



## AMXL Driver Handbook

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### Services We Provide

<b>Installation</b>	Basic install for Washing Machine, Dish washer, tumble dryers and fridge freezer
<b>Haul Away</b>	Collection of unwanted household items such as TV's, Mattresses and appliances (all return to site and store in correct location)
<b>Swaps</b>	with this service you would swap a faulty item with a brand new one and take the faulty one back to the station.
<b>Room Of Choice</b>	Customer can choose where they would like their product delivered prior to delivery
<b>Scheduled &amp; Unscheduled Deliveries</b>	on your manifest there would be some deliveries that have been scheduled at certain times e.g. 07:00- 11:00. this is the window the customer has chosen that they would like their product delivered.

### Vehicle Checks

A daily vehicle check must be completed on any vehicle used and this will be verified by your On-Site Manager. You will not be able to provide any services without this vehicle check. Any vehicle defects must be highlighted in your daily check.

If you are driving a company vehicle you must complete a rental agreement each morning to confirm the vehicle you are driving that day.

All vehicles used must be in a roadworthy state, Basic guidelines are as follows

- Tyres need to have a minimum tread of 1.6mm
- Fluid Levels topped up:
  - Oil
  - Screen Wash
  - Ad Blue
  - Power Steering Fluid
  - Anti Freeze
- Windscreen – No chips or cracks in driver line of vision



- Doors – Opening and close correctly and are secure when closed
- Lights – all working correctly
- Wiper Blades – In good condition and effective
- Fuel Level – you have enough fuel for the day
- Brakes – No grinding sounds and are operating correctly

In order to be able to provide services to AMXL you need to have the following equipment available to use throughout the day:

- Loading Straps
- Sack Truck
- Heavy Duty Gloves
- Hand Sanitiser
- Sanitiser Wipes

### **Passengers**

In Order to work on the AMXL contract you must have completed their vetting procedures which includes a Criminal Background Check and a negative drug & alcohol test. You are not to carry anyone in your vehicle that hasn't gone through the required vetting process while carrying out services on behalf of AMXL. This also includes children and pets.

If you are caught not complying with this you will not be asked to provide services on behalf of AMXL in the future.

### **Breakdowns In Company Vehicles**

In the event of a breakdown please ensure safety of crew and vehicle are paramount. Alert other road users immediately by turning on hazard lights. Make you On-Site Manager aware of the breakdown.

Contact the Breakdown line on **(01865) 689866** or the Out Of Hours Office Number is **07368 451219**

The Breakdown Line will arrange recovery and transport for yourself to a safe place. Please ensure any personal belongings are removed from the vehicle. Ensure any customer stock is secured in the rear of the vehicle.

### **Safety & Keys**

Keys being left in vehicles is the no1 cause of van theft in our industry. Please make sure:

- A keychain is to be used at all times and is attached to you
- The vehicle is never left unattended and running
- The vehicle is to be locked at all times when not in use

If you feel you are being followed whilst carrying out services, please report this to your On Site Manager Immediately and if you feel at threat of attack do not stop the vehicle and drive to the closest police station.



## **Personal Protective Equipment (PPE)**

Whilst representing either ATA Couriers or AMXL the following PPE must be worn at all times:

- Safety Shoes
- Hi-Viz Jacket
- ID Badge
- Key Chain

A Facemask and/ or Face visor must be worn whilst on AMXL property, in your cab whilst with another crew member and at all times when at a customer's property

## **Entering Property**

- You will have to enter customer's property when making the delivery and place it into the room of choice should the service be paid for.
- Before carrying the item through ask the customer to carry out a walk through to carry out a risk assessment.
- Make sure you have no trip hazards in your way.
- If there is damage on the wall where you are walking or if there is damage on the floor please point it out to the customer.
- Please always make sure that shoe protectors are worn.
- Always use gloves as well.
- If installing white goods make sure you have all the relevant tools with you.
- Clean up after yourself.
- Ask if the customer is happy and get a survey filled by the customer.
- Walk back through the same way you came in making sure there is no extra damage to the property.

## **Making The Delivery**

When making the delivery please make sure you do not park on customer grass or driveway where possible. Walk up to the door, do not jump walls, fences. Please use the pathway. Knock on the door and wait.

When the customer answers:

- Always greet the customer with a smile,
- Be pleasant and polite
- If required get the customer to sign for the parcel
- Please hold your phone whilst obtaining a signature

If the customer is not available:

- See if there is an option for safe place on the device if you can leave it there please look and think does it require a weather bag?
- If you have had to go through a gate ensure the gate is closed after you.
- If you are not sure then please call the driver help line (STS)



## Insurances

Owner Drivers must have access to their insurance documents at all times.

If you are in company vehicle the number to report all accidents to is on your dashboard and an accident form is in the glove box. The Insurance department is open 24/7 please call 07850469304.

If you have an accident process is as follows below:

- Press the panic button in the van.
- First make sure everyone is ok and if required call 999.
- Call your Manager.
- Once everyone is ok, calmly discuss with the other party the details
- Take photos of the following:
  - The accident scene (position of vehicles, road signs, any skid marks etc)
  - Any vehicle damage to your vehicle.
  - Any vehicle damage to any other vehicles.
- Make a note of any passengers in other vehicles.
- Details from the Third Party take a telephone number and their registration number.
- Note the street you are on and also what the weather conditions were like.
- If you don't feel comfortable with the above ring the above number and pass the phone over.
- If the van requires recovering we will arrange this

Do you feel comfortable continuing to complete your route? If not the manager will cover this for you. When you get back to the station please complete the accident forms and the manager will send these over for you. It's really important Accidents are reported straight away and we get the information over to the insurance companies.

After having an accident if you are at fault you will be required to carry out a driving assessment which will be with one of our driving assessors from Didcot Hire. We will not place you in another vehicle until this has happened.

If you have had two at fault accidents Didcot Hire will not be able to offer you another vehicle due to insurance restrictions.

## DVLA Checks

When you signed up with ATA Couriers Ltd we carried out a DVLA check. It is our company policy to carry out DVLA checks on a monthly basis, once a month your manager will be asking for the check code if you have a UK licence you will obtain one from this link:

[DVLA Licence Check Code Link](#)

Please make us aware of pending convictions as well, anything more than 6 points we will be unable to engage you as a sub contractor.

If you have any of the following codes on your licence we will not be able to engage with you:



Offence Type	Offence Code
Accident	AC10-AC20-AC30
Disqualified Driver	BA10-BA20-BA30
Careless Driving	CD40-CD50-CD60-CD70-CD80-CD90
Dangerous Driving	DD10-DD20-DD30-DD40-DD50-DD60-DD70-DD80-DD90
Drink & Drug	DR10-DR20-DR30-DR40-DR50-DR60-DR70-DR80-DR90
Insurance	IN10

### Availability

We understand that circumstances change, and you may not be able to provide services as agreed with the On-Site Manager. Due to the requirements of the contract anyone you may wish to substitute your work with must have gone through both the vetting process and received the required the training to complete the role they are covering on the AMXL contract.

You might have someone who you know that is available that in on the contract already you can call them up and ask them to come in but, you must make your point of contact aware or, you can place up on the communal WhatsApp or Skype Group and state you are not available to come in and is anyone free to cover the route.

Rotas are usually made 2 weeks in advance, if there are certain days you cannot provide service, please inform your On-Site Manager.

### Payments

As a service provider you will receive a login for the ATA platform, you can login at any point to see live payroll. If you see any mistakes on your payments please flag this straight up to your On-Site Manager to ensure payment is correct.

We pay through either an intermediary or LTD company

If you are a LTD company please ensure that you have provided all your company details and certificate. All invoices are self billed and sent to you directly with the option to dispute if incorrect.

If you are a leaver, email communication will come through to you with further information on the next steps.

### Communication

- We send out a DA newsletter's weekly.
- You will be placed on a drivers group which the corresponding regional manager is on.
- For any issues, please email [issues@atacouriers.co.uk](mailto:issues@atacouriers.co.uk) we aim to respond within 24 hours.