



## Good driving charter

This charter declares our commitment to high standards of road use and good driving behaviour so that our operations have the minimum possible impact on the communities where we operate.

### We undertake to

- Ensure that all our drivers sign up to this charter.
- Follow up all complaints and take action where possible.
- Report on complaints and their handling.
- Participate in the Well Driven? programme.

### Our objectives are to

- Check that our vehicles are fully roadworthy and operating without significant defects.
- Load our vehicles properly so that they are stable and secure.
- Keep our vehicles clean and tidy.
- Ensure that all our loads have the appropriate paperwork and operate within legal limits at all times.
- Comply with all planning conditions and local agreements.
- Adhere to special routes where these have been agreed and otherwise choose the most suitable routes for the vehicle.
- Drive in such a way as to minimise impacts on homes, businesses and other drivers by:
  - Driving courteously
  - Observing the speed limit
  - Always following the highway code
  - Adjusting our speed according to weather conditions
  - Driving defensively
  - Avoiding intimidating other road users, pedestrians, cyclists and animals
  - Accepting the mistakes of other road users
  - Keeping a safe distance from the drivers in front
  - Driving in such a way as to minimise vehicle noise.

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6 December 2011