

Dear Driver, thank you for driving for the Food Bank. Please read the following notes before you set off.

**\* When there is no person present at the warehouse keys may be collected and returned to Northgate Hospital Reception. You will need to present some form of identification and sign for the keys.**

#### **Your safety:**

- Please do the usual pre-journey safety and condition checks as you would for your own vehicle (tyres, lights, brakes, fuel, screen wash, no damage etc).
- Please follow the vehicle interior cleaning procedure before you start your shift [New Trustee guidelines]
- Do follow Food Bank guidance on lifting and handling
- If working alone and assigned to deliver a food parcel to a client, then;
  - Carry the panic alarm held in the glove compartment.
  - Food can be delivered to the gate or the doorstep, but do not enter the client's residence
  - Before leaving the vehicle park so that it is simple to depart quickly and safely if you feel under any threat whatsoever.
  - Once delivered, complete the delivery detail on the printed address slip provided.
  - If you are unable to deliver a parcel to a client, please leave an 'Unable to Deliver' card at the address and return the parcel to the warehouse. Update the printed delivery slip.
  - Upon return to the warehouse, be sure to leave the keys and slips in the relevant basket \* **[See above]**
  - The Food Banks vans have type approval category N1 which means it is subject to the following speeds: 30mph in built up areas, 50 mph on single carriageways, 60 mph on dual carriageways. Motorway speeds are the same as cars, 70mph, unless you are towing a trailer, which lowers it to 60 mph.

#### **Insurance**

- Ensure that you have returned a completed Driver Information Form to the WVFB Co-ordinator. If your circumstances change, please notify her so we can update our insurers.
- In the event of an accident also call ERS Insurance on 0330 123 5992 or SEIB 0345 873 4901 (for windscreen damage the number to call is 0345 602 3378). The policy number is 50025965 and the policy holder is Wansbeck Valley Foodbank.
- In the event of a breakdown, notify the WVFB Co-ordinator on 07841 908477 and contact the RAC (the number is on a sticker on the windscreen).
- If the vehicle needs to be towed, then it needs to go to Morpeth Motor Co. in Pegswood.

#### **General**

- Please ensure that you have been provided with details of your allocated journey and fill in the journey logbook when returning the vehicle (we require this record for insurance purposes).
- No clients to be conveyed and only Food Bank approved journeys to be driven.
- Please keep the interior of the van clean and clear of rubbish. No smoking, nor consumption of food/drink in the vehicle. Damage or faults to be notified immediately to the WVFB Co-ordinator.
- To use the sat-nav charger, plug in if unconnected. There is also an A-Z Atlas available for your use (usually stowed on the shelf above the windscreen).
- The mobile phone is provided for Food Bank business (i.e contacting the Duty Manager, clients etc). It should only be used when the van ignition is switched off or the vehicle is parked.
- If you are uncertain of anything relating to your duties as a driver, please seek clarification from WVFB Co-ordinator on 07841 908477
- The vans are usually filled weekly. Occasionally, the van may need to be refuelled. Please use the Shell Card in the key fob (Shell Garage or Morrisons) and ensure you hand the receipt in to the WVFB Co-ordinator.

## DRIVING THE NEW BERLINGO? READ THIS

Dear Driver, thank you for driving for the Food Bank. Please read the following notes before you set off.

**\* When there is no person present at the warehouse keys may be collected and returned to Northgate Hospital Reception. You may need to present some form of identification and sign for the keys. The delivery slips are to be posted in the post-box at the Foodbank front door. Please do not leave in the vehicles.**

### Your safety:

- Please do the usual pre-journey safety and condition checks as you would for your own vehicle (tyres, lights, brakes, fuel, screen wash, no damage etc). Also check the starting mileage in the log
- Please follow the vehicle interior cleaning procedure before you start your shift [New Trustee guidelines]
- Do follow Food Bank guidance on lifting and handling
- If working alone and assigned to deliver a food parcel to a client, then;
  - Carry the panic alarm held in the glove compartment.
  - Food can be delivered to the gate or the doorstep, but do not enter the client's residence
  - Before leaving the vehicle park so that it is simple to depart quickly and safely if you feel under any threat whatsoever.
  - Once parcels are delivered, complete the delivery detail on the printed address slip provided.
  - If you are unable to deliver a parcel to a client, please leave an 'Unable to Deliver' card at the address and return the parcel to the warehouse. Update the printed delivery slip.
  - Upon return to the warehouse, be sure to leave the keys and slips in the relevant basket \* **[See above]**
  - The Food Banks vans have type approval category N1 which means it is subject to the following speeds: 30mph in built up areas, 50 mph on single carriageways, 60 mph on dual carriageways. Motorway speeds are the same as cars, 70mph, unless you are towing a trailer, which lowers it to 60 mph.

### Insurance

- Ensure that you have returned a completed Driver Information Form to the WVFB Co-ordinator. If your circumstances change, please notify her so we can update our insurers.
- In the event of an accident also call ERS Insurance on 0330 123 5992 or SEIB 0345 873 4901 (for windscreen damage the number to call is 0345 602 3378). The policy number is 50025965 and the policy holder is Wansbeck Valley Foodbank.
- In the event of a breakdown, notify the WVFB Co-ordinator on 07841 908477 and contact the RAC (the number is on a sticker on the windscreen).
- If the vehicle needs to be towed, then it needs to go to Morpeth Motor Co. in Pegswood.

### General

- Please ensure that you have been provided with details of your allocated journey (separate sheet for collections) and fill in the journey log when returning the vehicle (required for insurance purposes).
- No clients to be conveyed and only Food Bank approved journeys to be driven.
- Please keep the interior of the van clean and clear of rubbish. No smoking, nor consumption of food/drink in the vehicle. Damage or faults to be notified immediately to the WVFB Co-ordinator.
- The mobile phone is provided for Food Bank business (i.e. contacting the Duty Manager, clients and as a Sat-Nav). It integrates automatically with the car when attached via the USB. Please see further instructions overleaf.
- If you are uncertain of anything relating to your duties as a driver, please seek clarification from the WVFB Co-ordinator on 07841 908477. Please also refer to the Safeguarding policy in the Operations Manual
- The vans are usually filled weekly. Occasionally, the van may need to be refuelled. Please use the Shell Card in the key fob (Shell Garage or Morrisons) and ensure you hand the receipt in to the WVFB Co-ordinator.

## Vehicle Specifics

- The new vehicle has an automatic parking brake positioned below the central console. It will automatically disengage when you pull away.
- To engage the handbrake manually, depress the footbrake and pull back the parking brake switch (P) until the red light comes on.
- The parking brake will also engage automatically when the ignition is switched off.
- **Please do not amend any of the vehicle configuration settings without referring to the fleet manager.**

## Integrated iPhone

- The iPhone in the vehicle has been paired with the Apple Car Play feature.
- Once it is connected via the USB it will be automatically be detected and certain features will be displayed on the centre console. The phone access password is in the key fob
- The centre console is touch sensitive and can be operated without having to use the handset for both phone and Sat.Nav. operation.
- The diagrams below (Fig1-5) act as a guide to using the navigation feature

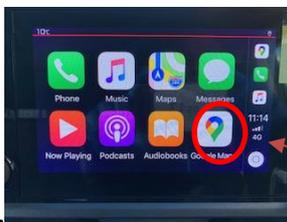


Fig 1. Select Google Maps

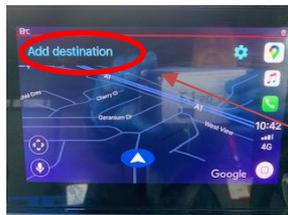


Fig 2. Select Add Destination

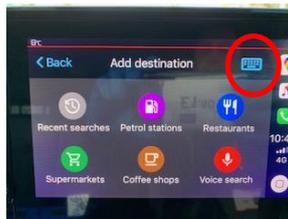


Fig 3. Select the keyboard icon

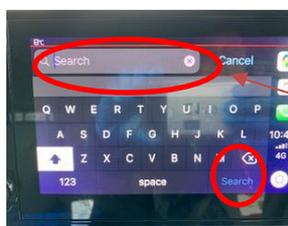


Fig 4. Enter the required postcode and select Search



Fig 5. Press Start or you can add more routes

The home key is on the bottom right which will take you back to the screen in Fig 1.