



AMZL Driver Handbook

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Covid-19

Whilst on Amazon property you must adhere to social distancing rules in place, these include the following:

- Following any one way systems that are in place
- Wearing face masks at all times (including when in your vehicle with the windows down)
- Maintaining a 2 metre distance between other people on site
- Any other rules in place (please check each site for rules in place)

When completing deliveries on behalf of Amazon the following rules must be followed:

- Facemask to be worn at all times
- Maintain a 2-metre distance from customers at all times
- Place the parcel on the floor, ring doorbell or knock the door, step back two metres
- Do not hand parcels directly to the customer
- Do not deliver to neighbours
- Wipe Surfaces and use hand sanitiser regularly

If a driver is reported by customers on 2 distinct days for not wearing a facemask or social distancing they will receive a covid escalation.

3 Covid Escalations will result in being Off Boarded with a Tier 1 infraction.

Covid guidelines are changing continuously, any changes will be communicated to you by your On-Site Manager



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.

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

eMentor

It is compulsory to use the eMentor app on the AMZL contract. A vehicle check needs to be completed in the app to begin your route. Complete this before your AMZL route when you first drive the van for the day. The vehicle check will be incorporated into the rabbit app in Q1 2021, use of eMentor will remain compulsory.

The eMentor app will monitor these aspects of your driving:

- Acceleration
- Braking
- Cornering
- Distraction
- Speeding

The app will display a FICO safe driving score between 0-850 which is based on a 7 day average. Coaching videos will be assigned to you in the app if your FICO score is low for 1 or more Weeks. We want all of our drivers to be safe while working with us so your OSM may provide further coaching if you have a low FICO score for a continued period of time.



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 Rental 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 & Vans

- When you enter the depot you must have your hazard lights flashing and follow yard marshal instructions at all times.
- Do not manoeuvre unless instructed to do so by a yard marshal and do not reverse without a Spotter.
- Unfortunately the biggest van theft is due to Keys left in the ignition whilst making a delivery.
- All of our vehicles have remote locking so please ensure that you remove the keys and lock the van up with every delivery.
- You will be provided with a key chain when you start, this will be checked daily to ensure that the key chain is in use.
- If you are on a route and you feel like you are being followed please don't stop call your OSM or drive to the closest police station.
- Didcot hire vans are fitted with a panic button which can be pressed if you feel threatened
- Didcot hire vans are fitted with cameras front and rear. Please make sure the lenses are clean and there are no obstructions to their view.
- It is illegal to smoke in the vehicle. Smoking is not permitted in the vans.

Badge Swapping

- Only log in to the rabbit app using your log in details.
- Do not share your log in details with anyone else.
- If you are asked to sign in to the rabbit app / use another driver's log in details to deliver a parcel you should refuse and report this immediately to issues@atacouriers.co.uk.



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 AMZL property, in your cab whilst with another crew member and at all times when at a customer's property

Entering Property

You must not enter a customer's property under any circumstance and it is your responsibility to identify the difference between a porch door vs a front or back door into the property.

Identifying a Porch, what is a porch?

A covered area in front of the entrance to the house. It could be at the front, side or back of the house. Likely to be a porch:

- There is another external looking door visible behind the first door
- An enclosed area protruding from building with a lower roof than the rest of the building
- A canopy extended over the door with sides
- Unobscured glass panels in door or windows on protruding area

Unlikely to be a porch:

- Door does not protrude from rest of building
- There is no second door visible beyond the external door
- A canopy extended over the door with no sides

Remember:

- If in doubt, do not open the door.
- Do not step into the property. Whether you are leaving the package in a porch or not, you should not need to step beyond the threshold

The consequences for trespassing will be as below;

- Full entry into customer's property (including home, garage, car, place of business) with irrefutable evidence and malicious intent will result in Tier 1 offboarding
- Three incidences of any of the below within a 90 day period will also result in Tier 1 offboarding;
- Full entry into a customer's property by accident (i.e. genuinely mistaking a front or back door for a porch)
- Reported full entry into a customer's property with no evidence
- Partial entry (i.e. opening front door to place package inside)

Trespassing is a criminal offence in the UK and customers could choose to prosecute if they wish to.



Making The Delivery

- While on the road you are the face of the company act professional and be polite.
- When making the delivery do not park on the customer's property
- Walk up to the door, do not jump walls, fences please use the path way. Knock on the door and wait.
- Do not enter gardens or leave parcels in porches unless instructed to by the customer.
- Do not post parcels through windows or throw the over gates / fences. This could result in damaging the parcel or customer's property which you will be charged for.
- ID must be checked for all AVD parcels, regardless of customers age. Failure to follow this process will result in off boarding Tier 1.
- AMZL may place SALT parcels onto your route. You will not be able to pick up a SALT parcel and it will not be on your itinerary. These must be returned to the station and notify your OSM.
- If you have missing parcels follow the station process for reporting missing to the OSM
- If there is a dog in the garden do not enter, try to alert the customer that you are there
- Re attempt all parcels at the end of the route
- Once you have completed the route log out of the rabbit and eMentor apps

Insurances

Owner drivers are required to provide insurance details to your OSM before going out on road. We require a forwarded email from your insurance provider with the documents attached or the log in details to your insurer's portal to view the documents Please note that documents on their own can't be accepted as proof of insurance.

For the AMZL contract drivers require:

- Carriage of goods for hire & reward / haulage / courier insurance
- Goods in transit - £25,000 minimum cover
- Public liability - £5,000,000 minimum cover

Owner drivers can use ATAC policy for goods in transit and public liability for a fee. ATAC policy for goods in transit and public liability will only cover a driver while providing services for ATAC.

Accidents

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 there registration number.
- Note the street you are on and also what are the weather conditions 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. Its 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.

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DVLA Checks

When you signed up with ATA Couriers Ltd we carried out a DVLA check. It is our company policy to carry our 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 training to complete the role they are covering on the AMZL contract.

You might have someone who you know that is available that is 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 them 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 we aim to respond within 24 hours.