness

You should visually check your vehicle at the beginning and end of your journey and whenever you leave or return to your vehicle. Look for any signs that something has been concealed or the vehicle tampered with.

Carry out visual walk around checks when leaving and returning to the vehicle to make sure it has not been tampered with. Report any irregularity in loading, locking, sealing or documentation. When conducting walk around checks, think Security as well as Safety

Securing vehicles

Whenever your vehicle is left unattended ensure that all the doors and windows are closed, the engine is switched off and ignition keys are taken with you. Never leave an unattended vehicle with the engine running.

Measures to prevent vehicles being taken by criminals or terrorists include:

- Do not leave your vehicle unattended at the roadside with the engine running
- If you require the engine running, to operate auxiliary equipment take steps to secure the cab
- Park your vehicle securely in well-lit areas, off the street when possible ideally in an authorised lorry park
- Report any concerns about unusual behaviour that occurs on or close to your vehicle

Security tips

- Do not talk about loads or routes with unauthorised people and do not post information about your route or location on social media
- Do not allow unauthorised passengers into the cab
- Keep your phone fully charged and store important phone numbers
- Be mindful of your personal security. Keep ID documentation and wallets secure and out of sight
- Beware of attempts to deceive, such as by bogus police and DVSA Officers. Stay vigilant
- If someone is acting suspiciously or something 'doesn't feel right', report it to your MWC and the Action Counters Terrorism (ACT) hotline on 0800 789 321

What to do if a vehicle is taken

If your vehicle is stolen call 999 and alert the call handler to the following information:

- Circumstances of the vehicle being stolen
- Description of the vehicle including company name, registration details and any tracking software fitted to the vehicle
- If you suspect that the vehicle has been stolen for a terrorist attack, then make sure this is made clear to the call handler
- You should also alert your MWC

SAFE SITE

When you arrive on site

The Site Access Traffic Marshall will undertake a driver and vehicle safety check when you arrive at a Tideway site:

Drivers

- Your Tideway photo-ID badge and/or driving licence will be checked
- You are required to have a signed copy of the Site Driver Information Pack

Vehicles

- The 'O' licence disc on HGVs will be checked for presence and validity
- Your vehicle safety equipment will be checked to ensure it is serviceable

The driver and vehicle safety check may take several minutes

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

- Your vehicle is not booked onto the MWC's Vehicle Booking System
- Your company and vehicle do not meet the Operating Licence criteria
- Your vehicle does not meet London's emission and safety standards
- You do not meet the relevant training and competence requirements
- Your vehicle does not meet the Tideway safety requirements
- Your company does not hold FORS Silver accreditation

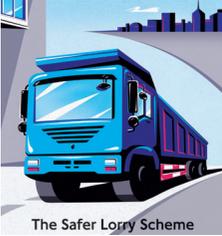
Site dos and don'ts

A site briefing may be given by the Site Access Traffic Marshall before you can enter the site. You should allow about 15 minutes for this.

Some simple rules on your conduct when driving are:

	Do follow instructions given by authorised people (security officers, traffic marshals, managers)		Do not exceed the site speed limit
	Do operate your flashing amber beacon if entering the internal operational area		Do not smoke on site unless in a designated area
	Do be aware of height restrictions		Do not eat and drink on site unless in a designated welfare area
	Do be aware of site operations		Do not create excessive noise unnecessarily
	Do give right of way to pedestrians on site		Do not reverse on site without traffic marshall or banksmen assistance
	Do look out for pedestrians, cyclists and vehicles as you access and exit the site		Do not reverse on to the public highway
			Do not use a mobile device whilst driving

FURTHER INFORMATION



Safer Lorry Scheme

The Safer Lorry Scheme is a TfL initiative that ensures only HGVs with basic safety equipment fitted are allowed on London's roads. Under the scheme, most vehicles that are exempt from national legislation for basic safety equipment have to be retrofitted.



HGV Direct Vision Standard

The Direct Vision Standard (DVS) for HGVs rates how much a driver can see directly. It applies to HGVs over 12 tonnes GVW and uses a star system to rate (from 0 lowest to 5 highest) how much a driver can see directly through their cab windows.



HGV Safety Permit Scheme

From October 2020, HGVs operating in London will require a Safety Permit. It applies to HGVs over 12 tonnes GVW and will operate 24 hours a day, 7 days a week. HGVs either have to achieve a minimum DVS rating or adopt a series of vehicle safety measures designed to reduce the risks HGVs present to cyclists and pedestrians.



Low Emission Zone

The Low Emission Zone (LEZ) operates to encourage the most polluting heavy diesel vehicles driving in London to become cleaner. The LEZ covers most of Greater London and is in operation 24 hours a day, every day of the year. HGVs must have a minimum engine standard of Euro IV to avoid LEZ charges. From October 2020, the new engine standard for HGVs will be Euro VI (the same as ULEZ).



Ultra Low Emission Zone

The Ultra Low Emission Zone (ULEZ) operates to help improve air quality in Central London. ULEZ covers the same area as the Congestion Charge Zone and is in operation 24 hours a day, every day of the year. HGVs must have a minimum engine standard of Euro VI to avoid ULEZ charges.



FORS

The Fleet Operator Recognition Scheme (FORS) is an accreditation scheme that aims to raise the level of quality within fleet operations. Tideway recognises the FORS Silver level which helps you demonstrate that you are at a good practice in road safety, operation efficiency, and environmental protection.



CLOCS

CLOCS is a standard for construction projects to help reduce the risks that construction vehicles pose to vulnerable road users, such as pedestrians and cyclists. It requires fleet operators to be at FORS Silver level.

USEFUL CONTACTS

General enquiries

Tideway 08000 30 80 80 traffic@tideway.london

MWC West vehiclebooking@tideway-west.london

MWC Central logistics@tideway-central.london

MWC East logistics@tideway-east.london

Mental health support

Mind helpline 0300 123 3393 or text 86463

Construction industry helpline 0345 605 1956

Samaritans 116 123

NHS non-emergency 111

Security and counter terrorism

ACT hotline 0800 789 321

Truckpol 0333 136 3191

In an emergency or if you need urgent assistance dial 999