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## GUIDELINES TO CONTENT: HOW TO BUILD A DRIVER'S MANUAL

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## About this Guide

The core elements of Gulf SQAS requires Logistics Service Providers (LSP's), to have policies certain policies in place; that those policies are adequately communicated and understood throughout the organisation, and that transactional evidence of the policy existence and implementation is evident.

One method of communicating policy and instructions to drivers, and ensuring they have pertinent information to hand at all times is by the issue of a Drivers Manual and Training Drivers on how to use the Drivers Manual.

Every Organisation has a Driver's Manual that is unique to that specific organisation; however, there are generic subjects which Gulf SQAS expects to be communicated in the driver's manual of a LSP.

This Guide is for use by LSPs in the Gulf Region. It is based upon best practice. However, it is not a substitute for legislation and/ or customer specific requirements.

The document may be referred to as Drivers instructions, Drivers Handbook, Drivers Manual, whichever the organisation chooses to adopt, but for the remainder of this document and without any intended preference shall be referred to as simply the **manual**.



The writing of guidelines in itself is the subject of continuous improvement.  
Feedback, suggestions on broken links and updates can be sent to [gulfsqas@gpca.org.ae](mailto:gulfsqas@gpca.org.ae)

## The Manual

### a. What is it?

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The manual is NOT a policy; rather it is an extension of an organisation's policies and a tool to efficiently communicate the policies and other general instructions to the workforce.

A manual must be available to each and every driver and is intended to be used by the drivers as guidance for daily routine and sometimes non-routine activities.

### b. What format should it be in?

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A manual should be designed in a way that communicates Instructions to the drivers in a format that the drivers can understand. Due to language barriers in the region, LSPs may find the use of symbols and/ or pictures more effective than text – remember, the manual is NOT a policy. Format size is free, but A5 seems a good compromise. A manual should be made in tougher materials to resist the aggressive environment in driver's hands and truck cabin.

### c. Suggested Content?

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The GPCA Gulf SQAS Committee has produced this guide, which is not exhaustive, but contains the index of many core elements expected to be included in a manual.

Organisations are encouraged to conduct in-depth reviews and risk assessments of their operations before publishing a manual. The manuals should include any relevant guidance, in an appropriate format for your organisation and should be subject to periodic review and updates.

Remember, issuing the manual is only the first step, without training and active use of the manual by your drivers, it is of no use.

## Table of Contents

<b>The Manual</b>	<b>3</b>
a. What is it?	3
b. What format should it be in?	3
c. Suggested Content?	3
<b>Table of Contents</b>	<b>4</b>
<b>1. Introduction</b>	<b>5</b>
<b>2. General Instructions</b>	<b>5</b>
<b>3. Driver Training</b>	<b>6</b>
<b>4. Behaviour Base Safety Principles (BBS)</b>	<b>6</b>
a. BBS Principles	6
<b>5. Loading/ Unloading Instructions</b>	<b>7</b>
a. GENERAL (UN)LOADING INSTRUCTIONS	7
b. Other instructions	7
c. LASHING / SECURING (PACKED) CARGO OR CONTAINERS	7
<b>6. Driving Instructions</b>	<i>Error! Bookmark not defined.</i>
a. DRIVING YOUR VEHICLE	9
<b>7. Unplanned Events</b>	<b>10</b>
a. BREAKDOWNS & ACCIDENTS	10
b. INCIDENT / ACCIDENT BEHAVIOR & REPORTING	10
c. E.R.P. (Emergency Response Plan)	10
d. BASIC FIREFIGHTING	10
<b>8. Hazardous Goods</b>	<b>11</b>
a. READING & UNDERSTANDING	11
b. PRODUCT COMPATIBILITY & SEGREGATION	11
c. DANGEROUS GOODS (DG)	11
<b>9. SQAS Transport Services (TS) Questionnaire Section 9.2.1 requirements</b>	<b>12</b>
<b>10. Responsibilities</b>	<b>13</b>

## 1. Introduction

The Manual may include a brief introduction about your Organisation providing information such as:

- History
- Facts and Figures
- High-Level Organisation Chart
- Mission
- Vision
- Values
- Objectives of the Manual
- Roles & Responsibilities

## 2. General Instructions

The general instructions/ rules section can outline, in a brief format, the General Rules of Behaviour expected by the Company and Country of operations. These may include:

- Obey local laws, where the vehicle operates.
- Customer or company specific rules
- Use of seatbelts
- Wearing of company uniform
- PPE requirements
- Use of drugs or alcohol
- Confidentiality
- Smoking policy
- Use of mobile telephones
- Speed limits and traffic regulations in general
- Driving hours
- Managing fatigue
- Pre-Trip inspections & driver maintenance responsibilities
- Documents that should be carried in the vehicle

### 3. Driver Training

The manual may be used during driver training, refresher training, and defensive driving training.

Gulf SQAS expects each driver from the company, and fully integrated subcontractors to carry the companies Driving Instructions at all times as a ready reference. Since each driver must be issued with a driver manual, a company may decide to record specific driver training inside the manual.

Explaining why rules are important can be useful. If employees understand the Risks, it is likely they will take reasonable precautions to protect themselves, and others.

### 4. Behaviour Base Safety Principles (BBS)

Behaviour Based Safety is an important core element of Gulf SQAS.

BBS is a philosophy of identifying and preventing accidents, particularly in the workplace environment. Unsafe Behaviour triggers accidents and injury, resulting in a loss of productivity and workers' compensation claims.

#### a. BBS Principles

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1. Fully engage employees to the significance of behavioural safety. Set standards for all employees at all levels for participation in safe behaviour
2. Careless small behaviours lead to the magnitude of accidents and injuries. Targeting specific behaviours and creating a checklist approved by all employees for input creates workplace involvement in safe behaviours
3. Training employees to lead as safety monitors and active observation and reporting promotes employee engagement and compliance
4. Historical review of previous injuries and accidents provide data-driven results for decision making for change implementation
5. Improvement intervention through a systematic observation by employees with regular meetings and brainstorming will incorporate continuity of safety based Behaviour
6. Provide regular evaluations to employees on individual practices and safety Behaviour

## 5. Loading/ Unloading Instructions

### a. GENERAL (UN)LOADING INSTRUCTIONS

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A company should develop the Driver Manual appropriate for the Loading, Unloading, Routes and Type of Goods that the driver will encounter in his daily work.

Such instructions may include information on the following items:

#### 5.a.1. (Un)loading of cargo

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- Arrival & preparations
- Cargo (un)loading
- Departure from the (un)loading area

#### 5.a.2. Transit

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- Preparation of transit
- During transit

### b. Other instructions

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#### 5.b.1. Diesel refuelling

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- Arrival and preparation
- Opening and filling the fuel tank
- Disconnecting
- Departure from the fuel station

#### 5.b.2. Reporting for tank cleaning

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- Arrival & preparations
- Actions

### c. LASHING / SECURING (PACKED) CARGO OR CONTAINERS

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A company should develop a manual that explains the various types and methods of lashing or securing the particular type of cargo that the driver will be expected to haul.

Such instructions may include information on the following items:

#### 5.c.1. Type of load securing equipment.

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- Lashing belts
- Twist-locks

#### 5.c.2. Type of lashing/ securing configurations.

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- Palletized bags
- Palletized drums
- IBCs
- Big bags/ Jumbo bags

## 6. Driving Instructions

A company should develop the manual that explains how drivers can carry out their work in a safe, comfortable and professional manner.

Such instructions may include information on the following items:

### a. DRIVING YOUR VEHICLE

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Safe driving practices

#### 6.a.1. General health & safety

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- Physical fitness
- Eyesight
- Posture
- Fatigue
- Injuries
- Wheel changing

#### 6.a.2. Defensive driving practices (BBS)

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- The professional driver
- What is defensive driving?
- Superior observation skills
- Space buffer
- Driver vision

#### 6.a.3. Control your vehicle (while driving)

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- Driving at night
- Wet road conditions (slippery roads)
- Driving in limited visibility (Sandstorms, Rain or Fog)

#### 6.a.4. Economic & environmental friendly driving

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## 7. Unplanned Events

Proper planning of equipment and resources before and during operations can reduce the risk of an unwanted event occurring. However, the risk can never be totally eliminated.

Companies should plan for such events and provide instruction to the driver, how to handle such events to minimise the impact on the customer, company, third parties, and the environment.

Such instructions may include information on the following items:

### a. BREAKDOWNS & ACCIDENTS

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- Breakdowns
- Accidents
- Wheel changing
- Dangerous goods

### b. INCIDENT / ACCIDENT BEHAVIOR & REPORTING

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- Behaviour & actions
- Reporting on-site (un)loading site
- Reporting off-site / during transit
- Emergency contact numbers

### c. E.R.P. (Emergency Response Plan)

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- How is the ERP activated?
- The driver's role in the ERP

### d. BASIC FIREFIGHTING

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- Firefighting
- Before deciding to fight a fire
- How to fight a fire safely
- How to use the fire extinguisher? P.A.S.S.
- Type of fire extinguishers
  - By class
  - By type

## 8. Hazardous Goods

Carriage of Dangerous goods increases the level of risk in the Logistics Operations.

Companies should carry out their risk assessments to determine the likelihood and consequence of such risks and should provide Information and Training and training to mitigate those risks. The Manual is an effective method of communicating this information.

Such instructions that may be included in the manual are as follows:

### a. READING & UNDERSTANDING

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- Introduction
- Safety Data Sheets, in general

### b. PRODUCT COMPATIBILITY & SEGREGATION

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- Loading
- Parking

### c. DANGEROUS GOODS (DG)

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- The driver
- The vehicle
- Special Equipment (Extra PPE or Incident response equipment requirements)
- DG classification
- Labelling & placarding
  - a. ADR
  - b. NFPA
  - c. IMDG
  - d. Conclusions
- Special provisions for carriage of High Consequence Dangerous Goods (HCDG)

## 9. SQAS Transport Services (TS) Questionnaire Section

### 9.2.1 requirements

While developing a Manual, consider the total requirements of Gulf SQAS TS Questionnaire. Consult Section 9.2.1 of the TS Questionnaire and ensure all points are addressed:

9.2.1.1. Is there a drivers manual distributed to all drivers (own and FIS) in a language they can understand?

Note; Extensive use of pictures and/or multiple language prints may be required.

9.2.1.2. Have drivers (own and FIS) been trained in the content of the driver's manual?

9.2.1.3. Is the driver's manual updated regularly?

9.2.1.4. Does the driver's manual contain detailed instructions and/or checklists regarding:

9.2.1.4.a. BBS Principles

9.2.1.4.b. Incident Reporting

9.2.1.4.c. Near Miss Reporting

9.2.1.4.d. Use of Seat Belt

9.2.1.4.e. Use of Mobile Phone

9.2.1.4.f. Use of Drugs and Alcohol

9.2.1.4.g. Actions to be taken in an emergency

9.2.1.4.h. Security

9.2.1.4.i. Inspection prior to Loading

9.2.1.4.j. Loading Procedures

9.2.1.4.k. verification that all prescribed documentation, including the instructions in writing for drivers, is on board of the transport unit

9.2.1.4.l. verification of the presence of all the (safety) equipment as required by legislation and prescribed instructions in writing for the drivers of Dangerous Goods?

9.2.1.4.m. after loading, verification that vehicle and loads have no obvious defects, leakages, cracks, missing equipment

9.2.1.4.n. after loading, verification that the vehicles are not overloaded?

9.2.1.4.o. after loading, verification that danger labels and markings (orange plates) prescribed for the vehicles have been affixed (Dangerous goods)

9.2.1.4.p. operating/driving restrictions during bad weather conditions

9.2.1.4.q. actions to be taken if, during the journey, an infringement that could jeopardize the safety of the transport, is observed (Dangerous goods)

9.2.1.4.r. Unloading Procedures

9.2.1.4.s. observation of instructions/practices at loading and unloading sites and reporting of unsafe conditions

9.2.1.4.t. use and advice on the safe storage of wheel chocks (to avoid uncontrolled vehicle movement)

9.2.1.4.u. pre-start checklist

9.2.1.4.v. the use of standard PPE

9.2.1.4.w. Fall arrest harness

9.2.1.4.x. PPE for specific products that have been identified in the Safety Data Sheet as having additional inherent risks

9.2.1.4.y. Entry into Confined Space

9.2.1.4.z. information on how to read and understand the key aspects of a product SDS

9.2.1.4.aa use of tarpaulins, extinguishers, hazard triangle and traffic cones

The Manual should also consider all points in 9.2.1.5 a to e.

## 10. Responsibilities

The GPCA, ECTA, CEFIC or other organisations **cannot** provide companies with a Manual for your organisation. It must be specific to your company and its activities.

Your company should develop a Manual with Gulf SQAS questions and your specific operations in mind.

The Manual is a tool for communicating the organisation's requirements to the driver, ensure that it is in a format they can understand. In regions that have multiple languages, consider replacing words with Pictures and/ or producing the Manual in multiple languages