

BELLE VUE (MANCHESTER) LTD



RISK ASSESSMENTS

related to our

DRIVERS/VEHICLES/PASSENGERS/JOURNEYS

(extracted from the full 2017 Risk Assessment pack)

2019

BELLE VUE (MANCHESTER) LTD

RISK ASSESSMENTS

This document contains *extracts* from the Company's full 2017 risk assessment pack specifically relating to our:

- ◆ Drivers
- ◆ Vehicles
- ◆ Passengers
- ◆ Journeys
- ◆

The document also includes the Company's Driving at Work Policy, issued to and signed for by all the company's drivers.

Key features to note include:

- ◆ The extensive number of controls which have been identified and verified by an independent consultant.
- ◆ The above average commitment to health and safety assessed and evidenced by the above average (for the passenger transport industry) accent on Training, particularly in respect of the Company's Drivers, and
- ◆ The actual depth of the risk assessments, supported by detailed enquiry and observation.

Donna Thompson
Risk Management
Belle Vue (Mcr) Ltd
2019 - 2020

RISK ASSESSMENTS continued

INK NOTES COLOUR CODE

The entries on the recorded Risk Assessments have been made in various ink colours. These all have specific meaning as follows.

The actual risk assessments details are shown in black ink.

Green ink notes show supplementary information, e.g. an explanation of when a hazard may have been scored in a way not necessarily consistent with the apparent risk.

Purple ink notes explain additional considerations relating to the particular hazard along with reason(s) why a particular course was taken/not taken.

Continued Rating Explanation

BELLE VUE (MANCHESTER) LTD

RISK ASSESSMENTS continued

RATING EXPLANATION

The Ratings used for the purposes of the Risk Assessments recorded in this document are explained on *each* actual assessment sheet in Section 4.

Each individual Rating was arrived at with the assistance of the individual(s) helping our internal consultant Donna Thompson who led and conducted the risk assessment exercises.

Risk Assessments Rating can also be represented in a graph as follows:

SEVERITY (S)		1	2	3	4
F R E Q U E N C Y (F)	1	1	2	3	4
	2	2	4	6	8
	3	3	6	9	12
	4	4	8	12	16
	5	5	10	15	20

Probability Rating (P) with Guide

- 1 = Improbable (hardly if ever)
- 2 = Remote (< annually)
- 3 = Possible (annually)
- 4 = Probable (monthly)
- 5 = Likely (weekly)

Severity Rating (S) with Guide

- 1 = First Aid Injury
- 2 = Minor injury (say 7 days off work)
- 3 = Major injury
- 4 = Permanent incapacity or death

Risk Rating (RR) = Probability x Severity

- 1 - 5 Low, Acceptable risk. Any remedial measures helpful rather than essential
- 6 - 8 Normal risk. Implementation of additional practical remedial measures identified is strongly advised where this would result in a reduction of risk
- 9 - 16 High risk. Implementation of additional practical remedial measures is urgent and essential
- 20 Unacceptable risk. Termination of activity is recommended pending full review

A phenomenon of the rating process is that Low risks can, on occasion, still merit sometimes significant remedial measures, whereas situations can also arise where Normal (Medium) or High risks do not attract any suggestions for improvement.

Where the balance appears obviously skewed an explanation will be presented (as indicated in Ink Colour Code earlier), but attention to suggestions for improvement in already 'low risk' cases should not be ignored because of what may be a scoring 'accident', such suggestions will still represent either best practice or legal requirement and are tendered for the benefit of the Company.

RISK ASSESSMENTS

related to

VEHICLES' SAFETY

(Maintenance)

Please note: Only those issues that relate directly to Vehicle Maintenance have been included in this Section and these represent only a fraction of the *risk assessments* conducted on the Company's Garage facilities, employees, equipment and activities

BELLE VUE (MANCHESTER) LTD
RISK ASSESSMENT WORKSHEET 67

Department: Garages 1 and 2

Date: 6th November 2019 (and regularly since 2008)

Area of Activity: Vehicle Maintenance/Repair – Vehicle Maintenance 1

Review Date: November 2020

Completed by: Donna Thompson, Consultant, assisted by Kenny Walsh

Hazard Description	Persons at Risk	Current Controls	Risk Rating on current controls			Further remedial work required to improve Risk	Action By	Completion Date	Risk Rating on enhanced controls		
			P	S	RR				P	S	RR
VEHICLE											
MAINTENANCE											
- accident from faulty vehicle on or off site resulting in personal injury	Mechanics Drivers and other employees Passengers Other persons Other road users	<ul style="list-style-type: none"> • VOSA trained Mechanics • All work conducted to DVSA guidelines and manufacturer's recommendations against a written service sheet • MOT's undertaken at appropriate intervals • 4 weekly safety inspections • Supplementary focused safety inspections • Service conducted at inspection • MOT/Service chart assists control of correct frequencies, supported by computer print-out • Auditable paper controlled defect notification procedure (backed-up) • Own brake tester (RR) • Procedure of spot checks in place 	1	4	4	None assessed necessary with current controls in place					
Vehicle maintenance continued											

Probability Rating (P) with Guide

- 1 = Improbable (hardly if ever)
- 2 = Remote (< annually)
- 3 = Possible (annually)
- 4 = Probable (monthly)
- 5 = Likely (weekly)

Severity Rating (S) with Guide

- 1 = First Aid Injury
- 2 = Minor injury (say 7 days off work)
- 3 = Major injury
- 4 = Permanent incapacity or death

Risk Rating (RR) = Probability x Severity

- 1 - 5 Low, Acceptable risk. Any remedial measures helpful rather than essential.
- 6 - 8 Normal risk. Implementation of additional practical remedial measures identified is strongly advised where this would result in a reduction of risk.
- 9 - 16 High risk. Implementation of additional practical remedial measures is urgent and essential.
- 20 Unacceptable risk. Termination of activity is recommended pending full review.

BELLE VUE (MANCHESTER) LTD
RISK ASSESSMENT WORKSHEET 67

Department: Garages 1 and 2

Date: 6th November 2019 (and regularly since 2008)

Area of Activity: Vehicle Maintenance/Repair –
Vehicle Maintenance – 2 – Wheel Loss

Review Date: November 2020

Completed by: Donna Thompson, Consultant, assisted by Kenny Walsh

Hazard Description	Persons at Risk	Current Controls	Risk Rating on current controls			Further remedial work required to improve Risk	Action By	Completion Date	Risk Rating on enhanced controls		
			P	S	RR				P	S	RR
VEHICLE											
MAINTENANCE											
- accident from faulty vehicle on or off site resulting in personal injury continued											
- Wheel Loss	Mechanics	As above where appropriate	1	4	4	<i>Notwithstanding the risk rating</i>					
	Drivers and other employees	also: • Individual written records for each vehicle - examined and assessed in order (storage system)				<i>please have your torque wrenches calibrated - complied with (2010)</i>					
	Passengers										
	Other persons										
	Other road users					<i>*signed by all</i>					
		• Formal re-torquing procedure				<i>Maintenance staff</i>					
		• Torque wrench routinely calibrated				<i>After training</i>					
		• All activities recorded in Vehicle Wheel Check/Tyre book				<i>Reviewed annually</i>					
		• Plastic wheel nut securing devices used on all wheels				<i>Re - torque station</i>					
		• Drivers daily safety checks (supervised regularly)-									
						<i>*Red - requires Retorque</i>					
						<i>yellow ok</i>					
Vehicle Maintenance continued											

Probability Rating (P) with Guide

- 1 = Improbable (hardly if ever)
- 2 = Remote (< annually)
- 3 = Possible (annually)
- 4 = Probable (monthly)
- 5 = Likely (weekly)

Severity Rating (S) with Guide

- 1 = First Aid Injury
- 2 = Minor injury (say 7 days off work)
- 3 = Major injury
- 4 = Permanent incapacity or death

Risk Rating (RR) = Probability x Severity

- 1 - 5 Low, Acceptable risk. Any remedial measures helpful rather than essential.
- 6 - 8 Normal risk. Implementation of additional practical remedial measures identified is strongly advised where this would result in a reduction of risk.
- 9 - 16 High risk. Implementation of additional practical remedial measures is urgent and essential.
- 20 Unacceptable risk. Termination of activity is recommended pending full review.

RISK ASSESSMENTS

related to

DRIVERS

(Competence)

BELLE VUE (MANCHESTER) LTD
RISK ASSESSMENT WORKSHEET 182 (Sheets Nos 180-181 deliberately omitted)

Department: Drivers

Date: 6th November 2019 (and regularly since 2008)

Area of Activity: Competence 1

Review Date: November 2020

Completed by: Donna Thompson, Consultant, assisted by Ian Bragg MD

Hazard Description	Persons at Risk	Current Controls	Risk Rating on current controls			Further remedial work required to improve Risk	Action By	Completion Date	Risk Rating on enhanced controls		
			P	S	RR				P	S	RR
DRIVER COMPETENCE											
and PERFORMANCE											
injury arising from a lack (inadequate) of for example	Drivers, passengers, other road users, members of the public	Pre-recruitment <ul style="list-style-type: none"> • Experienced drivers almost always recruited • Personal interview • Written references asked for and followed up • Driver Assessment and Test Drive on second interview (must pass to Assessor's satisfaction) - all Test Drives now recorded (2009) on 'Traffilog' • Licence and PCV entitlement inspection (via Lloyd Morgan and/or DVLA (Jan 2016)) • If successful individual Drivers, Team & Operations Manual Handbook issue 	2	4	8	<i>It is acknowledged that vehicle accidents can arise, but in view of the extensive control measures put in place and maintained - including extensive pro-recruitment control measures - the Risk Rating is believed entirely appropriate. Moreover, historical driver/accident performance does not support a higher Risk Rating</i>					
Competence continued		Current controls continued									

Probability Rating (P) with Guide

- 1 = Improbable (hardly if ever)
- 2 = Remote (< annually)
- 3 = Possible (annually)
- 4 = Probable (monthly)
- 5 = Likely (weekly)

Severity Rating (S) with Guide

- 1 = First Aid Injury
- 2 = Minor injury (say 7 days off work)
- 3 = Major injury
- 4 = Permanent incapacity or death

Risk Rating (RR) = Probability x Severity

- 1 - 5 Low, Acceptable risk. Any remedial measures helpful rather than essential.
- 6 - 8 Normal risk. Implementation of additional practical remedial measures identified is strongly advised where this would result in a reduction of risk.
- 9 - 16 High risk. Implementation of additional practical remedial measures is urgent and essential.
- 20 Unacceptable risk. Termination of activity is recommended pending full review.

BELLE VUE (MANCHESTER) LTD
RISK ASSESSMENT WORKSHEET 186

Department: Drivers

Date: 6th November 2019 (and regularly since 2008)

Area of Activity: Competence 4

Review Date: November 2020

Completed by: Donna Thompson and Ian Bragg MD

Hazard Description	Persons at Risk	Current Controls	Risk Rating on current controls			Further remedial work required to improve Risk	Action By	Completion Date	Risk Rating on enhanced controls		
			P	S	RR				P	S	RR
DRIVER COMPETENCE		Ongoing management	As above			As above, also:					
and PERFORMANCE		• 3 monthly licence and									
injury arising from a	Drivers, passengers,	PCV entitlement re-				Re-introduce new Highway Code					
lack (inadequate) of for	other road users,	inspection (via TTS)				- issued 2008					
example continued	members of the	• Work Ticket issued for									
	public	each job (route/work				Introduce Driving at Work Policy if					
		instruction)				agreed and extend Individual and					
		• Management ready to use				Drivers' Handbook to include advice					
		disciplinary procedures to				on fatigue, eyesight etc					
		maintain standards				- in place 2013					
		• Tachograph analysis									
		monthly (recorded)									
		• Tachograph refresher									
		courses (6 monthly) -									
		weekly programme if				Introduce a vehicle familiarisation					
		assessed necessary				initiative when drivers move onto a					
						'new' vehicle - in place and recorded					
		Note: New 'Traffilog'				(2012)					
		system used for further									
		ongoing driver training									
Competence continued		Current controls continued									

Probability Rating (P) with Guide

- 1 = Improbable (hardly if ever)
- 2 = Remote (< annually)
- 3 = Possible (annually)
- 4 = Probable (monthly)
- 5 = Likely (weekly)

Severity Rating (S) with Guide

- 1 = First Aid Injury
- 2 = Minor injury (say 7 days off work)
- 3 = Major injury
- 4 = Permanent incapacity or death

Risk Rating (RR) = Probability x Severity

- 1 - 5 Low, Acceptable risk. Any remedial measures helpful rather than essential.
- 6 - 8 Normal risk. Implementation of additional practical remedial measures identified is strongly advised where this would result in a reduction of risk.
- 9 - 16 High risk. Implementation of additional practical remedial measures is urgent and essential.
- 20 Unacceptable risk. Termination of activity is recommended pending full review.

**BELLE VUE (MANCHESTER) LTD
RISK ASSESSMENT WORKSHEET 187**

Department: Drivers

Date: 6th November 2019 (and regularly since 2008)

Area of Activity: Competence 5

Review Date: November 2020

Completed by: Donna Thompson and Ian Bragg MD

Hazard Description	Persons at Risk	Current Controls	Risk Rating on current controls			Further remedial work required to improve Risk	Action By	Completion Date	Risk Rating on enhanced controls		
			P	S	RR				P	S	RR
DRIVER COMPETENCE		Ongoing management	As above			As above, also:					
and PERFORMANCE											
injury arising from a lack (inadequate) of for example continued	Drivers, passengers, other road users, members of the public	<ul style="list-style-type: none"> • Daily driver walk round vehicle (vehicle safety) supported by maintenance team and Operations Manager checks, supported by disciplinary action as necessary and Mechanic's walk round check • Random QC checks - by own staff • DVD passenger safety presentation – mainly on private hires and tours otherwise 'verbal' safety information imparted on longer duties • On-board CCTV all vehicles (2015) 									
<i>Competence continued</i>		<i>Controls continued</i>									

Probability Rating (P) with Guide

- 1 = Improbable (hardly if ever)
- 2 = Remote (< annually)
- 3 = Possible (annually)
- 4 = Probable (monthly)
- 5 = Likely (weekly)

Severity Rating (S) with Guide

- 1 = First Aid Injury
- 2 = Minor injury (say 7 days off work)
- 3 = Major injury
- 4 = Permanent incapacity or death

Risk Rating (RR) = Probability x Severity

- 1 - 5 Low, Acceptable risk. Any remedial measures helpful rather than essential.
- 6 - 8 Normal risk. Implementation of additional practical remedial measures identified is strongly advised where this would result in a reduction of risk.
- 9 - 16 High risk. Implementation of additional practical remedial measures is urgent and essential.
- 20 Unacceptable risk. Termination of activity is recommended pending full review.

**BELLE VUE (MANCHESTER) LTD
RISK ASSESSMENT WORKSHEET 191**

Department: Drivers

Date: 6th November 2019 (and regularly since 2008)

Area of Activity: Competence 9

Review Date: November 2020

Completed by: Donna Thompson and Ian Bragg MD

Hazard Description	Persons at Risk	Current Controls	Risk Rating on current controls			Further remedial work required to improve Risk	Action By	Completion Date	Risk Rating on enhanced controls		
			P	S	RR				P	S	RR
DRIVER COMPETENCE											
and PERFORMANCE											
injury arising from a lack (inadequate) of for example continued	<i>Drivers, passengers, other road users, members of the Public</i>	Schools work in addition <i>continued</i> • <i>Drivers trained to phone trip organiser beforehand on school trips (2013)</i>				<i>As above</i> <i>Reintroduced 2015 with onsite reminders</i>					
		Tours work in addition • <i>Bespoke Work Ticket as stated</i> • <i>Experienced drivers selected and supported as assessed necessary</i>				<i>Tour itineraries provided to driver</i>					
		Wheelchair Lift operation in addition • <i>MIDAS and in-house training by qualified trainer</i>									

Probability Rating (P) with Guide

- 1 = Improbable (hardly if ever)
- 2 = Remote (< annually)
- 3 = Possible (annually)
- 4 = Probable (monthly)
- 5 = Likely (weekly)

Severity Rating (S) with Guide

- 1 = First Aid Injury
- 2 = Minor injury (say 7 days off work)
- 3 = Major injury
- 4 = Permanent incapacity or death

Risk Rating (RR) = Probability x Severity

- 1 - 5 Low, Acceptable risk. Any remedial measures helpful rather than essential.
- 6 - 8 Normal risk. Implementation of additional practical remedial measures identified is strongly advised where this would result in a reduction of risk.
- 9 - 16 High risk. Implementation of additional practical remedial measures is urgent and essential.
- 20 Unacceptable risk. Termination of activity is recommended pending full review.

RISK ASSESSMENTS

related to

PASSENGERS' SAFETY

incorporating assessment of:

Vehicles (operational)

Drivers (operational)

Passengers (their inherent Nature)

Journeys

**BELLE VUE (MANCHESTER) LTD
RISK ASSESSMENT WORKSHEET 193**

Department: On the Road

Date: 6th November 2019 (and regularly since 2008)

Area of Risk: Passenger Safety 1 – As affected by the Vehicle

Review Date: November 2020

Completed by: Donna Thompson assisted by Ian Bragg

Hazard Description	Persons at Risk	Current Controls	Risk Rating on current controls			Further remedial work required to improve Risk	Action By	Completion Date	Risk Rating on enhanced controls		
			P	S	RR				P	S	RR
NOTE: MANY OF THE CONTROLS LISTED UNDER ONE PARTICULAR HEADING BELOW APPLY EQUALLY TO OTHERS											
<i>Injury or illness arising to Passengers as a result of:</i>											
<i>VEHICLE FAULT</i> or <i>DEFECT</i> leading to a <i>collision</i> or similar emergency	Generally: All Passengers	<ul style="list-style-type: none"> • Programme of regular fleet age profile improvement • Regular Safety Inspections by independent engineer (FTA) on selected school vehicles • Safety inspected in accordance with DVSA and manufacturers' guidance • MOT in accordance with legal requirements • Daily driver safety check (confirmed in writing) supported by Management checks • Speed Limiters fitted and maintained (all vehicles) • Secondary Braking system on most vehicles 	1	4	4	None assessed necessary with current controls in place					
<i>Vehicle Fault continued</i>		<i>Controls continued over</i>									

Probability Rating (P) with Guide

- 1 = Improbable (hardly if ever)
- 2 = Remote (< annually)
- 3 = Possible (annually)
- 4 = Probable (monthly)
- 5 = Likely (weekly)

Severity Rating (S) with Guide

- 1 = First Aid Injury
- 2 = Minor injury (say 7 days off work)
- 3 = Major injury
- 4 = Permanent incapacity or death

Risk Rating (RR) = Probability x Severity

- 1 - 5 Low, Acceptable risk. Any remedial measures helpful rather than essential.
- 6 - 8 Normal risk. Implementation of additional practical remedial measures identified is strongly advised where this would result in a reduction of risk.
- 9 - 16 High risk. Implementation of additional practical remedial measures is urgent and essential.
- 20 Unacceptable risk. Termination of activity is recommended pending full review.

**BELLE VUE (MANCHESTER) LTD
RISK ASSESSMENT WORKSHEET 195**

Department: On the Road

Date: 6th November 2019 (and regularly since 2008)

Area of Risk: Passenger Safety 3 – As affected by the Vehicle

Review Date: November 2020

Completed by: Completed by: Donna Thompson assisted by Ian Bragg

Hazard Description	Persons at Risk	Current Controls	Risk Rating on current controls			Further remedial work required to improve Risk	Action By	Completion Date	Risk Rating on enhanced controls		
			P	S	RR				P	S	RR
<i>Injury or illness arising to Passengers as a result of:</i>											
VEHICLE	<i>All Passengers</i>	<i>As above where appropriate</i>	<i>1</i>	<i>4</i>	<i>4</i>	<i>Rating has also taken into account very good historical performance in almost 20 years operating</i>					
BREAKDOWN (in a location where there may be an enhanced risk of passenger injury from other sources – e.g. a Motorway hard shoulder)		<ul style="list-style-type: none"> Drivers instructed to assist passengers to safety – see also below most vehicles have fixed 2 way radios (short distance) and drivers have mobile phones enabling swift assistance Swift and appropriate support and assistance available from Base, e.g. replacement vehicle Emergency breakdown cover - 1 hour response in UK and Europe (24/7) Good Practice Guides - reviewed (2013) 				<ul style="list-style-type: none"> Introduce Good Practice Guide - in place but consider an improved mechanism to get employee confirmation – personal 1 to 1 explanation from Operations Manager - fully reviewed 2013 2 Belle Vue breakdown support vehicles/mechanics for local breakdowns 24 hour (2016) 					
<i>Continued Vehicle Storage</i>											

Probability Rating (P) with Guide

- 1 = Improbable (hardly if ever)
- 2 = Remote (< annually)
- 3 = Possible (annually)
- 4 = Probable (monthly)
- 5 = Likely (weekly)

Severity Rating (S) with Guide

- 1 = First Aid Injury
- 2 = Minor injury (say 7 days off work)
- 3 = Major injury
- 4 = Permanent incapacity or death

Risk Rating (RR) = Probability x Severity

- 1 - 5 Low, Acceptable risk. Any remedial measures helpful rather than essential.
- 6 - 8 Normal risk. Implementation of additional practical remedial measures identified is strongly advised where this would result in a reduction of risk.
- 9 - 16 High risk. Implementation of additional practical remedial measures is urgent and essential.
- 20 Unacceptable risk. Termination of activity is recommended pending full review.

**BELLE VUE (MANCHESTER) LTD
RISK ASSESSMENT WORKSHEET 198**

Department: On the Road

Date: 6th November 2019 (and regularly since 2008)

Area of Risk: Passenger Safety 6 – As affected by the Vehicle

Review Date: November 2020

Completed by: Donna Thompson, Consultant, assisted by Ian Bragg

Hazard Description	Persons at Risk	Current Controls	Risk Rating on current controls			Further remedial work required to improve Risk	Action By	Completion Date	Risk Rating on enhanced controls		
			P	S	RR				P	S	RR
<i>Injury or illness arising to Passengers as a result of:</i>											
VEHICLE ENVIRONMENT cont											
- slip/trip/fall	<i>Elderly</i>	<i>• Driver experience – see also below</i>	<i>3</i>	<i>2</i>	<i>6</i>	<i>Rating has also taken into account very good historical performance in almost 20 years of operation</i>					
	<i>Infirm/Disabled</i>										
	<i>Long distance passengers</i>	<i>• Vehicles maintained in good condition internally as well as mechanically</i>									
		<i>• Grab handles in good numbers, correctly highlighted (Dept of Transport specifications)</i>									
		<i>• Anti-slip steps in the main</i>									
		<i>• Specific valeters employed to achieve highest cleanliness standards</i>									
		<i>• Some vehicles have wheel - chair lifts – trained drivers (MIDAS 2010) supported by own trained trainer (2014)</i>									
<i>Vehicle Environment continued</i>											

Probability Rating (P) with Guide

- 1 = Improbable (hardly if ever)
- 2 = Remote (< annually)
- 3 = Possible (annually)
- 4 = Probable (monthly)
- 5 = Likely (weekly)

Severity Rating (S) with Guide

- 1 = First Aid Injury
- 2 = Minor injury (say 7 days off work)
- 3 = Major injury
- 4 = Permanent incapacity or death

Risk Rating (RR) = Probability x Severity

- 1 - 5 Low, Acceptable risk. Any remedial measures helpful rather than essential.
- 6 - 8 Normal risk. Implementation of additional practical remedial measures identified is strongly advised where this would result in a reduction of risk.
- 9 - 16 High risk. Implementation of additional practical remedial measures is urgent and essential.
- 20 Unacceptable risk. Termination of activity is recommended pending full review.

**BELLE VUE (MANCHESTER) LTD
RISK ASSESSMENT WORKSHEET 199**

Department: On the Road

Date: 6th November 2019 (and regularly since 2008)

Area of Risk: Passenger Safety 7 – As affected by the Vehicle

Review Date: November 2020

Completed by: Donna Thompson, Consultant, assisted by Ian Bragg

Hazard Description	Persons at Risk	Current Controls	Risk Rating on current controls			Further remedial work required to improve Risk	Action By	Completion Date	Risk Rating on enhanced controls		
			P	S	RR				P	S	RR
<i>Injury or illness</i>											
<i>arising to Passengers</i>											
<i>as a result of:</i>											
VEHICLE											
ENVIRONMENT											
<i>continued</i>											
- deep vein thrombosis (DVT)	<i>Elderly</i>	<i>• Driver experience and awareness</i>	2	3	6	<i>None assessed necessary with current controls in place</i>					
	<i>Infirm/Disabled</i>										
	<i>Long distance passengers</i>	<i>• Regular stops are a routine feature of longer tours/trips (max 2-2 ½ hours)</i>									
		<i>• DVT guidance sheet issued to Drivers</i>									
<i>Continued Vehicle Fire</i>											

Probability Rating (P) with Guide
 1 = Improbable (hardly if ever)
 2 = Remote (< annually)
 3 = Possible (annually)
 4 = Probable (monthly)
 5 = Likely (weekly)

Severity Rating (S) with Guide
 1 = First Aid Injury
 2 = Minor injury (say 7 days off work)
 3 = Major injury
 4 = Permanent incapacity or death

Risk Rating (RR) = Probability x Severity
 1 - 5 Low, Acceptable risk. Any remedial measures helpful rather than essential.
 6 - 8 Normal risk. Implementation of additional practical remedial measures identified is strongly advised where this would result in a reduction of risk.
 9 - 16 High risk. Implementation of additional practical remedial measures is urgent and essential.
 20 Unacceptable risk. Termination of activity is recommended pending full review.

**BELLE VUE (MANCHESTER) LTD
RISK ASSESSMENT WORKSHEET 200**

Department: On the Road

Date: 6th November 2019 (and regularly since 2008)

Area of Risk: Passenger Safety 8 – As affected by the Vehicle

Review Date: November 2020

Completed by: Donna Thompson, Consultant, assisted by Ian Bragg

Hazard Description	Persons at Risk	Current Controls	Risk Rating on current controls			Further remedial work required to improve Risk	Action By	Completion Date	Risk Rating on enhanced controls			
			P	S	RR				P	S	RR	
<i>Injury or illness arising to Passengers from FIRE on board</i>	<i>All Passengers</i>	<ul style="list-style-type: none"> • Smoking prohibition • Flame retardant upholstery • Excellent maintenance standards (as detailed) • Driver experience/awareness • Regular tidy up – after/during trips • Fire exit doors – provided and maintained • Aisles kept clear to enable more rapid escape in the event of a situation arising • Drivers specifically instructed to check aisles as earlier 				<i>Assessed management fully aware of related risk exposures on detailed discussion (2015)</i>						
<i>Continued Driver Action</i>												

Probability Rating (P) with Guide

- 1 = Improbable (hardly if ever)
- 2 = Remote (< annually)
- 3 = Possible (annually)
- 4 = Probable (monthly)
- 5 = Likely (weekly)

Severity Rating (S) with Guide

- 1 = First Aid Injury
- 2 = Minor injury (say 7 days off work)
- 3 = Major injury
- 4 = Permanent incapacity or death

Risk Rating (RR) = Probability x Severity

- 1 - 5 Low, Acceptable risk. Any remedial measures helpful rather than essential.
- 6 - 8 Normal risk. Implementation of additional practical remedial measures identified is strongly advised where this would result in a reduction of risk.
- 9 - 16 High risk. Implementation of additional practical remedial measures is urgent and essential.
- 20 Unacceptable risk. Termination of activity is recommended pending full review.

**BELLE VUE (MANCHESTER) LTD
RISK ASSESSMENT WORKSHEET 202**

Department: On the Road

Date: 6th November 2019 (and regularly since 2008)

Area of Risk: Passenger Safety 10 – As affected by Driver Action

Review Date: November 2020

Completed by: Donna Thompson, Consultant, assisted by Ian Bragg

Hazard Description	Persons at Risk	Current Controls	Risk Rating on current controls			Further remedial work required to improve Risk	Action By	Completion Date	Risk Rating on enhanced controls		
			P	S	RR				P	S	RR
<i>Injury or illness arising to Passengers as a result of:</i>	<i>All Passengers</i>	<i>As above, also:</i>									
		<i>• Additional Drivers provided where appropriate</i>									
		<i>• Specific instruction for inclement weather conditions</i>									
		<i>• Drivers instructed to use designated Drop-off and Pick-up zones – where not possible</i>									
<i>(developed over)</i>		<i>safety risk assessment must be made</i>	<i>See following page for Risk Rating</i>								
		<i>• Comprehensive CPC training programme (2016)</i>									
		<i>• TFGM and in-house training (First Aid, Conflict Avoidance, Traffilog as earlier etc) (2015)</i>									
		<i>constitutes above average accent on driver training</i>									
		<i>• MIDAS and in-house training for drivers operating vehicles with wheelchair lifts by trained in-house instructor (2010)</i>									

Probability Rating (P) with Guide

- 1 = Improbable (hardly if ever)
- 2 = Remote (< annually)
- 3 = Possible (annually)
- 4 = Probable (monthly)
- 5 = Likely (weekly)

Severity Rating (S) with Guide

- 1 = First Aid Injury
- 2 = Minor injury (say 7 days off work)
- 3 = Major injury
- 4 = Permanent incapacity or death

Risk Rating (RR) = Probability x Severity

- 1 - 5 Low, Acceptable risk. Any remedial measures helpful rather than essential.
- 6 - 8 Normal risk. Implementation of additional practical remedial measures identified is strongly advised where this would result in a reduction of risk.
- 9 - 16 High risk. Implementation of additional practical remedial measures is urgent and essential.
- 20 Unacceptable risk. Termination of activity is recommended pending full review.

**BELLE VUE (MANCHESTER) LTD
RISK ASSESSMENT WORKSHEET 203**

Department: On the Road

Date: 6th November 2019 (and regularly since 2008)

Area of Risk: Passenger Safety 11 – As affected by Driver Action

Review Date: November 2020

Completed by: Donna Thompson, Consultant, assisted by Ian Bragg

Hazard Description	Persons at Risk	Current Controls	Risk Rating on current controls			Further remedial work required to improve Risk	Action By	Completion Date	Risk Rating on enhanced controls		
			P	S	RR				P	S	RR
Injury or illness											
<i>arising to Passengers</i>											
<i>as a result of:</i>											
DRIVER ACTION or											
INTERFACE											
<i>continued</i>											
<i>- whilst vehicle in</i>											
MOTION	<i>All Passengers</i>	<i>As above and as explained</i>	<i>2</i>	<i>4</i>	<i>8</i>	<i>None assessed necessary with</i>					
		<i>under Vehicle Environment</i>				<i>current controls in place</i>					
		<i>but particularly Driver</i>									
		<i>experience</i>				<i>Assessment has also taken into</i>					
						<i>account he very good historical</i>					
						<i>performance in almost 20 years</i>					
						<i>trading</i>					
<i>Driver Action continued</i>											

Probability Rating (P) with Guide
 1 = Improbable (hardly if ever)
 2 = Remote (< annually)
 3 = Possible (annually)
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Severity Rating (S) with Guide
 1 = First Aid Injury
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 6 - 8 Normal risk. Implementation of additional practical remedial measures identified is strongly advised where this would result in a reduction of risk.
 9 - 16 High risk. Implementation of additional practical remedial measures is urgent and essential.
 20 Unacceptable risk. Termination of activity is recommended pending full review.

BELLE VUE (MANCHESTER) LTD
RISK ASSESSMENT WORKSHEET 204

Department: On the Road

Date: 6th November 2019 (and regularly since 2008)

Area of Risk: Passenger Safety 12 – As affected by Driver Action

Review Date: November 2020

Completed by: Donna Thompson, Consultant, assisted by Ian Bragg

Hazard Description	Persons at Risk	Current Controls	Risk Rating on current controls			Further remedial work required to improve Risk	Action By	Completion Date	Risk Rating on enhanced controls		
			P	S	RR				P	S	RR
Injury or illness											
<i>arising to Passengers</i>											
<i>as a result of:</i>											
DRIVER ACTION or		<i>As above and as explained</i>									
INTERFACE		<i>under Vehicle Breakdown,</i>									
<i>continued</i>		<i>also:</i>									
<i>- whilst passengers</i>		<ul style="list-style-type: none"><i>Some vehicles have</i>									
BOARDING	<i>All Passengers,</i>	<i>mechanical assistance</i>	3	2	6	<i>None assessed necessary with</i>					
/ALIGHTING	<i>particularly Elderly,</i>	<ul style="list-style-type: none"><i>Wheel chair accessible</i>				<i>current controls in place</i>					
<i>vehicle</i>	<i>Infirm and</i>	<i>coaches also available</i>									
	<i>Disabled</i>	<ul style="list-style-type: none"><i>Driver must be located at</i>									
		<i>bottom of stairs on boarding</i>									
		<i>and alighting</i>									
		<ul style="list-style-type: none"><i>Drivers assist passengers</i>									
		<i>where this is appropriate/</i>									
		<i>required (but 'steps' use is</i>									
		<i>prohibited) i.e. on customer</i>									
		<i>request</i>									
		<ul style="list-style-type: none"><i>Driver experience in the</i>									
		<i>main e.g. stopping by</i>									
		<i>kerbed drop-off/pick-up</i>									
		<i>points</i>									
<i>Driver Action continued</i>											

Probability Rating (P) with Guide

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- 3 = Possible (annually)
- 4 = Probable (monthly)
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Severity Rating (S) with Guide

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- 3 = Major injury
- 4 = Permanent incapacity or death

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- 1 - 5 Low, Acceptable risk. Any remedial measures helpful rather than essential.
- 6 - 8 Normal risk. Implementation of additional practical remedial measures identified is strongly advised where this would result in a reduction of risk.
- 9 - 16 High risk. Implementation of additional practical remedial measures is urgent and essential.
- 20 Unacceptable risk. Termination of activity is recommended pending full review.

**BELLE VUE (MANCHESTER) LTD
RISK ASSESSMENT WORKSHEET 205**

Department: On the Road

Date: 6th November 2019 (and regularly since 2008)

Area of Risk: Passengers Safety 13 – As affected by Driver Action

Review Date: November 2020

Completed by: Donna Thompson, Consultant, assisted by Ian Bragg

Hazard Description	Persons at Risk	Current Controls	Risk Rating on current controls			Further remedial work required to improve Risk	Action By	Completion Date	Risk Rating on enhanced controls		
			P	S	RR				P	S	RR
Injury or illness arising to Passengers as a result: of DRIVER ACTION or INTERFACE continued											
- whilst HANDLING LUGGAGE	All Passengers, particularly Elderly and Infirm	As above and as explained under Vehicle Storage, also: • Driver luggage responsibility reinforced by Company's management	No significant risk assessed			None assessed necessary with current controls in place					
- following a BREAKDOWN	All Passengers	As above and as explained under Vehicle Breakdown; also: • Short distance fixed radios and mobile phone issue along with instructions to contact base • Written Good Practice Guide - fully refreshed (2013)	2	4	8	Introduce Good Practice Guide - in place but consider an improved mechanism to get employee confirmation - personal 1 to 1 explanation from Operations Manager - fully refreshed (2013)					
<i>Driver Action continued</i>											

Probability Rating (P) with Guide

- 1 = Improbable (hardly if ever)
- 2 = Remote (< annually)
- 3 = Possible (annually)
- 4 = Probable (monthly)
- 5 = Likely (weekly)

Severity Rating (S) with Guide

- 1 = First Aid Injury
- 2 = Minor injury (say 7 days off work)
- 3 = Major injury
- 4 = Permanent incapacity or death

Risk Rating (RR) = Probability x Severity

- 1 - 5 Low, Acceptable risk. Any remedial measures helpful rather than essential.
- 6 - 8 Normal risk. Implementation of additional practical remedial measures identified is strongly advised where this would result in a reduction of risk.
- 9 - 16 High risk. Implementation of additional practical remedial measures is urgent and essential.
- 20 Unacceptable risk. Termination of activity is recommended pending full review.

BELLE VUE (MANCHESTER) LTD
RISK ASSESSMENT WORKSHEET 207

Department: On the Road

Date: 6th November 2019 (and regularly since 2008)

Area of Risk: Passenger Safety 15 – As affected by the Passengers

Review Date: November 2020

Completed by: Donna Thompson, Consultant, assisted by Ian Bragg

Hazard Description	Persons at Risk	Current Controls	Risk Rating on current controls			Further remedial work required to improve Risk	Action By	Completion Date	Risk Rating on enhanced controls		
			P	S	RR				P	S	RR
Enhanced risk of injury or illness		Note: General Controls shown									
because of the particular nature of a passenger or group of passengers		under Vehicles and Drivers are applicable also									
e.g.											
- SCHOOL CHILDREN	School Children Passengers	• Yellow school bus scheme supported by training – in-house or by GMPTE TFGM									
as a consequence of their behaviour		• Experienced Drivers (inc. DBS check)	3	1	3	Review and issue Code of Conduct when agreed – in place (2009)					
- if wearing seat belts		• CCTV surveillance systems installed in most school vehicles – ongoing programme to extend use									
		• Adult supervision on school trips									
- if not wearing seat belts – see over		• Annual Safety Inspections by independent engineer (Lloyd Morgan) on school vehicles									
		• Written Code of Conduct introduced (2009)									
<i>Passenger Nature continued</i>											

Probability Rating (P) with Guide

- 1 = Improbable (hardly if ever)
- 2 = Remote (< annually)
- 3 = Possible (annually)
- 4 = Probable (monthly)
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Severity Rating (S) with Guide

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Risk Rating (RR) = Probability x Severity

- 1 - 5 Low, Acceptable risk. Any remedial measures helpful rather than essential.
- 6 - 8 Normal risk. Implementation of additional practical remedial measures identified is strongly advised where this would result in a reduction of risk.
- 9 - 16 High risk. Implementation of additional practical remedial measures is urgent and essential.
- 20 Unacceptable risk. Termination of activity is recommended pending full review.

BELLE VUE (MANCHESTER) LTD
RISK ASSESSMENT WORKSHEET 209

Department: On the Road

Date: 6th November 2019 (and regularly since 2008)

Area of Risk: Passenger Safety 17- As affected by the Passengers

Review Date: November 2020

Completed by: Donna Thompson, Consultant, assisted by Ian Bragg

Hazard Description	Persons at Risk	Current Controls	Risk Rating on current controls			Further remedial work required to improve Risk	Action By	Completion Date	Risk Rating on enhanced controls		
			P	S	RR				P	S	RR
Enhanced risk of injury or illness											
<i>because of the particular nature of a passenger or group of passengers continued</i>											
- ELDERLY, INFIRM & DISABLED	<i>Elderly, Infirm and Disabled Passengers</i>	<i>As explained earlier</i>									
- PLEASURE TRIPPERS	<i>Day Tripper Passengers</i>	<i>As already stated, also:</i>	3	2	6	<i>None assessed necessary with current controls in place</i>					
- FOOTBALL SUPPORTERS,		<i>• Thorough enquiry pre-booking</i>									
- PUB TRIPS etc.		<i>• Written terms and conditions issued along with covering letter i.e. prohibition of alcohol</i>									
- LONG TOUR passengers											
	<i>All Long Tour Passengers</i>	<i>See controls under Vehicle Environment Sheets</i>									

Probability Rating (P) with Guide

- 1 = Improbable (hardly if ever)
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- 9 - 16 High risk. Implementation of additional practical remedial measures is urgent and essential.
- 20 Unacceptable risk. Termination of activity is recommended pending full review.

DRIVING AT WORK POLICY



BELLE VUE (MANCHESTER) LTD

DRIVING AT WORK POLICY

1. General Statement

As a responsible Passenger Transport Operator it is our intention to take all reasonable steps to manage the health and safety of: our employees who drive on company business, our passengers and other road users with whom we come into contact. This is both to comply with our legal duties as an employer and to demonstrate that we have taken all reasonable steps to introduce safe systems of work. This policy's intention, therefore, is to clearly set out our procedures on work-related driving, and to explain just what we expect from our employees, in the best interests of ensuring that the terms of relevant legislation are properly complied with and to maximise the safety of employees, passengers and others from our activities .

2. Legal Position

We have a duty under the Health and Safety at Work etc. Act 1974 (HSWA) to take steps as far as is reasonably practicable, to ensure the health, safety and welfare of those who need to drive as part of their job. In order to comply with these duties, we will take steps to set up safe systems of work in order to control and manage any risks. These risks will be identified by the carrying out of a suitable and sufficient risk assessments as required by relevant health and safety legislation.

Where applicable, this policy has also taken account of the Road Traffic Act 1988 and its subsequent amendments. Moreover, it is acknowledged that road traffic accidents that result in a fatality may also lead to action being taken under the Corporate Manslaughter and Corporate Homicide Act 2007.

3. Employees' Responsibilities

All employees have the responsibility to co-operate with Company management to achieve a healthy and safe workplace and to take reasonable care of themselves, of others whether colleagues or visitors to our premises or passengers on our vehicles, and of equipment with which they work, or which is provided for their protection. Failure to abide by this responsibility, which is a specific provision to the Health and Safety at Work etc. Act 1974, may lead to disciplinary procedures.

4. Procedures

In order to comply with our legal duties, we have introduced a set of procedures. These are to be followed by drivers at all time: Drivers therefore must ensure that:

They are fit and in sufficiently good health to take out their vehicle, including being free from the effects of alcohol and drugs including medicines (prescriptive or over the counter) which may have a sleep inducing effect. Remember – Fatigue can arise from activities other than driving. Drivers are reminded that they must be fit to take out their vehicle and to be entirely free from fatigue. Particular caution is insisted upon for late night/early morning duties.

Their vehicle is absolutely roadworthy by using the Vehicle Driver Defect Report including the following checks:

Doors and Exits & Alarms	Lights
Engine ignition OK	Interior Lights
Gauges/Isolator/Switches	Fog Lights
Engine Oil/Water/Add Blue/Hydraulics Level	Reflectors
Screen Wash levels	Mirrors
Check underneath for Fuel/Oil/Water leakages	Steering, Tyres and Fixings
Battery (if accessible) for corrosion and fixing	Excessive Engine Exhaust Smoke
Tyres and Wheel Fixing	Seat belt functions
Brakes	Heating/Ventilation/Demist
Wipers/Wash Wipe	Seating Secure & Bell Pushes
Horn	Emergency esc hammer & spare
Glass	Fire Extinguisher installed
Brake Lights	First Aid Kit/Scissors
Indicators	Wheel Chair Lift & Equipment
	Tacho calibration dates/spare digi tacho roll

None serious faults report

Ticket machines, time date/modules, spare ticket roll, cash bags

Two way radio check

PA/Audio/Microphone/Radio/Video/CD/DVD/CCTV all working (inc. remote if applic)

Interior clean/brushed/Exterior clean/washed

All Display signs working (Front, Side, Rear)

Interior trim free of damage/graffiti

Windows clean

T-key/Acci Cam Kit/cleaning equipment/Servery boiler/fridge/toilet/hand dryer/toilet rolls/smoke alarm

No vibrating/rattling/nuisance noise

Any other:

Moreover, Drivers must:

Carry out a 'Customer Safety Briefing/Introduction' when the passengers have boarded the vehicle and before departing the collection point.

Play the 'Company Safety Briefing DVD' in all vehicles with DVD players fitted.

Treat passengers in a courteous manner at all times.

Follow any advice given to them on route-planning particularly in respect of schools, school yards and low bridges.

Ensure that they are aware of the dangers of fatigue and the increased dangers of bad weather or traffic congestion etc. for example.

Never use hand-held mobile phones whilst driving. Calls should only be made or taken when it is safe to do so.

Never set or re-set satellite navigation equipment whilst driving.

Not smoke in the vehicle.

Never eat in the vehicle whilst driving.

Always drive within speed limits and according to the prevailing weather conditions and generally in accordance with the Highway Code.

Fully and respect and comply with Discovery Park site rules, particularly relating to:

- speed limits

- stop signs

- one way roadways.

Familiarise themselves with the procedure to follow in the event of a breakdown.

Have regular eyesight tests and ensure that any necessary glasses for driving are worn.

Always apply the parking brake when leaving the vehicle.

Read any updates that we may periodically issue on road safety matters. These can include information on good practice as well as forthcoming legal changes that affect those who drive for work.

Report accidents *immediately*.

Report changes to driving licences to management *immediately*.

Handle and post moneys as specifically directed.

Operate wheelchair lifts in accordance with training and specific Good Practice Guide.

Note: Where an employee uses or is ever asked to use their own vehicle for business purposes, they will be required to maintain it in a roadworthy condition and ensure that their personal motor insurer has been informed and their policy adjusted accordingly.

5. School Transports

Those Drivers selected for schools transport work have additional responsibilities owing to their passengers being young and inexperienced and therefore potentially more vulnerable and susceptible to injury and the like.

The additional responsibilities will be explained personally by Company management and supported by specific Good Practice Guides, which it is strongly recommended are thoroughly read and understood.

In addition, ask the customer organiser (where appropriate) to read and abide by the Travel Information Leaflet.

6. The Company's Commitment

For its part the Company is aware of the provisions of relevant legislation including The Corporate Manslaughter and Corporate Homicide Act 2007 and will ensure that:

Our vehicles and plant are correctly safety inspected, serviced and MOT'd in accordance with manufacturers' instructions.

Our drivers are competent, properly supervised, monitored and informed to reduce, as far as is practicable, the safety risks to them, to our passengers and to other road users.

The journeys drivers are asked to undertake are reasonable, risk assessed and explained where appropriate and adjusted where necessary.

The road related risks it faces are risk assessed on a regular basis.

7. Alcohol, Ill-health and Driving

Drivers and indeed all Company employees should be aware of the provisions of the Company's written Alcohol and Drugs Policy and of the absolute need to comply with the provisions of that document as well as with this specific Driving at Work Policy.

Signed:

Name:

Dated: