



SAFE & EFFICIENT HOME DELIVERIES

ROUTE PLANNING IS A **VITAL PART** OF THE DELIVERY FULFILMENT PROCESS **PLANNING IS CRITICAL**



**SAT-NAV IS A
USEFUL TOOL**

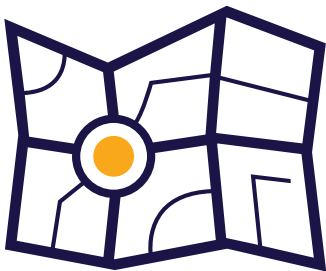


But only use an LGV Device



**DRIVING LIKE A
PROFESSIONAL CAN
HELP REDUCE
STRESS LEVELS**

The role of the professional driver carries a lot of responsibility. A driver's professionalism (or lack of it) can impact on their company's image and reputation.



Know your route:

Be aware of your vehicle dimensions and possible restrictions on the route.

Responsibilities



- Driving time
- Working time
- Vehicle roadworthiness
- Load safety
- Communication
- Professional driving & courtesy



Familiarise yourself every time you drive a different vehicle

- ✓ Know your vehicle height and width
- ✓ Know your route
- ✓ Obey road traffic signs
- ✓ Check the height of the vehicle
- ✓ Check that the correct maximum height is displayed in the cab

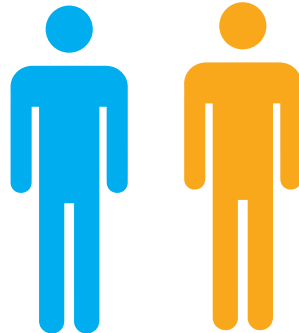


FIRST APPEARANCES COUNT FOR A LOT: THINK ABOUT YOUR VEHICLE AND YOUR OWN PERSONAL APPEARANCE

Customer service

EXTERNAL CUSTOMERS

People external to the organisation who buy goods and services



INTERNAL CUSTOMERS

People within your own organisation



Good customer service is **essential** to securing business and by 2020 will be the **defining factor** of a brand.

Taking an **active** rather than passive approach to work can help establish **positive relationships** with customers.



Bad customer service can result in cancellation of contracts and loss of jobs

