

# Eavesway Travel Ltd

Bryn Side, Bryn Road, Ashton-in-Makerfield, Wigan, WN4 8BT

## Risk Assessment

### Introduction

Eavesway Travel 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.

We are a longstanding and active member of both the CPT (Confederation of Passenger Transport) and the CTC (Coach Tourism Council). We have also achieved Investor in People accreditation. 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 Eavesway Travel, 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.

All Eavesway Travel 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.

Eavesway Travel 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 Eavesway Travel 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

Eavesway Travel drivers are also supplied with Mobile Phones for use in the unlikely event of an emergency.

All Eavesway Travel vehicles are fitted with Trafficmaster. This equipment alerts the driver to any traffic delays or road closures that may be ahead allowing him/her to take an alternative route and/or alter planned breaks to remain within the driver's hours rules. They are also fitted with trackM8 satellite vehicle tracking equipment. This enables amongst its many features the Company to locate (to within 10 feet) the exact location of any coach, its direction and speed of travel at any time 24/7 365 days of the year without having to contact and distract the driver.

## Driver Safety

Eavesway Travel drivers undergo a rigorous driving evaluation prior to commencing employment with random follow up checks. Since 2014 all our drivers have been on a Defensive Driving Course, the results of which show that all our drivers are of a high calibre.

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. Eavesway Travel comply fully with the Road Transport (Working Time) Regulations (WTD) that were extended to encompass the road transport industry in 2005. Eavesway Travel 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. Eavesway Travel 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 Eavesway drivers wear a company uniform which makes them easily recognisable.

Eavesway Travel 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 fully updated in June 2015.

## **Road Risk Safety Management Policy**

Eavesway Travel 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**

Eavesway Travel 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. In the event of a major incident the Company can if necessary hand over management of such an incident to the CPT (Confederation of Passenger Transport) Crisis Line.

## First Aid

The majority of Eavesway Travel 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 (Executive Travel)

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

## Insurance

Eavesway Travel has comprehensive policies for Vehicle and Public and Employers Liability insurance. Please contact us if you require further details of these policies.

## Passengers' Responsibilities

Eavesway Travel 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

Eavesway Travel 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.

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## 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 years? NO
- Are there any outstanding investigations into claims of negligence? NO

### References

- Are references available by request? YES

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## 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 that have been delivered to the company feature some 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 Eavesway Travel.

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. Eavesway Travel 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

To assist passengers with this each coach also carries a SAFETY INFORMATION CARD. This has been produced by the CPT (Confederation of Passenger Transport) and details basic safety information.

This card is available, if required for passengers to consult on the day of travel or may be downloaded in advance from our website - [www.eaveswaytravel.com](http://www.eaveswaytravel.com)

## Non-Smoking Policy

For some years, in the interests of health and safety Eavesway Travel 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**

Eavesway Travel 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.

Each coach also carries a Health Information Guide. This again has been produced by the CPT and details basic advice regarding 'travel related deep vein thrombosis'. This card is also available, if required for passengers to consult on the day of travel or may be downloaded in advance from our website, [www.eaveswaytravel.com](http://www.eaveswaytravel.com)

## **Passengers with Wheelchairs**

100% of our full size coach fleet is now accessible for passengers who are restricted to a manual or powered wheelchair. 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, with the completion of a Disabled Access Booking Form
- 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

All of our full size coaches have small ramps that permit access to the front cabin or lower level of the vehicle. These coaches are also equipped with hydraulic lowering, to provide the easiest possible (dis)embarkation of wheelchairs. The Company has separate guidance notes regarding the use of this equipment and the safe anchorage of wheelchairs within the vehicle available from the company's offices.

Wheelchair bound passengers are permitted to transfer to a chair in the front cabin/lower level, with the assistance of their carer.

## 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 manager 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.

As members of the CPT (Confederation of Passenger Transport) we are able to use their 'Crisis Control Line' should this be required or the incident be far from base. This involves a CPT Representative being dispatched and on the scene within 60 minutes in order to assist the emergency services on the company's behalf.

It is the office or on call manager who will summon the CPT Representative, not the driver, organizer or emergency services.

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.