**BELLE VUE (MANCHESTER) LTD** 



# **RISK ASSESSMENTS**

## related to our

## DRIVERS/VEHICLES/PASSENGERS/JOURNEYS

# 2021-2022

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

- Drivers
- Vehicles
- Passengers
- Journeys
- ٠

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.

George Baker Risk Management Belle Vue (Mcr) Ltd 2021-2022

## **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 George Baker who led and conducted the risk assessment exercises.

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

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

## Probability Rating (P) with Guide

- 1 = Improbable (hardly if ever)
- 2 = Remote (< annually)
- 3 = Possible (annually)
- 4 = Probable (monthly) 5
- 5 = Likely (weekly)
- Severity Rating (S) with Guide
- 1 = First Aid Injury 2 = Minor injury (sa
  - = 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

Department:	Garages 1 and 2	Date:	6th November 2021
Area of Activity:	Vehicle Maintenance/Repair – Vehicle Maintenance 1	<b>Review Date:</b>	November 2022

**Completed by**: GEORGE BAKER

Hazard Description	Persons at Risk	Current Controls		k Ratin ent con		Further remedial work required to improve Risk	Action By	Completion Date	Risk Rating on enhanced controls		
•			Р	S	RR		5		Р	S	RR
VEHICLE											
MAINTENANCE											1
- accident from faulty	Mechanics	VOSA trained Mechanics	1	4	4	None assessed necessary with					1
vehicle on or off site	Drivers and other	All work conducted to DVSA				current controls in place					
resulting in personal	employees	guidelines and manufacturer's									
injury	Passengers	recommendations against									
	Other persons	a written service sheet									
	Other road users	• MOT's undertaken at	1	l l		4 days off road for All checks to be					
		appropriate intervals				Conducted and service					
		• 4 weekly safety inspections				Fitters are Irtech accredited					
		• Supplementary focused safety	1	l l							
		inspections									
		Service conducted at									
		inspection									
		MOT/Service chart assists									
		control of correct	1	l l							
		frequencies, supported by									
		computer print-out									
		Auditable paper controlled									
		defect notification procedure			İ						
		(backed-up)			İ						
		• Own brake tester (RR)			İ	And headlamp tester					
		• Procedure of spot checks in			İ						
Vehicle maintenance con	tinued	place			İ				İ		Ì

Probability Rating (P) with Guide

#### Severity Kath

- 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
  - y or death 9

- 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.

Department:	Garages 1 and 2	Date:	6th November 2021
Area of Activity:	Vehicle Maintenance/Repair – Vehicle Maintenance – 2 – Wheel Loss	Review Date:	November 2022

Completed by: GEORGE BAKER

Hazard Description	Persons at Risk	Current Controls		k Ratin ent cor	0	Further remedial work required to improve Risk	Action By	Completion Date	Risk Rating on enhanced controls			
- ···· <b>·</b>			Р	S	RR	<b>F</b>	-5		Р	S	RR	
VEHICLE												
MAINTENANCE			1		Ī							
- accident from faulty			1									
<b>vehicle</b> on or off site			1									
resulting in personal			1									
injury continued			1									
- Wheel Loss	Mechanics	As above where appropriate	1	4	4							
	Drivers and other	also:	1									
	employees	• Individual written records	1			– complied with						
	Passengers	for each vehicle - examined	1		l l							
	Other persons	and assessed in order	1									
	Other road users	(storage system)	1			Signed and dated by all fitters						
		• Formal re-torquig policy	1									
		• Torque wrench routinely	1									
		Calibrated - caltec	1		l l							
		• All activities recorded at	1		l l							
		At the Wheel torque station	1		l l	Checked daily by foreman						
		Documentation in garage 2	1		1							
		• Plastic wheel nut securing	1		l l	Yellow – ok Red – needs retorque						
		devices used on all wheels	1		ĺ							
		• Drivers daily safety checks	1			Digital walkround checks introduced						
		(supervised regularly)-				2019/2020						
Vehicle Maintenance cont	inued											

### 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

#### pacity or death

- 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.

Department:	Garages 1 and 2	Date:	6th November 2021
Area of Activity:	Vehicle Maintenance/Repair – Vehicle Maintenance - 3	Review Date:	November 2022

Completed by: GEORGE BAKER

Hazard Description	Persons at Risk	Current Controls		k Ratin ent cor		Further remedial work required to improve Risk	Action By	Completion Date	Risk Rating on enhanced controls		
ľ			Р	S	RR	*	·		Р	S	RR
VEHICLE											
MAINTENANCE			1								
- accident from faulty											
<b>vehicle</b> on or off site											
resulting in personal			]								
injury continued			]								
- collapse of	Infirm/elderly	As above where appropriate	1	4	4	None assessed necessary with					
on-Vehicle Lift	passengers	also:	]			current controls in place					
		Statutory inspection	]								
		(6 monthly)	]								
		Own Mechanics	]								
		specifically trained	]								
		(also Driver Training)	]								
		LOLER training	1								
		School bus lifts also									
		checked independently each									
		year by Lloyd Morgan									
			İ								
			İ								
									1		1
			1								
			İ	İ					İ		1

#### 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

- 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



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

Department:	Drivers	Date:	6th November 2021
Area of Activity:	Competence 1	Review Date:	November 2022

**Completed by**: GEORGE BAKER

Hazard Description	Persons at Risk	Current Controls		k Ratin ent cor		Further remedial work required to improve Risk	Action By	Completion Date	Risk Rating on enhanced controls		
L	L L		Р	S	RR		2		Р	S	RR
DRIVER COMPETENCE											
and <b>PERFORMANCE</b>			T								
<b>injury</b> arising from a	Drivers, passengers,	Pre-recruitment	2	4	8	It is acknowledged that vehicle					
lack (inadequate) of for	other road users,	Experienced drivers	T			accidents <b>can</b> arise, but in view of					
example	members of the	almost always recruited				the extensive control measures put					
	public	Personal interview	T			in place and maintained – including					
		• Written references asked				extensive pro-recruitment control					
		for and followed up				measures - the Risk Rating is					
		Driver Assessment and				believed entirely appropriate.					
		Test Drive on	1			Moreover, historical driver/accident					
		interview (must pass to	1			performance does not support a					
		Assessor's satisfaction)				higher Risk Rating					
		- all Test Drives now									
		recorded on									
		'Traffilog' and form				initial Test Drives -					
		Licence and PCV				procedure in place					
		entitlement inspection									
		(some via TTS and/or									
		DVLA)									1
		• If successful individual									1
		Drivers, Team &			Ì						1
		Operations Manual	1								1
		Handbook issue	1								1
Competence continued		Current controls continued		İ							1

Probability Rating (P) with Guide

- Guide Severity Rating
- 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

- 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.

Department:	Drivers	Date:	6th November 2021
Area of Activity:	Competence 1a	Review Date:	November 2022
		Completed by:	GEORGE BAKER

Hazard Description	Persons at Risk	Current Controls	Ris curr	Risk Rating on current controls		Further remedial work required to improve Risk	Action By	Completion Date	Risk Rating on enhanced controls		
-			Р	S	RR		· ·		Р	S	RR
DRIVER COMPETENCE											
and PERFORMANCE					1						
<b>injury</b> arising from a	Drivers, passengers,	Pre-recruitment cont	A	s abo	ve	As above					
lack (inadequate) of for	other road users,	As above, also:									
example continued	members of the	• Full CPC disclosure									
	public	insisted upon								1	
		• DBS check								1	
					1					1	
					1						
					1						
					1						
Competence continued					1						

#### 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

- 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.

Department:	Drivers	Date:	6th November 2021
Area of Activity:	Competence 2	Review Date:	November 2022

**Completed by**: GEORGE BAKER

Hazard Description	Persons at Risk	Current Controls		Risk Rating on current controls		Further remedial work required to improve Risk	Action By	Completion Date		k Ratin nced co	
			Р	S	RR	<b>r</b>	5		Р	S	RR
DRIVER COMPETENCE											
and <b>PERFORMANCE</b>											1
<b>injury</b> arising from a	Drivers, passengers,	On starting	A	s abo	ve	Issue Safe Systems of Work and					
lack (inadequate) of for	other road users,	Comprehensive, formal				Good Practice Guides					
example continued	members of the	safety induction (signed		ĺ							
	public	for) and includes Good									
		Practice Guides									
		• Driving at Work Policy		ĺ							
		issued		l l							
		• Driver assessed for		l l		Issue Driving at Work Policy to					
		experience before being		l l		individual drivers – and in					
		allocated commensurate		l l		handbook					
		work for minimum 2 days		l l							
		• Low bridge safety		l l							
		information (vehicle		l l							
		height displayed in									
		vehicles)									
		Vehicle controls etc.									
		explanation (recorded)									
		• 6 months probation									1
		(increased supervision)									1
											1
Competence continued		Current controls continued		1					İ	İ	1

Probability Rating (P) with Guide

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

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

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

Department:	Drivers	Date:	6th November 2021
Area of Activity:	Competence 3	Review Date:	November 2022

Completed by: GEORGE BAKER

Hazard Description	Persons at Risk	Current Controls	Ris curi	Risk Rating on current controls		Further remedial work required to improve Risk	Action By	Completion Date	Risk Rating on enhanced controls		
			Р	S	RR	•	· ·		Р	S	RR
DRIVER COMPETENCE						As above, also:					
and <b>PERFORMANCE</b>											
<b>injury</b> arising from a	Drivers, passengers,	On starting continued	A	s abo	ve						
lack (inadequate) of for	other road users,	Vehicle Safety check									
example continued	members of the	information which	1								
	public	includes Tachograph									
		Information/test									
		• DBS enquiry									
		• Eyesight test (number									
		plate at 20m) - signed									
		for -									
		Added to induction sheet									
			1								
			1				l				
Competence continued			1								

#### 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

- 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.

Department:	Drivers	Date:	6th November 2021
Area of Activity:	Competence 4	Review Date:	November 2022
		Completed by:	GEORGE BAKER

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			
-			Р	S	RR		· ·		Р	S	RR	
DRIVER COMPETENCE		Ongoing management	A	s abo	ve	As above, also:						
and <b>PERFORMANCE</b>		• 3 monthly licence and										
<b>injury</b> arising from a	Drivers, passengers,	PCV entitlement re-										
lack (inadequate) of for	other road users,	inspection (via Lloyd Morgan)										
example continued	members of the	• Work Ticket issued for	1	1								
	public	each job (route/work		1		Introduce Driving at Work Policy if						
		instruction)	1	1		agreed and extend Individual and						
		Management ready to use	1	1		Drivers' Handbook to include advice						
		disciplinary procedures to		1		on fatigue, eyesight etc						
		maintain standards		1								
		• Tachograph analysis		1								
		monthly (recorded)		1								
		• Tachograph refresher		1								
		courses (6 monthly) -		1								
		weekly programme if										
		assessed necessary										
		<b>Note:</b> 'Traffilog'										
		system used for further										
		ongoing driver training										
		vehicle familiarisation										
		initiative when drivers use				In place and recorded						
Competence continued		'new' vehicle										

#### 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

- 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.

Department:	Drivers	Date:	6th November 2021
Area of Activity:	Competence 5	Review Date:	November 2022
		Completed by:	GEORGE BAKER

Hazard Description	Persons at Risk	Current Controls	Ri	controls		Further remedial work required to improve Risk	Action By	Completion Date		Risk Rating on enhanced controls		
			Р						Р	S	RR	
DRIVER COMPETENCE		Ongoing management	1	As abo	ve	As above, also:						
and <b>PERFORMANCE</b>												
<b>injury</b> arising from a	Drivers, passengers,											
lack (inadequate) of for	other road users,	• Daily driver walk round										
example continued	members of the	vehicle (vehicle safety)										
	public	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		ÌÌÌ								
		• DVD passenger safety		ÌÌÌ								
		presentation – mainly on										
		private hires and tours										
		otherwise 'verbal' safety		ÌÌÌ								
		information imparted on					1					
		longer duties	1									
		• On-board CCTV all	1									
		vehicles										
Competence continued			1									

#### 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

- 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.

Department:	Drivers	Date:	6th November 2021
Area of Activity:	Competence 6	Review Date:	November 2022

**Completed by**: GEORGE BAKER

Hazard Description	Persons at Risk	Current Controls		Risk Rating on current controls		Further remedial work required to improve Risk	Action By	n Completion Date	Risk Rating on enhanced controls			
I I I			Р	S	RR	I · · · · ·	2		Р	S	RR	
DRIVER COMPETENCE		Ongoing management	A	As above		As above, also:						
and <b>PERFORMANCE</b>		continued										
<b>injury</b> arising from a	Drivers, passengers,	• Reversing cameras fitted		1								
lack (inadequate) of for	other road users,	to all vehicles		1								
example continued	members of the	Active customer feedback		1								
	public	programme		1								
		Alcohol and Drugs Policy		1								
		• Random breath test	1	1								
		introduced	1	1								
				1								
			1	1								
		• Continuous on the job		1								
		training to improve skills,		1								
		experience – including		1								
		class-room training		1								
		• CPC training		1								
		programme		1								
		• Periodic eyesight test		1								
		(number plate at 20m)	1	1								
			İ	1							1	
			İ	1								
			İ	1								
Competence continued		Current controls continued	1	1								

#### 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
  - ent incapacity of death

- 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.

Department:	Drivers	Date:	6th November 2021
Area of Activity:	Competence 7	Review Date:	November 2022

Completed by: GEORGE BAKER

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			
			Р	S	RR	-	· ·		Р	S	RR	
DRIVER COMPETENCE		Ongoing management	A	s abo	ve	As above, also:						
and <b>PERFORMANCE</b>		continued										
<b>injury</b> arising from a	Drivers, passengers,	• Traffilog or Actia driver										
lack (inadequate) of for	other road users,	performance system in all										
example continued	members of the	vehicles supported by	1		]							
	public	analysis and (if										
		necessary) Disciplinary										
		Procedure										
		Prominent handbrake	1			Ensure drivers are reminded re						
		reminders – all vehicles	1			site one way system, speed limits						
			1			and road signs as earlier	Ongoing					
			1									
			1				ĺ					
			1									
Competence 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

- 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.

Department:	Drivers	Date:	6th November 2021
Area of Activity:	Competence 8	Review Date:	November 2022
		Completed by:	GEORGE BAKER

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			
			Р	S	RR	<b>r</b>	J		Р	S	RR	
DRIVER COMPETENCE												
and PERFORMANCE												
<b>injury</b> arising from a	Drivers, passengers,	Schools work in addition	A	s abo	ve							
lack (inadequate) of for	other road users,	• DBS enquiry										
example continued	members of the	• 'Schools Sheet' issued to										
	public	guide schools group										
		organisers on school trips										
		• New run and environment										
		assessed by bus check										
		supported by negotiation										
		with TFGM where										
		necessary to reduce risk										
		• Written Code of Conduct										
		introduced supported by										
		Yellow School Book issue										
		• TFGM and in-house										
		training for yellow bus										
		drivers – First Aid,										
		Conflict Avoidance etc										
		Controls continued over										

#### 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

- 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.

Department:	Drivers	Date:	6th November 2021
Area of Activity:	Competence 9	Review Date:	November 2022
		Completed by:	GEORGE BAKER

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		
•			Р	S	RR	· · ·	2		Р	S	RR
DRIVER COMPETENCE											
and <b>PERFORMANCE</b>											
<b>injury</b> arising from a	Drivers, passengers,	Schools work in addition	A	s abo	ve	As above					
lack (inadequate) of for	other road users,	continued									
example continued	members of the	• Drivers trained to phone									
	Public	trip organiser beforehand									
		on school trips									
		Tours work in addition									
		• Bespoke Work Ticket									
		as stated									
		Experienced drivers									
		selected and supported as									
		assessed necessary									
		Wheelchair Lift operation									
		in addition									
		MIDAS and in-house									
		training by qualified									
		trainer									

#### 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

- 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

Department:	On the Road	Date:	6th November 2021
Area of Risk:	Passenger Safety 1 – As affected by the Vehicle	Review Date:	November 2022
		Completed by:	GEORGE BAKER

Hazard Description	Persons at Risk	Current Controls		k Ratin ent cor		Further remedial work required to improve Risk	Action By	Completion Date	Risk Rating on enhanced control		
ľ			Р	S	RR	· · · · ·	2		Р	S	RR
	NOTE: MANY	OF THE CONTROLS LISTED UNDER	ONE P	PARTI	CULA	R HEADING BELOW APPLY EQUALLY	TO OTHER:	S			
Injury or illness											Ι
arising to <b>Passengers</b>											
as a result of:				1					1	]	
VEHICLE FAULT or	Generally:	• Programme of regular fleet	1	4	4	None assessed necessary with					
<b>DEFECT</b> leading to	All Passengers	age profile improvement				current controls in place					
a <b>collision</b> or		Regular Safety Inspections									
similar emergency		by independent engineer									
		(FTA) on selected school		1		Fitters irtec compliant			1	]	
		vehicles									
		Safety inspected in									
		accordance with DVSA and									
		manufacturers' guidance									
		• MOT in accordance with legal		1					1	]	
		requirements									
		Daily driver safety check									
		(confirmed in writing)									
		supported by Management		Ì							
		checks		Ì							
		• Speed Limiters fitted and		Ì							
		maintained (all vehicles)		Ì						İ	
		Secondary Braking system		1							
		on most vehicles		Ì							Ì
Vehicle Fault continued		Controls continued over	İ	1	1		Ì			İ	

#### 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

- 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.

Department:	On the Road	Date:	6th November 2021
Area of Risk:	Passenger Safety 2 – As affected by the Vehicle	Review Date:	November 2022

Completed by: GEORGE BAKER

Hazard Description	Persons at Risk	Current Controls				Further remedial work required to improve Risk	Action By	Completion Date	Risk Rating on enhanced controls		
•			Р	S	RR	r			Р	S	RR
Injury or illness		As above, also:	A	s abo	ve						
arising to <b>Passengers</b>		• Automatic braking on									
as a result of:		compressed air failure									
VEHICLE FAULT &		Proprietary loose wheel nut									
DEFECT continued		protection systems supported									
		by recorded formal torquing									
		procedure									
		• Seat Belts fitted to all								Ī	
		vehicles								Ī	
										Ī	
		The following are in place									
		to reduce the consequences of	]	1							
		such an incident:		1							
		• First Aid Kits					1			Ì	
		• Fire extinguishers					1			Ì	
		• Emergency exits for fire and					1			1	
		other emergencies		Ì			1				1
		(maintained)		1							
				1							
				1							
				1							
Continued Vehicle Breakdow	'n		Ì	1							1

#### 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

- 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.

Department:	On the Road	Date:	6th November 2021
Area of Risk:	Passenger Safety 3 – As affected by the Vehicle	Review Date:	November 2022

Completed by: GEORGE BAKER

Hazard Description	Persons at Risk	Current Controls		current controls		Further remedial work required to improve Risk	Action By	Completion Date	Risk Rating on enhanced controls		
-			Р	S	RR	-			Р	S	RR
Injury or illness											
arising to <b>Passengers</b>											
as a result of:											
VEHICLE	All Passengers	As above where appropriate	1	4	4	Rating has also taken into account					
BREAKDOWN (in a		• Drivers instructed to assist			Ī	very good historical performance in				Ī	
location where there		passengers to safety – see				over 20 years operating					
may be an <b>enhanced</b>		also below									
risk of passenger		<ul> <li>most vehicles have fixed radios</li> </ul>									
<b>injury</b> from other		(short distance) and drivers									
sources		have mobile phones enabling									
– e.g. a Motorway		swift assistance									
hard shoulder)		• Swift and appropriate support									
		and assistance available from									
		Base, e.g. replacement									
		vehicle									
		• Emergency breakdown cover			Ī					Ī	
		- 1 hour response in UK and									
		Europe (24/7)									
		Good Practice Guides									
		- reviewed									
Continued Vehicle Storag	je										

#### 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

- 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.

Department:	On the Road	Date:	6th November 2021
Area of Risk:	Passenger Safety 4 – As affected by the Vehicle		November 2022
		Completed by:	GEORGE BAKER

**Risk Rating on** Further remedial work required Completion **Risk Rating on** Hazard Current Persons Action enhanced controls current controls at Risk Controls to improve Risk Description By Date Р S RR Р S RR Injury or illness arising to **Passengers** as a result of: **VEHICLE STORAGE** 2 3 6 Touring and Storage lockers with doors None assessed necessary with (e.g. heavy item Private Hire (maintained) and/or shelves current controls in place falling off a shelf or Passengers with lips on coaches from stowing · Drivers are instructed to luggage). assist with luggage stowing/ removal Drivers are instructed to prohibited aisle storage specific walk down and any items found are transferred to the storage lockers Continued Vehicle Environment

#### 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

- 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.

Department:	On the Road	Date:	6th November 2021
Area of Risk:	Passenger Safety 5 – As affected by the Vehicle	Review Date:	November 2022
		Completed by:	GEORGE BAKER

Further remedial work required **Risk Rating on Risk Rating on** Hazard Persons Current Action Completion enhanced controls current controls Description at Risk Controls to improve Risk By Date S RR Р Р S RR Injury or illness arising to **Passengers** as a result of: VEHICLE **ENVIRONMENT** - general feeling of being unwell All Passengers but 3 2 6 None assessed necessary with • Driver experience it is recognised that Air Conditioning on most tour current controls in place certain categories vehicles • Alternative seat offered as may be more susceptible e.q.: standard to persons feeling - Elderly unwell - Infirm/Disabled • Windows opened where - Long distance possible passengers • Regular stops Water provided on certain Hot days Vehicle Environment 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

- 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.

Department:	On the Road	Date:	6th November 2021
Area of Risk:	Passenger Safety 6 – As affected by the Vehicle	Review Date:	November 2022

Completed by: GEORGE BAKER

Hazard Description	Persons at Risk	Current Controls		x Ratin ent con		Further remedial work required to improve Risk	Action By	Completion Date		Rating	
ľ			Р	S	RR	•	2		Р	S	RR
Injury or illness											
arising to <b>Passengers</b>											
as a result of:											
VEHICLE											
ENVIRONMENT cont											
- slip/trip/fall	Elderly	• Driver experience – see	3	2	6	Rating has also taken into account					
	Infirm/Disabled	also below		Ī		very good historical performance					
	Long distance	• Vehicles maintained in good		Ī		in over 20 years of operation					
	passengers	condition internally as well	]								
		as mechanically									
		• Grab handles in good		1							
		numbers, correctly	]								
		highlighted (Dept of	]								
		Transport specifications)	]								
		• Anti-slip steps in the main	]								
		Specific valeters employed	]								
		to achieve highest cleanliness	]								
		standards	]								
		• Some vehicles have wheel -		1							
		- chair lifts – trained drivers									
		(MIDAS 2010) supported by									
		own trained trainer									
Vehicle Environment co	ntinued		İ		İ						

#### 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

- 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.

Department:	On the Road	Date:	6th November 2021
Area of Risk:	Passenger Safety 7 – As affected by the Vehicle	Review Date:	November 2022

Completed by: GEORGE BAKER

Hazard Description	Persons at Risk	Current Controls		Risk Rating on current controls		Further remedial work required to improve Risk	Action By	n Completion Date	Risk Rating on enhanced control		
<b>F</b>			Р	S	RR	r	-5		Р	S	RR
Injury or illness											
arising to <b>Passengers</b>											1
as a result of:				Ī							
VEHICLE											1
ENVIRONMENT			Ì								1
continued			Ì								1
- deep vein	Elderly	• Driver experience and	2	3	6	None assessed necessary with					
thrombosis (DVT)	Infirm/Disabled	awareness	Ì			current controls in place					1
	Long distance	• Regular stops are a routine									
	passengers	feature of longer tours/trips	Ì								1
		(max 2-2 ½ hours)									
		• DVT guidance sheet									
		issued to Drivers									
											1
				1							1
				1							1
			1								1
											1
				1							1
											1
											<u> </u>
Continued Vehicle Fire	1										1

#### 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

- 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.

Department:	On the Road	Date:	6th November 2021
Area of Risk:	Passenger Safety 8 – As affected by the Vehicle	Review Date:	November 2022

Completed by: GEORGE BAKER

Hazard Description	Persons at Risk	Current Controls		Risk Rating on current controls		Further remedial work required to improve Risk	Action By	-		Rating	
•			Р	S	RR	*			Р	S	RR
Injury or illness											
arising to <b>Passengers</b>											
from <b>FIRE</b> on board	All Passengers	Smoking prohibition			-	Assessed management fully aware					
		• Flame retardant upholstery		signifi asse:		of related risk exposures on					
		• Excellent maintenance	1151	4550	5500	detailed discussion					
		standards (as detailed)									1
		Driver experience/awareness									1
		• Regular tidy up – after/during									
		trips			1						
		• 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									
Continued Driver Action											

#### 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

- 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.

Department:	On the Road	Date:	6th November 2021
Area of Risk:	Passenger Safety 9 – As affected by Driver Action	Review Date:	November 2022

Completed by: GEORGE BAKER

Hazard Description	Persons at Risk	Current Controls		Risk Rating on current controls		Further remedial work required to improve Risk	Action By	-	Risk Rating on enhanced contro		
-			Р	S	RR	-			Р	S	RR
Injury or illness		Generally comprehensive									
arising to <b>Passengers</b>		measures include:								Ī	1
as a result of:											
DRIVER ACTION or	All Passengers	Personal Safety presentation by									
INTERFACE		Drivers on all journeys safely,	1								
(developed over)		supported by (ex school runs)								1	1
		DVD show on all								1	1
		coach trips (private hire/tours)								1	1
		and/or verbal safety instructions	ĺ		ĺ						1
		Experienced Drivers	ĺ	See							1
		(assessed by senior person)		llowir e for l							1
		Owners maintain awareness		Rating							
		of driver performance	ĺ								1
		• 3 monthly Licence Checks									
		Specific Route assistance where									
		appropriate (e.g. Work Ticket									
		issue)									
		• Driving times limited to legal									
		maximums (monitored and									1
		controlled)									1
											1
										İ	1
		Controls continued									1

#### **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

- 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.

Department:	On the Road	Date:	6th November 2021
Area of Risk:	Passenger Safety 10 – As affected by Driver Action	Review Date:	November 2022
		Completed by:	GEORGE BAKER

Hazard Description	Persons at Risk	Current Controls		Risk Rating on current controls		Further remedial work required to improve Risk	Action By	n Completion Date	Risk Rating on enhanced contro		
-			Р	S	RR	•			Р	S	RR
Injury or illness	All Passengers	As above, also:									
arising to <b>Passengers</b>		Additional Drivers provided									
as a result of:		where appropriate									
DRIVER ACTION or		Specific instruction for inclement									
INTERFACE		weather conditions									
		Drivers instructed to use									
		designated Drop-off and Pick-up			1					]	
		zones – where not possible		See							
(developed over)		safety risk assessment must be		ollowir 1e for 1							
		made		Rating							
		Comprehensive CPC training									
		programme									
		• TFGM and in-house training			1					]	
		(First Aid, Conflict Avoidance,			1					]	
		Traffilog as earlier etc)			1					]	
		constitutes above average									
		accent on driver training									
		• MIDAS and in-house training for									
		drivers operating vehicles with									
		wheelchair lifts by trained in-									
		house instructor									
				İ	İ		1			İ	İ

#### 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

- 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.

Department:	On the Road	Date:	6th November 2021
Area of Risk:	Passenger Safety 11 – As affected by Driver Action	Review Date:	November 2022
		Completed by:	GEORGE BAKER

Hazard Description	Persons at Risk	Current Controls		Risk Rating on current controls		Further remedial work required to improve Risk	Action By	n Completion Date	Risk Rating on enhanced control			
<b>F</b>			Р	S	RR		-5		Р	S	RR	
Injury or illness												
arising to <b>Passengers</b>												
as a result of:												
DRIVER ACTION or					1							
INTERFACE				Ī	Ī							
continued				Ī	1							
- whilst vehicle in												
ΜΟΤΙΟΝ	All Passengers	As above and as explained	2	4	8	None assessed necessary with						
		under Vehicle Environment		1	1	current controls in place						
		but particularly Driver		Ī	1							
		experience				Assessment has also taken into						
						account he very good historical						
						performance in over 20 years						
				1	1	trading						
				1	1							
				1	1							
									ĺ			
									ĺ			
				1	1							
Driver Action continued					İ						1	

#### 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

- 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.

Department:	On the Road	Date:	6th November 2021
Area of Risk:	Passenger Safety 12 – As affected by Driver Action	Review Date:	November 2022

Completed by: GEORGE BAKER

Hazard Description	Persons at Risk	Current Controls		x Ratin ent cor			Action By	Completion Date	Risk Rating on enhanced controls		
ľ			Р	S	RR	•	2		Р	S	RR
Injury or illness											
arising to <b>Passengers</b>											
as a result of:											
DRIVER ACTION or		As above and as explained									
INTERFACE		under Vehicle Breakdown,								Ī	
continued		also:								Ī	
- whilst passengers		Some vehicles have									
BOARDING	All Passengers,	mechanical assistance	3	2	6	None assessed necessary with					
/ALIGHTING	particularly Elderly,	• Wheel chair accessible				current controls in place					
vehicle	Infirm and	coaches also available									
	Disabled	• Driver must be located at									
		bottom of stairs on boarding								Ì	
		and alighting									
		Drivers assist passengers								1	
		where this is appropriate/									
		required (but 'steps' use is									
		prohibited) i.e. on customer									
		request									
		• Driver experience in the					1				
		main e.g. stopping by									1
		kerbed drop-off/pick-up					1				
		points	1				1				
Driver Action continued										İ	1

#### 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

### acity or death

- 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.

Department:	On the Road	Date:	6th November 2021
Area of Risk:	Passengers Safety 13 – As affected by Driver Action	Review Date:	November 2022
		Completed by:	GEORGE BAKER

**Risk Rating on Risk Rating on** Further remedial work required Hazard Persons Current Action Completion enhanced controls current controls Controls By Description at Risk to improve Risk Date Р S RR Р S RR **Injury** or **illness** arising to **Passengers** as a result: of DRIVER ACTION or **INTERFACE** continued - whilst HANDLING All Passengers, As above and as explained None assessed necessary with No significant LUGGAGE particularly Elderly under Vehicle Storage, current controls in place risk assessed and Infirm also: • Driver luggage responsibility reinforced by Company's management - following a All Passengers As above and as explained 2 8 BREAKDOWN under Vehicle Breakdown; 4 also: Short distance fixed radios and mobile phone issue along with instructions to contact base Written Good Practice Guide As above and as explained Driver Action 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

- 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.

Department:	On the Road	Date:	6th November 2021
Area of Risk:	Passengers Safety 14 – As affected by Driver Action	Review Date:	November 2022

Completed by: GEORGE BAKER

Hazard Description	Persons at Risk	Current Controls	<b>Risk Rating on</b> current controls				Action By	Completion Date	Risk Rating on enhanced contro			
<b>F</b>			Р	S	RR	··· <b>····</b>	-5		Р	S	RR	
Injury or illness											1	
arising to <b>Passengers</b>			Ī									
as a result:			Ī									
of DRIVER ACTION												
or INTERFACE												
continued												
- consequent upon	All Passengers	As above and as explained	2	4	8							
an <b>ACCIDENT</b>		under Vehicle Fault etc., also:	Ì									
(whether own		• Driver experience in particular	Ì									
fault or otherwise)		• Written Good Practice Guide	Ì									
			Ì									
			1									
			1									
											1	
											İ	
											1	
			1									
			İ								1	
Continued Nature of Pas	senaers										1	

#### Probability Rating (P) with Guide

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

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

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

Department:	On the Road	Date:	6th November 2021
Area of Risk:	Passenger Safety 15 – As affected by the Passengers	Review Date:	November 2022

Completed by: GEORGE BAKER

Hazard Description	Persons at Risk	Current Controls		k Ratir ent cor		Further remedial work required to improve Risk	Action By	Completion Date	Risk Rating on enhanced control			
I I I			Р	S	RR		5		Р	S	RR	
Enhanced risk of											-	
injury or illness		Note: General Controls shown										
because of the particular		under Vehicles and Drivers										
nature of a passenger		are applicable also										
or group of passengers												
e.g.												
- SCHOOL	School Children	• Yellow school bus scheme										
CHILDREN	Passengers	supported by training – in-									1	
as a consequence		house or by TFGM									1	
of their behaviour		• Experienced Drivers (inc. DBS							ĺ			
- if wearing seat		check)	3	1	3						1	
belts		CCTV surveillance systems							ĺ			
		installed in most school										
		vehicles – ongoing programme				2017 – digital live cctv in 18 buses						
		to extend use										
		Adult supervision on school										
		trips							ĺ			
- if not wearing		Regular Safety Inspections by					1					
seat belts – see		independent engineer (FTA) on					1					
over		school vehicles					1					
		Written Code of Conduct									1	
		introduced					1					
Passenger Nature continue	ed											

#### 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

- 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.

On the Road	Date:	6th November 2021
Passenger Safety 16 – As affected by the Passengers	Review Date:	November 2022

Completed by: GEORGE BAKER

Hazard Description	Persons at Risk	Current Controls		k Ratin ent cor		Further remedial work required to improve Risk	Action By	Completion Date		Rating	
*			Р	S	RR	*			Р	S	RR
- SCHOOL CHILDREN		As above, also:									
continued											
- if not wearing seat	School Children	<ul> <li>'School Sheet' issued to guide</li> </ul>	3	3	9	See above			2	3	6
belts	Passengers	Schools on School Trips –				Risk Rating reduced on re-			(	2009	)
		including strategy supervision				assessment owing to excellent					
		• Run and environment assessed				injury record over 20 years of					
		by bus run and negotiation				operations					
		with TFGM									
		• PTE issue Code of Conduct									
		along with Parents signed for									
		contract									
		• Regular liaison with schools									
		and TFGM									
		Swift response remedial action									
		usually taken									
		• Drivers encouraged to stop									
		their vehicle when seeing									
		pupils taking belts off									
		• Formal pupil non-conformance									
		procedure									
Passenger Nature continue	ed										

#### Probability Rating (P) with Guide

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

**Department:** 

Area of Risk:

#### 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

- 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.

Department:	On the Road	Date:	6th November 2021
Area of Risk:	Passenger Safety 17– As affected by the Passengers	Review Date:	November 2022
		Completed by:	GEORGE BAKER

Hazard Description	Persons at Risk	Current Controls	Risk Rating on current controls				Action By	Completion Date	Risk Rating on enhanced controls			
			Р	S	RR	<b>r</b>	2		Р	S	RR	
Enhanced risk of												
injury or illness			]									
because of the particular												
nature of a passenger												
or group of passengers												
continued												
- ELDERLY, INFIRM	Elderly, Infirm	As explained earlier									<u> </u>	
& DISABLED	and Disabled										<u> </u>	
	Passengers										1	
- PLEASURE TRIPPERS	Day Tripper	As already stated, also:	3	2	6	None assessed necessary with						
including	Passengers	Thorough enquiry pre-booking				current controls in place					1	
- FOOTBALL		Written terms and conditions										
SUPPORTERS,		issued along with covering					1					
- PUB TRIPS etc.		letter i.e. prohibition of alcohol					1				1	
- LONG TOUR							1					
passengers												
	All Long Tour	See controls under Vehicle										
	Passengers	Environment Sheets										

#### Probability Rating (P) with Guide

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

1

#### 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

- 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.

Department:	On the Road	Date:	6th November 2021
Area of Risk:	Passenger Safety 18 – As affected by the Journey	Review Date:	November 2022
		Completed by:	GEORGE BAKER

Hazard Description	Persons at Risk	Current Controls		k Ratin ent cor			Action By	Completion Date	Risk Rating on enhanced controls			
			Р	S	RR	-	· ·		Р	S	RR	
Injury or illness	All Passengers	• Thorough journey planning				None assessed necessary with						
arising to <b>Passengers</b>		is fundamental to the	No	signifi asses	cant	current controls in place						
as a result of:		Company's operations, with	- 115K	<i>asse</i> .	5500							
IMPROPERLY		proper support and	1									
PLANNED JOURNEY		information given to drivers	1									
			1									
			1									
			1									
			1									
			1				1					
			1				1					
			1									
			1									
			1									
			1									
			1	Ì								

#### 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

- 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.

Department:	On the Road	Date:	6th November 2021		
Area of Risk:	Passenger Safety 19 – As affected by the Journey	Review Date:	November 2022		
		Completed by:	GEORGE BAKER		

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		
			Р	S	RR		, i		Р	S	RR
Injury or illness	All Passengers	• Excellent, recorded vehicle		signifi		None assessed necessary with					
arising to <b>Passengers</b>		servicing standards as	<i>risk assessed</i> <i>(if procedure carried out as stated/ instructed)</i>			current controls in place					
as a result of:		detailed earlier									
INCLEMENT WEATHER		Experienced drivers									
		Appropriate equipment and			ed)						
		support provided									
		Conditions assessment									
		enables contingency measures									
		to be put in place including									
		re-scheduling etc. where									
		appropriate									

#### Probability Rating (P) with Guide

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

#### Severity Rating (S) with Guide

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

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

# 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 then 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)

#### Moreover, Drivers must:

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:

## Carry our 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 additional, 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:	