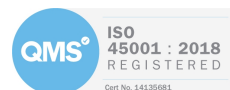


# IMT MEDICAL TRANSPORT LIMITED DRIVERS HANDBOOK (V3)

This handbook will be read in conjunction with the Driver's Policy and Emergency Driving and Blue Light Response Policy included at the end of the handbook. The handbook and associated Policy documents are to be confirmed by you via signature that you have read, acknowledged, understand and will remain compliant to all rules and advisory regulations and safe practises within its content.

IMT Medical Transport reserves the right to amend this handbook and associated Policies in line with any contractual demands of our client or changes in safety and regulatory needs.



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IMT Medical Transport Limited a company registered in England under registration number 10713061

## Version Control

### Document Location.

The latest version of this document can be found with the HR department or on-line in our website staff page.

### Document Usage.

If using a printed version of this document ensure it is the latest published version.

VERSION	DATE	AUTHOR/S	REASON	REMARKS
1.0	14 April 2018	John Hood	New Document	
2.0	17 October 2018	John Hood	Policy Review	
3.0	15 April 2019	John Hood / ERDT input	Policy Review	Additional advice added from ERDT (Training Group) and from our Driving Corporate Governance Group.
4.0				
5.0				

**References:** Road Safety Act 2006 - Road Traffic Regulation Act 1984 - UK Ambulance Services Emergency Driving Handbook - Procedure for Road Traffic Collision, Reporting, Investigation and Adjudication - Statutory Vehicle Checks Incorporating Pre and Post Shift Arrangements - The Official Highway Code Book - The Highway Code On Line. IMT Driver Policy. IMT Emergency Driving and Blue Light Response Policy.

### Acknowledgment.

This handbook has been jointly developed by IMT Medical Transport's management team with the input of the knowledge of operational driving staff having being taken and considered.

The handbook is a guide and tool for all IMT Medical staff and our Suppliers to help them understand and manage the risks that they face and create when driving normally and under blue light conditions. It will help staff and Suppliers make safer choices about the way they drive and behave around other vehicles and within the general public. It will support all drivers in applying the rules, regulations and laws relating to driving on IMT Medical's company business or that of our clients.

This is a guidance document as well as a compliance and audit document, but using the information given should help you to comply with your statutory duties in respect of safe driving and work practices and meet client expectations and key performance indicators. The document is not exhaustive and provides information, in no particular order, on the main risks that medical transport drivers may encounter as part of their everyday working lives in our industry relevant to the type of vehicle that they drive and operate.

More detailed information in regards to health and safety can be found in the referenced policy documents listed.

Relevant Policy documents are included as Appendix A (Drivers Policy) and Appendix B (Blue Light Driver Policy), which form part of this handbook. Drivers (staff and Suppliers) must read those policy Appendices before signing and acknowledging their agreement, compliance and understanding of the handbook\*.

### \* Signature and date:

I (name) \_\_\_\_\_ of (Company) \_\_\_\_\_

**Hereby confirm that I have read and** acknowledge my agreement, compliance and understanding of this handbook and any policy documents associated with it and that I comply with all reporting matters:

**SIGNED:** \_\_\_\_\_

**DATE RECORDED IN HR DEPARTMENT:** \_\_\_\_\_ **BY WHOM:** \_\_\_\_\_

## CONTENTS PAGE

Cover Page.	Page 1
Version Control, references, Acknowledgments and Signature page.	Page 2
Contents Page.	Page 3
Introduction	Page 4
Code of Conduct	Pages 4 -5
Driver's Licence	Page 5
Training	Page 6
Drivers Skill and ID cards	Page 6
Vulnerable Road Users	Page 6
Cab and Passenger safety	Page 6
Driver's Behaviour – Planning Ahead	Pages 6 – 7
Driver's Behaviour - Acting appropriately	Page 7
Driver's Behaviour – Defensive Driving	Pages 7 – 8
Driver's Behaviour - Whatever the Weather	Pages 8 – 9
Driver's Behaviour - Driving Conduct	Pages 9 – 10
Driver's Behaviour - How MYSPACE Works	Page 10
Driver's Behaviour - Driver's Hours	Pages 10 – 11
Drugs and Alcohol at Work	Page 11
Smoking at Work	Page 12
Eligibility to Drive - Eyesight Checks	Page 12
Fitness and Health	Pages 12 – 13
In Cab Safety - Mobile Phones – Guidance	Page 13
In Cab Safety - Satellite Navigation Systems	Page 13
In Cab safety - Other Electronic Devices (iPod or equivalent)	Page 13
PPE for all Drivers	Page 13
Speed Limits	Pages 13 – 14
Vehicle Standards - Inspections	Page 14
Vehicle Standards – Daily Vehicle Checks	Page 14
Vehicle Standards – 6-weekly Safety Checks	Page 14
Vehicle Standards – Breakdowns	Page 14
Driver Standards – Uniform	Page 14
Protocols - Arrival at Client or Hospital site	Page 15
Accident Reporting and Management of Incidents	Page 15
Safe Loading and Unloading	Page 15
APPENDIX A – IMT Medical Transport Limited Driver's Policy V4	Pages 16 - 40
APPENDIX B – IMT Medical Transport Limited Emergency Driving and Blue Light Response Policy V4	Pages 41 - 57

## Introduction.

Driving and operating ambulance vehicles is a critical, is a very recognised, part of the role in which you will undertake driving. The medical transport industry is both varied and as a must ensure that they apply themselves as professional drivers at all times

Purpose.

The purpose of the Drivers' Handbook is to make all drivers who work for or on behalf of IMT Medical or our clients fully aware of the standards expected and the risks that they may face or create while driving and operating ambulance vehicles. Whilst typically understanding how to manage the risks. The handbook outlines what is required of a driver in terms of their vehicle, journey, driving behaviours, service requirements of our clients, duty of care, dress standards, vehicle driver checks and general maintenance, and the types of vehicle they are permitted to drive. In addition it deals with emergency situations and gives practical advice on what to do to help keep you and your passengers safe from avoidable harm.

This handbook will help you work with IMT Medical to avoid preventable incidents and injuries to yourself and other people when driving for work. It should be used with our policies and procedures referenced.

### **'DON'T TAKE THE RISK - GO HOME SAFE'**

## Code of Conduct.

As a professional driver I agree to adopt this code of conduct. I accept that as a professional driver I have responsibilities under both the chain of responsibility to IMT Medical and their clients and in regards to Health and Safety (H&S) legislation to maintain my fitness for duty and not accept unsafe practices or breaches of the law. I share the road with other road users to improve community safety.

I recognise and accept my obligations as a professional driver:

- ✓ DO - Ensure you conduct yourself in a polite and considerate manner at all times as an ambassador for the industry and your company
- ✓ DO - Ensure you drive with consideration for all road users and pedestrians. 4 DO - professional driver, staff and Suppliers (collectively referred to as driver throughout the handbook) Support safety within the workplace.
- ✓ DO - Actively support this code and promote it to other drivers.
- ✓ DO - Encourage safety on the road.
- ✓ DO - Maintain your professional knowledge through Driver Certification in respect of my role (blue light qualified, C1 licence etc).

I undertake to comply with all road laws, and be considerate of others by:

- ✓ DO - Be professional at all times.
- ✓ DO - Ensure you're fit for duty – alert, healthy and prepared for the driving task.
- ✓ DO - Observe speed limits and seat belt laws unless qualified and authorised to take exemptions (This will be client led and drivers will be given guidance when they are allocated jobs)
- ✓ DO - Observe working time regulations and 'Rules on Driver's Hours, observe drug and alcohol laws and accept testing, leave a safe distance between other vehicles, travel in left

lanes unless overtaking, adopt a considerate driving style, reducing noise when operating in a built up area, obey all other laws and operate to 'The Highway Code'.

I support the introduction of company 'Safe Systems of Work' that include practices and procedures to reduce the risk of injury or death at our own and customer locations.

I take pride in my vehicle and conduct regular checks to ensure my vehicle, passengers and client equipment or organs remains in a safe condition.

I understand that driver distraction is a risk and I will reduce this:

- ✓ DO - Avoid using mobile phones, two way radios or other forms of communication whilst the vehicle is moving in accordance with company rules.
- ✓ DO - Fully prepare for any journey to avoid being distracted when driving.

I actively support this code of conduct for the purpose of promoting compliance with laws and promoting safe behaviour, within the workplace and on the road.

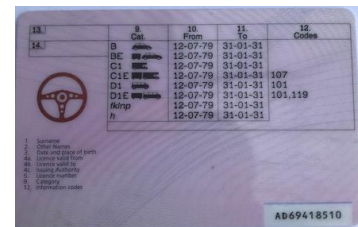
I undertake to actively participate through my Health and Safety representatives and managers to commit to medical transport codes of conduct, codes of practice and safety guidelines found in this handbook.

### Driver License.

All drivers who operate on behalf of IMT Medical must hold the appropriate licence to drive the category of the vehicle and qualification such as C1 and Blue Light. This is non-negotiable under any circumstances. IMT Medical have a robust system in place to check drivers' licences at least every 3 months and you agree to sign a declaration stating you still comply every 3-months.

If any changes to your licence, endorsements are given (see driver policy), you are disqualified or have a medical condition, which prevents you from driving and / or reportable, these must be reported immediately and without hesitation. This includes but is not limited to:

- Drivers must have a current licence for the class of vehicle being driven.
- The license must have an up to date address.
- Drivers may be asked to produce their license at any time.
- Drivers must present other forms of ID such as IMT Medical Identity cards.



### Legal Requirements.

The holder of a license must produce it on request to a police officer or traffic examiner or a member of IMT Medical to audit. If the license cannot be produced at the time of request, it must be produced to:

- The Police – at a Police Station of the driver's choice within 7 days.
- Traffic Examiner – at the Traffic Area Office within 10 days.
- To IMT Medical staff within 24 hours.

Note: It is your responsibility to notify your manager and the HR Officer immediately of any endorsements placed on your driving license.

## **Training.**

All drivers of medical transport must have completed approved training and have been awarded the appropriate certification to drive. This includes a period and certification of Blue Light Driving. This will be undertaken by our external training provider, ERDT, who are also the only acceptable trainer and assessment company IMT will use for staff and suppliers. IMT will arrange annual assessments (or new training) for all staff and suppliers.

## **Driver's Skills ID Cards.**

All drivers will have an IMT Medical ID Card, which will carry their role: transplant driver, ACA etc. The role stated will be the skill that you are qualified to.

## **Vulnerable Road Users.**

IMT Medical are committed to improving road safety and are actively involved in many initiatives to reduce traffic related incidents and improve the image of the medical transport for transplant industry. A key part of this is the reduction in incidents involving medical vehicles and vulnerable road users.

Who are Vulnerable Road Users?

Vulnerable Road User is a term applied to those most at risk in traffic:

Pedestrians - Cyclists - Motor cyclists.

## **Cab and Passenger Safety.**

Seatbelts, Loose Items, Organs, Passengers and other equipment.

Whilst driving on all IMT or our clients' medical driving duties, drivers are required to wear a seatbelt **AT ALL TIMES** to minimise the risk of injury in the event of a collision or rollover. As part of our on-going approach to safety, drivers will also ensure that passengers wear seatbelts at all times even though they have their own responsibility to do so. If passengers fail to do this, drivers are to report this to the duty Hub supervisor who deal with the matter. There are many reasons **(including the Law)** why you should wear a seatbelt:

Injury outcomes to the driver and/or occupants can be more severe.

Failure to wear the seatbelt increases the risk of being ejected from the vehicle or being thrown around the interior of the vehicle.

- ✓ DO - Secure all loose items in the cab to prevent being injured in the event of a collision.
- ✓ DO - Wear your seatbelt.
- ✓ DO – Secure all organs and items such as Novel technology equipment.
- ✗ DON'T – Allow anyone to change your thought on safety.
- ✗ DON'T - Allow passengers in the vehicle if they are not related to our client contracts unless agreed by IMT management i.e. staff on induction shifts.
- ✗ DON'T - Place objects in main field view of windscreen.

## **Driver's Behaviour.**

Planning Ahead - Use a planned system of driving.

The road around you is made up of different zones of visibility. In some areas your view will be good and in others you will only be able to see what is immediately in front of you. Where your view is restricted, use alternate sources of information making the most of any glimpses of 'wider views' that you can get.

On the approach to a hazard where the view is restricted, use every opportunity to get more information about the road ahead.

For example:

- ✓ DO - Consider the curvature of a row of trees or lampposts.
- ✓ DO - Look for reflections in shop windows.
- ✓ DO - Check the angle of approaching headlights.
- ✓ DO - Check the angle of shadows cast by headlights and other lights.
- ✓ DO - Look for open spaces and breaks in hedges, fences and walls in the approach to a blind junction.

Next time you drive along a familiar route, make a mental note of the opportunities to use additional sources of information.

Acting appropriately.

POSITION:

- ✓ DO - After giving a signal, take up the correct position on the road. You may need to check your mirrors again before changing course.

SPEED:

- ✓ DO - Adjust your speed to the correct level for the hazard by using the brakes or engine braking system.

GEAR:

- ✓ DO - Once travelling at the right speed, select the correct gear to negotiate and accelerate away from the hazard.

Safer driving means:

- Less injuries and fatalities on our roads.
- Less accident damage to vehicles.
- Less unproductive downtime for vehicle repair.
- Reduced insurance premiums.

Using fuel more efficiently means:

- Lower costs.
- Improved profit margins.
- Reduced emissions and therefore improved environmental performance.

Driver's Behaviour - Defensive Driving.

Defensive Driving is a combination of: Knowledge.

- Attitudes.
- Skills.
- Techniques.

The way you put those skills into practice.

All four elements must be in place if you are going to drive effectively and safely. Defensive Driving is a set of fundamental principles, which, with the correct attitude and sufficient skill, will guide your actions.

A defensive driver learns to:

- Control their vehicle with precision.
- Drive with concentration and awareness.
- Anticipate the actions of others.
- Act appropriately at all times, and:
- Leave a comfortable safety margin all around their vehicle – especially to the front.
- Use a planned system of driving.

### GET INFORMATION

- ✓ DO - Look, Assess, Decide.
- ✓ Observe all around you, using your mirrors to assess the situation behind.

### GIVE INFORMATION

✓

DO - Mirror, Signal. Give a signal to other road users. Use of indicators will be the normal method, but consider arm signals, horn and lights. Flashed headlights are often used incorrectly, only flash your lights to let other road users know that you are there.

- ✗ DON'T - Flash your lights to convey any other message or to intimidate other road users.

Driver's Behaviour - Whatever the Weather .

Who knows what's round the corner when bad weather strikes. Before you make your journey:

- ✓ DO - Make sure the screen wash contains sufficient water and winter additive.
- ✓ DO - Check that all the lights are in full working order and clean.
- ✓ DO - Ensure screen and windows are all clear INSIDE and OUT.

### Winter watch.

Always be prepared in case you get stuck.

- ✓ DO - Keep a fully charged mobile phone.
- ✓ DO - Keep warm clothing and a blanket Carry a Hi-vis jacket.



- ✓ DO - Carry a working torch.
- ✓ DO - Carry a spade or shovel.
- ✓ DO - Know your route and ensure your mobile phone is working, although do not use it whilst driving.
- ✓ DO - REMEMBER braking distances can be 10 times longer in bad weather. In severe weather always check with IMT's Hub supervisor before attending to your vehicle journey and ask for a weather update from live tracker.
- ✓ DO - Keep your distance.

✗ DON'T – Leave organs in the front or rear of your vehicle in the path of hot air flows (They should be stored in the boot securely).

### **Summer sense.**

- ✓ DO - Drink plenty of fluids on a long journey.
- ✓ DO - Reduce speed if the sun is directly in front of you reducing your vision.
- ✓ DO - Wear sunglasses to reduce glare.
- ✓ DO - Be aware of increased agricultural traffic.
- ✓ DO - On open roads, ensure you have plenty of fresh air by opening a window.
- ✗ DON'T- Forget that excess heat can induce drowsiness.

### **Driver's Behaviour - Driving Conduct.**

You are our Ambassador at all times when working for IMT, NHSBT or any other client. Your conduct on and off the road is important. It has a direct impact on public attitudes towards a medical transport driver and our sector in general. Failure in this area is not acceptable for IMT nor our Clients. Always drive within the road traffic regulations and the Highway Code.

Watch Your Speed (our driver and Blue Light driver will apply accordingly).

- ✓ DO - Always drive within the speed limits and take care in villages and built up areas.

No Aggressive Driving.

- ✗ DON'T - Intimidate other road users by driving too close or at excessive speed.
- ✗ DON'T - Tailgate.

No Convoying.

- ✓ DO - Leave room for other vehicles to overtake.
- ✗ DON'T - Run in convoy (2 or more vehicles).

Reduce Noise.

- ✓ DO - Drive in a manner, which minimises noise from sirens, engines, bodies and suspensions, particularly in villages and built up areas and especially in the early morning and late at night.

Lane Discipline.

- ✓ DO - Always keep to the left-hand lane unless overtaking slower vehicles.
- ✓ DO - Remember to use the mirror, signal and manoeuvre routine before changing lanes.
- ✓ DO - Remember when driving on the motorway, watch out for any vehicle in the right hand lane moving back into the left, as most vehicles will be travelling faster than you
- ✗ DON'T - Use the extreme right-hand lane on a three-lane or four-lane motorway.

#### Driver's Behaviour - How MYSPACE Works.

- ✓ DO- ALWAYS carry out one/two minute mental and visual risk assessment when you arrive at any hospital or client site.
- ✓ DO- As a driver, imagine a safety zone around your vehicle, which you can control – this is your MYSPACE. Then consider:
  - What do I do inside MYSPACE?
  - What or who can intrude into MYSPACE?
  - How can I get hurt?
  - What do I do about it?
  - What happens when I leave MYSPACE?
  - How can I control low risk areas?
- ✓ DO- Consider how you as an individual can manage the risk, and if the risk is too high and it is unsafe for you to deliver, inform IMT's Hub supervisor and await further instruction.
- ✓ DO- Report any issues via our Near Miss reporting using duty of candour to be open and honest.
- ✗ DON'T - Ever put yourself or anyone around you at risk.

Mind where you park and remember you are in charge.

#### Driver's Behaviour - Driver's Hours.

Driving Hours are limited in order to keep you and other motorists safe on the road as tiredness and fatigue can reduce your reaction time and impair your judgement. The direct monitoring and recording of shift hours for each driver will be recorded within our command and control system TIMI. IMT and our Suppliers will produce a shift Rota system 3-months in advance. This allows the formation of a work / home balance to be planned for IMT our Suppliers and our staff. Staff will be employed on a 42-hour per week Rota system (or part-time staff working if requested and agreed).

If staff or suppliers wish to work more than the average (48 hours per week) then they must sign a 48-hour Opt Out agreement (This is also a requirement of staff or suppliers who have a second job and whilst this would be legal, we apply strict control and a policy over this, so as not to disrupt safety or our operations. The 48-hour Opt Out agreement is not enforced upon staff.

The average working week is calculated by taking the average weekly hours over a 17-week reference period. Our HR department monitors this and records are made on the Rota regarding each individual's number of shifts for information purpose.

Operational hours are recorded within TIMI. Driver's hours are accounted for from start to finish of their task and are recorded to not breach 12 hours per day. When this has been reached, replacement drivers will be placed or drivers who are out-on-task will be relieved before they exceed their hours.

Breaks are taken in line with EU / Gov. UK legal requirements as a minimum where IMT will apply the 45 / 4.5 rule with at least 11 hours rest every day. We do not take the permissible allowance to reduce this to 9 hours rest 3 times between any 2 weekly rest periods. Drivers must also be aware of their driver hours and report this back to the Hub supervisor if they are approaching their driver hours. **NO DRIVER**, will be asked to breach health and safety of any matter including the WTD.

Staff who work nights are contracted so that they do not work more than 8-hours in 24-hour periods using the average as calculated over a 17-week reference period. Due to the possible impact on our staff member's wellbeing, IMT offers a free health assessment and on a regular basis while they you working nights. Workers do not have to accept this health check.

Staff have the ability to raise any concerns in regards to their working at any time of the day through our 24/7 365 Hub or formally through our grievance process.

### **Drugs and Alcohol at Work.**

All staff and suppliers must accept that they must be available to properly perform their duties unimpaired by the effects of drinking alcohol or taking drugs. IMT aims to eliminate alcohol and drug misuse in the workplace by increasing employees' and supplier' awareness of its dangers.

- ✓ DO - Promote a culture in which alcohol and drug misuse is discouraged.
- ✓ DO - Ensure that IMT and our suppliers use of either alcohol or drugs does not impair the safe and efficient running of our company or the client to whom we work, or result in risks to the health and safety of themselves, colleagues, customers and the general public.
- ✓ DO - Be aware that in the event of an individual failing an alcohol or drugs test, or refusing to take a test, the individual will be permanently excluded from undertaking work for IMT and we will seek legal advice to take the matter to disciplinary and or support.
- ✓ DO - Be aware that IMT Medical managers have the right to prohibit any person or activity on our company business should they suspect alcohol or drug misuse even if they are unable to instigate testing.

### **Alcohol.**

- ✗ DON'T - Drink alcohol or be under the influence of alcohol at work.

Remember that drinks the night before can still be in your system putting you over the limit. Where there are local rules in force governing the limit of alcohol that are stricter than those contained in the Policy, the local rules shall take precedence.

IMT Medical supports a zero tolerance limit in regards to drink drive limit.

### **Drugs.**

- ✓ DO - Be aware that as a driver prescribed or over the counter medicines may affect your ability to drive. As an employee, that may mean that you need to inform your manager or supervisor. A list of reportable matters and drugs that may affect your ability to drive can be found within our driver's policy.
- ✓ DO - Complete a drug test if you are asked to by a Manager of IMT Medical.
- ✗ DON'T - Consume substance of any kind (including legal highs or prescription drugs) that may impair your ability to drive in company vehicles or on any company business.
- ✗ DON'T - Offer drugs or medication to colleagues.

## Smoking at Work.

IMT Medical operates in compliance with the Health Act 2006, which requires no smoking in enclosed public places. Smoking is also prohibited in all commercial workplaces, which includes the cabs and enclosed areas of all of our vehicles. We have a legal and moral duty to protect the health of our employees and others and where we can, to encourage those smokers who wish to do so to kick the habit.

- ✓ DO - Smoke in authorised zones only. If you are visiting a hospital site, make yourself aware of the designated smoking zones as soon as you arrive.
- ✓ DO - Try to give up. The NHS Smoking Helpline is free on 0800 169 0169 or visit [www.gosmokefree.co.uk](http://www.gosmokefree.co.uk), or ask your local GP.
- ✓ DO - Ensure you put the residues into a proper container once you have finished.
- ✓ DO - Remember that IMT Medical regard e-cigarettes in the same way as normal cigarettes so the same rules apply but try and separate yourself from tobacco users.
- ✓ DO - Ensure that your cab has a no smoking sticker displayed.
- ✗ DON'T - Smoke in work places. Workplaces include the cab and all enclosed areas of your vehicle, even if you are the only occupant. Breaking this rule may result in disciplinary action or exclusion from working a supplier to IMT Medical, as it is our responsibility to ensure the health of all of our employees.
- ✗ DON'T - Smoke in vehicles including company cars, pool cars, even if you are the only driver. This is on the basis that other employees may use the vehicle from time to time.
- ✗ DON'T - Smoke next to fuels, flammable gases or vehicles unloading such materials.

## Eligibility to Drive - Eyesight Checks.

You **MUST** be able to read a vehicle number plate, in good daylight, from a distance of 20 metres (or 20.5 metres where the old style number plate is used).

If you need to wear glasses (or contact lenses) to do this, you **MUST** wear them at all times while driving. The police have the power to require a driver to undertake an eyesight test.

It is recommended that you get your eyesight checked at least annually to ensure capability to drive legally.

## Fitness and Health.

Staying fit and healthy is important to maintain a good quality of life as well as ensuring that you are fit to drive and carry out your job. If you have any health conditions that affect your driving you must advise IMT Medical and inform the DVLA immediately. Failure to do so may lead to your license being revoked by the Traffic Commissioner.

- ✓ DO - Schedule set times for food. Schedule in a daily exercise plan. Opt for healthier food options and maintain healthy meal sizes. Snack to a schedule on healthy options such as fruit, nuts or protein bars. Consume plenty of water and ensure it is always available in your cab for you and your passengers. Regularly wash your hands, especially before eating. Get plenty of rest. The amount of rest is mandated by your Working Time Directives but ensure you are using this time to recuperate. Replace lost vitamins, preferably by eating fruit and vegetables but alternatively through a course of vitamin supplements. Keep your mind active. Listen to audio books, learn a new language or try different music genres in order to stimulate your mind and alleviate boredom. Stay connected with home by catching up with family on your breaks.

**X** DON'T - Eat or drink whilst driving.

### **In Cab Safety - Mobile Phones – Guidance.**

Using a mobile phone whilst driving (even with hands free or Bluetooth) increases the risk of having an accident. Ideally avoid their use entirely whilst driving. Only use a mobile phone when it is safe to do so.

- ✓ DO- Use hands-free phones to receive calls when travelling on the public highway but only when where permitted. Pull over when safe to do before you take / make the call.
- ✓ DO- Keep any necessary conversations to a minimum and only continue them as long as it remains safe.
- ✓ DO- Check that you are in an appropriate safe and secure area when using mobile phones when out of the vehicle.
- X** DON'T - Use hand-held phones or other electronic devices whilst driving.
- X** DON'T - Use phones for any personal matters such as family trying to contact you etc. Private matters should be conducted via the IMT Hub.

### **In Cab Safety - Satellite Navigation Systems and Electronics.**

Satellite Navigation Systems.

- ✓ DO - Program these before the journey begins.
- ✓ DO - Position them out of reach as they should not be physically adjusted during the journey.
- X** DON'T - Mute them as this might encourage you to take your eyes off the road ahead.
- X** DON'T - Allow the device to obscure your main line of sight.

Other Electronic Devices (iPod or equivalent).

- ✓ DO - Set up any entertainment system e.g. a cd or iPod to the vehicles radio system before you begin your journey (consider your passengers when playing music etc.)
- ✓ DO - Position them out of reach as they should not be adjusted during the journey.
- X** DON'T - Use earpieces under any circumstances.
- X** DON'T - Allow the device to obscure your main line of sight.

### **PPE for all Drivers.**

Helmets should normally be less than 5 years old. Date of Manufacture should be found on all helmets and they should be of a good condition. Sealed goggles for loading/unloading. Safety gloves to the required BSEN standards are compulsory when dealing with patients. Yellow High Vis to worn outside of vehicles and 6 to be carried for passengers in the event of a breakdown. High Visibility Clothing to EN471 Class 3 - High Speed Roads .

### **Speed Limits.**

Speed limit advice is found and applied within the driver and Blue Light policy documents. REMEMBER: The driver has the choice to drive on blue light conditions based on their knowledge of the roads / area and other conditions such as traffic and weather.

## **Vehicle Standards - Inspections.**

### Vehicle Standards - Daily Vehicle Checks.

It is not enough to rely on a maintenance system alone, because this cannot ensure that vehicles are roadworthy. It is a driver's responsibility to ensure their vehicle is fit for purpose before carrying out any work. Prior to commencing work each day, carry out a vehicle check. A record of these checks must be maintained and completed using the Driver Vehicle Check APP. Once completed the driver must send the information electronically to the Fleet manager before commencing their journey.

Any defects that pose a significant safety risk should be reported to the Fleet manager immediately so that appropriate action can be taken, including removing the vehicle from duty where necessary.

### Vehicle Standards – 6-weekly Safety Checks.

The fleet manager will ensure that all fleet vehicles undergo a 6-weekly safety check and regular servicing.

### Vehicle Standards - Vehicle Breakdowns.

If your vehicle breaks down, think first of other road users and:

- ✓ DO - Exit the vehicle cab on the non-traffic side along with all passengers.
- ✓ DO - Get your vehicle safely off the road if possible.
- ✓ DO - Warn other traffic by using your hazard warning lights if your vehicle is causing an obstruction.
- ✓ DO - Stay in a safe location away from the vehicle if it is safe to do so.
- ✓ DO - Help other road users see you by ensuring you, and any passengers, wear high visibility reflective clothing/work wear.
- ✓ DO - Put a warning triangle on the road at least 45 metres (147 feet) behind your broken-down vehicle on the same side of the road, or use other permitted warning devices if you have them, if it is safe to do so. Always take great care when placing or retrieving them.
- ✓ DO - Keep your sidelights on if it is dark or visibility is poor, if it is possible to do so.
- ✓ DO - Arrange recovery for vehicle specialists.
- ✗ DON'T - Attempt to use a warning triangle on a motorway or other high-speed road.
- ✗ DON'T - Put yourself or your passengers in danger.
- ✗ DON'T - Stand (or let anybody else stand) between your vehicle and oncoming traffic.
- ✗ DON'T - Stand where you will prevent other road users seeing your lights at night or in poor visibility.

## **Driver Standards - Uniforms.**

All drivers undertaking work on behalf of IMT Medical will wear clean and issued uniform at all times. No deviation is to be taken from issued items. This will apply the standards that we seek as a company and set us out from others who do not have high standards. Items include: Green Polo with IMT logo, green trousers, black boots/shoes, green soft shell jacket with IMT logo, ID Badge.

## Protocols - Arrival at Client or Hospital site.

### Site Induction.

As you will on many occasions be arriving “blind on site”, take time to familiarise yourself with hospital signs by driving slowly. This is intended to make you aware of the potential hazards on hospital sites such as other ambulances, pedestrians etc.

- ✓ DO - Complete a Visual Site Induction where possible.
- ✓ DO - Observe all traffic management routes including one-way systems and speed limits.
- ✓ DO - Wear seat belts at all times.
- ✓ DO - Lock your vehicle doors before entering hospitals, keeping the keys on your person.
- ✗ DON'T - Breach any rules or carry out any unsafe practice as this may lead to disciplinary action.
- ✗ DON'T - Use mobile phones or 2 way radios whilst the vehicle is in motion or in certain areas of hospitals.
- ✗ DON'T – Leave your engine running unless it is absolutely necessary to do so i.e. inverter is being used.

### Accident Reporting and Management of incidents.

All incidents, Near Miss/Hit/Unsafe Conditions, road traffic or personal injuries, or organ delays or organ damage or breakdowns etc. that occur whilst on task must be reported immediately, to the Hub supervisor.

A Near Miss is an incident that has not resulted in any injury or damage but had the potential to do so. Near Miss and Hazard Alert reporting is an early warning system for IMT Medical in identifying that there is a potential for an incident which could result in injury or damage. Sometimes a fresh pair of eyes can identify a problem our management staff have not noticed because they work with it every day. **ALL drivers** who work on behalf of IMT Medical should use the Incident Report form and Serious Incident Report form to record and report where there is a potential risk.

### Safe Loading and Unloading.

- ✓ DO - Adhere to any specific loading instructions displayed at hospitals or at client locations.
- ✓ DO - Ensure that loads such as transplant equipment and organs are restrained and distributed safely, as well as being within weight limits.
- ✗ DON'T - Overload your vehicle even if it is not travelling on the public highway.

## THE IMT MEDICAL TRANSPORT LIMITED 42 – DRIVING POLICY (V4)

Prepared by: John Hood – [john.hood@imtmedical.co.uk](mailto:john.hood@imtmedical.co.uk)  
Date: Reviewed: APRIL AND OCTOBER ANNUALLY  
Policy Authorisation: IMT Medical Board

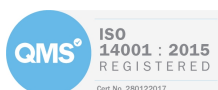
**POLICY STATEMENT:** At IMT Medical, we are committed to promoting equality and diversity across and in all aspects of our business. We aspire to promote a diverse, inclusive and representative working environment in which everyone is treated with dignity and respect. Our aim is to support our staff and to promote with our clients, to achieve progress towards a truly diverse workforce. We operate inclusive, open-minded, non-discriminatory practices. We will work with all sections of the community to ensure that there is neither discouragement nor discrimination against anyone. As an employer we are committed to equality and diversity in all of our practices and we recognise that groups and individuals will not be discriminated against on the basis of age, gender, ethnic origin, race, nationality, colour of skin, sexuality, impairment (physical, sensory or learning), physical appearance, marital or another life status, religious or political belief and other differences that cannot be justified.

**POLICY PURPOSE:** The purpose of this policy is to ensure that IMT Medical Transport Limited sets out our commitment to ensuring that driving safety under normal driving conditions is at the forefront of our controls and standards. Emergency response and blue light driving is covered in part however the full Policy for emergency driving is a separate document and should be read in conjunction with this Policy. This policy is applied across the provision of our services, and to our clients, the general public, to patients, to Suppliers and to our staff. IMT Medical is committed to reducing these risks as far as is reasonably practicable.

This Policy should read in conjunction with the:

- 41 - IMT Medical Emergency Driving and Blue Light Driving Policy (ED&BLD).
- 43 - IMT Medical Driving and Communications Devices Policy.
- 09 - IMT Medical H&S Policy.
- 34 - IMT Medical Learning from our experiences (Incident Reporting) Policy.
- 05 / 05-01 - IMT Medical Induction Policy and Processes.

**References:** Road Safety Act 2006 - Road Traffic Regulation Act 1984 - UK Ambulance Services Emergency Driving Handbook - Procedure for Road Traffic Collision, Reporting, Investigation and Adjudication - Statutory Vehicle Checks Incorporating Pre and Post Shift Arrangements - The Official Highway Code Book - The Highway Code On Line. IMT Medical ED&BLD.



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IMT Medical Transport Limited a company registered in England under registration number 10713061



## Version Control

### Document Location.

The latest version of this document can be found with the HR department or on-line in our website staff page.

### Document Usage.

If using a printed version of this document ensure it is the latest published version.

VERSION	DATE	AUTHOR/S	REASON	REMARKS
1.0	07 October 2017	John Hood	NEW POLICY	
2.0	07 April 2018	John Hood	Policy Review	
3.0	22 October 2018	John Hood	Policy Review	Additional advice added from our Driving Corporate Governance Group.
4.0	28 April 2019	John Hood	Policy Review	Review of section 19. Review of DriverCheck (Licence checks) system. Review of new London Ultra Low Emission Zone.
5.0				
6.0				

### Quick Reference Guide

For quick reference, this page summarises the actions required by this policy. This does not negate the need to be aware of and to follow the further detail provided in this policy.

IMT Medical staff and those working or training under other arrangements are expected to:

1. Understand our equality objectives (i) better health outcomes for all; (ii) improved client and patient experience; (iii) empower, engage and support staff; (iv) inclusive leadership at all levels.
2. Treat everyone who comes into contact with us with dignity and respect.
3. Work towards a positive and inclusive work environment.
4. To ensure that all staff and suppliers are aware that we must have strong control measures and safety standards applied when driving.
5. To provide guidance on the responsibilities of managers and staff who are involved in the application and control of driving.
6. To ensure that reporting measures are in place to record and gather all information that is required to support ambulance driving.
7. To reduce the number of Road Traffic Collisions (RTA) relative to vehicles deployed on IMT Medical's company business and that of its clients.
8. To ensure that vehicles and staff are fit for purpose.

## CONTENTS PAGE

Cover Page.	Page 1
Version Control and Quick Reference Guide.	Page 2
Contents Page.	Page 3
1.0 Introduction	Page 4
2.0 Who does this policy apply to?	Page 4
3.0 Objectives	Page 4
4.0 Definitions	Pages 4 - 5
5.0 Responsibilities	Page 5
6.0 Risk Assessment	Page 5
7.0 Competence, Education and Training	Pages 5 - 6
8.0 Road Traffic Act – Section 19	Page 7
9.0 Driving Licence Checks and Endorsements	Pages 7 - 8
10.0 Competence	Page 8
11.0 Use of Communications Devices	Page 8
12.0 Fitness to Drive	Pages 8 - 10
13.0 Vehicles	Pages 10 – 11
14.0 Journeys (WTD)	Page 11
15.0 Driving over soft ground	Pages 11 – 12
16.0 Vehicle Reversing	Page 12
17.0 Parking Fines	Page 12
18.0 London Low (Ultra Low) Emission Zone and Congestion Charging	Page 12
19.0 Exemptions	Pages 13 - 14
<b>Appendix 1</b> - Enforcement Offences Categories Acceptable for Employment	Pages 15 – 16
<b>Appendix 2</b> - DVLA Medical Standards of Fitness to Drive- Summary of Disorders which Affect Group Two Entitlement	Page 17
<b>Appendix 3</b> – Insulin Dependant Diabetes – Individual Risk Assessment	Page 18
<b>Appendix 4</b> – Process for Staff who are Inulin Dependent and Drive Emergency response Vehicles	Pages 19 – 20
<b>Appendix 5</b> – Speed Exemption Restrictions - Own Vehicles	Page 21
<b>Appendix 6</b> - Red Traffic Light Signals Procedure	Page 22
<b>Appendix 7</b> - Driving Licence Check Form	Page 23
<b>Appendix 8</b> - Equality Impact Assessment Tool	Page 24 - 25

## 1.0 Introduction.

1.1 IMT Medical Transport Limited acknowledges the inherent risks that driving poses to individuals, the organisation, the provision of our services, and to our clients, suppliers, patients and the general public overall and is committed to reducing these risks as far as is reasonably practicable and to promote the highest standards of driving conduct within IMT Medical and across our Supplier base.

1.2 IMT Medical also recognises that the very nature of a Private Ambulance Service leads the public to associate ambulance personnel with a high standard of driving skill and road behaviour. Working together with staff, suppliers and clients, IMT Medical is committed to developing and implementing an effective risk management system to reducing the number and consequence of road traffic collisions by ensuring:

- Staff are competent and medically fit to drive the required class of vehicle appropriate to their role.
- All Company and Supplier vehicles are fit for purpose and maintained in a safe and fit condition.
- Journeys wherever possible are planned, sensibly scheduled and that unnecessary travel is reduced to a minimum and that sufficient time is allowed for both journey and any loading/unloading.

1.3 IMT Medical's Board acknowledges the need for a Company wide commitment in taking this policy forward, and will endeavour to ensure that the necessary resources are made available, in line with our Risk Management Policy and Strategy.

## 2.0 Who does this policy apply to?

2.1 This Policy applies to all IMT Medical Transport Limited staff and suppliers working on our behalf.

## 3.0 Objectives.

3.1 The objectives of this Policy are:

- To reduce the number of road traffic collisions (RTCs) relative to vehicles involved on Company activities.
- Through a robust assessment process ensure that standards of driving within the Company and across our Suppliers are maintained to a high standard.
- To ensure vehicles operated by IMT Medical and our Suppliers are fit for purpose and maintained to a safe standard.
- To deliver a consistent approach across all areas of our operations and to ensure compliance with the Road Traffic Act.
- To ensure that staff expected to drive Company and Supplier vehicles as part of their role are medically fit to do so.

## 4.0 Definitions.

4.1 Client. A person or an organisation using the services of IMT Medical Transport Limited.

4.2 RTA. Road Traffic Act – the law, which affects how we drive and what they are or are not allowed to do in relation to driving (ambulance) vehicles.

4.3 RTC. Road Traffic Collision – a collision on a public highway involving one or more vehicles.

4.4 Supplier. Drivers who work on or for IMT Medical Transport Limited.

4.5 ODT. Organ Donation Transport – the driving of all clinical staff, patients and associated organs and tissue etc.

4.6 P/CTS. Patient / Client Transport Service – the non-emergency patient or client transport.

4.7 NIP. Notice of Intended Prosecution – the notice issued to inform of a traffic offence committed.

5.0 Responsibilities.

5.1 **IMT Medical's Board** has the responsibility to monitor the effectiveness of this policy and to ensure resources are available to support the implementation of associated control measures. Monitoring of this policy will be carried out by regular updates.

5.2 **Clinical and Training Lead** supported by our designated driving instructors are responsible for implementing the aspects of this policy relating to driver competency and medical fitness to drive standards.

5.3 **Clinical and Training Lead** supported by our designated driving instructors are responsible for implementing aspects of this policy relating to driver competency in particular the training and assessment requirements.

5.4 **Managers and Supervisors** are responsible for ensuring they have a comprehensive understanding of their own remit within this policy and any associated procedures and guidance. They are also responsible for ensuring their staff understand and comply with this policy. This is particularly associated with Hub - Control staff who are designating to tasking drivers and vehicles and Fleet management who are issuing vehicles.

5.5 **All staff** have a responsibility to familiarise themselves with the content of this policy and associated procedures. In particular they should report any condition or injury sustained which may affect their ability to drive immediately to their line manager and for those elements of training that are mandatory they have a duty to attend. In addition, they have a responsibility under health and safety legislation to take reasonable care of themselves and others and to cooperate with their employer. Drivers of IMT Medical's and Suppliers' vehicles, must adhere to the level of training and standards commensurate with their role. This includes maintaining a thorough working knowledge of the Highway Code, Road Traffic Regulations Act 1984, appropriate current supporting training and education material, policies, procedures, bulletins and information that is circulated.

6.0 Risk Assessment.

6.1 As part of its overall risk assessment programme, IMT Medical strives to ensure all risks associated with its driving activities are identified, evaluated and controlled consistently so far as is reasonably practicable by the following:

- Ensuring driving is considered as part of all relevant role risk assessments within the Company.
- All vehicles used within the Company or by our Suppliers are risk assessed for their suitability.
- Assessing the need for warning devices including blue lights on vehicles.
- Dynamic assessment of all routes undertaken on training courses.

7.0 Competence, Education and Training.

7.1 All members of staff and Suppliers who are required to drive as an essential part of their duties must hold a valid driving licence, appropriate for the category of vehicle being driven. In addition all

staff or Suppliers who are required to drive under emergency conditions or who carry patients or clients must undertake training and/or assessments as detailed below.

7.2 Driver training requirements for Staff and Suppliers working within all service provided by IMT Medical are as follows:

- All Staff driving under emergency conditions on behalf of the Company are required to undertake an Emergency Driving Course in accordance with contract requirements or be able to demonstrate the same competences prior to being operationally deployed.
- All operational driving of patient / client carrying vehicles under non-emergency conditions are required to undertake the basic driving course in accordance with UK Law (or EU until post BREXIT) requirements prior to undertaking driving duties.
- All Suppliers acting on behalf of IMT Medical are required to provide evidence that their drivers have undertaken an Emergency Driving Course in accordance with national requirements and that basic driving course in accordance with UK Law (or EU until post BREXIT) are in place. IMT Medical will arrange assurance visits to third party providers to look at vehicles and competence of staff. Monitoring is done via an initial visit and then regular audits. Post January 2019, all Suppliers will be assessed by IMT Medical's Corporate Governance Driving Instructor at our cost.
- All Fleet staff, managers and other staff expected to drive ambulance sized service vehicles or specific vehicle types will receive a driving assessment during recruitment the process by an accredited driving assessor or instructor. All staff must hold the necessary categories of driving licence commensurate with the types of vehicles to be driven. Assurance is provided through the recruitment records and annual monitoring of staff driving licences.
- IMT Medical is committed to ensuring that all members of staff and Suppliers have the appropriate training and education to fulfil their duties in respect of driving across the Company. Where a member of staff or Supplier fails to pass the required training course or competency assessment they will be given the opportunity for re-assessment following a period of re-training. Further failure will result in management under the Education Policy.
- A trigger system for assessing driver's competency is operated within the Company. This will be managed by the Company's driving instructor who will operate an auditable system using driving information to log incidents, events and using managed information from our tracker devices.
- Only in exceptional circumstances will a member of staff be permitted to drive a vehicle (within their licence entitlement) without completion of the appropriate structured training relevant to that particular vehicle or an assessment. The sole authority for this lies with the IMT Medical driving instructor.
- Only in exceptional circumstances i.e. major incidents and with authorisation of the Company's duty manager will anyone external to the Company i.e. Police, who has a relevant licence category and approved training in the relevant sized vehicle be permitted to drive a vehicle.
- All Suppliers who are required to carry patients or clients will undertake a "Safe Driver" skills check prior to commencement of service by IMT Medical's driving instructor. A review every 1-2 Years will be completed to ensure that the Supplier retains their "Safe Driver" skills. This is overridden following an untoward incident investigation recommendation where the driver will be automatically reassessed regardless of time.
- All staff and Suppliers who respond using blue lights and may potentially claim exemptions must have completed a recognised Emergency Driving Course. Proof of the course must be held by the relevant scheme and available for audit.

## 8.0 Road Traffic Act – Section 19.

8.1 Under (**pending**) Road Traffic Law all staff or Suppliers that drive and may claim the exemption to speed limits will have to be on a register held by IMT Medical. This register will confirm that they have received the relevant training and assessment in line with competencies. This register will be held by our Driver Training Lead, but the responsibility for ensuring staff meet the competencies to enter or remain on the register lies with our Hub Control Supervisor of the day or other person authorising driving under the exemptions. This can be confirmed on TIMI.

8.2 **Once** section 19 is enacted in full, all staff or Suppliers driving with permission and able to claim the exemptions and speed limits must have a five yearly reassessment of their ability against the competencies. However, as part of IMT Medical's added controls this will be undertaken annually. The responsibility for ensuring these assessments are carried out lies with the Driver Training Lead.

8.3 If competence is not demonstrated during assessment then the member of staff or Supplier will be referred for update training prior to reassessment of their skills. Once referred this will be the responsibility of the Training Lead.

## 9.0 Driving Licence Checks and Endorsements.

9.1 **At present** - All staff or Suppliers driving on behalf of IMT Medical or on Company business will have their driving licence checked 6 monthly (Declarations are made 3-monthly). The Driver Training Lead must record licence checks and hold a working file replacing it 6 monthly or as directed or required. The photo-card component of the licence must be physically checked and an online check undertaken on the paper portion where appropriate by the Training Lead. Particular attention should be paid to photo-cards as they expire within 10 years of issue. The 6-monthly check will be a minimum and the Training Lead will also undertake a monthly spot check of a minimum of 40% of staff and Suppliers. This does not negate the need for the check to be undertaken as part of the 6-month audit, which will also be undertaken.

9.2 The Company is looking at moving to a system where driving licence checks are carried out by a third party organisation recommended by our insurers called **DriverCheck**. Once fully live this will negate the need for annual paper checks by the Training Lead who will instead update the register on a monthly basis. Although this is in place, a secondary check will still be undertaken on a monthly basis where the Training Lead will manually check 40% of staff and Suppliers.

9.3 Drivers convicted of offences by the Police while driving Company or Supplier vehicles (who are not disqualified) will incur penalty points, which will be endorsed on their licence. If 12 or more points are accumulated within 3 years the driver will be disqualified (the courts are given limited powers not to disqualify in exceptional circumstances). IMT Medical will not employ staff or Suppliers to drive vehicles whilst disqualified from driving and whilst re-deployment of disqualified staff **may** be considered, disqualification from driving could lead to termination of their employment with the Company if no suitable roles are available.

9.4 On recruitment, external applicants who will be driving either emergency or patient or client carrying vehicles must hold a driving licence, which can have up to 3 points endorsed for those offences listed in Appendix 1 only. This requirement also applies to situations where internal employees are applying for a role involving driving emergency vehicles or patient or client carrying vehicles. Licence checks will be conducted during the recruitment stage.

9.5 Individuals wishing to apply for positions within IMT Medical who do not comply with the above requirements, but consider their endorsements were imposed under exceptional circumstances may apply to the Managing Director via the Recruitment Department for consideration. These will be reviewed on an individual case-by-case basis with any deviation from the above requirements being approved by the Driving Lead.

9.6 Any employee or Supplier who undertakes driving activities on behalf of IMT Medical and receives a driving licence endorsement whilst off duty **MUST** report this endorsement to the Driving Lead and Training Manager as soon as possible and before driving on Company business again.

Failure to do this may result in disciplinary action. Managers receiving notification of such an endorsement must ensure this information is included in the individual's personal file for reference.

9.7 If an employee or Supplier is subject to a Notice of Intended Prosecution (NIP) whilst driving on duty, other than when responding to an emergency call and claiming a justifiable exemption, the NIP will be forwarded to the driver and it is that person's responsibility to ensure settlement with the Police. The Training Lead and Driving Lead will record outcomes of a pending NIP for reference and further action.

9.8 The protocols outlined below will be put into place if the following points are incurred:

- If 3 points – counselled by line manager and licence re-submitted for checking.
- If 6 or 9 points – counselled by line manager and referred for driving assessment.
- If 12 points – counselled by line manager and referred to senior manager for consideration of effect on ability to carry out contracted duties.

9.9 A driving licence check form template is available for use in Appendix 7.

10.0 Competence.

10.1 There are times when competence in driving may fall below the standard expected by IMT Medical or our Clients or Patients in comparison to the training provided. A fall in competence may result in referral for a driving assessment i.e. following issues being raised by colleagues or an own fault accident.

10.2 Where competence is shown during a driving assessment that the member of staff or Supplier has shown evidence that they understand the standard required and can meet that standard.

10.3 Where further issues are identified with the same member of staff or Supplier further driving assessments/remedial training may be deemed unsuitable due to that member of staff or Supplier having recently shown competence. The use of other Company policies and procedures (i.e. disciplinary procedure) may be more appropriate at this point if it is deemed that the member of staff or Supplier has the competence and is not adhering to the relevant standard. Note: Suppliers may not fall within our Disciplinary Policy, however, measures along these lines of action may be required in another form.

11.0 Use of Communications Devices (See separate Driving and Communication Device Policy).

11.1 In line with legal requirements IMT Medical prohibits its employees or Suppliers from using hand-held mobile phones whilst driving under any circumstance including driving under emergency conditions.

11.2 IMT Medical will ensure that when employees or Suppliers are required to drive and use the phone, this is done within the law and under the safest conditions possible. For example, all vehicles will have hands free kits fitted and all mobile phones issued to staff will include a hands free device.

11.3 Full details can be found in the separate policy mentioned above.

12.0 Fitness to Drive.

12.1 Historically it has been good practice for ambulance providers to apply, in addition to the legal minimum standard, a higher Group 2 medical fitness standard for all its employees (and Suppliers) when driving under emergency conditions. At a glance, the guide to the current medical standards of fitness to drive, issued by the Drivers Medical Group is available on the Internet. A summary of the disorders, which could affect an individual's eligibility for Group 2 Licensing can be found on Appendix 2.

12.2 Any employee or Supplier undertaking driving activities on behalf of IMT Medical must inform the Training Lead and Clinical Lead immediately of any health change, eyesight problem or other condition, which could impair his/her ability to drive safely. In addition all employees or Supplier who drives under emergency conditions or who are responsible for transporting patients or clients must inform the Company if they develop any of the medical conditions outlined in the DVLA Group 2 Standards. Such members of staff **MUST** be referred to an external Occupational Health provider so that they can provide advice and guidance on the member of staff's or Supplier's fitness to drive.

12.3 Where a member of staff or Supplier develops a medical condition which prevents them either temporarily or permanently from undertaking driving duties, which are essential for their role, every effort will be made to re-deploy staff (suppliers are responsible for their own staff redeployment) into a suitable alternative role. Suitable alternative roles particularly on a permanent basis may not always be available and therefore development of such medical conditions could ultimately lead to termination of an employee's contract.

12.4 Guidance can be provided by external Occupational Health Providers on the medical conditions, which could affect an employee's ability to drive safely both under normal and emergency conditions.

12.5 It is the driver's responsibility to ensure they are fit to drive at all times and be aware of the implications which alcohol, illicit substances and medication could have for driving safely. More information is available in:

➤ At a Glance Guide to the current medical standards of fitness to drive, issued by the Drivers Medical Group, DVLA Swansea.

<https://www.gov.uk/government/publications/assessing-fitness-to-drive-a-guide-for-medical-professionals>

12.6 It is a Company requirement that staff or Suppliers should ensure that any medication they take is available to counteract the effects of a known medical condition. Should a member of staff or Supplier suffer a sudden deterioration in health whilst driving they should stop immediately and summon help.

12.7 Insulin Dependent Diabetic Staff.

12.7.1 Individuals must have met the criteria set out in the DVLA At a glance Guide to the current Medical Standards of Fitness to Drive for Medical Practitioners as part of the medical assessment during the recruitment process. If they fail to meet these standards they cannot be offered a position that requires emergency driving as part of the role.

12.7.2 If an individual meets the criteria and is deemed employable a copy of the individual assessment form must be given to the individual for their records, a copy must also be sent to the relevant internal department in preparation for the emergency driving course and a further copy should be sent to the HR team for the working file record.

12.8 The risk assessment and the process for Control Supervisors, individuals, Managers and trainers is detailed in Appendix 4.

12.9 Spectacles / contact lenses.

12.9.1 Drivers who wear spectacles to correct their vision should carry, where available, a spare pair at all times. Drivers who wear contact lenses to correct their vision should carry, where available, a spare set of lenses or pair of spectacles at all times.

12.9.2 If the driver elects to wear sunglasses whilst driving the onus is on them to ensure the glasses conform to the legal requirements to maintain clear vision and allow sufficient light in to see properly. Some sunglasses sold for general use may not conform to the require standards for driving. The driver should check with their optician prior to driving in sunglasses if they have any concerns regarding the suitability of their sunglasses.



12.9.3 As with any medical condition that affects driving, failure to manage the condition or take rectification actions, if required, renders the driver open to prosecution and potentially invalidates insurance. The wearing of unsuitable sunglasses is dangerous and could result in a developing or existing hazard not being readily seen.

### 13.0 Vehicles.

13.1 The Company will ensure so far as is reasonably practicable that all vehicles within its control are maintained in a safe and roadworthy condition and continue to be fit for purpose.

13.2 All Company and Supplier vehicles will be subjected to a planned maintenance schedule in accordance with manufacturers recommendations, this will include where applicable MOT Testing. All maintenance and repairs will be carried out to an acceptable standard by competent personnel.

13.3 All portable equipment and anything (including personal items belonging to the crew or a patient or client), which could act as a projectile in the event of a collision and cause injury must be adequately secured within the vehicle.

13.4 Adequate means of securing staff, patients, escorts and clients will be provided where appropriate on all Company and Supplier vehicles so far as is reasonably practicable. Where equipment such as seatbelts, safety harnesses and child restraints are provided, they must be used unless impractical to do so such as due to clinical interventions. The reasons for not using such equipment must be documented either on the relevant patient record form (PRF) or untoward incident report form (IR1).

13.5 All drivers have a legal responsibility to ensure that the vehicles they drive are roadworthy and legal to drive. Notwithstanding the commitment made in Section 13.1, staff and Suppliers driving any vehicle on behalf of IMT Medical found not to be roadworthy could be subject to considerable fines, points on their licences or disqualification. Drivers must ensure that basic safety checks are carried out on a daily basis to ensure vehicles remain safe and roadworthy as per the Standing Operating Procedure - Safer Vehicle Checklist.

### 13.6 Lease Vehicles.

13.6.1 Appropriate warning devices will be fixed to lease cars required to be driven under emergency conditions, the criteria for which will be determined by the current law and standards. Any deviation from these criteria must be requested through the General Manager or Fleet Manager and approved by the Managing Director.

13.6.2 In addition, any such warning devices will only be fixed to lease cars if the criteria in 13.6.1 are met.

### 13.7 Demonstrator vehicles.

13.7.1 All demonstrator vehicles must be organised through the Fleet Manager to ensure that such vehicles are fit for purpose and adequately insured.

### 13.8 Privately owned vehicles.

13.8.1 Drivers of privately owned vehicles are not permitted to use vehicles for Company purposes unless agreed and insured. Only in exceptional circumstances will the Managing Director permit this. For the purposes of those agreements made above, a procedure exists – Appendix 5, outlining the requirements relating to the use of the vehicle.

### 13.9 Ergonomic considerations.

13.9.1 Prior to purchase or lease, all new operational vehicles will undergo a risk assessment to take into account ergonomic considerations with particular attention paid to ensuring that appropriate seating positions and driving postures can be achieved.

13.9.2 As part of driver training, drivers will be provided with guidance on maintaining good postures whilst driving and where appropriate on how to set their seat correctly.

13.9.3 In support of the Company's requirements to reduce its carbon footprint speed limiters may be fitted to all new Ambulance and Support Service vehicles, which are in operation when on non-emergency duties. This will be decided by the Managing Director and Fleet Manager having considered the clients' service level agreement made.

#### 13.10 No Smoking Policy.

13.10.1 Smoking is not permitted in any vehicle owned or leased by IMT Medical or by its Suppliers. In addition, passengers or clients are not permitted to smoke in the vehicle. Employees will also not be permitted to smoke whilst on (any) NHS Trust or Client premises.

#### 14.0 Journeys.

14.1 IMT Medical will take all reasonable precautions to ensure that all planned journeys are sensibly scheduled, that unnecessary travel is reduced to a minimum and that sufficient time is allowed for both journey and any loading/unloading.

14.2 No drivers will be penalised for delays due to circumstances beyond their reasonable control or encouraged to extend their working hours in a manner that may increase their own risk of accident or injury or those of other road users.

#### 14.3 Maximum driving time.

14.3.1 The Company recognises the importance of guarding against fatigue and stress to protect the health and safety of those driving on behalf of the Company, patients, clients, other road users and third parties. It will ensure that drivers do not drive on behalf of IMT Medical for more than the permitted driver hours and that they receive sufficient time off throughout the working week to avoid excessive fatigue and stress.

14.3.2 Driving for the purposes of 14.3.1 is defined as being in control of a moving vehicle and does not include sitting in a stationary vehicle whilst on stand-by.

#### 14.4 Rest Breaks.

14.4.1 IMT Medical will also ensure that where staff and Suppliers are required to drive for prolonged periods of time they will be able to take breaks of at least 45 minutes after 4.5 hours of **continuous** driving. Breaks of 15 minutes can be taken during the above driving period and can count towards that break; however a second break of 30 minutes must also be taken afterwards.

14.4.1 Due to the nature of ambulance work it may be necessary to exceed this maximum in **exceptional circumstances**. Any deviations however, should be recorded either on the relevant PRF or on an IR1 or with Control with the reasons why the deviation was necessary.

#### 15.0 Driving Over Soft Ground.

15.1 Every effort must be made to avoid driving a vehicle off a hard-surfaced road and onto or across soft ground.

15.2 Driving a vehicle (especially a non 4x4 vehicle) off a hard – surfaced road and onto or across soft ground may well cause damage to personal property (gardens, playing fields etc.) and result in the vehicle becoming stuck causing potential damage to the vehicle, reputational damage to the Company and staff, supplier, patient or client harm.

15.3 When any property is entered, all reasonable instructions of the owner should be accepted and steps taken to avoid damage to premises or property consistent with the treatment, movement and transport of the patient or client.

15.4 If it necessary to negotiate prepared turf or soft ground to reach a client or patient, and driving over the area is likely to cause damage to property, the vehicle or cause the vehicle to become stuck, staff should approach the client or patient on foot.

15.5 When attending sites such as playing fields or golf courses, you may be offered advice from bystanders as to the state of the surface and its suitability to be driven on. The driver of the vehicle is solely responsible for the safe entry and exit of the vehicle and as a result must be entirely sure that this can be achieved.

15.6 If a vehicle becomes stuck having left a hard – surfaced road then normal reporting procedures should be followed in line with the Management of Incidents process (IR1 and Control are to be used as it may cause delays to client or patient transport).

15.7 All incidents must also be accompanied by an Untoward Incident Report being submitted in line with the Untoward Incident Reporting Policy.

## 16.0 Vehicle Reversing

16.1 A significant percentage of collisions occur while carrying out low-speed manoeuvres, especially those involving reversing. Many of these incidents could be avoided if basic standard procedures were diligently put into practice. Often negligence has a major influence. Adherence to the procedure would significantly reduce repair costs and vehicle downtime as well as promoting safety for staff, clients, patients and the public.

16.2 When Company or Supplier vehicle is being reversed, one member of the crew if on a double-crewed ambulance will stand outside the vehicle and assist the driver with the manoeuvre. The driver must keep the assistant in view at all times and bring the vehicle to an immediate standstill if they are lost from view.

16.3 Should a patient require constant or immediate attention from the attendant in a doubled crew vehicle this must take priority. The driver should seek assistance from elsewhere if possible, or exercise particular caution by ensuring they have fully observed and assessed the area into which they are reversing.

16.4 In circumstances where the Company or Supplier vehicle has a driver only, the driver should seek assistance if possible exercising particular caution when carrying out the reversing manoeuvre as above.

16.5 In circumstances where the Company or Supplier vehicle is a car and the driver has better all-round vision, then if assistance is not readily available the driver should exercise particular caution when carrying out the reversing manoeuvre as above.

16.6 At all times for safety reasons, the audible reversing alarm will be used when reversing (if fitted to the vehicle).

16.7 Reversing Cameras/Sensors – drivers must not rely entirely on the technology fitted to modern vehicles in the form of audible sensors or cameras as they can sometimes omit blind spots or certain parts of the vehicle. Reversing cameras and reversing sensors should be considered a reversing aid ONLY and the decisions about the reversing manoeuvre MUST NOT be made on these alone.

## 17.0 Parking Fines.

17.1 All costs associated with parking fines incurred whilst on duty, either in an employee's own vehicle or in a Company or Supplier vehicle are the responsibility of that employee or supplier. There may be exceptional circumstances during emergencies when this will be considered by the Fleet Manager after completion of an investigation into the reason for incurring a parking fine.

## 18.0 London Low and Ultra Low Emission Zone and Congestion Charging.

18.1 All vehicles (including private ambulances) entering London's Low (Ultra Low) Emission Zone (ULEZ) must comply with emissions standards or we must pay a daily charge to drive within the zones. A list of compliant vehicles is available from the Fleet Manager and Hub Control and **ONLY** these vehicles should be driven within the LEZ / ULEZ wherever practicable. Payment via a Congestion Charge must be made if vehicle enter but are not listed.

18.1.1 To help improve air quality, an Ultra Low Emission Zone (ULEZ) now operates 24 hours a day, 7 days a week, every day of the year within the same area of central London as the Congestion Charge. Most vehicles, including cars and vans, need to meet the ULEZ. The London Low Emission Zone was a traffic pollution charge scheme with the aim of reducing the exhaust gas emissions of diesel-powered commercial vehicles in London. This scheme was changed to include the Ultra Low Emission Zone, introduced in April 2019

18.2 Marked vehicles such as transplant vehicles, first response vehicles, patient transport service vehicles and major incident vehicles may not be exempt from London congestion charging.

18.3 For unmarked vehicles such as cars, pool cars, lease cars, training vehicles and estates vehicles the congestion charge is applicable. Our Hub Control should be contacted **PRIOR** to travelling to arrange for the necessary payments to be made. If there is any uncertainty please check with Hub Control UB to travelling.

## 19.0 Exemptions.

19.1 On occasion Ambulance Services (including private providers) has certain privileges called "exemptions". Legal exemptions only apply when they can be justified by the official use of the ambulance response at the time. The vehicle in question must be registered and marked as an Ambulance and be used for ambulance purposes. The primary exemptions for emergency ambulance work concern:

- Exceeding the Statutory Speed Limit.
- Treating a Red Traffic Light as a Give Way.
- Using Audible Warnings at night.
- Observing Keep Left/Keep Right signs.
- Exemption to motorway regulations where you need to do so to avoid or prevent an incident or obtain or give the help required at an incident.
- Entering a Bus Lane/Street.
- Entering a Pedestrian Precinct.

19.2 The safe application of an exemption is covered in the Emergency Response Driving Course.

19.3 Further explanation of for ambulance purposes of claiming an exemption to enable treating Red Traffic Lights as a Give Way is described in Appendix 6.

19.4 Further advice and information regarding exemptions and non-exemptions will be covered on the blue light-driving course.

**Remember** - when driving under emergency conditions you are in a privileged position. **DO NOT** abuse exemptions. Just because you are on an emergency does not give you the automatic right to claim an exemption. As the driver, you must **ALWAYS** be able to justify the use of each exemption each time you claim it.

**AT NO TIME** should the claiming of an exemption override consideration for other road users.

**DO NOT use lights and sirens to force other road users into an unsafe manoeuvre – they do not have any right to claim exemptions.**

19.5 Further information on blue light driving can be found in the **IMT Medical Transport Limited – Blue Light Driving Policy**.

## APPENDIX 1 - ENFORCEMENT OFFENCES CATEGORIES ACCEPTABLE FOR EMPLOYMENT

IMT Medical Transport Limited will only consider employment of drivers whose licences have been endorsed with up to 3 penalty points for one of the offences listed in the table below.

	<b>Code</b>	<b>Offence title</b>	<b>Point range</b>
1		<b>Careless driving</b>	3-9
	CD10	Driving without due care and attention	
	CD20	Driving without reasonable consideration for other road users	
	CD30	Driving without due care and attention or without reasonable consideration for other road users	
2		<b>Construction and use offences</b>	3
	CU10	Using a vehicle with defective brakes	
	CU20	Causing or likely to cause danger by reason of use of unsuitable vehicle or using a vehicle with parts or accessories (excluding brakes, steering or tyres) in a dangerous condition	
	CU30	Using a vehicle with defective tyre(s)	
	CU40	Using a vehicle with defective steering	
	CD50	Causing likely to cause danger by reason of load or passengers	
	CD80	Using a mobile phone while driving a motor vehicle	3-6
		<b>Licence Offences</b>	3-6
	LC20	Driving otherwise than in accordance with a licence	
	LC30	Driving after making a false declaration about fitness when applying for a licence	
	LC40	Driving a vehicle having failed to notify a disability	
	LC50	Driving after a licence has been revoked or refused on medical grounds	
4		<b>Miscellaneous Offences</b>	
	MS10	Leaving a vehicle in a dangerous position	3
	MS20	Unlawful pillion riding	3
	MS30	Play street offences	2
	MS50	Motor racing on the highway	3-11
	MS60	Offences not covered by other codes	As appropriate
	MS70	Driving with uncorrected defective eyesight	3
	MS80	Refusing to submit to an eyesight test	3
5		<b>Motorway Offences</b>	3
	MW10	Contravention of special roads regulations (excluding speed limits)	
6		<b>Pedestrian Crossings</b>	3
	PC10	Undefined contravention of pedestrian crossing regulations	
	PC20	Contravention of pedestrian crossing regulations with moving vehicle	
	PC30	Contravention of pedestrian crossing regulations with stationary vehicle	
7		<b>Speed Limits</b>	
	SP10	Exceeding goods vehicle speed limits	3-6
	SP20	Exceeding speed limit for type of vehicle (excluding goods or passenger vehicle)	
	SP30	Exceeding statutory speed limit on public road	
	SP40	Exceeding passenger vehicle speed limit	
	SP50	Exceeding speed limit on a motorway	

8	<b>Traffic Direction and Signs</b>	3
TS10	Failing to comply with traffic light signal	
TS20	Failing to comply with double white lines	
TS30	Failing to comply with "STOP" sign	
TS40	Failing to comply direction of a constable/warden	
TS50	Failing to comply with a traffic sign (excluding stop signs, traffic lights or double white lines)	
TS60	Failing to comply with a school crossing patrol sign	
TS70	Undefined failure to comply with a traffic direction or sign	
9	<b>Aiding, Abetting, Counselling or Procuring</b>	
	Offences as coded, but with 0 changed to 2, i.e. LC10 becomes LC12	
10	<b>Causing or Permitting</b>	
	Offences as coded, but with the end 0 changed to 4, i.e. CU10 becomes CU14	
11	<b>Inciting</b>	
	Offences as coded, but with the end 0 changed to 6 , i.e. TS10 becomes TS16	

Reference: <https://www.gov.uk/penalty-points-endorsements/endorsement-codes-and-penalty-points>

## **Appendix 2 - DVLA MEDICAL STANDARDS OF FITNESS TO DRIVE- SUMMARY OF DISORDERS WHICH AFFECT GROUP TWO ENTITLEMENT.**

The list provided in this Appendix is not exhaustive, full details of the disorders, which can affect individual's eligibility for a Group 2 licence can be found in the DVLA's At a Glance Guide to the current Medical Standards Fitness to Drive Guidance Document for Medical practitioners.

**Neurological Disorders** examples include:

- Epilepsy
- Loss of consciousness or loss of altered awareness
- Narcolepsy/Cataplexy
- Cerebrovascular disease i.e. stroke
- Acute Encephalitis Illnesses and Meningitis
- Certain types of benign and malignant tumours

**Cardiovascular Disorders** examples include:

- Angina
- Certain acute coronary syndromes
- Arrhythmia
- Fitting of Pacemakers
- Hypertension
- Certain types of Cardiomyopathy
- Heart Failure

**Diabetes Mellitus**

**Psychiatric Disorders** examples include:

- Acute psychotic disorders
- Schizophrenia
- Dementia
- Some developmental, behavioural and personality disorders

**Alcohol Misuse or Dependency**

**Drug Misuse or Dependency**

**Visual Disorders**

**Respiratory and Sleep Disorders**

**Miscellaneous Conditions** such as:

- Deafness
- Malignant Tumours



## Appendix 3 - INSULIN DEPENDENT DIABETES - INDIVIDUAL RISK ASSESSMENT

To be completed:

- On identification of potential recruit who is Insulin Dependent by Occupational Health on referral by recruitment team.
- On an annual basis by Occupational Health on referral by the Line Manager in the presence of the individual.

**For any answer that falls in a zone YES / NO coloured Red this constitutes high risk and the individual should not be employed/deployed on emergency driving duties.**

Individuals Name:

DOB:

Occupational Health Professionals Name/Title:

Date:

**Criteria:**

1. Has the applicant/staff member had an episode of severe hypoglycaemia requiring the assistance of another person in the last 12 months (note 1)? <b>YES</b>
2. Does the member of staff have a full awareness of hypoglycaemia (note 2)? <b>NO</b>
3. Does the member of staff demonstrate an understanding of the risks of hypoglycaemia (note 3)? <b>NO</b>
4. Has the member of staff's condition been stable for a minimum of 3 months (note 4) <b>NO</b>
5. Does the member of staff regularly monitor their condition (see note 5)? <b>NO</b>
6. Has the member of staff had an examination by an independent hospital consultant, specialising in the treatment of diabetes, in the last 12 months (see note 6)? <b>NO</b>
7. Does the member of staff have any other condition that would render them a danger when driving Group 2 vehicles (see note 7)? <b>NO</b>
8. Has the member of staff signed this document as an undertaking to comply with the directions of doctor(s) treating the diabetes and to report immediately to IMT Medical and to the DVLA any significant change in their condition (note 8)? <b>YES</b>

Notes:

1. A hypoglycaemic episode requiring the assistance of another person is termed severe hypoglycaemia and if this has occurred by then by law they should have reported this to the DVLA
2. An inability to detect the onset of hypoglycaemia due to a total absence of warning symptoms would be an impaired awareness.
3. The risk of hypoglycaemia is the main danger to safe driving and can occur with diabetes treated with insulin or tablets or both. This may endanger your own life as well as that of other road users. Many of the accidents caused by hypoglycaemia are because drivers carry on driving even though they get warning symptoms of hypoglycaemia.
4. Blood glucose readings for preceding 3 months must be submitted to Occupational Health on request
5. Regularly monitors blood glucose at least twice daily and at times relevant to driving, (no more than 30 minutes before the start of the first journey and every 2 hours while driving), using a glucose meter with a memory function to measure and record blood glucose levels.
6. This is required by law to retain the C1 licence category and at annual examination by an independent consultant 3 months of blood glucose readings must be available.
7. Examples include visual field defects and the "At a glance Medical Standards of Fitness to Drive" identify other conditions that would render them a danger in regard to Group 2 standards.
8. Signature in person must be obtained and the advice leaflet given to the member of staff/applicant.

## **Appendix 4 - PROCESS FOR STAFF WHO ARE INSULIN DEPENDENT DIABETES AND DRIVE EMERGENCY VEHICLES**

### **1. Individual Actions**

a. The individual must carry dextrose tablets (or similar fast absorbing sugars) within easy reach, at all times whilst on duty. As identified on the assessment the individual must be aware of their onset symptoms indicative of a hypoglycaemic episode. The individual must identify to their crew mate (or control if single crew) if onset of hypoglycaemia is detected. Individuals must have any prescribed medications available to them whilst on duty

b. Each individual must disclose any significant changes in their condition at any time. Each individual must disclose any issues/changes from their annual check-up with their Diabetic Consultant that impact on their C1 licence or their ability to drive.

c. It is the individual's responsibility to test their own blood sugar and must carry their own machine whilst on duty. Blood sugars must be tested every two hours (or as close to this as working pattern allows) whilst on shift. Therefore during a shift a member of staff who is IDD should be able to evidence a minimum of 1 blood sugar tests per 2-hour period during that shift. Managers can request evidence of correct testing regime at any point during a group of shifts i.e. if a members of staff is on two days, two nights and then a run of days off the evidence can be requested at any point in the 4 day shift pattern. If a shift is particularly physically or emotionally rigorous the individual has a responsibility to increase the frequency of their testing.

d. **Thresholds** should be followed as follows:

5.0 mmol – take a snack or some fast absorbing sugars

<4.0 mmol - or if you feel hypoglycaemic – do not drive. Replenish blood sugar. Do not drive for 45 minutes **AFTER** blood sugar has returned to normal (for that individual). It takes up to 45 minutes for the brain to recover fully.

e. A local manager should be informed and should be sent to check on the individual.

f. Medic Alert – an individual **MUST** carry/wear a medical alert identifying them as an insulin dependent diabetic at all times whilst on duty. They must also alert any crew member they are working with on each shift to that fact. This is the individual's responsibility.

g. The line manager must ensure the individual is referred to Occupational Health for an annual check-up using Appendix 3 – Individual Risk Assessment

h. Individuals must provide proof to OH on an annual basis that they have had their associated health checks done i.e. eye screening, limb checks (feet specific).

### **2. IMT Control Centre (IMTCC)**

a. Individuals must identify themselves to IMTCC at the start of the shift as an insulin dependent diabetic and request where reasonable and practicable to receive their meal break within the window.

b. Where reasonable and practicable IMTCC should ensure they receive their meal break within the identified window.

c. If for any reason the meal break window is exceeded the individual must identify this to IMT CC and request reasonable time to ensure their blood sugars remain stable and they are safe to carry on with their shift.

d. Where reasonable and practicable IMTCC should allow time for the member of staff to check their blood sugar levels and take any necessary action.

e. If the meal break window is exceeded the individual must increase the frequency of their blood sugar testing to ensure they are safe to continue.

### 3. Infection Prevention & Control

a. Individuals must ensure they follow the correct hand hygiene technique before and after medicating.

b. They must follow the safe handling and disposal of sharps procedures whilst self-medicating whilst on duty.

c. Individuals should not medicate using sharps whilst in a moving vehicle; used sharps must be disposed of into a sharps container.

### 4. Driving Incidents

a. If an individual who is IDD is feeling under the weather they must be aware that this can affect their blood glucose readings and that there may be more variances. If they continue to work they must increase their testing whilst on duty to ensure they continue to be safe to drive.

b. If there is a driving incident whilst on duty involving an IDD member of staff a duty manager **MUST** be deployed to the scene of that incident. The attending Manager **MUST** check the testing regime for that set of shifts and the individual's current blood sugar status and **MUST** make a record of such for potential investigatory purposes. If the individual is under the low threshold identified in 3.5 above (<4.0 mmol) then they must immediately be removed from driving duties pending the outcome of any investigation.

c. If an individual is unable to provide proof of stability or has an episode of severe hypoglycaemia requiring the assistance of another person they must immediately disclose this information and the following process followed:

- Disclosure to the DVLA.
- Referral to Occupational Health.
- Meeting arranged with Human Resources to identify any employment implications.

## **Appendix 5 - SPEED EXEMPTION RESTRICTION: Own Vehicles.**

### **PROCEDURE (Pay particular attention to the NOTE area of Paragraph 7)**

1 Only a vehicle meeting the legal definition of an ambulance (a vehicle designed and constructed, and not merely adapted, for the transport of the sick, injured or disabled) is able to claim the statutory exemption from prosecution under the Road Traffic Regulations.

2 Therefore, if a private vehicle being driven on IMT Medical Transport Limited business by IMT staff or Suppliers and this triggers a speed camera, whilst exceeding the speed limit, the owner of that vehicle (not IMT Medical) will receive the Notice of Intended Prosecution (NIP). This is regardless of whether blue lights are illuminated or not.

3 The Notice should be completed by the owner and returned to the Police formally identifying the driver of the vehicle.

4 The driver should also contact IMT Medical's Fleet Manager and request that verification is supplied to the Police of an emergency being attended.

5 Consideration will be given by the Police to taking No Further Action provided the vehicle is travelling at no more than 10mph over the posted limit.

6 Recorded speeds in excess of 10mph over the posted limit will be considered for excusal by the Head of Department, Criminal Justice, referring to the Crown Prosecution Service (CPS) for formal advice. In these circumstances, the CPS will consider each matter on a case-by-case basis.

7 On this basis **NO** private vehicles being driving on IMT Medical business responding to an emergency and claiming the exemption to speed must exceed 10mph above the posted limit i.e. no more than 60mph in a 50mph speed limit etc. You must make the considered decision around how much speed it is safe to use within that restriction. NOTE: In a 30mph zone, **ALL** IMT or Suppliers will not be permitted to exceed the speed limit.

### **REMEMBER:**

**The fact that you are responding to an emergency does not mean that there is an automatic right to claim an exemption. You, the driver, must always be able to justify the need for the exemption. Therefore any single time you exceed the posted speed limit by ANY amount when responding to an emergency, you must be able to justify why your actions were safe on each specific occasion.**

## Appendix 6 - RED TRAFFIC LIGHT SIGNALS PROCEDURE

1. The law states that you may regard a red traffic light as a "**give way**" rather than a "**stop**" when it would hinder the use of your ambulance response for its official purpose. If an accident happens while you are crossing a red traffic light it is almost certainly your fault.
2. **On your approach to the stop line you MUST be in a position to GIVE WAY to ANY vehicle that still has right of way whilst in or entering the junction.**
3. You need to significantly reduce your **SPEED** to a **SLOW** walking pace prior to arriving at, and whilst negotiating the hazard.
4. Allow other road users time to react; you **MUST** have your audible and visual warning devices **ON**.
5. **NO** decision is to be made to enter the junction before **FULL VISION** has been acquired and it can be seen that it is safe to proceed. At all times take great care.  
**Note: You have an exemption to enable use of audible warnings between 2330 and 0700 hours.**
6. You are **NOT exempt** from traffic lights controlling a Railway Level Crossing, Fire Station, Airfield, Tram Crossings or Bridge (this is any type of bridge that is controlled by lights).
7. Remember - when driving under emergency conditions you are in a privileged position. DO NOT abuse exemptions. Just because you are on an emergency does not give you the automatic right to claim an exemption. As the driver, you must ALWAYS be able to justify the use of each exemption each time you claim it.
8. **AT NO TIME** should the claiming of an exemption override consideration for other road users.
9. **You MUST NOT use lights and sirens to force other road users through a red light.**

**Appendix 7 – DRIVING LICENCE CHECK FORM**

Name of Licence Holder: \_\_\_\_\_

Address: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Date of Birth: \_\_\_\_\_

Driver Number: \_\_\_\_\_

Issue Number: \_\_\_\_\_

Type of Licence: \_\_\_\_\_

Valid from: \_\_\_\_\_ Valid to: \_\_\_\_\_

Photo Card Expiry Date: \_\_\_\_\_

Motor Vehicle Group Entitlements: \_\_\_\_\_

National Insurance Number: \_\_\_\_\_

---

NUMBER OF OFFENCES RECORDED ON LICENCE: List below details of most recent conviction:

Court Code: \_\_\_\_\_ Date of Conviction: \_\_\_\_\_  
Offence Code: \_\_\_\_\_ Date of Offence: \_\_\_\_\_  
Number of Points Incurred: \_\_\_\_\_ Disqualification Period: \_\_\_\_\_  
Other convictions should be recorded overleaf

---

Have you received any notice of intended prosecution, whether verbal or written? This must be reported to your Manager. YES/NO

If YES give details overleaf: \_\_\_\_\_

---

Have you ever attended or been invited to attend a speed awareness or similar type of course / seminar? YES/NO

If YES give details overleaf: \_\_\_\_\_

---

Have you ever been prosecuted for any Drink or Drugs related offences? YES/NO

If YES give details overleaf: \_\_\_\_\_

---

Do you have any Medical Condition that is reportable to the DVLA, or that which is likely to affect your ability to drive? YES/NO

If YES, give details overleaf: \_\_\_\_\_

**I acknowledge that it is my responsibility to report any changes to the above details to your Manager, and supply a copy of both parts of your licence.**

**I give my consent to IMT Medical to view my details on the DVLA database for the purpose of confirming the status and validity of my driving licence.**

**I give my consent to IMT Medical to request Driving Licence status responses from the DVLA, on our behalf by DriverCheck UK.**

---

Signed by Licence Holder: \_\_\_\_\_

Copy of Licence Taken and Filed: YES/NO

Checked by: \_\_\_\_\_ Signed: \_\_\_\_\_ Date: \_\_\_\_\_

Notes:

<b>Any other information</b>   
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## Appendix 8: EQUALITY IMPACT ASSESSMENT TOOL

<b>Policy Title:</b> IMT MEDICAL TRANSPORT LIMITED - DRIVING POLICY V4	<b>Human Resources</b>
<b>Name of person/s auditing/developing/authoring:</b> John Hood	
<b>Aims/Objectives of policy/service:</b> The overall aim is to provide a consistent, fair and equitable approach whilst supporting the Company in achieving its goals.	

<b>1. Check for DIRECT discrimination against any group of SERVICE USERS:</b>							
<b>Question:</b> Does our policy/service contain any statements/functions which may exclude people from using the services who otherwise meet the criteria under the grounds of:		<b>Response</b>		<b>Action required</b>		<b>Resource implication</b>	
		<b>Yes</b>	<b>No</b>	<b>Yes</b>	<b>No</b>	<b>Yes</b>	<b>No</b>
<b>1.1</b>	Age?		✓		✓		✓
<b>1.2</b>	Gender (Male, Female and Transsexual)?		✓		✓		✓
<b>1.3</b>	Disability?		✓		✓		✓
<b>1.4</b>	Race or Ethnicity?		✓		✓		✓
<b>1.5</b>	Religious, Spiritual belief (including other belief)?		✓		✓		✓
<b>1.6</b>	Sexual Orientation?		✓		✓		✓
<b>1.7</b>	Human Rights: Freedom of Information/Data Protection		✓		✓		✓
If yes is answered to any of the above items the policy/service may be considered discriminatory and requires review and further work to ensure compliance with legislation.							
<b>2. Check for INDIRECT discrimination against any group of SERVICE USERS:</b>							
<b>Question:</b> Does our policy/service contain any statements/functions which may exclude employees from operating the under the grounds of:		<b>Response</b>		<b>Action required</b>		<b>Resource implication</b>	
		<b>Yes</b>	<b>No</b>	<b>Yes</b>	<b>No</b>	<b>Yes</b>	<b>No</b>
<b>2.1</b>	Age?		✓		✓		✓
<b>2.2</b>	Gender (Male, Female and Transsexual)?		✓		✓		✓
<b>2.3</b>	Disability?		✓		✓		✓
<b>2.4</b>	Race or Ethnicity?		✓		✓		✓
<b>2.5</b>	Religious, Spiritual belief (including other belief)?		✓		✓		✓
<b>2.6</b>	Sexual Orientation?		✓		✓		✓
<b>2.7</b>	Human Rights: Freedom of Information/Data Protection		✓		✓		✓
If yes is answered to any of the above items the policy/service may be considered discriminatory and requires review and further work to ensure compliance with legislation.							
<b>TOTAL NUMBER OF ITEMS ANSWERED 'YES' INDICATING DIRECT DISCRIMINATION = 0</b>							
<b>3. Check for DIRECT discrimination against any group relating to EMPLOYEES:</b>							

Question: Does our policy/service contain any conditions or requirements which are applied equally to everyone, but disadvantage particular persons' because they cannot comply due to:		Response		Action required		Resource implication	
		Yes	No	Yes	No	Yes	No
3.1	Age?		✓		✓		✓
3.2	Gender (Male, Female and Transsexual)?		✓		✓		✓
3.3	Disability?		✓		✓		✓
3.4	Race or Ethnicity?		✓		✓		✓
3.5	Religious, Spiritual belief (including other belief)?		✓		✓		✓
3.6	Sexual Orientation?		✓		✓		✓
3.7	Human Rights: Freedom of Information/Data Protection		✓		✓		✓
If yes is answered to any of the above items the policy/service may be considered discriminatory and requires review and further work to ensure compliance with legislation.							
<b>4. Check for INDIRECT discrimination against any group relating to EMPLOYEES:</b>							
Question: Does our policy/service contain any statements which may exclude employees from operating under the grounds of:		Response		Action required		Resource implication	
		Yes	No	Yes	No	Yes	No
4.1	Age?		✓		✓		✓
4.2	Gender (Male, Female and Transsexual)?		✓		✓		✓
4.3	Disability?		✓		✓		✓
4.4	Race or Ethnicity?		✓		✓		✓
4.5	Religious, Spiritual belief (including other belief)?		✓		✓		✓
4.6	Sexual Orientation?		✓		✓		✓
4.7	Human Rights: Freedom of Information/Data Protection		✓		✓		✓
If yes is answered to any of the above items the policy/service may be considered discriminatory and requires review and further work to ensure compliance with legislation.							
<b>TOTAL NUMBER OF ITEMS ANSWERED 'YES' INDICATING INDIRECT DISCRIMINATION = 0</b>							

Signature of auditor: *John Hood*

ORIGINAL Date of signing: 7 October 2017



## THE IMT MEDICAL TRANSPORT LIMITED 41 – EMERGENCY DRIVING AND BLUE LIGHT RESPONSE POLICY (V4)

Prepared by: John Hood – [john.hood@imtmedical.co.uk](mailto:john.hood@imtmedical.co.uk)  
Date: Reviewed: APRIL AND OCTOBER ANNUALLY  
Policy Authorisation: IMT Medical Board

**POLICY STATEMENT:** At IMT Medical, we are committed to promoting equality and diversity across and in all aspects of our business. We aspire to promote a diverse, inclusive and representative working environment in which everyone is treated with dignity and respect. Our aim is to support our staff and to promote with our clients, to achieve progress towards a truly diverse workforce. We operate inclusive, open-minded, non-discriminatory practices. We will work with all sections of the community to ensure that there is neither discouragement nor discrimination against anyone. As an employer we are committed to equality and diversity in all of our practices and we recognise that groups and individuals will not be discriminated against on the basis of age, gender, ethnic origin, race, nationality, colour of skin, sexuality, impairment (physical, sensory or learning), physical appearance, marital or another life status, religious or political belief and other differences that cannot be justified.

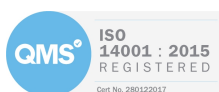
**POLICY PURPOSE:** The purpose of this policy is to ensure that IMT Medical Transport Limited sets out our commitment to ensuring that our direction and processes in regards to emergency and blue light driving conditions are applied at all times. The policy will set out to ensure that only trained emergency drivers undertake this form of driving and that those persons understand what the Law, regulations and requirements they must follow are applied and understood. IMT Medical also has a reasonable expectation that any staff or suppliers driving for IMT Medical business will drive safely and in full compliance with all associated Laws, rules and regulations and the Highway Code.

**You must be able to stop your vehicle, at any given time, in the distance you can see to be clear. No emergency is so great that it justifies an accident. It is far better to arrive late than not at all.**

This Policy should read in conjunction with the:

Any client Service Level Agreement or Contract.  
42 - IMT Medical Driving Policy.  
43 - IMT Medical Driving and Communications Devices Policy.  
09 - IMT Medical H&S Policy.  
34 - IMT Medical Learning from our experiences (Incident Reporting) Policy.  
05 / 05-01 - IMT Medical Induction Policy and Processes.

**References:** Road Safety Act 2006 - Road Traffic Regulation Act 1984 - UK Ambulance Services Emergency Driving Handbook - Procedure for Road Traffic Collision, Reporting, Investigation and Adjudication - Statutory Vehicle Checks Incorporating Pre and Post Shift Arrangements - The Official Highway Code Book - The Highway Code On Line. IMT Medical ED&BLD.



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IMT Medical Transport Limited a company registered in England under registration number 10713061

## Version Control

### Document Location.

The latest version of this document can be found with the HR department or on-line in our website staff page.

### Document Usage.

If using a printed version of this document ensure it is the latest published version.

VERSION	DATE	AUTHOR/S	REASON	REMARKS
1.0	17 October 2017	John Hood	NEW POLICY	
2.0	16 April 2018	John Hood	Policy Review	
3.0	27 October 2018	John Hood	Policy Review	Additional advice added from our Driving Corporate Governance Group.
4.0	28 April 2019	John Hood	Policy Review	Review of section 19. Review of "DriverCheck: (Licence checks) system. Review of new London Ultra Low Emission Zone.
5.0				
6.0				

## Quick Reference Guide

For quick reference, this page summarises the actions required by this policy. This does not negate the need to be aware of and to follow the further detail provided in this policy.

IMT Medical staff and those working or training under other arrangements are expected to:

9. Understand our equality objectives (i) better health outcomes for all; (ii) improved client and patient experience; (iii) empower, engage and support staff; (iv) inclusive leadership at all levels.
10. Treat everyone who comes into contact with us with dignity and respect.
11. Work towards a positive and inclusive work environment.
12. To ensure that all staff and suppliers are aware that we must have strong control measures and safety standards applied when driving under emergency and blue light conditions.
13. To provide guidance on the responsibilities of managers, control staff, suppliers and staff who are involved in the application and control of driving under these conditions.
14. To ensure that reporting measures are in place to record and gather all information that is required to support emergency driving and blue light response driving.
15. To reduce the number of Road Traffic Collisions (RTA) relative to vehicles deployed on IMT Medical's company business and that of its clients.
16. To ensure that vehicles and staff are fit for purpose.

## CONTENTS PAGE

Cover Page.	Page 1
Version Control and Quick Reference Guide.	Page 2
Contents Page.	Page 3
1.0 Introduction	Page 4
2.0 Safety and Exemptions	Pages 4 - 5
3.0 Road Traffic Act – Section 19	Page 5
4.0 Risk Assessment	Page 5
5.0 Exemptions List	Pages 5 - 6
6.0 Advisory Speed Limits	Page 6 - 7
7.0 Emergency Driving Exemptions	Pages 7 - 9
8.0 Use of Audible and Visual Warnings	Pages 9 - 10
9.0 Following other emergency vehicles whilst responding on emergency driving	Pages 10 -11
10.0 Attending incidents on a motorway (Patient carrying ambulances)	Pages 11 - 12
11.0 Duties of drivers	Pages 12 - 13
12.0 Use of Communications Devices (See separate document)	Page 13
<b>Appendix 1 - Speed Exemption Restrictions - Own Vehicles</b>	Page 14
<b>Appendix 2 - Red Traffic Light Signals Procedure</b>	Page 15
<b>Appendix 3 - Equality Impact Assessment Tool</b>	Pages 16 -17

## 1.0 Introduction.

1.1 The principles of this policy apply to all staff of IMT Medical Transport Limited and Suppliers who undertake work on our behalf. The focus of this Policy will be the emergency and blue light response driving undertaken in support of NHS Trusts or NHS organisations who provide an authority to do so. The **IMT Medical Transport Limited Driving Policy (Policy Nr 42)** sets out direction on normal driving standards along with some content relating to this Policy and should be read in conjunction with this Policy (see other Policies to be read in conjunction on cover).

1.2 Certain sections or information within this policy will only be applicable to trained emergency drivers. IMT Medical also has a reasonable expectation that any staff or Suppliers driving for IMT Medical business will drive safely and in full compliance with all associated Laws, rules and regulations and the Highway Code.

1.3 As with the current Official Highway Code where the words **MUST** or **MUST NOT** are used within this document, they refer to a specific legal requirement. Failure to do so would mean the driver is committing a criminal offence or a deviation from IMT Medical policy and would be open to prosecution or internal disciplinary action, or both. The wording **SHOULD** or **SHOULD NOT**, and **DO** or **DO NOT** refers to advice to be followed to maintain the required standards. Failure to do so could be used to assist in determining accountability should an incident, collision or complaint occur. Staff or Suppliers who fail to adhere to the required standards, or who are incapable of maintaining the required standard may be managed under the IMT Medical Transport Limited Disciplinary or Capability Policies as appropriate.

1.4 IMT Medical acknowledges the inherent risks that emergency response driving poses to individuals, the Company, to the provision of their services, and to our clients and patients overall. IMT Medical is committed to reducing these risks as far as is reasonably practicable.

1.5 All IMT Medical staff and Suppliers should strive to display the highest standards of driving. Those who have received additional driver training to support emergency and blue light response driving must strive to apply their skills at all times to present a demeanour and ability that sets an exemplary example to others and gains the respect and co-operation of the general public.

1.6 The various Police Authorities are within their rights under certain circumstances to view excessive use of speed as dangerous driving and allocate the appropriate proceedings against the driver.

1.7 Blue light exemptions may under certain authority, only be part authorised to advance without taking speed exemptions. Where this applies full compliance to this nature of exemption must be applied.

1.8 **ONLY** – Clinical / Medical authorised persons (Normally Surgeons) may authorise exemption driving on NHS Organ Donation contracts and NHS Blood and Transplant's SLA does not allow exemption of speed. The Client Service Level must also be applied and considered. All drivers must use their discretion in deciding whether blue lights are required, based on their knowledge of the road conditions and the urgency as determined by the Lead surgeon of the NORS team.

## 2.0 Safety and Exemptions.

2.1 IMT Medical's or their Suppliers' vehicles **MUST**, at all times, be driven at a speed compatible with safety, passenger comfort and with total consideration for other road users. All drivers are governed by the same regulations as other drivers using the road and it is only when engaged on emergency calls allocated via an authority to IMT Medical's Hub (Control Centre (or by a Trust EOC if working on their behalf)) that the legal exemption from statutory speed limits can be claimed when and where safe to do so (**see advisory limit table in paragraph 6**).

2.2 You are in a privileged position when driving to or from emergencies, and can rightfully be held accountable under the Law for your actions. Never abuse the exemptions. The fact that you may be responding to an emergency call does not mean that there is an automatic right to claim an exemption. **YOU**, the driver, must always be able to justify the need for the exemption and the manner in which it was claimed, possibly in a Court of Law.

2.3 **Safety** must always be the over-riding priority of the driver and the safest speed for the existing circumstances must be applied at all times. The vehicle must be driven at a speed whereby the driver can accurately assess, plan and deal with all existing and developing hazards safely. It must also be used to allow others time to react to your approach and presence in a calm and unflustered manner.

2.4 Speed Limits (Road Traffic Regulations Act 1984, Section 87).

***'No statutory provision imposing a speed limit on motor vehicles shall apply to any vehicle on an occasion when it is being used for Ambulance purposes if the observance of that provision will be likely to hinder the use of that vehicle for the purpose for which it is being used on that occasion.'* See 1.8 NHSBT.**

Whilst exemption from statutory speed limits exist whilst engaged on emergency response driving and authorised driver training courses, there still remains an overriding statutory requirement for the driver, and in the case of driving courses the student and Instructor, to maintain safety margins. The exemption afforded does not allow staff to drive at a speed or in a manner which would amount to driving dangerously or without due care and attention.

3.0 Road Traffic Act – Section 19.

3.1 Under (**pending**) Road Traffic Law, all IMT Medical staff or Suppliers that drive and may claim the exemption to speed limits will have to be on a register held by IMT Medical. This register will confirm that they have received the relevant training and assessment in line with competencies. The Company's Driver Training Lead will hold this register and it will also be included in our monthly staff audit document, however, the responsibility for ensuring that staff or Suppliers meet the competencies to enter or remain on the register lies with the Hub Control Supervisor of the day or other person authorising driving under the exemptions.

3.2 **Once Section 19 is enacted in full**, all staff or Suppliers driving with permission and who are able to claim the exemptions and speed limits must have a five yearly reassessment of their ability against the competencies. However, as part of **IMT Medical's added controls**, this will be undertaken Annually. The responsibility for ensuring these assessments are carried out lies with the Driver Training Lead.

3.3 If competence is not demonstrated during assessment, then the member of staff or Supplier will be referred for update training prior to reassessment of their skills. Once referred this will be the responsibility of the Training Lead to ensure that update training prior to reassessment is undertaken.

4.0 Risk Assessment.

4.1 As part of its overall risk assessment programme, IMT Medical strives to ensure all risks associated with its driving activities are identified, evaluated and controlled consistently so far as is reasonably practicable by the following:

- Ensuring driving is considered as part of all relevant role risk assessments within the Company.

- All vehicles used within the Company or by our Suppliers are risk assessed for their suitability and receive daily and 6-weekly safety checks.
- Assessing the need for warning devices including blue lights on vehicles.
- Dynamic assessment of all routes undertaken on training courses.

## 5.0 Exemptions List.

5.1 On occasion, Ambulance Services (including private providers) has certain privileges called "exemptions". Legal exemptions only apply when they can be justified by the official use of the ambulance response at the time. The vehicle in question must be registered and marked as an Ambulance and be used for ambulance purposes. The primary exemptions for emergency ambulance work concern:

- Exceeding the Statutory Speed Limit.
- Treating a Red Traffic Light as a **Give Way**.
- Using Audible Warnings at night.
- Observing Keep Left / Keep Right signs.
- Exemption to motorway regulations where you need to do so to avoid or prevent an incident or obtain or give the help required at an incident.
- Entering a Bus Lane / Street.
- Entering a Pedestrian Precinct.

5.2 The safe application of an exemption is covered in the Emergency Response Driving Course.

5.3 Further explanation of "for ambulance purposes" of claiming an exemption to enable treating Red Traffic Lights as a **Give Way** is described in Appendix 6.

5.4 Further advice and information regarding exemptions and non-exemptions will be covered on the blue light-driving course.

***Remember - when driving under emergency conditions you are in a privileged position. DO NOT abuse exemptions. Just because you are on an emergency response drive does not give you the automatic right to claim an exemption. As the driver, you must ALWAYS be able to justify the use of each exemption each time you claim it.***

***AT NO TIME should the claiming of an exemption override consideration for other road users.***

***DO NOT use lights and sirens to force other road users into an unsafe manoeuvre – they do not have any right to claim exemptions.***

## 6.0 Advisory Speed Limits.

**6.1 ALL DRIVERS WILL RISK ASSESS CONDITIONS. IMT MEDICAL DOES NOT REQUIRE OR ENCOURAGE STAFF OR SUPPLIERS TO USE SPEEDS ABOVE THIS ADVISORY GUIDANCE AND THE DRIVER TAKES ON A MASSIVELY INCREASED PERSONAL RESPONSIBILITY IF ELECTING TO DISREGARD THIS ADVICE**

6.2 These advisory speeds **SHOULD** be regarded as absolute limits and are dependent on all other road, traffic, weather and visibility conditions having been fully assessed and being in the drivers favour. Whilst an exemption from adhering to speed limits may exist when engaged on emergency driving (See 1.8 NHSBT), there still remains a statutory requirement to maintain safety margins at all times, under no circumstances can an ambulance vehicle be driven at a speed or in a manner which would amount to driving dangerously or carelessly. Where instances come to light that indicate a vehicle has been driven at over IMT Medical’s guidance regarding maximum speeds it may be investigated under our disciplinary policy or reported to the Police.

### 6.3 Advisory Speeds.

<b>STATUTORY SPEED LIMIT</b>	<b>THESE ARE ABSOLUTE AND NOT TARGETS –</b>	<b>REMARKS</b>
Blue Lights Through Traffic	SHOWN / ENFORCED LIMIT. NO BLUES WHEN NOT REQUIRED	<b>SEE PARA 6.2</b>
Single File Contraflow	NO BLUES AND SHOWN / ENFORCED LIMIT	<b>SEE PARA 6.2</b>
Average Speed Camera	Shown Limit plus 10 mph	<b>SEE PARA 6.2</b>
Hard Shoulder	15 mph	<b>SEE PARA 6.2</b>
20 mph	20 mph	<b>SEE PARA 6.2</b>
30 mph	30 mph	<b>SEE PARA 6.2</b>
40 mph	50 mph – Unless in built up area then 40 mph	<b>SEE PARA 6.2</b>
50 mph	60 mph	<b>SEE PARA 6.2</b>
60 mph	80 mph	<b>SEE PARA 6.2</b>
70 mph	80 mph Team Vehicle – 90 mph Ambulance Car	<b>SEE PARA 6.2</b>
Those staff holding a level 3 BTEC in emergency driving (Or equal qualification) and who are working on Front-Line ambulance duties with an NHS Ambulance Trust will adhere to the Trust’s Blue Light Driving Policies.		

### 7.0 Emergency Driving Exemptions.

7.1 Traffic control signals (Traffic Sign Regulations and General Directions 1994, Regulation 33 (1(b)) ‘When a vehicle is being used for ambulance purposes and the observance of the prohibition would be likely to hinder the use of that vehicle for the purpose for which it is being used, the requirement instead shall be that the vehicle shall not proceed in a manner or at a time likely to endanger any person, and in the case of a red light to cause the driver of any vehicle proceeding in accordance with the signals at the junction to change its speed or course in order to avoid an accident.’

7.2 The phrase ‘treat a red traffic signal as a give way’ means exactly that. There is **NO** exemption whatsoever from a ‘give way’ afforded to emergency service vehicles. The general public are advised to assist emergency service vehicles, whilst engaged on an emergency call, to react and allow the safe passage of the emergency service vehicle. The over-riding responsibility for safety rests with the emergency service driver at all times. When approaching a red traffic signal it **MUST** be treated as a ‘STOP’ or ‘GIVE WAY’ sign and no attempt should be made to proceed unless the driver is certain the way is clear.

7.3 On the approach to the red traffic signal, consideration should be given to use of the audible warning devices, if they are not already activated. These devices are to alert other road users of your presence and do not give any '**right of way**' to your vehicle. Only when you, the driver, are absolutely certain that you have been observed by all of the other road users and they have reacted in the appropriate / required manner, can you proceed safely onto the junction.

7.4 Progress onto and through the junction with extreme caution and at a speed appropriate to the prevailing road, traffic and weather conditions. Under no circumstances should the vehicle's audible warning devices be used to intimidate or force members of the public over the stop line at a red traffic signal. If the vehicles in front at the stop line have nowhere to go in order to assist you with progress you should turn the audible warning devices off and position your vehicle an appropriate distance behind so as not to force vehicles over the stop line. Audible warnings should be reactivated once the obstruction clears. Any emergency drivers who could be considered to have 'forced' members of the public to commit an offence could be open to prosecution.

7.5 If the 'keep left' exemption is available as the most appropriate option, audible warning devices are to remain active throughout approach and negotiation of the junction and indicators are to be used to inform others using the junction of the intended route of the vehicle. In order to comply with the above guidance, your approach speed to any red traffic signal **MUST** be reduced accordingly until you can be absolutely certain it is safe to enter the junction and that you will not cause danger or alarm to anyone else using the junction. If you are uncertain that you can enter safely, **STOP**.

7.6 Temporary traffic signals and Pedestrian crossings - have exactly the same legal standing as fixed traffic signals. You must be absolutely certain that you are able to negotiate the hazard without causing danger to any other road user. Whilst operatives at road works may be signalling you through, it is you the driver who must be satisfied it is safe to proceed.

7.7 Pedestrian crossings – owing to the nature and use of these crossings, extreme caution **MUST** be exercised at all times on the approach and negotiation of these crossings. You **MUST NOT** proceed until you are completely satisfied that any pedestrians have observed your approach and you have elicited the appropriate response, enabling you to negotiate the hazard safely. You, the driver, **MUST** at all times be in a position to give way to the legal precedence of other road users.

7.8 Refuges - Passing on the offside (keep left/right signs). There are occasions when because of traffic or an obstruction, it becomes necessary for an ambulance vehicle to pass on the offside of a refuge to avoid delay when engaged on an emergency drive. In these circumstances, the greatest care **MUST BE** exercised; the onus for ensuring that there is no possibility of a collision or of causing harm rests with the driver.

7.9 Use of bus lanes. Road Traffic Law permits ambulance vehicles to use bus lanes when engaged upon **emergency calls only**. It is at the discretion of the local council, and by written agreement that local bus lanes can be used for any other journey by ambulance vehicles. As IMT Medical may be unaware of local agreements of this nature, then bus lanes are only to be used when engaged in emergency response driving. Drivers exercising this exemption **MUST** comply with the direction of bus flow lane at all times. If claimed, extreme caution **MUST** be applied on entering and / or leaving.

7.10 Clearways. IMT Medicals' vehicles are permitted to stop and park on clearways subject to it being necessary to carry out essential duties that could not be done if the vehicle were to be parked elsewhere. It **MUST** be remembered that **no driver** is exempt from leaving the vehicle in a dangerous position and it is the responsibility of the driver to ensure that the vehicle is not left in such a manner, position or circumstances as would be likely to present a danger to other road



users. All precautionary means (i.e. blue lights, rear red flashing lights, flashing beacons or hazard warning lights) should be considered when stopping in potentially hazardous situations.

7.11 Parking within restricted areas surrounding pedestrian crossings (Zebra, Pelican, Puffin and Toucan). When attending scene, ambulance vehicles are permitted to park within the controlled area and on the crossing; subject to the vehicle not remaining longer than is necessary and/or it could not be parked effectively elsewhere. This exemption is to allow ambulance personnel to deal with an emergency and would not be justified for routine non-emergency duties. Justification **MUST** be absolute, as dangerous parking could be a strong consideration in these instances.

7.12 White / Yellow lines - Parking at or near to double white or yellow lines is permitted at scene subject to the previous clause.

7.13 Floodlights White lights, other than reversing lights, are allowed and can be used whilst stationary, to illuminate an incident. These lights **MUST** be extinguished when mobile. Side white lights may be used whilst moving slowly to assist in identifying an address at night providing it does not distract or affect other road users.

7.14 Stopping the engine whilst parked. Stopping the engine whilst stationary is not necessary if there are good grounds for not doing so. This should only take place where the crew is working in close proximity to the vehicle. This may also be pertinent when transporting NHS Trust Transplant teams who may be using perfusion equipment, which requires the main power units to be available.

7.15 There are **no other exemptions** for the driver of an emergency vehicle except for those described and listed above, even when responding to an emergency call. The list below are examples of actions where a legal exemption does not exist:

- Careless, Dangerous, Reckless Driving or Parking.
- Crossing or straddling a solid white line nearest to you in the centre of the road (other than those occasions listed in the Highway Code rule 129).
- Driving without wearing a seat belt.
- Using a mobile phone (or similar device) whilst driving or in control of a vehicle.
- Failing to obey traffic lights controlling a railway crossing or fire station.
- No Left - No Right Turn - No U Turn signage.
- Failing to obey a 'STOP' or 'GIVE WAY' sign. \*
- Failing to obey a "NO ENTRY" sign. \*
- Failing to obey a "ONE WAY TRAFFIC" sign.
- Failing to stop if involved in a road traffic incident.

\* Unless instructed to by a police officer or traffic warden in uniform.

**Remember: You have no exemption from any of the above restrictions. Where a negative order sign is in place to enforce this restriction it **MUST** be adhered to.**

**KNOW YOUR EXEMPTIONS – EVERYTHING ELSE IS A NON EXEMPTION WHEN CONSIDERING CLAIMING AN EXEMPTION ASK YOURSELF IS IT NECESSARY AND IS IT SAFE.**

8.0 Use of Audible and Visual Warnings.

8.1 These devices are to protect you and all other road users. Never assume you can be seen or heard, it is essential to control your speed whilst using warning devices and ensure you have gained appropriate reactions from others affected by your presence and passage.

8.2 At the commencement of each shift (duty) the audible and visual warning devices **MUST** be checked in conjunction with the vehicle daily inspection (VDI). It is the driver who holds full responsibility for the use of the emergency warning devices. Visual warnings (blue lights) and alternate flashing headlights are provided to assist the vehicle in achieving maximum progress when responding to emergency response driving and the audible warning should be used at the driver's discretion.

8.3 Emergency Visual Warning devices must be used when allocated to an emergency response and Audible Warning devices, where appropriate and at the driver's discretion, must be used when driving under these conditions.

8.4 Activation and use of the emergency visual and audible devices when engaged on emergency driving must be seen as a request to other road users to assist you with your progress. Should this request not be responded to, either intentionally or unintentionally, you must hold back and reassess your driving plan.

8.5 The use of audible warnings at night (23:30-07:00) is only permitted in built up areas, if the driver deems it to be beneficial or essential to the safety of the vehicle and surrounding road users. The 'bull horn', where fitted, **MUST NOT** be used as it is viewed as aggressive and intimidating. The other siren tones should be used on the approach and negotiation of hazards, coupled with appropriate speed, positioning and sound driving plans for the situation.

8.6 The blue lights may be left on at scene if required to protect the scene and alert other road users of the potential hazard if considered to be necessary. Flashing headlights would not normally be operated in these instances as their use is likely to be confusing to the general public and could very well be seen as an invitation to pull out in front of the approaching vehicle.

8.7 The manual flashing of the headlights **MUST NOT** be used during emergency driving, day or night.

8.8 Vehicles are fitted with alternate flashing rear facing red lights, these are to be used to make the vehicle as conspicuous as possible when stationary at scene and **MUST NOT** be used at any other time.

8.9 The audible and visual warnings are not to be used when returning to a base or standby point or engaged in a non-urgent journey. If any situation changes i.e. a surgeon requests blue lights, and audible and visual warnings are **REQUESTED** to be used, the driver must inform / advise the Hub Control Supervisor who will ensure that all details for authority are recorded and that the person requesting the change is authorised to do so. Only then once agreed with the Hub Control Supervisor can emergency driving be undertaken. **This cannot be done retrospectively** in the case for Transplant driving however, in the case of a patient transfer and their condition deteriorates when carriage of a patient is tasked, then having arrived at hospital under emergency and blue light driving use this must be reported to the Hub Control Supervisor who will record the information accordingly.

8.10 Blue lights and hazard lamps should be kept on as a protection whilst stationary at the incident if beneficial and providing they do not adversely affect oncoming traffic. When dealing with a motorway incident, where the incident is adequately protected by Police, Fire and Rescue or Highways Agency vehicles and/or cones, all visual warnings are to be switched off.

8.11 At all motorway incidents front facing blue lights and flashing headlights **MUST** be extinguished to avoid causing distractions or issues to the opposing carriageway.

9.0 Following other emergency vehicles whilst responding on emergency driving.

9.1 IMT Medical **DOES NOT** carry out any training in 'escort' or 'convoy' driving and as a result all staff and Suppliers should not carry this practice out. There may be occasions where an IMT Medical or Supplier vehicle responding on emergency driving travels on the same route and in close proximity to another vehicle also responding under emergency driving conditions. If this situation does occur the following vehicle **MUST** increase their distance from the vehicle in front to a minimum of 2 minutes away and change the audible warning tone so as not to coincide with the lead vehicle. It is appreciated that you may not be able to hear the tone being used by the lead vehicle and it is therefore recommended that you alternate tones on a regular basis.

9.2 It is important to remember that the public may not recognise that there is more than one vehicle responding to an emergency driving response in their vicinity. Both drivers must be aware of the possibility of the onset of 'red mist' or any elements of competitive driving entering their thoughts whilst engaged on the drive - these **MUST** be avoided at all costs.

9.3 The advantages and safety benefits of greatly increasing the distance between emergency vehicles engaged on emergency driving far out-way the minimal amount of time that would be sacrificed regarding arrival at scene.

**REMEMBER: When using blue lights and audible warnings you remain responsible under Road Traffic Law for your acts or omissions. The fact that you were responding to an emergency response drive will not be a defence in law.**

10.0 Attending incidents on a motorway (Patient carrying ambulances).

10.1 Ambulance attendance at illness or incidents on motorways dictate that Ambulance crews have specific duties surrounding medical assessment and where necessary, intervention. Special instructions from the Highways England (HE (Formerly Highways Agency)) or Police must be followed when arriving at incidents on motorways.

10.2 Additional information regarding attendance at a motorway incident can be found in the Police Motorway Manual (information only). Vehicles that are, or may be required to be engaged in the onward transportation of a person(s) involved in an incident **MUST** be situated ahead of the vehicles involved. This ensures unimpeded egress from scene and as far as is possible a safe place to treat casualties on board the stationary vehicle if appropriate.

10.3 The HE is the agreed co-ordinating organisation for facilitating the emergency response reaching the scene and must be informed for all call types to ensure the safety of attending crews. This will be relayed to operational staff responding via a Trust's EOC or IMT Medical's Operational Control Centre.

10.4 With regards to the vehicle use, any incident attended on the motorway guidance given by the HE or Police must be adhered to, where provided. The HE has sophisticated monitoring devices and CCTV networks, and will be able to quickly establish exact incident location and the appropriate reaction to the event.

10.5 Use of the hard shoulder **IF** the situation warrants use of the hard shoulder **MUST** be done whilst exercising extreme care and speeds should never exceed 15 mph. Where traffic is stationary visual and audible warning devices **MUST** be used.

10.6 Specific dangers surrounding use of the hard shoulder include:

- Debris / segments of shredded tyres, stones, litter etc.
- Occupants of stationary vehicles exiting to 'see what is going on' and entering the hard shoulder on foot.
- Drivers stationary in lane 1 becoming impatient and turning into the hard shoulder without carrying out safety checks.

10.7 Where traffic is slow moving the use of the hard shoulder should be as above, but audible warnings should not be used.

10.8 Total carriageway blockage / Reverse-flow. There may be occasions where an incident will create a complete blockage of the motorway, and without a hard shoulder this will impede attendance to the scene for emergency responders. On these occasions staff must negotiate the traffic in the most appropriate pathway and in a safe manner allowing those affected time to assist in allowing progress. HE have the power to create a reverse-flow road section in serious situations where an extended delay or issues attending scene are encountered. Where this decision has been made the HE will co-ordinate a response to scene via reverse flow, this will mean access via agreed locations using slip roads normally used for traffic exiting the motorway.

10.9 In these situations the Trust to whom we are working's EOC, will ensure there is robust communication with responding resources and close co-ordination with the appropriate authority.

10.10 Staff may only enter a section of motorway and travel in the opposite direction of the carriageway if instructed to do so at the entry slip road by an HE Officer or a Police Officer in uniform. On occasions where 'reverse-flow' has been implemented the carriageway must be used as a normal single carriageway, and the vehicle driven to the left of the carriageway.

10.11 Positioning of vehicle (non-motorway). When attending an emergency call the driver must position the vehicle with their safety and the safety of the vehicle as their priority. Where possible the vehicle should be positioned so that it is clearly visible to other road users and if possible to offer protection to the scene. However, it is not the driver's place to use the vehicle as protection of the scene if safety is compromised in any way. It is desirable that the vehicle should be positioned in the move off position before loading the patient. This does not necessarily mean manoeuvring the ambulance into position before attending to the injured, but delay and an incident is more likely if the driver attempts to turn the vehicle around unaided, particularly at night in a place with restricted areas of manoeuvrability.

11.0 Duties of drivers.

11.1 Drivers of IMT Medical and Suppliers vehicles are under the same legal obligations relating to road traffic incidents as any other driver. There are no exemptions, which may be claimed regarding road traffic collision reporting.

11.2 The driver commits an offence if he/she fails: 1 - To STOP **or** 2 - To give, on request of any persons having reasonable ground for doing so: his or her name and address: The vehicle owner's name and address: The registration make of the vehicle: the Insurance details for injury incidents only.

11.3 At scene, there is no legal exemption from failing to stop if involved in a road traffic collision/incident, even when engaged on an emergency driving response. IMT Medical's Hub Control Supervisor should be informed immediately following a road traffic collision/incident in order to allocate another vehicle to the original call if appropriate.

11.4 Insurance Information Cards are on each vehicle within the 'Accident Pack' envelope. These are to be completed by the driver following a road traffic collision/incident.

11.5 The Accident Pack is designed to reduce the amount of time and possible confusion at scene and assist staff or Suppliers with compliance regarding salient information exchange.

11.6 Whilst drivers can become stressed or agitated following a road traffic collision/incident, no matter what the circumstances or provocation IMT Medical staff or Suppliers **MUST NOT** admit liability at scene. You can offer 'I am sorry this has happened' to calm the situation.

12.0 Use of Communications Devices (See separate Driving and Communication Device Policy).

12.1 Under no circumstance will communications devices be used whilst driving under emergency conditions.

12.2 If the on-board communications device rings then the driver is to pull off the carriageway at the next safe and convenient location and return the call. It may be that changes have been made to the journey which may affect one or more of many conditions i.e. change of route, emergency response authority has been downgraded etc.

**KNOW YOUR EXEMPTIONS – EVERYTHING ELSE IS A NON EXEMPTION WHEN CONSIDERING CLAIMING AN EXEMPTION ASK YOURSELF IS IT NECESSARY AND IS IT SAFE.**

## **APPENDIX 1 - SPEED EXEMPTION RESTRICTION: Own Vehicles.**

### **PROCEDURE (Pay particular attention to the NOTE area of Paragraph 7)**

- 1 Only a vehicle meeting the legal definition of an ambulance (a vehicle designed and constructed, and not merely adapted, for the transport of the sick, injured or disabled) is able to claim the statutory exemption from prosecution under the Road Traffic Regulations.
- 2 Therefore, if a private vehicle being driven on IMT Medical Transport Limited business by IMT staff or Suppliers and this triggers a speed camera, whilst exceeding the speed limit, the owner of that vehicle (not IMT Medical) will receive the Notice of Intended Prosecution (NIP). This is regardless of whether blue lights are illuminated or not.
- 3 The Notice should be completed by the owner and returned to the Police formally identifying the driver of the vehicle.
- 4 The driver should also contact IMT Medical's Fleet Manager and request that verification is supplied to the Police of an emergency being attended.
- 5 Consideration will be given by the Police to taking No Further Action provided the vehicle is travelling at no more than 10mph over the posted limit.
- 6 Recorded speeds in excess of 10mph over the posted limit will be considered for excusal by the Head of Department, Criminal Justice, referring to the Crown Prosecution Service (CPS) for formal advice. In these circumstances, the CPS will consider each matter on a case-by-case basis.
- 7 On this basis **NO** private vehicles being driving on IMT Medical business responding to an emergency and claiming the exemption to speed must exceed 10mph above the posted limit i.e. no more than 60mph in a 50mph speed limit etc. You must make the considered decision around how much speed it is safe to use within that restriction. NOTE: In a 30mph zone, **ALL** IMT or Suppliers will not be permitted to exceed the speed limit.

### **REMEMBER:**

The fact that you are responding to an emergency does not mean that there is an automatic right to claim an exemption. You, the driver, must always be able to justify the need for the exemption. Therefore any single time you exceed the posted speed limit by ANY amount when responding to an emergency, you must be able to justify why your actions were safe on each specific occasion.

## Appendix 2 - RED TRAFFIC LIGHT SIGNALS PROCEDURE

10. The law states that you may regard a red traffic light as a **"give way"** rather than a **"stop"** when it would hinder the use of your ambulance response for its official purpose. If an accident happens while you are crossing a red traffic light it is almost certainly your fault.

11. **On your approach to the stop line you MUST be in a position to GIVE WAY to ANY vehicle that still has right of way whilst in or entering the junction.**

12. You need to significantly reduce your **SPEED** to a **SLOW** walking pace prior to arriving at, and whilst negotiating the hazard.

13. Allow other road users time to react; you **MUST** have your audible and visual warning devices **ON**.

14. **NO** decision is to be made to enter the junction before **FULL VISION** has been acquired and it can be seen that it is safe to proceed. At all times take great care.

**Note: You have an exemption to enable use of audible warnings between 2330 and 0700 hours.**

15. You are **NOT exempt** from traffic lights controlling a Railway Level Crossing, Fire Station, Airfield, Tram Crossings or Bridge (this is any type of bridge that is controlled by lights).

16. Remember - when driving under emergency conditions you are in a privileged position. **DO NOT** abuse exemptions. Just because you are on an emergency does not give you the automatic right to claim an exemption. As the driver, you must **ALWAYS** be able to justify the use of each exemption each time you claim it.

17. **AT NO TIME** should the claiming of an exemption override consideration for other road users.

18. **You MUST NOT use lights and sirens to force other road users through a red light.**

**Appendix 3: EQUALITY IMPACT ASSESSMENT TOOL**

<b>Policy Title: EMERGENCY DRIVING &amp; BLUE LIGHT RESPONSE POLICY V4</b>	<b>Human Resources</b>
<b>Name of person/s auditing/developing/authoring:</b> John Hood	
<b>Aims/Objectives of policy/service:</b> The overall aim is to provide a consistent, fair and equitable approach whilst supporting the Company in achieving its goals.	

<b>1. Check for DIRECT discrimination against any group of SERVICE USERS:</b>							
<b>Question:</b> Does our policy/service contain any statements/functions which may exclude people from using the services who otherwise meet the criteria under the grounds of:		<b>Response</b>		<b>Action required</b>		<b>Resource implication</b>	
		<b>Yes</b>	<b>No</b>	<b>Yes</b>	<b>No</b>	<b>Yes</b>	<b>No</b>
<b>1.1</b>	Age?		✓		✓		✓
<b>1.2</b>	Gender (Male, Female and Transsexual)?		✓		✓		✓
<b>1.3</b>	Disability?		✓		✓		✓
<b>1.4</b>	Race or Ethnicity?		✓		✓		✓
<b>1.5</b>	Religious, Spiritual belief (including other belief)?		✓		✓		✓
<b>1.6</b>	Sexual Orientation?		✓		✓		✓
<b>1.7</b>	Human Rights: Freedom of Information/Data Protection		✓		✓		✓
If yes is answered to any of the above items the policy/service may be considered discriminatory and requires review and further work to ensure compliance with legislation.							
<b>2. Check for INDIRECT discrimination against any group of SERVICE USERS:</b>							
<b>Question:</b> Does our policy/service contain any statements/functions which may exclude employees from operating the under the grounds of:		<b>Response</b>		<b>Action required</b>		<b>Resource implication</b>	
		<b>Yes</b>	<b>No</b>	<b>Yes</b>	<b>No</b>	<b>Yes</b>	<b>No</b>
<b>2.1</b>	Age?		✓		✓		✓
<b>2.2</b>	Gender (Male, Female and Transsexual)?		✓		✓		✓
<b>2.3</b>	Disability?		✓		✓		✓
<b>2.4</b>	Race or Ethnicity?		✓		✓		✓
<b>2.5</b>	Religious, Spiritual belief (including other belief)?		✓		✓		✓
<b>2.6</b>	Sexual Orientation?		✓		✓		✓
<b>2.7</b>	Human Rights: Freedom of Information/Data Protection		✓		✓		✓
If yes is answered to any of the above items the policy/service may be considered discriminatory and requires review and further work to ensure compliance with legislation.							
<b>TOTAL NUMBER OF ITEMS ANSWERED 'YES' INDICATING DIRECT DISCRIMINATION = 0</b>							



<b>3. Check for DIRECT discrimination against any group relating to EMPLOYEES:</b>							
<b>Question:</b> Does our policy/service contain any conditions or requirements which are applied equally to everyone, but disadvantage particular persons' because they cannot comply due to:		<b>Response</b>		<b>Action required</b>		<b>Resource implication</b>	
		<b>Yes</b>	<b>No</b>	<b>Yes</b>	<b>No</b>	<b>Yes</b>	<b>No</b>
<b>3.1</b>	Age?		✓		✓		✓
<b>3.2</b>	Gender (Male, Female and Transsexual)?		✓		✓		✓
<b>3.3</b>	Disability?		✓		✓		✓
<b>3.4</b>	Race or Ethnicity?		✓		✓		✓
<b>3.5</b>	Religious, Spiritual belief (including other belief)?		✓		✓		✓
<b>3.6</b>	Sexual Orientation?		✓		✓		✓
<b>3.7</b>	Human Rights: Freedom of Information/Data Protection		✓		✓		✓
If yes is answered to any of the above items the policy/service may be considered discriminatory and requires review and further work to ensure compliance with legislation.							
<b>4. Check for INDIRECT discrimination against any group relating to EMPLOYEES:</b>							
<b>Question:</b> Does our policy/service contain any statements which may exclude employees from operating under the grounds of:		<b>Response</b>		<b>Action required</b>		<b>Resource implication</b>	
		<b>Yes</b>	<b>No</b>	<b>Yes</b>	<b>No</b>	<b>Yes</b>	<b>No</b>
<b>4.1</b>	Age?		✓		✓		✓
<b>4.2</b>	Gender (Male, Female and Transsexual)?		✓		✓		✓
<b>4.3</b>	Disability?		✓		✓		✓
<b>4.4</b>	Race or Ethnicity?		✓		✓		✓
<b>4.5</b>	Religious, Spiritual belief (including other belief)?		✓		✓		✓
<b>4.6</b>	Sexual Orientation?		✓		✓		✓
<b>4.7</b>	Human Rights: Freedom of Information/Data Protection		✓		✓		✓
If yes is answered to any of the above items the policy/service may be considered discriminatory and requires review and further work to ensure compliance with legislation.							
<b>TOTAL NUMBER OF ITEMS ANSWERED 'YES' INDICATING INDIRECT DISCRIMINATION = 0</b>							

Signature of auditor:

*John Hood*

Original date of signing: 17 October 2017