

DRIVER HANDBOOK

Drive **4** Life



ARVAL
BNP PARIBAS GROUP

We care about cars. We care about you.

ESSENTIAL CONTACTS

Arval Contact Centre:

0370 600 4499

or online at [arval.co.uk](https://www.arval.co.uk)

Fleet Management Team:

01793 895452

or email FleetManagementTeam@arval.co.uk

This handbook is your quick reference guide to driving your company car.

It holds information relating to the use and operation of your car on a daily basis as well as **policy guidelines** and **road safety advice**. It should be used in conjunction with the Arval Company Car and Road Safety Policy.

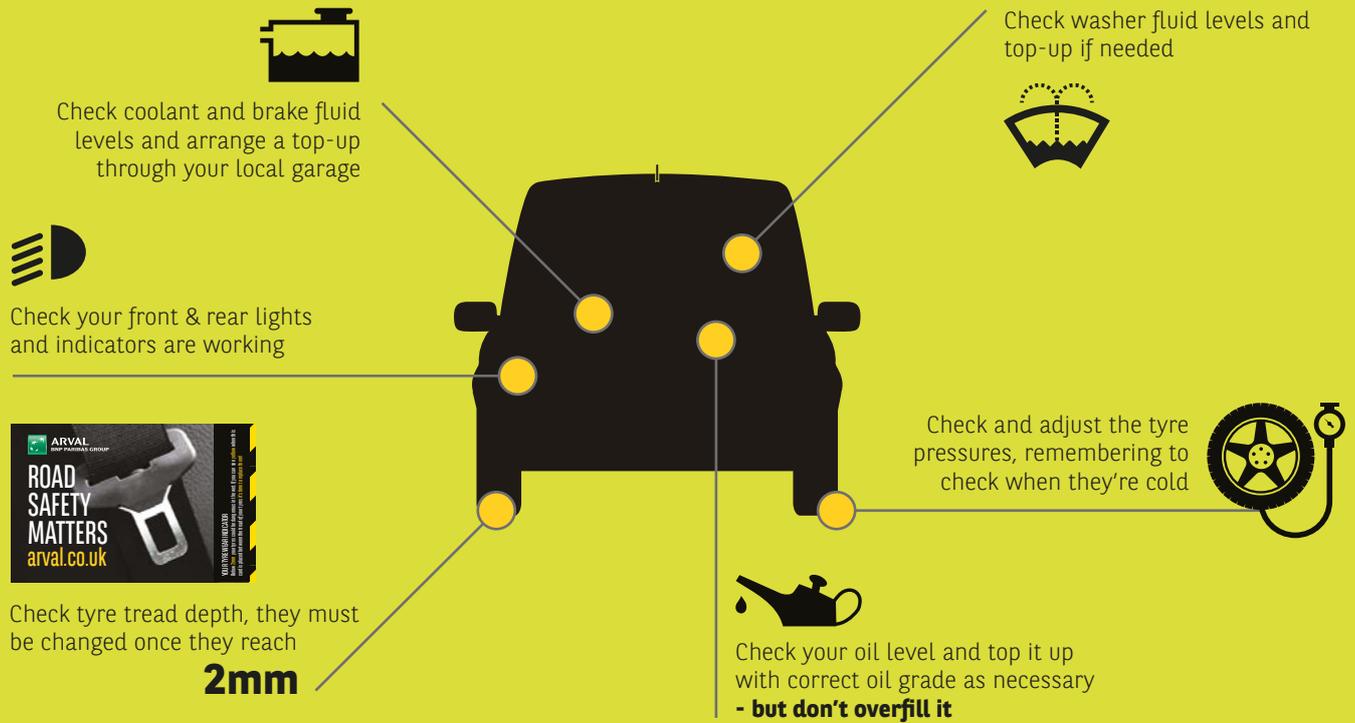
We regard your safety and the safety of others of paramount importance. **We are committed** to increasing the awareness of **road safety** and to **prevent loss of life** or serious injury through our own actions. Please help us to achieve this by giving consideration to all you do when using our roads, whether you're driving a company car or using another form of transport or even if you're just a passenger.

Please call the **Arval Contact Centre** for all queries relating to:

- Booking a service, mechanical repair work or MOT test.
- Arranging tyres or glass repair/replacement.
- Requesting breakdown assistance.
- Reporting crashes, break-in's and vandalism.
- Providing letters (e.g. parking permits).
- Obtaining registration documents, insurances certificates and foreign travel documents.

You are responsible for the day-to-day care and maintenance of your company car.

Monthly Checks



Service and Maintenance

- Service your car according to the manufacturer's schedule.
- Ensure mechanical problems are dealt with straight away.
- Make sure the cambelt is replaced when due.
- Ensure you arrange an MOT test when reminded.
- In the first instance request a courtesy car if your own car becomes unavailable.
- If a courtesy car is not available please contact the Fleet Management Team.



Drive4Life Tip:

We care about cars. We care about you. Please care about your car!

Car Cleanliness and Care

- Make sure your car is washed and vacuumed regularly.
- Take all steps necessary to protect the interior and exterior of the car.
- Don't smoke or allow your passengers to smoke in the car.
- Wash off contaminants such as sun screen, bird lime or tree sap straight away.
- Many incident claims are caused whilst parking & manoeuvring, be extra careful to avoid damaging your car.

Security and Safety of your Company Car

- Remember not to leave items of value in the car that may attract thieves.
- Park your car safely and lock all the doors when you leave it.
- Don't leave your car keys near the front door when at home.
- Never leave your car unattended with the engine running, not even for a moment.
- Make sure all passengers wear seatbelts and children are correctly restrained.
- Make sure dogs are restrained with a dog guard or harness.

Insurance cover

- Insurance covers only cars owned by or loaned /hired to Arval UK Ltd.
- Make sure your additional drivers have been given permission to drive by the Fleet Management Team.
- You must not use the car for business use other than that of Arval UK Ltd.
- Personal items are not covered by our insurance.
- Use of personal cars for Arval company business travel is not permitted.

KEEP IT SAFE!

SEE THINGS CLEARLY

- Observation is critical so look all around you and ahead. Anticipate what could happen.
- Always give yourself more thinking and braking space. You never know when you may need it.
- Keep your windscreen and windows clean and ensure they are clear before you drive off.
- Keep your seat at a height that allows maximum vision all around.
- Use all your mirrors all of the time, especially when reversing/ manoeuvring.
- Don't ever be in a rush. Relax, take time and stay calm.

Drive4Life Tip:

Don't rely on your parking sensors to do the job for you, but do listen to them! They are an aid to parking and manoeuvring. You must make sure you're not going to hit anyone or anything.

Distractions affect reactions

Never use a mobile phone, even if hands-free, whilst driving.

Mobile Off. Engine On.



Familiarise yourself with the controls before driving the car.

Minimise all distractions!

Keep your hands on the wheel and your mind on the road.

Don't programme your satellite navigation system on the move.

Don't eat, drink or smoke whilst driving.

Are you fit to drive?

- Don't ever drive under the influence of alcohol, or drugs.
- If you've been drinking the night before then think about the morning after risks! **Don't drive if you don't think you are safe to do so.**
- Watch out for side effects from over the counter medicines that might make you drowsy.
- Tell your manager if anything at work or home is affecting the amount of sleep you are getting leaving you feeling at risk whilst driving.
- Make sure you don't drive whilst tired. **Take a 15 minute break for every 2 hours driven.**
- Struggling to see? Get your eyes checked. If you wear glasses/ contact lenses get your sight checked every two years.



Drive4Life Tip:

Tyres and Tarmac

Remember "Tyres and Tarmac" in slow moving or stationary traffic. If you can't see the tyres of the car in front on the tarmac, you're too close!

Where are your journeys?

- Take care on country roads, especially at junctions or corners. You never know what's round the next bend.
- Always be prepared for pedestrians, horse riders and cyclists.
- Look for road signs that may indicate hazards or changes in speed limits.
- Overtake only when it is safe to do so and don't exceed the speed limit.
- Keep to the left lane on motorways unless overtaking.
- Always leave a big enough gap between you and the vehicle in front – **Only a fool breaks the two second rule.**
- Look out for motorbikes and bicycles, especially at junctions and in poor visibility.
- Take extra care around schools and in built-up areas, there are more pedestrians and hazards, **FACT!**

Whatever the weather

It's really important that you immediately adjust your driving to suit the weather conditions you're experiencing.



Drive4Life Tip:

Keep essential equipment in your car in case you need it in an emergency (fully charged mobile phone, de-icer, ice scraper, blankets, shovel, torch, water, fluorescent jacket).

Rain

- It can take up to twice as long to stop when roads are wet rather than dry.
- If you start to lose traction or 'aquaplane', take your foot off the accelerator and slow down. Don't brake hard.
- Spray can make it hard to see. Slow down and keep your distance from other vehicles.
- Your tyres have less grip in the wet so leave more space and take extra care.

Snow or ice

- It can take up to ten times longer to stop when roads are icy.
- Avoid sudden braking, sharp turns, or sudden increases in speed.
- In black ice, don't brake or make any sudden steering movements but do ease off the accelerator and go slowly.

Fog

- Drive slowly and use dipped headlights / fog lights so that other vehicles can see you.
- Don't drive too close behind another vehicle or follow their rear lights.

Floods

- Don't try to cross floods if the water seems too deep. If you have to go through a flood, drive slowly in first gear to avoid stalling the engine.
- Avoid the deepest water, which is usually near the kerb.
- After you have gone through a flood, test your brakes. Only drive on at your usual speed if the brakes are fine.

It's a limit not a target



20mph Speed Limit

The 20mph limit is used mainly in town centres, high streets, residential roads and near schools.



30mph Speed Limit

The 30mph limit is used mainly in urban areas and villages and wherever you see street lights unless otherwise stated.



40mph and 50mph

The 40 and 50mph limits are mainly used in non-built up areas and where the national speed limit is not appropriate.



National Speed Limit

For most vehicles the national speed limit is 60 mph on single carriageway roads and 70 mph on dual carriageways.



The Dual Carriageway

A dual carriageway is a road that is separated by a central reservation. For the majority of vehicles the speed limit on a dual carriageway is 70 mph.



The Motorway

For most vehicles the speed limit on motorways is 70 mph unless otherwise indicated.

Drive4Life Tip:

Some thought-provoking figures

If a pedestrian is hit at:

20mph there is about a 1 in 40 chance of being killed

30mph there is about a 1 in 5 chance of being killed

at 40mph there is about a 9 in 10 chance of being killed

if struck at 35mph there is a 50/50 chance of being killed

Drive4Life Tip:

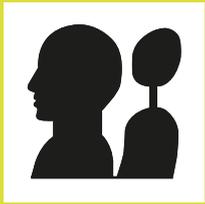
FACT – More crashes happen in urban areas because there is more traffic and more hazards than anywhere else. Take care about towns!

More deaths happen on country roads because of excessive speed, risk taking and road/weather conditions. Take care in rural areas!

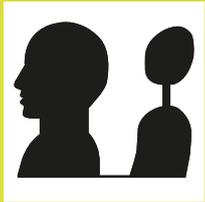
	Built up area 	Single Carriageways 	Dual Carriageways 	Motorways
type of vehicle	mph	mph	mph	mph
cars & motorcycles	30	60	70	70
cars towing caravans or trailers	30	50	60	60
buses and coaches (not exceeding 12metres in overall length)	30	50	60	70
goods vehicles (not exceeding 7.5 tonnes maximum laden weight)	30	50	60	70 <small>*60 if articulated or towing a trailer</small>
goods vehicles (exceeding 7.5 tonnes maximum laden weight)	30	50	60	60

Pain in the neck?

Minimise the risk of whiplash by adjusting your head restraint.



Correct



Too far back



Too low



Drive4Life Tip:

Always make sure you and ALL passengers wear a seat belt, front and back (and even in taxi's)!

Drive4Life Tip:

Ensure that the top of the head restraint is as high as the top of your head. Position the head restraint as close to the rear of your head as possible.



In The Event of a Collision:

Call the Arval Contact Centre on

0370 600 4499

and report full details of the incident.

In the event of a collision

Stop immediately (as long as it is safe to do so). Stay calm and give yourself time to think before you react to what has happened.

Check that you, your passengers and other involved motorists are ok and if not, call the emergency services.

Cars should not be moved until instructed to do so by a police officer.

Don't admit liability - if the other driver admits liability, write it down and ask him/her to sign it.

Take the names, addresses and contact numbers of all people involved (including witnesses).

Note the Reg Number/s and details of all the vehicles involved

Take photos of the crash and any damage (or jot it down on a piece of paper if this is not possible).

As soon as you are able to and whilst it's still fresh in your memory, **write down in detail what happened**, when and how.

Give the third party(s) your name and address and contact details.

Call the Arval Contact Centre to report the full details of the incident.

Do not restart your journey until it is safe to do so. **Don't drive if you don't feel up to it.**

Top 10 tips for safe driving



Belt up on every journey

Always wear your seat belt and make sure your passengers do too (front and back).



Protect your neck

Adjust your head restraint and save yourself from whiplash.



Keep your distance

Always keep a "2" second gap between you and the vehicle in front.



Slow down

Don't exceed the speed limit! Adjust your speed around schools and in poor weather conditions.



Concentrate

Just a moment's distraction can kill. Give the job of driving your full attention.



Take a break

Never drive whilst tired. On long journeys stop for at least a 15 minute break every 2 hours.



Switch off your phone

No conversation, or text message, is more important than your life or someone else's.



Don't drink and drive

Alcohol impairs your driving, even a small amount. Think carefully if you're safe to drive the morning after too.



Anticipate and observe

Look once, look twice, THINK BIKE. Look out for pedestrians and all types of other road users.



Look after your car

Regularly check: oil, water, tyres and lights. It is your responsibility to keep your car roadworthy.

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Safety tips

Visit our YouTube channel to watch the Arval Top 10 Safety Tips video.



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