



POL/012

Integrated Management System

Last Review: 12th May 23

Next review: 12th May 24

Car Driver Risk Management Policy

H&M Security Services has established a Car Driver Risk Management Policy, which involves a commitment to:

- Reduce accidents and harm to employees and others.
- Reduce the indirect costs of accidents.
- Contain the costs of insurance.

H&M Security Services aim is to reduce to a minimum the number of vehicle accidents and injuries that employees and members of the public may suffer, as a result of our fleet activities.

H&M Security Services also recognises that accidents have a negative financial effect. Indirect costs of accidents, combined with insurance costs, are a serious concern and it is the Company's intention to reduce them by keeping the number of accidents to a minimum.

Car Driver risk management will be given equal consideration and resources as those of general health and safety issues, environmental issues and the commitment to quality.

For the Car Driver Risk Management Policy to be effective, each employee needs to share equally in the commitment to reducing accidents. Leadership and direction will be provided to allow employees to respond to this commitment.

All Drivers will be a minimum age of 21 with at least 1 year's proven driving experience in the UK and no more than 3 points on their license.

The Driver Handbook should be read thoroughly and kept in the vehicle at all times. Its contents apply to use of company vehicles and private vehicles used on company business. The Handbook also contains some useful driving information and procedures to follow in the event of an emergency.

Operating motor vehicles is an essential element in the delivery of most if not all of H&M Security Services work. To assure the safety of employees, as well as the public and to extend the life of the fleet, this policy will establish maintenance and inspection protocols.

The intent of this policy is to implement an aggressive and ongoing vehicle maintenance and inspection program which will ensure that H&M Security Services fleet vehicles are properly serviced and maintained.

This policy applies to all staff engaged in the operation of any H&M Security Services owned, leased or rented motor vehicles.

H&M Security Services employees who fail to comply with the requirements of this policy shall be subject to disciplinary action.

Vehicle Maintenance Manager

Margaret Hayward

The Vehicle Maintenance Manager (VMM) is an individual designated by the General Manager as responsible for ensuring that maintenance is performed on Company vehicles.

Vehicle Maintenance Manager is responsible for the following:



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- Works with the General Manager to schedule department vehicles or equipment for maintenance or repair work.
- Ensures all vehicles reports are completed.
- Ensures that maintenance is current on all vehicles.

General Manager

General Manager is responsible for the following:

- Making sure that the goals and objectives of this policy is adhered to.
- Communicating the goals and objectives of this policy to Vehicle maintenance managers and the controllers.
- Disciplinary of any staff found to be in neglect of this policy
- Keeping Directors informed of all aspects of the fleet maintenance and Government agency changes.

Controllers

All officers working in the control room.

Controllers are responsible for:

- Communicating the goals and objective of this policy to employees when taking any Company vehicle from H&M Security Services Head office.
- Making sure all staff taking out any company vehicles have completed all the paperwork that is required.
- Making sure they have received all paperwork prior to the vehicle leaving the office car park.
- Making sure the correct paperwork has been filled in on return of the vehicle to Head office.
- All paper work is given to the correct VMM and Log book and keys are returned to the correct file in control.

Employees

Each employee is expected to:

- Perform and document daily vehicle pre-operation inspection.
- Completing the vehicle log book.
- Perform authorised maintenance (i.e. replacement of fluids).
- Perform and document vehicle return inspection.
- Make sure all fuel receipts are returned to the duty controller and entered into the daily record log book for that vehicle.

Vehicle Inspection

Drivers of all Company vehicles shall be responsible for performing a daily walk around of their vehicle prior to it being placed into service. Completed inspection forms are to be filled on a daily basis and given to the Duty controller who will then pass onto the Vehicle Maintenance Manager. Inspections will include but not be limited to:

- Identifying any obvious physical damage
- Engine inspection (includes checking fluids)
- Exterior lights (head lights, brake lights, turn signals)
- Brakes
- Steering
- Tyre pressure and conditions
- Miscellaneous



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If problems are noted during the vehicle inspection this should be documented on the inspection form (or other suitable means of communication). This to be completed by the person finding the item(s) needing repair/serviced and promptly forwarded to their controller or the VMM. The VMM or Controller will contact the General Manager and alert him of the situation. The General Manager will in turn instruct the garage or AA to bring the vehicle in or a tow truck will be dispatched to the scene to either repair or transport the vehicle back to the garage.

Vehicles that have been found to have potential operational safety hazards are to be immediately taken out of service until such hazards are corrected. Employees who operate a vehicle with a known safety hazard or one that has been taken out of service by the General Manager will be subject to disciplinary action.

Vehicle Maintenance Managers will conduct a more thorough inspection of H&M Security Services vehicles on monthly intervals with the assistance of the General Manager or his deputy if he is not available.

Vehicle Maintenance

A sound maintenance program and the degree to which it is carried out on a daily basis are extremely important, not only does a well implemented maintenance program extend the life of the fleet. It also reduces operational costs, insurance premiums, and accident frequency. Having vehicles that are well maintained creates a positive image with the public and clients and then in turn projects a safety conscious image. With this in mind, the following outlines those procedures and / or requirements deemed fundamental for proper upkeep of H&M Security Services vehicles.

For any of the maintenance issues described in this section, proper departmental procedures for reporting repairs / maintenance are to be followed.

The driver and / or VMM will be responsible for ensuring that vehicles are serviced in a timely manner, by monitoring mileage or service dates. When the vehicle is due for preventative maintenance, the VMM will notify the garage at least one (1) week prior to the scheduled service date to set up an appointment. If the employee or department is unable to make the appointment, the VMM must immediately inform the General Manager so that an alternative date may be scheduled. Failure to maintain vehicles according to manufacturer recommendations or guidelines set forth by the General Manager will be subject to disciplinary action.

Drivers are responsible for the general daily upkeep of their assigned vehicles and any equipment used in the performance of their duty. Vehicles are to be washed only at approved facilities. Due to safety, health and sanitary issues, vehicles must be clean and empty after use (unless the problem with the vehicles prohibits cleaning).

Emergency Maintenance

Emergency maintenance is required when a vehicle breaks down and cannot be driven or operated safely. When a vehicle becomes inoperable during normal operating hours, the problem is to be reported to the controller and they will be responsible in contacting the General Manager and dispatching the AA or tow truck to the scene to either repair or transport the vehicle to the garage.

If the vehicle becomes inoperable after normal operating hours, on weekends or holidays, the operator is required to contact the controller and advise them of the problem. Once reported to the AA they will attend or a tow truck will be dispatched to either repair or transport the vehicle back to the H&M Security Services Head Office.

No-Emergency Maintenance

In the event that maintenance needs arise that are above and beyond that required by the Preventative Maintenance schedule, the following process shall be adhered to:



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1. The Vehicle Maintenance Manager will appraise the General Manager and with approval make the necessary arrangements to schedule the repair.
2. The garage will schedule the work based on the current workload.
3. The requesting party will be notified within 24 hours as to when they can bring the vehicle into the garage for servicing.

Preventive Maintenance

All vehicles within the H & M fleet will be covered under a preventive maintenance program. The type and frequency of preventive maintenance to be conducted is based on mileage or time basis. These schedules are shown below:

1. Company owned vehicles
Every 10,000 miles or 12 months whichever comes first
2. Lease vehicles
Every 6,000 miles or 12 months whichever comes first

After completing each preventive maintenance service the CMM will place the mileage on Fleetmatic's database indicating the miles when the next preventive maintenance check is due. In the event of this being removed or lost the VMM can contact the garage.

Records

Margaret Hayward (VMM):

Is responsible for managing all centralised maintenance records. MOT's, Insurance and Road fund licence for all H&M Security Services vehicles as well as updating Fleetmatics.

Is responsible for all Records of vehicles inspection and making sure they are filled in correctly and any issues are dealt with by the General Manager.

Reference:

- Form 30: Vehicle Inspection Checklist
- Form 29 Vehicle Inspection Report Monthly
- Book, Daily Record Log Book
- Drivers Pack, Company Drivers Handbook

The ultimate responsibility for this policy lies with the Managing Director who ensures that it is given and retains the highest of priorities. This policy and its implementation will be reviewed at least annually and updated as required.

Signed by:

Ian Henderson
Managing Director
H & M Security Services