



ecourier

Courier Manual

All couriers please read and sign where required

It is your responsibility to inform eCourier of any changes outlined below. Failure to do so could lead to termination of your contract to provide services to the company.

- (1) All drivers and riders of motorised vehicles MUST immediately report any changes to their driving licences. This includes changes of address, points, bans or losing your licence documentation.
- (2) All contractors MUST immediately report any changes in their health that may affect their ability to perform their duties safely as a driver/rider or general courier duties.
- (3) All contractors MUST immediately report any medication/drugs being taken, either prescription or over the counter which may affect driving.
- (4) All contractors MUST have valid relevant insurance. All vehicles must be roadworthy and have a valid MOT Certificate.
- (5) Any vehicle change or document change MUST be immediately reported to the fleet department at eCourier.

All changes must be reported immediately to the Fleet/Recruitment or Operations' Team

We suggest you take the name of the person who has received the information to cover yourself.

CONTRACTOR DECLARATION

Once you have been accepted to provide services for eCourier you will be able to log on and make yourself available for work at any time during the working week. eCourier is operational 24 hours a day, 7 days a week. Whilst there are busy periods and quiet periods the company has a requirement for contractor services support throughout the whole week.

You will be paid for the work that you do on a piece work basis calculated according to the mileage of the delivery you complete and a callout charge corresponding to the type of job which has been booked. You will be liable for all your running costs. You will be Self-Employed, will not be eligible for sick or holiday pay and will be responsible for your own tax and National Insurance contributions.

For further information about operational procedures please refer to eCourier's "Courier Manual" and your Contractor contract to provide services.

Guidance notes on Health and Safety Policy

Concerning all contractors (Vans/Bikes/Pushbikes)

eCourier recognises and accepts its duties as a company to ensure, in so far as is reasonably practicable, the health and safety and welfare of all its contractors.

eCourier will ensure that all reasonable efforts are made to safeguard any of its contractors and all customers and members of general public that may be affected by their activities. This includes injury or ill health and the prevention of damage to property.

Management Responsibility:

1. To ensure that each contractor is assessed and advised by a Road Safety Officer on his/her driving/riding standards.
2. To advise and check that all contractors, drive/ride within the confines of the law. Also, to drive/ride in courteous, safe and professional manner. To ensure that all contractors have a copy of the eCourier Road Safety Policy and understand and comply with the spirit if the Highway Code.
3. To ensure that each contractor has all relevant documentation (current and valid insurance document, current and valid driving licence, current and valid MOT Certificate and valid road tax). All to ensure that the said documentation is checked and validated on a regular quarterly basis.
4. To ensure that each contractor has regular vehicle inspections for road worthiness (this includes contractors hiring vehicles and who own their own vehicles). Also, to ensure that all checks comply to manufacturers specifications and current legislation.
5. To ensure that each contractor understands and carries out daily safety and maintenance checks of their vehicles as far is reasonably practical (These check should comply with manufacturers' specifications and current legislation).

6. To ensure contractors are taking sufficient rest periods, as not to compromise a contractor's public safety. Examples: (i) Contractors should understand and execute at least a 15 minute break after 2 hours of continuous riding/driving. (ii) Also, that if any contractor accepts a delivery after being available for more than 10 hours, then he/she does so on the understanding that they will reduce their normal driving hours accordingly, the following day. (iii) Also, that he/she is advised whomever issues the delivery details, that the contractor is not obligated to accept that particular delivery however, if they do accept the said delivery, item (ii) of this paragraph applies.

7. To ensure that collection and delivery times have reasonable and realistic deadlines, as not to compromise contractor road safety.

8. To ensure that collection and delivery times are adjusted and suited to various weather conditions, as not to compromise contractor road safety.

9. To ensure that contractors riding a motorcycle or a pushbike have suitable protective clothing and footwear for safety and all weather purposes.

10. To ensure that all contractors have crash helmets, (if riding a motorcycle) of good condition and with a valid British Standard Association Kitemark. Also, that all helmets have a clear transparent and clean visor. Also, to ensure that regular checks on condition and wear of the said helmets are carried out.

11. To ensure that all contractors are issued with an accident pack (this includes advice on what to do after an accident has occurred). Also, to ensure that contractors are aware that any accidents he/she are involved in, are reported directly to the proper authority, i.e. Road Safety Officer or Fleet Manager etc.

Training

eCourier recognises the possible needs for some contractor and road safety training, to ensure that contractors are competent to provide services without risk to themselves or others.

Training can be provided in most circumstances and periodically during the course that they provide services.

Review of policy:

eCourier policy will be regularly reviewed, revised and developed considering any legislative changes and/or the needs of the company. All contractors will be advised accordingly.

Van Drivers

All van drivers must ensure that they are smart and presentable and not wearing the livery of any other entity that the worker works for (the worker's van should also not contain the livery of any other entity that the worker works for).

Cargo trousers are preferable. Please do not wear tracksuit bottoms.

Van drivers should wear appropriate safety footwear.

Van drivers can wear the eCourier uniform but do so at their own cost.

You will be issued with a worker ID card, which must be clearly visible at all times.

This is vital to the security of our clients and the recipients of their consignments.

Please do not carry passengers in your van while you are working for eCourier as some customers see this as a security risk.

UNIFORM CHARGES (VANS)

All van couriers are liable for their uniform cost. A charge of £50 is taken at induction to cover the cost of 3 Polo Tops, 2 Sweatshirts and 1 Jacket. Additional charges for replacement items will be charged at a per item cost.

Motorcyclist

All motorcycle couriers should ensure that they are smart and presentable. All motorcycle couriers should wear a high visibility and reflective vest for road safety.

Other motorcycle clothing should be of a colour and condition which is smart and presentable.

You will be issued with an ID card, which must be always clearly visible. This is vital to the security of our clients and the recipients of their consignments

Crash helmets must be clean and respectable in appearance. Any artwork, stickers or other graffiti, which does not promote the image of the company and its clients, must be removed.

Motorcycles and luggage must be free of inappropriate artwork, stickers and graffiti.

Other motorcycle clothing must be of a colour and condition, which is smart and presentable and promotes the image of the company and its clients. If you are in any doubt as to the suitability of your dress, please seek the approval of your controller.

Pushbike riders

All pushbike riders must wear a high visibility and reflective vest for road safety.

It is recommended that Pushbike Couriers wear cycle-friendly clothing (i.e., clothing that is unlikely to get caught in the chain or wheels), gloves and appropriate cycling shoes.

You will be issued with an ID card, which must be clearly visible at all times. This is vital to the security of our clients and the recipients of their consignments.

Pushbike riders

HELMET

Pushbike Couriers **MUST** always wear an appropriate helmet. The cycle helmet is one of the most important safety features you can invest in and will help to protect your head in the event of a fall or collision. Firstly, you should choose a helmet that's British Standard BS EN 1078:1997.

CLOTHING

When cycling it's ideal to wear reflective clothing that can easily be seen no matter the time of day. Even in overcast conditions it's much safer to have fluorescent clothes to increase your visibility to other road users. Your clothes should also be cycle friendly - so they're not going to get caught up in the chain or wheels and risk an accident.

GLOVES

It is recommended that Pushbike Couriers wear suitable gloves for fuller protection whilst riding.

SAFETY

Pushbikes **MUST** be fitted with appropriate and working Lights, Front and Rear.

Smoking

England has become smoke free from 1st July 2007. This law has been introduced to protect employees and the public from harmful effects of second-hand smoke.

The new law means that it is now against the law to smoke in any company vehicle. If you are caught smoking in a company vehicle you will be subject to a fixed penalty fine of £50.00.

Please note, anyone found peeling NO SMOKING stickers off any company vehicles will be charged £10.00 per sticker.

Failure to comply with the new law will be a criminal offence.

USING MOBILE PHONES/MOBILE DATA DEVICES WHILST DRIVING

It is illegal to use a handheld phone, Sat Nav or similar device while driving, or riding a vehicle on public roads.

The rules are the same if you're stopped at traffic lights or queuing in traffic.

It is also illegal to use a hand-held phone or similar device when supervising a learning driver or rider.

You must always stay in full control of your vehicle (<https://www.gov.uk/guidance/the-highway-code/general-rules-techniques-and-advice-for-all-drivers-and-riders-103-to-158#general-advice-rules-144-to-158>). The Police can stop you (<https://www.gov.uk/stopped-by-police-while-driving-your-rights/minor-motoring-offences>) if they think that you are not in control because you are distracted. This includes if you are using your devices like your Sat Nav or Car Radio.

WHEN YOU CAN USE A PHONE IN YOUR VEHICLE

If you're the driver, you can only use your phone in the vehicle if you:

Need to call 999 or 112 in an emergency and it is unsafe or impractical to stop.
Are safely parked (<https://www.gov.uk/guidance/the-highway-code/waiting-and-parking-238-to-252#239>).

PENALTIES FOR USING YOUR MOBILE PHONE WHILST DRIVING

You could get 6 penalty points on your licence and a fine of £200.

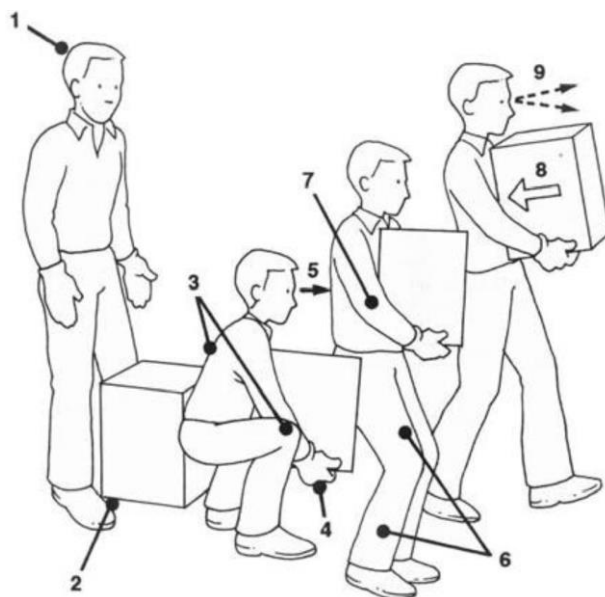
Your case could also go to court, and you could be disqualified from driving or riding (<https://www.gov.uk/driving-disqualifications>) and get a maximum fine of £1,000. Drivers of buses or goods vehicles could get a maximum fine of £2,500.

It is the drivers/rider's own responsibility to ensure that they always adhere to the law regarding the use of mobile phones and similar hand –held devices.

eCourier Safe Manual Handling

Think before lifting and handling.

- Plan the lift. Can handling aids be used?
- Where is the load going to be placed?
- Will help be needed with the load?
- Remember to remove obstructions such as discarded wrapping materials.
- For a long lift, consider resting the load midway on a table or bench to change grip.
- Consider mechanical aids, a sack truck can make a big improvement.
- If the weight item is over 15Kg then only proceed with the lift if you are confident you can handle it. Know your limits.



1. Adopt a stable position.

- The feet should be apart with one leg slightly forward to maintain balance (alongside the load, if it is on the ground). The worker should be prepared to move their feet during the lift to maintain their stability.
- Avoid tight clothing or unsuitable footwear, which may make this difficult.

2. Be confident about what you are lifting.

- Make sure you are aware of the weight of the item and that you can get a strong and solid grip of the item before you attempt to lift.

3. Start in a good posture.

- At the start of the lift, slight bending of the back, hips and knees is preferable to fully flexing the back (stooping) or fully flexing the hips and knees (squatting).

4. Get a good hold.

- Where possible the load should be hugged as close as possible

5. Keep the head up when handling.

Look ahead, not down at the load, once it has been held securely.

6. Don't flex the back any further while lifting.

- This can happen if the legs begin to straighten before starting to raise the load.

7. Keep your arms bent.

- By doing this you will reduce the strain on your back as the weight of the item is absorbed in your arms and legs.

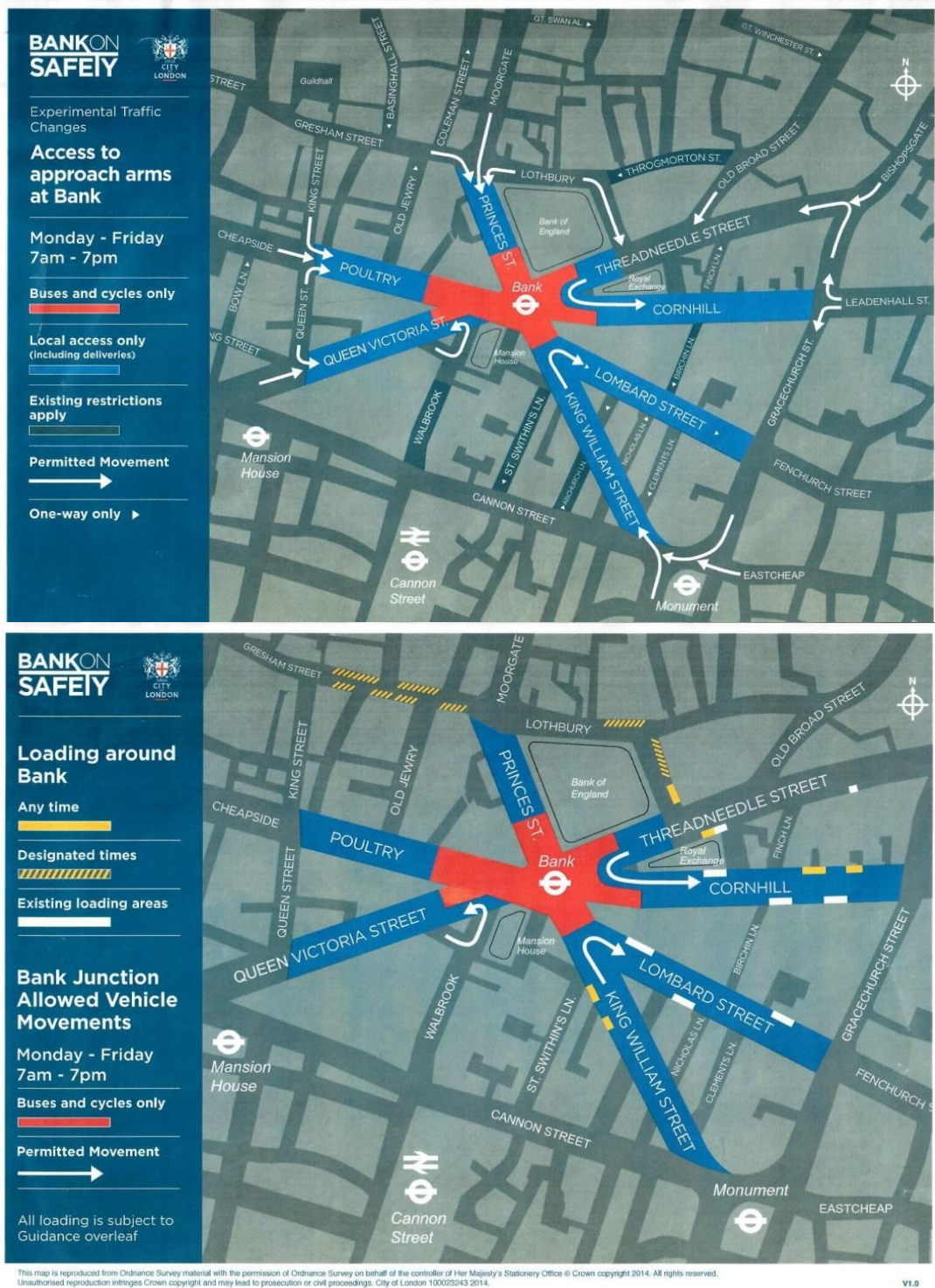
8. Move smoothly.

- The load should not be jerked or snatched as this can make it harder to keep control and can increase the risk of injury.
- Keep the load as close to the body for as long as possible while lifting
- Keep the heaviest side of the load next to the body.
- If a close approach to the load is not possible, try to slide it towards the body before attempting to lift it.
- Avoid twisting the back or leaning sideways, especially while the back is bent. Shoulders should be kept level and facing in the same direction as the hips. Turning by moving the feet is better than twisting and lifting at the same time.

9. Make sure your path is clear.

- Make sure you can see the path in front of you as you walk, this will enable you to avoid any trip hazards.
- For a long lift consider resting the load midway on a table or bench to change grip.

When putting the item back on the ground, bend your legs and arms, keep your neck and back straight, if precise positioning of the load is necessary, put it down first then slide it into the desired position.



The Bank Junction in the city of London is a no go area for vehicles between the hours of 7am to 7pm Monday to Friday. If you go through this junction during these times you will receive a penalty charge Notice.



CONTRACTORS CONTRACT TO PROVIDE SERVICES

This contract outlines the terms under which you will be providing services to eCourier

Please read this carefully and feel free to ask as many questions as you like until you fully understand it.

DO NOT SIGN THIS CONTRACTORS CONTRACT TO PROVIDE SERVICES UNLESS YOU UNDERSTAND IT AND AGREE TO BE BOUND BY IT

RECITALS

(A) The company provides courier delivery services.

(B) The contractor has certain skills and abilities, which the company wishes to utilise from time to time. In reliance upon these skills and abilities the company wishes to engage the contractor to provide the services set out in the schedule to this agreement.

IT IS AGREED AS FOLLOWS:

1. PROVISION OF SERVICES

The company engages the contractor on a non-exclusive basis to provide the services and the contractor agrees to provide the services on the terms set out below.

2. DURATION

This agreement shall commence on (Date)..... and shall continue(subject to clause 5 below) until terminated by either party giving to the other not less than 7 days' notice in writing.

3. STATUS AND TAX LIABILITIES

The parties declare it is their intention that the contractor shall have the status of a self-employed person and not a worker nor an employee and shall not be entitled to any pension, bonus or other fringe benefits from the company.

It is agreed that the contractor shall be responsible for the payment of any income tax liabilities and national insurance or similar contributions which may be payable in respect of the fees received pursuant to this agreement. The contractor agrees to indemnify the company against all demands for any income tax or national insurance contributions and/or interest or penalties in respect of the same made against the company in respect of the contractor's services provided pursuant to this agreement and against the company's costs of dealing with such demands.

The contractor agrees that any amount due and outstanding in respect of the indemnity clause 3.2 may be deducted from any future payments due to the contractor under this agreement and that any amount outstanding after such deduction (if any) shall be recoverable from the contractor by the company as a debt.

The contractor shall not at any time or for any purpose pledge the company's credit or makes representations on the company's behalf.

eCourier, Courier Systems and NFT Logistics are trading styles of Revisecatch Ltd Registered in England
Number: 2584802. VAT Number: 577249206
206 Whitechapel Road, London, E1 1AA. Tel: 0845 145 1000 and 0207 565 1575
www.ecourier.co.uk

4. CONTRACTORS SERVICES

During the currency of the agreement the contractor agrees to provide the services as and when required by the company at such locations and at such times as the company shall require with a view to meeting the company's obligations to its customers. The contractor shall provide the company with at least 7 days' notice if he is unable to provide the services requested by the company.

The company is under no obligation to provide the contractor with any work at any time, and the contractor may refuse to provide services.

The contractor shall provide the services with reasonable care and skill and to the best of his/her ability.

The contractor will:

Take all reasonable steps to ensure that the company and the company's client's property in his/her possession, custody or under his/her control will be held in a secure manner and any loss or damage is immediately reported to the company. The contractor will be liable up to a maximum £250.00 for any loss or damage to property he/she is carrying on behalf of the company or its clients.

Ensure that in his/her dealings with customers of the company and members of the public he /she is courteous and helpful at all times.

Attend an induction training session regarding the company's customer services requirement.

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4.1. Whilst it is acknowledged that the contractor is retained on a non-exclusive basis he/she shall not directly or indirectly either on his/her own account or on behalf of any other person, company, business entity or other organisation:

4.1.2. Provide services to any other business or other activity which does or might reasonably be expected to affect the performance of the services or conflict with his obligations under this agreement to the company.

4.2 During any periods where the contractor is unable to provide the services and provided that he has notified the company of the same, the contractor may on the terms set out below delegate the provision of the services to a suitably qualified and experienced individual who is not under the age of 17, “the delegate”.

In respect of any occasion where the contractor delegates the services in accordance with this clause, the contractor;-

4.2.1 Undertakes to ensure that the delegate is fully aware and fully complies with the terms of this agreement.

4.2.2 Undertakes to use his/her reasonable endeavours to ensure that the delegate provides the services with reasonable care and skill and to the best of the delegate’s ability.

4.2.3 Ensures that the delegate is at all times of smart appearance and carrying adequate identification.

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4.2.4 Undertakes that at all times he/she will be responsible to the company for the satisfactory performance of the services by the delegate and for any default act or omission of the delegate for performance of the services and agrees to indemnify the company in respect to any loss, cost or claim arising from any such default act or omission at his/her own expense.

4.2.5 Undertakes to indemnify the company in respect of any loss or damage caused or occasioned by the delegate in relation to any event or accident in which the delegate was involved in the course of providing services.

4.2.6 Undertakes to pay the delegate for the services provided out of the fees paid to the contractor under clause 6.1 of this agreement and to indemnify the company against any claim against it for payment in respect of the provision of services by the delegate.

4.3 If the contract appoints an individual to assist him in providing the services (“assistant”), the contractor shall be responsible for all and any acts or omissions of the assistant, for the payment of the assistant and for any loss or damage caused or occasioned by the assistant in the provision of services and the contractor hereby undertakes to indemnify the company in respect of the same.

4.4 During any periods where the contractor is unable to perform the services personally or provide a delegate, the company has the right to appoint an alternative in the contractors place.

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5. TERMINATION

5.1 This contract may be terminated by the company, without notice, in the following circumstances:

5.1.1 If, in the opinion of the company or its duly appointed representative, any of the terms of this agreement have been breached by the contractor or the delegate which is in the case of a breach capable of remedy has not been remedied by the contractor within 14 days of receipt by the contractor of a notice from the company specifying the breach and requiring its remedy.

5.1.2 If in the company's reasonable opinion the standard delivery criteria (as set out in the schedule to this agreement) are not met by the contractor or the delegate.

5.1.3 If the contractor conducts himself in any manner, which in the reasonable opinion of the company brings or is likely to bring the company into disrepute by association;

5.1.4 If the contractor shall make any composition or arrangement with his creditors or in the event of bankruptcy.

In the event of termination in any of the circumstances set out in clauses 5.1.1 to 5.1.4 there will be no entitlement to further payment or compensation following termination.

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6. FEES

6.1 The company shall pay the contractor a fee in respect of each parcel delivered and collected by the contractor or the delegate at the agreed rate or such other rate as shall be agreed from time to time.

6.2 The contractor shall be expected to deliver non-standard parcels from time to time for which a different rate may be agreed.

6.3 The contractor shall, on such days that he/she shall provide services pursuant to this agreement submit paper or electronic information, in a suitable format, detailing the number of parcels delivered and the time and location of each delivery and the name and signature of the recipient.

6.4 All payments to the contractor shall be made against by processing of the contractor's documentation and payments shall be made within (14) days following the completion of the work, normally on the Friday of the following week.

6.5 The company will issue a statement/self-bill to the contractor each week to reflect the fees payable.

6.6 Payments by the company shall be without prejudice to any claim or rights, which the company may have against the contractor and shall not constitute any admission by the company as to the performance by the contractor of his obligations pursuant to this agreement. Prior to making any such payment the company shall be entitled to make deductions in respect of any disputes or claims whatsoever with or against the contractor.



7. CONFIDENTIALITY

7.1. The contractor agrees that any unpublished information relating to the company's technology know how, business plans, pricing strategies or finances or any such information relating to subsidiary supplier customer or client of the company acquired during the period of this agreement will be treated by him/her or any delegate as confidential and shall not be disclosed or permitted to be disclosed by him/her or his/her delegate to any third party or to be used or permitted to be made us by him/her or his/her delegate.

7.2 All stationary and other materials supplied by and belonging to the company and any copies thereof shall be returned by the contractor upon demand and in any event upon termination of this agreement. Upon termination the contractor will deliver to the company all goods, which have not been delivered by the contractor to the company's customers ensuring that all the records of customer transactions are completed and up to date.

8. TRADE MARKS

The contractor may be provided with stationary for use in the provision of the services. Such material may contain registered or unregistered trade marks ("the marks") belonging to the company. The contractor undertakes to use the marks only in the manner stipulated from time to time by the company and not to use the marks for any other purpose whatsoever. In particular, the contractor undertakes not to use the company's name or marks in relation to any publicity material or other similar communications to third parties.



9. EQUIPMENT AND INSURANCE

The contractor shall provide all equipment necessary to provide the services at his own cost including provision of the motor vehicle in accordance with the terms set out in clause 9.2.

The contractor hereby declares that he/she is covered for business purposes by a suitable current third party motor insurance policy which he/she uses from time to time to provide the services ("Motor Vehicle") and agrees to maintain such policy throughout the duration of this agreement. The contractor further undertakes that he/she has and at all times shall maintain a current tax disc in respect of the motor Vehicle and that he/she holds a current driving license. If at any time during the currency of this agreement the contractor shall be disqualified from driving, he/she shall notify the company immediately. For the avoidance of doubt the company shall be responsible for the provision of goods

In transit insurance whilst the parcels are in the contractor's custody, beyond the excess on the policy which is £250.00. The contractor shall be liable for the excess.

The contractor shall ensure that any delegate he appoints to provide the services or assistant he appoints to assist him in providing the services is appropriately insured to drive any motor vehicle which the delegate or assistant chooses to use in order to provide the services and that any such motor vehicle is taxed and that the delegate or assistant holds a current driving license.

The contractor shall on request produce a current certificate of insurance relating to himself or any delegate or assistant for inspection by the company. Should the motor Vehicle or any motor vehicle of the delegate or assistant suffer damage during the provision of the services, the contractor hereby waives any claim against the company in respect of such damage.

The company will be relying upon the contractors skill, expertise and experience in his provision of the services and the contractor hereby agrees to indemnify the company in full in respect of all loss, damage, costs, and professional and other expenses of any nature whatsoever incurred or suffered by the company or by any customer of the company whether direct or consequential as a result of such reliance or in connection with the contractor's provision of the services. Nothing in this clause shall entitle the company to be indemnified by the contractor in respect of any liability, which it may incur due to death or personal injury resulting solely from the negligence of the company.

10. INTRODUCTIONS

10.1 The company has several contracts, where contractors may provide services for extended periods with one particular client. If a contractor ceases to provide services through the company and commences to provide services for that client, having been introduced by the company then the contractor will be liable to pay an introduction or recruitment fee to the company equal to the invoice cost for one month for the services they had been providing.

11. MISCELLANEOUS

11.1 This agreement sets out the entire agreement of the parties and supersedes all prior agreements and understandings relating to its subject matter.

11.2 Any amendments to this agreement must be in writing and signed by all parties.



11.3 Any notice to be given to the contractor may be sent by email to the email address provided by the contractor below or by leaving it at the contractor's address provided below. Any notice to be given to the company may be sent by email to the email address provided below or leaving it at its registered office as provided below. The contractor is required to notify the company of any change of address.

11.4 Any Notice sent by hand or post shall be deemed to have been sent on the date (excluding Sundays and Statutory Holidays) next following the date of posting shall be sufficient proof that the envelope containing the notice was properly addressed and posted.

11.5 This agreement is governed and shall be construed in accordance with English law.

Courier Contract	IHR018	Final	Internal	Ray Mulligan	Malcolm Fullick	08-07-15	08-07-20	1.0
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DATA PROTECTION POLICY

Introduction

eCourier is fully committed to compliance with the requirements of the Data Protection Act 1998 (“the Act”), which came into force on the 1st March 2000. The company will therefore follow procedures that aim to ensure that all employees of the company who have access to any personal data held by or on behalf of eCourier, are fully aware of and abide by their duties and responsibilities under the ACT.

Statement of Policy

In order to operate efficiently, eCourier has to collect and use information about people with whom it works. These may include members of the public, current, past and prospective employees, clients and customers, and suppliers. This information must be handled and dealt with properly, however, it is collected, recorded and used, and whether it be on paper, in computer records or recorded by any other means, and there are safeguards within the Act to ensure this.

eCourier regards the lawful and correct treatment of personal information as very important to its successful operations and to maintaining confidence between the company and those with whom it carries out business. eCourier will ensure that it treats personal information lawfully and correctly.

To this end the company fully endorses and adheres to the Principles of Data Protection as set out in the Data Protection Act 1998.

Registered with DPA (ZA017746).

The principles of data protection

The Act stipulates that anyone processing personal data must comply with **Eight Principles** of good practice. These Principles are legally enforceable.

DATA PROTECTION POLICY

The Principles require that personal information:

1. Shall be processed fairly and lawfully and in particular, shall not be processed unless specific conditions are met;
1. Shall be obtained only for one or more specified and lawful purposes and shall not be further processed in any manner incompatible with that purpose or those purposes;
1. Shall be adequate, relevant and not excessive in relation to the purpose or purposes for which it is processed;
1. Shall be accurate and where necessary, kept up to date;
2. Shall not be kept for longer than is necessary for that purpose or those purposes;
3. Shall be processed in accordance with the rights of data subjects under the Act;
4. Shall be kept secure i.e., protected by an appropriate degree of security;
5. Shall not be transferred to a country or territory outside the European Economic Area, unless that country or territory ensures an adequate level of data protection.

The Act provides conditions for the processing of any personal data. It also makes a distinction between **personal data and “sensitive” personal data.**

Personal data is defined as, data relating to a living individual who can be identified from:

- That data and other information which is in the possession of, or is likely to come into the possession of the data controller and includes an expression of opinion about the individual and any indication of the intentions of the data controller, or any other person in respect of the individual.

Sensitive personal data is defined as personal data consisting of information as to:

- Racial or ethnic origin;
- Political opinion;
- Religious or other beliefs;
- Trade union membership;
- Physical or mental health or condition;
- Sexual life;
- Criminal proceedings or convictions.

DATA PROTECTION POLICY

Handling of personal / sensitive information

eCourier will, through appropriate management and the use of strict criteria and controls:-

- Observe fully conditions regarding the fair collection and use of personal information;
- Meet its legal obligations to specify the purpose for which information is used;
- Collect and process appropriate information and only to the extent that it is needed to fulfil operational needs or to comply with any legal requirements;
- Ensure the quality of information used;
- Apply strict checks to determine the length of time information is held;
- Take appropriate technical and organisational security measures to safeguard personal information;
- Ensure that personal information is not transferred abroad without suitable safeguards;
- Ensure that the rights of people about whom the information is held can be fully exercised under the Act.

These include:

- The right to be informed that processing is being undertaken;
- The right of access to one's personal information within the statutory 40 days;
- The right to prevent processing in certain circumstances;
- The right to correct, rectify, block or erase information regarded as wrong information.

In addition, eCourier will ensure that:

- There is someone with specific responsibility for data protection in the organisation;
- Everyone managing and handling personal information understands that they are contractually responsible for following good data protection practice;
- Everyone managing and handling personal information is appropriately trained to do so;
- Everyone managing and handling personal information is appropriately supervised;
- Anyone wanting to make enquiries about handling personal information, whether a member of staff or a member of the public, knows what to do;
- Queries about handling personal information are promptly and courteously dealt with;
- Methods of handling personal information are regularly assessed and evaluated;
- Performance with handling personal information is regularly assessed and evaluated;
- Data sharing is carried out under a written agreement, setting out the scope and limits of the sharing. Any disclosure of personal data will be in compliance with approved procedures.

DATA PROTECTION POLICY

All managers and staff will take steps to ensure that personal data is kept secure at all times against unauthorised or unlawful loss or disclosure and in particular will ensure that:

- Paper files and other records or documents containing personal / sensitive data are kept in a secure environment;
- Personal data held on computers and computer systems is protected by the use of secure passwords, which where possible have forced changes periodically;
- Individual passwords should be such that they are not easily compromised.

Implementation

eCourier has appointed an Information Officer. The officer will be responsible for ensuring that the Policy is implemented. The Information Officer will also have overall responsibility for:

- The provision of cascade data protection training, for staff within the company
- For the development of best practice guidelines.
- For carrying out compliance checks to ensure adherence, throughout the authority, with the Data Protection Act.

GDPR

With the introduction of GDPR, eCourier has adopted this protocol and has a separate policy, namely PPO05

Notification to the Information Commissioner

The Information Commissioner maintains a public register of data controllers. eCourier is registered as such.

Registered with DPA (ZA017746).

INDUCTION TRAINING CHECKLIST

I confirm my acceptance and understanding of the above company policies and they have been explained to me during the induction

Guideline	Tick
Read and understood the road safety policy.	
Read and understood health and safety policy as laid out in the starter pack	
Read and understood contractor declaration	
Read and understood the company's dress code, why the dress code is important to the Company and the repercussions of not following the dress code. (Including ID cards)	
Understands how as a contractor, payments will be made and their responsibilities	
Understands the way self-bills are laid out concentrating on what deductions are and the totals required for deposits.	
Understands that the vehicle and equipment are to be returned before any periods where services are unavailable.	
Read and understood that eCourier's policy will be regularly reviewed, revised, and developed considering any legislative changes and/or the needs of the company. All contractors will be advised accordingly.	
Understands parking restrictions and what happens when you get a ticket or camera fine.	
Understands company app use	
Understands SMS messaging and terminology	
Understands insurance and contractors' liability to lost or damaged parcels and equipment.	
Understands what to do in event of an accident & company vehicle insurance excess	
Understands waiting time	
Understands permission to post & company policy on returning items to office	
Understands prebooks and importance of logging on an hour before	
Understands courier insurance & excess	

Name:	Signature:	Date:



