

Landmark Coaches Limited

Risk Assessment for the Transportation of Passengers By Coach or Mini Bus

Risk Assessment undertaken by		Mark Blatchly		Managing Director and Transport Manager
Date Undertaken	01/12/16	Review Date	01/12/18	Landmark Coaches Limited, Unit 6, Arlesey Business Park, Mill Lane, Arlesey, Beds SG15 6RF Telephone: 01462 733764 Email: admin@landmarkhire.com
		Last Amendment		

Coach Operator – Our suitability

1. Landmark Coaches Limited holds both International and UK Operator licences as issued by the Traffic Commissioners
2. Landmark Coaches Limited holds public liability to the value of £10,000,000
3. All of our vehicles are insured with a trade recognised insurer
4. Landmark Coaches Limited has a qualified transport manager who holds a “Certificate of Professional Competence”
5. Landmark Coaches Limited employs an in-house Compliance and Training Officer
6. The Workshop Manager at Landmark Coaches Limited carries out a full safety inspection of each vehicle every six weeks. Safety Inspection records are retained in our offices for 15 months and are available for inspection during office hours
7. All drivers carry out a safety inspection of their vehicle before it leaves the depot each day. Copies of these safety inspections are retained for 15 months and are available for inspection during office hours
8. Landmark Coaches Limited have been operating for nearly 25 years
9. Landmark Coaches Limited maintains a high MOT pass rate
10. Copies of our Health and Safety at Work Policy are available for inspection during office hours
11. Landmark Coaches Limited follow all instructions and guidelines on the safeguarding of children and young persons as issued by Hertfordshire or Bedfordshire Council.
12. In the unlikely event of a breakdown, Landmark Coaches Limited have a “Duty Manager” who is available 24/7. We are full members of the trade recognised body “Don't Travel Empty”. This enables us to source a replacement coach from the nearest operator to the breakdown at short

- notice. In addition, we have breakdown arrangements with Volvo and Daf and Stapleton's mobile service in the event of a tyre puncture. We also have our own dedicated Support Vehicle and in-house engineers
13. All of our drivers are vetted when they commence employment and hold a current DBS Certificate.
 14. Driving licences for existing employees are checked every three months and records maintained for inspection.
 15. All of our drivers are vetted when they commence employment and hold a current DBS Certificate.
 16. All of our drivers are badged by either Hertfordshire or Bedfordshire Council.
 17. All of our drivers carry mobile phones and can contact our offices if need be.
 18. All drivers carry high visibility jackets.
 19. All vehicles are supplied with first aid kits, fire extinguishers and break glass hammers.
 20. A safety information announcement can be given to all passengers by the driver when the passengers board the vehicle. This may be requested when booking.
 21. All routes are "Risk Assessed" by our Office Staff at the time of booking. We use routes which are considered to be the safest and most efficient in order to get you to your destination on time. We take into effect things such as height and width restrictions etc.
 22. All of our vehicles are tracked by our management team seven days a week using the latest technology. We make a cut down version of our vehicle tracker system available to all of our customers through our website at www.landmarkhire.com
 23. All staff receive in-house training in Customer Services
 24. Copies of our Operator licences and Insurances can be supplied upon request.
 25. Visits to our offices are welcomed and potential customers may view copies of our vehicle safety inspections during office hours.

Risk Assessment

Hazard	Who it affects	Likelihood of it happening	Severity	Risk Level	Measures already in place <i>Those measures in Blue apply to our Wheelchair Accessible Coach</i>	Notes
Entering/Exit the vehicle						
Slips, trips and falls	ALL	LOW	MEDIUM	LOW	* Driver to ensure that floor is free of obstacles, damage and trip hazards * Adequate gangway lighting	

					<ul style="list-style-type: none"> * Everyone to ensure that they enter/exit and remain in an orderly manner * Driver to ensure safe entry/exit points when vehicle is parked * ALL hand luggage to be stored out of gangways and never on steps 	
On board the vehicle						
Slips, trips and falls	ALL	LOW	MEDIUM	LOW	<ul style="list-style-type: none"> * Drivers and Passengers are to ensure that on board movement is kept to a minimum * All persons are to remain seated whilst the vehicle is in motion. * Passengers must not share seats – One person to one seat is the rule * It is the law that seatbelts must be worn at all times by everyone * Instructions from the driver are to be followed by everyone 	
Overhead Storage	ALL	LOW	MEDIUM	MEDIUM	<ul style="list-style-type: none"> * Maximum of 5kg bags to be stored in overhead storage. Where possible bags should be stored in the lockers * No glass items are to be stored in the overhead storage * Driver is responsible for checking that all bags are safely stored before the journey 	

Toilets	ALL	UNLIKELY	NEGLIGABLE	INSIGNIFICANT	* Staff to advise passengers that toilets should only be used during stops. It is the law that everyone must wear seatbelts	
Distracting the driver	ALL	LOW	SEVERE	HIGH	* Passengers must never distract the driver whilst the vehicle is in motion * All passengers to be seated and wearing seatbelts	
Travel Sickness	ALL	LOW	NEGLIGIBLE	INSIGNIFICANT	* Passengers who are liable to travel sickness should not sit at the rear of the vehicle or over the wheels	
Luggage						
<p>Loading and Unloading</p> <p>Loading of Wheelchairs</p>	ALL	UNLIKELY	LOW	INSIGNIFICANT	<p>* Only the driver or Landmark Coaches staff are to load/unload cases into the luggage bay</p> <p>* Passengers are to ensure that heavy cases are labelled as such</p> <p>* No sharp items are to be carried in luggage</p> <p>* All luggage is to be stored safely and exits and aisles are to remain clear at all times</p> <p>* Passengers should keep well away from the loading area and should be aware of the locker doors when they close</p> <p>Wheelchair Accessible Coach</p> <p>* Our wheelchair accessible coach has a hydraulic lift which must only be operated by by the Driver or Landmark Coaches Staff who have</p>	

					<p>received training on the operation of the lift.</p> <p>* Passengers and members of the public must stand well clear of the lift when in operation.</p> <p>* Wheelchairs will only be fixed in the Coach by the Driver or Landmark Coaches Staff who have received the necessary training.</p>	
Passengers						
Lost or missing passengers	ALL	VERY LIKELY	NEGLIGABLE	LOW	<p>* Group Organiser to carry out a headcount before departure</p> <p>* Passengers to use the “Buddy System” as a check and notify the Group Organiser and driver of anyone not onboard</p>	
Driver						
Long driving hours and tiredness	ALL	VERY UNLIKELY	SEVERE or EXTREME	LOW	<p>* Company and drivers adhere to all work time directives</p> <p>* All drivers adhere to EC561/2006 Regulations</p> <p>* All Coach hire scheduling is</p>	

					checked against the above directives and regulations before allowing a hire to commence * All driver and vehicle digi cards and tachographs are analysed using trade recognised software.	
Suitability	ALL	VERY UNLIKELY	SEVERE	LOW	* All drivers hold the correct class of licence eg PCV * All driver licences are checked every three months * All drivers undergo a comprehensive driving assessment and regular reviews * All drivers hold an enhanced DBS Certificate issued by Hertfordshire or Bedfordshire Councils * All drivers receive on going in-house training	
Refuelling						
Refuelling accidents	ALL	LOW	MEDIUM To SEVERE	HIGH	* Vehicle to be fuelled with sufficient fuel for the journey * Where vehicle is away on tour and needs refuelling, it will always be refuelled when the passengers are not onboard	

Breakdowns

Breaking down	ALL + OTHER DRIVERS	UNLIKELY	SEVERE	MEDIUM	<ul style="list-style-type: none"> * The driver will find the most suitable and safest place to stop * The passengers will be moved to the front of the coach or if it is safe to do so, the driver will evacuate the coach ensuring that the passengers are in a safe location * The driver will comply with all the requirements of the Highway Code * In the event of the coach being evacuated on a motorway, the driver will ensure that all passengers are evacuated behind the crash barrier and/or as high up the banking as possible. * The driver will ensure the safe evacuation of any wheelchairs. * The driver will use hazard lights * The driver will get the location of the marker posts if on a motorway and in cases will use his mobile phone to get help * The driver will make arrangements through the Office or our 24 hour duty manager for on site repairs or a replacement vehicle and recovery * The driver and staff must be vigilant of other traffic. * The driver and/or our office and/or our duty manager will contact the emergency services if necessary 	
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Road Traffic Collision

Road Traffic Collision	ALL	LOW	LOW to HIGH	LOW	<ul style="list-style-type: none"> * Driver can give a full safety announcement when passengers board the coach (To be requested by Group Organiser at time of booking) * All passengers to wear seatbelts at all times * Luggage to be stored securely at all times * Staff are to ensure that all aisles and exit routes are kept clear at all times * The driver will ensure that all doors remain secure but unlocked * Driver will not use a hand held mobile phone or other hand held electronic device whilst the vehicle is in motion * During daytime periods of low visibility, drivers will use lights as required * Drivers will comply with all requirements of the Highway Code * The driver is trained to deal with Road Traffic Collisions * The driver has access to a high visibility jacket * In the event that the vehicle has be evacuated, the same procedures will be followed as for breaking down * The passengers will be moved to the front of the coach or if it is safe to do so, the driver will evacuate the coach ensuring that the passengers are
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					<p>in a safe location</p> <ul style="list-style-type: none"> * The driver will ensure the safe evacuation of any wheelchairs. * The driver will call the emergency services as required 	
Onboard Fire						
Engine or Electrical Fire	ALL	LOW	LOW to HIGH	LOW	<ul style="list-style-type: none"> * The driver will find the most suitable and safest place to stop * The passengers will evacuate the coach on the instructions of the driver by using the exits furthest away from any smoke or the seat of the fire. * The driver will ensure the safe evacuation of any wheelchairs. * The driver will summon the Fire Service using 999. * In the event of the coach being evacuated on a motorway, the driver will ensure that all passengers are evacuated behind the crash barrier and/or as high up the banking as possible. * Passengers are not to re-enter the coach except on the instructions of the driver or emergency services 	

Risk Level	
HIGH	High Risk – The hazard must be removed or avoided or the risk must be significantly reduced to reliable control measures
MEDIUM	Medium Risk – The hazard should be avoided or the level of risk reduced by implementing reliable control measures
LOW	Low Risk – May be controlled by the use of instruction, training and supervision and/or personal protective equipment
INSIGNIFICANT RISK	Insignificant Risk – Controlled by good working practises

Prohibited Items

The following list of items are not permitted inside the vehicle, but may be stored in the lockers:

Walking Frames
Walking Aids
Mobility Scooters

You must contact our Office if the following is included with your luggage:

Oxygen Cylinders

The following list of items are banned for carriage in the vehicle:

Fireworks
Weapons
Explosives

Drugs or Solvents (Other than Medicines)

Any items which we consider are unsafe or may cause injury or damage to property