



A STATE OF MIND



Crossing the Capital  
Connecting the UK

# Crossrail Driver Information Pack



## Introduction

This information pack is designed for lorry drivers who do not visit Crossrail worksites on a regular basis. It covers what you need to know about sharing London's roads with vulnerable road users; plus some basic information about security for you and your vehicle.



# Crossrail Driver Information Pack



**A cyclist has a 25 times higher risk of being killed when in collision with a lorry compared to being in collision with a car!**

## The Facts

A large proportion of lorry/cyclist collisions in London happen at junctions particularly roundabouts and left hand turns. Analysis of these collisions shows that almost half of these resulting in a cyclist's death were during left turning manoeuvres at junctions. In nearly all of these cases the lorry driver failed to see the cyclists or provide enough room.

## The Causes

### Lorry Drivers

Failure:

- To check mirrors
- To allow enough room
- To control speed
- To concentrate
- To be fit to drive

### Cyclists

Failure:

- To ride rationally
- To heed warnings
- To see and plan ahead
- To assess the risks
- To hear or concentrate

**“Safety is the number one priority in every thing we do”**

Lesley Calladine,  
Crossrail Health & Safety Director



# Sharing London's Roads with Vulnerable Road Users



## Types of Cyclist in London

**Occasional and child** cyclists are often traveling quite slowly at 5-10 mph. Adults may be riding basic mountain bikes and may not have lights. They may lack the control skills and observational abilities of other cyclists. They may be cycling on the pavement and rejoin the carriageway without looking for traffic already on the road. Their cycling may be erratic, be sure to give them enough room when overtaking.

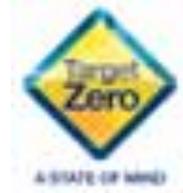
**Regular** cyclists travel at 10-15 mph. They may be riding 'city' bikes, positioned so that the rider is slightly more upright. They may be wearing either high visibility clothing or ordinary clothes. They may be more likely to pass on the inside of a queue of traffic to try and get to the front. They are likely to cycle around half a metre or so from the kerb. This gives them the space to negotiate potholes or other problems in the road surface. When passing stationary vehicles they may be even further out since doors opening suddenly is a significant danger for cyclists.

**Experienced** cyclists will aim to keep up with standard urban traffic, maintaining a speed of up to or over 20 mph. They are usually traveling longer distances – 6 miles or more. Expect experienced cyclists to stay in the middle of the lane in many cases, especially when the road is too narrow for safe overtaking. They may be more likely to overtake a queue of traffic on the outside – this makes them more visible to other traffic when traveling through the junction. They may be more likely to be wearing specific cycling clothing and riding 'racing' style bikes. They may be more decisive, taking advantage of gaps in traffic and asserting priority – don't expect them to give way just because they are smaller!

*Descriptions have been provided by the Cyclists' Touring Club (CTC) the national cyclists organisation, in conjunction with the London Cycling Campaign (LCC)*



# Principles for Sharing London's Roads Safely



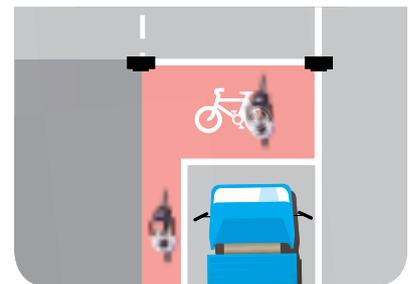
## Cyclist Awareness

- Expect more cyclists than you can see to be surrounding your lorry
- 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 from larger vehicles



## Taking Responsibility

- Give cyclists as much room as possible
- 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
- Always give way to pedestrians/children who have started to cross the road they may be deaf, hard of hearing or wearing earphones

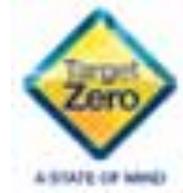


## Your Environment

- Remember the size of your lorry means a cyclist, powered two wheeler or pedestrian will come off worse even in a minor collision
- Ensure your vehicle is fitted with safety mirrors, under run bars and side sensors to maximum your visibility and help detect cyclists
- Always be in control and never use a mobile phone or CB radio whilst driving
- Plan your manoeuvres and allow enough room and time for cyclists, particularly turning left and at roundabouts
- Use a banks man for reversing or difficult manoeuvres



# Collisions with Vulnerable Road Users



## Cyclists & Collisions

There are 6 main types of collision between pedal cyclists and lorries, these account for the majority of cyclists killed in these collisions.

- Lorry turning left fails to see cyclist
- Lorry driver opens cab door to oncoming cyclist
- Lorry overtaking a cyclist
- Lorry turning right fails to see cyclist
- Lorry too close and runs into cyclist
- Lorry fails to see cyclist joining the road

In a collision between a lorry and a cyclist, it is always the cyclist who will be injured or killed. Professional drivers have a particular responsibility for taking extra care to avoid collisions or near misses with cyclists at all times (see 'causes of collisions' in this information pack)

## Other Vulnerable Road Users

Crossrail lorry 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:



1. Being careful near schools and nurseries during dropping off and picking up times
2. Users of powered wheelchairs and mobility scooters may not have seen or heard you if you approach from behind
3. Always watch out for children running into the road as they leave school or exit from buses, coaches or cars
4. Give pedestrians priority if they start to cross a road into which you are turning, particularly if they have young children
5. Think and look out for powered 2 wheelers at junctions they may appear suddenly as they overtake
6. 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



# Causes of Collisions with Vulnerable Road Users



## OPENING DOORS

Always check mirrors before you open the cab door!



Lorry driver opens door to on coming cyclist

## CYCLIST JOINS ROAD

Watch for cyclists joining the road!



Cyclist rides off footpath into path of lorry

These 6 types of collisions make up nearly half of all fatal collisions involving cyclists and lorries

## TOO CLOSE

Keep your Distance!



Lorry driver runs into, or reverses, into cyclist

## TURNING LEFT

Check blind spots, re-check before turning!



Lorry turning left fails to see cyclist on near side

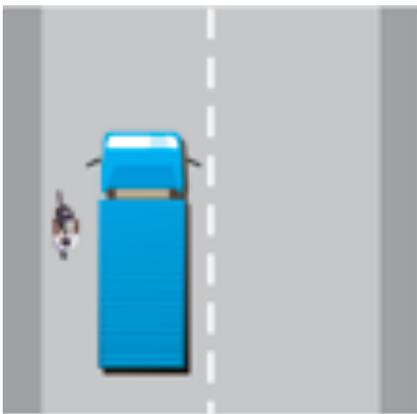


# Causes of Collisions with Vulnerable Road Users



## OVERTAKING

Lorry driver fails to allow enough space for cyclist!



Lorry driver fails to allow enough space for cyclist

## TURNING RIGHT

Lorry driver fails to see cyclist and turns into riders path!



Lorry driver fails to see cyclist and turns into riders path

Collisions continued

Remember the **Highway Code** requires that you must always take **extra care when sharing the road** with Vulnerable Road Users - rules 162 to 183 and 204 to 218 apply!



# Driver Well Being



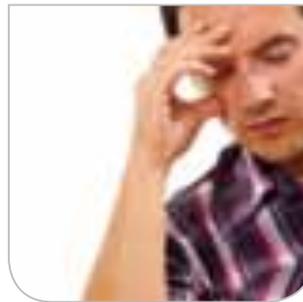
## Keeping Fit

- 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 caused by lack of sleep
- Tiredness caused by irregular sleep patterns
- Sleeping disorders such as Obstructive Sleep Apnoea should be treated
- Danger times - 2am – 6am & 2pm – 4pm (especially after food)



## Maintain a Balanced Diet

- Have a balanced but varied diet
- Eat “high risk” foods in moderation
- Slow release carbohydrates rather than quick release sugars
- Eat fibre to keep you regular
- Have 5 portions of fruit and veg daily
- Maintain fluid intake
- Just say no to large portion sizes!

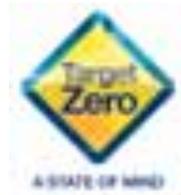
## Your General Health

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

- Epilepsy
- Diabetes
- Eyesight deterioration
- Obstructive Sleep Apnoea
- Other medical conditions



# Using Mobile Phones & CB Radios



Crossrail's policy is that mobile phones must not be used whilst driving any vehicle, particularly Large Goods Vehicles (LGV). This also applies to using a hands free kit or bluetooth headset to make/receive calls.



Crossrail's policy is that CB Radio sets, and handheld transmitters, must not be used whilst driving any Large Goods Vehicle (LGV).



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



# Alcohol and Crossrail's Policy



## Crossrail has a 'Zero Tolerance Policy' towards alcohol

This Policy applies to all staff, consultants, agency, temporary workers, contractors, third parties and ***all Lorry and commercial vehicle drivers who work at or deliver to and from Crossrail worksites!***

The Crossrail Ltd policy is **Zero** but it is possible for some individuals to generate up to 5 micrograms of alcohol in 100ml of breath. Where an individual registers a reading of over 5 micrograms of alcohol per 100ml of breath and under 13 micrograms of alcohol per 100ml of breath, it may indicate alcohol is present. Following a positive breathalyser test result (13 micrograms per 100ml of breath or above) and confirmation of a second test, the individual must be stood down and a disciplinary procedure instigated.

The effects of heavy drinking can stay in the system for many hours and so **'the morning after the night before'** can last well into the working day.

## How much can I drink and stay under the limit?

There is no foolproof way of drinking and staying under the limit. How much alcohol will push you over varies from person to person. It depends on:

- Your weight
- Your gender (men tend to process alcohol faster than women)
- Your metabolism
- Your current stress levels
- Whether you've eaten recently
- Age (younger people tend to process alcohol more slowly)

## Be aware of what you are drinking!



1 bottle of 12% wine



1 double (50ml) vodka



1 double gin & tonic



1 large glass (250ml) of 12% wine



1 pint of 6% cider



1 pint of 5.2% lager



1 pint of 4% ale



# Drugs and Crossrail's Policy



## Crossrail has a 'Zero Tolerance Policy' towards drugs and illegal substances

This Policy applies to all staff, consultants, agency, temporary workers, contractors, third parties and ***all Lorry and commercial vehicle drivers who work at or deliver to and from Crossrail worksites!***

The Crossrail Ltd policy is **Zero** and in practice this means that you must not misuse, possess, consume, store (except for those prescribed and available without prescription), sell or buy drugs and illegal substances both inside and outside the workplace. If any such incidents take place within the workplace this will be investigated and will be reported to the Police.

The effects of taking drugs and illegal substances can stay in the system for many weeks and so **'the morning after the night before'** can last much longer than you think!

If you **are involved in road traffic accident you will be asked by the Police to take a breath test** and provide a **blood sample to check the level of alcohol in your body**. Police will also use **Field Impairment Tests** to see if your ability to drive has been **influenced by drugs**.



# Deliberately Induced Collisions



## Deliberately Induced Collisions

Crossrail 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 2 cars to target a victim.  
These cars will get ahead of your vehicle in steady moving traffic. The 1st car will then brake hard or make an unexpected manoeuvre which will cause the 2nd car to brake hard (often using the handbrake) as a result your vehicle collides with this car
- The 1st car will then make off while the 2nd, now damaged car, will stop.
- The occupants of the 2nd 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 3 occupants in the 2nd car.
- Driver details of the 2nd car are often already written down and insurance and registration documents are carried in the car.
- The driver of the 2nd car will speak English but the passengers may not.

**If you think you have been involved in an induced accident**

your first action is to call the Police on

**0300 123 1212**

and ask for an

**OPERATION CATCHER**

**RESPONSE**

**or call 999**



# Security Awareness



## Security Vulnerabilities for Lorry Drivers include

- Not leaving the keys in the ignition at any time when the vehicle is not in use
- Storage areas that are used to temporarily store dangerous or high value goods that are not adequately secured
- Where there is a lack of access control to sensitive areas where you park
- Delivery, routing and scheduling details are not hidden or locked away
- Giving a stranger or hitchhiker a lift in your vehicle
- Talking carelessly allows people that would like access to your vehicle to overhear conversations containing confidential information about routes, site access and your loads. Talking over breakfast may seem innocent but do you know who is listening to your conversation?

## Your load and vehicle could become a target

- Your vehicle, together with its load, could be used as a mobile weapon as terrorists can access areas which form attractive targets
- A stolen load or vehicle could be used for a future attack if you carry toxic materials or chemicals
- Some loads that are ready, or being prepared, for being transported are relatively easy to transport once stolen
- If you drive a liveried lorry or van and are expected to use a certain route, or means of access, then it won't stand out if driven by a terrorist!

**Stay vigilant at all times and if you suspect it, report it.**

Confidential Anti-Terrorist Hotline

Call **0800 789 321**

If you are deaf or have hearing difficulties you can use a textphone by dialling 0800 032 4539





## Key Contacts

- For general enquires and security on the project.  
[Crossrail Helpdesk](#)  
0345 602 3813
- If you suspect it report it  
[Metropolitan Police Anti-terrorist Branch](#)  
0800 789321
- Well being and general health advice  
[NHS Direct](#)  
0845 4647
- If you suspect it report it.  
[Security Service](#)  
0800 111 4645
- Thefts from goods vehicles or stolen vehicles.  
[TruckPol](#)  
02476 516 246
- Induced or contrived accidents.  
[Metropolitan Police Operation Catcher](#)  
0300 123 1212 or 999
- Advice on the carriage of dangerous goods by road.  
[Department for Transport Dangerous Goods](#)  
020 7944 2755