



# Landmark Vehicle Hire Limited

Also Trading as Landmark Coaches Limited

**Risk assessment for the Transportation of Passengers  
by Coach or Mini Bus  
Applicable to Landmark Vehicle Hire Ltd & Landmark Coaches Ltd**

Risk Assessment undertaken by:		Mark Blatchly	Managing Director & Transport Manager	
Date Undertaken	<b>01/12/2016</b>	Last reviewed	<b>26/11/2018</b>	Landmark Vehicle Hire Limited (T/A Landmark Coaches), Unit 6, Arlesey Business Park, Mill Lane, Arlesey, Beds. SG15 6RF.  Telephone – 01462 733764  Email – Admin@landmarkhire.com
		Next Scheduled Review	<b>01/12/2020</b>	
		Last Amendment		

## Coach Operator – Our Suitability

Landmark Vehicle Hire Limited has been operating for over 25 years.

Landmark Vehicle Hire Limited holds International and UK Operator Licences as issued by the Traffic Commissioners

Landmark Vehicle Hire is insured through a trade recognised insurer
Landmark Vehicle Hire hold Public Liability Insurance in the sum of £15,000,000
Landmark Vehicle Hire is a Data Controller under the General Data Protection Regulations 2016
Landmark Vehicle Hire employs a qualified Transport Manager who holds a “Certificate of Professional Competence”.
Landmark Vehicle Hire Limited employs an in-house Compliance Manager.
Copies of our Operator Licences, and Insurances may be viewed at our offices. (Mon – Fri during Office Hours)
Landmark Vehicle Hire Limited is a member of the “Confederation of Passenger Transport”
Landmark Vehicle Hire Limited holds a “Performing Rights Licence”
Landmark Vehicle Hire Limited is a DVSA approved Training Centre for “Driver CPC Periodic Training”
The Workshop Manager at Landmark Vehicle Hire 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
All of our drivers carry out a walkaround safety inspection of their vehicle before it leaves the yard, using the latest software provided by VMS. Copies of these safety inspections are retained and are available for inspection during office hours
Landmark Vehicle Hire Limited maintains a high MOT pass rate
In the unlikely event of a breakdown, Landmark Vehicle Hire Limited have a “Duty Manager” who is available 24/7. We employ our own in-house engineers and we have agreements in place with the major vehicle manufacturers and Stapletons Tyre Services. In addition, we are full members of “Don’t Travel Empty”. This enables us to source a replacement coach from the nearest operator to the breakdown at short notice.
All of our vehicles are tracked by our management team seven days a week using the latest and most up to date Telematics systems. We make a cut down version of our vehicle tracker system available to our customers through our website at <a href="http://www.landmarkhire.com">www.landmarkhire.com</a>
All routes are “Risk Assessed” by our Office Staff at the time of booking and we use the latest Coach Manager software. 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
A Safety Information announcement can be given to all passengers by the driver when they board the vehicle. This may be requested when booking
All vehicles are supplied with first aid kits, fire extinguishers and break glass hammers
All drivers are vetted when they commence employment and hold a current DBS Certificate
All drivers are badged by either Hertfordshire County Council, Central Beds Council or Cambridgeshire Council

Driving Licences are checked every three months and records maintained for inspection
All drivers hold a Certificate of Professional Competence
All of our drivers carry mobile phones and can contact our Offices if need be. They will never use a mobile phone whilst the vehicle is in motion
All of our drivers carry high visibility jackets
Landmark Vehicle Hire Limited has a safeguarding Policy in place and follow all instructions and guidelines on the Safeguarding of Children and Young Persons as issued by Hertfordshire County Council or Central Beds Council.
All staff receive in-house training in Customer Services
Visits to our Offices are welcomed and potential customers invited to view our vehicles

## RISK ASSESSMENT

**References to Staff – In the case of school trips, “Staff” refers to the Onboard School Staff or helpers**

Entering/Exiting the Vehicles	Who it affects	Likelihood of it happening	Severity	Risk Level	Measures already in place <span style="background-color: blue; color: white;">Those measures in Blue apply to our Wheelchair accessible coach</span>	Notes
Slips, trips and falls	ALL	UNLIKELY	MEDIUM	LOW	<ul style="list-style-type: none"> <li>* Driver and passengers to ensure that floor is free of obstacles, damage and trip hazards</li> <li>* Adequate gangway lighting</li> <li>* Everyone to ensure that they enter/exit and remain in an orderly manner</li> <li>* Driver to ensure safe entry/exit points when vehicle is parked</li> <li>* ALL hand luggage is to be stored out of gangways and never on steps</li> </ul>	
On Board the Vehicle	Who it affects	Likelihood of it happening	Severity	Risk Level	Measures already in place <span style="background-color: blue; color: white;">Those measures in Blue apply to our Wheelchair accessible coach</span>	Notes
Slips, trips and falls	ALL	UNLIKELY	MEDIUM	LOW	<ul style="list-style-type: none"> <li>* Driver and passengers are to ensure that all on board movement</li> </ul>	

					<p>is kept to a minimum</p> <ul style="list-style-type: none"> <li>* All persons are to remain seated whilst the vehicle is in motion</li> <li>* Passengers must not share seats – One person to one seat is the rule</li> <li>* It is the law that seatbelts must be worn at all times by everyone</li> <li>* Instructions issued by the driver are to be followed by everyone</li> </ul>	
Litter	ALL	LIKELY	MEDIUM	LOW	<ul style="list-style-type: none"> <li>* Empty glass bottles and cans can be dangerous</li> <li>* Staff should ensure they bring litter bags and remove any litter from the coach as soon as possible</li> <li>* Gangways, exits and emergency exit areas must be kept clear from litter at all times</li> </ul>	
Overhead Storage	ALL	POSSIBLE	MEDIUM	MEDIUM	<ul style="list-style-type: none"> <li>* Maximum of 5kgs per bag to be stored in overhead storage</li> <li>* Where possible, bags should be stored in lockers</li> <li>* No glass items are to be stored in the overhead storage space</li> <li>* Passengers should be aware of the overhead lockers to avoid banging their heads when standing up</li> <li>* The driver is responsible for checking that all bags are safely stored before the journey</li> </ul>	
Toilets	ALL	UNLIKELY	NEGLIGABLE	INSIGNIFICANT	<ul style="list-style-type: none"> <li>* Staff to advise passengers that toilets should only be used during stops. IT IS THE LAW THAT</li> </ul>	

					EVERYONE MUST WEAR SEATBELTS AT ALL TIMES. Where possible, public toilets should be used.	
Distracting the Driver	ALL	UNLIKELY	SEVERE	LOW	* Passengers must never distract the driver whilst the vehicle is in motion. * All passengers must remain seated and wear seatbelts	
Travel Sickness	ALL	UNLIKELY	NEGLIGABLE	INSIGNIFICANT	* Staff to supply buckets or sick bags * Passengers who are liable to travel sickness should not sit at the rear of the vehicle or over the wheels	
Armrests	ALL	UNLIKELY	LOW	LOW	* Passengers must not sit on armrests	
<b>Luggage</b>	<b>Who it affects</b>	<b>Likelihood of it happening</b>	<b>Severity</b>	<b>Risk Level</b>	<b>Measures already in place</b> <b>Those measures in Blue apply to our Wheelchair accessible coach</b>	<b>Notes</b>
Loading and Unloading	ALL	UNLIKELY	LOW	INSIGNIFICANT	* Only the driver or Landmark staff are to load/unload cases into the luggage bay * Passengers are to ensure that heavy cases are labelled as such * 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	

					<p>should be aware of the locker doors when they close</p> <p><b>Wheelchair Accessible Coaches</b></p> <ul style="list-style-type: none"> <li>* Our wheelchair accessible coach has a hydraulic lift which must only be operated by the Driver or Landmark staff who have received training in its use</li> <li>* Passengers and members of the public must stand well clear of the lift when in operation</li> <li>* Wheelchairs will only be fixed in the coach by the Driver or Landmark staff who have received the necessary training</li> </ul>	
<b>Passengers</b>	<b>Who it affects</b>	<b>Likelihood of it happening</b>	<b>Severity</b>	<b>Risk Level</b>	<p><b>Measures already in place</b></p> <p>Those measures in Blue apply to our Wheelchair accessible coach</p>	<b>Notes</b>
Lost or Missing Passengers	ALL	VERY LIKELY	NEGLIGABLE	LOW	<ul style="list-style-type: none"> <li>* Group Organiser to carry out a headcount before departure</li> <li>* Passengers to use the “Buddy System” as a check and notify the Group Organiser and driver of anyone not onboard</li> </ul>	
Safeguarding	CHILDREN AND VULNERABLE PERSONS	UNLIKELY	HIGH	LOW	<ul style="list-style-type: none"> <li>* Landmark take safeguarding very seriously and publish their safeguarding policy at <a href="http://www.landmarkhire.com">www.landmarkhire.com</a></li> </ul>	
Bullying	CHILDREN AND VULNERABLE PERSONS	POSSIBLE	MEDIUM	MEDIUM	<ul style="list-style-type: none"> <li>* Bullying is not tolerated on any of our services.</li> <li>* Drivers and Staff should be alert to bullying</li> </ul>	

					* For further information – Please refer to our “Code of Behaviour” for School Services	
Hot Drinks	ALL	UNLIKELY	HIGH	LOW	* Hot drinks are not permitted unless they are in a container with a spill proof lid Hot drinks can cause burns and scalds. <i>We do not accept responsibility to burns and scalds caused in this manner</i>	
Food and Drink	ALL	UNLIKELY	LOW	LOW	* Food and drink should not be consumed on a moving vehicle to avoid a choking hazard. <i>We do not accept responsibility to for any injury caused in this manner</i>	
<b>Driver</b>	<b>Who it affects</b>	<b>Likelihood of it happening</b>	<b>Severity</b>	<b>Risk Level</b>	<b>Measures already in place</b> <b>Those measures in Blue apply to our Wheelchair accessible coach</b>	<b>Notes</b>
Suitability	ALL	VERY UNLIKELY	LOW	LOW	* All drivers interviewed and vetted before employment commences * All drivers hold the required licence for the type of vehicle * All drivers hold a current DBS Certificate and a Certificate of Professional Competence * Driver licences are checked every three months	
Long Driving Hours and Tiredness	ALL	VERY UNLIKELY	SEVERE OR EXTREME	LOW	* Company and drivers adhere to all Working Time Directives * All drivers adhere to	

					<p>EC561/2006 Regulations</p> <ul style="list-style-type: none"> <li>* All Coach Hire scheduling is checked against the above directives and regulations using trade recognised software (Coach Manager) before allowing a hire to commence</li> <li>* All driver and vehicle digi cards and tachographs are analysed using trade recognised software (Tacho Disc)</li> </ul>	
Alcohol and Drugs	ALL	VERY UNLIKELY	MEDIUM	LOW	<ul style="list-style-type: none"> <li>* Drivers are required not to drink alcohol in the 18 hours before driving for Landmark</li> <li>* Drivers are randomly breath tested and drug tested</li> </ul>	
<b>Refuelling</b>	<b>Who it affects</b>	<b>Likelihood of it happening</b>	<b>Severity</b>	<b>Risk Level</b>	<p><b>Measures already in place</b></p> <p><b>Those measures in Blue apply to our Wheelchair accessible coach</b></p>	<b>Notes</b>
Refuelling Accidents	ALL	LOW	MEDIUM TO SEVERE	LOW	<ul style="list-style-type: none"> <li>* Vehicle to be fuelled with sufficient fuel for journey</li> <li>* Where vehicle is away on tour and needs refuelling, it will always be refuelled when the passengers are not onboard</li> </ul>	
<b>Breakdowns</b>	<b>Who it affects</b>	<b>Likelihood of it happening</b>	<b>Severity</b>	<b>Risk Level</b>	<p><b>Measures already in place</b></p> <p><b>Those measures in Blue apply to our Wheelchair accessible coach</b></p>	<b>Notes</b>
Breaking Down	ALL + OTHER ROAD	UNLIKELY	SEVERE	MEDIUM	<ul style="list-style-type: none"> <li>* The driver will find the most suitable and safest place to stop</li> <li>* The passengers will be moved to the front of the coach or if it is safe</li> </ul>	



	USERS				<p>to do so, the driver will evcuate the coach ensuring that the passengers are in a safe location</p> <ul style="list-style-type: none"> <li>* The driver will comply with all of the requirements of the Highway Code</li> <li>* 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</li> <li>* <a href="#">The driver will ensure the safe evacuation of any wheelchairs</a></li> <li>* The driver will use hazard lights</li> <li>* 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</li> <li>* The driver will make arrangements through the office or our 24 hour duty manager for on site repairs or recovery and a replacement vehicle</li> <li>* The driver will wear his high visability jacket</li> <li>* The driver and staff must be vigilant of other traffic</li> <li>* The driver and/or our office and/or our 24 hour duty manager will contact the emergency services if necessary</li> </ul>	
<b>Road Traffic Collision</b>	<b>Who it affects</b>	<b>Likelihood of it</b>	<b>Severity</b>	<b>Risk Level</b>	<b>Measures already in place</b>	<b>Notes</b>

		happening			Those measures in Blue apply to our Wheelchair accessible coach	
Road Traffic Collision	ALL	LOW	LOW TO HIGH	LOW	<ul style="list-style-type: none"> <li>* Driver can give a safety announcement when passengers board the coach (Request at time of booking)</li> <li>* All passengers to wear seatbelts at all times</li> <li>* Luggage to be stored securely at all times</li> <li>* Staff and driver are to ensure that all aisles and exit routes are kept clear at all times</li> <li>* Staff and driver are to ensure that nothing blocks the emergency exits</li> <li>* The driver will ensure that all doors remain secure but unlocked</li> <li>* The driver will not use a hand held mobile phone or other hand held electronic device whilst the vehicle is in motion</li> <li>* During daytime periods of low visibility, drivers will use lights as required</li> <li>* Drivers will comply with all requirements of the Highway Code</li> <li>* The driver is trained to deal with Road Traffic Collisions.</li> <li>* The driver has access to a high visibility jacket</li> <li>* <b>In the event that the vehicle has to be evacuated, the same procedures should be followed as for breaking down</b></li> </ul>	

<b>Onboard Fire</b>	<b>Who it affects</b>	<b>Likelihood of it happening</b>	<b>Severity</b>	<b>Risk Level</b>	<b>Measures already in place</b> <b>Those measures in Blue apply to our Wheelchair accessible coach</b>	<b>Notes</b>
Engine or electrical fire	ALL	LOW	LOW to HIGH	LOW	<ul style="list-style-type: none"> <li>* The driver will find the most suitable place to stop.</li> <li>* 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.</li> <li>* <b>The driver will ensure the safe evacuation of any wheelchairs.</b></li> <li>* The driver will summon the Fire Service using 999.</li> <li>* 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.</li> <li>* Passengers are not to re-enter the coach except on the instructions of the driver or emergency services.</li> </ul>	

<b>Risk Level</b>	
<b>HIGH</b>	The hazard must be removed or avoided
<b>MEDIUM</b>	The hazard should be avoided or the level of risk reduced by implementing reliable control measures
<b>LOW</b>	May be controlled by the use of instruction, training and supervision and/or

	personal protective equipment
<b>INSIGNIFICANT</b>	Controlled by good working practises



**Smoking and the use of electronic vapes are prohibited for use on any of our vehicles**

<b>Prohibited and Restricted Items</b>				
The following items are <b>prohibited</b> on our Coaches, Buses and School Transport Services				
	<b>Private Hires</b>	<b>School Transport</b>	<b>Service Buses</b>	Note
Fireworks	PROHIBITED	PROHIBITED	PROHIBITED	
Weapons	PROHIBITED	PROHIBITED	PROHIBITED	
Explosives	PROHIBITED	PROHIBITED	PROHIBITED	
Drugs or Solvents (Other than medicines)	PROHIBITED	PROHIBITED	PROHIBITED	

Any other items which we consider are unsafe or may cause injury or damage to property	PROHIBITED	PROHIBITED	PROHIBITED	
Bicycles	<p>Prohibited for carriage inside the vehicle</p> <p>May be carried in the lockers at the discretion of the Company (Call Office for further information)</p>	<p>Prohibited for carriage inside the vehicle</p> <p>May be carried in the lockers at the discretion of the Company (Call Office for further information)</p>	Prohibited for carriage inside the vehicle	01462 733764
Frozen food, fresh meat, poultry or fish	PROHIBITED	PROHIBITED	N/A	
Rechargeable batteries or accumulators	<p>Prohibited for carriage inside the vehicle</p> <p>May be carried in the lockers</p>	<p>Prohibited for carriage inside the vehicle</p> <p>May be carried in the lockers</p>	N/A	
Combustible or	PROHIBITED	PROHIBITED	PROHIBITED	

hazardous materials (Including Petrol)				
The following items are <b>restricted</b> on some of our services				
	<b>Private Hires</b>	<b>School Transport</b>	<b>Service Buses</b>	
Walking Frames	Prohibited for carriage inside the vehicle  May be carried in the lockers (Call Office for further information)	Prohibited for carriage inside the vehicle  May be carried in the lockers (Call Office for further information)	May be carried inside the vehicle provided they are placed in the luggage area	01462 733764
Mobility Scooters	Prohibited for carriage inside the vehicle  May be carried in the lockers (Call Office for further information)	Prohibited for carriage inside the vehicle  May be carried in the lockers (Call Office for further information)	Prohibited for carriage inside the vehicle	01462 733764
Walking Aids	Prohibited for carriage inside the vehicle	Prohibited for carriage inside the vehicle	May be carried inside the vehicle provided they are placed in the luggage area	01462 733764

	May be carried in the lockers (Call Office for further information)	May be carried in the lockers (Call Office for further information)		
Wheelchairs	Prohibited for carriage inside the vehicle  May be carried in the lockers (Call Office for further information)	Prohibited for carriage inside the vehicle  May be carried in the lockers (Call Office for further information)	May be carried inside the vehicle provided they are placed in the luggage area	01462 733764
Wheelchairs Disabled Coach	Wheelchairs may be used as seating inside the Coach by prior booking only	N/A	N/A	01462 733764
Buggies	Prohibited for carriage inside the vehicle  May be carried in the lockers (Call Office for further information)	Prohibited for carriage inside the vehicle  May be carried in the lockers (Call Office for further information)	May be carried inside the vehicle provided they are placed in the luggage area	

Oxygen Cylinders	Prohibited for carriage inside the vehicle  May be carried in the lockers at the absolute discretion of the Company (Call Office for further information)	Prohibited for carriage inside the vehicle  May be carried in the lockers at the absolute discretion of the Company (Call Office for further information)	Prohibited for carriage inside the vehicle	01462 733764
Folding Bicycles	Prohibited for carriage inside the vehicle  May be carried in the lockers (Call Office for further information)	Prohibited for carriage inside the vehicle  May be carried in the lockers (Call Office for further information)	May be carried inside the vehicle provided they are placed in the luggage area	01462 733764
Animals	Animals are not permitted with the exception of assistance dogs			
Golf Clubs and Bags	Prohibited for carriage inside the vehicle  May be carried in the	Prohibited for carriage inside the vehicle  May be carried in the	May be carried inside the vehicle provided they are placed in the luggage area	01462 733764



	lockers at the absolute discretion of the Company(Call Office for further information)	lockers at the absolute discretion of the Company (Call Office for further information)		
Ski Equipment	Prohibited for carriage inside the vehicle  May be carried in the lockers at the absolute discretion of the Company (Call Office for further information)	Prohibited for carriage inside the vehicle  May be carried in the lockers at the absolute discretion of the Company (Call Office for further information)	May be carried inside the vehicle provided they are placed in the luggage area	01462 733764
Camping Equipment	Prohibited for carriage inside the vehicle  May be carried in the lockers at the absolute discretion of the Company (Call Office for further information)	Prohibited for carriage inside the vehicle  May be carried in the lockers at the absolute discretion of the Company (Call Office for further information)	May be carried inside the vehicle provided they are placed in the luggage area	01462 733764

We reserve the right to refuse to carry any item if space is not available or if we consider the item unsuitable



"I'm going to have to put a luggage restriction on your manbag."

### Luggage

Please be aware that due to space limitations, luggage is restricted to the following -

	<b>Private Hires</b>	<b>School Transport</b>	<b>Service Buses</b>	
Suitcases	1 medium size suitcase not exceeding 15 kgs in weight may be carried in the lockers *	1 medium size suitcase not exceeding 15 kgs in weight may be carried in the lockers *	N/A	* If you have additional luggage requirements, you must phone our Office before the trip on 01462 733764

Hand Luggage	1 small size bag not exceeding 4 kgs in weight may be stored inside the coach (Overhead storage) *	1 small size bag not exceeding 4 kgs in weight may be stored inside the coach (Overhead storage) *	N/A	* If you have additional luggage requirements, you must phone our Office before the trip on 01462 733764
--------------	--	--	-----	---



<b>Lost Property</b>	
I have found an item of lost property	All items of lost property must be handed to the driver.
What if I have lost something?	You can call our office Monday to Friday from 0900 – 1600 hours and we will tell you if it has been handed in Alternatively -

	You can email <a href="mailto:admin@landmarkhire.com">admin@landmarkhire.com</a>
How long do you hold lost property?	We hold items for 28 day before we dispose of them. Perishable items may be disposed of by us within 24 hours
How can I collect my lost property?	You need to call our office on 01462 733764 and make an appointment to collect during office hours.
Do I need identification?	You may be asked to provide one form of photographic ID when you collect the item
Can you send the item to me?	<p>In exceptional circumstances, we may be able to post or send the item to you by courier.</p> <p>You will need to make arrangements through our office and we will need full payment of the costs before we dispatch the item</p>