

TRUCK & CHILD SAFETY DEMONSTRATION GUIDELINES



TACS DEMONSTRATOR GUIDELINES



TRUCK AND CHILD SAFETY

Trucks and Child Safety (TACS) is a national safety training programme funded by the DHL UK Foundation and run by employees of DHL.

It is delivered free of charge and aims to teach children aged between 7 and 11 to be safe on the road by creating a greater awareness of large vehicles and their associated dangers.

Taking trucks into schools, TACS demonstrators work in pairs to teach children about the dangers of trucks and road safety. Volunteers receive a day's training from the DHL UK Foundation and undergo a Disclosure & Barring Service Check before becoming a TACS demonstrator.

During the interactive demonstration, TACS Demonstrations cover

- exactly what a driver can and cannot see in the mirrors
- Children are made aware of the truck dimensions and fittings
- Children are educated as to the noise the engine makes
- The vehicle's blind spots are indicated
- TACS demonstrators show difficult it is for a driver to hear a child shouting whilst inside the cab
- The distance required on the nearside when the vehicle is turning left at a road junction is demonstrated
- Children learn how to walk safely around the vehicle and stand on the pavement
- Children learn what they should do if a football runs under the truck

This document provides guidance for TACS demonstrators so the TACS programme is delivered:

- To comply with Health & Safety requirements
- Effectively
- Consistently

As well as the content of a TACS demonstration the guidelines cover the necessary steps to prepare for the demonstration as well as follow-up which are vital parts of the programme.

INTRODUCTION

1.1 Role of the TACS Demonstrator

Almost everything in our lives at some point has been on a truck. With people consuming more and more, trucks are commonplace on our roads. Taking trucks into schools or other nearby open spaces, the TACS programme is delivered via live, interactive on-site demonstrations to share vital road safety messages and information with children.

As a TACS Demonstrator you will be responsible for the following:

- Identifying schools and community groups within your local area, that benefit from receiving a TACS demonstration
- Liaise with local authorities e.g. Road Safety Teams, Police, Fire & Rescue and local education authorities
- Carry out risk assessments at demonstration sites and arrange for vehicles to be made available
- Deliver a minimum of 3 TACS demonstration days per year.
- Represent DHL within the community

1.2 Child Protection

Part of the preparation for becoming a TACS demonstrator included submitting yourself for a Disclosure and Barring Service (DBS) check and you were issued with a certificate. These certificates are valid for 3 years. As you will be coming into contact with children under the age of 16, DHL has a responsibility to ensure that all our volunteers are appropriate adults.

It is advised that all demonstrators

- Avoid physical contact with the children
- Avoid being left on their own with children at any time. A teacher / teaching assistant must accompany you at all times.

Some schools may request to see your DBS certificates, so please keep in a safe place if required. You will also be issued with a photo ID card, which will contain your DBS number and expiry date. The TACS team will notify you 3 months before your certificate is due to expire and provide instructions on how to renew your certificate or withdraw from the programme.

1.3 Site support

It is important to involve your site as much as possible if you are to get the most out of being a TACS demonstrator. Before you start to approach schools discuss with your transport/site manager:

- What the role of TACS demonstrator involves
- Explain the time required to meet with schools and carry out risk assessments.
- Contacting schools can take a some time, especially if you are a driver on the road, can your site provide some admin support?
- Times when you can and can't carry out demonstrations
- Do they have any children at school? Would they like a demonstration?
- Show them the TACS Microsite
- Can they involve the customer?
- Do they want to set a target? Some sites will set their TACS teams a target number of demonstrations or children to visit. (Please note you are only expected to carry out 3 demonstration days a year, but some sites do more than this).

There are also plenty of other ways to involve your site, your site's communication or Community Liaison Officer may be able to help with promoting TACS within your site. Ask them to send out an email to employees to tell the workforce what TACS is and how they can arrange a demonstration at their child or grandchild's school.



PREPARATION

2.1 School Selection

Objective: To ensure that appropriate schools are selected to take part in a TACS demonstration.

Check the list provided on the TACS training day to see if there are other trained DHL TACS demonstrators already operating in the area. If there are, it would be beneficial to make contact with them to decide between you which schools each of you will approach, you can then both make contact with the local road safety officers (see [Appendix ??](#)) who may help in the selection of appropriate local schools for potential TACS demonstrations. You may also wish to contact the local police at this point.

Another way to source a school is to visit <http://schoolsfinder.direct.go.uk> you can enter the postcode, area or name of the school and it will give you details of the head teacher and address; you can then visit the school to see if it is suitable.

Groups other than schools may also be suitable for demonstrations, for example: Cubs, Scouts, Brownies and Guides.

Throughout this document 'schools' may be considered to refer to 'groups' also, and 'teachers' may be considered to refer to 'group leaders' also.

Schools should be selected according to the following criteria:

- A history of road traffic accidents in the locality.
- On the recommendation of a local road safety officer and/or Police.
- School in close proximity to a busy road used by Heavy Goods Vehicles.

One or more of these criteria must be met. Schools should not be selected only on the basis that they are local or that a DHL employee's children attend but this can sometimes be a good place to start.

2.1.1. Contacting a school

Here are some tips on contacting a school to make the most impact.

- Always send a letter first and enclose a TACS Brochure (attached as **Appendix 1**) giving your name and contact details on the back
- Always address the letter to the name of the Head Teacher to ensure that it is read.
- Let the Teacher know that the TACS programme makes links to the science, mathematics and PSHE curriculum
- It is a good idea to make contact with the school at the start of the term but definitely not in the last two weeks of a term as they are extremely busy then.

2.2. Site Inspection

Objective: To ensure that a chosen site is suitable for a TACS demonstration.

Following selection of suitable schools for demonstrations a suitable site must be found to perform the demonstration. Usually a school playground is appropriate; however other possibilities include local cinema car parks, supermarkets, football clubs etc.

The site should be visited by a local TACS demonstrator to determine its suitability. The visit must be carried out by a trained TACS demonstrator who is familiar with the size and access requirements of HGV's.

The Risk Assessment Tool provided as **Appendix 3** can be used to ensure all aspects have been covered.

This should then be emailed, along with the merchandise order form to talking.tacs@dhl.com or uploaded using the online order form on the TACS Microsite.

<http://tacs.dhlukfoundation.org>

These should be signed by the school and your line manager and should only be completed by a TACS demonstrator.

Risk assessments are required to be covered by company insurance.



2.3 Teacher Meeting

Objective: To hold a meeting between the local TACS demonstrator and the teacher responsible for children attending a TACS demonstration prior to the event to confirm arrangements.

In good time prior to the TACS demonstration, a meeting should be held with a representative of the school to discuss arrangements. This meeting can be held at the same time as the site inspection if convenient. The TACS ID card is to be worn at this meeting and any other visit to the school, including when the demonstration is delivered.

The following points need to be covered:

- The aims of TACS. A copy of the TACS insert provided as **Appendix 2** can be used for this purpose. The TACS training DVD may also be shown but must be retained by the TACS demonstrator.
- Explain the Teachers Pack which you will introduce at this meeting, the aims of the pack and information it contains. This pack should be retained by you.
- The timing of the event - 30 children are an ideal demonstration group size and 30 minutes should be allocated for each demonstration.
- Notify female teachers of the need to wear trousers or tracksuit bottoms as they are expected to climb inside vehicles cab as part of the demonstration.
- You will need a bike for part of your demonstration; if you are unable to provide a suitable bike, please notify teachers of the need to supply one bicycle for use during the demonstration.
- Find out what disruption (if any) is likely to be caused by the demonstration (i.e. to playtimes/dinner times).

- For reasons of sensitivity, find out whether there is any history of injury or death in the school (i.e. to children or relatives of children). You must be mindful of this during the demonstration - depending on the circumstances and adjustments made to the demonstration accordingly.
- Find out when children are arriving/ leaving school to avoid moving the vehicle in or out of site during these times.
- Arrange refreshments and ensure toilet facilities are available if the demonstration is not being held on school grounds.
- Ensure that all teachers, dinner staff and caretaker are aware of the demonstration via your contact at the school.
- Strongly suggest that an invitation is extended to parents/guardians to attend the TACS demonstration, using the invites contained in **Appendix 9**.
- Find out if the school has links to local community police. Could they be involved in the TACS demonstration in some way?
- Find out if the school would like the local press involved, they may even have a contact at the local paper. We have included a standard press release in these guidelines (**Appendix 4**)

Once the points have been agreed, confirm the details in writing to the teacher, using the appropriate DHL site letterhead including a timetable, contact names and telephone numbers. An example confirmation letter is provided as **Appendix 5**



2.4. Obtaining Vehicles

Objective: To ensure that suitable demonstration vehicles are obtained free of charge.

It is part of your role as a TACS demonstrator to obtain suitable vehicles for a TACS demonstration - free of charge. Your Line Manager has signed off that this will be provided when you applied to take part in the TACS programme. A demonstration cannot take place without a vehicle being available. Should you have trouble obtaining vehicles please contact the TACS team, who may be able to source on your behalf.

The minimum vehicle requirement for a TACS demonstration is one artic unit together with trailer. Other vehicles, such as tankers, etc. can be used as well as Rigid Vehicles greater than 18T. The vehicle selected must be clean and in good repair. Where possible the vehicle should display the DHL rather than customer livery, although it is appreciated that in the majority of cases the vehicle will display the customer livery.

NB: No vehicle being used in a TACS demonstration should be left unattended at any time and the area chosen for the demonstration must be cordoned off appropriately.

2.5. Insurance

DHL is fully insured with a General Liability and Motor Insurance that incorporates TACS demonstrations and a copy of our insurance certificate is available on the TACS [microsite](#) available to all trained TACS demonstrators.

<http://tacs.dhlukfoundation.org>

2.5.1. Accident/Emergency

In case of an accident whilst travelling to / from or during a TACS demonstration; please call the DSC major incident line:

0800 111 4131

Please note: for Supply Chain vehicles; the vehicle used must be approved for the TACS demonstration by a cost centre manager and must be declared on KEY2 as DHL insured.

2.6. Merchandise

TACS Merchandise is provided to each child attending a TACS demonstration. Merchandise can be ordered using the TACS Order Form (**Appendix 6**). This should be ordered no later than 2 weeks before the demonstration and should be accompanied by a fully signed Risk Assessment.

Merchandise can also be ordered online using the online order form located on the TACS Microsite.

<http://tacs.dhlukfoundation.org>

2.6.1. Demonstrator Uniform

On arranging your first demonstration you will be issued with a TACS Hi-Viz vest, please identify the size you require in the comments section of the TACS Order form.

THE TACS DEMONSTRATION

3.1 Child Protection

- A Disclosure and Barring Service (DBS) police check is required for all volunteers working with children under the age of 16 or vulnerable adults.
- A DBS police check is therefore required for all TACS demonstrators and reveals details of any convictions, cautions, reprimands and final warnings the applicant has received, regardless of length of time since the incidents.
- Any information contained on a disclosure is confidential between the company and the applicant.
- Once you have been trained, the Foundation will provide you with an ID card which shows you are an official TACS Demonstrator and provides security for both the school and yourself.
- You must display your TACS ID card at all times when visiting the school and delivering a demonstration.
- You will be allocated a unique TACS ID reference which shows the date of your DBS check.
- We will remind you to renew your DBS every 3 years but please ensure you are aware of the expiry date as well.
- It is essential that demonstrators should avoid physical contact with the children at any time; unless in an emergency situation.
- Do not be on your own with the children at any time a teacher / assistant must accompany you at all times.

3.2 Demonstration Overview

The aim of the demonstration is to teach children to be safe on the road by creating a greater awareness of trucks and their associated dangers. This objective is achieved by DHL employees taking a truck into a school environment.

The children learn by taking part in the TACS road safety demonstration, carrying out various tasks establishing:

- The distance they need to stand in front of the truck to be seen by the driver.
- What the driver can and cannot see from his cab down the side of his truck.
- What the driver can see in his mirrors; where his 'blind spots' are around the truck.
- The size of a truck compared with other vehicles e.g. bicycles, cars, buses.
- The distance on the nearside a truck requires when turning left at a road junction.
- The noise of the engine relative to the shout of a child.

The remainder of this section explains how the demonstration is delivered in greater detail.

To start the demonstration

- Greet the children
- Introduce yourselves, say that you are from DHL and what DHL does
- Explain what the TACS demonstration is about
- Ask the children what comes by truck
- Use your own ideas to engage the children
- Don't forget to use your demonstrators cards as a memory jogger

REAR DEMONSTRATIONS

Possible Enhancements

- Place a football under the rear axle of the stationary vehicle at the beginning of this part of the demonstration.
- At the end of this part of the demonstration, explain to the children that at no time should they attempt to retrieve their football if it goes under the lorry.
- Space permitting get the children to walk in a straight line, away from the back of the truck, while remaining in the blind spot and ask them to stop where they think they can be seen.

Key Points

- Drivers may leave the engine running whilst the vehicle is stationary, e.g. a fridge trailer, cement mixer, or refuse collector, so although the vehicle is stationary the driver still needs to be able to hear the children in case they start to move away.
- Drivers may have the radio on whilst the vehicle is stationary
- Drivers have a limited field of vision when reversing.
- Some vehicles have a reversing bleeper fitted to warn people that it is reversing.

Rigid Considerations

- To make this part of the demonstration more effective, consider increasing the revs or using less children in the shouting demonstration.
- Ensure that all children remain in the blind spot.
- Demonstrators have brought cushions for the central console to make space for a child and a teacher.



3.3 Demonstration - Rear Vision

Purpose: To illustrate the 'Blind spots' that exist for the driver at the rear of the truck.

Resources Required:

- Vehicle and trailer

3.3.1 Preparation

Ensure that both door windows are lowered.

3.3.2 Demonstration

- Ask a child to sit in the cab on the driver's seat; using a teacher or assistant to help them up.
- Instruct five children to stand in a line behind the back of the vehicle.
- Ask the teacher if any of the children can be seen.
- Add five more children to the line
- Ask the teacher if any of the children can be seen.
- Continue until the full group is lined up behind the vehicle.
- Ask the teacher if any of the children can be seen.

3.4. Demonstration - Vehicle Noise

Purpose: To establish that a driver is unable to hear the shout of a child whilst in the cab with the vehicle engine switched on.

Resources Required:

- Vehicle and trailer with a radio.

3.4.1 Preparation

Ensure cab windows are closed and turn the radio to 'on' (mid-high volume).

3.4.2 Demonstration

- One demonstrator to sit in the cab with two of the children from the group and a Teacher or assistant.
- The second demonstrator then takes the children to the rear of the vehicle.
- Select a child from the group (ask for the one with the loudest voice).
- Explain to the child that on the count of three you want them to shout 'STOP' as loudly as possible. This must also be explained to the other children in the group
- Ask them to tell the driver to blow the horn if they hear anybody shout 'STOP' loud and clear.
- Select between five and ten children. Then, count to three again and ask them to shout again.
- Repeat as above until all children are shouting or the horn is blown.

SIDE DEMONSTRATIONS

Possible Enhancements

- Open the near-side door and highlight the floor height. Select a child to demonstrate the height. Close the door. Also, can the teacher in the driver seat see the children now the door has closed?
- Compare the wheel-size with the height of the child.

Key Points

- The 'blind spots' highlighted.
- Bicycle riding on the inside of a vehicle and the risk of not being seen by the truck driver.
- Drivers will not be looking into their side mirrors all the time (as they are looking in the direction of where they are going).
- The injuries suffered when a person is in an accident with a truck
- Dangers of cycling on the inside path of a vehicle turning left at a junction.

Rigid Considerations

- Pick the smallest children to demonstrate any blind spots to this will help create the illusion of



3.5. Demonstration - Side Vision

Purpose: To illustrate the 'blind spots' that exist at the side of the truck for the driver, and to show how the driver uses the mirrors to maneuver the vehicle.

Resources Required:

- vehicle and trailer
- Bicycle

Preparation

Driver and passenger side door windows to be lowered.

Demonstration

- Select a child with a bicycle.
- Starting at the nearside rear of the vehicle walk forward at the side of the child on the bicycle
- Explain to the children that if they ride their bicycle up the side of the vehicle the driver can't see them.
- Highlight the 'Blind spots' to the children.

3.6. Demonstration - Turning Left

Purpose: To illustrate the space required by a truck when turning left at a junction stressing the dangers to cyclists of encroaching within this space.

Resources Required:

- Vehicle and trailer
- road junction - (preferably a 'T' junction). This can be constructed using traffic cones, safety barriers, etc.

Preparation

Place a traffic cone under the front wheel of the trailer

Demonstration

- Ask all children to stand in the viewing area (behind the safety barrier).
- Start the vehicle and move the vehicle forward and left a few inches in order to crush the cone under the wheel.
- Stop the vehicle. Apply handbrake and switch off engine
- Ask the children to observe the squashed cone

FRONT DEMONSTRATIONS

Possible Enhancements

If you are giving a demonstration at a small school with not many children then you may have time to enhance your demonstration slightly.

- One TACS demonstrator ties fluorescent tape to the windscreen wiper spindle or front cab grab handle (as near to the bottom of the windscreen as possible).
- Using the fluorescent tape make a 'triangle' from the vehicle windscreen to the second cone.
- We would ask you be aware that the children may play with the fluorescent tape and not pay attention to the demonstration.

Key Points

- How far must a child stand in front of the vehicle to be seen by the driver?
- The smaller the child, the further forward he/she must stand in front of the vehicle to be seen.
- You are even lower down if kneeling on a skate-board.

Rigid Considerations

- Choose taller children (as long as they aren't too tall) to stand closest to the vehicle, then bring shorter children in towards the front
- Ask a child to walk in a straight line from the front of the vehicle and ask the teacher to shout stop when they can see the child's feet. This will create a bigger danger zone.



3.7. Demonstration - Forward Vision

Purpose: To illustrate the 'blind spots' that exist in front of the truck for the driver, and to demonstrate the distance children need to stand in front of the truck to be seen by the driver.

Resources Required:

- Vehicle and trailer with high windscreen
- One adult to sit in cab (e.g. teacher)

Demonstration

- Illustrate the height of the vehicle and the height of the driver above the ground (in meters).
- Stand in front of the vehicle and highlight the height of the windscreen relative to an adult.
- Select the smallest child in the group and instruct them to stand in front of the vehicle, highlighting the height of the windscreen relative to a child.
- Ask the teacher to sit in the cab on the driver's seat.
- Walk the child forward until the adult in the cab can see the child's feet
- Notify the children that this area is known as the "DANGER ZONE".

TACS ADMINISTRATION AND FOLLOW UP

5.1 Teachers Pack

Teachers Packs are currently sent to schools via email before the demonstration.

The pack explains to teachers about TACS and the road safety messages you give to the children during a TACS demonstration. These are divided into three areas: **Sight; Sound and Safety.**

So teachers can work with children to emphasise the messages in your demonstration the pack has:-

Quizzes for the teachers to use with children

A diagram of a truck

Scenarios for teachers to use as a basis for discussions with the children

Three TACS games the children can play- "The Goggles Game", "Play Your Trucks Right" and "Topple Trucks"

Invitations to parents / guardians to attend the demonstration.

NB. We are currently reviewing the validity of the teacher packs and as such will not be sending out any copies to schools. A copy of the teachers pack can be found on the TACS Website and **Appendix 10.**

5.2 Feedback Forms

TACS MICRO SITE

TACS Micro site

TACS Contact Details

Tel: 0844 875 3031

Mob: 07892 779476

Email: talking.tacs@dhl.com

Tacs demonstrator website

<http://tacs.dhlukfoundation.org>

DHL UK Foundation website

www.dhlukfoundation.org

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