

Landmark Coaches

Landmark Vehicle Hire Limited

Risk Assessment for the Transportation of Passengers by Coach, Bus or Mini Bus

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| Risk Assessment Undertaken By | | Mark Blatchly, Managing Director and Transport Manager | | |
| Date Undertaken | 01.12.2016 | Review Dates | 01/12/2018 04/01/2021 | |
| Contact Details | | Landmark Vehicle Hire Limited T/A Landmark Coaches Limited Unit 6, Arlesey Business Park, Mill Lane, Arlesey, Beds. SG156RF. Tel: 01462 733764 | | |

Part 1 – Our Suitability

1. Landmark Coaches and/or Landmark Vehicle Hire Limited hold International and UK Operator licences issued by The Traffic Commissioners.
2. Landmark Coaches Limited and Landmark Vehicle Hire Limited hold Public Liability Insurance to the value of £10,000,000.
3. All vehicles are insured with a trade recognised insurer.
4. Landmark Coaches Limited and Landmark Vehicle Hire Limited employ a full time qualified Transport Manager who holds a Certificate of Professional Competence.
5. All vehicles are maintained to DVSA standards and regular safety inspections are carried out at 6 weekly intervals in our own engineering facilities. Safety Inspection records are retained in our offices for 15 months and are available for inspection during office hours.
6. All drivers carry out a safety inspection of their vehicle before it leaves the depot each day. Copies of safety inspections are retained for 15 months and are available for inspection during office hours.
7. Landmark Coaches and Landmark Vehicle Hire Limited have been operating for just under 30 years.
8. Landmark Coaches and Landmark Vehicle Hire Limited have a high MOT Pass Rate.

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| 9. Copies of our Health & Safety at Work Policy are available for inspection during office hours. |
| 10. Our depot is COVID-SECURE and we have COVID-19 Risk Assessments in place in order to minimise the risks to our Staff, Visitors and Customers. PPE is supplied as necessary. |
| 11. Landmark Coaches Limited follow all instructions and guidelines for the safeguarding of children and vulnerable adults as issued by Hertfordshire County Council, Central Bedfordshire Council and Cambridgeshire Council. |
| 12. All drivers and passenger assistants are vetted before they commence employment. |
| 13. All drivers and passenger assistants hold a current Disclosure and Barring Certificate (DBS). |
| 14. All drivers hold a valid PCV licence or a licence appropriate to the type of vehicle. |
| 15. All driver licences are checked before commencing employment. |
| 16. All driver licences for existing drivers are checked at three monthly intervals. |
| 17. All drivers and passenger assistants are badged by either Hertfordshire County Council, Central Bedfordshire Council or Cambridgeshire Council. |
| 18. All drivers carry mobile phones and can contact our offices in the event of an emergency. Drivers are not permitted to use mobile phones whilst the vehicle is in motion and we have a Mobile Phone Policy in place. |
| 19. All drivers are uniformed and are supplied with High Visibility Jackets. |
| 20. All vehicles are supplied with First Aid Kits, Fire Extinguishers and Break Glass Hammers. |
| 21. A safety Information Announcement can be given to all passengers by the driver when boarding the vehicle. This may be requested when booking. |
| 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 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. |
| 24. All staff receive in-house training in Customer Services |
| 25. Copies of our Operator licences and Insurances can be supplied upon request. |
| 26. Visits to our offices are welcomed and potential customers may view copies of our vehicle safety inspections during office hours. |
| 27. In the unlikely event of a breakdown, Landmark Coaches Limited have a “Duty Manager” who is available 24/7. |

Part 2 – Risk Assessment

| Risk Level | | |
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| Insignificant | 1 | Insignificant Risk which is controlled by good working practises. |
| LOW | 2 | LOW RISK which may be controlled by the use of instruction, training and supervision and/or personal protective equipment (PPE). |
| MEDIUM | 3 | MEDIUM RISK – This hazard should be avoided or the risk must be significantly reduced by implementing reliable control measures. |
| HIGH | 4 | HIGH RISK – The hazard must be removed or avoided, or the risk must be significantly reduced by reliable control measures. |

| Hazard | Who it affects | Likelihood of it happening | Severity | Risk Level | Control Measures already in place | Notes |
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Entering & Exiting the Vehicle

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| Slips, trips and falls | ALL | LOW | MEDIUM | 2 | <ul style="list-style-type: none"> * Driver to ensure that floor is free of obstacles, damage and trip hazards * Adequate gangway lights * 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 * * | |
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On-board The Vehicle

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| Slips, trips and falls | ALL | LOW | MEDIUM | 2 | <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 seat-belts must be worn at all times by everyone * Instructions from the driver are to be followed by everyone |
| Overhead Storage | ALL | LOW | LOW | 2 | <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 | LOW | LOW | 1 | <ul style="list-style-type: none"> * 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 | HIGH | 2 | <ul style="list-style-type: none"> * Passengers must never distract the driver whilst the vehicle is in motion |

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| | | | | | * All passengers to be seated and wearing seatbelts | |
| Travel Sickness | ALL | LOW | LOW | 1 | * Passengers who are liable to travel sickness should not sit at the rear of the vehicle or over the wheels | |
| Luggage | | | | | | |
| Loading and Unloading | ALL | LOW | LOW | 2 | * Only the driver or Landmark Coaches staff are to load/unload cases into the luggage bay * Passengers are to ensure that heavy cases are | |

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| Loading of Wheelchairs | | | | | <p>labelled as such</p> <ul style="list-style-type: none"> * No sharp items are to be carried in luggage * All luggage is to be stored safely and exits and aisles are to remain clear at all times * Passengers should keep well away from the loading area and should be aware of the locker doors when they close <p>Wheelchair Accessible Coach</p> <ul style="list-style-type: none"> * Our wheelchair accessible coach has a hydraulic lift which must only be operated by by the Driver or Landmark Coaches Staff who have received training on the operation of the lift. * Passengers and members of the public must stand well clear of the lift when in operation. * Wheelchairs will only be fixed in the Coach by the Driver or Landmark Coaches Staff who have received the necessary training. | |
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Passengers

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| Lost or missing passengers | ALL | HIGH | MEDIUM | 2 | <ul style="list-style-type: none"> * Group Organiser to carry out a headcount before departure * Passengers to use the “Buddy System” as a check and notify the Group Organiser and driver of anyone not onboard | |
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Driver

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| Long driving hours and tiredness | ALL | LOW | HIGH | 2 | <ul style="list-style-type: none"> * Company and drivers adhere to all work time directives * All drivers adhere to EC561/2006 Regulations * All Coach hire scheduling is 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 | LOW | HIGH | 2 | <ul style="list-style-type: none"> * 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 | |

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Refuelling

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| Refuelling accidents | ALL | LOW | MEDIUM | 2 | <ul style="list-style-type: none"> * 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 | |
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Breakdown

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| Breaking down | ALL | LOW | MEDIUM | 2 | <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 | |
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| | | | | <p>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</p> <ul style="list-style-type: none">* 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

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| Road Traffic Collision | ALL | LOW | LOW to HIGH | 2 | <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 | |
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| | | | | | <ul style="list-style-type: none">* 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 in a safe location* * The driver will ensure the safe evacuation of any wheelchairs.* * The driver will call the emergency services as required | |
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On-board Fire

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| Engine or Electrical Fire | ALL | LOW | LOW to HIGH | 2 | <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 | |
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| | | | | | <p>barrier and/or as high up the banking as possible.</p> <p>* Passengers are not to re-enter the coach except on the instructions of the driver or emergency services</p> | |
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Road Conditions

Driving in Low Sun

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| Driving in low sun | DRIVER | HIGH | MEDIUM | 2 | <ul style="list-style-type: none"> * The driver to use sun visor as required. * The driver to use sun glasses as required. * The driver to reduce speed as appropriate. * The driver to increase distance from the vehicle in front. | |
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Driving in Snow

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| Driving in snow | DRIVER | LOW | MEDIUM | 2 | <ul style="list-style-type: none"> * The driver to ensure vehicle is fully de-iced before departing. * The driver to avoid harsh acceleration, pulling away in a high gear. * The driver to use engine braking and to avoid using the brakes harshly. | |
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| | | | | | <ul style="list-style-type: none"> * Driver to use headlights in heavy snow. * Driver to increase distance from other vehicles. * Management to consider fitting snow chains if appropriate for conditions. | |
| Driving in Road Spray | | | | | | |
| Driving in road spray | DRIVER | HIGH | MEDIUM | 2 | <ul style="list-style-type: none"> * Driver to reduce road speed * The driver to use dipped headlights. * The driver to increase distance from other vehicles. * Driver to avoid braking when driving through standing water. Ease off the accelerator. | |
| Driving in Fog | | | | | | |
| Driving in fog | DRIVER | MEDIUM | MEDIUM | 2 | <ul style="list-style-type: none"> * Driver to reduce road speed * Driver to use fog lights. * Driver to use dipped headlights as necessary. * Driver to increase distance from the vehicle in front. | |

ALL LANDMARK DRIVERS SHOULD ADOPT DEFENSIVE DRIVING TECHNIQUES