

Health, Safety, Security & Environment Policy



Car Rentals & Logistic Services

Siraat Pakistan (Pvt.) Limited

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Introduction

Health, Safety, Security and Environmental (HSSE) Management is an integral and essential part of the way we do our business and is considered an equal part of the wider system for the management of our business. Through effective management, Siraat aims to be the preferred contractor and the favored employer. The requirements set out in this document constitute the expectations for divisional compliance with Siraat policy.

The purpose of this document is to describe:

- The structure for the management of Health, Safety and Environmental (HSE) within the Siraat divisions.
- The expectations for each element of the HSSE Management System. It is the responsibility of each division to determine how these expectations and requirements are to be achieved.

COMPANY AND RESPONSIBILITIES

Management of Siraat Pakistan is completely committed to implement HSSE policy and clearly states the position on Health, Safety, Security & Environment.

The Group heads and the business functions are operationally responsible for implementing the policy in their respective business or function.

The Policy

Siraat Pakistan Private Limited

Will ensure

- The health of employees, customers and the public is protected
- Its operation runs in a manner acceptable to local communities
- All of its vehicle remain environment friendly
- Its activities are conducted safely
- Employees, capital, information and other assets are protected from deliberate harm, damage or loss.

IMPLEMENTATION

- Require every member and staff, and those who work on our behalf, to exercise personal responsibility in preventing harm to themselves, others and the environment, and enable them to contribute to every aspect of Health, Safety, Security & Environmental protection.
- Regularly monitor the application of this HSSE policy.
- Comply with the relevant law and regulation and take any additional measures considered necessary.
- Ensure that all activities are concluded in a manner consistent with Siraat Pakistan HSSE standards.
- Provide appropriate Health, Safety, Security and Environmental information to all contractors and other who works with us, handle our vehicles, operate our technologies.
- Encourage the positive interaction of companies within the industry for the development of improved HSSE standards.

OUR BELIEFS AND PRINCIPLES

- All driving related injuries are preventable. Our goal is zero harm.
- Everyone has a personal responsibility of his/her own Health & Safety, for others in the work place and for the environment in which they work. Good health and Safety is equally important away from work and will be encouraged.
- Everybody should be involved in HSSE management.
- Line management is accountable for leading the continuous improvement in HSSE performance to define goals.
- Information on HSSE performance will be made available to those around us.
- Energy, water and resources, both natural and manmade, will be utilized efficiently. We will minimize waste.

HSSE MANAGEMENT SYSTEM

The implementation of policy across all operations, sites and businesses, is through the Siraat Health, Safety, Security & Environment management system. This is fully integrated into the company's scheme of organization.

Line management is responsible for HSSE performance and the implementation of local regulatory requirements.

Implementation is by means of

- 1) **Equipment** through high engineering and maintenance standards, so that equipment is fit for purpose.
- 2) **Procedures** through locally prepared, documented procedures in line with Siraat good practices.
- 3) **People** through training, involvement and other programs to help people competently contribute to HSSE improvements.

WORKING HOURS/OVERTIME POLICY

The management feels that drivers are the most key part of our business and is very serious in improving their social life standards.

Considering the fact, it is ensured that there is no delay in the wages of drivers, and also the overtime is given along with the monthly wages.

Siraat Pakistan is a compliance company to the maintain minimum wage.

In addition to that there is a consistent raise in the salaries of drivers annually, considering the workplace history of the driver.

DRIVERS AND CELLULAR PHONES

- Mobile phones have many benefits. They provide security and can be of great help in an emergency. But tests have shown a driver cannot help being distracted by a cell phone or text message. If you are distracted, you will NOT register hazards or react quickly. A conversation on hands-free phone is no less distracting than using a hand-held one.
- It is illegal to use mobile phone when you are driving when you are stopped at traffic lights when you are queuing in traffic.
- If you are using your mobile phone while driving, your reaction time worsens than if you are driving under the influence of alcohol

“The best advice is to switch off before you drive “

- Only use your mobile phone, after you have stopped in a safe place, for instance: rest stops or e.g. rest stops, or travelers lots etc.

CHAUFFEUR HIRING POLICY

Siraat Pakistan 's management shall follow the guide lines given below as a general chauffeurs hiring policy before employing any person as a chauffeur for Siraat. A variation from this policy may take place according to the local requirements &needs.

- The candidate must have a valid driving license issued by any driving license issuing authority from within Pakistan.
- The candidate must be at least 25 years of age at the time of applying for the job.
- The candidate must have at least 3 year (accident free) driving experience.
- The candidate must be able to give the proof of his residence.
- The candidate must be able to provide security clearance from his local counselor/local authority/local police.
- The candidate must not be a convict or have any criminal record.
- The candidate must have a computerized valid CNIC and must supply an attested copy of the same with his application.
- The candidate must be familiar with the rules of the road and must have motorway/highway driving experience.
- The candidate should have a reasonable level of city and out city knowledge.
- Candidates must have an excellent (accident free) previous road safety record.
- Candidates must undertake a road sign and road safety oral test.
- Candidates must undertake vehicles knowhow and driving test.

- Candidates must be willing to endure the drugs and medical fitness test.
- Candidates must be willing to undertake internal and external training programs.
- Candidates must be willing to wear company's uniform and maintain it.
- Candidates should be aware of and be able to provide excellent customer service.
- Candidates must have a personal mobile/cell phone to communicate with the base office.
- Academic qualifications and other spoken languages should be considered as added qualifications/skills

Driving When Tired

Studies have shown that sleep does not occur without warning. Drivers who fall asleep at the wheel first reach the stage of fighting off drowsiness by opening a window or turn up the radio.

Tips for drivers

- Do not start a long trip if you are already tired.
- Remember the risks if you have to get up unusually early to start a long drive.
- Plan your journey to include a 20 minute break every two hours.
- Find a safe place to stop if you feel drowsy. Not the hard shoulder of the motorway.
- Try to avoid long trips between mid night and 6 am when you are likely to sleepy anyway.
- Share the driving if possible

NO-SMOKING POLICY

According to medical evidence smoking is injurious to health. We have therefore decided to introduce No-Smoking policies while driving, because there is a growing expectation among passengers that they should be able to travel in an atmosphere that is clean and smoke free.

- Smoking is strictly prohibited, as Vehicle is the smoke-free zone.
- Make sure drivers are aware of the policy.
- Both drivers and passengers are restricted to smoke inside vehicles.
- In case passengers persist, driver needs to take necessary measures to reduce the impact of smoking.
- On complaints, warnings are issued to drivers which can also lead to termination.

ALCOHOL AND DRUGS POLICY

All type of addictive factors are strictly forbidden for chauffeurs, considering the fact that unfit person on the wheel is not only a threat to his own life, but also can be proven fatal for many others on the road.

All the selected drivers have to go through a detailed medical process, where they are examined for their drugs usage.

There is no leniency or warnings for drivers who is caught drunk or under any impact of drugs, in case of breach, he is immediately terminated.

SEAT BELT POLICY

“Stay safe and secure, wearing seat belts save lives”

Seat belt wearing saves thousands of lives everywhere in the world. Everyone knows that they should wear a seat belt in the front seat, but many people still do not realize how dangerous it is not to wear a seat belt.

This could result in death or serious injury to you and any one sitting on the front seat.

The use of seats belts is required by all vehicle drivers, if a seat belt is fitted to the vehicle it must be worn, passengers are also required to wear seat belts where these are fitted.

- Child of 12 yrs of age can use the adult seat belts.
- Never put the same seat belt around two children or around yourself and another passenger.
- Do not try to improve seat belt comfort with padding or cushions or sits on any mats or cushions.
- Take time to ensure the entire passengers are wearing seat belts properly.
- If a driver is found not wearing a seat belt or passenger sitting in the front seat without seat belt a disciplinary action will be taken against the driver, which may lead to termination of his service.
- Wear a seat belt to save a life **“It may be yours”**

EMERGENCY RESPONSE POLICY

There is always a highly probability of any mishap or emergency whenever you are on the road, not necessarily due to your carelessness but may be the reckless attitude of others.

We try to be as proactive as possible, to avoid or at least minimize the consequences of those mishaps; the driver is always in contact with the operations office via cell phone, which is a must-have tool for all the drivers at Siraat.

Apart from this, all our vehicles are attached with efficient tracker systems attached, which can keep the car always in access; the movement of the vehicles is monitored on constant basis through our in-bound tracker monitoring terminal.

JOURNEY POLICY

We have very sophisticated system of taking care of the journey requirements of our valuable customers, and our staff is trained enough to advice you the best about your travelling.

We implant our officer in the client organization (considering the volume of workload), who provides the in-house services to the employees of the organization.

The implanted officer is responsible to devise a journey plan for the employees of that organization, as per their requirement and needs, considering the best and most economical options.

TIRE POLICY

In addition to maintenance aspects of the vehicle, tires are the major area of concern for us, high quality radial tires are being used in all our vehicles. In case of any local brand, all the tires need to be replaced after every 50,000 kms.

All other aspects are closely monitored on daily basis such as air pressure, tire movement, alignment, balancing etc.

TRAINING POLICY

Purpose:

This driver training program was developed from several programs, adapting portion utilized to our circumstances and needs. This has been done in an effort to improve the safety of our valuable customers while on the road.

Operating In traffic is never a static undertaking; conditions are constantly changing. Elements that affect the safe flow of traffic are many: road surface, vehicle condition, speed, weather, visibility, congestion, and road configuration, to name a few. Far and away the most important element affecting traffic flow however is the DRIVER.

Defensive Driving Training Program:

All Drivers deployed in the corporate sector shall be trained and have to take part in companies' Defensive Driving Training Program to be arranged through competent/recognized/qualified trainers. The program should be on going & the Refresher for the trained drivers to take place every two years.

All Drivers to be sent for medical fitness test before taking Defensive Driving Training Program to ascertain their Physical Fitness and should include an Eye Test (VA & VF) and Drug Test.

Driving attitude:

The driver's capacity to meet the responsibility is a function of both the driving skill and driving attitude. He must have an awareness of that responsibility and be dedicated to meet its inherent demands whenever he is at the wheel.

Impatience is a large contributing factor to a poor driving attitude. An inability to accept minor or momentary delays can lead to poor driving judgment. The road is shared by all types of people; its use is a privilege. Some of those people are aware of their surroundings, many however, do not. Impatience with these people won't change them. As a driver with great responsibility you must recognize the fact that people aren't perfect, that they cause delays.

Be indulgent and be safe. It is far better to be delay by someone else's mistakes, than not to arrive at all.

Experience is a good teacher. It should be supplemented, however, with practical skill building exercises and honest self appraisal. Even the most competent and careful driver, when faced with an emergency situation on the road, might not make the correct response quickly enough to avoid a collision if a response hasn't been practiced until it becomes automatic.

Vehicle Dynamics:

Vehicle dynamics is the study of the affects of forces on vehicles in motion. It is a complicated analytical and experimental technology requiring the use of advanced mathematical principles to fully explain. It is very simple to understand that the energy of an object increases tremendously, as the velocity of the object increases. Driver has to realize the maximum limit of energy, where he can take the control back in favor.

Daily Maintenance Check:

Every driver to do a daily maintenance check on the vehicle at the beginning of each shift and to complete the Daily Maintenance Sheet located in the vehicle.

The paperwork is not only a guideline for what needs to be checked but is also documentation that will be reviewed in case of an accident.

A brief synopsis of each category on the Daily Maintenance Sheet, what to look for, and what to do in each category includes:

Radiator: Check coolant level. Keep filled to within an inch of the top with a 50/50 mixture of water and antifreeze.

Oil: Check level; make sure oil is above low mark. The vehicle should sit for at least an hour before adding oil for a true reading on the dipstick. Over filling can cause heating problems.

Fuel: Check level. Don't allow fuel to go below a half tank. Tank is to be filled anytime the gauge reads lower than three-quarters.

Water Tank: Make sure tank is full at all times.

Battery: Check water level, every cell. Water should be maintained at the level of the split ring.

Tires: Check air pressure. Make sure you check the inside duels. If one of the duels is flat, the other is taking too much weight.

Also check for cuts, damage, imbedded objects, and visible wear bars. Notify the Maintenance Division of any of the above conditions.

Electric Switches: Make sure any electrical equipment that is switched is operating correctly.

Equipments in Place: The entire inventory must be checked daily. Use the inventory list in the cab-don't rely on memory. Note any missing equipment on the back of the sheet and notify your officer.

Automatic Transmission Level: Check with the engine at operating temperature, on a level surface, with the transmission in neutral.

Notes from the maintenance division:

Instrument Panel: Be familiar with the instrument panel layout of any vehicle you driver. This makes you more efficient and safer, allowing you to reach controls without taking your eyes off the road for very long.

Idling Before Shutdown: If it is hot and your vehicle has been driven hard, it is necessary to allow it to idle for three minutes before shutting down. This allows the turbocharger, which is powered by exhaust and builds up tremendous heat, to cool down. Neglecting to do this can result in engine failure.

Preventive driving:

Most accidents are attributable to drivers (85%) rather than equipment or conditions. Most accidents are avoidable if a driver will:

- 1) Anticipate conditions and,
- 2) Make correct responses to those conditions.

Anticipation is a function of awareness and vision. Correct responses are a function of practiced action.

Proper visual habits can be developed and practiced like any other skill.

Visual perception is a prime determinant in safe vehicle operation. Get into the habit of watching a long way down the road.

Don't focus on the car in front of you. This can produce a tunnel vision effect.

Be aware that an increase in speed can also reduce your visual field. The range at which your eyes focus is a narrow three degree from straight ahead. To eliminate tunnel vision and get a complete view of your surroundings you need to use your peripheral vision (normally 180⁰) as well.

Do your best to maintain a steady speed that will allow you to drive through intersection with a green light.

Position seat, hands mirrors:

Seat Adjustments: In order to have maximum control of your vehicle, you must properly adjust the seat to maintain a good sitting position. The seat should be as far back as possible while allowing your feet to comfortably reach the pedals. Your back should rest against the seat back. Don't lean forward or support your body with your hands and arms because this affects your ability to steer.

Hand Position (Steering): Place your hands at the nine and three o'clock position on the wheel. You shouldn't feel cramped and your arms should be away from your body with the elbows slightly flexed. This position allows you to turn the wheel 180° in either direction very quickly without releasing it. If it is necessary to turn the wheel more than 180°, use the hand-over-hand method.

Don't bend over into a turn as you steer: Sit straight up. Leaning can cause a viewing perspective that your brain has trouble interpreting, leading to a short turn.

Mirrors: Make sure your mirrors are adjusted before you drive any vehicle. Adjust the outside mirrors so there is as little of your vehicle showing as possible, with the horizon in the middle of the mirror.

ACCIDENT POLICY

For the purpose of this policy an accident shall be defined as any incident which is an unplanned or uncontrolled event that causes possible damage to vehicle, injury to personnel or possible liability against the third party may result. Here accidents are limited to automobile accidents only.

Policy:

For the protection of the clients and driver or any other individuals on the vehicle, all accidents are to be reported immediately to the concern person at Siraat office.

All claims for damages as a result of an accident will be handled by the Siraat staff. Clients are advised to not admit liability, sign statements concerning the liability of an accident or accept any settlement presented by insurance representatives for the other party.

In the case of serious incidents a full report and follow-up investigation will be undertaken by the Siraat officials.

Do not remove either vehicle on the location of accident.

All Siraat vehicle s cover's third party liability together with cover for damage to the Siraat vehicle. In addition, the insurance covers each passenger up to a maximum of Rs. 100,000 (Max 3 passenger in a vehicle excluding driver). In case if requirement from customer to increase in coverage, will be enhance.

All insurance claims are payable in local currency and in Pakistan only.

Prepare a written report within 12 hours.

Collision Damage Waiver (CDW) is mandatory in the self drive vehicles according to different car groups. In case of an accident the maximum liability of the renter will be restricted to the actual damage or the non waiver excess, whichever is less.

MAINTENANCE POLICY

The goals of the vehicle maintenance plan of **Siraat** are to support safe, reliable, and high quality service to our clients while making maximum use of financial resources. An effective maintenance plan ensures safe transit vehicles on the road and maximizes transit vehicle life.

Responsibilities include scheduled preventive maintenance checklists and brake and tire inspections. All vehicle records are maintained using fleet maintenance software system. Approved vendors will provide additional work and major engine repairs, including warranty service. All mechanics will have ongoing training that cover maintenance safety and mechanical service specific to transit vehicle operations.

Daily Vehicle Inspections:

Specific procedures are outlined and monitored to ensure that all vehicles are inspected prior to the transit vehicle going into service each day and a post-trip inspection at the end of the service day. Drivers will perform a comprehensive checklist of essential maintenance elements and record the results on the pre-trip inspection form. If a defect identified will cause further damage or presents a safety hazard, the vehicle will not be put into operation. Minor defects will be listed on the repair order for correction during the preventive maintenance process.

Preventive Maintenance:

Preventive maintenance check list include the vehicle unit number, mileage on the vehicle. Following are minimum maintenance.

Change engine oil.	5,000 km
Change fuel filter.	50,000 km
Change air filter.	5,000 km
Change automotive auto/trans filter and fluid.	30,000 km
Change differential oil.	30,000 km
Grease under carriage and suspension.	4,000 km
Check automatic transmission fluid level.	4,000 km
Check differential fluid level.	4,000 km
Check coolant level.	4,000 km
Check windshield washer fluid level.	4,000 km
Check battery water level.	4,000 km
Check brake fluid level.	4,000 km
Replace/repair tires.	As needed.
Visually check suspension for damage or wear.	
Replace brakes if needed.	
Check and clean battery post connections.	

Vehicle Breakdown:

In the event of transit vehicle breakdown, a spare unit will be maintained ready to replace the damage vehicle. The transit vehicle involved with the breakdown will be taken out of service and scheduled for repair and a record maintained to prevent future incidents. Only after the repairs have been made to the transit vehicle, will it be returned to service.