

X2X COURIER

HEALTH AND SAFETY POLICY

Protecting our people, the public and our operations

Document ref.	Version	Effective date	Review date
X2X-HSP-001	1.0	8 September 2026	8 September 2027

Prepared by	Approved by	Classification
Operations / H&S Lead	Managing Director	Internal — all staff

This policy applies to all employees, agency workers, self-employed couriers working under X2X Courier's control, contractors, visitors and anyone else who may be affected by our work. It should be read with the company's risk assessments, vehicle handbook and induction materials.

1. Statement of intent

X2X Courier is a courier and last-mile delivery business. Our work involves driving, handling parcels, working alone at customer premises and operating from depots. These activities carry foreseeable risks to our people and to members of the public.

The Directors of X2X Courier accept that they have a legal and moral duty to protect the health, safety and welfare of everyone affected by our operations, so far as is reasonably practicable. We will comply with the Health and Safety at Work etc. Act 1974, the Management of Health and Safety at Work Regulations 1999, and all other applicable health and safety law.

We are committed to:

- Providing safe systems of work, safe vehicles, safe equipment and a safe working environment.
- Identifying hazards, assessing risks and putting effective controls in place before work starts.
- Preventing injury, ill health and dangerous occurrences arising from driving, manual handling, lone working and depot operations.
- Consulting employees and workers on health and safety matters and encouraging them to report hazards without fear of blame.
- Providing the information, instruction, training and supervision needed to work safely.
- Allocating sufficient time, money and competent people to health and safety.
- Reviewing this policy at least annually, and sooner after a serious incident, a change in law or a material change in the business.

Health and safety is a shared responsibility. Directors set the standard. Managers make it happen day to day. Every worker must take reasonable care of themselves and others, follow this policy and stop work if they believe it is unsafe.

Signed: _____ **Date:** _____

Managing Director, X2X Courier

2. Organisation and responsibilities

2.1 Managing Director

The Managing Director has overall accountability for health and safety and will:

- **Set direction:** approve this policy, provide resources and lead by example.
- **Appoint competent persons:** ensure there is a named person with day-to-day responsibility for health and safety.
- **Review performance:** receive reports on accidents, near misses, vehicle defects and training compliance at least quarterly.
- **Act on serious issues:** stop operations where there is a serious and imminent risk.

2.2 Operations / Health and Safety Lead

The Operations / Health and Safety Lead is responsible for putting this policy into practice and will:

- Maintain risk assessments, safe systems of work and this policy.
- Arrange induction and refresher training and keep training records.
- Ensure vehicles are maintained, inspected and insured, and that drivers hold valid licences.
- Investigate accidents, incidents and near misses and implement corrective action.
- Liaise with the enforcing authority, insurers and occupational health as required.
- Monitor first-aid provision, PPE and welfare facilities.

2.3 Supervisors and dispatch

Supervisors and dispatch staff will:

- Plan routes and workloads so that they are realistic and do not encourage speeding or unsafe shortcuts.
- Check that drivers are fit for work and that vehicles have passed daily checks before leaving the depot.
- Give clear instructions about high-risk deliveries, restricted access sites and adverse weather.
- Respond promptly to reports of defects, incidents or threats.
- Do not pressurise anyone to work in a way they reasonably believe is unsafe.

2.4 All employees, agency workers and couriers

Everyone working for or on behalf of X2X Courier must:

- Take reasonable care of their own health and safety and that of others who may be affected by their acts or omissions.
- Cooperate with the company on health and safety and follow this policy, risk assessments and safe systems of work.
- Use vehicles, equipment and PPE correctly and report defects immediately.
- Not drive if unfit through illness, medication, alcohol, drugs or fatigue.
- Report accidents, near misses, violence, road traffic collisions and unsafe conditions as soon as possible.
- Not misuse anything provided in the interests of health and safety.

A serious or repeated breach of this policy may result in disciplinary action and, for contractors or self-employed couriers, removal from work.

2.5 Contractors and visitors

Contractors working on X2X premises must follow site rules, report to the person in charge and not start work until relevant risks have been exchanged. Visitors must be supervised as appropriate and must not enter operational areas unescorted.

3. Arrangements

3.1 Risk assessment

We will assess the significant risks arising from our work and record the findings. Assessments will be reviewed at least annually, after an incident, or when work methods, vehicles, premises or legislation change. Priority assessments for this business include:

- Occupational road risk and driving for work.
- Manual handling of parcels, cages, mailbags and awkward loads.
- Lone working and deliveries to private addresses and commercial sites.
- Violence and aggression from members of the public.
- Slips, trips and falls at depots, vehicles and customer premises.
- Depot traffic management, loading bays and reversing.
- Adverse weather and night working.
- Work-related stress and fatigue.

Generic assessments will be supplemented by dynamic assessment on the road and at the door. If a delivery cannot be completed safely, it must be aborted and reported to dispatch.

3.2 Occupational road risk and driving

Driving is the highest-risk activity in this business. X2X Courier will:

- Only allow people to drive company or authorised vehicles if they hold a valid licence for the class of vehicle, have provided licence details for checking, and have completed induction.
- Check driving licences at recruitment and at least every six months thereafter (or more often where risk justifies it).
- Set expectations that speed limits, traffic law, seat-belt use and Highway Code rules are followed at all times. Delivery targets never override the law.
- Require a daily walk-round check before the first journey (tyres, lights, mirrors, brakes feel, fluid leaks, load security, first-aid kit, warning triangle where required).
- Prohibit driving under the influence of alcohol or illegal drugs. Prescription and over-the-counter medicines that may impair driving must be declared.
- Require collisions, roadside stops by the police, penalty points and licence changes to be reported immediately.
- Plan routes that take account of vehicle size, weight, low bridges, restrictions and known high-risk locations.

Drivers must not use a handheld mobile phone or similar device while driving. Hands-free use should be kept to the minimum needed for safety-critical contact with dispatch and only when it does not distract from driving. If a call needs attention, the driver must stop in a safe, legal place.

3.3 Vehicles, loads and maintenance

Vehicles will be suitable for the work, taxed, insured, and maintained in a roadworthy condition. We will:

- Follow manufacturer service schedules and keep maintenance records.
- Operate a defect reporting system. Vehicles with safety-critical defects will be taken out of service until repaired.
- Ensure loads are stacked so they will not shift, fall or obstruct vision, and that payload and axle limits are not exceeded.
- Provide load-securing equipment where needed and train drivers in its use.
- Control keys and fuel cards and report theft of a vehicle immediately.

Personal vehicles used for company work (if authorised) must be taxed, insured for business use, MOT'd where required and maintained to the same safety standard. Authorisation may be withdrawn if these conditions are not met.

3.4 Manual handling

Couriers regularly lift, carry, push and pull parcels of varying size and weight, often from van floors, cages and doorsteps. We will reduce the risk of musculoskeletal injury by:

- Designing work so that the heaviest items are handled with mechanical aid or two-person lift where reasonably practicable.
- Marking or identifying heavy and awkward consignments so drivers can plan the lift.
- Training staff in safe lifting: assess the load, keep it close, bend the knees, avoid twisting, and know when to stop.
- Providing sack trucks, pump trucks or other aids at the depot and, where practical, on vehicles.
- Encouraging early reporting of back, shoulder and wrist pain so work can be adjusted.

No one should attempt to lift a load they reasonably believe is beyond their capability. Oversized, unstable or excessively heavy items must be referred to a supervisor.

3.5 Lone working and customer premises

Most delivery work is carried out alone. We will:

- Keep a record of who is out, their planned route or area, and expected finish time.
- Provide a reliable means of communication (typically a work phone or scanner with live tracking).
- Agree a check-in arrangement for late finishes, remote areas and higher-risk jobs.
- Brief drivers on access hazards: dogs, poor lighting, ice, uneven paths, multi-occupancy buildings and sites with moving vehicles.
- Support a driver who refuses a delivery because of an immediate safety concern. No one will be penalised for a genuine safety refusal.

Drivers should park legally and considerately, use hazard lights only where appropriate and lawful, and never leave a vehicle unattended with the engine running or keys in the ignition.

3.6 Violence, aggression and personal safety

Couriers can face verbal abuse, threats or, rarely, physical assault. X2X Courier will not tolerate violence towards its people. We will:

- Record addresses or locations with a history of aggression and share appropriate warnings with drivers.
- Allow work to be done in pairs, by appointment, or not at all where the risk cannot be controlled.
- Train staff to recognise escalating behaviour, keep a safe distance, and withdraw.
- Support anyone who is abused or assaulted, including time off, a debrief and help with reporting to the police.

Drivers must not enter a property if they feel threatened, must not confront thieves, and must not pursue a person who snatches a parcel. Preserve safety first, then report.

3.7 Adverse weather and seasonal risk

Ice, snow, flooding, high winds and extreme heat change the risk profile of driving and doorstep work. Dispatch will review forecasts and may:

- Delay start times, reduce routes, or suspend non-essential deliveries.
- Issue additional briefings on stopping distances, black ice and flooded roads.
- Provide extra time for walks to the door and for clearing vehicle screens and lights.

Drivers must not attempt a journey or a delivery they judge to be unsafe because of weather. Do not drive through floodwater. In heat, take water, rest in shade and report symptoms of heat exhaustion.

3.8 Personal protective equipment and clothing

Where risk assessment requires it, X2X Courier will provide suitable PPE free of charge. Depending on the role this may include:

- High-visibility clothing for depot yards, roadside work and hours of darkness.
- Safety footwear with a protective toecap where there is a risk from falling parcels or yard vehicles.
- Gloves suitable for handling and weather.
- Weather-appropriate outer clothing.

PPE must be worn as required, looked after and replaced when damaged. Lost or defective PPE must be reported at once.

3.9 First aid and welfare

We will provide first-aid equipment appropriate to the work. At minimum:

- A maintained first-aid kit in each operational vehicle and at each depot.
- Named first-aiders or appointed persons at depot locations, with names and locations displayed.
- Access to drinking water, toilets and somewhere to rest and eat at depot sites.

Drivers working remotely should know how to summon the emergency services (999 / 112) and should carry any personal medication they need. Work-related ill health, including stress, must be raised with a manager so support can be considered.

3.10 Accidents, near misses and RIDDOR

All accidents, road traffic collisions on company business, acts of violence, dangerous occurrences and near misses must be reported as soon as practicable, and in any event before the end of the shift. The Operations / Health and Safety Lead will:

- Record the event, investigate as far as is proportionate, and identify root causes.

- Implement corrective and preventive action.
- Report to the Health and Safety Executive under RIDDOR where the criteria are met (including specified injuries, over-seven-day incapacitation, dangerous occurrences and work-related deaths).
- Notify insurers and, where appropriate, the police.

The scene of a serious incident should be made safe and preserved where possible. Do not admit liability at the roadside. Exchange details as required by law and contact dispatch.

3.11 Working time, fatigue and fitness

Fatigue is a major factor in collisions and handling injuries. We will:

- Plan duties in line with the Working Time Regulations and any applicable drivers' hours rules.
- Build in breaks and realistic running times. Persistent late finishes must be reviewed, not normalised.
- Expect drivers to arrive fit for work and to say if they are too tired or unwell to drive.
- Treat secondary employment that affects fatigue as a safety issue that must be declared.

Anyone who suspects a colleague is unfit to drive must raise it with a supervisor immediately.

3.12 Mobile devices, scanners and in-vehicle technology

Scanners, sat-navs and phones are tools of the job but are a distraction if used on the move. Rules:

- No handheld use of any device while driving, including at traffic lights.
- Set destinations and complete scans when the vehicle is parked and safe.
- Mount devices so they do not block vision and so they cannot become a projectile.
- Do not watch videos or use social media while responsible for a vehicle.

3.13 Dangerous goods and prohibited items

X2X Courier will only carry dangerous goods where it is authorised to do so and in accordance with ADR and carrier rules. Staff must:

- Not accept undeclared hazardous items. If a parcel is leaking, fuming, excessively hot or smells of fuel or chemicals, isolate it, keep people away and call a supervisor.
- Follow any special handling instructions on the consignment note.
- Never transport personal gas cylinders, waste, or illegal goods in a company vehicle.

3.14 Depot and yard safety

Depots mix pedestrians, vans, cages and sometimes forklifts. We will:

- Separate people and vehicles so far as is reasonably practicable, with marked walkways and speed limits.
- Control reversing with mirrors, cameras, banksmen or redesigned layouts where risk is high.
- Keep floors clear of trailing leads, banding and stray parcels.
- Store racking and cages so they cannot topple. Report damaged racking immediately.
- Enforce a no-smoking rule except in designated areas, and keep fire exits and extinguishers clear.

A fire risk assessment will be in place for each occupied premises. Fire drills will be held periodically. Anyone discovering a fire must raise the alarm, evacuate and call 999.

3.15 Young persons, new workers and new and expectant mothers

Additional risk assessment will be completed for workers under 18, for people new to the role, and for new or expectant mothers as soon as the company is notified. Night work, lone work and heavy handling will be restricted where the assessment requires it.

3.16 Training and competence

No one will be allowed to work unsupervised until they have completed induction covering this policy, vehicle checks, manual handling, lone working, incident reporting and customer-site safety. We will also provide:

- Role-specific training (for example van familiarisation, scanner use, ADR awareness if relevant).
- Refresher training after an incident, a change in equipment, or at intervals set by risk assessment.
- Toolbox talks on seasonal risks (ice, heat, darkness).

Training records will be kept. Competence is not assumed from a driving licence alone.

3.17 Consultation

We will consult employees on health and safety, either directly or through representatives. Workers are encouraged to raise ideas and concerns with their supervisor or the Health and Safety Lead. Serious concerns that are not resolved internally may be raised with the Health and Safety Executive.

3.18 Monitoring and review

We will monitor whether this policy is working by reviewing:

- Accident, collision and near-miss trends.
- Vehicle defect and maintenance compliance.
- Licence check and training completion rates.
- Results of depot and vehicle spot checks.

This policy will be reviewed at least every 12 months by the Managing Director, or sooner after a serious incident, enforcement action, or a significant change to operations.

4. Emergency contacts and reporting

In a life-threatening emergency, call 999 (or 112) first, then inform dispatch. For non-emergency police matters use 101. For gas emergencies use 0800 111 999. Internal reporting routes will be confirmed at induction and displayed at each depot.

Situation	Action
Injury or illness at work	First aid; 999 if serious; report to supervisor before leaving site or ending shift.
Road traffic collision	Make safe; 999 if anyone is injured; exchange details; photograph scene if safe; call dispatch; do not admit liability.
Vehicle defect	Do not drive if safety-critical. Report immediately. Await instruction.
Threat or assault	Withdraw to safety; 999 if in danger; report to dispatch and the police as appropriate.

Spill / suspected dangerous goods	Do not touch or inhale. Isolate area. Call supervisor. Keep public away.
Fire at depot	Raise alarm, evacuate by nearest safe exit, call 999, go to assembly point. Do not re-enter.

5. Document control

This is a controlled document. Printed copies are uncontrolled after the review date. The current version is held by the Operations / Health and Safety Lead.

Version	Date	Author	Summary of change
1.0	8 Sep 2026	Operations / H&S Lead	First issued policy for X2X Courier.

Acknowledgement

I confirm that I have received, read and understood this Health and Safety Policy and that I will follow it while working for or on behalf of X2X Courier.

Name: _____ Role: _____

Signature: _____ Date: _____

This policy is a statement of X2X Courier's intent and arrangements. It does not replace individual risk assessments or statutory duties. If any part of this document conflicts with current law, the law takes precedence.