

OPERATIONAL DRIVING POLICY AND PROCEDURES

PUP202

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1. PURPOSE

This policy sets out the conditions for driving operational vehicles and provides the details for their safe operation; ensuring a safe environment for patients, staff, passengers, the public, and other road users.

2. PRINCIPLES

- ✓ Drivers shall contribute to the safe and efficient operation of NA vehicles by driving them in a safe and responsible manner and in accordance with this policy, which includes public law and regulations.
- ✓ NA vehicles to be of the highest standard and quality to ensure patient and driver safety by identifying and notifying faults that present a hazard, risk to safety or NA brand.
- ✓ Compliance with this policy and its supporting documents is mandatory for employees, contractors and any other authorised vehicle user. Failure to comply with this policy will result in disciplinary actions.
- ✓ NA reserves the right to charge Drivers responsible for costs born, as a direct fault of the Driver or in failing to follow any policy or procedure that results in damage, up to the insurance excess determined by the Insurer.
- ✓ NA will not support with a legal defence, any member of staff who operates outside this policy.
- ✓ Drivers are responsible for their own actions.

3. SCOPE

This policy applies to all staff operating NA operational vehicles in the course of their duties.

4. DEFINITIONS

AAA is the Automobile Association of Arabia and the selected vehicle recovery agent of NA and EMC.

Ambulance is any vehicle used to carry patients that meets the Health Authority Abu Dhabi or Ministry of Health requirements by definition.

Collision occurs where a vehicle strikes another object (e.g. a vehicle or a metal post) and could have avoided, with reasonable effort.

DCS is the Director of Supply Chain.

Driver refers to any person legally qualified and approved to drive an NA vehicle.

EMC is Emirates Motor Company, the authorised Mercedes dealer and service agent and NA's fleet partner.

Fault defined as an issue that may or may not affect the safety of the crew, service users, public, or any other road users. The fault must not contravene any operational directives, public laws, or regulations. Faults are categorised into major and minor faults.

Fleet Management is part of the Supply Chain Directorate and responsible for managing NA vehicles.

HAAD the Health Authority – Abu Dhabi is the regulative body of the Healthcare Sector in the Emirate of Abu Dhabi and monitors the health status of the population.

Infectious Medical Waste defined as medical waste capable of producing an infectious disease.

Lessor is the registered and legal owner of a vehicle and NA lease that vehicle from the owner.

Major fault is where it is not safe to drive the vehicle and places the crew or patients at risk, contravenes public law or regulations, or the fault diminishes NA brand or image.

Managers include directors, supervisors or anyone with defined and documented management responsibilities.

Minor fault where it is safe to drive does not contravene public law or regulations nor diminishes NA brand or image.

MDT is a Motion Data Tablet used as a portable computer for inputting and transferring information to the relevant departments (e.g. Fleet Management).

NA vehicle is any vehicle leased, owned, or rented to carry out NA business.

Non-operational vehicles are vehicles not used to deliver pre-hospital care services.

Operative IQ is the mandatory system used to manage fleet, assets, and inventory.

Operational vehicle is a vehicle specifically used in the delivery of pre-hospital care services.

PDI is a pre-delivery inspection carried out by a staff member approved by the COO and DSC.

Pool vehicle is a NA vehicle specifically assigned for general use.

PRO is the Public Relations Office responsible for liaising with government departments on behalf of NA.

Staff include employees and contractors working for NA.

Safety Critical Nature faults are those that could affect the control or directional stability of the vehicle and further driving of it would involve a risk of injury to any person.

Traffic Points are the number of points incurred through traffic violations. The limit is 24 before confiscation.

Vehicle Incident includes collisions, faults, breakdowns, repairs, maintenance or warranty work.

5. ROLES AND RESPONSIBILITIES (R)

R1 Fleet Management is accountable for the daily responsibility of NA vehicles in managing and ensuring they remain fit for purpose, meet UAE traffic legislation and HAAD licensing.

R2 Fleet Management is responsible for investigating collisions, receiving and taking action regarding vehicle/ driving incidents, monitoring trends, and reporting to the CAO non-conformance to policy and procedures.

R3 Fleet Management is responsible for keeping accurate records on the Fleet Management System and submitting monthly management reports.

R4 Fleet Management is responsible for the overall procurement and administration of NA vehicles; ensuring NA meets licensing requirements and UAE regulations.

R5 Managers are responsible for ensuring reports are timely and accurately submitted following any incident and staff adhere to the process.

R6 Managers are responsible for ensuring the dissemination of this policy and that their staff understand and comply with policy and procedures.

R7 Managers are responsible for ensuring they have a comprehensive understanding of their own remit within this policy and any associated procedures and guidance.

R8 Managers are responsible for ensuring that the management and cleaning of all vehicles at contract levels lies with each manager.

R9 QHSE is responsible for receiving and taking action regarding vehicle/ driving incidents, monitoring trends, and developing reports as required.

R10 Drivers are responsible to familiarise themselves with the content of this policy and associated procedures.

R11 Drivers are responsible and accountable for their own actions and that of their passengers when operating NA vehicles.

6. CLEANING VEHICLES

Cleaning of operational vehicles staff remains the sole responsibility of the Driver and crew.

Staff must record the deep cleaning of a vehicle in Operative IQ.

Vehicles must be returned in a clean and acceptable condition and dispose of general and medical waste correctly in the bins provided at the nearest station.

Drivers found returning vehicles in an unsatisfactory condition might incur the costs associated with rectifying the vehicle and the information recorded.

7. CLINICAL WASTE

Clinical Waste also known as *Infectious Medical Waste* is Infectious when it is:

- Contaminated by an organism that is pathogenic to healthy humans;
- The organism is not routinely available in the environment; and
- The organism is in significant quantity and virulence to transmit disease.

Clinical Wastes specifically are:

- Blood and blood products in a free flowing, unabsorbed state;
- Contaminated sharps,
- Isolation Wastes,
- Laboratory wastes, and
- Unfixed pathological tissues
- Vaccine vials
- All used PPEs such as Gloves, Disposable gowns, Goggles etc or anything that has the potential of contamination

This waste is disposed of using specifically and only the **red** or **yellow** Medical Waste bags.

8. COLLISIONS

Drivers involved in a collision with their vehicle should determine to the best of their knowledge a clear description of the damage, take photographs and pass this information directly to the Duty Manager and

ACC if on operational duty, otherwise notify Fleet Management. Dependant on the severity of the accident, the crew must stay with the vehicle and await further instructions.

Where a collision occurs, the Traffic Police (Saeed) establishes liability. This will determine who will pay for the damage caused.

UAE Federal traffic law states that in the event of an accident that does not result in a physical injury, parties involved should park their vehicles in the nearest location that does not obstruct traffic to avoid fines. Failure to do so can result in a [AED200] fine.

In all cases, Drivers must submit the Police report to Fleet Management by email to begin the claims process within 24 hours of the collision. The Driver is to send the original report, including photographs or the damage to NA property, to Fleet Management for their records.

If the damage prohibits further driving of the vehicle, ACC will arrange recovery and delivery to the appropriate workshops or back to its base ambulance station to await further instructions from Fleet Management or EMC.

The Duty Manager will complete a full investigation of the collision and submit a report to the Fleet Manager. This will include a signed statement from the driver detailing the chain of events, witnessed by the Duty Manager.

Where the collision is the fault of a NA employee, the excess determined by the Insurer plus the cost of the Police report, will be borne by the employee. If the cost of the repairs falls below this then this will become the amount payable.

Repeat offences or blatant negligence may result in disciplinary action and/or remedial training depending on the severity of the case

8.1 PROCEDURES

Where a collision has occurred, staff responsible for the vehicle must call 999 and report the incident to the Traffic Police in addition to informing the Duty Manager and ACC.

Drivers who are involved in a minor accident need to move their cars when it is safe to do so and remain with the vehicle until a member of the Traffic Police conduct an investigation, authorise its release from the scene, and issue a report.

Where no other vehicle is involved in a collision, staff must ACC and take the vehicle to the nearest Traffic Police station, explain the events, and obtain a Police report.

The responsible staff member must liaise with the Duty Manager to pay the fine to obtain the police report.

Where the collision is the fault of a staff member, Fleet Management will inform the Duty Manager and Finance of the costs to prepare a deduction from salary.

9. COMMUNICATIONS DEVICES

Cell phones

It is illegal to use a cell phone whilst operating a vehicle unless a properly installed hands free device exists. Staff must pull over and stop in a safe place to use a cell phone unless using a hands free device.

Drivers must not use a Cell phone with patients on board unless the call forms part of the patient's care.

10. DRIVER TRAINING

At any time, an approved driving instructor, as deemed necessary by their manager or Fleet Management may assess any Driver carrying out operational driving duties.

Drivers may be required to attend a driving course and pass this course to remain eligible to drive. Drivers operating specialist vehicles (e.g. 4x4's, MCI Buses, Responders, off-road vehicles) must undergo training relevant to the vehicle prior to driving. Failure to undertake this training may result in the Driver incurring costs where a failure occurred, as a direct result of not attending the training.

Drivers must familiarise themselves with the features of the vehicle before use. For example, adjust mirrors, seat, and familiarise with controls such as overdrive, control positions, and functions (indicators, window wipers, etc.).

Drivers must secure the vehicle (including handbrake on) when parked and equipment, pharmaceuticals, etc., remain protected.

10.1 PROCEDURES

Where an employee has been identified for assessment by their manager, the education department will provide an approved driving instructor to carry out an ITN (identification of training needs). Based on this, Driver training may be recommended.

In the period awaiting assessment the individual may be withdrawn from driving duties.

11. ELIGIBILITY TO OPERATE

Only persons over the age of 23 who have a current UAE Driver's License in existence for more than 1 year in the UAE or 2 years in their home country are eligible to drive.

Drivers who are not eligible under their country to directly transfer their license must pass the open book written exam and/or practical exam or those who have credentials and/or experience that waive testing criterion, may drive company vehicles.

It is mandatory for Drivers of leased vehicles to provide the leasing organisation with copies of their UAE Driver's license prior to taking delivery of the vehicle.

Drivers must carry their valid license and Emirates ID, as per UAE law. Failure to do so could result in an arrest.

Only Drivers authorised under UAE law holding the relevant license can drive vehicles with a Manual Transmission.

Drivers must immediately notify Fleet Management and their supervisor or manager/team leader if their license is suspended, cancelled or has limitations placed on it.

Where an employee has a designated non-operational vehicle as part of their employment contract, their spouse is authorised to drive that vehicle provided they hold a valid driving licence and not used when the employee is at work.

All Drivers must ensure that they have the appropriate license for the vehicle they are driving.

12. EXEMPTIONS

When Drivers use an exemption to speed or run red traffic lights whilst attending an emergency or during transportation; emergency audible and visual warnings lights must be used. During the night it may not be appropriate to use audible warnings and the Driver is responsible for determining this.

When Drivers claim the exemption for speed, you must continuously undertake a dynamic risk assessment of road, traffic, and weather conditions.

Drivers can only claim an exemption to speed if:

- a) They are driving an NA operational vehicle
- b) That the operational vehicle is approved for deployment
- c) That they have been requested to attend the call by NA ACC

Failure to meet these conditions may result in the Driver responsible for the associated fines and traffic points.

13. FITNESS TO DRIVE

Alcohol and Drugs

No Driver shall drive under the influence of alcohol and/or illegal drugs, UAE has a zero tolerance and if found, may result in a prison sentence. (UAE federal law No 2) No employee will consume any alcohol for a minimum of 8 hours before driving any vehicle or commencing work, this is in accordance with NA policy OPP103.

Whilst on duty you must not consume any medications that may impair your ability to function correctly. If this situation arises, you are required to book sick, NA policy OPP103.

The general directorate of Police require eyesight to be to the required standard and recommend eyes tests every two years, if you require lenses or glasses then you must wear them. UAE federal law 139.

14. FUEL AND FUEL CARDS

Where a vehicle has an allocated fuel card the mileage must be submitted at the time of refuelling along with the Drivers details. The card is not to be used to fuel any other vehicle.

Fuel claims must have a receipt along with the mileage of the vehicle at the time of re-fuelling written on the front of the receipt, and a completed FIF105 Expenses claim form.

When returning a company vehicle allocated to a specific staff member with a fuel allowance, the fuel level should be at least the same amount of fuel, as when collected.

Operational Vehicles must under no circumstance be handed over to a new shift with less than ¼ of a tank of fuel.

15. HEIGHT RESTRICTIONS

The height restrictions for Mercedes 324 Ambulances have the dimensions labelled in the windshield facing the driver. Drivers are to take particular care to note the length of 5910mm, width of 2426mm and the height limit of 3200mm, especially when entering buildings, car parks and drive through etc.

It is the responsibility of the Driver to access this prior to entering a building or parking.

16. INSPECTIONS

The involvement of driver inspections is a mandatory requirement and an integral part of the planned, preventative maintenance system. Drivers are the ambassadors of NA, driving NA vehicles and administering services thus it is fundamental to involve drivers in the reporting of faults.

It is mandatory for Drivers to undertake inspections of vehicles before use and confirm its condition and roadworthiness. Faults have the potential to cause injury, put patients and staff at risk and diminish the brand of NA.

Where the vehicle is in daily operation and fitted with an MDT, it is mandatory to check that vehicle in every day and report as soon as noticed any cosmetic or new damage identified during inspections and servicing. Where the vehicle is not operational or not used daily, it is mandatory to check in every 7 days.

Under no circumstance should a vehicle be operated unless the daily inspection is complete.

Drivers are responsible for ensuring there is sufficient petrol, oil, water, waste is removed and completing a visual check of tyre condition.

16.1 PROCEDURES

During the course of the inspections, Drivers must walk around the vehicle and check the physical condition of the vehicle, as well as the interior, asset and inventory checks. This would include:

- | | | |
|------------------------|----------------------|-------------------------|
| ▪ Mileage | ▪ Emergency lights | ▪ Body work |
| ▪ Vehicle Registration | ▪ Sirens | ▪ Windows |
| ▪ Fuel Level | ▪ Fluid levels | ▪ Lights and reflectors |
| ▪ Ambulance Phone | ▪ Shoreline | ▪ Hazard warning lights |
| ▪ MDT | ▪ Air Conditioning | ▪ Cleaning |
| ▪ Windows | ▪ Suction | |
| ▪ Brake | ▪ Tyres | |
| ▪ Seat Belts | ▪ Clinical Assets | |
| ▪ Rear camera | ▪ Fire Extinguishers | |
| ▪ Horn | ▪ Medical gases | |
| ▪ Headlights | ▪ Livery | |

Drivers who find, or suspect, a fault with their vehicle should determine, to the best of their knowledge, a clear description of the fault. The Driver must fill in the necessary information into Operative IQ.

The Driver must ensure that faults are recorded in Operative IQ where possible using either the desk platform or an MDT.

17. REVERSING

It is mandatory that a second person (spotter) guide the Driver of an ambulance from a safe position outside of the vehicle during a reversing manoeuvre. Depending on the circumstances, this can be from the front or back of the ambulance.

As the Driver, you are responsible for safety when carrying out reversing manoeuvres in the vehicle. Where the vehicle has second person, they must leave the vehicle if no patient is on-board and take up a position at the rear of the vehicle. This should ideally be at the near side corner where the Driver can see the spotter and the Driver can hear the spotter.

The spotter can also leave the vehicle when a patient is being carried, unless there are exceptional circumstances, e.g. where the attendant is treating or caring for a patient who cannot be left alone. The attendant must not stand between a moving vehicle and a stationary object and use audible and clear hand signals.

If working alone, check the reversing area first, before commencing the manoeuvre. When no spotter is available, leave the vehicle, check the surroundings, and reverse slowly.

Never commence any manoeuvre when dealing with a helicopter transfer until the paramedic on the helicopter gives the all clear signal after the rotor blades have stopped and the shutdown procedure of the engines is completed. Drive forward in a circular movement towards the back of the helicopter to avoid any reversing manoeuvre whenever possible.

17.1 PROCEDURES

- Always, wherever possible, use a spotter to assist with any manoeuvres.
- Avoid reversing a vehicle where possible, by driving forward in a circular movement.
- Properly adjust all mirrors before commencing any manoeuvre.
- Remember that as the Driver, you are responsible for safety when reversing the vehicle.
- Do not commence a reversing manoeuvre until given clear instructions by the spotter.
- Ensure that the spotter is in view throughout the manoeuvre and stop immediately if you lose sight of the spotter at any time.
- Never reverse from a side road into a main road.
- Use audible warning and/or hazard lights on the vehicle when reversing, particularly if you are working alone.
- Be aware of the position and movement of the vehicle particularly the front as it swings left or right when reversing.

18. SPEED RESTRICTIONS

NA or leaseholders as registered owners automatically receive speed camera infringement therefore Drivers may only exceed the legal posted speed limit when they are responding to urgent ambulance business under lights, and must not exceed the posted legal speed limit by more than 20 km/hr at any time.

When exceeding the prescribed speed limit:

- Drive so that you are able to stop safely in the distance you can see to be clear.
- Drive at a speed, which is appropriate to the circumstances.
- Remember if you double your speed, you quadruple your stopping distance.
- No emergency is so great as to justify an accident.

When driving vehicle under emergency response conditions, the Driver shall:

- Be solely responsible for the vehicle and afford maximum safety of its occupants and any other road users, at all times.
- Observe temporary speed limits indicating road works.
- Observe the posted speed limit when passing through a school zone.
- Not exceed any posted speed limit more than **20 KPH**.
- Only exceed the posted speed limit, or not comply with traffic signals or intersections if it is safe to do so.
- Perform a dynamic risk assessment of the conditions at all times.
- Operate under lights only when it is operationally appropriate and approved to do so.
- Only proceed into an intersection against a traffic control device if the Driver:
 - Is travelling at a speed where the driver can stop the vehicle in order to avoid a crash or in causing a crash.
 - Reduces speed to 20 km/hr or less.
 - Takes all due care to avoid a collision with pedestrians and other traffic, acknowledging that other traffic still has right of way.

19. TRACKERS

NA monitor and track all its operational vehicles using a vehicle tracking system monitored by ACC 24/7 and by Fleet Management and EMC.

20. TRAFFIC REGULATIONS

Traffic laws

Drivers must comply with UAE traffic legislation and adhere to the Abu Dhabi Rode user code. All Drivers will be responsible for all penalties/fines incurred whilst driving and operating company vehicles and depending on the severity of the offence, may result in a prison sentence.

Any offence that results in an employee losing their driving license may result in a breach of contract. Re-deployment may be considered but disqualification could lead to termination of employment, if there are no suitable alternative roles available.

Seatbelts

All Drivers and passengers, including patients, must wear seatbelts or restraints. This includes patients utilising shoulder harnesses (where fitted). The exception to this applies to staff who are administering clinical care en-route, and it is not practical to wear a seatbelt. A further exception is for patients who, as part of their clinical treatment, the wearing of a seatbelt or restraints will inhibit clinical care.

All paediatrics patients must be restrained with appropriate straps or seat belts.

Prior to commencing their journey, Drivers must ensure loose items such as clinical equipment etc, is secured in a locker or to a designated bracket or strap.

21. TYRES

Mercedes Sprinter 4x2

NA recognises the importance of safety and set a minimum tyre depth for the Mercedes 324 Sprinter of 2mm for Michelin 235/65R16. An arrangement with an approved contractor will routinely examine and report all tyres pressures and conditions whilst servicing the vehicles.

The details of the tyre pressure on a 324 Sprinter is noted on a sticker located on the front and rear fenders above the wheel arches.

- Front tyre pressure is 48 PSI (3.3 bars) with a Wheel Bolt Torque of 240 N/m.
- Rear tyre pressure is 70 PSI (4.8 bars) with a Wheel Bolt Torque of 240 N/m.

It is the responsibility to the Driver to ensure that tyres are kept inflated to the correct depth. NA will replace all tyres found to be faulty on operational vehicles.

21.1 PROCEDURES

Check the pressure of all tyres including the spare as part of the daily inspection check. If any tyres appear to be below the pressure then stop at the nearest petrol station and check.

Where a puncture occurs or where the vehicle incurs damage to tyres resulting in a major fault, the Driver is to call ACC who will deploy AAA to replace the damaged vehicle with the spare.

As part of the daily check sheets, the Driver should report the missing spare tyre. Fleet Management will arrange with the manager to have the spare taken to the nearest authorised holder of NA stock of tyres for replacement. Once fitted, this can be replaced back into the original vehicle.

22. FOUR WHEEL DRIVE

Switches on the Mercedes 324 Sprinter 4x4 running left to right are 4x4 High, Rear Diff Lock, Front Diff Lock and 4x4 Low. Drivers are never to engage the Diff Locks, even when trained, without clear direction from ACC or a manager.

Drivers should never enter the sand unaccompanied. Call for back up through ACC.

22.1 PROCEDURES

- That all other options for reaching the patient are exhausted (Police/CD/local vehicle)
- That staff can walk easily/safely to the patient
- ACC must be notified and given permission and receive the vehicle's entry location (GPS position)
- The entry position is saved to GPS unit on vehicle
- The ambulance remains in cell phone and radio contact with ACC
- Tires are deflated to 25 PSI (Mercedes/Michelin guideline)
- 4x4 high is switched on and engaged prior to leaving the road
- The terrain is relatively flat and not white sand
- That the ambulance has the required minimum recovery equipment
- Ensure you have surveyed the access and egress of the area
- Find a solid ground area to stop in if you need to stop

- Once task off road is completed stop vehicle on road safely and disengage 4x4 operation mode
- Ensure 4x4 is fully disengaged before proceeding on your journey, as this is detrimental to the vehicle drive train

23. VEHICLE COMPLIANCE

All operational vehicles are required to have an HAAD licence and a current vehicle registration renewed annually. In addition, a specific pass may be required relevant to a contract e.g. Airside pass. This too has an end date.

It is the responsibility of Fleet Management to ensure each vehicle complies with these requirements and where found to be missing, reported by the Driver.

During the course of business, Fleet Management will monitor compliance and at least one month in advance start the necessary process. Should this not be possible due to inter-government departmental constraints, then the DSC will give special dispensations and the managers notified so they can inform their staff.

Any vehicle remaining un-compliant for more than 7 days must be reported to the DSC for their attention and may result in the vehicle being taken off the road.

To maintain compliance vehicles will need to rotate out and a suitable substitute found. Fleet Management will endeavour to minimise service disruption to achieve this by planning at least 1 month in advance.

NA vehicles carry comprehensive insurance for qualified Drivers over the age of 23.

23.1 PROCEDURES

Fleet Management will download from Operative IQ, distribute a list of vehicles with compliance notifications due, and send this by contract to the relevant manager at least 1 month prior to the due dates.

Fleet Management will inform the owner of each contract at least one month prior to any due dates concerning compliance to allow for planning.

Fleet Management will work with each contract to establish the resources required to rotate the vehicle if necessary. Resources may include a HAAD licenser, spare vehicle, or vehicles with special passes.

Fleet Management will maintain a database within Operative IQ for accurate management.

Fleet Management will give a manager of a contract prior warning when taking a vehicle off the road where it cannot be insured whilst in operation.

HAAD

Ambulances cannot operate in the Emirate of Abu Dhabi without a valid HAAD licence.

Fleet Management will inform the Credentialing department at least 1 month in advance of the need to re-register for HAAD. Credentialing will register the vehicle and inform Fleet Management of the appointment.

HAAD licencing will require a HAAD licenced EMT to take the vehicle to the HAAD credentialing office between 7-8am for inspection. Fleet Management and Supply Chain will ensure the vehicle is compliant with all the necessary equipment prior to the inspection.

Registration

Fleet Management will inform the PRO at least 1 month before a registration expires. On re-registering a vehicle, a copy of the registration card is placed in the Driver's side compartment and the original card kept on file by fleet management.

Re-registering can only occur if all fines are paid or cancelled in the Traffic Fines systems. The PRO are responsible for working with the relevant government departments to clear the fines to enable the re-registering.

The insurance company still covers NA vehicles if the registration has expired.

Passes

Fleet Management will inform the PRO at least 1 month before a pass expiry. In order to renew the pass the PRO will require a copy of the insurance certificate, valid registration document and the existing pass.

Passes will be placed in the front Driver's side window.

Insurance

Insurance is renewed annually. A Police report usually requires a copy of the insurance certificate to complete the documentation needed for an insurance claim. Fleet Management will provide a copy on request.

Fleet Management must report all damage to their Insurance Company within 3 days. Drivers, who fail to adhere to the collision reporting process, placing financial risk on NA, may be fully liable for all costs normally paid by the insurer.

24. VEHICLE FAULTS

All operational vehicles have breakdown cover with AAA through EMC. For clarity, in the event of a breakdown ACC will contact AAA and provide the necessary information and location.

When a vehicle is in operation, any fault must be reported through to ACC.

ACC will liaise with Fleet Management/ EMC and the Driver to determine to the best of their ability what category (major or minor) the fault comes under.

- a) The fault is of a safety critical nature that the vehicle, taken out of service immediately for repair, and considered a major fault and made out of service.
- c) A reportable fault but considered a minor fault and safe to use until vehicle can be repaired.
- d) The fault is such that it is noted and the vehicle may be used quite safely until its next service.

In all cases, ACC will create a work ticket against the vehicle so the appropriate action can be taken.

Drivers should remove only the Defibrillator from the vehicle prior to recovery.

Windscreen glass is not covered under the terms of insurance unless in a collision. Therefore, in the event of a breakage, ACC will take the vehicle out of service.

24.1 PROCEDURES

Verbal Faults

When a fault is given verbally over the phone to ACC or Fleet Management the Driver must give a clear and detailed explanation of the fault and where appropriate provide a photograph, as it may be possible for ACC or EMC to suggest remedial action by telephone. ACC will consult with EMC or their representative as to the best course of action.

ACC or Fleet Management will then create a work ticket for action within Operative IQ. The Driver must provide:

- a) Registration number
- b) Call sign (e.g. NA99)
- c) Vehicle type, make and model
- d) Location of vehicle/GPS coordinates
- e) Nature of fault
- f) The urgency of the repair
- g) Photograph where possible using an MDT

If the vehicle fault is such that it cannot remain operational, ACC or Fleet Management will change the status within Operative IQ to *Out of Service* and arrange for its transportation to the appropriate workshop.

- i. ACC will notify the appropriate Fleet / External Contractor of the fault and then check the availability of a spare vehicle to fulfil the service and deploy where available.
- ii. ACC or Fleet Management will raise a work ticket generated in Operative IQ to commence the appropriate action.
- iii. Fleet Management will, if generated by ACC, follow up the work ticket and manage the corrective action.
- iv. If the fault is in the Northern Emirates, and the fault found to be minor fault, then ACC will deploy the Quick Response Team (QRT) to respond within the hour giving the exact location.
- v. If the QRT cannot rectify the fault, then the vehicle deemed *Out of Service* and AAA will recover the vehicle and deliver to a garage nominated by EMC.
- vi. Where the vehicle recovered or placed Out of Service in the Northern Emirates, then it is the responsibility of the Driver to retrieve from the vehicle the Defibrillator (Zoll). All other items and assets are to remain on the vehicle. The Defibrillator is handed to the Area Manager for safekeeping until the vehicle returns or is transferred using Operative IQ to a replacement vehicle. In all other circumstances, the vehicle's assets are to remain on the vehicle at all times.
- vii. If the vehicle remains at a workshop past 48 hours, Fleet Management will remove the assets..

System Generated Faults

Faults generated by Drivers through the Operative IQ system following daily unit checks raise automatics tickets in the system.

Fleet Management will review each ticket and validate whether they are a major or minor fault and either cancel or generate a new ticket and send to the appropriate supplier for action.

It is mandatory for Drivers to report their findings even if the findings were report the previous day, as the system cannot determine that this had occurred.

25. WARNING DEVICES

The use of audible and visual warnings is strictly controlled and authorised for use only when responding to emergency calls or where the patient's condition is such that they require emergency treatment. Drivers must constantly assess the risks when driving at speed operating under warning lights and ensure the operations of such devices can justify rapid transportation.

26. VEHICLE CHECKS

Daily inspection check sheets are mandatory and recorded through Operative IQ at the start and end of a shift. The Driver should note any defects or variations from normal and similarly record where correct, as both actions, together show unusual trends e.g. slow punctures developing.

Fleet Management monitor daily vehicle checksheets closely to ensure checks are completed and that there are no outstanding issues left for later in a shift.

CHECK LIST	REPORTABLE DEFECTS	VOR
Oil Leaks	Dripping giving rise to a patch in excess of 65mm in 5 minutes	Continuous flow, imminent likelihood of fire due to oil contamination. Oil warning light continuously illuminated
Fuel Leaks	Any diesel leak, any strong smell of petrol. Filler cap defective. If possible move vehicle to a well-ventilated area, preferably outside premises	Continuous or a leak constituting a fire risk. Missing filler cap Any petrol leak
Battery	Leaks, insecure, loose terminals	Detachment imminent
Brakes	Performance below normal expectations. Pedal rubbers worn smooth. Sticking/binding brakes. Excess travel	Footbrake – Pedal creeps to floor or is excessively spongy. Insufficient reserve travel. Fluid below minimum level in reservoir. Deviation to one side or grabbing/juddering affecting directional control. Handbrake – Excessive side play. Difficult to operate. Insufficient reserve travel. Inadvertently disengages. Failure to release
Exhaust	Insecure, leaking, noisy	Fumes entering vehicle. Detachment imminent
Smoke Emission	Continuous haze	Sufficient to obscure vision or likely to cause danger to others
Wheels	Kerbing damage. Steering wheel out of alignment	Badly distorted/damaged. Stud holes elongated/damaged. Nuts missing or loose. Rust emitting from nuts.
Doors & Exits	Holding/retaining device defective. Difficulty in opening and closing. Steps stiff/damaged. Retaining device faulty	Jammed shut. Likely to fly open inadvertently. Could cause injury to users. Could impede driver in an emergency
Tyres	Shoulder Wear. Cuts. Sidewall scuffing. Tyre depth 3mm or less (refer to WELSH tyre policy) If in doubt use the provided tyre tread depth gauges.	Bulging caused by separation or partial failure of its structure. Body cords damaged/exposed. Under inflated or tread worn below legal limit. Immediate action at 2 mm
Mirrors	Faulty passenger/interior mirror	Drivers view to rear is inadequate due to obligatory drivers mirror missing, insecure, damaged
Wipers	Worn blades. Juddering. Insecure	Missing/inoperative such as to impair drivers view (subject to prevailing weather)
Washers	Partially blocked. Misaligned washer jets	Missing/inoperative such as to impair drivers view (subject to prevailing weather)
Horn	Inoperable. Low noise	Detachment Imminent
Glass	Scratches, cracks, holes. Window inoperative/stiff	Drivers view seriously impaired by damage. Windows jammed open
Reflectors	Obligatory reflectors deteriorated. Obscured/insecure	Detachment imminent

Body Exterior	Panel damage, missing, insecure, corroded	Items likely to fall off or cause injury
Steering	Excessive lift or side movement. Stiff steering. Noisy/knocking operation. Fluid leaks	Abnormal lift or side play indicating failed components. Power steering inoperative. Excessive free play in straight ahead position that could impair drivers control of vehicle. Failure or detachment imminent. Continuous oil leak
Heating and Ventilation	Performance below normal expectations	Fumes entering saloon. Heating failed completely (subject to prevailing weather)
Lights	Inoperative/damaged lamps. Flickers. Intermittent operation.	Obligatory lamps inoperative, dim, missing, obscured or insecure when use of lights is compulsory (an immediate prohibition will normally only be appropriate for such defects in conditions of seriously reduced visibility or at night) NOTE: Obligatory lamps i.e. front and rear side lamps, rear fog, headlamps, stop lamps
Body Interior	Side panel/floor covering/roof ventilators damaged, missing, protruding, and insecure. Seats belts inoperative/defective. Seats insecure/damaged. Grab rails insecure/damaged	Obligatory front seat belts inoperative. Any item that could injure users or affect drivers safety or control of vehicle or items likely to endanger patients
Indicators	Warning light inoperative. Lamps inoperative, damaged, obscured or insecure. Hazard lights inoperative	Inability of driver to signal intention to change direction by whatever means. Detachment imminent
Transmission	Difficulty selecting gears. Jumping out of gear. Clutch adjustment	Clutch slipping. Knocking noise/vibration indicating failure imminent
Suspension	Knocking noises. Air suspension leaking, failure to dump	Detachment/failure imminent affecting control of vehicle
Engine	Water leaks. Performance below normal expectations	Overheating, knocking, misfiring, likely to lead to early breakdown or engine failure

27. SUPPORTING DOCUMENTS

Mercedes Benz 324 Sprinter Technical Manual (ref)
 Pre-Delivery Inspection (OIQ)
 Vehicle Check Sheet (OIQ)
 Expenses claim form FIF105
 Infection Control Programme CGP129
 Code of Conduct COP202
 Occupational Health Policy OPP112
 Abu Dhabi Road user code (www.dot.abudhabi.ae)
 Waste Management Disposal (LMS)

28. DOCUMENT CONTROL

A review and update of this document will take place as necessary, when changes occur that identify the need to revise this Policy such as changes in roles and responsibilities, release of new legislative or technical guidance, or identification of a new policy area.

This document ownership for editing identified as:

- Director of Supply Chain

Change Brief

Version No.	Date	Changes
1	January 2014	Replace mobile and driving Policy COP204 to OPP118 January 2014
2	August 2015	This Policy is completely re-written specifically to inform the guide staff driving NA Operational Vehicles. The main reason for the re-write is due to lack of specific such as UAE Law, collisions procedures, speed restrictions and ramifications when policy is not followed
3	December 2015	Changed code and Department from OPP118 to PUP202 and from Operation Department to Supply Chain Department
4	January 2017	Correction on disposal of gloves and PPE

Review & Approval:
