



MAC Courier Services Ltd

Vehicle Standards & Delivery Rejection Policy

1. Purpose

The purpose of this policy is to ensure all vehicles used by M.A.C Courier Services Ltd are maintained to the highest standards of safety, cleanliness, legal compliance, and professionalism, while providing clear procedures for handling delivery rejections.

2. Vehicle Cleanliness

All company and subcontracted vehicles used for deliveries must be maintained in a clean and professional condition at all times.

Drivers are responsible for ensuring:

- Vehicle exterior is clean and presentable.
- Cab is kept clean, tidy, and free from rubbish.
- Load areas are clean, dry, and suitable for transporting customer goods.
- Any spillages or contamination are cleaned immediately.
- Company branding (where applicable) is kept clean and visible.

Management reserves the right to remove any vehicle from service if its cleanliness falls below the required standard.

3. Vehicle Maintenance & Roadworthiness

All vehicles must be maintained in accordance with manufacturer recommendations and UK road traffic legislation.

Drivers must complete a daily vehicle inspection before commencing work, including:

- Tyres (condition and pressure)
- Lights and indicators
- Brakes
- Windscreen and mirrors
- Washer fluid and wipers
- Horn
- Seatbelts
- Oil and coolant levels (where appropriate)
- Warning lights
- Vehicle body damage
- Tail lift (if fitted)
- Load restraint equipment

Any defects must be reported immediately to management.

A vehicle must **not** be used if a defect affects its safety or legal compliance.

4. Legal Compliance

All vehicles used on behalf of the company must:

- Hold a valid MOT (where applicable).
- Be taxed.

- Be insured for business use.
- Be serviced in accordance with the manufacturer's recommendations.
- Meet all DVSA roadworthiness requirements.
- Carry any legally required safety equipment.

Drivers must hold the appropriate licence for the vehicle being driven and report any licence endorsements or changes immediately.

5. Driver Responsibilities

Drivers are responsible for:

- Carrying out daily vehicle checks.
- Keeping vehicles clean and secure.
- Reporting defects immediately.
- Driving safely and legally.
- Protecting customer goods from damage.
- Following customer site rules and instructions.
- Reporting accidents, damage, delays, or incidents without delay.

6. Delivery Rejection Procedure

If a delivery is refused by the customer, the driver must:

Step 1 – Establish the Reason

Politely ask the customer why the delivery is being rejected and record the reason.

Examples include:

- Damaged goods
- Incorrect goods supplied
- Incorrect quantity
- Customer unavailable
- Delivery refused by customer
- Site restrictions
- Goods no longer required

Step 2 – Contact the Office for guidance

Before leaving site, the driver must contact the transport office or designated company contact and provide:

- Delivery reference number
- Customer name
- Reason for rejection
- Photographs where appropriate
- Any comments made by the customer

No goods are to be returned without authorisation.

Step 3 – Record Evidence

Where possible, obtain:

- Customer signature confirming refusal
- Photographs of the goods
- Photographs of any damage
- Notes of discussions with the customer

Step 4 – Protect the Goods

If instructed to return the goods:

- Reload safely.
- Secure the load.
- Return directly to the nominated location unless instructed otherwise.

Step 5 – Complete Documentation

The driver must complete all delivery records, including:

- Time of rejection
- Reason for refusal
- Person spoken to
- Instructions received
- Return location

7. Customer Service

Drivers are expected to remain polite and professional at all times.

Drivers must never:

- Argue with customers.
- Leave goods without authorisation.
- Dispose of customer goods.
- Sign documentation on behalf of customers.

8. Non-Compliance

Failure to comply with this policy may result in:

- Removal from customer work.
- Additional driver training.
- Disciplinary action.
- Termination of subcontractor agreements where applicable.

9. Policy Review

This policy will be reviewed annually or sooner if changes in legislation, customer requirements, or operational practices occur.

Employee Declaration

I confirm that I have read, understood, and agree to comply with this Vehicle Standards & Delivery Rejection Policy.

Employee Name: _____

Signature: _____

Date: _____

Manager Name: _____

Signature: _____

Date: _____