



OPERATOR'S MANUAL

Locations throughout the United Kingdom



Fox Group (Moving and Storage) Ltd
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Your Company

Fox Moving and Storage was founded in 1971 and established itself as a leading South Wales removals company. In 1986 it merged with other companies to form a national removals business and in 2000 ownership returned to the Fox Family in South Wales. The company has since acquired several smaller removals businesses which trade under different

names in another brand and which complement our presence in the UK and International market. In addition to this a network of independently owned partners work for the company, providing full national coverage.

Fox holds many large company and government accounts and is now one of the UK's leading moving companies. We have our own specialist International removals and European road removals departments, both situated at the head office in Cwmbran.

We regularly undertake large office and commercial projects, which are controlled through our Business Moving department, also based in Cwmbran and managed by specialist business moving managers.

FOX operates from combined offices, yards and warehousing facilities which are maintained to the highest standards to provide a good working environment and first class storage facilities for our customers. All of our locations are also specialised self storage businesses where modern, secure units are available together with our traditional container storage system.



We pride ourselves on being a company representing a traditional trade and continually strive to provide an excellent service to our customers. Our organisation is professionally managed and employs staff with many years of experience at all levels. We consider each and every member of staff a colleague who is an important and a vital part of the team.

The Customer

On moving day, the customer is often dealing with a very stressful situation. Your attention to the detail below will not only lessen the tension for the customer, but make their moving experience more acceptable and indeed your day easier and more pleasant. Remember – it is the customer who pays all of our wages and they are entitled to expect:



Punctuality, Reliability, Professional Skill & Competence



Arriving on time is so important as it sets the standard for the removal. If you are going to be late you must call your Manager so that the customer can be kept informed. Delays do happen but there is no excuse for not communicating.

If a problem arises, do not make it a crisis with the customer, or blame the estimator, or other staff, it may not be their fault. Call your Manager without delay and help to arrive at a solution. Give all the facts and an accurate, unexaggerated picture of the situation. Remember – we all work for the same company. Criticising others or the company will only damage our reputation and therefore lessen the chance of obtaining repeat work, or a recommendation. There are only two parties the customer and the company - always work together

Make calls out of earshot and do not add to the problem by creating unnecessary anxiety for the customer.

Upon Arrival

You are a trained, professional team and you will have carried out many similar moves before this. It is up to you to build confidence and guide the customer. You will only get one chance to make a good first impression. Take charge of the situation. And act responsibly.

The vehicle must be parked safely and not causing a dangerous obstruction on main roads. Never park on a private driveway, unless it has been established that it is suitable for a heavy vehicle. We will be responsible for any damage caused to the surface or drain covers etc!

The driver in charge will introduce the team upon arrival, by using your first names. Always refer to the customer as Mr/Mrs/Ms – “Surname” unless they ask to be called by their first name.

The team leader will carry out a walk around with the customer or their representative, identify any hazards and carry out a risk assessment. They will confirm any specific instructions and advise crew accordingly



Discuss the moving schedule with the customer and agree your instructions (based on the Service Specification and the job sheet) at that time. If there is any deviation or misunderstanding, contact your Manager immediately – do not argue with the customer. Once this has taken place, start work as the customer will be pleased to see things starting to happen.

Keeping In Touch

You must keep in touch with the office, especially if things are not going to schedule and when you are carrying out an international move, you must call the international office before you leave the premises, so that they can check if everything has been carried out. You will be provided with a company phone for European journeys. You are not to use company phones for personal use and if you use a personal phone you will be asked to prove any claims for reimbursement. If you have no alternative to using the customer's phone, then ask the office to call you back as the call may be quite lengthy. Never use a mobile phone when driving. Ask a colleague to take/make the call or stop in a safe place. You should not use your mobile phone whilst working or carrying and if you need to make an urgent or business call, stop work and move out of earshot. It is dangerous and disrespectful to carry out social calls or messaging when working and within earshot of the customer.

Care and Courtesy

You are moving the customer's home, the prized possessions that surround them every day and which are familiar and precious objects to them. Always treat the things you are moving with care. Moving homes is your everyday business but remember it is one of the most stressful times for customers and there is a need to be extremely sympathetic to the situation on that day. The move should be carried out in a business-like manner, but a degree of good humour – as in any situation, smooths the way.

That little bit of extra care quite often makes the difference between a good move and a bad one. If one item is broken, then that is what we will be remembered by! Our aim is to provide a trouble-free move each and every time.

Smoking Policy

In line with current legislation, the company operates a SMOKING and VAPING BAN, which extends to all areas as follows:

1. YARDS, OFFICES, WAREHOUSE, REST ROOMS – without exception
2. REMOVAL VANS & CABS – without exception
3. CARS – without exception
4. WHEN CARRYING OUT REMOVALS – only with the permission of the driver/team leader in charge, and then smoking/vaping breaks to be taken away from the van and premises (no more than 4 per day). You must not smoke in or near the customer's house, garden or their personal effects.

Legislation came about for personal health, cleanliness, work productivity and safety reasons. Any person found contravening these instructions will be subject to disciplinary procedures. If you need support or advice regarding quitting smoking please refer to your manager.

THE REMOVAL CREW – REQUIREMENTS OF THE JOB

Uniforms & Appearance

The company undertakes to provide you with a complete uniform comprising of:

- 1 x winter jacket • 2 x jackets
- 2 x trousers • 3 x polo-shirts
- 1 x sweatshirt • 1 x high visibility vest
- 1 x pair safety shoes • 1 x company hat

You are expected to keep these in good repair and hand in any worn item for replacement. Your appearance is very important and you are always expected to be clean, tidy and wearing uniform. You must wear suitable non-slip safety shoes and Hi Viz vests must be worn in all roadside situations and commercial premises.

Masks, visors, gloves and other PPE required for pandemic circumstances will be available when needed.

Additional items of clothing such as hoodies or baseball caps must not be worn as this detracts from our professional image.



Check before you leave the Depot that you have:



- Instruction Sheet; Service Specification; Removal Report and any other appropriate documentation
- Supply of blank Inventories
- Your own basic toolkit
- Correct packing materials for the job(s)
- Covers for carpets, bannisters and flooring
- Strong Wrap covers for 3 piece suites, washing machine, fridge freezer etc.
- Make sure you have enough blankets and webs

A 2,000 cu.ft van should have:

- 20 webs (do not knot)
- 200 blankets
- sack truck
- piano trolley
- full set of loading ramps
- carpet protectors
- long handled brush (stowed correctly)



Before leaving the branch the team leader should sign the instruction sheet to confirm you understand the requirement(s) of the job and that you have all the necessary equipment and materials – if uncertain, refer to your Manager/Operator

At the Customer's Residence:

- protect carpets and flooring surfaces, particularly those in halls and entrance ways
- protect vulnerable bannisters
- take down pictures, mirrors and curtains where directed
- dismantle/re-assemble wardrobes, beds and such items of furniture made to be dismantled for transportation, If part of the service requirement
- ensure all screws, fastenings, legs etc are bundled/bagged or taped together and placed in a labelled carton or bits box
- take up and roll rugs and other floor coverings, if specified
- take special care that keys are placed in safe keeping, or secured to the item of furniture (do not tape onto polished surfaces)
- ensure that mattresses are placed in new mattress covers or export wrapped
- check that leads to TV sets and other appliances are coiled up – do not drag these leads
- check that refrigerator/deep freeze appliances have been defrosted (refer to Service Specification)

- check that oil/fuel has been drained from engines/motor mowers etc
- remember, delicate electrical items, musical instruments, computers, TVs etc require very careful handling and protection.

Use the correct carton for the items being packed – as follows:

- | | |
|----------------------------|---|
| • Pack 1 2 cu.ft | : books and heavy non-breakable items |
| • Pack 6 2 cu.ft | : miscellaneous items/books/bottles/vinyl records |
| • Pack 2 4 cu.ft | : china, glass, breakables |
| • Pack 3 6 cu.ft | : export/special items ONLY |
| • Pack 4 (layflat) 4 cu ft | : export/special items ONLY – clothing, curtains, bedding. (do not stow on end) |
| • Wardrobe Carton | : hanging clothes |

Do not overload any of the cartons. The packed weight should be easily handled by one man. Pack 11's and wardrobe cartons must always be unpacked and returned.



For International & European Removals – Use new cartons and mark clearly with name, destination and number. Packer to initial each carton he or she packs.

Damage

List condition and existing damage in the comments column on the Inventory or Instruction Sheet and draw the customer's attention to any damage before removal. Take photographs of relevant items or of severe damages. If your team is responsible for causing damage, be honest and apologise. Take a photograph if possible but do not promise to repair and do not return the item depot without authorisation. Report any damage to your Manager upon returning to the depot. Instruct the customer to contact the office also by phone or email following the removal. Complete the Crew Report to provide your office with more information.

Upon Completion of Loading

Finally, before you leave the loading address, check around with the customer and ensure that everything to be moved has been loaded and complete the Removal Report by asking the customer to read and sign. If you are the driver responsible for going to the unloading address, get clear directions from the customer on how to get there and confirm your estimated time of arrival – refer to the office immediately if different from the Instruction Sheet. If possible obtain a mobile or contact telephone number.

You Are Not Expected To:

- disconnect or connect gas appliances
- disconnect or reconnect electrical appliances (other than normal plug-in items)
- take charge of, or remove money, jewellery or similar valuables
- lay fitted carpets or vinyl flooring; re-hang curtains or pictures
- dismantle or reassemble complex, do-it-yourself type furniture, TV aerials or satellite dishes
- remove goods from the loft unless there is access by proper steps/ladder and the loft is boarded and well lit, but only if agreed as part of the quotation and noted in the Service Specification.
- carry inflammable goods e.g. petrol, paints, oils, LPG etc

Prohibited Items

We have a Prohibited Items list with which you should familiarise yourself with and refer to for certain items.

Access

If you are asked to park on driveways or manoeuvre at a difficult place to gain access and you are likely to cause damage – do not attempt it.

Never

- fold interior sprung mattresses or carpets
- pack goods inside deep freezers, refrigerators, washing machine or spin drier drums
- wheel furniture on castors (especially pianos)
- drag furniture along the floor
- slide cartons or furniture along wooden floors
- consume alcoholic drinks during working hours
- use bad or offensive language
- drive aggressively or be disrespectful to other road users (our van is a moving advertisement and every road user is a potential customer).



At Delivery

Team leader to walk around with customer and carry out a risk assessment. He/she will brief crew of any requirements and hazards.

Protect carpets, floor coverings and bannisters, particularly those in halls and entrance ways. Look around and identify rooms (bedroom 1, lounge etc). Customer needs to be available to advise location and placing of items. Unpack professionally packed cartons neatly onto flat surfaces. Always unpack breakable items packed by us and wardrobe cartons. Remove any export packing and mattress bags. Check around with customer to ensure everything is located as required. Ask customer to check van is empty after you have folded blankets,

stowed equipment and swept out. The Removal Report must be completed and signed by the customer and the team leader/driver must complete the Crew Report to note any service issues or whether all was to plan.

Documentation

On completion of a job and on return to base, immediately hand in the following:-

- Removal Report (signed by customer at collection and delivery)
- Instruction/job sheet (signed by you)
- Inventories/packing list (signed by you and the customer)
- Crew report
- Any other relevant information



Agility MOD Removals Contract

We are proud to be service provider for HM Armed Forces and as with all clients we aim to provide an excellent, trouble-free service for each removal requested. Quality inspections are carried out regularly by MoD and Agility and you must ensure the following procedures are complied with.



- White goods (fridges, cookers, microwaves, dishwashers, freezers etc) televisions must be protected by strongwrap covers or Euowrapped on the vehicle. Mattress bags to be used.
- On European removals a Euowrap is required for all furniture items. Strongwrap covers for lounge suites, white goods and mattress bags can be used to substitute for Euowrapping on these items.
- UK to UK removals furniture items can be protected by using the standard van blankets and do not need to be Euowrapped unless high quality item where additional protection should be used.
- All Agility removals to store are to be fully export wrapped and inventoried as per a standard export removal and put into containers. Each container must be sealed and the seal number noted on the inventory.
- Upon completion of loading the client is to sign the inventory and Collection
- Note (Order for Service) and upon completion of delivery sign the inventory and the Delivery Note (Order for Service).
- The boxes regarding satisfactory delivery must be ticked. If we have unpacked/unwrapped everything (except cartons packed by owner) then the 100% box can be ticked.
- We must unpack all the cartons we pack. If the client specifically requests cartons left packed you will need to get authorisation from your manager and the 75% box should be ticked. The unpacking relates to furniture and white good and not just cartons.
- You must carry photographic Company ID cards or photographic driver's licence cards or passport when working MOD contracts.

The MOD demands that the contracted removal companies companies used must consistently provide high levels of customer care and workmanship. Please ensure our high standards and excellent reputation are maintained.

Removals to Store

Where the removal is to store, you must make an inventory. This should be marked showing one item or number of items for each line entry.

Do not use 'quantity' or 'approximately'. When labelling cartons, do not write "Miscellaneous", "odds and ends" etc. When you have completed an inventory/packing list, make sure it is legible and that you and the customer have signed the top copy at origin (collection) and again at destination (delivery).

It is essential that inventories are completed for all storage jobs and the following noted:

- customer's name
- date of move
- all loose furniture noted
- note the condition of the item
- the customer and you are to sign the inventories at collection and again upon delivery –

leave a copy with the customer

- one item per entry (e.g. never write 'quantity of cartons')
- container number
- Affix a name label to the container when unloaded into store (remove all old name labels)
- always use sidebelt when loading/unloading container

Self Storage

Some customers may prefer to use self storage units instead of containers. If we are contracted to remove the goods to self storage you are to load the effects and make an inventory as above. If the customer is not in attendance at the store the unit is to be stowed and padlocked; the key is to be given to the manager with the inventory.

If the customer is in attendance then he will need to sign off your inventory as if it were a delivery and take charge of the padlock key. If the customer is not in attendance at delivery but wishes to access his units at a later date then he/she must take charge of the key and sign a disclaimer.



International & European Removals

Additional packing is required to protect effects and to ensure they arrive at the destination safely. Effects will be handled several times and can be in

continuous transit for months. Specialist training will be provided to staff engaged in this work. Always wrap or pack items Individually and mark with name, piece number and destination before loading from the address. You may be supplied with numbered labels for this purpose. Do not remove items unless inventoried and signed by customer as this is the receipt for goods taken into our care and control.



We act as destination agents for many overseas moving companies shipping goods into the UK. This will often be directly from an ISO container, a crate/case or via our store. You are to deliver the items, carefully checking them off on the inventory (using a bingo sheet to assist) and making a note of the seal number if a direct delivery from an ISO container. If there are problems with the stowing and obvious signs of damage, bring to customers attention but do not criticise. Make a note on the inventory or delivery note and take a photograph if possible. Place the items in the rooms required and unpack and clear away all wrapping. Unpack carton contents onto flat surfaces. Perform basic reassembly as specified (usually simple beds/tables etc). Customer is to be handed inventory and delivery notes and asked to check and sign. The team leader or a member of the crew must countersign for the company.

International Removals - Specific Requirements

When you carry out an international removal - either a pack up for export or an import delivery, your job sheet will have specific instructions which you must carry out.

The following are the basic, minimum requirements for all export shipments:

- Fully wrap and pack to export standard using the correct materials
- Mark every item, box or package with the customer's name, destination and number each item, box or package
- List on an inventory which must be headed with the customer's name, mode of transport, destination and date etc
- Note the condition of items as appropriate using the codes listed on the inventory sheet.
- The foreman or lead driver must sign and date the Inventory.
- The customer must also sign and date the inventory.
- Insure that any timber used for cases and packing is ISPM15 compliant.
- You must refer to the prohibited items list where necessary.

IF LOADING INTO A CONTAINER

On arrival of container check outside for obvious damages. Check inside floor and walls for dirt or dust and for contamination by liquids, grease or oil and bad smells. One person to stand inside while the door is closed to check for holes.

If any of the above, phone your office or the international department

TAKE PHOTOS OF CONTAINER

- When empty
- On completion of loading before fitting bulkhead when bulkhead installed
- Measure distance between load and door and photograph the tape measure in place.
- Photograph the doors and seal once closed

GROUPAGE AIRFREIGHT OR AN LCL (CASED) SHIPMENT

- Compare volume with quoted volume or allowance
- Take photos of the consignment, loose and In the case.
- Take photo of sealed case.

The following are the basic, minimum requirements for all import shipments:

Check container and seal number on out turn report are correct. If they do not match, do not open. Call Fox office immediately TAKE PHOTOS: Container on arrival; once opened; when fully unloaded, others as required

Container out-turn - fully checked and completed by the crew during unloading, then on completion of delivery: Crew to agree with customer that

- Shipment all 'present and correct' or advise of any discrepancies
- Delivery has been completed as possible and therefore satisfactorily

Then crew and then client to sign all documents:

- Container out-turn
- Inventory
- Job sheet

EUROPEAN REMOVALS BY ROAD

Wrap and pack items fully using the normal export packing materials for cartons and Euro-wrapping selected Items for extra protection in transit over long distances.

All effects to be blanket wrapped in conventional woollen blankets as a minimum. Make a full inventory as per overseas moves.



Payments

Rarely, you may be asked to check that charges have been paid to the company before making delivery. You will be asked to check with the office before delivery for authorisation and / or collect charges

If you are authorised to incur a cost on behalf of the company and you pay personally, you will be reimbursed through your wages.



The Driver's Responsibility

Daily maintenance of the vehicle

Carry out daily vehicle check, complete defect report and sign off.

- check oil level – top up if necessary (carry 5 litres of oil)
- check coolant level – top up if necessary (supplies of premixed antifreeze will be available at depots).
- check lights, horn and windscreen wipers – ensure they are working correctly
- visually check tyres – check pressure regularly
- walk around vehicle checking for any faults
- clean mirrors and screens. it is an offence not to have clear vision.
- sweep out, tidy and stow equipment
- ramps to be stowed in holders, not left loose on bed of vehicle
- this is your workplace – keep it tidy and keep it safe
- use gloves when checking vehicles and handling ramps

Modern vehicles generally display warning lights when a reminder is due or a fault is detected. Depending on how serious it is. Act as follows:

Amber - Refer to manager

Red - Stop Immediately and call office

Report any defect, including body/ ramp damage by:

- informing your Manager immediately
- filling out a Defect Notice immediately

Whenever vehicle is left unattended all doors and catches must be locked.

Cross tie from within container doors when under load to pull seals tight and increase security.



Fuel & Expenses

Fuel cards are to be kept with the van keys. Always enter a correct registration number and mileage when drawing diesel. When on the continent a DKV card will be issued with a P.I.N./ Driver number – keep on your person.

Vehicles must be fuelled up the day before, not left until the following morning when time may be short.

Ad Blue should be carried in the side locker. Ensure there are no leaks.

Expense forms should be handed to your Manager every Monday morning with appropriate receipts. These expenses will be refunded directly into your bank account with your weekly wages. Alternatively a cash float will be issued and you are to hand in receipts and balance upon your return to depot.

Vehicle Rules, Restrictions and Penalties

If you enter the central London Congestion Zone then telephone your manager who will arrange purchase of a permit. There are many other restriction in the London boroughs and you will be responsible for any fines.

LEZ and ULEZ zones exist in many cities and you should check these before entering. If in doubt call your office.



Do not drive a vehicle into the LEZ (Low Emission Zone), which is all roads inside the M25 unless your vehicle is a 14 plate or younger and has a Euro 6 rated engine or above.

In order to operate in London, HGV Vehicles over 12 tonnes GVW will have to comply with TFL star ratings for Direct Vision. Your vehicle must be suitably equipped and if you are not sure, check with your manager.

Parking and moving traffic offenses are the responsibility of the driver. Any fines or penalties Incurred will be paid by the company and you will be notified that the costs will be deducted from your next pay.

In Cab Safety

- The vehicle cab is your sleeping quarters and is equipped with fire safety stickers prohibiting smoking and vaping
- Note the emergency exit procedure for kicking out a window in the event of fire or other hazard.
- Do not use more than one 12volt appliance at a time to avoid draining the battery.
- In the event of a flat battery, jump leads should only be used by trained staff.
- A height sticker should be displayed in the cab and you must be aware of low height bridges and trees to avoid damage and potential prosecution.
- Do not obstruct the screen or fix items to screen.

YOUR VEHICLE IS A MOVING ADVERTISEMENT FOR THE COMPANY – KEEP IT CLEAN

Security

- never leave keys or fuel cards in the vehicle and always keep cabs locked
- do not leave the vehicle unattended when loading/unloading
- do not leave cash or valuables in the cab
- always lock body doors, do not leave the van in an area vulnerable to theft and vandalism – use a lorry park
- always ensure that the vehicle is parked legally – you will be responsible for any parking fines incurred
- do not park where the vehicle is likely to cause any accident or obstruct access/driveways etc
- do not block pavements
- if it is necessary to leave the vehicle overnight, or for a longer period, try to back the vehicle against a wall or other vehicle to protect the rear doors against forced entry
- be courteous to neighbours and other road users
- you are not permitted to carry unauthorised passengers on your vehicle – only authorised personnel are covered by Company insurance.
- fuel tanks must be kept locked and if possible park closely to another vehicle to prevent access and theft.

Hours of Work

Our business is seasonal and there are peaks and troughs in the hours required. You are required to work a minimum of 8 hours per day except weekends when a ½ day applies. You are not employed on a 'job and finish' basis and we cannot tolerate poor workmanship and incomplete tasks due to rushing. Be responsible, be safe and complete your work to the satisfaction of the customer. You will be paid overtime (less breaks) as properly incurred. Overtime and nights away are a regular feature of our work.

We will ensure adherence to the Road Transport Directive (Working Time Directive) and your hours will be monitored to ensure you do not exceed the 48 hours working time maximum – averaged over 26 weeks

Tachograph Equipment

Digital Tachographs

All drivers must possess a digital tachograph card. This is to be inserted and used as per unit manufacturers instructions. All cards must be presented to the manager for downloading at least every 28 calendar days. Make a note of day due to anticipate holidays and long distance trips. If your card fails or is lost then you can drive for 15 calendar days and use / retain the print outs.

2nd Generation “Smart” Tachos

These may be downloaded remotely by DVSA officials and you can be fined for up to 5 infringements for up to 6 months after the date you committed the infringement. Fines and penalties are severe.

Drivers Hours

Under no circumstances will the Company permit, allow or encourage any driver to contravene UK and EU regulations governing driving time, hours of work or rest.



If you are unsure of the regulations, refer to your Manager who will be able to advise you of current legislation, but in summary: The main EU rules on driving hours are that you must not drive more than:

- 9 hours in a day - this can be extended to 10 hours twice a week
- 56 hours in a week
- 90 hours in any 2 consecutive weeks

All driving you do under EU rules must be recorded on a tachograph.

Breaks and rest

The main points of EU rules on breaks and rest are that you must take:

- at least 11 hours rest every day - you can reduce this to 9 hours rest 3 times between any 2 weekly rest periods
- an unbroken rest period of 45 hours every week - you can reduce this to 24 hours every other week
- a break or breaks totalling at least 45 minutes after no more than 4 hours 30 minutes driving
- your weekly rest after 6 consecutive 24-hour periods of working, starting from the end of the last weekly rest period taken
- A full 45 hour rest period must be taken away from the cab in most EU countries

Breakdown Procedure

We have full breakdown facilities at our Cwmbran garage and your manager will refer to our in house first. We have emergency breakdown cover with the makes of vehicles used, SCANIA, DAF, Mercedes etc. In addition, we use National Tyre Breakdown Service (NTBS) and have our own garage and facilities. Your Manager will assess the situation and arrange the most economical solution. You, as a driver, are not authorised to arrange tow-ins (unless directed by the Police to the nearest motorway exit point) or repairs.

The same applies to tyres and windscreens. We have national cover and your Manager will arrange assistance. Always retain the old tyre and bring it to your Manager's attention upon return, as tyres often have to be re-matched for type and tread depth.

Out of hours telephone numbers lists on the last pages of the manual. Please respect the fact that these are for urgent or emergency use only!

Telephone your Manager immediately (see listing for out of hours numbers)

- be specific about the symptoms of the defect
- explain your exact location

Accidents and Injuries

Personal Injury

1. if necessary, telephone emergency services to obtain medical aid
2. the injured person should be kept warm and still until professional help arrives
3. in the event of a personal injury, report immediately to your Manager
4. the incident should be recorded in the Incident/Accident Report Book and the Incident/Accident Form completed as soon as reasonably possible
5. European journeys are covered by accident and sickness cover arranged by the company

Road/Vehicle Accidents

The Law Says....

1. "that if an accident occurs and a person is injured, or damage is caused to another vehicle or to an animal (horse, cattle, ass, mule, sheep, pig, goat or dog), the driver of the vehicle must stop, and if required to do so by any person having reasonable ground for so requiring, give his name and address, and also the name and address of the owner and the identification marks of the vehicle, and produce the certificate of insurance relating to the vehicle, and"
2. "that if, in the circumstances of (a) above, the driver for any reason does not give his name and address or where personal injury occurs, does not produce his certificate of insurance to a police constable or to some person who, having reasonable grounds for so doing, has required its production, he must report the accident (producing his certificate in a personal injury case) to the police as soon as possible and in any case within 24 hours. If then unable to produce the certificate, he must do so within five days at a police station nominated by him." (**Extract from Sections 77 and 230 – Road Traffic Act 1960**)

Accidents/Incidents

All accidents/incidents must be reported promptly as follows:

Vehicle Accidents – If anyone is seriously injured:

- call an Ambulance (if necessary)
- call the Police, take the number, name and station of the Police Officer present
- if practical, LEAVE VEHICLE where it came to rest
- take full name and address of person(s) involved
- take registration number(s) of vehicle(s) involved
- take names and addresses of any witnesses
- note the facts: road dimensions, vehicle positions, wheel position, conditions of

weather and road surface, condition of lights on third party vehicle if relevant

- make a rough sketch showing vehicle positions
- take as many photographs as you can if it is safe to do so

Co-operate with the Police but do not admit liability to anyone and do not make a written or verbal statement to anyone other than the Police, if required to do so.

Call Your Manager Immediately

At your depot – complete an Accident Report Form, give full details as listed above

Health and Safety at Work:

It is a legal responsibility to take care of the safety of yourself and your colleagues. You will undergo an induction and be asked to complete various forms within the Employee Procedures and Induction book which is kept on your file.

Included in this, you must read, understand and sign for the following booklets:

- Employee Handbook
- Employee Safety Handbook
- This document, the Operator's Manual

Specific training will be given to cover various skills and requirements needed in our daily duties.

Learn how to lift correctly:

- back erect – arms straight
- feet apart
- avoid jerks
- protect hands
- do not carry blindly and never carry too much
- work with your mate, not against him
- do not leave polythene sheets or bags lying about, they are very slippery
- take care when using tail lifts or walking up and down loading ramps
- take special care when moving heavy items – a moment's inattention can cause injury to fingers, hands, feet etc
- if equipment is damaged or faulty report immediately

Accidents Do Not Always Happen To The Other Person...

If you are unsure or not confident in carrying out a task, STOP, seek advice and/or contact your Manager.

Your notice is brought to the Employee Handbook, which is issued to you at Induction and is available at each office. You should read this your manager will answer any queries you have regarding your Conditions of Employment.

OUR AIM IS TO PROVIDE A COMPETENT WORKFORCE, CARRYING OUT WORK SAFELY WHILST DELIVERING EXCELLENT SERVICE STANDARDS.

Special Precautions for the Covid Pandemic Period or similar Future Events

On arrival at work every day:

- Wear face mask before entering the building
- Wash your hands.
- Take your temperature and register it.

Vehicles:

- Employees are responsible for cleaning the vehicle cab before and after use, with antibacterial spray or wipes provided (steering wheel, dashboard, seats and handles etc)
- Used wipes/hand towels must be disposed of into a waste bin
- Carry hand sanitiser in the vehicle at all times for your own use



WEAR MASK



WASH YOUR HANDS



CHECK & REGISTER TEMPERATURE

PPE and Clothing:

- Wear face masks when in the yard, warehouse and offices.
- Wear face masks when travelling in a vehicle with another member of staff
- Wear a face mask when arriving at the customer's house and when you are not carrying or lifting
- Additionally, eye protection and disposable gloves are available as required.
- Employees are welcome to wear their own personal PPE if preferred and it must be washed/cleaned daily.

Health and Safety:

- Maintain a 2 metre distance from other people and staff wherever possible
- Carry a change of uniform, personal towel, paper towels, your own refreshments (tea/coffee/foodstuff) and equipment (cup/plate/cutlery etc.).
- No more than 2 staff to a vehicle cab and only one person to sleep in a cab.

Toilets:

- If you use a customer's toilet or washing facility, you must clean it before and after use using the sanitiser products provided to you.
- Please use toilet paper to wipe the seat, tap and handle as required. Please note that under no circumstances are hand towels to be flushed down the toilet.

General:

- If you are unwell, have Covid Symptoms or have tested positive, do not return to work and inform your manager. Follow the procedure for self-isolation and obtain a test.
- If you have underlying health issues or are declared vulnerable you must inform your manager or notify the company by any means possible
- Thoroughly wash your hands at regular intervals throughout the day
- Avoid touching your face and eyes
- Catch coughs and sneezes in tissues and dispose of used tissues in a responsible manner.
- Smoking breaks to be limited and take well away from vehicle and premises.

Personal Behaviour:

You are fortunate that your industry is allowed to operate under current government rules, so protect yourself, your colleagues and the company by following practices.

- Don't shake hands! Use the knuckles of your fingers to touch light switches, lift buttons, etc.
- When at a petrol station, hold the fuel pump handle with a paper towel or use a disposable glove.
- Open doors with your elbow or otherwise, not your palm. Use work gloves or, if you don't have your work gloves, use disinfectant wipes. Work gloves should be washed/disinfected daily and when you take them off, immediately wash your hands thoroughly.
- When you return home or to your place of work, and have been with other people, wash your hands with soap for 20 seconds and/or use more than 60% alcohol-based hand sanitizer.
- Carry your own sanitizer at all times
- Limit as much as possible any contacts with people – this is the most important condition for staying healthy. Go directly from home to work and then back home. Do not use public transport unless absolutely necessary.

Driving in Europe after Brexit

The UK left the EU on January 1st 2021 and if you drive into Europe for a removal, the following is a list of documents or procedures that you will be required:

Crew

Passport (Minimum 6 months remaining) ✓

International Driving Permit 1968 ✓

UK drivers licence ✓

Driver CPC (blue card) ✓

Digital Card or 28 Days of Tachographs ✓

"Attestation of Activities" for periods off work and not driving in the preceding 28 days ✓

Proof of income by payslips or Loi Macron (France only) ✓

An in-date EU Health Ins card or new Global Health Insurance card or proof of medical sickness/accident insurance ✓

Vehicle

Kent Access Permit (for Kent ports) ✓

Goods Vehicle Operators Disc ✓

V5 Vehicle Registration Document ✓

Motor Insurance Certificate and Green Card ✓

GB Sticker on rear of vehicle ✓

ECMT Permit (original) ✓

ECMT certificate of compliance for the vehicle and trailer ✓

ECMT certificate of roadworthiness ✓

Security Checklist (Civil Penalty Accreditation Scheme docs) ✓

Trailer Registration Plate affixed to trailer ✓

Trailer Registration Certificate ✓

UK Licence for the Community ✓

Consignment

KInventory/Packing List ✓

Job sheet or Collection/Delivery Notes ✓

Running list with Name and address of customs agents being used outside the UK ✓

CMR note ✓

Pro Forma Invoice ✓

Export Declaration (Provided by customs agent) ✓

Transit Form (T Document) ✓

PLUS ALL CUSTOMS DOCS FOR DUTY FREE ENTRY TO DESTINATION COUNTRY



Fox Contact list

Head Office	10 Somerset Road, Cwmbran. NP44 1QX	01633 866 923
International Office	10 Somerset Road, Cwmbran. NP44 1QX	01633 488 100
Fox Moving and Storage Bristol	Unit 1 Albert Crescent, St Philips, Bristol. BS2 0SU	0117 971 9713
Fox Moving and Storage Cardiff	Unit 3e Pentland Close, Llanishen, Cardiff. CF14 5DJ	029 2068 0080
Chapman Removals and Storage Cardiff	Unit 3e Pentland Close, Llanishen, Cardiff. CF14 5DJ	029 2076 1538
Fox Moving and Storage Cwmbran	10 Somerset Road, Cwmbran. NP44 1QX	01633 866 166 01633 866 165
Easymove Removals and Storage, Bristol	Unit 1 Albert Crescent, St Philips, Bristol. BS2 0SU	0117 977 1460
Fox Moving and Storage, Newport	Unit 25 Leeway Ind Est, Newport. NP19 4SL	01633 280 080
Fox Moving and Storage Southampton	Unit 38 Calmore Industrial Estate, Totton, Southampton. SO40 3SA	023 8042 8559
Fox Moving and Storage, Stourbridge	Block C Mill Race Lane, Stourbridge, West Midlands. DY8 1JN	01384 377 786 01384 395 072
Chudley International Moving and Storage, Ilminster	Unit 10 Ilton Business Park, Ilton, Ilminster. TA19 9DU	01460 55655



Notes

FOX

MOVING & STORAGE

Fox moving & storage services

- Moving Home
- Storage Solutions
- Moving Business
- Moving Overseas



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