



(+44)01603 672685 office@ptsgroup-norfolk.com
Passenger Transport Specialists, Unit 10, Tilia Business
Park, Hoveton, Norfolk, NR12 8QN
www.wrights-coaches.com

Coach Travel Risk Assessment

Introduction

PTS Group (Norfolk) Ltd recognises that an increasing number of customers, particularly schools, require Risk Assessment Documentation. Whilst there is no legal requirement for us to supply such information, we acknowledge that it is in the company's interests to satisfy any requests you may make regarding the safe operation of our coaches. Wrights Coaches – an operational segment of PTS Group (Norfolk) Ltd work under the same guidelines as included within this policy.

Coach Travel is statistically the safest form of travel and our vehicles, staff and operations are all of the highest standard.

Acts & Regulations We fully comply with the following EEC & National Government Rules & Regulations affecting our industry:

• Construction & Use (of vehicles) Regulations • The Road Traffic Act • EEC Drivers Hours Rules & Regulations • Road Transport (Working Time) Regulations (WTD)

Official publications that explain in detail the guidelines and regulations that we comply with are:

• VOSA Public Service Operator Licensing Guide for Operators (Document PSV437) • VOSA Rules on Drivers Hours and Tachographs (Passenger Carrying Vehicles) (Document PSV375) • The VOSA Safe Operators Guide

We have an exemplary record with the Traffic Commissioners and VOSA (The Vehicle and Operator Standards Agency), these being the Government Agencies responsible for enforcement of the above.

Coach Safety

Coaches are certified as a very safe mode of transport compared to alternatives. The European Road Safety Observatory found in its 2011 report that for all road fatalities in Europe in the previous decade, bus and coach travel counted for just 0.4%, compared to 46.4% for car transport. At PTS Group (Norfolk) Ltd, we ensure that passenger safety is kept at the highest level, with frequent servicing of vehicles and training of our skilled drivers.

Vehicle Maintenance

As a responsible coach operator our aim is to maintain our coaches to the highest standard. We believe that this is best achieved by employing our own fully trained engineering staff along with ongoing investment in our fully equipped on site workshops to ensure this.



Registered Address: Matthew Wright (Director) – PTS Group (Norfolk) Ltd.
23, Northmead Drive, North Walsham, Norfolk, NR28 0AU.
Company Number: 10326324. Registered in England & Wales.
VAT Registration Number: GB 280235422



All PTS Group (Norfolk) Ltd vehicle/coaches undergo a regularly planned safety inspection and service programme. We have for many years had a first time pass at annual MOTs carried out by VOSA (The Vehicle and Operator Standards Agency) of over 90%. This should be compared with the national average of around 72%. Before leaving the depot our drivers undertake a walk round safety check of their coach ensuring there are no problems that may compromise vehicle safety.

PTS Group (Norfolk) Ltd drivers must promptly report all defects or symptoms of defects that may adversely affect the safe operation of the vehicle. These are made verbally and in writing. A system is in place to record any rectification work necessary.

Safety Equipment

All PTS Group (Norfolk) Ltd vehicles/coaches are built to stringent construction and use regulations fitted with the following safety features and carry the following safety equipment:

• Speed Limiters • ABS Braking System • Reversing cameras • Seat Belts throughout • Emergency Exit Points • Emergency Window Hammers • Emergency Stop Buzzers • First Aid Kits • Fire Extinguishers • Appropriate signage showing the nearest exits, first aid kit and fire extinguisher

Driver Safety

PTS Group (Norfolk) Ltd drivers undergo a rigorous driving evaluation prior to commencing employment with random follow up checks.

New drivers have their identity and entitlement to drive a PCV checked prior to employment, and then at least every 6 months by way of a Driving Licence inspection and follow up enquiries directly with the DVLA (Driver and Vehicle Licensing Authority) if thought necessary. Since 2006 we have been a member of the ROSCO (Road Operators Safety Council) safe driving scheme.

All drivers are issued with written instructions regarding the EEC Drivers Hours Rules & Regulations. Every hire that we undertake is scheduled strictly within the scope of the EEC Drivers Hours Rules & Regulations. Follow up checks for compliance with the regulations is via electronic analysis of every Tachograph chart used, using the latest in Tachograph analysis equipment, this being carried out by an independent specialist company to maintain impartiality. Since March 2006 more advanced Digital Tachograph recording equipment has been fitted to all new coaches entering the fleet. Wrights Coaches, an operating segment of PTS Group (Norfolk) Ltd comply fully with the Road Transport (Working Time) Regulations (WTD) that were extended to encompass the road transport industry in 2005. PTS Group (Norfolk) Ltd have a written driver fatigue policy to ensure drivers are aware of what action to take if they feel unexpectedly tired whilst on duty.

We have a strict policy on the use by drivers of mobile phones and microphones, and all coaches are fitted with hands free equipment for both of these facilities. PTS Group (Norfolk) Ltd operates a zero tolerance policy on the use of drugs and alcohol policy, which also includes random testing for the presence of both before a journey. All PST Group (Norfolk) Ltd drivers wear a company uniform which makes them easily recognisable.

Wrights Coaches drivers are issued with a driver's handbook which contains pertinent information and detailed guidance to assist them to carry out their duties legally, professionally and in line with our company's procedures. This was compiled in September 2017.

Road Risk Safety Management Policy

PTS group (Norfolk) Ltd is in the process of introducing the above. This policy embraces in further depth our driver selection processes, ongoing training and assessment of drivers, accident reporting, investigating and judging, remedial and disciplinary action, vehicle safety equipment, condition and inspection, communication and awareness and the monitoring and measuring of the above by programme audits.

Support Staff

Wrights Coaches have knowledgeable, experienced and qualified support staff available 24 hours a day, 7 days a week in the unlikely event of a breakdown, accident or other incident, to promptly and efficiently manage any such occurrence.

First Aid

The majority of Wrights Coaches drivers have attended and passed an 'Appointed Persons First Aid' training course as recommended by the Health & Safety Executive. Those that have not attended the recognised course or who require refresher training will undertake this within the next year.

Food Hygiene - (*Corporate Coaching*)

Drivers, couriers and hostesses involved in the preparation of and serving of food during executive hires have been trained in basic food hygiene.

Insurance

PTS group (Norfolk) Ltd has comprehensive policies for Vehicle and Public and Employers Liability insurance. Please contact us if you require further details of these policies. We also have a Drug & Alcohol Policy.

Passengers' Responsibilities

PTS group (Norfolk) Ltd strongly recommends that all passengers familiarise themselves with the location of the nearest emergency exits, window hammers, first aid kit and fire extinguisher, and that passengers listen for and to, and comply with any announcement made by the driver with regard to safety. We also suggest you consult the company's accompanying Vehicle Assessment Document for further detailed information on passengers' responsibilities whilst travelling on a PCV.

Luggage

Wrights Coaches have trained the majority of its drivers in Manual Handling (those that have not been trained will be within the next year). However, in order to reduce the risk of manual handling injuries to a minimum and comply with Health & Safety requirements, we enforce a weight limit for any one piece of luggage or other item of 20kgs.

Certain items of luggage and other belongings are not permitted inside the vehicle. These are:

- Hand luggage that will not safely fit in the overhead storage lockers or under your seat
- Walking frames
- Oxygen Cylinders
- Child Car Seats (See section regarding children in the accompanying Vehicle Assessment Document)

We reserve the right to refuse to carry items in excess of 20kgs or alternatively you may be required to handle your own luggage in and out of the luggage lockers.

Frequently Asked Questions (FAQs)

Health & Safety and Emergency Policy

- Does the Company comply with all relevant Health & Safety regulations?
YES
- Does the Company have a Health & Safety Policy and recorded risk assessment which are available for inspection if requested?
YES
- Does the Company have clear accident and emergency procedures that are available for inspection if required?
YES

Communication & Liaison

- Will the Company ensure that adequate and regular liaison is maintained with customers before, during and after hires?
YES

Vehicles, Staffing and Insurance

- Are all vehicles supplied by the Company for use by customers maintained in a roadworthy condition and do they comply with all the statutory requirements of operating coaches?
YES
- Have all relevant and reasonable measures been taken to ensure staff are suitable for work?
YES
- Does the Company have Public Liability Insurance for at least £5 million?
YES

Allegations, Claims and Investigations

- Have there been any successful claims for negligence made against the Company in the last 10 year?
NO
- Are there any outstanding investigations into claims of negligence?
NO

References

- Are references available by request?
YES

Vehicle and Travel Assessment Document

This assessment highlights the possible areas of risk whilst boarding, travelling and alighting a coach.

Entrance/Exit Passenger Doors - These doors open outwards and are controlled solely by the driver. When aboard the coach passengers should not attempt to open these doors from the inside at any time. Whilst outside waiting to board the coach passengers should stand well away from the door.

Grab Rails - these are generally placed to the left (on entering) and right (when exiting) (the dashboard side) of the steps - passengers should ensure that they only use these grab handles/rails for assistance when joining or leaving the coach.

Coach kneeling (lowering) function - Passengers should be aware of this function and keep clear of the entrance door whilst this facility is in operation.

Emergency Exit Door - This is on the nearside or offside, generally positioned in the middle or towards the rear of the vehicle. This door is for emergency use only unless instructed otherwise by the driver.

Gangway (Aisle) Carpeted - carpeted gangways prevent slipping. However passengers should be aware that a poor fitting carpet could cause someone to trip. If you think this is the case you should bring this to the drivers attention (when the vehicle is stationary).

Spillages - passengers should always be aware of possible spillages either in the gangway or in front of/under the seats. These should be brought to the driver's attention when it is safe to do so.

Litter - Please keep the coach clean and remember to bring along some bags for the disposal of litter. Items such as empty glass bottles and cans can be dangerous, especially if left to roll around a coach. Other rubbish can be a potential hazard so needs to be disposed of properly.

It is essential that the entrance/exit area, gangway and emergency exit area are kept clear at all times in case of the need of an emergency evacuation of the coach.

SEATS Armrest - It is possible for a passenger to cause injury to themselves whilst settling into their seat through inadvertently sitting on the armrest or forgetting it is in use when leaving their seat. This can be avoided by taking care to ensure that the armrest is in the stowage up/down position before sitting down or standing up.

Recline function - If a passenger is to use the recline function on their chair, they should take into consideration the comfort and safety of passengers behind them.

Overhead Luggage Storage - When sitting down or standing up - passengers should be aware of the overhead luggage lockers and take care when getting into and leaving their seats to mind their head at all times.

Storage of luggage (in overhead luggage lockers) - Passengers should take care to ensure that all items are stowed safely and that the locker covers are firmly closed and when retrieving their luggage from the overhead lockers as belongings may have moved about and become unsafe during the journey.

Please also refer to the Luggage section of the accompanying Risk Assessment Document where the company's restrictions on the carrying of luggage are explained.

Water Boiler/Hot Drinks Facility - This facility should only be used when the vehicle is stationary. When using this facility passengers should be aware of possible injury through scalds caused by boiling water when either filling their cup, serving another passenger with a drink or returning with a hot drink to their seat. Passengers should ensure that the lids provided for the top of cups are used at all times

Moving Whilst the Vehicle Is In Motion and the Wearing of Seatbelts

Please note that moving around the coach whilst it is in motion will always carry some risk. Passengers should limit this risk by remaining in their seat whilst the coach is in motion except for any essential reason.

Children

Children should be kept under supervision by those responsible for them. This is not the responsibility of the driver. For their safety, children should be supervised at all times whilst boarding and alighting the coach or using the toilet. Children should not be allowed to use the hot drinks facility, climb on seating or other fixtures or act in a manner that may distract the driver.

From Spring 2008, all new coaches feature seats with fittings installed that comply to ISOFIX Regulations, to enable child car seats to be safely fastened to the coach seat. Child Care Safety Seats, can only be brought onto and used on the coach with prior arrangement with PTS Group (Norfolk) Ltd.

Should passengers move around the coach whilst it is in motion they do so at their own risk and they should be aware of the following It is now the responsibility of each individual passenger, or supervising adult in the case of under 14 year olds (by Law) to ensure that seat belts (where fitted) are worn whilst travelling in a PCV.

It is the company's duty to advise you of this by a recognised method. PTS group (Norfolk) Ltd have met this requirement by ensuring that seat belt 'pictograms' are displayed at relevant points throughout the vehicle

Child Booster Seats - are permitted. They are not however provided by the Company, it being the responsibility of the parent or carer to provide these.

Unruly children can cause safety problems as well as causing a nuisance and discomfort to those around them. Children should remain in their seat with seatbelts fastened at all times.

Safety Code

Although it is not a legal requirement we are currently reviewing the need for drivers to point out safety features to passengers before the journey commences - similar to the safety announcements made by airlines.

Before we implement this passengers should note the following safety code and organizers responsible for children on the coach should bring this to their attention.

Passengers must familiarise themselves with the location of

- Nearest Emergency Exits
- Window Hammers
- First Aid Kit/s
- Fire Extinguisher/s

Non-Smoking Policy

PTS Group (Norfolk) Ltd have adopted a 'no smoking' policy on board its coaches for all journeys. This is now Law and came into effect on 1st July 2007.

Sickness or Illness on Board

We acknowledge that some people do not travel well by coach, especially on longer journeys. To minimise travel sickness we recommend that you remain seated throughout the journey, with your seatbelt fastened (whilst the vehicle is in motion). We also suggest that you refrain from the consumption of alcohol before (and during) the journey and any foodstuffs likely to cause sickness.

Should a passenger be aware that they may be sick during the journey we ask that you take precautions and appropriate medication to prevent travel sickness and provide themselves with a suitable container to use should the need arise, such as a sick bag.

In the event of sickness if possible we ask that either the passenger concerned or someone travelling with the passenger safely alerts the driver as to their condition. The driver may then be able to stop and allow the passenger off the vehicle to be sick or get some fresh air.

In the worst instance of someone being sick without a suitable container the driver will assist in cleaning any mess as soon as it is safe to do so in order to prevent the mess spreading and any potential cross infection. All coaches carry a Spills & Sickness Kit to aid the safe removal of body fluids and reduce the risk of cross infection and contamination.

In the event of a passenger becoming ill with any other symptoms either they or someone they are travelling with should alert the driver as soon as it is safe to do so.

Special Arrangements in the Event of a Norovirus Outbreak

PTS group (Norfolk) Ltd are in the process of introducing a procedure for the handling of the above. Further details of this procedure are available from the company's offices.

Deep Vein Thrombosis

As well as providing ample seating/leg room on our coaches we instruct drivers to make regular rest stops (approximately every two to two and a half hours) on longer journeys. Passengers are advised to take the opportunity to stretch their legs at these stops.

Passengers with Wheelchairs

None of our fleet are wheelchair accessible, however passengers are able to transfer from their mobility aid to the coach and their aids stored underneath the vehicle.

However, we would ask your co-operation with the following to ensure that passengers with a disability can be secured and accommodated safely:

- We are notified in advance of passengers with wheelchairs
- The wheelchair can easily fold or be dismantled for storage in the luggage compartment if necessary
- The wheelchair (or any part of) does not exceed 20kgs in weight
- Wheelchair passengers are travelling with an able bodied person who can assist them if needed; our drivers are currently not qualified to do this and therefore cannot give assistance

Vehicle Breakdowns

In the unlikely event of a vehicle breakdown the driver must follow a set procedure in which he must contact the office or on call manager who is always available out of office hours. The on-call manager will then assess the situation and in the case of minor faults arrange for either:

- Our own engineers (if within reasonable time and distance from our depot) to repair the vehicle at the scene
- A third party engineer to repair the vehicle at the scene if this is not the case
- Or either of the above to repair the vehicle at the nearest service area if the vehicle is in a serviceable and safe condition to proceed there

If the breakdown is of a more serious nature the on call manager will either:

- Send a replacement vehicle from our own depot (if within reasonable time and distance)
- Or send a replacement vehicle from the nearest operator available

Passengers should at all times follow the driver's instructions and should not alight the vehicle at any time unless permitted or instructed to do so by the driver or other authority.

Minor Accidents

In the event of an accident our drivers again follow a strict procedure, assessing the situation to determine whether or not the emergency services are required. After doing this he will then contact the office or on call manager who will assist and liaise with the driver or any of the emergency services who may be in attendance.



If there is any damage to the coach which makes it unroadworthy the same procedure as above (vehicle breakdowns) will apply.

If the accident has led to the driver being injured which renders him unable to contact the Company or emergency services we ask that group organizer or other sensible, responsible passenger inform the emergency services and take charge until they arrive.

Passengers should only alight the coach if they are permitted or told to do so by the driver, our office/on call manger or other authority, or if there is a danger to their safety should they remain on board.

Major Incidents

The driver will notify the emergency services and our office or on call manger immediately. If the driver is injured the organizer or other sensible, responsible passenger should do this. If the incident is reasonably local or there is a request to do so by the emergency services a Company Manager will attend the scene in order to liaise.

Please see overleaf for our Risk Assessments in table format.

Vehicle Hazards

List hazards involved	✓ who may be affected by this hazard					State existing practical or management controls for this hazard	Residual Risk Factor	What additional measures are necessary
	Staff & Passengers	Employees (E)	Students (S)	Others (O)	Special Needs (SN)			
<i>Complete the assessment table for each hazard identified</i>						<i>State what control measures are used at the moment to control the level of risk <u>as a Coachmarque operator</u></i>	<i>Estimate the level of residual risk in light of the controls listed in the previous column</i>	<i>State any improvements you think are necessary to reduce this residual risk factor</i>
VEHICLE HAZARDS								
Roadworthiness of vehicle (Risk of catastrophic vehicle failure)	✓	✓	✓	✓	✓	Vehicles maintained in accordance with Vehicle Inspectorate requirements. Daily vehicle inspection carried out in accordance with driver's handbook Defect reporting procedure in place Maximum speed limit of 62.5mph (100kmh)	LOW -1	
Other road users – vehicles (Risk of collision with vehicle while coach is in motion, with possible subsequent injury to staff and passengers))	✓		✓	✓	✓	Competent drivers. Seatbelts fitted in accordance with legal requirements Passengers briefed to remain seated as much as possible	LOW/MEDIUM 2	
Other road users – vehicles (Risk of stationary coach being struck by another vehicle)	✓		✓	✓	✓	Driver pulls as far off road as possible Passengers alight to a safe place away from the vehicle Vehicle lights maintained in working order and hazard warning lights fitted in accordance with Legal requirements Coach parked in designated parking bays when left unattended	LOW -1	
List hazards involved	✓ who may be affected by this hazard					State existing practical or management controls for this hazard	Residual Risk Factor	What additional measures are necessary
VEHICLE HAZARDS (2)	SP	E	S	O	SN			
Access to vehicle controls and equipment: (Risk of tampering and unauthorised use of vehicle)	✓	✓	✓	✓	✓	Keys removed from ignition whenever coach is parked Driver conducts vehicle inspection prior to commencement of journey in accordance with Legal requirements	LOW/MEDIUM 2	Supervise vehicle when unlocked.
Reversing vehicle	✓	✓	✓	✓	✓	Need for reversing minimised where possible Coach fitted with reversing warning alarm and mirrors Competent driver in accordance with Legal requirements	LOW/MEDIUM 2	
Vehicle refuelling (Risk of slips and trips Risk of fire and explosion Risk of being struck by other vehicles)	✓	✓	✓		✓	Passengers should not be on the vehicle during fuelling. If this cannot be avoided, passengers are to remain seated on vehicle while fuelling is in progress. No smoking while refuelling is in progress Drivers wear appropriate footwear	LOW-1	
Vehicle accident, breakdown or other major incident	✓	✓	✓	✓	✓	Emergency and breakdown procedures detailed in driver's handbook in accordance with 'Best Practice' Passengers to be removed to a place of safety Emergency procedure cards issued to drivers 24 hour manned emergency contact number Drivers have basic first aid training First aid kit supplied on all coaches Driver has means of communication with Traffic Office Hazard warning lights and warning triangle	LOW-1	Drivers to be made aware of local procedures following road traffic accidents and breakdowns in other countries.

Personal Risk Factors

List hazards involved	✓ who may be affected by this hazard					State existing practical or management controls for this hazard	Residual Risk Factor	What additional measures are necessary
	SP	E	S	O	SN			
PERSONAL RISK FACTORS								
Young persons – lack of safety awareness (Risk of injury due to lack of awareness of existing or potential hazards, horseplay etc.)			✓		✓	Driver gives safety announcement, in accordance with 'Best Practice' including: <ul style="list-style-type: none"> • Location of fire extinguishers and first aid kit • Location of emergency doors • Location of emergency kit and emergency windows • Location of emergency roof exits • Use of seatbelts • Use of arm rests and air vents Driver communicates with organiser/activity leader throughout trip	MEDIUM-3	
Passengers – personal safety at stops (Risk of injury and abduction)	✓		✓		✓	Driver briefs passengers on duration of stop and departure time in accordance with 'Best Practice' Head counts on arrival and prior to departure	LOW-1	Driver to advise passengers as to any additional specific hazards at the stopping location if known. If problems are encountered at a particular stop, driver to inform Company on return so that other drivers can be briefed. Instruct young persons to remain in groups of at least two at all times while away from the vehicle.

List hazards involved	✓ who may be affected by this hazard					State existing practical or management controls for this hazard	Residual Risk Factor	What additional measures are necessary
	SP	E	S	O	SN			
PERSONAL RISK FACTORS (2)								
Impaired driver performance – fatigue	✓	✓	✓	✓	✓	Daily rest periods and driving breaks Daily driving hours not exceeded Route planning in accordance with 'Best Practice' Monitoring of tachograph records Two-driver operations where necessary	LOW-1	
Impaired driver performance – driver illness		✓				Driver notifies Company. Coverage will be arranged.	LOW-1	Driver must carry E111 when in Europe
Impaired driver performance – distraction	✓	✓	✓	✓	✓	Pre-journey safety briefing in accordance with 'Best Practice' Driver prohibited from using hand held mobile telephone while vehicle is in motion Group organiser or other nominated person seated closest to driver Supervision of passengers No smoking on the vehicles Drivers briefed not to use hand held microphone or speak directly to any person when the vehicle is in motion	LOW-1	
Impaired driver performance – stress			✓			Daily rest periods and driving breaks Daily driving hours not exceeded Route planning to avoid excessive traffic Monitoring of tachograph records Two-driver operations where necessary Passenger code of conduct enforced by driver 24 hour emergency contact number available in accordance with 'Best Practice'	LOW/MEDIUM 2	

Biological Hazards

List hazards involved	✓ who may be affected by this hazard					State existing practical or management controls for this hazard	Residual Risk Factor	What additional measures are necessary
	SP	E	S	O	SN			
BIOLOGICAL HAZARDS								
Body fluids (Risk of contamination and subsequent illness following direct contact with bodily fluids)		✓				Cleaning materials kept on board all coaches Protective gloves made available Disposal bags	LOW-1	Ensure all drivers are trained in cleaning procedures Ensure that an adequate supply of rubbish bags is maintained on the vehicle
ACCESS AND EGRESS								
Objects falling from overhead luggage racks	✓	✓	✓		✓	Only hand luggage allowed inside coach. Heavy items stored in luggage hold or beneath seats. Driver checks to ensure luggage is correctly stowed before moving off. Safety briefing in accordance with 'Best Practice' Passengers briefed not to move around vehicle more than is absolutely necessary	MEDIUM-3	Minimise need for passengers to access luggage during the trip
Obstructions in gangways	✓	✓	✓		✓	Driver checks to ensure luggage is correctly stowed before moving off. Safety briefing in accordance with 'Best Practice' Passengers briefed not to move around vehicle more than is absolutely necessary	MEDIUM-3	Activity organisers to check that gangways remain clear and free of obstruction during the journey. The driver's advice is to be followed at all times.
Liquid spills, rainwater	✓	✓	✓		✓	Cleaning materials made available Passengers briefed in accordance with 'Best Practice' not to move around vehicle more than is absolutely necessary	LOW/MEDIUM 2	
Blocked emergency exits	✓	✓	✓		✓	Driver checks to ensure luggage is correctly stowed before moving off. Safety briefing in accordance with 'Best Practice'	LOW-1	

Environmental Hazards

List hazards involved	✓ who may be affected by this hazard					State existing practical or management controls for this hazard	Residual Risk Factor	What additional measures are necessary
	SP	E	S	O	SN			
ENVIRONMENTAL HAZARDS								
Adverse weather conditions – snow and ice (Risk of vehicle skids with subsequent vehicle damage. Risk of loss of time with consequent effects on itinerary)	✓				✓	Weather reports monitored Information provided to passengers Snow chains issued and drivers instructed in their use where deemed necessary. Competent and trained drivers Itinerary altered as necessary to avoid or reduce exposure to adverse weather.	LOW-1	Obtain advice from local meteorological office.
Vehicle door opening onto 'wrong side' of the road (Europe)	✓					Passengers alight from vehicle in designated drop off areas where possible Driver briefs passengers to take extra care when alighting from and returning to vehicle Vehicle fitted with hazard warning lights	MEDIUM-3	
Variances in terrain e.g. soft or uneven ground (Risk of trips and falls and of delays to journey)	✓					Competent drivers Route planning to avoid known problem areas Driver awareness of hazardous terrain Seat belts fitted	LOW-1	Take spade and boards if it is anticipated that the vehicle will be travelling over soft ground.

Access & Egress

List hazards involved	✓ who may be affected by this hazard					State existing practical or management controls for this hazard	Residual Risk Factor	What additional measures are necessary
	SP	E	S	O	SN			
ACCESS AND EGRESS (2)								
Coach access steps (Risk of falling while boarding or alighting the vehicle)	✓	✓	✓		✓	Driver safety briefing in accordance with 'Best Practice' Well maintained vehicle floor surfaces, step nosings etc. Handrails In-vehicle lighting Supervision by driver Main access point used at all times - emergency exits only used in emergency	LOW/MEDIUM 2	
Other vehicles – motor vehicles and cycles (Risk of being struck by vehicles, cycles etc while alighting from coach)					✓	Competent driver in accordance with 'Best Practice' Driver issued with high visibility jacket Supervision by driver Coach fitted with mirrors Hazard warning lights	MEDIUM -3	Driver and activity organiser to check specifically for presence of other road users at the nearside of the coach before alighting.

The information contained herein is correct at time of print. Should you have any further questions regarding the content or the safety of our vehicles or operation please do not hesitate to contact us.

You are welcome by appointment to visit our depot and view a vehicle should you wish to carry out your own risk assessment.

Signed:.....

Date:.....