

2024
COMPENDIUM
FOR
MI-II

1. HIGHWAY CODE LITERACY

1.1 ROAD

A road is a path established over land for the passage of vehicles, people, and animals. It provides dependable pathway for moving people and goods from one place to another. Roads are typically smooth, paved, or otherwise, prepared to allow easy travel.

1.2 TYPES OF ROAD

Roads may be classified as:

- a. Private drive pathways
- b. Two-lane highways
- c. Dual carriageways
- d. Expressway

Private Drive Pathways: These are roads owned, maintained or controlled by an individual, agency or organization.

Two-Lane Highways: These are the usual single carriageways. Traffic on two-lane highways normally flow in opposite direction on single lane. Two-lane highways may be rural, urban, intra or intercity roads.

Dual Carriageway: This is a road which has multiple lanes with traffic going in opposite direction. They may or may not be physically separated by non-passable dividers such as concrete barrier.

1.3 ROAD JUNCTIONS

A junction is the place where two or more roads meet. There are four (4) types of junctions, namely:

- a. **T -Junction:** This is a place where two roads meet in the shape of letter T.
- b. **Y-Junction:** This is a place where two roads meet in the form of letter Y.
- c. **Cross Road:** A cross road is the place where two roads meet and cross each other. It could be in the form of:
 - A major road crossing a minor road; or
 - Two equal roads crossing each other.
- d. **Roundabout:** A place where two or more roads meet, forming a circle that ensures that all traffic must go around in the same direction.

1.4 ROAD SIGNS

Road traffic signs are structural designs erected along the roadsides for the purpose of directing, warning and informing the motoring public and pedestrians of road features ahead to guide their decisions.

A good knowledge of road traffic signs is compulsory for all drivers, as these are the basic communication means with the road that guarantees safe motoring.

These regulate and guide the decisions of drivers well ahead of any feature they would come across on the road.

The traffic signs are erect, while markings are done on the road pavement, all serving the same purpose.

Road signs are basically of three categories

- ❖ Warning or Danger signs
- ❖ Regulatory signs
- ❖ Informative signs

Of the three categories of road signs, the regulatory signs are divided into



- ❖ **Prohibitory signs:** They usually give negative instructions and are circular in shape with yellow background. However the STOP sign which is octagonal in shape, the NO WAITING and NO STOPPING sign with blue background and red border also belongs to the prohibitory signs

- ❖ **Mandatory signs:** Give positive instructions. They are circular and blue.

All the signs are identified by their shapes and colors

Type of sign	Shape	Color	Inscription
Warning / Danger signs	Triangular 	Yellow background with red border	Black
Prohibitory signs (Regulatory)	Circular 	Yellow / blue background with red border and cross line	Black
Mandatory signs (Regulatory)	Circular 	Blue	White
Informative signs	Rectangular 	Green	White
Stop	Octagonal 	Red background with yellow or white border	Yellow or white

Warning Signs	Prohibitory Signs	Mandatory Signs	Informative Signs
 Dangerous bend right	 No Right Turn	 Speed Limit (Minimum)	 Hospital
 Narrow bridge	 No Stopping	 Roundabout	 Advance Direction sign
 Carriageway Narrows	 Speed Limit (Maximum)	 U-Turn	 Direction to Airport
 T-Junction	 No U- Turn	 Keep Right	 REST AREA

1.5 TRAFFIC SIGNALS

Traffic signals control vehicle and pedestrian traffic by assigning priorities to various traffic movements to influence traffic flow.

RED means "Stop" Wait behind the stop line on the carriageway

RED and **Amber** also mean 'Stop'. Do not pass through or start until **GREEN** shows.

GREEN means go on if the road is clear. When turning left or right take particular care and give way to pedestrians crossing.

AMBER means stop at the stop line. Go only if the **AMBER** green signal if appears after crossing the stop line or when pulling up might cause crash.

A **GREEN** ARROW may be provided in addition to the full green signal if movement in a certain direction is allowed before or after the full green phase. If the way is clear go but only in the direction shown by the arrow irrespective of what other lights may be showing.

1.6 CATEGORIES OF ROAD USERS

Who are road users?

Road users are group of people or animals who use the road by performing different activities. The following are some group of road users.

- a. Motorists
- b. Cyclists
- c. Motorcyclist
- d. Pedestrians
- e. Animals

1.7 ROAD MARKINGS

Road markings are symbols or lettered messages painted on the road to warn or instruct road users of the road condition. Road markings are basically of four major types centre lines, edge lines, cross walks and pavement messages.

Centre Lines

a. Diagonal White Lines (Hatched Markings)

These are lines used at the center of the road to separate opposing flows of traffic. They are often provided at junctions to protect traffic turning left It may also be used on the approach to central traffic island or the start of a dual carriageway. Single, broken boundary line may be used at the edge of the road or next to the central reservation of a dual carriageway

Do not enter any hatched area bounded by broken lines unless it is safe to do so.

b. Continuous White Lines

Some double continuous white lines have narrow areas of hatched lines within them or a wider area of hatching to the side. You **MUST NOT** cross a continuous white line to enter a hatched area.

c. Chevron Markings

Chevron markings are found on part of the carriageway where traffic passes in the same direction on either side. The continuous boundary line means vehicles **MUST NOT** enter the area.

d. Chevron Markings with Broken Edge

Chevron Markings with Broken Edge are used on part of carriageway where traffic passes in the same direction on either side. Vehicles are not expected to enter the area unless it is safe to do so.

e. Block Pavement Markings at Roundabouts

Block pavement markings incorporated into a roundabout indicate sharp deviation of route.

This shows reduction in number of lanes or areas not available to traffic. Vehicles **MUST NOT** cross the continuous white lines except in an emergency,

1.8 SPEED LIMITS

Speed limit is a maximum speed a category of vehicle can travel on a road under ideal condition. All categories of vehicles have specific speed limits as shown in the table below:

TYPES OF VEHICLE	END OF AREA	HIGHWAY	EXPRESSWAY
MOTORCYCLE	50	50	
PRIVATE CAR	50	80	100
TAXI & BUSES	50	80	90
TANKER/TRACTORS	45	50	60
TOW VEHICLE	45	45	45
WHILE TOWING	50	60	70
WHILE NOT TOWING			

1.8 CAUSES OF RTC

After several researches, causes of road traffic crashes have been grouped into three according to the causative factors. These factors are:

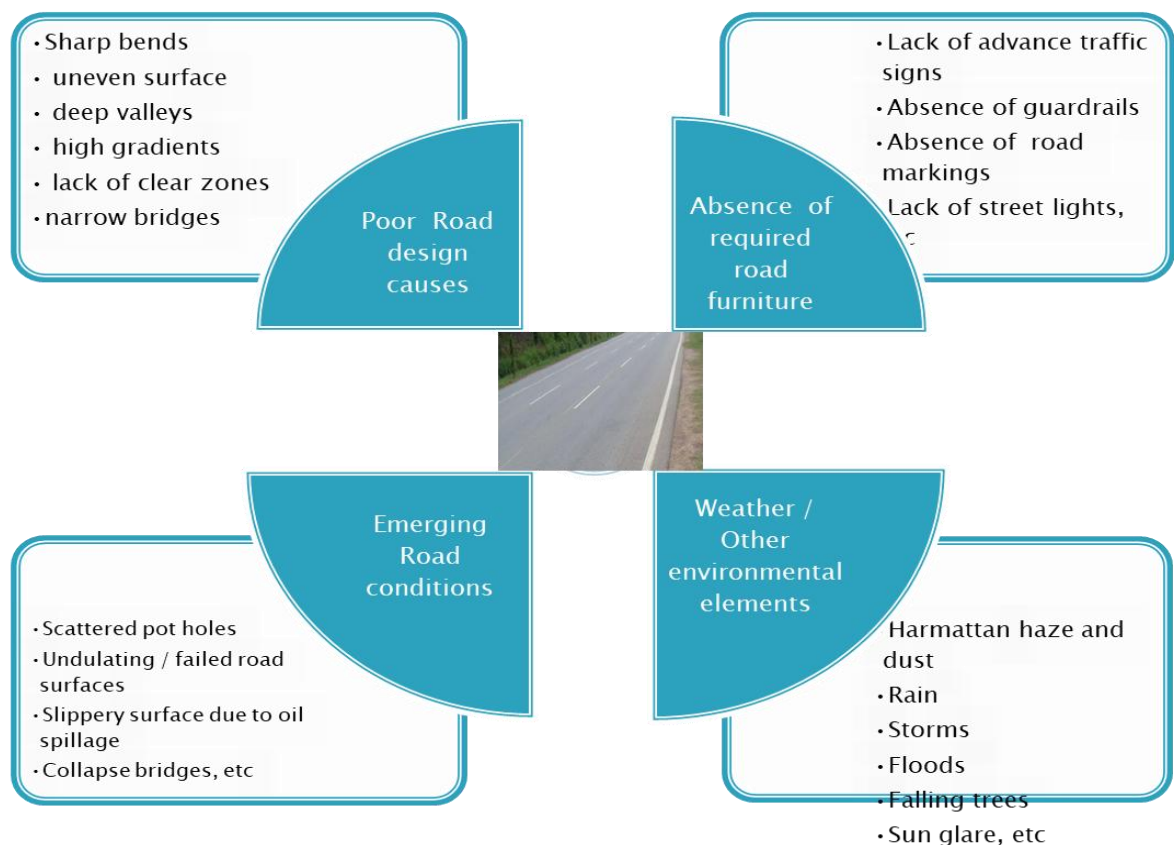
- ❖ Human factor
- ❖ Mechanical factor
- ❖ Environmental factor

a. **Human Factor** - Human factor contributes to about 90% of the road crashes. Drivers alone contribute about 80% to the crashes. Some of the specific causes are, overconfidence, speed, lack of concentration, tiredness, driving under the influence of drugs or alcohol, poor vehicle care, indiscriminate parking, wrong or dangerous overtaking, passengers distraction, and pedestrian behavior.

b. **Mechanical Factor** - Mechanical factor has been known to contribute in about 10% of the crashes on our roads. Crashes due to this factor have the following as some of the causes:

- ❖ Malfunctioning of engine
- ❖ Poor steering mechanism
- ❖ Tyre burst
- ❖ Brake failure

c. **Environmental Factors** - Environmental factor refers to road elements including weather that contributes to crashes.



2. BASIC VEHICLE SAFETY CHECKS

Regular vehicle checks extend the life of a vehicle and cuts down on running cost. It is usually advisable not to cut corners on maintenance of vehicles, as this could be dangerous.

2.1 DAILY/ROUTINE VEHICLE SAFETY CHECKS

This type of check is undertaken in order to forestall anticipated undesirable consequences of breakdown of vehicles. It involves the checking of some components as well as taking action daily, preferably in the morning before starting the engine.

For easy reference and collection, the following acronym is suggested:

a. WOFT(FIRST PARADE FOR CAR PETROL ENGINES)

- **W - Water:** Check water level in the radiator;
- **O - Oil:** Check the level of engine oil in the sump using dip stick;
- **F - Fan Belt:** Check belts for tension and cuts;
- **T - Tyres**
- Check for cuts, punctures, depth of threading, pressure, alignment and wheel nuts.

b. SECOND PARADE (SAFETY PARADE) could include the following:

i. Lighting System:

Check the headlamp, side lamp, signal indicators and reverse lights.

ii. Brakes and Clutches

- Check the hydraulic level
- Check the effectiveness of the brake, start the vehicle, drive off a little and step on the brake pedal to test the effectiveness.
- Check the tightness and the effectiveness of the brakes and clutches
- Change all the gears, one at a time while pressing the clutch pedal

iii. Wipers

- Ensure that the windscreen wiper are functional
- Check the blades for effectiveness

iv. Steering Mechanism:

- Check for clearance or 'free play"

- Check for automatic transmission fluid (ATF) for power steering only

v. Horns

- Ensure the horns are in good working condition
- Do not fit wrong horn to your vehicle

Vi. Spare Tyre

- Check spare tyre for cut, puncture, thread and pressure
- Ensure that jack, jack handle and wheel spanners are in the vehicle.

vii. Reflective Triangle

Ensure a pair of reflective triangle is in the vehicle

viii. Fire Extinguisher:

Ensure the correct type and size of fire extinguisher is in the Vehicle. A multipurpose fire extinguisher is preferable.

ix. Battery

Check the electrolyte (battery liquid) and the condition of battery terminals.

x. Body Inspection

- Take a walk round the vehicle to check for dents and loose parts.
- Routine Maintenance could be daily or weekly or monthly; depending on the use of the vehicle.

3. EFFECTIVE PATROL OPERATIONS

3.1 Concept of Patrol operations

Patrol originated from the French word "patouiller" meaning walk or trample in the mud. English acquired it through German to mean "tramp around through the mud of a military camp when doing guard duty". Thus patrol is an act of keeping guard by walk or driving in one direction and then back again, or walking or driving around an area on a regular basis in order to deter or prevent illegal or hostile activities.

Types of Patrol

- a. **Mobile Speed Control Patrol:** This is suited for dual Carriageways. The patrol car or bike maintains a speed of 105km on the slow lane of the dual carriageway thereby controlling the speed of other vehicles coming behind while overtaking vehicles are booked or their vehicle numbers taken down.
- b. **Static Speed Control Patrol:** It is utilized on both dual and single carriageways. It involves the use of patrol car, bike, communication equipment and radar gun (mounted on vehicle) respectively. The car is parked along the road while the bike is parked further ahead. Speeding vehicles that fails to stop for the Patrol vehicle are apprehended by the bike ahead.
- c. **Surveillance Patrol:** Is utilized in town traffic control and on the highways to detect traffic violations. The Surveillance car moves at any speed under the limit of the law.
- d. **Rescue Mission:** This patrol type is adopted after receiving information of a crash. The team mobilizes for rescue and clearing of obstructions during which patrol car utilizes authority devices like siren and flashers without necessarily driving beyond the prevailing speed limit.
- e. **Night Patrol:** Takes place between 1800hrs - 2200hrs (except otherwise arranged) to check vehicles lighting system violations and is restricted to Urban environment where Security of team is guaranteed. The team members require reflective jackets, search lights, flashers etc to make them visible.
- f. **Foot Team Patrol:** FRSC staff in mufti monitors traffic with special focus on such violations as Use of Phone While Driving (UPD), Seat belt violation (SUV) etc while uniform staff stationed ahead arrest the violators.
- g. **Metropolitan Bike Patrol:** A bike rider goes on roving patrol with a partner who serves as arresting marshal.

A patrol team comprises 4 to 5 members accompanied by a bike and is led by an officer not less than ARC. Two Riders on Bikes can also form a patrol team if within the township area.

A patrol squad is a collection of patrol teams and it is to be led by an Officer not less in rank than DRC. The patrol (except special patrol) hours are usually 0600hrs - 1300hrs and 1300hrs -1800hrs for morning and afternoon shifts respectively. A stand by rescue team must be on alert at all times.

Patrol Procedures

Patrol as an enforcement Strategy geared towards the achievement of the statutory objectives and mandates of the Corps. It is a regular and continuous day-to-day activity for the purpose of surveillance, rescue (in case of emergencies) and monitoring of compliance to traffic laws and regulation.

Patrol Operations entails:

- a. Pre-Patrol
- b. On-Scene patrol
- c. Post-Patrol

a. Pre-Patrol Activities

- Preparation of patrol Roster
- First parade by the Driver
- Declaration and signing for patrol materials (N1,000 maximum)
- Pre-patrol Briefing

It also involves:

- Dressing - No. 6 in the with FRSC dress protocol
- Timing-Shifts
- Materials/Equipments
- Documentation:
 - Attendance register, Cash declaration Register, Notice of offence booklet.

b. On-Scene Patrol Activities

- Proceeding on patrol (decide on patrol style, Focus and patrol point)
- Allotment of responsibilities (Arresting marshal, patrol clerk, booking official)
- Mobile static speed control activities
- Enforcement activities
- Cautioning/enlightenment
- Road/traffic behaviour observation
- Patrol Round-off

c. Post-Patrol Activities

- Patrol report writing - As well as field report form & incident report.
- Handing over of impoundments and Confiscations
- Checking/Confirmation of patrol Report claims.
- Vehicle Status check by Head of operations
- Fuelling of the vehicle against the following day

Patrol Positioning

- a. Vehicles and bikes must be parked at right angle to the road clear of bends, hills, slopes, that makes them highly visible to approaching traffic on both sides of the roads.
- b. If bike is available should be parked by the passenger side of the vehicle at 5 meters distance.
- c. Driver should remain in the vehicle; Patrol leader by the side of the vehicle, first arresting marshal should be at 20meters, second at 15meters and third at 10meters from the Patrol vehicle respectively.
- d. SOP on rescue should be strictly adhered to.
- e. Only one vehicle should be stopped at a time.
- f. Engage only one side of traffic at a time during patrol activities.
- g. Patrol Men must not wear earpiece while on patrol.

3.2 PATROL ETHICS

- a. Avoid stopping more than two vehicles at the same time which can lead to rowdy situation and ineffective performance.
- b. Apprehending staff should approach offender with notice of offence sheet in his/her hand, explain the offence and book the offender.
- c. Complete the Notice of Offence properly and issue the original copy to the offender.
- d. Don't confiscate offender's papers without formal booking.
- e. Impound offenders vehicle if unable to produce vehicle papers drivers licence or if vehicle is declared wanted/rickety or driver is drunk.
- f. Book offender for primary offence first after arrest and if there is no suspicion of documents, confiscate the drivers licence and release the vehicle to go and pay for the offences.
- g. If there is suspicion on the document or all the documents presented are photocopies, demand to produce the original within 24hrs for sighting, the team leader to write this on the reverse side of notice of offence, meanwhile the vehicle is impounded.

- h. Note that when requested to sight any document, the offence should be booked since confirmation and validity is still on.
- i. Do not plead on behalf of offender or act as mediator or engage in any post booking exercise.
- j. Siren, Public Address System and flasher forms part of FRSC paraphernalia, hence should not be used indiscriminately or for intimidation.
- k. Team leader must write a patrol report on competing of patrol for the day, complete field report form and submit same to Command's Head of operations.
- l. Confiscated items should be indicated in the field Report form and submitted to Duty Officer on return.
- m. All members must get to take off from and come back to base after patrol.
- n. Do not forcefully remove number plate, wheel spanners, Jack, spare tyres etc of offender in Lieu of Confiscation.

3.3 PATROL DEVICES/EQUIPMENT

Patrol Devices/equipment are those equipment that enhance conduct of patrol operations. It includes Authority device, Rescue device, protective device, Auxiliary device, Defensive device and Stationery items.

a. Authority devices: These devices includes the following: Light bar (with functioning rotating lights), Public address system, VHF Radio communication, Speed radar gun.

Protective devices: Are items that shield Operatives from possible danger in discharging of their statutory duties. E.g: Drinking water, Container such as food flask, Bucket, Hand gloves, Disinfectant, Patrolites or zapper.

b. Rescue devices: Are those devices that are used in rescue activities. It includes: Reflective caution signs and Flare, Blankets, Fire extinguisher, Torchlight with, spare batteries, Body bags, Fire-man Axe, Matches.

c. Auxiliary Device: These devices includes the following; Reflective stripes for cordoning off roads, Reflective jackets, Mechanical kit, fanbelt, fuses, light bulb, pliers, screwdriver, sandpaper, Jack and four wheelspanners, Spare tyre.

d. Defensive devices: These are devices that patrolmen use for self defence in the event of attacks. E.g; Firearms (where authorized), Pepper Spray, Hand cuff, Stun Gun.

4. BASIC FIRST AID TECHNIQUES AND RESCUE OPERATIONS

First aid is the emergency care given to an injured or sick person. In an emergency situation, a bystander knowing first aid could save someone's life.

4.1 ABC

The "ABCs" of first aid is a helpful way to easily understand and remember how to approach an emergency situation and what to check for.

a. Airways

- Tilt the head back to open the airway.
- If anything is blocking it use a spatula to scoop it out.
- Then turn the victim onto his side into recovery position.
- This is done by folding one of his hands on the chest and spreading the other while the victim is gently rolled to side.

b. Breathing

- Watch or feel his lower chest to see if it is moving up and down.
- You can check by putting your ear close to his face, so that you can feel or listen to find out if there is air coming out of his mouth.
- If his is not breathing, give artificial respiration. The aim is to work on the heart when it stops working.
- Mouth-To-Mouth insufflations and cardiac massage.
- After every third artificial respiration, the first aider places his two palms on each other and locks them,
- Then places them on the sternum bone of victim, depresses the sternum five (5) times.
- The process is repeated until the victim is resuscitated.

c. Circulation (Blood)

- Check if there is a pulse.
- You may check this by feeling the pulse near the neck or on the wrist.
- If you can feel the pulse count the number of pulse for one minute and report any change the doctor when he arrives.
- Get medical aid immediately.

Variations on the ABC Guidelines

There are multiple variations of the "ABCs" of first aid, but they all essentially represent the same basic concepts.

Some places advocate for the acronym **DRSABCD** (like "Doctor's ABCD") for:

Danger: Check the scene and the person for any possible dangers to you or them.

Response: See if they are awake, can move or react, and if they can answer questions.

Send for help: Call 122 or 112 National emergency services.

Airway: Make sure their airway is open and clear.

Breathing: Check if they are breathing or to what degree they are struggling to breathe.

Cardiopulmonary resuscitation (CPR): If you know how to do so properly, perform CPR.

Defibrillation: If you have a portable defibrillator, follow the instructions and use it on the person.

Most importantly, in any emergency situation, try to stay calm and approach the problem with care. Assess the situation as best you can and call for help. Follow the instructions of the dispatcher or emergency personnel.

4.2 RESCUE PROCEDURES

Understand the environment to get necessary information about carrying out the rescue:

- Know the location of the mis-happening
- Mobilize personnel for movement
- Get services ready i.e able mobility to carry the victim
- Get and take investment equipment required to rescue
- Alert relevant agencies, which might give needed support i.e, fire services, etc.
- Move to the accident scene using authority devices to clear the way of traffic congestion where necessary

At the accident scene one must

- Observe the general terrain of the accident
- Ensure safety of rescue team by placing reflective warning signs at least 100 meters away
- Ensure high visibility of rescuer by wearing reflective jackets
- Ensure that traffic is properly controlled and make use of communication to your advantage
- Stop vehicles and divert traffic as the situation may demand i.e if the accident involves blocking the road.
- Do not allow crowding of accident scene by sympathizers.
- Identify accident victims by priority or severity of injuries
- Move victims in critical stage to hospital without delay
- Give first aids to victims with injuries of less severity. Dead bodies are moved last.

- Always move your victims to the nearest hospital or health center (mostly General Hospital).
- Retrieve safe property, enter in the format and report at base for further identification of owner and relatives.

4.3 RESCUE MATERIALS

Typically, when you think "emergency rescue", first responders like firefighters, police and EMS professionals are who come to mind. While yes, it's true that search and rescue is part of their jobs, anyone can be involved in an emergency situation where someone needs rescued or helped. For example, if you are in a car accident you may need to get yourself and others to safety; or, if you witness a sports accident or child injury at the park, you may need to offer first aid.

Whether it's for your career or not, rescue preparedness is good to know. We've put together a list of recommended items to have on hand for both the rookie rescuers and the professionals.

Rescue materials and equipment

Think of Emergency Rescue Equipment as equipment that has the sole purpose of treating or preventing injury. Regardless of the environment or location, here are the must-have items for successful RTC rescue operations:

- First Aid Kits
- Knife/Scissors
- Stretcher
- Blanket
- Gloves
- Splint
- Reflective caution signs and Flare
- Fire extinguisher
- Torchlight with spare batteries
- Body bags
- Fire-man Axe
- Matchets
- Reflective tape/Cones
- Reflective Jackets
- Cervical Collar
- Extricating machine

5. SPEED LIMITING DEVICE

A Speed Limiting Device is an electronic device fitted in a vehicle (Buses, Trucks, Vans Tankers etc) with a view of ensuring this vehicle maintains a speed limit according to the regulations of the country. Speed Limiting Device operates through electronic sensors and the engine's computer.

A series of sensors detect how fast the vehicle is going, and then communicates that information to the engine's computer, which manages nearly all the engine's functions. Once the vehicle reach a pre-determined top speed, the computer steps in and restricts the flow of air and fuel to the engine and even the sparks that cause combustion. Either way, the vehicle will be unable to exceed the top speed as determined by the car's manufacturer.

5.1 TYPES OF SPEED LIMITING DEVICES

There are two (2) major types of speed limiting device:

- a. Mechanical speed limiting device and
- b. Electrical/Electronic speed limiting device.

5.2 ADVANTAGES OF SPEED LIMITING DEVICES

Speed limiting device is observed to have the following advantages:

- a. Lower speed results in less fuel consumption by vehicles.
- b. Lower speed also cuts down vehicle maintenance cost and slows down depreciation value thus vehicle last longer.
- c. It will significantly impact positively in changing the individual driving behaviour which has been hard to achieve over the years.
- d. It will reduce the speed of vehicle to pre-set limit thus reducing overall crash risk and likely to lessen severity of crash.
- e. It will equally engender good monitoring mechanism for vehicle owners'/fleet operators.
- f. It will engender compliance with the **ECOWAS** mandate, fulfilment of the Corps statutory functions through good practice.
- g. It will assist to eliminate losses associated with speed related crashes. These losses are usually in vehicles loss, damage to roads and road infrastructure, house, goods etc.
- h. It will assist to preserve the young virile members of the society from deaths and maiming associated with speed induced crashes.
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6. FIRE PROTECTION AND PREVENTION

6.1 DEFINITION OF FIRE

Fire is a rapid combination of 2 or more substances which produce heat, light, smoke and carbon. Before fire could occur, oxygen, heat, and fuel must be present.

- a. Oxygen: This is the gas that supports burning.
- b. Heat: This is the sufficient temperature needed for ignition of fire.
- c. Fuel: This is any combustible material (solid, liquid or gas).
- d. Fire Triangle: A combination of oxygen, heat and fuel form what is called the **Fire Triangle**.
- e. Fire Extinction: When an automobile fire or any fire is starved of any of these (oxygen, heat and fuel), the fire goes out.

6.2 Classes of Fire

For easy identification and extinction purposes, fire is classified into four categories as stated below:

i. **Class A**

This class of fire involves free burning materials like wood, paper, textiles, etc. WATER is the best means of extinguishing this class in form of jet or spray.

ii. **Class B**

This class of fire involves flammable substances like petrol, paint, grease, etc. Fire under this category could best be extinguished with LIQUID FORM extinguisher. Dry chemical powder, carbon- dioxide extinguishers and dry sand are also good materials that can put out Class B fire.

iii. **Class C**

This fire involves combustible gases or liquefied petroleum like propane and butane. They can best be extinguished with Dry-chemical powder and carbon dioxide fire extinguishers. Water in spray form could be used to cool down the cylinder.

iv. **Class D**

This class of fire involves metals, e.g Potassium, Aluminium, Magnesium. Zinc, etc. They can best be extinguished with dry- chemical powder fire extinguisher or dry sand.

6.3 Fire Protection

This is the proactive measure of providing equipment, devices and gadgets that are handy in case of fire incidence. These include fire extinguishers, dry sand, blankets, smoke detectors, etc.

6.4 Fire Prevention

This is a measure put in place to ensure that fire does not break out. Be mindful of the fact that fire occurrence is preventable. Fire prevention is in everyone's utmost interest.

- a. Watch out for fuel leakages, exposed wires and cracked hoses.
- b. Be alert to changes in vehicle sound as it might involve metal grinding.
- c. Ensure that the positive terminal of the battery is completely insulated to avoid contact with the body of the vehicle.
- d. Clean regularly all areas where flammable liquids may collect.
- e. Do not leave the fabric for cleaning the engine parts within the engine compartments.
- f. Ensure that the contact point of the high tension cables to spark plugs is not exposed. Do not carry fuel in cans in the vehicle.

6.5 Extinguishing Automobile Fire

Fire can be extinguished by knocking off any of the three sides of the fire triangle. This is achieved by:

i. Cooling

This is the act of using water to reduce the temperature of the burning material(s) below ignition point (the flash point).

ii. Smothering

This is the act of cutting off air, by the use of foam or fire blanket. This deprives fire of oxygen which is a necessity for combustion.

iii. Starving

This is the act of removing the burning material to a safe place thereby avoiding its spread.

Operating a Fire Extinguisher

Hold it up-right and do the following:

- a. Pull the safety pin/break cartridge
- b. Aim horn at the base of fire
- c. Press/squeeze nozzle.
- d. Discharge at the base of flame.

7. FILING SYSTEM

Filing system means any structured set of personal data which is accessible according to specific criteria, whether held by automated means or manually.

It is important to note as follows:

- a. File numbers and titles are located by the registry from a filing index based on a chosen theme.
- b. A new file (vol.2) is opened when original one has up to 100 enclosures.
- c. 'T' file is opened to pass document internally.
- d. If content of a file is transferred to a clean file, the front page of the old file is attached.
- e. Closing of file - an officer completes a file disposal form and places it in the file as the top enclosure and the registry takes action by closing it.

Filing System can be:

- a. Blocked System - (subject heady i.e promotions, discipline etc).
- b. G, A, or Q System - Consider hierarchy (i.e HQ, Zone, Sector, Unit) or importance.
- c. Alphabet System - Simply used A to Z to number the files.

7.1 File indexing

While filing is the process of organising the documents and records in a proper sequence, Indexing is the device for locating documents which have been filed.

7.2 Security Classification of documents in FRSC

Documents are identified based on their security classification which can be either of the following:

- Top secret
- Secret
- Confidential and
- Restricted

- a. **Top Secret:** This generally deals with state security, diplomatic and other important matters, the unauthorized disclosure of which would cause great damage to the government.
- b. **Secret:** This is used on Letters Dealing with top policy matters which the Management Considers to be of interest to the service and their circulation should be limited.
- c. **Confidential:** This is to be used on documents that generally deal with personnel matters such as reports on staff, like promotions and related matters.
- d. **Restricted:** This is to be used on documents that are not confidential, yet they should not be exposed to the general public. The circulation of such document is restricted to certain sections.

8. ISO 9001:2015 QMS

8.1 The Concept of ISO 9001:2015 QMS

FRSC as a best example of lead agency in Road Traffic Administration and Safety Management in Africa has developed its initiatives towards achieving excellence in service delivery based on a 3-pronged approach of People, Process and Technology.

The Concept of 'Process' of the tripod was pursued through the adoption of ISO 9001 (Quality Management System) in February 2008. This is one of the various standards of the International Organization for Standardization (ISO).

The Corps has been using the QMS to further the Corps' commitment to continually improve its effectiveness in serving the needs of Nigerians in the area of road safety. It has helped the Corps become more effective and maintain recognition by its customers.

This is a milestone that reflects FRSC true disposition as a determined organization that is committed to attaining excellence in all aspects of its operations and service delivery.

QMS is one of the best known international Standards code-named ISO 9001 by the International Organization for Standardization (ISO).

ISO is derived from the Greek word "ISOS" which means 'equal'. It Stands for International Organization for Standardization. It was established in 1947 with Headquarters in Geneva, Switzerland.

Each country is represented in ISO by the standards body of such country. Therefore, ISO is represented in Nigeria by Standards Organization of Nigeria (SON).

8.2 Pre-QMS era in FRSC

In 2007, FRSC, under the leadership of the then Corps Marshal and Chief Executive, Osita Chidoka took stock of the past, evaluated the present with a view to charting a new direction and more purposeful future for the Corps. This necessitated the introduction of QMS in the Corps and consequently spurred everybody in the Corps to action in order to make the Corps a world class organization.

The Corps began its journey into QMS world in 2008. Before then, FRSC activities were characterized by myriads of administrative lapses ranging from improper documentation, poor record keeping and overlapping job functions.

Lack of processes and procedures, increasing customer complaints, internal waste and damages, staff poor attitude to work, frequent breakdown of facilities, poor performance of staff, and other vices. Standard took the back seat as at then.

8.3 Journey to ISO Certification

There are about 22,000 ISO Standards to date worldwide, covering various subjects/industries. But ISO 9001 is the most popular and acceptable. To address the above challenges bedeviling the Corps, QMS was used to seek improvement in line with global best practices, through: Involvement of the people - Everybody in the Corps was involved from the beginning.

In 2009, the entire FRSC Top Management team was trained on ISO 9000:2000. Followed by the training of 80 Officers as Internal System Auditors. 68 qualified as Internal System Auditors with 60 proceeding to Lead Auditors.

45 eventually became Lead Auditors. A total of 452 processes were identified in the Corps and documented in the first ever FRSC Quality Manual developed alongside the Quality Policy. In the course of implementation, the Corps procured the services of a consulting firm that assisted with the Gap Analysis of the Corps.

In order to have direct supervision, Quality Management System Unit was established in the office of the Corps Marshal and Chief Executive.

Awareness programmes on how to achieve quality in the Corps' business as well as the need for commitment of staff to organizational goals took place in all FRSC formations.

Trained Internal System Auditors were used to evaluate the effectiveness of the system through internal system audits. Mock Audit of departments and Corps Offices at the HQs were conducted. ISO lectures were featured in most FRSC trainings and workshops.

The External System Auditors from the Standards Organization of Nigeria (SON) were used to also evaluate the effectiveness of the system through system audits. Internal efficiency was entrenched by establishing guidelines through the FRSC Quality Manual for everyone to follow easily.

8.4 What does ISO 9001:2015 cover?

- a. Based on PLAN-DO-CHECK-ACT methodology.
- b. Provide a process-oriented approach.
- c. Risk-based thinking

8.6 Benefits of ISO 9001:2015?

ISO 9001:2015 helps organisation to:

- a. Ensure their customers consistently receive high quality products and services.
- b. Create satisfied customers, Management and employees.
- c. Organise and improve the efficiency of processes Continually improve on its

- d. Credibility by proving to customers that its products and services meet expectation.
- e. ISO 9001 is positive for organisational image as it shows that you comply with internationally recognised quality standard.

9. FRSC REGULATIONS ON DISCIPLINE, 2018

9.1 Offences Relating To Duty

- a. AWOL - Major Entry and forfeiture of Salary for the number of days.
- b. Desertion - Dismissal
- c. Dereliction of duty - Loss of seniority
- d. Lateness - minor entry or reprimand.
- e. Malingering -Major Entry and forfeiture of Salary for the number of days.
- f. Acts of Negligence - Loss of seniority

9.2 Offences Relating To Information

- a. unauthorized disclosure of Information-Termination
- b. failure to make report - Loss of seniority
- c. Presentation of false document or certificate - Termination
- d. Unauthorised educational qualification - Loss of seniority.
- e. Concealment of higher qualification on Appointment- Loss of seniority.

9.3 Offences Relating to Borrowing, Lending Debts, Illegal Employment, Petitions and Improper Dressing

- a. Borrowing from junior staff-Reduction in rank.
- b. Failure to pay debt - Reduction in Rank
- c. Carrying on any other paid employment - Termination
- d. Influenced promotion - Major Entry.
- e. Improper dressing - Major Entry.
- f. Anonymous petition - Termination

9.4 Offences Relating to Corruption, Gross Misconduct and Indiscipline

- a. Obstructing Marshals on Duty -Loss of seniority.
- b. Incivility to member of the public - Loss of seniority.
- c. Maltreatment and false complaint - Major Entry.
- d. Bribe - Termination of Appointment.
- e. Failure to make entry after patrol - Reduction in rank.
- f. False Allegation - Termination of Appointment
- g. Disobedience to Standing/particular order -Major Entry.
- h. Failure to pay compliment - Magic Entry.
- i. Improper channel of correspondence - Reduction in Rank.
- j. Drinking or smoking while on duty - Reduction in Rank.
- k. Forgery - Termination of Appointment
- l. Assault/civic conduct- Reduction in Rank.
- m. Manslaughter/murder- (criminality) handed over to police, placed on half salary and upon conviction dismissed from service.
- n. Mutiny- dismissal from service.
- o. Rape - dismissal from service.
- p. Rioting - Dismissal from service.

- q. Scandalous behaviour- termination of appointment.
- r. Rudeness to superior- loss of seniority.
- s. Stealing or looting- dismissal from service.
- t. Treason- handed over to police, placed on half salary and dismissal from service upon conviction.

9.5 Offences relating property

- a. Damage to property: Replacement of the property damaged within 3 months.
- b. Driving and damaging of Corps vehicle by non-commissioned driver or offender's vehicle -Payment of cost of repairs or replacement of vehicle within three (3) months or have appointment termination.

9.6 Offences relating information processing

- a. Unauthorised production of driver licence- Termination of appointment.
- b. Unauthorised production of number plate- Termination of appointment.
- c. Duty room offences- Reduction in rank.

9.7 Other offences

- a. failure to testify before FDP- Reduction in rank
- b. False information to FDP- Reduction in rank
- c. Wilfully insults/assaults in FDP- Reduction in rank
- d. Continuous misconduct- Termination of appointment.

10. CONDITIONS FOR FURTHER STUDIES

10.1 Requirements for Further Study

Staff desiring further studies are expected to have acquired some minimum educational requirements and years of service in the Corps to qualify to seek approval to undertake such studies.

- a. Any staff applying for Further Studies is expected to acquire background knowledge of the general guideline in the FRSC Education Policy, 2015.
- b. Courses to be pursued shall be relevant to the advancement of staff output in their present job schedule or preparatory to taking up a new schedule.
- c. A confirmed officer shall be qualified to pursue further studies on part-time basis in approved courses at an accredited institution of learning after serving for at least 5 years in the Corps.
- d. Confirmed Marshal Inspectors who wish to pursue courses leading to award of first degree are qualified to apply for permission for further studies on part-time basis after serving for at least five (5) years in the Corps.
- e. Confirmed RMAs wishing to pursue courses leading to award of National Diploma or NCE are qualified to apply for permission for further studies on part time basis after serving for at least 5 years in the Corps.
- f. Senior Road Marshal Assistants and above shall be allowed to go for first Degree Programmes on part-time basis after serving for at least 5 years in the Corps.
- h. A staff shall not be qualified to pursue any of the approved courses if he has a pending disciplinary case that could lead to termination of appointment or dismissal from service.

NOTE

- i. New skills acquired shall be considered for future deployment(s).
- ii. The total number of Staff granted approval for further studies shall not exceed 2% of the total work force in the Corps at any given time. However, the two percent (2%) of staff to be granted approval shall exclude officers of the Rank of SRC and above who intend to pursue post graduate courses on part time basis.
- iii. A staff on course may be recalled by the Corps Marshal should the need arise.
- iv. A Marshal shall not be considered for conversion if he has not secure approval for further studies leading to his additional qualification in the first instance.
- v. Marshals who are Nurses and Paramedics shall not seek approval for courses in Arts, Social Sciences and non-medical Sciences for the purpose of Conversion into Officer Cadre.

10.2 Procedure for Applying for Further Studies

Steps to be taken and all necessary documentation required by staff seeking further studies are outlined in this part for proper guidance. It is the responsibility of all intending staff to follow the approved line of communication in this regard.

- a. Staff intending to embark on further studies shall first apply for permission to seek for admission for only ONE programme/course of study at a time in an accredited institution which shall NOT be more than 200km from staff Command.
- b. A staff seeking approval for further studies shall fulfil the conditions stated in the Education Policy. He must also complete **FORM FRSC/TSC/EDU/01A**, which must be endorsed by his HOD/Corps Officer or Commanding Officer or any officer delegated to do so.
- c. The application for further studies shall be accompanied with photocopies of the following documents:-
 - i. Letter of approval to seek for admission
 - ii. Letter of Appointment
 - iii. Letter of Confirmation
 - iv. Letter of last posting
 - v. Letter of admission
- d. Applicants from Field Commands shall forward applications through their Commands for necessary screening and onward submission to DCM (TRG) RSHQ, for final screening and approval.
- e. Applicants from RSHQ shall forward their applications to DCM (TRG) through their HODs /Corps Officers.
- f. The application should reach the DCM TRG on or before the last Thursday in the second month of every quarter.

11. FRSC ETHICS, CUSTOM AND VALUE

11.1 Ethical behaviour in FRSC

Personnel's behavior must be exemplary wherever he finds himself. Polite behavior of a gentle man is required of him. He should be friendly and considerate and firm with all. Staff are expected to conduct themselves within and outside the office in the following ways:

- **Dress, Appearance and Carriage:** The standard of dressing and appearance of uniform personnel determine in part their level of discipline. Personnel must therefore be smart and well turned out at all times. In using civil clothes, flashy and multifarious colored materials are to be avoided. Good materials and a good tailor will help meet acceptable standards. Remember, "People address you the way you are dressed".
- **Indebtedness:** Personnel shall pay all just financial obligations in proper and timely manner especially those inspired by law such as Federal, State or Local taxes or rate, Mess bills, etc.
- **Savings:** All personnel are encouraged to imbibe the culture of saving and to put aside at least some reasonable percentage of their income as savings monthly. They are also advised to take advantage of the available facilities such as mortgage scheme and insurance. The Corporative Scheme which has come to stay in FRSC is also an avenue for saving.
- **Insolvency:** It is decent to live within one's means. Personnel should be able to regularize their expenditure to avoid being 'Hard up'. All personnel are to refrain from lending and borrowing money. It is forbidden for Officers and men to borrow from subordinates or beyond their financial ability to pay. A Personnel in financial embarrassment is a security risk to the organization and to the nation as he can easily be compromised. Failure to live within one's means can lead one to bankruptcy and must be avoided.
- **Public Funds:** All staff have responsibility for the funds in their care. They shall ensure safekeeping of the funds. They must keep accurate records of financial transactions and present them for audit when required.
- **Private Accounts:** Every personnel shall keep records of their private account, by filling their cheque counter foils. They are required to always ask for their monthly statement from their banks.
- **Dud Cheque:** It is dishonoring to write a cheque above the amount one has in the bank. All who serve shall avoid issuing dud cheque which may lead to trial.

- **Utterance and Sounding off:** Good manners are determined through people's utterance. A disciplined personnel does not talk frivolously and must be careful with what he says. He must talk less, listen more and see most.
- **Exhibitionism:** Exhibitionism means drawing attention to oneself in public places e.g. through shouting, whistling and loud laughter. These are acts of bad manners and must be avoided.
- **Apologies:** Apologies at appropriate time show good manners. For instance, if you interrupt a speaker, you should say 'I am sorry'. Personnel must endeavor to apologize when there is breach of etiquette occasioned by their own action or inaction. However, apologize only when you are manifestly wrong. Also personnel must weigh the consequences of their actions and be ready to face the outcome.
- **Keeping Bad Company:** It is unacceptable for personnel to be seen among people of questionable character as they are assessed by the type of company they keep. All who serve shall be men of honor and integrity and as such, they must strive to maintain the good image of their organization by avoiding bad company.
- **Pocketing:** Pocketing one's hands in uniform does not portray one as disciplined. It makes the Officer or Marshal look arrogant. It is a slight and disrespect to address parade with hands in your pocket.
- **Lying:** This is a dishonest act punishable by law. The image of the liar is tarnished and it is difficult to know when he tells the truth. A liar is prone to many other types of misconduct such as stealing, cheating, etc.
- **Hand shake:** The superior will initiate handshake with the subordinate by stretching out his hand first. The subordinate will respectfully accept the hand in a gentlemanly manner. The subordinate will not slap the superior's hand nor squeeze it. It is an ungentlemanly behavior to slap or squeeze the hand of your superior.

11.2 WORK ETHICS AND ETIQUETTES IN THE WORK PLACE:

- Work ethics according to Wikipedia is value based on hard work and diligence. It is also a belief in the moral benefit of work and its ability to enhance character. Workers exhibiting a good work ethic in theory should be selected for better positions, more responsibility and ultimately promotion. Workers who fail to exhibit a good work ethic may be regarded as failing to provide fair value for the wage the employer is paying them and should not be promoted or placed in positions of greater responsibility.

- When you have a good work ethic, you are dedicated to job that you deem valuable. You hold yourself to high standards of responsibility. You keep yourself accountable for getting work done right and on time. Having a solid work ethic means you understand that productivity, organizational skills, being reliable and possessing good character are all attributes that successful people share.

11.3 CHARACTERISTICS OF GOOD WORK ETHICS

Certain characteristics are required of every individual to promote the good work ethics of an organization. Such characteristics include:

- **Honesty:** stealing personal property, sabotaging a coworker's idea and making it your own are all ways that dishonesty creeps into the workplace. Employees with strong work ethics refrain from lying or cheating to make others look bad in the hopes of making themselves appear smarter. Instead, they take responsibility for mistakes, own up to failures and keep the lines of communication open with everyone involved.
- **Refrains from gossip:** Workplace gossip can be destructive. When employees gossip about their peers, bosses or even clients, it is considered a deviant behavior. An employee with good workplace ethics refuses to engage in gossip or even listen to it. This person will encourage others to mind their own business, or else address the person or situation head-on so that assumptions and badmouthing can stop. Doing so helps eliminate resentment among coworkers and helps keep morale high.
- **Values Diversity:** Paramilitary personnel with good work ethics understand the importance of a diverse workplace. When you value everybody's contributions regardless of age, ability, gender or race; it gives room for more creativity and better problem-solving approach. Diversity in the workplace contributes to successful client interactions as all staff will have a sense of belonging to the progress of the organization.
- **Corporation:** This is an essential ingredient of good work ethic. While work may not always be satisfying or enjoyable, you see the bigger picture and do what is necessary for the team and the organization. Instead of debating every issue and finding reasons why things cannot get done, you use strong conflict resolution skills to solve problems and manage the workload.
- **Respect others:** An employee with strong work ethic is rarely late to work or any other official function. He respect everyone's time, from superiors to subordinates and clients. He is also polite, conscientious of people's feelings and considerate of workers in a shared workspace. In addition,

someone with a strong work ethic uses time wisely so that deadlines are met. Out of respect he will hear and consider everyone's opinion.

- **Observes proper office manners:** The worst thing one can do to any organization is to portray it as not having personnel with good manners. Therefore, personnel should endeavor to observe the following:
 - Never seat with your feet on your work desk as this gives visitors a bad impression of the organization.
 - When a superior who is not your immediate superior enters your office you are obliged to stand up until asked to sit down.
 - Never keep somebody standing in your office unnecessarily unless he or she is there on disciplinary ground.
 - If refreshment is available, such as coffee or tea offer your visitor.
 - Never lean or seat on someone's table while talking to him. If a superior you are visiting does not offer you a seat, remain standing. To lean or seat on another person's desk presumes a degree of familiarity with the person that should never be displayed in public.
 - It is best not to eat in your office. Many people believe that because of the pressure of work they must eat in the office, but there are also good reasons why you must not do so under normal conditions. It is not dignifying to eat in your office. Your office is meant for working and not eating. Give yourself a break no matter how busy you think you may be, you can always find a few minutes to step outside your work area. Find a quiet spot and eat your food.
- **Be tolerant with your co-workers.** Regard them as members of the team who also contribute to the achievement of your corporate goals. Create a cordial atmosphere in your office by allowing the subordinate to sit down as it is disrespectful for him to do so without your permission.
- **Set example for others to emulate.** If you encounter someone you dislike suppress your intolerance. Allowing other people to annoy you is evidence of your lack of self-discipline.

12. FRSC DRESS CODE

The "FRSC Dress Codes" is a standard of dress policy for the Corps' uniform variations. It is used to communicate to all staff what the Corps considers to be the appropriate work attire for each day, operation, cadre and specialization.

12.1 Dress Code and description

No. 1 (One) Dress (Ceremonial Dress)

Worn on ceremonial occasions such as:

- National Parade
- Passing-out Parade
- Ceremonial Wedding
- Remembrance Day Parade
- National Honours Award Ceremonies
- Pullout parade (for retiring officers)

Features

- Peak Cap with appropriate cap badge
- Gold waist band with sword carrier (ACM- CM)
- Red waist band with sword carrier (ARC-CC)
- White belt and anklet for marshals
- White long sleeve shirt
- Black tie
- Sword (as appropriate)
- A pair of white hand gloves
- Black trousers with gold stripe (ACM-CM)
- Black trousers with red stripe (ARC-CC)
- ACC and above to use appropriate gorget (red neck)
- Ceremonial rank
- Name tag, Lanyard as appropriate
- Black laced shoes and Black socks without design

Service Dress/No. 2 (Two) Dress

- Has the same top with No. One dress while the trouser is plain.
- Is worn to the church or mosque for Official function, lectures/seminars, graduation and for friend's occasion or as requested by the authority.

Features

- Has the same top as Ceremonial Dress, but;
- No waist band
- No sword
- The trouser has no red or golden band or stripe

- Service rank
- ACC and above to use appropriate garget

Mess Kit/No. 3 (Three) Dress

Worn for regimental dinner as organized in the Officers' Mess or assigned location E.g:

- Anniversary Regimental Dinner
- Sendoff for Senior Retired Officer
- End of course dinner at the Training Institutions
- Invitation for regimental function by Sister organizations

Features

- White jacket with blue lapels
- Golden stripe on black trousers (ACM - CM)
- Blue stripe on black trousers (ARC-CC)
- Ceremonial rank
- White long sleeve shirt
- Black bow tie
- Gold camour band on shirt (ACM-CM)
- Blue camour band on shirt (ARC-CC)
- No head dress
- Name tag (pin type)
- Black socks (without design)
- Black laced shoes

No. 4 Dress (WORK OUT DRESS)

- Jacket and trouser for office work
- Worn on Wednesdays to Fridays
- Must not be worn for patrol duties

Features

- White round neck inner vest
- Maroon or white beret with appropriate cap badge
- ACC and above to use appropriate gorget
- General duty rank
- Name tag
- Lanyard as appropriate
- Black socks (without design)
- Black laced shoes
-

No. 5 (Five) Dress:

Worn for office duties

- 5a: ARC- CM (worn on Mondays and Tuesdays)
Not to be worn with skirt.
- 5b: Marshals

Features for No. 5a

- Maroon short sleeve beige collared shirt (sleeves must not be rolled up) tucked-in on black trousers
- White round neck inner vest
- Beige epaulette
- Maroon general duty rank
- Service belt (as appropriate)
- Name tag
- Lanyard (as appropriate)
- Black socks (without design)
- Black laced shoes or boots

Features for No. 5b

- Beige short sleeve shirt (sleeves must not be rolled up) tucked-in on black trousers
- White round neck inner vest
- General duty rank
- Service belt (as appropriate)
- Name tag as appropriate
- Lanyard as appropriate
- Black socks (without design)
- Black laced shoes or boots

No. 6 (Six) Dress

- Combat/fatigue dress
- For patrol operations, field work, special assignments and training only
- Sleeves must not be rolled up
- With combat boot only

Features

- White round neck inner vest
- Either long or short sleeve khaki shirt tucked-in on black khaki trouser
- Patrol hat (jungle hat)
- Two (2) patched side pockets and 2 patched back pockets on trousers

- General duty rank
- Service belt (as appropriate)
- Name tag as appropriate

12.2 OTHERS

Pull Over

- Knitted maroon jumper
- Worn on top of Dress 5 and 6
- Not to be worn alone

Features

- Maroon colour
- V- neck (for Officers)
- Round neck (for Marshals)
- Must have provision to hang appropriate rank
- Must be worn with appropriate General duty rank
- Name tag as appropriate
- FRSC logo on the left side of the chest

Maternity Dress

It is a maternity gown worn during pregnancy. Approval must be given by the commanding Officer/HOD for a staff to wear it.

Features

- Beige colour short gown just above the knee
- Can be worn with black trousers or skirt with beret
- White round neck inner vest
- Rank badge
- Lanyard, name tag and service shoes with black socks

13. PARADE AND DRILL

Parade is an extension of drill. A parade (also called march or march-past) is a procession of people, usually organized along a street, often in costume, and often accompanied by marching bands, floats or sometimes large balloons. Parades are held for a wide range of reasons, but are usually celebrations of some kind. In Britain the term parade is usually reserved for either military parades or other occasions where participants march in formation; for celebratory occasions the word procession is more usual. In the Armed Forces the term also has several less formal connotations. However, parades can be said to be a uniform and orderly display of men and materials.

13.1 Directions of parade

Parades consist of four directions: Advance, Retire, Left and Right.

- a. The Advance is the primary direction of movement, regardless of which direction the soldiers are actually facing (similar to a ship's bow.) On a parade square, the advance is determined by the position of the dais or flags. When these are not present, the direction of the drill commander is the advance.
- b. The Retire is opposite to the advance, against the primary direction of movement (similar to a ship's stern.)
- c. The Left is to the left of the Advance (similar to a ship's port.)
- d. The Right is to the right of the Advance (similar to a ship's starboard.)

13.2 Quarter Guard

Quarter Guard is one of the types of parade. It is normally mounted to showcase the discipline, alertness and readiness of the command. They are inspected by commanding Officers on daily or weekly basis as may be convenient and also by visiting special guests to the commands.

Quarter guard consists of 9 Marshals; an SRMA AS GUARD COMMANDER, a Sentry, 6 RMAIII and a Bugler. The Sentry is at the right side of the Quarter Guard, followed by the Bugler. The third man is the Quarter Guard Commander and the rest of the Guards.

During the inspection, the best turned out Marshal among the RMAIIIs is selected as the stick orderly to the commander/commanding officer for the day.

13.3 Sequence for Inspecting Quarter Guard

The Sentry is usually positioned at the Quarter Guard for the duty of the day. In that position the Sentry calls out to the remaining Guards by calling out

"Turn out the guards, guard turn up"

The Quarter Guard Commander in the Guard room with the remaining guards comes to attention and gives them the word of command to attention then he gives them the word of command "shoulder arms" and then followed with the word

of command "move to the right in single file right turn". After which he marches them to the Quarter guard to align with the Sentry.

On the Quarter Guard, the Guard Commander gives "mark time" and give the "Guard Halt" followed by "With advance left turn" then "ulder arms". The Guard Commander gives the command "dressing! Right dress" (in taking dressing all the guards look right while the Sentry looks straight). He finally calls "Guards eyes front" then "stand at ease". And wait for the Reviewing Officer.

Quarter Guard Commander calls the Guards to attention and shoulder arm as the Reviewing Officer mounts the saluting dais.

The Quarter Guard Commander will give the command "General salute present arms". As the movement begins the Reviewing Officer remains still, the Reviewing Officer only salutes as the right foot of the Guards move a little to the back of the left foot.

The Bugler blows the bugle for the "General salute". As he completes this, the Quarter Guard Commander will give the command "shoulder arms" and the Guards will move the riffle to the right hand side and as the foot comes to its former position of attention, the Reviewing Officer drops his hand at the same time with the Guards.

The Quarter Guard Commander moves a pace forward, halt and salutes with his riffle and the Reviewing Officer receives the salute and drop his hand to the side. The Quarter Guard Commander then introduces himself and the guards to the Reviewing Officer and thereafter invites him for inspection.

The Quarter Guard Commander moves a pace backwards to his position and commands the Guards to "ulder arms". Thereafter, the Reviewing Officer will start inspecting the Guards from the right hand side of the Quarter Guard. He will inspect both front and back of the Guards and return to the saluting dais by passing between the Sentry and Bugler.

After the inspection, the Guard Commander gives the command "General salute present arms" then the Bugler blow the Bugle. After the general salute the Guard Commander will take a pace forward, salute the Reviewing Officer with his riffle and ask for permission to dismiss the Guards into the Guard room. Once the permission is granted, he salutes again and takes a pace backward to align with the other members of the Guard.

The Quarter Guard Commander gives the command "Sentry stand fast, remainder Guards into the Guard room dismiss". While this is being done, the Reviewing Officer will remain in his position. With the command "dismiss" the Guards will turn to the right, hi-port their riffles, look to the left at the direction of the Reviewing Officer at the same time the Sentry will take a step forward and present arm as the Guard turn right, the Reviewing Officer will salute, thereafter

the Guards will turn their face to the front and march off to the Guard room. After that he disembarks the saluting dais and proceeds to the parade ground.

13.4 Ceremonial parade

Ceremonial Parades are formations and movements in which a number of guards or staff executes movements in unison and with precision just as in drill and in commemoration or respect of public figure, event and/or achievements etc. However, their primary value is to render honours and stimulate esprit de corps.

Ceremonial parade is sustained and improved on regimented organization to attain the under listed purposes:

- a. To provide a means, through ceremonies, of enhancing the morale of Officers and Men, developing the spirit of cohesion, and presenting traditional, interesting and well-executed parades.
- b. To boost the pride, dignity and sense of belonging of Officers and Men
- c. To maintain as well as improve on the respect and unique pattern of long held traditions and ethics
- d. To aid in disciplinary training by instilling habits of precision and response to the leader's orders.

Types of ceremonial parade

Ceremonial parade pattern varies in view of the specific occasion it is organized for. The following are the types of ceremonial parades:

- a. Passing out parade.
- b. Independence/ anniversary parade.
- c. Wedding ceremonies.
- d. Pulling out parade.
- e. Burial/funeral parade.
- f. Handing and taking over parade.

14. NATIONAL UNIFORM LICENSING SCHEME (NULS)

14.1 Overview of NULS

The NULS is an umbrella name of many products. It was launched simultaneously in all the States of the Federation and the FCT on 5th February, 1990. These are:

- National Drivers' Licence Scheme (NDL).
- National Vehicle Identification Scheme (NVIS)
- National Vehicle Licensing Scheme (NVLS)
- Proof of Ownership Certificate (POC)
- Vehicle Identification Tag (VIT)
- Roadworthiness Validity Tag (RwVT)
- National Vehicle Number Code (NVNC) and
- Central Data Bank (CDB) now FRSC Information Technological Centre (ITC).

14.2 Process and Procedure of obtaining FRSC products.

In a bid to continue to give the best services to the teeming population which also aligns with the presidential executive order No.1 for Ease of Doing Business, FRSC continues to simplify its processes and procedures for obtaining its products. As follows:

14.3 Process and Procedure of obtaining NDL

a. Fresh NDL:

- i. Attend training at an accredited driving school.
- ii. Obtain Learner's permit.
- iii. Obtain medical certificate from an approved government hospital.
- iv. Pass the driving test and obtain a certificate of proficiency from the VIO.
- v. Complete the driver's licence application form at the Driver's Licence Centre (DLC).
- vi. Pay the licence fee online or at the Bank.
- vii. Applicant proceeds to BIR/MLA/MVAA for the confirmation of the payment
- viii. A Vision Acuity Test shall be conducted at FRSC DLC to confirm the health status of the driver's eyes.
- ix. Proceed to the FRSC Officer at the DLC for biometric data capture.
- x. FRSC DLC processes & issues a Temporary Driver's Licence with 60days validity period to the applicant on the spot
- xi. Pick up permanent driver's licence at the BIR Office after 60 days.

b. Renewal of NDL.

- i. Applicant shall fill and submit application form online at (www.nigeriadriverslicence.org).
- ii. Pay the licence fee online or at the Bank.

- iii. Make the confirmation of the payment at BIR/Motor Vehicle Administration Agency (MVAA).
- iii. A Vision Acuity Test shall be conducted at FRSC DLC to confirm the health status of the driver's eyes.
- iv. Proceed to the Federal Road Safety Corps Officer at the DLC for biometric data capture.
- v. Obtain a temporary driver's licence valid for 60 days.
- vi. Pick up original driver's licence at the BIR Office after 60 days.

14.4 Process and Procedure of vehicle Registration

The following is the approved processes and procedures for vehicles and motorcycle registration in Nigeria.

STEP 1: Log on to <http://www.nvis.frsc.ng.org>. Complete application Form MVA 01 online and crosscheck to ensure all information provided are correct. Then click on 'SUBMIT' for generation of item number.

STEP 2: Print the form with the item number generated and proceed to Motor Licensing Authority (MLA) of the State Internal Revenue Service (SIRS) office for applicants from the 36 States of the Federation and Vehicle Inspection Officer (VIO) in the Directorate of Road Traffic Services (DRTS) for FCT applicants.

STEP 3: Authorized persons in MLA verify information provided by applicant and approve form for payment.

STEP 4: Proceed to VIO for physical inspection of the vehicle to be registered to ensure its roadworthiness.

STEP 5: Pay the prescribed fees to the designated bank of the MLA/SIRS and take the evidence of payment, Completed Form MVA 01, Receipt of purchase, Custom papers etc back to MLA where receipt is issued in lieu of payment.

STEP 6: MLA assigns vehicle number, generates Vehicle Licence and Roadworthiness Certificate as approved by VIO and completes Vehicle Registration book. An applicant also obtains a valid insurance policy.

STEP 7: FRSC NVIS DESK Officer uploads the vehicle registration details while the MLA issues the Vehicle Number Plates, Vehicle Licence, Vehicle Registration Book, Roadworthiness Certificate, Electronically-generated Proof of Ownership Certificate (and Hackney Permit or Stage Carriage Certificate for commercial vehicle).

15.0 PSYCHOSOCIAL MANAGEMENT OF ONESELF IN A DYNAMIC SOCIETY

INTRODUCTION

Major Depressive Disorders caused 3.9% of annual lived disability (YLDS) in Nigeria. The most common health issues in Nigeria are depression and anxiety, which are prevalent among the youth and young adults.

About 60million Nigerians either have Mental or psychosocial disorders, these numbers will increase due to uncertain economic and social dynamics. The current and sudden Government policies of increase in Fuel prices and exchange rates, unemployment, under-employment, food insecurity, etc. without any corresponding Socio-economic support will lead to increase in psychosocial disorders with attendant consequences, such as alcoholism and drug dependence, suicide tendencies, etc.

15.1 What is psychosocial disorder?

Psychosocial Disabilities arises when someone with mental health condition interact with a social environment that presents barriers to their equality with other individuals.

The Psychosocial disorder could also be influenced by life experiences as well as maladjusted cognitive and behavioral processes. The term psychosocial could also be referred to as psychological and social factors that influence mental health. Social influences such as peer pressure, parental support, cultural and religious background, social economic status and inter personal relationships all help to shape personality and influence psychological makeup. Individuals with psychosocial disorders frequently have difficulty functioning in social situation and may have problems effectively communicating with others.

15.2 CAUSES OF MENTAL HEALTH AND PSYCHOSOCIAL DISORDERS

Mental illness like physical illness is due to multiple causes. There are many known factors of agent, host and environment in the natural histories of mental disorder. Among the known factors are the following;

- **Organic Conditions:** Mental illnesses may have their origin in organic conditions such as cerebral arteriosclerosis, neoplasm, metabolic diseases, neurological diseases, endocrine diseases and chronic diseases such as tuberculosis, leprosy, epilepsy, etc.
- **Heredity:** Heredity may be an important factor in some cases. For example, the child of two schizophrenia parents is 40 times more likely to develop schizophrenic than is the child of healthy parents.
- **Social Pathological Causes:** To produce any disease, there must be a combination of genetic and environmental factors. The social and environmental factors associated with mental ill health comprise; worries, anxieties, emotional stress. Tension, frustration, unhappy marriages, broken homes, poverty, industrialization, urbanization, changing family structure, population mobility, economic insecurity, cruelty, rejection , neglect and the like. The social environment not only determines the individual's attitudes but also provides the "framework" within which mental health is formulated.

15.3 Environmental factors other than psychosocial ones capable of producing abnormal human behavior are:

- **Toxic substances:** Carbon disulfide, mercury manganese, tin, lead compounds etc.
- **Psychotropic drugs:** Barbiturates, alcohol, griseofulvin.
- **Nutritional factors:** Deficiency of thiamine, pyridoxine
- **Minerals:** Deficiency of iodine.

- **Infective agents:** Infectious disease (e.g., measles, rubella) during the prenatal and post-natal periods of life may have adverse effects on the brain's development and the integration of mental functions.
- **Traumatic factors:** Road and occupational accidents.
- **Radiation:** Nervous system is most sensitive to radiation during the period of neural development.

15.4 CRUCIAL POINTS IN THE LIFE CYCLE OF HUMAN BEINGS

There are certain key points in the development of the human being which are important from the point of view of mental health. These are;

- **Prenatal period:** Pregnancy is a stressful period for some women. They need help not only for their physical but also emotional needs.
- **First 5 years of life:** The roots of mental health are in early childhood. The infant and young child should experience a warm, intimate and continuous relationship with his mother and father. It is in this relationship where underlies the development of mental health. It follows that broken homes are likely to produce behavior disorders in children and this has been confirmed by several studies.
- **School child:** Everything that happens in the school affects the mental health of the child. The programmes and practices of the school may satisfy or frustrate the emotional needs of the child. Children who have emotional problems may need child guidance clinic or psychiatric services. From the learning, proper teacher-pupil relationship and climate of the class room are very important.
- **Adolescence:** The transition from adolescence to manhood is often a stormy one and fraught with dangers to mental health, manifested in the form of mental ill health among the young, and juvenile delinquents in particular. The basic needs of the adolescence are
 - A. The need to be needed by others,
 - B. The need for increasing independence,

- C. The need to achieve adequate adjustment to the opposite sex
- D. The need to rethink the cherished beliefs of one's elders. The failure to recognize and understand these basic needs may prevent sound mental development.

- **Old age:** The mental health problems of the aged have received considerable attention in recent times in the developed countries. The causes of mental illness in the aged are organic conditions of the brain, economic insecurity, lack of home, poor status and insecurity.

Thus through his life, the needs of man remain the same; the need for affection, the need for belonging, the need for independence, the need for a sense of personal worth and the need for self-actualization. These needs only differ in degree and qualitative importance at various ages.

15.5 WHAT ARE THE SYMPTOMS OF PSYCHOSOCIAL DISORDERS?

- A. Feeling sad
- B. Confused thinking or reduced ability to concentrate
- C. Excessive fears or worried extreme feeling of guilt
- D. Extreme mood changes of highs and lows
- E. Significant tiredness, low energy or problems sleeping
- F. Detachment from reality (delusion) paranoid or hallucination
- G. Inability to cope with daily or stress
- H. Trouble understanding and relating to situations and people
- I. Problem with alcohol or drug use
- J. Major changes in eating habits
- K. Sex drive changes
- L. Excessive anger, hostility or violence
- M. Suicidal thinking

(ii) Others are psychosomatic symptoms

- I. Stomach pain
- II. Back pain

III. Frequent headaches

IV. Unexplained fever and pains.

15.6 COMPLICATIONS OF PSYCHOSOCIAL DISORDER

Untreated mental and psychosocial disorders can cause severe complications such as;

- A. Unhappiness and decreased enjoyment of life
- B. Family conflicts
- C. Relationship difficulties
- D. Social isolation
- E. Problems with tobacco, alcohol and other drugs
- F. Missed work or school
- G. Legal and financial problems
- H. Poverty and homelessness
- I. Self harm and harm to others including suicide or homicide
- J. Weaken immune system
- K. Heart disease, peptic ulcer, and other medical diseases.

15.7 PSYCHOSOCIAL MANAGEMENT AND PREVENTIVES MEASURES

Primary: Primary prevention operates on a community basis. This consists of "improving the social environment", and promotion of the social, emotional and physical well-being of all people. It includes working for better living conditions and improved health and welfare resources in the community.

- A. Early diagnosis and treatment
- B. Rehabilitation
- C. Group and individual psychotherapy
- D. Mental health education
- E. Use of modern psychoactive drugs
- F. Follow-up and after care services.

15.8 CONCLUSION: Mental and psychosocial disorders have adverse effects on individual, occupation and community and these disorders can be managed by self understanding, identity formation, social relationships and enhance their ability to return to normality after experiencing adverse events.

16.0 EMERGING CHALLENGES OF FIELD COMMANDS OPERATIONS/THE WAY FORWARD

INTRODUCTION/GENERAL OVERVIEW

The primary responsibility of the Federal Road Safety Corps is to ensure that roads in Nigeria are safe for all road users through highly visible and responsive patrol operations.

2. The risks involved in this engagement is generally high especially with the recent rise in the security challenges confronting the Nation mostly perpetrated using the road as major means of movement.

3. Aside the foregoing, some of the challenges faced by the Corps are self inflicted by staff who have compromised ethical standard and relegated the operational strategies to be applied to the background, for personal gains.

16.1 AIM OF THE SUBMISSION

4. The submission is aimed at presenting some of these challenges without being too academic by making it as practical as possible when faced with real life scenarios that require on the spot resolution.

5. Your work experiences as front liners in the field is expected to be brought to bear, where-in the quality of your responses to occurrences while out there will be open to you for self scrutiny and self assessment especially with the prevailing security situation which makes your safety paramount.

6. Which means that your ability to sense eminent danger is paramount, and therefore requires that staff must have a deep inbuilt capacity for alertness, critical thinking, prompt problem solving skills, sound judgment, confidence, interpersonal skills, physical fitness, tactfulness, self-control, mental attitude, responsibility and trust worthiness, reliability, loyalty to the job which is key.

SOME OF THE EMERGING OPERATIONAL CHALLENGESS

16.2 ROLES OF PATROL TEAM MEMBERS NOT CLEARLY DEFINED/WRONG POSITIONING

7. Roles of individual members of a Patrol Team not clearly defined as a basis for ensuring strict compliance while on the road, resulting to one of the causes of knock down of Marshals.

8. The respective role to be played must be clearly defined and the role process owner to be held accountable for any action or inaction. This is without prejudice that the team work is the watch word.

9. In the same vein, the roles to be played by each member of the team is directly related to the positioning of the patrol vehicle and patrol bike as the case may be, which also has to do with the positioning of members of the team in relation to allowable spacing.

16.3 HIT AND RUN VEHICLES/CHASING OFFENDERS

10. Improper spacing while on patrol and the unprofessional habit of standing in front of moving vehicles or jumping on vehicle bonnet OR hanging of vehicle doors in an attempt to stop the offender, is not only shameful but exposes the perpetrators to the risk of the actions of hit and run drivers.

11. When confronted with such potential risks, all the patrol team needs to do is to note down the vehicle registration number of the vehicle for tracing through the NVIS.

12. The foregoing completely makes unnecessary, the dangerous habit of chasing offenders with the attendant high risk and possibility of causing road traffic crashes.

16.4 COMPROMISED BOOKINGS

13. None adherence to primary offence sighting as a basis for stopping a vehicle which in a number of occasions, set the stage for

misconducts whereby a driver is threatened with DLV offence which is a secondary offence, only to be booked for a primary offence which fine is less, after extracting an unethical compromise.

14. Failure to fully explain the offence committed by the offender before booking, thus setting the stage for compromised bookings in the event the offender insists that the offence committed be explained to him.

15. Malicious bookings of offenders for either refusing to compromise or for questioning why they were being stopped in the first place, opens up the space for avoidable conflicts that could result to far reaching negative consequences especially as it affects the image of the Corps.

16. Malicious booking of offenders because of the rude conduct of the passengers being conveyed has negative impact of the expected commitment of the patrol team whose main focus should be on the driver. A patrol team has no compulsive need to engage a rude passenger based on his/her utterances which may appear offensive. Unfortunately some patrol teams transfer the burden of such aggressive disposition of the passengers unjustly to the offender via malicious bookings. It is an unfortunate development that should not be allowed for being unfair.

16.5 IMPOUNDMENT MALPRACTISES

17. Vehicles to be impounded at patrol locations which are to be escorted to the base are sometimes being diverted away from the base after negotiated unethical settlements between the offender and the arresting Marshals. This can only happened when the patrol team leader is compromised. To avoid such acts, the booking of the vehicle to be so impounded must be done at the scene or at least the process of the commenced.

18. Vehicles impounded at the base released without necessary bookings or any evidence to show they were impounded in the first place, in exchange for unethical compromises. Vehicles to be impounded at the base must be entered into an impoundment register at the entry gate and after being released, the register must be updated with the signature of the offender while presenting an impoundment release slip to be so endorsed by the Head of Operations or any officer to be so designated to advance such endorsements.

19. The foregoing arrangement will indemnify FRSC from any legal proceedings that may arise with regards to the status of such released impounded vehicle.

20. Offenders of impounded vehicles must be made to endorse the fact that they have removed all movable valuables from their vehicles before leaving the base to consummate fines payment processes.

21. Arresting Marshals driving impounded vehicles to the base contrary to laid down regulations against such practices has grave consequences. The vehicle could be involved in a crash with the arresting Marshal as the driver, or the offender could claim he left valuables in the vehicle which cannot be accounted for when finally allowed to access to the impounded vehicle at the base.

22. The best bet under the circumstances is to get the services of a tow truck to be paid for by the offender, in the alternative, the services of any proximate Police station may be necessary to keep in custody the abandoned vehicle with full incident report made at the station, with a caveat that the vehicle can only be released to the offender based on clearance from FRSC. Obviously, the custody fee will be paid to the Police.

16.6 RUDE CONDUCT

23. Negative and rude disposition of patrol staff in engaging offenders which often at times over heat the patrol scene to the

extent of attracting avoidable mob attacks, has always been a contentious issue with violent consequences and avoidable legal processes.

24. It is obvious that based on human nature, nobody wants to be contravened for going against expected norms and will therefore be agitated when confronted under such circumstances. You don't expect such offender to be happy. Any rude conduct towards handling the arrest processes may bring out the bottled up frustration which sometimes may be insulting or violent. Being calm, understanding and respectful on the part of the patrol team members is all that is required to avoid any confrontation.

25. Unnecessary exchange of words with offenders and needless rude engagement of passengers whose disposition have no positive values should be avoided by all means possible. Being calm and friendly may just be what is required to calmly educate them on the danger for which the driver was arrested, if the situation warrants.

26. Attempting to effect arrest of offenders at all cost whereby arresting Marshals use their body to wedge or stop vehicles is not only primitive but paints FRSC in bad light. No traffic offence is worth the life of a staff or in fact any other person.

27. Appropriate positioning of patrol team members will avail any of the team members to concentrate on vehicle registration numbers of vehicles to be arrested, so that in the event the offender violently evades arrests his vehicle registration number can be noted for NVIS intervention.

16.7 GENERAL PATROL MISCONDUCT

28. There is an unfortunate rise in the incidences of patrol misconducts by patrol teams which embarrassingly is sometimes in active collaboration with the Commanding officer and Heads of Operations to the extent of assuming the status of an

institutionalized arrangement albeit erroneously. Patrol misconduct in which ever guise only reflects the premium we place on human lives, that is, the content of your compromise is the value you place on human lives including yours. Let your conscience judge you.

29. Misconducts, aside undermining our expected commitment in checking the menace of road crashes and service to humanity, the moral fabric of the Corps as a humanitarian organization suffers substantial erosion, thus not only painting us in bad light before members of the public, puts to question our relevance as an organization in adding value to the country's development.

30. Some staff have so institutionalized Patrol Misconducts to the extent that offenders are sometimes forced to compromise using ATM for payments or forced to make payments to account numbers of POS Agents for onward withdrawal of the monies so paid at the end of patrol operations. This act is being perpetrated to evade Surveillance arrests.

16.8 RESCUE OPERATIONS

31. Rescue operations has been one of the most fundamental commitment of the Corps that is well appreciated by the public because it represents an uncommon commitment in the service to humanity.

32. Therefore, the importance the Corps should attach to Rescue Operations should enjoy the highest level of care and professionalism ranging from taking full charge of the safety requirement of the crash scenes before the rescue to the evacuation of victims to proximate medical facilities and follow-ups.

16.9 GENERAL OPERATIONAL EXPECTATIONS

33. Staff are expected to continuously update themselves with the ever changing dynamics of technology while enforcing road traffic regulations.

34. For example the imperatives of NVIS, the working dynamics of all verification portals for SLD, NDL, Number Plates, etc should be well understood especially where a need arises to educate motorists while on patrol.

16.10 FONDLING WITH PHONE WHILE ON PATROL

35. The distractive habit of fondling with your phone while on patrol or wearing of earpiece presents you to the public as an unserious law enforcement agent and as such losing the expected seriousness the public will accord you. It is disrespectful and unacceptable to engage offenders with your earpiece affixed to your ear or a having a divided attention because of fondling with your phone.

16.11 USE OF STICKS ON PATROL

36. The habit of patrol teams using sticks in enforcing traffic regulations is too crude and unacceptable because it paints FRSC as an organization that is operating in the Stone Age. Such acts are punishable under FRSC Regulations on Discipline because of its inconsistency.

16.12 IMPROPER DRESSING

37. Improper dressing has always been an issue the Corps Management is concerned about, because it is the way you dress that you are being addressed by the public and the quality of respect you attract in your enforcement of road traffic regulations while on the road.

38. What then is improper dressing? This can be defined as any dressing that is not as captured by the FRSC Dress Code; for example, wearing of slippers while in uniform, improper parking hair by female staff, painting of lips, painting of finger nails, non compliance with dress code as specified in part one order or operational dressing.

39. Being improperly dressed, presents you to the public as a tout and which to a large extent determines the quality of your interaction with offenders, especially language usage and disposition.

40. As a regimented outfit, neatness and smartness when wearing the uniform has the deep capacity of building within you a positively complex self confidence which comes with boldness and sophisticated calmness when enforcing the regulations on the road. The respect you get from the public by been properly dressed goes a long way to discourage the public from engaging in a manner that seems to suggest you are an uneducated Tout, known locally as Agbero.

41. It will be an insult, first to your person when referred to as an Agbero while wearing FRSC uniform and an embarrassment to the corporate image of the Corps.

16.13 GENERAL INABILITY BY PATROL TEAMS TO IDENTIFY BREWING THREATS

42. Brewing threats have visible outlook, but patrol teams sometimes neglect some of signs. Incidentally, the Corps provides that only one vehicle should be stopped at a time, because stopping several vehicles will leave the patrol team with the burden of managing multiple offenders and aggrieved passengers who consider the time wasting consequences as an infringement on their fundamental human rights.

43. Tempers will obviously rise at which point any slight negative utterance may spark off violent reactions from not only the offenders but the passengers resulting to mob attack. Such multiple arrests must be avoided as provided for under operational regulations.

16.14 EMOTIONAL INTELLIGENCE

44. For the benefit of achieving a seamless enforcement commitment, staff are expected to be in tune with the basic expectations of Emotional Intelligence.

45. Empathy is the watchword which even if expressed should not compromise enforcement standard at the same time not eliciting negative or violent reactions from offenders to be contravened or booked.

46. Simply put, your actions or inactions should not attract unpalatable backlash from members of the public thus necessitating the need to be calm, firm and fair.

16.15 GENERAL INDISCIPLINE

47. Discipline, no doubt is the bedrock for any meaningful development to enjoy the required foundation, which makes absolutely necessary that our conducts conforms with acceptable ethical standard.

48. Staff were trained to differentiate between what is right and wrong and as such our actions and inactions are deliberate because we freely acceded to it.

49. Incidentally, whatever staff wish to throw up as far as their actions and inactions are concerned, is fully captured in the FRSC Regulations of Discipline, which prescribes sanctions appropriate to the infraction committed.

50. Since ignorance is not an excuse and that staff are responsible for their conducts, it is incumbent on all to closely study the FRSC Regulations on Discipline in order to appreciate the punishment coded for each infraction, some of which ends up in Dismissal from Service and prosecution in the Civil Court in the event of a worst case scenario.

15.16 MISUSE OF SOCIAL MEDIA

51. The improper use of the Social Media in addressing issues or grievances that are purely internal to FRSC, have continued to expose

Corps to avoidable public embarrassment leaving her image sometimes battered.

52. Such acts are not acceptable to the knowledge and understanding of all staff, which is why some of these media onslaughts comes under anonymous or fake names despite a clear evidence that it was an insider act.

15.17 INTER-AGENCY RELATIONSHIP/ESPIRIT-DE-CORPS

53. It is not in doubt that there is no organization that can operate in isolation thus necessitating the need to explore avenues for a sustained in flow of cooperation from relevant organizations especially the uniformed ones.

54. Showing respect to personnel of such organizations in the area of esprit-de-corps has a way of cementing cordiality especially when the need to request for corporate assistance, becomes necessary.

55. However, in the exercise of esprit-de-corps, care must be taking not to compromise ethical standards, thus making PE an admissible intervention to let go.

16.18 DELAY IN HANDLING DISCIPLINARY CASES IN FIELD COMMANDS

56. Undue delays from the field in dealing with disciplinary cases and cover ups by Command, has continued to impact negatively on the corporate interest and responsibility of the Corps to the country.

57. Such cases of cover ups are not condoned in the system and in the fullness of time, justice will prevail for the system and the society.

16.19 CONCLUSION

58. As earlier mentioned, the presentation is an attempt to be less academic or theoretical, in which case it is expected that you have

found yourself in one or all of the scenarios painted, consequently, it is expected that after going through, you should have an inbuilt capacity to bridge the challenge gap when asked to connect the process, when confronted with a life test case scenario.