

eclipse Recruitment

DRIVERS' HANDBOOK

2026 EDITION

Practical guidance, operational procedures and workplace policies

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Introduction

This booklet contains information, procedures and advice to assist drivers to carry out their duties effectively.

If you find anything in this manual that you feel is wrong or could be improved please report it to Eclipse Recruitment as soon as possible. Thank you for your help.

In order to fulfil our commitment to you and offer you the work you want, you must keep us informed of your availability for work.

Eclipse Recruitment Driver Portal

The portal is your central hub for managing bookings. You can:

- Receive, accept, or decline jobs
- Complete timesheets
- See previous shifts completed
- Add Any Missing Shifts
- Update your availability
- Manage your Working and driving hours

Access the portal here or log onto the Eclipse Website at www.eclipse-recruitment.com and click the Driver Portal button in the header.

Reporting for Work

Once you accept a job, you must arrive at the agreed time and location. If you are delayed or unable to attend, call Eclipse immediately at 0115 704 4777 we are available 24/7, 365 days a year.

Absence from Duty

If you CANNOT attend work for ANY reason, you must inform Eclipse Recruitment as soon as possible by telephone. Our number 0115 704 4777 is available 24/7.

It is too late to notify absence after the planned start time.

Procedure

If an emergency occurs necessitating absence from work, you must telephone (or get somebody to telephone on your behalf) as soon as that decision is made.

The telephone call may be made at any time of the day or night. For the purpose of notifying absence all Eclipse Recruitment staff are regarded as available 24 hours a day 7 days a week through dialing our number 0115 704 4777

Do not just fail to report for your shift. This reflects very badly on both Eclipse Recruitment and you.

Reporting for Duty

On-Site Conduct

While on our customers premises, you are under their instruction for the duration of your booking. Always treat them and their customers with professionalism, respect, and courtesy. If you encounter any issues, call Eclipse first we are here to support you.

On Arrival

- Park in the correct parking area.
- Book in with security if required.
- Report to the Transport Office.

At the Transport Office

- Confirm vehicle registration number and location.
- Confirm trailer number and location.
- Check all paperwork is correct.
- Check and double check the loading / unloading sequence.
- Ascertain breakdown procedures for tyres, windscreens, vehicle and trailer.
- Any special instructions of which you should be made aware.
- Any restrictions of route on site.
- Required load restraints and protection.
- Restrictions on stopping en route to drop or during return journey.
- Height of the trailer.
- Any route maps available. (When given a map it must be followed exactly).
- Refueling en route and on return to site.

Paperwork Completion

- Check that you have all relevant paperwork including any job-sheets required for completion by the customer.
- Check with the customer whether the paperwork should be handed back to the Transport Office or to a different location.
- Where there is a problem with the load check to find out if any other paperwork must be completed.

Vehicle Checks

Before operating a vehicle, drivers must carry out an appropriate daily walkaround check in accordance with DVSA guidance and the vehicle operator's procedures.

Checks must cover the condition and operation of safety-critical components, including tyres, wheels, lights, mirrors, brakes, steering, bodywork, load security and any relevant trailer equipment.

All defects identified must be reported to the vehicle operator using the required defect reporting procedure. Drivers must also notify Eclipse Recruitment where a defect affects the safety or legality of the assignment.

Drivers must not operate a vehicle where a defect makes it unsafe or unlawful, regardless of whether the customer requests that the journey continues.

Where a defect is repaired, drivers must obtain confirmation that the vehicle is safe and legally fit for use before continuing.

Any defect records and required documentation must be completed accurately.

Coupling / Uncoupling Procedure

Coupling

- Drivers must follow the vehicle operator's approved coupling procedure and the manufacturer's instructions for the equipment fitted.
- Before coupling, check that the trailer is secure, the parking brake is applied and the coupling heights are suitable.
- After reversing under the trailer, verify that the kingpin is properly engaged and that the fifth-wheel locking mechanism is fully secured.
- Carry out an appropriate tug test and visually inspect the coupling to confirm correct engagement.
- Ensure that all required secondary locking devices are fitted and secured.
- Connect air and electrical lines correctly, check that they are secure and free from damage, and confirm that all relevant trailer systems operate correctly.
- Before moving off, ensure the trailer legs are fully raised, the handle is secured, the trailer parking brake is released and the vehicle and trailer are safe for use.
- Never move a vehicle and trailer combination until the coupling has been properly checked.

Uncoupling

- Ensure trailer is parked on firm level ground, if unsure, chock wheels and place solid dunnage under trailer legs.
- Apply trailer brake and remove the number plate.
- Wind down the legs.
- Turn off the air taps (if fitted), and uncouple air lines and electrical connections, recouple them on unit.
- Remove dog clip and pull back fifth wheel handle.
- Engage low forward gear and pull away slowly checking the trailer for sinking.
- Lastly, recheck the trailer brake.

NOTE: These procedures must be followed at all times.

On the Road

Whilst driving a customer's vehicle you must drive in a safe and courteous manner in accordance with legislation and the Highway Code. Do not carry unauthorised passengers.

Delivery

Ensure booking in time in advance if at all possible. If you are running behind schedule and think you may be late inform the customer as soon as possible so they can try to arrange a later booking time.

On arrival

- Park in the correct area.
- Take your notes to the correct office to book in.
- Wait in your cab until called forward.
- After you have been tipped, check paperwork, ensuring everything is in order.
- Secure any remaining pallets or return load and secure the trailer.

Throughout the day, maintain regular contact with the customer and keep them informed of your progress, particularly if you experience any delays.

If you are approaching the limit of your available duty time, YOU MUST notify the customer as early as possible to receive further instructions.

You must ensure that any instructions received allow you to complete your legally required daily rest within the applicable period. Under no circumstances should you continue working if doing so would result in a breach of drivers' hours or rest regulations.

LET THE CUSTOMER MAKE ANY DECISIONS ABOUT NIGHTS OUT etc.

Night Out

When parking overnight, choose a safe and secure location wherever reasonably possible. Secure the cab, trailer and load in accordance with the operator's instructions. Trailer doors must only be left open where expressly permitted by the operator and where doing so is safe and appropriate.

On Return

When you return to the customers premises the following procedures will be carried out.

- Book in, through security if necessary, find out if the customer requires any other work completing.
- Drop the trailer in the correct area.
- Perform checks on vehicle, including refueling and topping up engine oil as required.
- Clean out the cab.
- Wash down the vehicle (if required).
- Complete any defect reports if necessary.
- Park the vehicle in the correct area.
- Complete all remaining outstanding paperwork. (Log sheets, etc).
- Remove your Tachograph.
- Report to the traffic office to double check that all work has been completed.
- Hand in all paperwork.
- Complete your timesheet on your app fully and correctly.
- Check that you have handed in all keys and paperwork, and that you have your tachograph, timesheet and all your possessions before leaving the site.

Accident Procedure

Procedure

- In the event of an accident or breakdown, switch on your hazard warning lights immediately, where appropriate, to alert other road users. If it is safe to do so, move your vehicle to a place of safety and follow the guidance in the Highway Code.
- Warning triangles may be used on suitable roads where it is safe to do so, but NEVER place a warning triangle on a motorway.
- Always prioritise your own safety and that of other road users. Contact the emergency services where necessary and follow any instructions provided by the police or emergency personnel.

If You Are Involved

- DO NOT ADMIT LIABILITY or agree to accept responsibility for an accident, even if you believe you may have been at fault. Do not speculate about the cause or offer to settle any claim. Always provide an honest and factual account to the police, Eclipse Recruitment and insurers.
- Obtain the names, addresses and contact details of any witnesses, where possible.
- Exchange the legally required details with other parties involved, including names, addresses, vehicle registration numbers and vehicle owner details.
- As soon as it is safe to do so, take photographs of the accident scene, vehicle damage, road markings, traffic signs and any other relevant evidence. Prepare a sketch showing vehicle positions, road layout and any relevant measurements where practical.
- YOU MUST STOP following an accident where legally required and fulfil your obligations to exchange details or report the incident to the police. If the required details cannot be exchanged, report the accident to the police as soon as reasonably practicable and within 24 hours. Where an injury occurs, additional reporting requirements may apply. Do not leave until your legal obligations have been met and it is safe to do so. Follow any instructions given by attending police officers or emergency services.
- NOTIFY ECLIPSE RECRUITMENT IMMEDIATELY following any accident or incident, regardless of how minor it appears. Provide full details and follow the instructions given, provided they do not conflict with your legal obligations or safety.

First Aid

This section is advisory only. It is not authoritative.

People die at the scene of accidents because others think they can't help. Even if you are not trained you can check the following:

- If someone is injured, call 999 and follow the emergency call handler's instructions.
- Check if the casualty is responsive and breathing normally, without putting yourself in danger.
- If the casualty is unresponsive and not breathing normally, begin CPR following the emergency call handler's guidance. Use an automated external defibrillator (AED) as soon as one is available, following its spoken instructions.
- If you are unable or unwilling to provide rescue breaths, perform continuous chest compressions as directed by the emergency call handler.
- Do not move an injured person unless they are in immediate danger. Keep them reassured and monitor their condition until professional help arrives.

Digital Tachographs

Digital and smart tachographs automatically record information about a driver's activities and the operation of a vehicle. They help ensure compliance with drivers' hours, working time and rest requirements.

The tachograph consists of a display, controls, printer and two driver card slots. It records driving time, other work, periods of availability, breaks, rest, vehicle movements and certain faults or events.

Information is stored electronically in the vehicle unit, generally for approximately 365 days, and on the driver's individual tachograph card.

Drivers must ensure that the tachograph is working correctly, their activities are accurately recorded and the correct operating mode is selected throughout their shift.

The tachograph records much of the information automatically. However, drivers remain responsible for entering their start and finish countries and completing any necessary manual entries.

Driver Cards

Every driver operating a vehicle fitted with a digital or smart tachograph, where tachograph regulations apply, must use their own valid driver card.

The card records driving activities, other work, periods of availability, breaks and rest. Drivers must never use another person's card or allow anyone else to use their own.

Drivers are responsible for:

- Carrying and using their own valid driver card.
- Inserting the card into the correct slot before driving.
- Selecting the correct activity mode throughout their shift.
- Recording any activities not automatically captured by the tachograph.
- Making accurate manual entries when required.
- Recording the country where their daily work begins and ends.
- Making their card available for downloading when requested.
- Reporting any lost, stolen, damaged or faulty card immediately.

Driver card data must be downloaded at least every 28 calendar days, or more frequently where necessary to prevent information being lost. Drivers must cooperate with the relevant operator to ensure downloads are completed.

Drivers must also be able to produce their required tachograph records during roadside inspections.

Lost, Stolen, Damaged or Faulty Driver Cards

If a driver card is lost, stolen, damaged or stops working, the driver must report the problem to the DVLA immediately and apply for a replacement within seven calendar days.

Where a card cannot be used, a driver may continue driving without it for a maximum of 15 calendar days, provided the legal conditions are met. A longer period is only permitted in limited circumstances where necessary for the vehicle to return to its premises.

During this period, drivers must:

- Produce a vehicle unit printout at the start and end of each day's driving.
- Complete separate start and finish printouts for each vehicle used.
- Record any activities not automatically captured, including other work, availability, breaks and rest.
- Include their name and driver card or driving licence number.
- Sign each printout.
- Retain and produce the records when required.

Important: Forgetting your driver card is not a valid reason to drive without it. Drivers must not operate a vehicle requiring a digital tachograph simply because they have left their card at home. Driving with an expired card is also prohibited.

Replacement cards can be requested through the DVLA. Lost or stolen cards can normally be replaced online, while damaged or faulty cards require a postal application.

Apply for a replacement: <https://www.gov.uk/apply-driver-digital-tachograph-card>.

DVLA Contact: 0300 790 6109

Coordinated Universal Time (UTC)

Digital and smart tachographs record activities using Coordinated Universal Time (UTC), regardless of the country in which the vehicle is operating.

The display may be set to local time, but the tachograph's recorded information remains in UTC.

In the UK:

- Winter (GMT): UTC and UK local time are the same.
- Summer (BST): UTC is one hour behind UK local time.

For example, during British Summer Time, a shift starting at 06:00 UK time will be recorded as 05:00 UTC.

Drivers must take particular care when completing manual entries to ensure times are entered correctly. The tachograph may display UTC or local time, depending on the vehicle's settings.

Starting Your Shift - Logging On

Before driving, drivers must insert their card and ensure the tachograph correctly records their activities.

The precise procedure may vary depending on the make and model of tachograph fitted.

- Switch on the vehicle ignition, where necessary.
- Insert your driver card into slot 1, following the direction shown on the tachograph.
- Wait for the tachograph to recognise the card and display your details.
- Check the date and time of the last recorded card withdrawal.
- Complete any necessary manual entries for activities since the card was last removed.
- Confirm the country where your daily work begins.
- Check that the card has been accepted and the tachograph is ready for use.
- Ensure the correct activity mode is selected before starting work.

Where two drivers are operating the vehicle, the driver currently driving must use slot 1 and the second driver must use slot 2. Cards must be moved to the correct slots when driving responsibilities change.

Important: Do not automatically select 'No' when asked whether manual entries are required. Any work, availability, breaks or rest not already recorded must be accounted for using the appropriate recording method.

Manual Entries

Manual entries are required when activities have taken place away from the vehicle and have not been recorded automatically.

This may include:

- Other work undertaken before or after driving.
- Work carried out for another employer or recruitment agency.
- Periods of availability.
- Daily or weekly rest.
- Annual leave or sickness absence, where applicable.

Drivers must ensure there are no unexplained gaps in their required activity records.

Manual records may be completed using the tachograph's manual entry facility or another legally permitted recording method, such as tachograph printout paper.

Drivers should check all entries carefully before confirming them. Incorrect entries can result in infringements and enforcement action.

During Your Shift

Drivers must ensure the tachograph accurately reflects their activities throughout the working day. The correct mode must be selected whenever an activity changes:

Activity Recording requirement

Driving - Normally recorded automatically when the vehicle is moving

Other work - Loading, unloading, vehicle checks and other duties

Availability - Qualifying waiting periods where the expected duration is known in advance

Breaks and rest - Genuine periods of break or rest when no work is undertaken

Drivers must not assume that the tachograph will automatically select the correct mode whenever the vehicle stops. Selecting the correct activity is the driver's responsibility.

Finishing Your Shift - Logging Off

At the end of the working day:

- Ensure the vehicle is safely parked.
- Select the correct activity mode.
- Record the country where your daily work has ended, using the tachograph menu.
- Check that all required activities have been recorded.

- Press the appropriate card eject button.
- Complete any instructions displayed by the tachograph.
- Produce a printout if required.
- Wait for the card to be released before removing it.

Drivers must ensure the end country is recorded at the end of their daily work period, even if the card is being left in the tachograph.

The driver card should not normally be removed during the working day unless there is an authorised reason, such as changing vehicles.

Tachograph Records 28-Day and 56-Day Requirements

Drivers must be able to produce their tachograph records when requested by the DVSA or another authorised enforcement officer.

The period of records required depends on the type of operation.

UK Domestic Journeys

For journeys operating entirely within the UK under the applicable assimilated drivers' hours rules, drivers must normally be able to produce records for:

- The current day.
- The previous 28 calendar days.

International Journeys Between the UK and EU

Drivers undertaking relevant international journeys between the UK and EU must be able to produce records for:

- The current day.
- The previous 56 calendar days.

These records must cover all relevant activities during the period, including UK driving, other work, availability, breaks, rest and periods when the driver was not driving. Different requirements may apply to international journeys governed by AETR rules.

Important Mixed Work and Multiple Employers

Drivers who undertake work for more than one employer or recruitment agency must ensure their tachograph records accurately reflect all relevant work and driving activities, not just assignments completed through Eclipse Recruitment.

For example, if a driver completes shifts for Eclipse and another agency during the same week, both sets of activities must be correctly recorded.

Drivers undertaking occasional international journeys between the UK and EU must ensure they can produce complete records for the required 56-day period when carrying out those journeys.

They should therefore maintain sufficiently detailed records in advance, including UK-only assignments and other employment, so that their records are complete if international work becomes necessary.

The 56-day international requirement does not automatically apply to every subsequent UK-only journey simply because a driver has previously worked abroad. However, maintaining a continuous 56-day record is recommended for drivers who regularly alternate between UK and international assignments.

Drivers must provide operators with sufficient information about their other work and driving activities to enable compliance with the applicable rules.

Records Required During Roadside Inspections

Drivers must be able to produce the relevant records when requested by an authorised enforcement officer.

Depending on the vehicle and work undertaken, these may include:

- Their valid digital tachograph driver card.
- Analogue tachograph charts, where applicable.
- Tachograph printouts.
- Manual records and entries.
- Records of driving, other work, availability, breaks and rest for the applicable period.

All records must be accurate, complete and available for inspection. Drivers must cooperate fully with enforcement officers and must not falsify, alter or deliberately omit tachograph information.

Driver Responsibilities

Correct use of a digital tachograph is a legal responsibility.

Drivers must ensure that:

- Their card is valid and used correctly.
- All driving and working activities are accurately recorded.
- Manual entries are completed whenever required.
- The correct activity mode is selected.
- Start and finish countries are recorded.
- Required records are available for inspection.
- Any tachograph faults or card problems are reported promptly.

Failure to follow tachograph regulations can result in enforcement action, financial penalties and, in serious cases, prosecution.

Drivers who are unsure how to operate a particular tachograph must seek guidance from the vehicle operator before starting their journey.

Confirmation of Hours Worked

Drivers are responsible for submitting accurate timesheets through the Eclipse Driver Portal following each completed assignment. Submitted hours will be checked against the customer's records before being processed for payment. Where there is a discrepancy, Eclipse Recruitment may contact the driver and customer to establish the correct hours worked.

If a driver fails to submit a timesheet, Eclipse Recruitment may use available customer records and other reliable information to establish the hours worked.

Any discrepancies will be investigated and corrected where necessary. Drivers must notify Eclipse Recruitment promptly if they believe their recorded or paid hours are incorrect.

We recommend completing timesheets immediately after each shift rather than leaving them until the end of the working week.

Road Transport Working Time Regulations and EU Drivers Hours

On 4 April 2005, the Road Transport Directive (RTD) was implemented in the United Kingdom. Mobile workers are covered by the Road Transport (Working Time) Regulations if they are involved in operations subject to the Community Drivers Hours regulation (EC) 561/2006 as applicable in UK law and AETR where relevant. Generally, drivers, vehicle crew and travelling staff of goods vehicles where the maximum permissible weight exceeds 3.5 tonnes or passenger vehicles suitable for carrying more than 9 people including the driver.

From 1 July 2026, these regulations also apply to vehicles and vehicle combinations exceeding 2.5 tonnes when undertaking relevant international goods transport operations, including journeys between the UK and EU.

Drivers undertaking international work must comply with the applicable driving limits, rest periods and tachograph requirements. Certain exemptions may apply depending on the vehicle, type of operation and journey.

Drivers must ensure they understand and comply with the regulations relevant to their work before commencing any international journey

A worker is anyone who provides work or services under a contract, express or implied. A mobile worker is any worker forming part of the travelling staff (typically drivers and crew, but also trainees and apprentices) who is in the service of an undertaking which operates road transport services for passengers or the movement of goods. Mobile workers include drivers who work for hire and reward companies or companies with own account operations.

Main provisions

- Working time is limited to an average 48-hour week over a reference period agreed with employee representatives. Eclipse Recruitments period is seventeen weeks.
- Up to 60 hours working time can be performed during a single week, providing the average working time does not exceed 48 hours during the reference period.
- Night work (any work that touches the hours between midnight and 04.00) is restricted to 10 hours in any 24-hour period. However, these rules can be varied by agreement with employee representatives.

- Workers cannot work more than six consecutive hours without taking a break. If working between 6-9 hours, a break of at least 30 minutes is required. If working over nine hours, breaks totaling 45 minutes are required.
- Workers cannot opt out of the average 48 hour week. However, any time classified as a break, rest or a period of availability does not count towards any of the working time limits. These periods are not defined as working time under the RTD.

Working Time

- The RTD states that working time should not be confused with shift or duty time. Breaks during a shift (whether paid or unpaid) do not count towards working time.
- Waiting time can also be discounted, as long as it conforms to the conditions that would see it classified as a period of availability (POA).
- Working time for another road transport employer counts towards the total working hours performed by the mobile worker.

Working time includes:

- Driving; Loading/unloading; cleaning; maintenance of the vehicle; work intended to ensure the safety of the vehicle and its cargo and passengers (e.g. monitoring loading and unloading); time during which the mobile worker cannot freely dispose of their time and is required to be at the workstation (the cab, employers premises etc.) ready to take up normal work, with certain tasks associated with being on duty; waiting periods where their foreseeable duration is not known in advance either before departure or just before the start of the period in question.
- Working time does not include rest breaks when no work is done or periods of availability.

Breaks

- The EU drivers hours rules require a break of 45 minutes after 4.5 hours cumulative or continuous driving (or two breaks, the first must be no less than 15 minutes followed by a break of 30 minutes during or immediately after the driving period).

The RTD requires that:

- Mobile workers should not work for more than six consecutive hours without taking a break.
- If working hours total between six and nine hours a day, a break of at least 30 minutes is required.
- If working hours total more than nine hours a day, working time should be interrupted with a break of 45 minutes.
- When taking a break driver may not perform anything that might be regarded as other work during this period.
- Breaks taken under the RTD may be taken at the workstation, including the mobile workers cab

If working for more than one employer.

If an employee works for two or more employers in the road transport sector, then the weekly working time is the combined total of the hours worked (excluding breaks, rest periods and periods of availability) for all the employers. The mobile worker must tell their employer(s) of any time worked for another employer. This can be recorded on your Driver Portal.

Night Limits - The RTD stipulates that:

- Working time must not exceed 10 hours in any 24-hour period, if any night work is undertaken.
- Any work performed in the night time (between midnight and 04.00) triggers the 10-hour limit.
- This can be increased beyond a maximum of 10 hours by collective or workforce agreement.
- When driving, the existing break requirements under the EU drivers hours rules will take precedence. However, when driving is mixed with other work, the break provision under the RTD will sometimes apply in addition.

Daily Rest

- When driving, the EU drivers hours rules require 11 consecutive hours rest in each period of 24 hours (calculated from the moment the driver commences work), with the possibility of reducing this to nine consecutive hours up to three times a week.
- Alternatively, 12 hours rest may be taken in two breaks. Split regular daily rest is at least 3 hours followed by at least 9 hours, in that order.

Weekly Rest

- Drivers must take a regular weekly rest period of at least 45 consecutive hours. This may be reduced to a minimum of 24 consecutive hours, subject to the regulations.
- In any two consecutive fixed weeks, drivers must normally take either two regular weekly rest periods of at least 45 hours each, or one regular weekly rest period and one reduced weekly rest period of at least 24 hours.
- Any reduction below 45 hours must be compensated by an equivalent period of rest, taken in one continuous block and attached to another rest period of at least 9 hours. Compensation must be completed before the end of the third week following the week in which the reduction occurred.
- Drivers undertaking qualifying international goods transport may take two consecutive reduced weekly rest periods, provided they meet the specific conditions. These include taking at least four weekly rest periods within four consecutive weeks, at least two of which must be regular weekly rests. Both reductions must be fully compensated immediately before the next regular weekly rest period.
- Weekly rest must normally begin no later than six consecutive 24-hour periods after the end of the previous weekly rest. Regular weekly rest periods must not be taken in the vehicle.
- Drivers must ensure that all weekly rest periods and any required compensation are properly recorded and comply with the regulations applicable to their journey.

Periods of Availability are defined as:

- Where the mobile worker is not required to remain at his workstation (but must be available to answer calls to start work or resume driving).
- Where the periods and their foreseeable duration are known in advance either before the departure or just before the start of the period in question.
- Like breaks and rest periods, a period of availability can be taken at the workstation. Provided that the worker has a reasonable amount of freedom (for example, they can relax and read), for a known duration, this would satisfy the requirements for a period of availability.
- Where the mobile worker knows in advance about a delay but, because of safety or security issues, remains in the cab, this would normally be treated as a period of availability.

- Mobile workers do not need to be formally notified about a period of availability and its duration in advance. It is enough that they know about it, and the foreseeable duration, in advance.

Example of Periods of Availability

- When a mobile worker experiences delays at a Distribution Centre or depot, waiting for someone to load or unload their vehicle. They know the length of the delay at the start of the period (because someone has told them, or because they have arrived too early for their slot, or because they always experience a delay with this customer).
- If a mobile worker typically experiences a delay of about one hour when visiting a RDC, which would probably be sufficient prior notice to qualify this time as a period of availability. However, if they experience a two-hour delay when they normally expect an hour, and had not been forewarned about the additional delay, then the second hour would count as working time.
- However, if the mobile worker is notified of a one hour delay but is then notified (before the end of the first hour) that a further one hour delay is expected, then the second hour also counts as a period of availability.
- Where a mobile worker reports for work, is informed that he will not be required to undertake any duties for a specified period (albeit, they need to remain on site to answer calls and be ready to take up work), but is free to wait in the canteen or rest facility.
- If a worker is told to expect a wait of one hour but is subsequently told to start work or undertake some work (for example, securing a load) after 30 minutes, the period of availability should be recorded as 30 minutes.
- If the vehicle breaks down and the mobile worker is told how long it will take to be rescued.

Workstation

Workstation includes the main place of business, subsidiary places of business, the vehicles cab, in and around the vehicle and other places where the mobile worker might work (e.g. when unloading a vehicle at the customers site)

Bridge Height Conversions

13 ft	= 3.96 m
13 ft 6 in	= 4.11 m
13 ft 9.5 in	= 4.2 m
14 ft	= 4.27 m
14 ft .6 in	= 4.42 m
15 ft	= 4.57 m
15 ft 6 in	= 4.72 m

Do not take any chances with low bridges. If in doubt, check it out.

Shifts and Breaks for Road Transport (WT) Regulations and EU Drivers hours

Type of duty	Road Transport (WT) Regulations 2005	EU Drivers Hours Rules
Maximum weekly shift time	No limit on shift time as such, but an <i>average</i> weekly working time limit of 48 hours will apply over 17/26-week reference period. There is no specified limit for Periods of Availability. A maximum 60 hours working time can be performed in a single week. However also see EU Drivers rules	56 hour driving limit which must not exceed the maximum working time allowed under RT(WT)R
Maximum daily shift time	No limit on daily shift time as such. Shift time is normally made up of PoA + Working Time and there is no specified limit on PoA, however see EU Drivers Rules	None specified, but daily rest requirement effectively limits the length of the working day. The maximum working day is 15 hours
Maximum work performed at night	There is a 10-hour working time limit for night work for each 24-hour period. This can be extended beyond 10 hours with a Workforce or Collective agreement.	None specified, but daily rest requirement effectively limits the length of work performed at night.
Daily driving	None specified, but see EU drivers rules	9 hours (but this can be increased to 10 hours twice a week).
Breaks	When driving, the break periods under EU drivers' hour's rules take precedence over RTWT breaks. A mobile worker should not work more than 6 consecutive hours without a break. If working time hours total between 6 and 9 hours a day, breaks totalling at least 30 minutes are required. Where working time hours total more than 9 hours a day, breaks totalling a minimum of 45 minutes must be taken overall. Breaks can be divided into 15-minute slots.	A driver must take a break or breaks totalling at least 45 minutes after a maximum 4.5 hours continuous or accumulated driving. The 45 minutes break may be in 2 breaks, the first being 15 minutes and second 30 minutes
Daily rest	The daily rest periods under EU drivers' hours rules apply	11 hours reducible to 9 hours 3 times a week between any 2 weekly rest periods. Rest may be taken in vehicle if with sleeper for each driver and is stationary. Compensations for reductions not required.
Weekly rest	The weekly rest periods under EU drivers' hours rules. See EU drivers rules	45 hours reducible to 24 hours. 45 hours rest is required in any 2 consecutive weeks

United Kingdom Speed Limits

Vehicle type	Built-up areas*	Single carriageways	Dual carriageways	Motorways
Cars and motorcycles (including car-derived vans up to 2 tonnes maximum laden weight)	30	60	70	70
Cars towing caravans or trailers (including car-derived vans and motorcycles)	30	50	60	60
Buses and coaches (not exceeding 12 metres in overall length)	30	50	60	70
Goods vehicles (not exceeding 7.5 tonnes maximum laden weight)	30	50	60	70**
Goods vehicles (exceeding 7.5 tonnes maximum laden weight)	30	50***	60***	60

Speed Limit Notes

* The 30 mph limit usually applies to all traffic on all roads with street lighting unless signs show otherwise.

** 60 mph (96 km/h) if articulated or towing a trailer

*** From 6 April 2015

Grievance Procedure

Eclipse Recruitment is committed to treating all drivers fairly and dealing with any concerns or grievances promptly, professionally and impartially.

If you have a concern about your assignment, working conditions, pay, treatment or any other work-related matter, we encourage you to raise it with Eclipse Recruitment as soon as possible.

Informal Resolution

Where appropriate, you should initially discuss your concern with your Eclipse Recruitment consultant. We will make every reasonable effort to resolve the matter informally and without unnecessary delay.

Formal Grievance

If your concern cannot be resolved informally, or the matter is sufficiently serious, you may raise a formal grievance in writing with Eclipse Recruitment management. We will acknowledge your grievance, investigate the circumstances where necessary and arrange a meeting to discuss your concerns without unreasonable delay. You will be given the opportunity to explain your grievance fully and how you believe it could be resolved. Where applicable, you have the right to be accompanied by a fellow worker or an appropriate trade union representative. Following the meeting and any necessary investigation, we will communicate our decision in writing, including any action we intend to take.

Right of Appeal

If you are dissatisfied with the outcome, you may appeal in writing, explaining why you believe the decision should be reconsidered. Where reasonably practicable, your appeal will be reviewed by a manager who was not involved in the original decision. You will be informed of the final outcome in writing.

Confidentiality and Fair Treatment

All grievances will be handled sensitively and information will only be shared with those who reasonably need to know. No driver will be treated unfairly for raising a genuine grievance in good faith. Where a grievance concerns a customer's workplace or working practices, Eclipse Recruitment will liaise with the customer as appropriate while keeping you informed of the progress and outcome.

Health and Safety Policy for Temporary Staff

Your health and safety is a shared responsibility between Eclipse Recruitment, the customer you are working for and yourself.

The customer is responsible for providing a safe working environment, appropriate site inductions, safe working procedures, necessary equipment and information about any risks associated with your duties.

Eclipse Recruitment, as your employment business, is responsible for taking reasonable steps to establish that suitable health and safety arrangements are in place and ensuring relevant information about the assignment and any known risks is communicated to you.

As a driver, you are responsible for taking reasonable care of your own health and safety and that of others. You must follow all site safety instructions, use the appropriate personal protective equipment (PPE), operate equipment safely and report any hazards, accidents or unsafe working conditions immediately.

If you believe a task is unsafe, stop work safely and notify both the customer and Eclipse Recruitment immediately. Never undertake work that puts yourself or others at unnecessary risk.

Company Responsibilities

Eclipse Recruitment will ensure, so far as is reasonably practicable, the health, safety and welfare at work of all temporary workers. It will manage its business in such a way, and so far as is reasonably practicable, that the safety and welfare of persons not employed by Eclipse Recruitment are not exposed to risks.

General information

Working Practices.

- You must not operate any item of equipment unless trained and authorised to do so.
- You must not remove any guarding from equipment used or deviate from your authorised usage of the equipment
- You must report immediately any equipment defect, and never attempt repair.
- You must undertake all duties as instructed and never deviate.

Hazard / Warning Signs & Notices

You must comply with all hazard / warning signs and notices displayed on the premises.

Working Conditions / Environment

- You must make proper use of all equipment and facilities provided to control working conditions / environment.
- You must ensure you keep your work areas clear/tidy.
- You must dispose of waste / scrap in the appropriate receptacles. Protective Clothing & Equipment
- You must wear protective equipment where required. (i.e. Safety Boots and a Hi Vis vest must be worn at all times when on site or working for any customer of Eclipse Recruitment Driving Solutions Ltd.) Additional equipment (e.g. a Hard Hat) must be worn when required.
- You must never obstruct any fire escape route, fire equipment or doors. Accidents
- You must see the first-aider for any injury you may receive, irrespective of how minor, and ensure details are entered into the accident book of the customer you are working for.
- You must report any incident in which damage is caused to property. Health
- You must report any medical condition that could affect the safety of yourself or others.
- You must not become involved with horseplay, or practical jokes.
- You must follow all rules pertaining to no smoking areas.

Policy on Alcohol and Drugs in The Workplace

- Eclipse Recruitment operates a strict policy regarding alcohol and drugs. Drivers must report for duty fit to work and must never operate a vehicle or undertake safety-critical duties while impaired by alcohol, illegal drugs or medication that affects their ability to work safely.
- Drivers must inform Eclipse Recruitment if any prescribed or over-the-counter medication could affect their driving ability, alertness or judgement.
- If a driver is suspected of being under the influence of alcohol or drugs, they may be removed from duty immediately to protect their safety and that of others.
- Eclipse Recruitment will investigate the circumstances fairly and take appropriate action in accordance with the driver's contractual terms, applicable employment law and our disciplinary procedures.

- Any decision regarding suspension, payment or further action will be considered individually, taking account of the available evidence, relevant medical circumstances and any applicable disability protections.
- Serious breaches of this policy may result in disciplinary action, including termination of an assignment or employment where justified.
- Under no circumstances should a driver continue driving if they are unfit to do so safely.

Equal Opportunities and Diversity Policy

1. General

Eclipse Recruitment is committed to promoting equality, diversity and inclusion throughout its recruitment and employment practices.

We are committed to providing equal opportunities and preventing unlawful discrimination, harassment and victimisation.

We will not unlawfully discriminate against employees, agency workers, applicants or candidates because of age, disability, gender reassignment, marriage or civil partnership, pregnancy or maternity, race, religion or belief, sex or sexual orientation.

Recruitment and assignment decisions will be based on relevant skills, qualifications, experience, suitability and the legitimate requirements of the position.

We will not accept instructions from clients that would result in unlawful discrimination.

We will also seek to prevent other forms of unfair or inappropriate treatment and promote a respectful working environment.

Concerns about discrimination, harassment or victimisation may be raised with Eclipse Recruitment management, verbally or in writing. Complaints will be handled sensitively, investigated fairly and addressed in accordance with applicable legislation and company procedures.

2. Part-Time Workers

This Diversity Policy also covers the treatment of those employees and workers who work on a part-time basis, Eclipse Recruitment recognises that it is an essential part of this policy that part time employees are treated on the same terms, with no detriment, as full time employees (albeit on a pro rata basis) in matters such as rates of pay, holiday entitlement, maternity leave, parental and domestic incident leave and access to our pension scheme. Eclipse Recruitment also recognises that part time employees must be treated the same as full time employees in relation to training and redundancy situations.

3. Harassment Policy

Eclipse Recruitment is committed to providing a work environment free from unlawful harassment on grounds of sex, sexual orientation, gender reassignment, marital or civil partnership status, age, disability, colour, race, nationality, ethnic or national origin, religion or belief, political beliefs or any other basis protected by legislation is unlawful and will not be tolerated by Eclipse Recruitment.

If you believe that you have been unlawfully harassed, you should make an immediate report to a Company Director followed by a written complaint as soon as possible after the incident. Your complaint should include:

- Details of the incident

- Name(s) of the individual(s) involved
- Name(s) of any witness(es)

Eclipse Recruitment will undertake a thorough investigation of the allegations. If it is concluded that unlawful harassment has occurred, remedial action will be taken.

4. Complaints and Monitoring Procedures.

Eclipse Recruitment has in place procedures for monitoring compliance with this policy and for dealing with complaints of discrimination. These are available from Anna Neilson and will be made available immediately upon request.

Any discrimination complaint will be investigated fully.

Data Protection

Eclipse Recruitment Driving Solutions Limited is committed to protecting your personal information and handling it responsibly, securely and in accordance with UK data protection legislation.

We collect and process personal information to provide recruitment and work-finding services, assess suitability for assignments, verify qualifications and employment eligibility, administer bookings and payments, maintain appropriate records and meet our legal obligations.

Depending on the purpose, we process information using the lawful bases of contract, legal obligation, legitimate interests or consent, where applicable.

Personal information may be shared with clients, payroll providers, umbrella companies, managed service providers, professional advisers and relevant authorities where there is an appropriate lawful basis.

How Long We Keep Your Information

We retain personal information only for as long as necessary or legally justified.

Where a registered worker has not undertaken an assignment through Eclipse Recruitment for more than 12 months, their record will normally be transferred to our archived database.

Archived information is subject to appropriate security measures and periodic retention reviews. Information that is no longer required will be securely deleted or anonymised unless another lawful reason justifies its retention.

Your Rights

Under UK data protection legislation, you have rights relating to the information we hold about you. These include the right to access your information, request correction of inaccuracies, request deletion in certain circumstances, object to particular processing activities and withdraw consent where applicable.

Requests will normally be answered within one calendar month, subject to applicable legal exceptions or extensions.

Questions or Complaints

If you have any questions or concerns about how Eclipse Recruitment handles your personal information, please contact:

Eclipse Recruitment Driving Solutions Limited
Foxhall Lodge, Foxhall Road
Nottingham, NG7 6LH

Telephone: 0115 704 4777

We will acknowledge data protection complaints within 30 days and investigate them without undue delay.

You also have the right to complain to the Information Commissioner's Office at www.ico.org.uk.

Full Privacy Policy

For complete information about the personal information we collect, how it is used and shared, our retention arrangements and your data protection rights, please read our full Privacy Policy:

<https://www.eclipse-recruitment.com/privacypolicy>

The full Privacy Policy provides the detailed explanation of Eclipse Recruitment's data protection practices.

Driver Performance Rating Policy Purpose

To maintain high service standards and provide clients with consistent, reliable drivers, the Company operates a Driver Performance Rating system based on structured feedback from clients following assignments.

How Performance Ratings Work

After each assignment, clients may be asked to provide feedback on a drivers overall performance. Feedback may cover areas including (but not limited to):

- Punctuality and attendance
- Professional conduct and attitude
- Driving standards and road safety
- Compliance with legal and site requirements
- Communication and cooperation
- Completion of assigned duties

Client feedback is converted into a numerical performance score using a standardised scale of 1 to 5, where:

- Unacceptable
- Below Standard
- Meets Expectations
- Above Expectations
- Excellent

Averaged Performance Score

Individual assignment scores are combined to produce an average performance score. The average score is intended to provide a balanced and fair reflection of a drivers overall performance across multiple assignments. Scores are reviewed periodically to ensure they remain accurate and representative.

Use of Performance Data

Performance ratings are used to:

- Monitor service quality
- Identify training and development needs
- Support driver allocation decisions
- Maintain client service standards
- Recognise high performance

Performance scores will not be used as the sole basis for disciplinary action. Any formal action will follow the Companys disciplinary procedures.

Sharing Performance Scores with Clients

A drivers average performance score may be shared with current and prospective clients. Scores are shared for legitimate business purposes, including:

- Demonstrating service quality
- Matching drivers to client requirements
- Supporting commercial and operational decisions

Only the averaged score will be shared. Detailed individual feedback will not be disclosed unless required for legitimate operational reasons.

Fairness and Objectivity

The Company is committed to ensuring performance ratings are fair, objective and evidence based. Standard scoring criteria are used to promote consistency across clients and assignments.

The Company reserves the right to disregard feedback that is considered:

- Vexatious
- Discriminatory
- Clearly inaccurate
- Unrelated to assignment performance

Driver Rights

Performance scores form part of a drivers personal data. Drivers have the right to:

- Request access to their performance records
- Request correction of inaccurate data
- Provide contextual information
- Raise concerns about unfair scoring

Requests should be made to management in writing.

Data Protection

Performance data is processed in accordance with applicable data protection legislation and the Company Privacy Notice.

Records are stored securely and retained only as long as necessary for legitimate business purposes.

Continuous Improvement

Drivers are encouraged to maintain high professional standards. Constructive feedback and strong performance ratings may improve access to assignments and client opportunities.

Generic Risk Assessment — Control Measures

Category	Hazard	Risk	Risk Before Controls	Control Measures	Risk After Controls
HGV Driving	Road traffic collision	Serious injury or fatality to driver or public	High	Driver licence checks, CPC verification, driver assessment, compliance with Drivers' Hours Regulations, defensive driving, vehicle maintenance programme	Medium
HGV Driving	Driver fatigue	Reduced concentration causing collision	High	Compliance with Drivers' Hours and Working Time Directive, adequate rest periods, reporting of fatigue	Low
HGV Driving	Mobile phone distraction	Collision with vehicles, pedestrians or property	High	No hand-held mobile phone use whilst driving, communications only when safely parked	Low
HGV Driving	Adverse weather	Loss of control, collision, rollover	High	Weather monitoring, speed adjustment, route planning, authority to stop where unsafe	Medium
HGV Driving	Vehicle defects	Collision, breakdown, injury	High	Daily walk-round checks, defect reporting, vehicle maintenance by client, prohibition on operating defective vehicles	Low
HGV Driving	Reversing operations	Collision with persons, vehicles or property	High	Use of mirrors and cameras, banksman where available, GOAL (Get Out And Look), reversing only when safe	Medium
HGV Driving	Vulnerable road users	Injury to pedestrians, cyclists or motorcyclists	High	Increased awareness in urban areas, mirror checks, use of warning systems where fitted	Medium
HGV Driving	Vehicle rollover	Serious injury or fatality	High	Appropriate speed, load security, avoiding harsh manoeuvres	Low
HGV Driving	Driver assault, theft or robbery	Personal injury, theft of vehicle or load	Medium	Secure parking, awareness of surroundings, reporting procedures	Low
Loading & Unloading	Forklift truck operations	Crush injuries or collisions	High	Maintain exclusion zones, follow site rules, make eye contact with FLT operators	Medium
Loading & Unloading	Falling from vehicle or trailer	Fractures, head injuries	High	Three points of contact, use safe access equipment, avoid climbing on loads where possible	Low
Loading & Unloading	Coupling and uncoupling trailers	Crush injuries, slips, strains	High	Follow approved coupling procedure, wear gloves and safety footwear, complete tug test and visual checks	Low
Loading & Unloading	Load movement or collapse	Crush injuries or fatalities	High	Inspect load security before movement, use appropriate restraints, stop work if unsafe	Medium
Loading & Unloading	Tail lift operation	Falls, crush injuries	High	Trained operators only, pre-use checks, exclusion zones	Low

Loading & Unloading	Curtain operation	Strains, slips, struck-by injuries	Medium	Follow safe opening and closing procedures, maintain footing, avoid standing in load fall zones	Low
Loading & Unloading	Manual handling	Musculoskeletal injuries	Medium	Use mechanical aids where possible, team lifting, correct lifting techniques	Low
Loading & Unloading	Moving pallet trucks and cages	Strains, crush injuries	Medium	Use suitable handling techniques, avoid overloading equipment	Low
Loading & Unloading	Unsafe loading or unloading activities	Injury to driver or others	High	Follow customer procedures, challenge unsafe instructions, stop work and report concerns immediately	Low
Agency Driver Supply	Inexperienced or unqualified driver supplied	Increased accident risk	High	Licence verification, CPC checks, right-to-work checks, experience verification	Low
Agency Driver Supply	Driver assigned to unsuitable vehicle or operation	Incident due to lack of competence	High	Confirm qualifications and experience for specialist work (tankers, tippers, containers, car transporters, Moffett, etc.)	Low
Agency Driver Supply	Failure to communicate site hazards	Injury to driver	High	Obtain client induction information and risk assessments where available, communicate relevant information	Low
Agency Driver Supply	Driver unfamiliar with customer procedures	Unsafe working practices	Medium	Assignment briefing, provision of client instructions before shift	Low
Agency Driver Supply	Medical condition affecting fitness to drive	Accident or injury	Medium	Driver declarations, licence checks, reporting requirements	Low
Agency Driver Supply	Failure to report accidents, incidents or near misses	Repeat incidents and uncontrolled risks	Medium	Incident reporting procedure, investigation process, corrective actions	Low
Agency Driver Supply	Driver operating under customer supervision and control	Confusion regarding responsibilities	Medium	Clear contractual allocation of responsibilities, client supervision, site induction, compliance with client procedures	Low
Agency Driver Supply	Lone working and nights out	Welfare, security and fatigue risks	Medium	Driver welfare procedures, secure parking guidance, emergency contact arrangements	Low