

National Agreement between Parcelforce Worldwide and the CWU on the Road Traffic Accident Procedure 2014

Background

Through the Table of Success processes, Parcelforce Worldwide and the CWU have reaffirmed joint commitments aimed at improving road safety, including the agreement of a revised Road Traffic Accident Procedure. This complements the joint development of a range of initiatives designed to reduce occupational road risk through improvement in drivers, awareness, skills, knowledge and confidence.

Principles

Our vehicles deliver in every part of the country 6 days a week, throughout the year. As such we have a duty of care not only to our employees but to other road users and the general public. We recognise that the pressures on our drivers have never been greater. Against this backdrop Parcelforce Worldwide and the CWU are serious about the safety of our drivers and other road users and are committed to making significant improvements in our road safety performance through a fresh approach to how we investigate and support drivers following an accident.

Key to this is the creation of an environment where development needs are identified with appropriate support and training provided to ensure that Parcelforce Worldwide drivers are able to excel in the performance of their duties. The guiding principle behind these joint activities is one of improving driving standards and **"Keeping Our Drivers driving"** and to this end the process is designed to provide clear guidance for managers dealing with accidents. The revised RTA Procedure will provide the tools and the opportunity to enable our drivers to improve their skills and address areas of concern in a supportive, non-punitive environment.

The Procedure focuses on the reporting of accidents, the investigation process, the deployment where necessary of appropriate training and the decision process on blameworthiness. The highest priority is to reduce and where possible prevent road traffic accidents through the adoption of appropriate training interventions and safe driving techniques for drivers.

This agreement does not seek to exclude the application of the Conduct Code where behaviours are a clear breach of the standards expected within the code. However, it is agreed that a mechanistic approach or trigger point based use of the conduct code is not appropriate as a means of managing road traffic accidents.

Removal from driving may be appropriate in some instances; however this will be only be considered in line with the process contained within this agreement and on the basis that the intention is preventative rather than punitive.

All cases will be assessed and dealt with according to the individual circumstances of the accident to identify the cause of the accident and to minimise the risk of reoccurrence.

A flow chart and model letters are included in the appendix to support the practical implementation and on-going day to day use of this procedure.

Safe Driving Code of Practice

The RTA Procedure complements the Safe Driving Code of practice which outlines the responsibilities of Parcellforce Worldwide drivers and managers in ensuring the safety of themselves and others. Every driver and manager has a duty to uphold the standards outlined in this Code.

Scope

The procedure applies to all current Parcellforce Worldwide operational drivers and will be reviewed periodically. The aim is to ensure that a uniform procedure is applied throughout the business ensuring that every Parcellforce Worldwide employee is treated fairly, the case fully investigated and dealt with promptly.

Reporting Process

Managers should commence the reporting and investigation process in a prompt manner, and with completion normally within seven days

Following a Road Traffic Accident (RTA), the driver must inform their Line Manager as soon as possible, to ensure ERICA is completed within 24 hrs. The completed ERICA must be forwarded to the Accident Management Centre (AMC).

Following the reporting of an accident, Parcellforce managers have a primary responsibility to ensure the welfare of the driver including in more serious cases the recovery of the driver and vehicle. When an accident involves injury to the driver, the relevant local CWU IR and Regional Health and Safety Representatives should also be notified at the earliest opportunity.

This procedure is in line with the normal process of notifying Health and Safety Representatives of accidents on duty

After a serious accident, irrespective of blameworthiness, a driver may suffer trauma. This may manifest itself immediately after the incident, or the effects may be delayed. If a manager becomes aware, or suspects that a driver may be suffering from trauma, he/she should be offered the services of our Occupational Health team at the first available opportunity. Where a Parcellforce driver has been involved in a fatal accident the services of our Occupational Health team should be made available to him/her immediately, and their advice sought on the driver's fitness to return to work or driving duty.

Post-Accident Investigation

Initial discussion

The investigating manager should meet the driver within 24 hours of any road traffic accident, the manager will ask for a preliminary verbal account of the circumstances relating to the accident to enable a basic assessment and to establish the facts.

The purpose of this is to:

- Check/ensure the welfare of the driver and arrange appropriate support where necessary.
- Fully explain the investigation process to the driver.
- Explain to the driver that it is their legal responsibility to notify their private insurance provider if they have any RTA's whilst driving for work regardless of fault. Failure to do so may invalidate their private insurance.
- Hand the driver a copy of the insurance letter and the Driver Statement form which should be completed and returned within the 24 hour period. This should ensure that the driver is able to provide a full account of the accident while the events are fresh. However it is recognised that accidents can be stressful and exceptional circumstances may arise where a driver may request more time to complete the necessary reports, and this would not normally be refused.

If the line manager suspects an underlying medical condition contributed to the accident, professional advice should be sought from our Occupational Health team immediately.

The vehicle must be presented to a Fleet and Maintenance Services (F&MS) Service Centre at the earliest opportunity for inspection with a PFMT1 (vehicle fault report form). This will enable identification of any vehicle faults which may have contributed to the accident.

Route/Site Hazard Review

From this initial account the investigating manager should consider whether the investigation would be enhanced by a visit to the scene of the accident to assess whether there are remaining hazards which could present an on-going risk to other Parcelforce drivers. In circumstances when an accident involves serious injury to any person or major damage to property including vehicles or when the police are involved a manager should always perform a Route/Site Hazard review where it is safe and practical to do so. In the case of a fatal accident the Fatal Accident Procedure shall apply.

The investigating manager should also check on the Driver Risk Assessment (DRA) status of the driver and if this has not been completed, arrangements will be made to facilitate the completion of the DRA on-line profile within 14 days of the accident.

Precautionary Removal from Driving Duties

In the event of an accident being categorised as serious as defined below consideration may be given to a precautionary removal from driving pending completion of the investigation, depending on the nature of the accident this may involve temporary re-assignment to a non-driving duty or precautionary suspension

On this basis such action should only be taken in appropriate circumstances in order to protect the safety of employees, other road users and the general public. The driver may also request temporary reassignment to non-driving duties (see below). The decision should be communicated to the driver on a face to face basis.

Full consideration will be given to the individual's earnings and attendance patterns during the period of removal from driving. Wherever possible, a non-driving duty will be allocated with attendance hours similar to that of the duty the individual was

previously performing, however it may be necessary to consider alternative attendance patterns. A degree of flexibility is expected from both parties in these circumstances. In such cases this will be discussed with the driver with full account taken of any relevant personal circumstances. In all cases, the individuals pay and assigned allowances will continue to be paid during the period of the investigation.

Serious Road Traffic Accidents

A road traffic accident should be considered serious if it causes:

- Fatal or serious injury to any person(s) involved in the accident.
- Major damage to property (including vehicles)

And/or as a consequence of the Parcellforce driver:

- Failing to observe or comply with mandatory sections of the highway code
- Driving in a dangerous and/or negligent manner.
- Driving whilst under the influence of drink or drugs (including prescribed medicines)

Reinstatement Following Precautionary Removal From Driving

When a driver has been precautionary removed from driving and has not been found blameworthy they will normally be reinstated to driving duties at the conclusion of the investigation.

Where the outcome of the investigation has recommended one or more training interventions, reinstatement will be enacted once the action plan/interventions have been successfully completed and performance restored.

Precautionary removal from driving for prolonged periods should be avoided and managers should prioritise the allocation of training interventions ensuring timely deployment

Temporary Reassignment – Drivers Request

It is recognised that involvement in a road traffic accident can be a traumatic experience. As such a temporary reassignment from driving will be deemed appropriate where the driver believes that they have been adversely affected by the incident and requests not to drive. In such instances the removal from driving will be reviewed after 24 hours and at intervals of 24 hours thereafter.

Where an individuals' request not to drive exceeds 48 hours, professional advice will be sought from our Occupational Health team with appropriate support and counselling provided where necessary. In circumstances where a driver request was the sole reason for precautionary removal from driving, the individual will normally be restored to driving duties on request.

Where a driver requests long term reassignment from driving duties, cases will be dealt with in line with the appropriate agreed resourcing process.

Formal Investigation Process – Fact Finding Interview

Once the initial investigation and Driver Statement has been completed and returned the driver will be invited to a Formal Fact Finding interview. This will normally be held within two days, subject to the complexity of the initial accident investigation. This meeting will be to review all documentation, provide an opportunity for further clarification and raise any mitigating evidence before any decisions are made.

At this meeting the driver may be accompanied by their CWU Rep or a work colleague from with Royal Mail Group. Appropriate release from duty will be arranged to allow the driver to properly prepare and participate in the fact finding interview.

Full opportunity will be given to the driver at the fact finding stage to raise extenuating circumstances, contributory factors and points of mitigation.

Following the Fact Finding Interview the manager will consider all available evidence. This should include:

- Completed Driver Statement.
- Outputs from Route/Site Hazard Review where appropriate.
- 3rd Party Statements, where appropriate.
- F&MS Vehicle Condition Report.
- Police Report, where appropriate.
- Witness Statements, where appropriate.
- Points raised by the driver or their representative at the Fact Finding Interview
- Driver History

All evidence will be considered in a fair and balanced manner. Following full consideration of all the available evidence a decision must be made by the investigating manager on whether the Parcelforce driver was at fault for the accident or not.

Formal Investigation Process – Decision Meeting & Driver Interventions 1:1

The manager's decision must be communicated to the driver face to face and in writing (using the appropriate model letters).

The following outcomes are possible:

Not Blameworthy - The driver should be advised of the decision.

If after a full investigation, the line manager cannot decide who is to blame, the benefit of the doubt will be given to the Parcelforce driver.

Blameworthy - The driver should be advised of the decision

It will be the responsibility of the manager to provide full detail of the rationale for the decision and any supporting information on which it relies. Copies of the full investigation report and decision must be sent to the AMC.

As part of this decision meeting, the driver interventions 1-2-1 will take place to discuss what type of support or training is required and the appropriate next steps in line with the procedures detailed below will be followed.

Where the Parcelforce Conduct Code procedure is applied in relation to the accident, the RTA Procedure should be suspended until the case is concluded. The formal fact finding interview will form the basis of evidence gathering for the Parcelforce Conduct Code. Following the conclusion of the conduct procedure, it may be that the RTA Procedure is re-visited for training/support purposes.

Blameworthy Decision- Appeal

The above investigation process is designed to ensure that investigating managers fully consider all available evidence and treat each case on the specific individual circumstances. As such the manager's decision will normally be considered to be final.

For those cases where conduct is inappropriate, the driver will be entitled to appeal the decision. For clarity this appeal will refer only to any decision on blameworthiness.

In the first instance any request for an appeal will be submitted in writing clearly outlining the reason for challenging the decision, e.g. the investigation has not taken into account all the available evidence. This should be done within three working days of communication of the Blameworthy decision.

Where the driver appeals the case papers will be passed to the manager hearing the appeal who will be at the next level of authority to where the decision was made.

The driver will be invited to a formal appeal hearing where they may be accompanied by their CWU representative or a work colleague from within the Royal Mail Group. All papers relating to the case/s including witness statements, police reports, accident damage reports and possibly 3rd party statements, available from the AMC which the line manager used in making the decision will be made available to the employee at least 48 hours prior to the Review Meeting.

The outcome of the appeal should be communicated to the individual as soon as possible and normally within 5 working days. Where this timescale cannot be achieved the individual will be informed of the reason and the expected delay. The Appeal decision will be sent to the AMC and the individual driver history updated as appropriate.

Post Investigation- Training Interventions

As described above, as part of the decision meeting, the driver and the investigating manager are required to have a Driver Interventions 1-2-1 meeting to discuss the investigation and agree an action plan and training intervention's as appropriate.

The key aim is to encourage and support individuals to attain the high standards of performance required of all drivers at all times. The primary emphasis is on positive encouragement through counselling, support and the effective application of appropriate training interventions. It is recognised that the approach to this aspect may vary depending on the type, frequency or severity of the accident. If a driver has been removed from driving pending investigation, then any intervention to support the driver, as a result of the 1-2-1 should be planned in as part of driver development and completed as quickly as practicable.

At this meeting, the driver may be accompanied by their CWU Rep or a work colleague from within Royal Mail Group.

Single Blameworthy Accident (minor)

Based on the details and contributory factors of the accident the most effective intervention will be selected and agreed. Where managers require expert advice on specific training interventions, assistance may be sought from the Where managers require expert advice on specific training interventions, assistance may be sought from the RM Zero Accident Project (ZAP) Team.

Interventions need to be considered alongside the DRA profile and related to the type of accident that has occurred. An intervention does not necessarily take the form of a driving course or in-cab training.

The action plan must be signed by both driver and manager and must be completed within 42 days of the accident occurring. Once the relevant intervention has been completed a copy of the action plan and training file must be kept locally.

Multiple Blameworthy Accidents (2 or more minor)

Based on the details and contributory factors of the accident and the previous accident history the most effective intervention will be selected and agreed. Where managers require expert advice on specific training interventions, assistance may be sought from the RM Zero Accident Project (ZAP) Team.

The 1-2-1 meeting will review the nature of previous accidents; assess any similarities or patterns, and the appropriateness and effectiveness of previous training interventions. Where a number of similar minor accidents have occurred (i.e. reversing), appropriate in cab training will be selected.

The action plan must be signed by both driver and manager and must be completed within 42 days of the accident occurring. Once the relevant intervention has been completed a copy of the action plan and training file must be kept locally.

Where a driver completes 24 months without a further accident, any further minor accident will be considered as a single accident.

In cases where a number of accidents suggest an issue of capability despite the deployment of appropriate training interventions, including in cab support, consideration will be given to removal from driving duties, in line with the terms of the Capability Procedure

Serious Accident

Where a driver has been found blameworthy following a serious accident a risk analysis must be carried out to understand the dangers or risks of the driver remaining on driving duties.

In such circumstances consideration should be given to an external driving assessment prior to the 1-2-1 meeting. The outputs from the assessment will then be used to influence a review of available interventions which could restore performance. Based on the details and contributory factors of the serious accident

the most effective intervention will be selected. Where managers require expert advice on specific training interventions, assistance may be sought from the RM Zero Accident Project (ZAP) Team.

Action plan must be signed by both driver and manager and must be completed within 42 days of the accident occurring. Once the relevant intervention has been completed a copy of the action plan and training file must be kept in the drivers file.

In cases where an assessment identifies serious driving flaws appropriate consideration will be given to removal from driving.

Consideration of Removal From Driving

Through the prompt and consistent deployment and application of the RTA Procedure, removal from driving on a long term basis should only be considered where appropriate training interventions, including in cab training have been implemented and performance has not been restored to an acceptable level.

If it becomes necessary to consider the removal of an individual, due to capability, from driving duties this needs to be considered against the principles of the Road Traffic Accident Procedure.

Relevant Factors

Removal from driving on a long term basis should only be considered in cases where:

- Where a suitable non-driving duty exists
- After the completion of the range of appropriate interventions, expert advice suggests that the expected driving standards have not been achieved.
- Where agreed training interventions relating to a previous accident have been completed and there are subsequent accidents of a similar nature.
- Following a Serious Blameworthy Accident where an assessment identifies serious risks in allowing the individual to continue to perform driving duties.
- Where our Occupational Health team recommend removal on Health or Welfare grounds

Where removal relates to Health or Welfare grounds, decisions will be subject to review where expert advice suggests a change in circumstances which would allow a return to driving duty

Procedure To Be Followed

Invitation to interview

The line manager should invite the driver to a formal interview, giving 48 hours notice, to determine if he/she should be removed from driving. The driver may be accompanied by their CWU representative or a work colleague from within the Royal

Mail Group. All relevant records from the Accident Management Centre, training interventions, and any independent expert advice will be made available to the individual before interview.

Decision not to Remove from driving

If after interview the line manager decides removal from driving is not appropriate, the driver is advised of the decision.

Removal from driving

If after interview the line manager decides that removal from driving is appropriate, the driver is informed of the decision. The driver can then request an appeal against this decision any request for an appeal will be submitted in writing clearly outlining the reason for challenging the decision. The decision to appeal must be communicated within 3 working days of receipt of the letter. The line or office manager will have to make suitable alternative employment arrangements for the period of removal from driving.

When there is no appeal

If the driver does not request an appeal, the line manager should record the decision and keep locally.

Decision to appeal

If the driver appeals against removal from driving, the papers are passed to the manager hearing the appeal who will be out of the line at the next level of authority to where the decision was made. At the appeal hearing the individual may be accompanied by his/her trade union representative or work colleague from within Royal Mail. The appeal is a hearing at which the appropriate manager will re-hear the case in its entirety.

Outcome of Appeal

The outcome of the appeal should be communicated to the individual as soon as possible and normally within 5 working days. Where this timescale cannot be achieved the individual will be informed of the reason and the expected delay. If the appeal is successful the individual is reinstated to driving duties and this decision communicated to him/her as soon as possible. A Driver 1-2-1 interview should take place to select and agree the most appropriate training intervention.

If the appeal is unsuccessful this should be communicated face to face and in writing.

Redeployment

Where removal from driving duties is confirmed a full assessment will be made of redeployment positions across all Royal Mail Group sites within reasonable travelling distance in line with the terms of the Capability procedures, which may include alternative class driving. Parcelforce Worldwide will aim to find the most suitable available non driving duty, taking into consideration issues such as location, attendance patterns, including any requirements relating to the Equality Act or family friendly commitments and opportunities to mitigate any potential loss of earnings.

Full account should be taken of any personal hardship before a redeployment decision is taken.

In reviewing redeployment options a list of all available vacancies will be shared with the driver and their representative.

Return to Driving Duties

Under the terms of this procedure all drivers will have the opportunity to return to driving duties once evidence exists that acceptable performance has been restored.

Following a period of 12 months (or in exceptional circumstances 6 months) from the date of removal from driving duties all individuals will have the right to request consideration of a return to driving duties. Where redeployment has been to a position in Royal Mail individuals will have the ability to apply for driving duties in Royal Mail or Parcelforce Worldwide. Due consideration will be given to this provided the individual:

- Is in possession of the appropriate valid driving licence
- Is assessed as medically fit to drive, where appropriate
- Is willing to undergo a driving re-assessment
- Is willing to complete any appropriate training interventions to ensure the required standard is met relevant to the particular driving duties.

The above steps must be successfully completed prior to any return to driving duties. Where the assessment indicates that acceptable performance has been restored the driver will be eligible to apply for the next available driving duty in line with the appropriate agreed resourcing procedure. In such circumstances precedence will be given to the returning driver over external candidates.

Procedure For Dealing With Medical Or Welfare Problems

Referral to Occupational Health

If the line manager believes that the driver may have a medical or welfare problem, or the driver indicates that this may be the case precautionary removal from driving duties should be considered. The driver should be referred to our Occupational Health team. This should not delay the completion of ERICA.

Medical Conditions: Drivers' Responsibilities

Drivers should be advised that they have a personal responsibility for informing their line manager if they become aware of a medical condition that may affect their fitness to drive official vehicles.

Drivers should be made aware that under the Road Traffic Act 1988 it is a criminal offence to fail to notify the DVLC that they are suffering from a relevant disability or disease that may affect their ability to drive safely.

No Medical and/or Welfare Problem

If our Occupational Health team confirm there is no problem, the driver should be informed accordingly and the remainder of the Road Traffic Accident Procedure followed. If the driver is currently removed from driving duties, the decision to allow a

return to driving duties can be taken in conjunction with the blameworthy decision at the discretion of the line manager.

Medical And /Or Welfare Problem

If a problem exists, and the decision has been made to remove the employee from driving, the decision should be communicated on a face to face basis (see model letter 13). The driver can request an appeal against this decision. The intention to appeal must be communicated within 3 working days of receipt of the letter. The decision should also be recorded in the driver's personal file.



Peter Fuller
Operations Director
Parcelforce Worldwide



Terry Pullinger
Assistant Secretary
CWU

Date: 9th May 2014

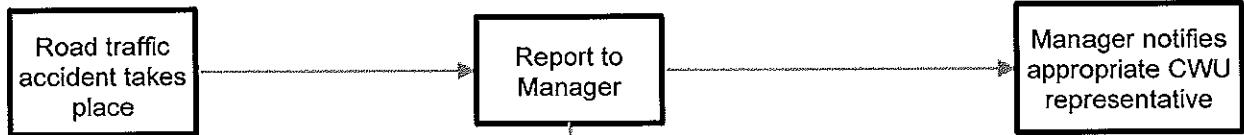
APPENDIX

SUPPORTING DOCUMENTATION

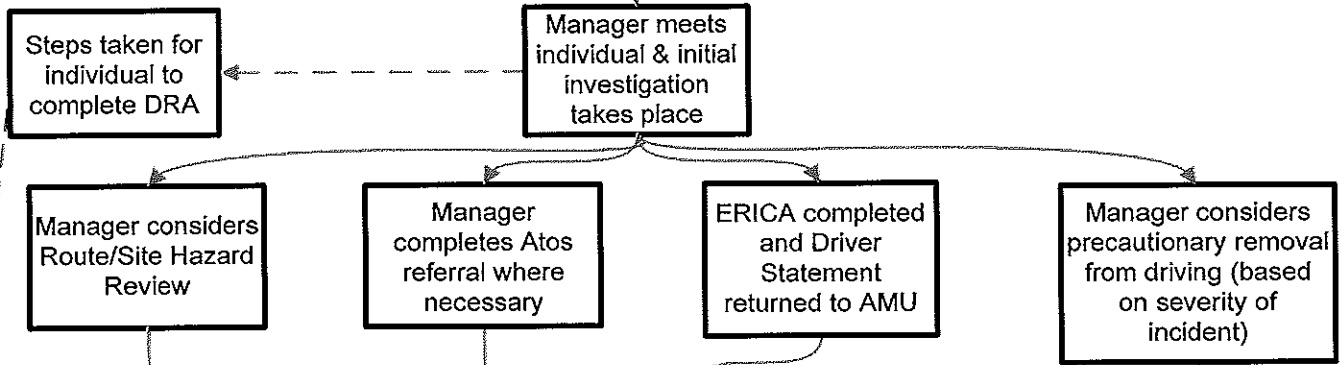
Document 1	Road Traffic Accident Procedure Flow Chart
Document 2	Safe Driving Code of Practice
Initial Investigation & Reporting	
Letter 1	Confirmation of accident and insurance notification
Letter 2	Confirmation of precautionary removal from driving (based on severity)
Formal Investigation & Outcome	
Letter 3	Invitation to Driver to formal fact finding interview,
Letter 4	Invitation to Decision Meeting/Driver 1-2-1
Letter 5A	Outcome of Decision Meeting/Driver 1-2-1 - Non Blameworthy Notification
Letter 5B	Outcome of Decision Meeting/Driver 1-2-1 - Blameworthy Notification
Letter 6A	Blameworthy Decision Review - Unsuccessful Review
Letter 6B	Blameworthy Decision Review - Successful Review
Removal from Driving	
7	Invitation to consideration of Removal from Driving duties meeting
8A	Outcome of Consideration of Removal from Driving Meeting - Non Removal
8B	Outcome of Consideration of Removal from Driving Meeting - Removal
9	Unsuccessful Appeal Following Removal from Driving
10	Successful Appeal Following Removal from Driving (Reinstatement)
EHS referral	
11	Precautionary Removal from Driving Pending Employee Health Services Referral
12	Result of Referral To Employee Health Services

ROAD TRAFFIC ACCIDENT FLOWCHART

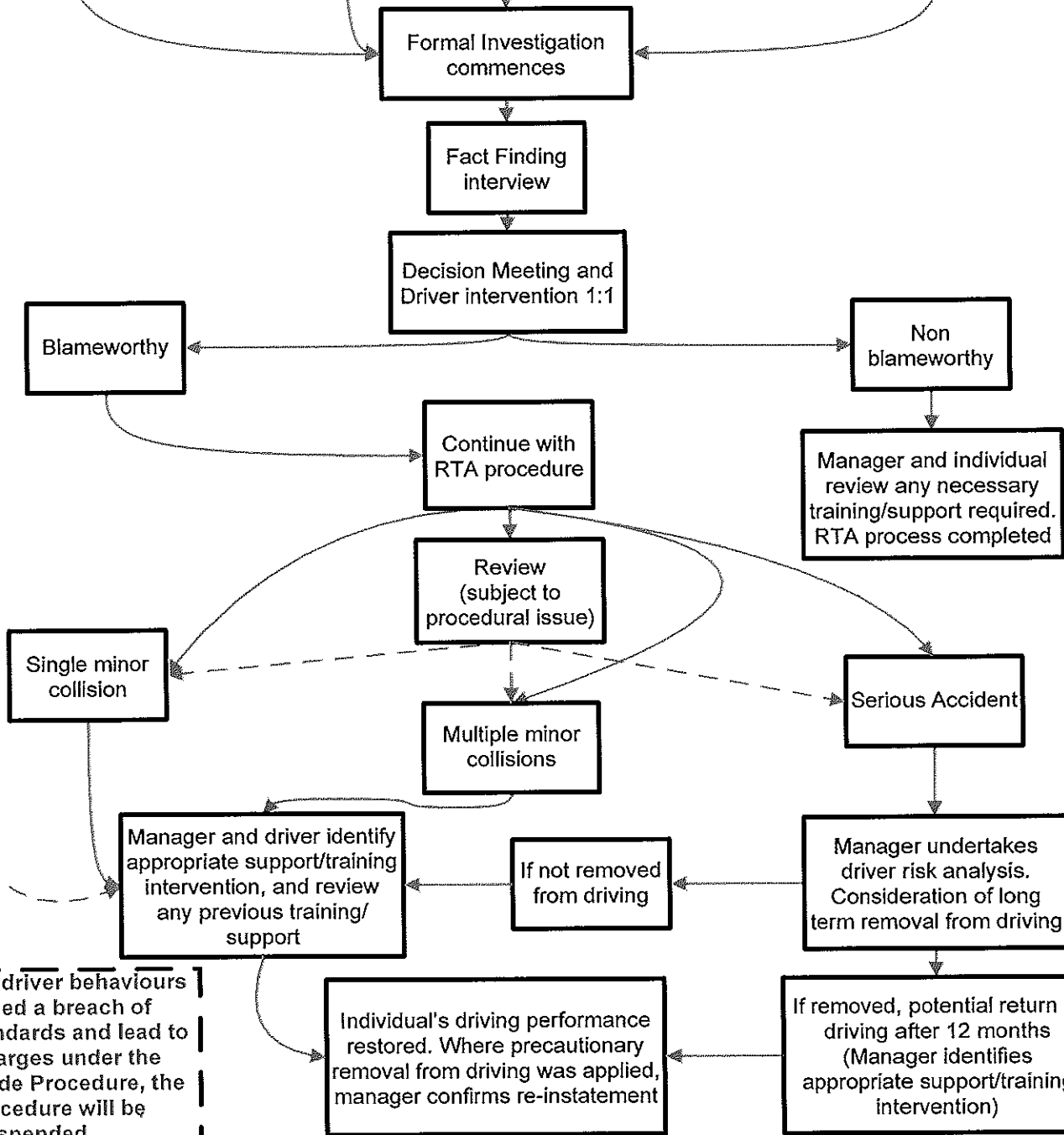
REPORTING



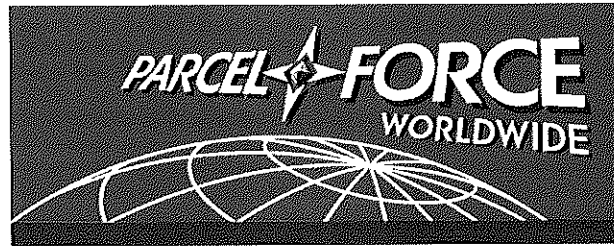
INITIAL INVESTIGATION



FORMAL INVESTIGATION



Note: where driver behaviours are deemed a breach of conduct standards and lead to formal charges under the Conduct Code Procedure, the RTA Procedure will be suspended



Safe Driving Code of Practice

What is the Safe Driving Code of Practice?

Royal Mail Group has one of the largest vehicle fleets in the UK and our drivers are on the road every minute of every day. Unfortunately, we also have a higher accident rate than many other large fleet operators. Royal Mail and Parcelforce Worldwide are serious about the safety of our drivers and the communities we work in and are committed to making significant improvements to our road safety performance and achieving our vision of zero accidents.

The Safe Driving Code of Practice outlines your responsibilities as a Parcelforce driver and what you need to do to ensure your safety and the safety of others. Everyone has a responsibility to keep company vehicles safe and in the best possible condition. Every driver and manager has a duty to uphold the standards outlined in this Code.

Driving Safety

Your safety comes first. Royal Mail Group is committed to providing our drivers with quality vehicles that are safe and well-maintained. By improving the skills of our drivers through the provision of quality training and continuously reviewing why accidents happen, we can understand how we can avoid them happening again.

As a Parcelforce driver there are certain standards that you must comply with:

- Never drive an un-roadworthy vehicle.
- Ensure that you are physically fit and that your eyesight is good enough to drive. If you have any concerns you must inform your manager.
- Never drive under the influence of alcohol or illegal drugs; Parcelforce Worldwide has a zero tolerance policy on alcohol and drug abuse whilst on duty.
- Some prescription and over-the-counter medicines can cause side effects. Make sure you read the instructions and if you're unsure, check with your doctor or pharmacist before driving.
- Speed is the biggest single cause of traffic accidents; you must drive within the speed limit and also ensure your speed is appropriate for the road, traffic and weather conditions.
- Drive calmly, avoiding harsh braking and acceleration.
- Pay special attention to hazards, including pedestrians and other road users, when driving or manoeuvring your vehicle.
- Maintain your own driving skills; complete a Driver Risk Assessment and if appropriate discuss your training needs with your manager.

Irresponsible driving risks your safety and the safety of others.

Vehicle Safety

The condition of our vehicles and the way they're driven is important for your safety and the safety of others. Vehicles are valuable company assets and should be treated with respect. Vehicles should also promote the Parcelforce Worldwide image to our customers and the communities we serve.

As a Parcelforce driver there are certain standards you must comply with to keep your vehicle safe and in the best possible condition:

- Keep vehicles clean and tidy; they are used by other drivers and keeping them clean, safe and in the best possible condition demonstrates your respect for colleagues.
- Carry out pre-use vehicle checks to ensure your vehicle is safe and in the best possible condition before you take it on the road. Never drive an un-roadworthy vehicle.
- To resolve any faults you identify during your pre use vehicle check, or those that may occur during the course of your duty, inform your manager and follow the appropriate fault reporting/repair process.
- Before and after your duty, complete the vehicle logbook with the details of the checks carried out and any defects found.
- Inform your manager, as soon as possible, about any vehicle damage incurred whilst you were using a vehicle.
- If you find damage to a vehicle that is not recorded in the vehicle logbook and was not caused by you, let your manager know.
- Know what to do in the event of a breakdown or if you have an accident. Information can be found in your drivers' handbook.
- You must not carry unauthorised passengers or use a Royal Mail Group vehicle for private use.

Failing to keep your vehicle safe and in the best possible condition risks your safety and the safety of others.

Staying Legal

As a Parcelforce driver you must always comply with the law:

- Know and comply with The Highway Code, which contains details of the legal requirements in force to protect your safety and the safety of others.
- You must hold the appropriate and valid licence for the type of vehicle you drive and let your manager know about any changes to your driving licence immediately.
- Carry out pre-use vehicle checks and remember that the final decision on the roadworthiness of a vehicle rests with the driver, never drive an un-roadworthy vehicle; you may be liable for a fine or penalty points if a vehicle you are driving is found to be defective by the police, the Vehicle & Operator Services Agency (VOSA) or any other recognised enforcement body and the defect should have been identified during the pre-use check.
- Always wear your seatbelt and never use your mobile phone whilst driving.
- The speed limit must be complied with at all times.
- If you are involved in a road traffic accident you must report it to your manager as soon as possible and complete the relevant accident reporting documentation.

Driving in a safe and legal manner is important for your safety and the safety of others.

If you have any questions about the standards required of you as a Parcelforce Worldwide driver, please discuss them with your manager.

LETTER NO. 1
CONFIRMATION OF ACCIDENT AND INSURANCE NOTIFICATION

Date

In Confidence

Name

Title

Address

Address cont.

Address cont.

POST TOWN

POST CODE

Dear (Name),

CONFIRMATION OF ACCIDENT AND INSURANCE NOTIFICATION

I am sorry that you have been involved in a road traffic accident on (date) and recognise that involvement in a road traffic accident can be a traumatic experience. I can assure you that your welfare is our primary concern and would invite you to discuss with me any support you feel would be beneficial to you at this time.

Parcelforce takes your safety and that of other road users very seriously and we thoroughly investigate the causes of all accidents involving Parcelforce drivers and vehicles. The Parcelforce Worldwide Safe Driving Code of Practice, which I have attached, contains the standards that you should comply with to ensure your safety and the safety of others, Please take time to familiarise yourself with them - if there are any points you find unclear please feel free to discuss them with me.

I will also be making arrangements for the Driver Risk Assessment to be completed if this has not previously been done and we can then discuss any training that you may need at your subsequent 1:1 meeting, once the investigation into the accident has been concluded.

Finally, if you have your own private motor insurance you are required by your own insurer to inform them of any accident you are involved in as soon as possible. Failure to inform your insurer may jeopardise any future claims under your private motor insurance policy .

Yours sincerely

Signature

(MANAGER'S NAME IN FULL AND IN BLOCK CAPITALS)

LETTER NO. 2
CONFIRMATION OF PRECAUTIONARY REMOVAL FROM DRIVING

Date In Confidence :

Name
Title
Address
Address cont.
Address cont.
POST TOWN
POST CODE

Dear (Name),

PRECAUTIONARY REMOVAL FROM DRIVING DUTY

I have considered the initial evidence in respect of the road traffic accident in which you were involved on (date)

In the interests of safety for both yourself and other road users, and assessed in line with the criteria within the Road Traffic Accident procedure, I have decided to remove you from driving as a precautionary measure with immediate effect, pending a full investigation,

I have taken this decision because (state reasons).

This decision will be reviewed following a full investigation.

Yours sincerely

Signature
(MANAGER'S NAME IN FULL AND IN BLOCK CAPITALS)

LETTER NO. 3
INVITATION TO DRIVER TO FORMAL FACT FINDING INTERVIEW

Date

In Confidence

Name

Title

Address

Address cont.

Address cont.

POST TOWN

POST CODE

Dear (Name),

ROAD TRAFFIC ACCIDENT – INVITATION TO FORMAL FACT FINDING INTERVIEW

Further to our meeting on (date) in connection with the road traffic accident you were involved in on (date), my initial investigation has now been completed. Before I finalise my decision on blameworthiness I would like to give you a further opportunity to provide any additional facts about the accident or raise any further points that you feel are relevant.

In order to give full and fair consideration to this matter I would like you to attend a formal fact finding interview at (location) on (date) at (time).

At the interview, you may wish to be accompanied by a friend, who may be a representative of a trade union or a work colleague.

Please acknowledge receipt of this letter by signing one copy and returning it to me.

The second copy is for your retention.

Yours sincerely

Signature

(MANAGER'S NAME IN FULL AND IN BLOCK CAPITALS)

NAME:

SIGNED:

DATE:

LETTER NO. 4

INVITATION TO DECISION MEETING/DRIVER 1-2-1

Date

In Confidence

Name

Title

Address

Address cont.

Address cont.

POST TOWN

POST CODE

Dear (Name),

ROAD TRAFFIC ACCIDENT – INVITATION TO DECISION MEETING/DRIVER 1-2-1

I am writing in connection with the road traffic accident you were involved in on (date).

I have now come to my decision regarding the blameworthiness of the accident and would like to inform you of this and any next steps. As such, I would like you to attend a meeting with me at (location) on (date) at (time).

At the interview, you may wish to be accompanied by a friend, who may be a representative of a trade union or a work colleague.

Please acknowledge receipt of this letter by signing one copy and returning it to me.

The second copy is for your retention.

Yours sincerely

Signature

(MANAGER'S NAME IN FULL AND IN BLOCK CAPITALS)

NAME:

SIGNED:

DATE:

LETTER NO. 5A
OUTCOME OF DECISION MEETING/DRIVER 1-2-1 - NON BLAMEWORTHY NOTIFICATION

Date

In Confidence

Name

Title

Address

Address cont.

Address cont.

POST TOWN

POST CODE

Dear (Name),

ROAD TRAFFIC ACCIDENT – OUTCOME OF DECISION MEETING/DRIVER 1-2-1 – NON BLAMEWORTHY
NOTIFICATION

As a result of my investigations and interview with you I have given full consideration to the circumstances of the road traffic accident in which you were involved on (date). I am pleased to inform you that you are not considered to be at blame for the accident.

I have made this decision because (state reasons and confirm any necessary training required as a result of the accident/Driver Risk Assessment)

As part of the meeting I re-iterated the need for you to notify your private insurer of the accident. I also talked you through the Parcellforce Worldwide Safe Driving Code of Practise and you confirmed that you had read and understood them.

Please acknowledge receipt of this letter by signing one copy and returning it to me.

The second copy is for your retention.

Yours sincerely

Signature

(MANAGER'S NAME IN FULL AND IN BLOCK CAPITALS)

NAME:

SIGNED:

DATE:

LETTER NO. 5B

OUTCOME OF DECISION MEETING/DRIVER 1-2-1 - BLAMEWORTHY NOTIFICATION

Date

In Confidence

Name

Title

Address

Address cont.

Address cont.

POST TOWN

POST CODE

Dear (Name),

ROAD TRAFFIC ACCIDENT - OUTCOME OF DECISION MEETING/DRIVER 1-2-1 - BLAMEWORTHY NOTIFICATION

I am writing in connection with the road traffic accident in which you were involved on (date).

Following an initial investigation and my interview with you, I have given full consideration to the circumstances of the accident and to the evidence and advice that I have received including any points raised by yourself. My decision is that you are to be held blameworthy on this occasion.

The reasons for my decision are as follows:- (state reasons)

This is the blameworthy accident recorded against you within 24 months.

As part of the meeting we discussed (insert summary of meeting outputs, DRA output and appropriate training interventions /initiative agreed and timescales

As part of the meeting I re-iterated the need for you to notify your private insurer of the accident. I also talked you through the Parcellforce Worldwide Safe Driving Code of Practise and you confirmed that you had read and understood them.

You are reminded that you may be removed from driving official vehicles if you continue to have blameworthy accidents and therefore we do expect you to drive with more care in the future and take account of the Parcellforce Worldwide Safe Driving Code of Practice.

You do have the right to request a review of my decision based on procedural grounds. Where you wish to do so, the reasons for seeking a review should be submitted in writing to (insert name) within 3 working days of receipt of this letter.

Please acknowledge receipt of this letter by signing one copy and returning it to me.

The second copy is for your retention.

Yours sincerely

Signature

(MANAGER'S NAME IN FULL AND IN BLOCK CAPITALS)

NAME:

SIGNED:

DATE:

LETTER NO. 6A

BLAMEWORTHY DECISION REVIEW – UNSUCCESSFUL REVIEW

Date

In Confidence

Name

Title

Address

Address cont.

Address cont.

POST TOWN

POST CODE

Dear (Name),

ROAD TRAFFIC ACCIDENT – REVIEW AGAINST BLAMEWORTHY DECISION

Further to our interview of (date) in connection with the review against the decision to regard you as blameworthy in connection with the road traffic accident on (date). I have now considered the evidence that has been presented together with the comments made and points raised at your interview.

I have not found any reason to overturn the decision that has already been made. Consequently the initial decision stands and I will pass the case to your line manager to discuss next steps with you. I have taken this decision because (state reasons).

Please acknowledge receipt of this letter by signing one copy and returning it to me.

The second copy is for your retention.

Yours sincerely

Signature

(MANAGER'S NAME IN FULL AND IN BLOCK CAPITALS)

NAME:

SIGNED:

DATE:

LETTER NO. 6B

BLAMEWORTHY DECISION REVIEW - SUCCESSFUL REVIEW

Date

In Confidence

Name

Title

Address

Address cont.

Address cont.

POST TOWN

POST CODE

Dear (Name),

ROAD TRAFFIC ACCIDENT - REVIEW AGAINST BLAMEWORTHY DECISION

Further to our interview of (date) in connection with the review against the decision to regard you as blameworthy in connection with the road traffic accident on (date). I have now considered the evidence that has been presented together with the comments and points raised at your interview. My decision is that your review has been successful as the information that you have presented to me has led me to decide that you were not blameworthy in this instance. I have taken this decision because (state reasons).

As part of the meeting we discussed (insert summary of meeting). As a result, I will pass the case to your line manager to discuss next steps with you, including any necessary training and the results of your Driver Risk Assessment.

The Parcellforce Worldwide Safe Driving Code of Practice contains the standards that you should comply with to ensure your safety and the safety of others. Please take time to familiarise yourself with them and if there are any points you find unclear please feel free to discuss them with me.

Please acknowledge receipt of this letter by signing one copy and returning it to me

The second copy is for your retention.

Yours sincerely

Signature

(MANAGER'S NAME IN FULL AND IN BLOCK CAPITALS)

NAME:

SIGNED:

DATE:

LETTER NO. 7

INVITATION TO CONSIDERATION OF REMOVAL FROM DRIVING DUTIES MEETING

Date

In Confidence

Name

Title

Address

Address cont.

Address cont.

POST TOWN

POST CODE

Dear (Name),

ROAD TRAFFIC ACCIDENT - INVITATION TO CONSIDERATION OF REMOVAL FROM DRIVING DUTIES
MEETING

I am writing in connection with the road traffic accident you were involved in on (date) and have confirmed that following investigation you have been found to be blameworthy.

Parcelforce Worldwide takes your safety and that of other road users very seriously, and I am now considering whether you should be removed from driving due to the..... (insert details- this may include severity of accident, number of blameworthy accidents).

In order to give full and fair consideration to this matter I would like you to attend a formal interview at (location) on (date) at (time). This is your opportunity to put forward any reasons why you should not be removed from driving. I, also, attach the Parcelforce Worldwide Safe Driving Code of Practice which contains the standards that you should comply with to ensure your safety and the safety of others,

At the interview, you may wish to be accompanied by a friend, who may be a representative of a trade union or a work colleague.

Please acknowledge receipt of this letter by signing one copy and returning it to me.

The second copy is for your retention.

Yours sincerely

Signature

(MANAGER'S NAME IN FULL AND IN BLOCK CAPITALS)

NAME:

SIGNED:

DATE:

LETTER NO. 8A
OUTCOME OF CONSIDERATION OF REMOVAL FROM DRIVING MEETING - NON REMOVAL

Date

In Confidence

Name

Title

Address

Address cont.

Address cont.

POST TOWN

POST CODE

Dear (Name),

ROAD TRAFFIC ACCIDENT - OUTCOME OF CONSIDERATION OF REMOVAL FROM DRIVING MEETING

I am writing in connection to the road traffic accident in which you were involved on (date).

Following my initial investigation and my interview with you I have given full consideration to the circumstances of the accident and to the evidence and advice that I have received including any points raised by yourself. My decision is that you are to be held blameworthy but I do not consider that removal from driving duties is appropriate on this occasion.

The reasons for my decision are as follows :- (state reasons). This is the blameworthy accident recorded against you within 24 months.*

As part of the meeting we discussed (insert summary of meeting, DRA output and appropriate training interventions /initiative agreed and timescales).

Finally, you are reminded that any further instances of blameworthy accident(s) could result in a further action under the principles of the Road Traffic Accident Procedure.

The Parcellforce Worldwide Safe Driving Code of Practice contains the standards that you should comply with to ensure your safety and the safety of others. Please take time to familiarise yourself with them- if there are any points you find unclear please feel free to discuss them with me.

Please acknowledge receipt of this letter by signing one copy and returning it to me.

The second copy is for your retention.

Yours sincerely

Signature

(MANAGER'S NAME IN FULL AND IN BLOCK CAPITALS)

NAME:

SIGNED:

DATE:

LETTER NO 8B

OUTCOME OF CONSIDERATION OF REMOVAL FROM DRIVING MEETING -
REMOVAL

Date

In Confidence

Name

:

Title

Address

Address cont.

Address cont.

POST TOWN

POST CODE

Dear (Name),

ROAD TRAFFIC ACCIDENT - OUTCOME OF CONSIDERATION OF REMOVAL FROM DRIVING MEETING

I interviewed you on (date) in connection with the road traffic accident on (date).

At the interview I indicated that consideration was being given to your removal from driving. I have now carefully considered all the evidence including the comments and points raised at the interview.

My decision is that you will be removed from driving duties for a period of(enter duration)
The removal is effective immediately.

The reasons for my decision are:- (state reasons)

Please note that there is one appeal against removal from driving to an independent line manager. You should declare any decision to appeal to me within 3 working days of receipt of this letter. At the appeal, you may wish to be accompanied by a friend, who may be a representative of a trade union or a work colleague.

Please acknowledge receipt of this letter by signing one copy and returning it to me.

The second copy is for your retention.

Yours sincerely

Signature
(MANAGER'S NAME IN FULL AND IN BLOCK CAPITALS)

NAME:

SIGNED:

DATE:

LETTER NO. 9

UNSUCCESSFUL APPEAL FOLLOWING REMOVAL FROM DRIVING

Date

In Confidence

Name

Title

Address

Address cont.

Address cont.

POST TOWN

POST CODE

Dear (Name),

ROAD TRAFFIC ACCIDENT - UNSUCCESSFUL APPEAL AGAINST REMOVAL FROM DRIVING

Further to our interview of (date) in connection with your appeal against the decision to regard you as blameworthy in connection with the road traffic accident on (date).

I have now considered the evidence that has been presented together with the comments made and points raised at your appeal interview.

I have not found any reason to overturn the decision that has already been made. Consequently the initial decision to remove you from driving for a period of stands. I have taken this decision because (state reasons).

Please acknowledge receipt of this letter by signing one copy and returning it to me.

The second copy is for your retention.

Yours sincerely

Signature

(MANAGER'S NAME IN FULL AND IN BLOCK CAPITALS)

NAME:

SIGNED:

DATE:

LETTER NO. 10

SUCCESSFUL APPEAL FOLLOWING REMOVAL FROM DRIVING (REINSTATEMENT)

Date

In Confidence

Name

Title

Address

Address cont.

Address cont.

POST TOWN

POST CODE

Dear (Name),

ROAD TRAFFIC ACCIDENT, SUCCESSFUL APPEAL AGAINST REMOVAL FROM DRIVING

Further to our interview of (date) in connection with your appeal against the decision to regard you as blameworthy in connection with the road accident on (date).

I have now considered the evidence that has been presented together with the comments made and points raised at your appeal interview.

I have decided to overturn the original decision to remove you from driving. My reasons for doing so are (state reasons).

You will therefore be reinstated to driving with immediate effect. As part of the meeting we discussed ...(insert summary of meeting) and I will now pass the case back to your line manager to discuss any appropriate training interventions that are necessary and the outputs of the DRA.

Finally, you are reminded that any further instances of blameworthy accident could result in a further consideration of removal from driving duties in line with the agreed procedures.

The Parcelforce Worldwide Safe Driving Code of Practice contains the standards that you should comply with to ensure your safety and the safety of others. Please take time to familiarise yourself with them- if there are any points you find unclear please feel free to discuss them with me.

Please acknowledge receipt of this letter by signing one copy and returning it to me.

The second copy is for your retention.

Yours sincerely

Signature
(MANAGER'S NAME IN FULL AND IN BLOCK CAPITALS)

NAME:

SIGNED:

DATE:

LETTER NO. 11

PRECAUTIONARY REMOVAL FROM DRIVING PENDING EHS REFERRAL

Date

In Confidence

Name

Title

Address

Address cont.

Address cont.

POST TOWN

POST CODE

Dear (Name),

REFERRAL TO EMPLOYEE HEALTH SERVICES

I have been examining the circumstances surrounding the road traffic accident in which you were involved in on the (date) and I have decided that it would be beneficial to refer you to the Employee Health Adviser /Employee Welfare Adviser for advice which you have given verbal consent to. I have taken this decision because (state reasons).

Until such time as the results of the referral are received, I have also decided that in the interests of safety you will be temporarily removed from driving duty. This will take immediate effect.

Yours sincerely

Signature

(MANAGER'S NAME IN FULL AND IN BLOCK CAPITALS)

LETTER NO. 12

RESULT OF REFERRAL TO EMPLOYEE HEALTH SERVICES

Date

In Confidence

Name

Title

Address

Address cont.

Address cont.

POST TOWN

POST CODE

Dear (Name),

RESULT OF REFERRAL TO EMPLOYEE HEALTH SERVICES

I wrote to you on (date) informing you that I had referred your case to the Employee Health Service for advice.

I have now received their advice and they have informed me that in their opinion you are not considered to be fit enough to drive official vehicles. As such I regret that I have no option other than to confirm your removal from driving duty.

Any future consideration of your reinstatement to driving can only be given with the support of the Employee Health Service who will need to re-examine your case. You will also need to pass a driving reassessment.

Please note that you may appeal against the decision to remove you from driving to your second line manager. You should let me know if you wish to make an appeal within 3 working days of the receipt of this letter. At this appeal, you may wish to be accompanied by a friend, who may be a representative of a trade union or a work colleague.

Please acknowledge receipt of this letter by signing one copy and returning it to me.

The second copy is for your retention.

Yours sincerely

Signature

(MANAGER'S NAME IN FULL AND IN BLOCK CAPITALS)

NAME:

SIGNED:

DATE: