

# Best Practice Guide

## Truck - Multi Drop Delivery



### Before You Deliver

As a multi drop delivery driver you will be required to drive your vehicle for long hours, day in and day out.

Your level of risk on the road is high due to the amount of time you spend in your vehicle. For this reason it is vital that you take safety seriously and take all the steps you can to be a responsible and safe driver.

There are a number of precautions you should take before getting into your vehicle and while on the road to help cut your chances of a collision.

## Plan Your Route

As a multi drop delivery driver you probably have to find your way to many different jobs throughout the country and may find yourself frequently heading to areas with which you are not familiar. Wherever possible, study your route before setting off on each journey. If you plan on using a satellite navigation system, always program this before beginning your journey so that you do not need to operate it while driving.

## Watch For Tiredness

Driving for many hours each day can be tiring and multi drop drivers risk 'switching off' on long journeys especially those on motorways.

To help avoid sleepiness while driving:

- Never drive when you are feeling tired.
- Avoid driving when you feel unwell, especially if you are taking any medication which could cause drowsiness.
- Take a 15-minute break at least every two hours.
- If you begin to feel tired pull off the motorway at the next opportunity. If it is safe to do so get out of your vehicle for some fresh air or take a nap if you feel that you need one.



## Stop To Eat And Drink

Research has shown that drivers who eat or drink at the wheel are more likely to crash due to the distraction involved. Additionally, you could be prosecuted for eating or drinking while driving if caught by a police officer who feels you are not in

control of your vehicle. As a multi drop driver you are likely to be driving at breakfast, lunch-time or dinner time. Make sure you stop off for a break rather than risk eating behind the wheel.

## Know The Delivery Procedures

When setting off to a location you haven't visited before make sure you know what the delivery procedures are at that particular site. Different companies have different requirements and different rules so ask your manager for details and make sure you understand the procedures. You should always report to the relevant person on arrival at a delivery depot so they can instruct you on what action to take next.

## Watch For Pressure

As a multi drop delivery driver you will be expected to complete a certain number of deliveries per day. Sometimes unexpected traffic delays can make this difficult. If you feel you are being put under pressure by your manager you **MUST** speak to them before it puts your safety at risk.

Never:

- Speed in order to make deliveries on time.
- Exceed your hours in order to make a certain number of deliveries.
- Allow work pressures to lead to distraction or stress on the road.

## Switch Off Your Phone

Never be tempted to use your mobile phone between deliveries. If you need to call ahead to book in or check any details for a delivery you **MUST** stop in a safe place and turn off your engine before making a call.

If you drive while using a mobile phone, regardless of whether it is hand-held or hands-free, you are more likely than other drivers to:

- Be less aware of what is happening around you.
- Fail to see road signs.
- Fail to maintain a steady speed.
- React more slowly and take longer to brake.
- Enter unsafe gaps in traffic.
- Feel stressed and frustrated.

## Avoid Distractions

Because you spend a lot of time in your vehicle, you are likely to feel comfortable in it and be tempted to take on additional tasks. However, any distraction while driving could reduce your ability to identify a potential hazard.

This includes:

- Loud music.
- Changing the radio station / CD.
- Using a satellite navigation system.
- Any other kind of multi-tasking.

## Your Vehicle Is Not An Office

Avoid using your vehicle to complete paperwork or use your laptop. Both activities result in poor posture. If you have documents to complete you should always find an alternative working environment where a suitable posture can be adopted.

## Perform Daily Checks

People who drive for work should check their vehicle every day.

Check:

- Tyres for any obvious signs of wear / damage.
- That brakes are working before setting off by accelerating gently then pressing the brake pedal (only if you are in a safe place such as a driveway).
- Lights by turning them on then getting out of your vehicle to check they are working. Alternatively you can position your vehicle in front of a garage door or other light surface and tests the lights against this. You can also check brake lights this way.
- That wipers are working before setting off and also check that you have fluid in your wash wipe.

- M** Maintain your vehicle.
  - U** Using your vehicle as an office results in poor posture.
  - L** Learn the correct delivery procedures.
  - T** Tiredness can kill.
  - I** It is important to speak up if you are being put under pressure.
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- D** Do not eat or drink behind the wheel.
  - R** Remove as many distractions as possible.
  - O** Only use your phone if stopped in a safe place.
  - P** Plan your route.

## WARNING

The more experience a driver has on the road the more likely they are to be aware of the rules of the road, of potential hazards and of the best ways of staying safe.

However, there is also more chance of them becoming complacent, due to over-confidence in their ability. Never let your guard slip and never allow yourself to forget the dangers associated with driving.