

Code of Practice for drivers delivering or collecting from customers on behalf of Dowse Haulage Ltd.

This amended 'Code of Practice' has been developed to help identify the expected conduct of drivers working on behalf of Dowse haulage during the COVID-19 (Coronavirus) pandemic. It ensures compliance with UK government, Public Health and World Health Organisation guidance.

This code is designed to protect drivers, our customers, their colleagues, their families and the UK population.

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1. COVID-19 Government Guidance

Any driver that has symptoms or lives with someone who has symptoms of COVID-19 must follow the UK government's guidance on self-isolation and not return to work until their period of self-isolation has been completed.

1a. Self-isolation:

Self-isolation means removing an individual from social contact and potentially from contact with everyone for a prescribed medical period.

No driver should attend a Dowse or customer site or office if they:

- Have a loss of taste or loss of smell.
- Have a high temperature or a new, continuous cough
- Are an extremely vulnerable person (as advised by the NHS)
- Have been advised by a medical professional or the NHS that they need to stay at home.

Contract Haulier's or Dowse employees must notify the office immediately if this applies to themselves, or one of their nominated drivers. Other drivers or visitors working on Dowse's behalf should notify their employer.

1b. Illness at Work:

Any Contract Haulier or Dowse employee that develops a loss of taste or smell, a high temperature or a new, continuous cough must:

- Notify Dowse office immediately if this applies to them or one of their nominated drivers
 - Return home immediately
 - Avoid touching anything
 - Cough or sneeze into a tissue and put it in a bin, or if they don't have tissues, cough and sneeze into the crook of their elbow
- Other drivers working on behalf of Dowse haulage should follow this guidance but notify their employer.

2. Guidelines for delivering to our customers sites:

Every driver should ensure they are inducted and made aware of site rules and requirements at each and every customer site. The induction arrangements should provide a 2m social distance.

Expectation is that this induction would cover:

- Arrival - including parking and signing-in.
- Welfare – cleanliness regime, toilet facilities and ability to wash and dry hands.
- Working on site – always keeping 2m apart when doing the job.
- Getting around site – always keeping 2m apart using walkways.

Drivers must wash or clean their hands before and after using welfare facilities and before and after unloading goods and materials. Hand sanitizer is an appropriate replacement if soap and hot water is not available, drivers should carry this in their vehicle.

Near Hits during the loading/unloading operations MUST be reported.

3. Behaviour:

- It is expected that all drivers will report to the site office or follow customer instructions upon arrival at the site.
- Drivers must comply to the customer site rules.
- Drivers must understand and follow their 'safe system of work' for maintaining social distancing.
- Drivers must keep 2m apart from all other persons at all times.
- Drivers must walk in 'single file', following the designed pedestrian routes
- We expect drivers working on behalf of Dowse haulage to respect people's space, keep apart and be patient, things may take slightly longer
- Drivers must follow the instructions of the customer site management team.

4. General Principles.

- PPE will be used in line with both customer and Dowse requirements and any re-usable PPE must be thoroughly cleaned after use. PPE is never to be shared.
- No-one is to share a cab under any circumstance, no passengers or driver trainers.
- Each vehicle should be operated by the same person wherever possible.
- The inside of cabs, handles, grab rails and other contact points must be cleaned daily and always before and after any change of operator/driver.

If a vehicle is being used for tramping and there is a change of operator/driver then alongside a deep disinfecting clean of the cab and any contact points, both the mattress and bedding must also be changed.

5. Proof of Delivery Procedures

When exchanging of tickets is required then the expectation is that social distancing of keeping 2m apart must always be maintained.

6. Paper ticket or app signing.

If the Customer or driver has concerns, request that they sign whilst wearing gloves but if none are available or the customer refuses, then the driver should complete the delivery signature section themselves,

The driver should politely ask for the customer name, print the customer name in the customer signature box.

7. Safety

First and foremost, place the SAFETY of the public and themselves as a primary goal.

8. Communication

Strive to COMMUNICATE in an HONEST and PROFESSIONAL manner.

9. Performance

Meet customer needs in a SAFE, TIMELY, and PROFESSIONAL manner.

10. Appearance

Take PRIDE in personal appearance by presenting themselves in a NEAT, CLEAN and PROFESSIONAL manner at all times.

11. Property

Maintain and RESPECT all equipment, facilities, and grounds of both Customer and the Company as if they were their own.

12. Company

Be LOYAL to Dowse Haulage by promoting and supporting Company goals

13. Customer Service

Always be POLITE, COURTEOUS, and HELPFUL; never argue with a customer, resolve misunderstandings in a PROMPT and COOPERATIVE manner with the appropriate personnel.

14. Role Model

Take the time to LISTEN, LEARN, and pass on the KNOWLEDGE that has been attained, remembering that regardless of division, we are all part of a TEAM.

15. Environment & Noise

Do not throw litter from your cab

Drive with consideration and avoid revving your engine in built up areas, near schools, churches and hospitals, noise can cause stress and anxiety to vulnerable people. Turn your engine off when idling, limit CO2 and other emissions into the atmosphere. Do not sound your horn unless in an emergency.

16. Thoughtfulness

Treat FAIRLY all persons regardless of such factors as race, religion, gender, disability, age or national origin. Strive to be the strongest link in the chain, by being CARING, CONSIDERATE, and HELPFUL toward other team members. Be aware of fellow drivers' feelings. Look out for other drivers' needs by leaving equipment in proper order. Give assistance when needed. Be thoughtful in an effort to set the next driver up for success.