



## 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 How's My Driving? 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.

**Mike Hill**  
Chief executive, The Hills Group Ltd

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