

Health & Safety Risk Assessment.

For School Journeys by Coach.

The Department for Education and Skills has produced guidelines for teachers organising school trips. These health & safety measures place responsibility on teachers to check every aspect of your pupil's journey, including the competence of your travel partners. At *Grayline Coaches* we take these responsibilities very seriously.

What the DfES Guidance says...

The checks and balances needed to satisfy the Health & Safety regulations are addressed in the latest guidance. In addition to checks within the school system – such as getting the head teachers approval for all visits, ensuring parents have all information and provide consent, and ensuring the staff are appropriately qualified, the DfES guidance asks teachers to check details of outside agencies such as coach operators.

Specifically, you should be in a position to verify: (1) Driver competence and the transport providers understanding of drivers hours regulations. (2) The transport providers breakdown contingency plans and insurance. (3) The policy for comfort stops en route. (4) The safety equipment on the coach, including first aid and fire extinguishers.

The coach operator is required to maintain: (1) their good repute. (2) A current Operators License. (3) Seatbelts to current standards. (4) For packages including accommodation, bonding to protect your monies.

Based on the DfES guidance, we have set out to answer the questions you will need to consider before booking a coach.

Driver Competence.

- We are committed to providing training to keep drivers aware of legal requirements, plus good and safe working practise.
- All drivers undergo the Criminal Records Bureau disclosure procedure.
- Driver's knowledge of road law, including the safety related to driving rules, is tested soon after engagement and at two yearly intervals thereafter.
- Drivers are contractually obliged to notify us within 24 hours: of conviction of any motoring offence, or conviction for any other offence affecting their suitability to drive coaches, or the diagnosis of any medical condition that may affect their ability to drive coaches.
- On engagement and then at intervals of no more than 6 months all drivers' licenses are inspected.
- Driver's work & rest will always be scheduled to meet the legal requirements.

Equal Opportunities.

- Grayline Coaches are an equal opportunities employer.

Coach Maintenance, Breakdown Contingency & Safety Equipment.

- All coaches are equipped with all required safety equipment, including fire extinguisher, window hammers, adequate safety exits and, a first aid kit. Seatbelts are provided for all seats and we strongly advise that passengers wear them at all times.
- All engineering staff are themselves competent by training, examination or experience to carry out the tasks to which they are assigned; or will be supervised by such a person.
- All coaches have a daily walk-round visual check by driver or engineer.
- Drivers make a written report of any defect that becomes apparent when a vehicle is in use and these defects are rectified before the vehicle is returned to service.

- A full vehicle “safety inspection” is carried out every four weeks.
- In the event of a breakdown we have arrangements with DAF Aid, MAN Euro Service, Scania Life Line, Iveco Assist, OMI plus and DKV who provide emergency response and repairs to continue the journey or the provision of a replacement coach.

Cleanliness and Hygiene.

- Coaches are washed and cleaned at least once a day and between each hire on any day where this is possible. This also applies to on-board toilets.
- Luggage lockers are cleaned at a frequency that avoids luggage becoming soiled.
- We comply with a Code of Practise relating to hygiene on coaches issued by the Chartered Institute of Environmental Health.
- We have adopted a Health and Safety policy statement.
- As a Company we are environmentally conscious. Drivers are particularly required to desist from actions that are environmentally harmful.

For Your Peace of Mind.

- Our sales office staff are competent to advise on all aspects of coach hire.
- To avoid any doubt about what is to be provided we give written confirmation of each coach hire reservation – unless clients do not want them or, there is insufficient time between booking and hire for this to happen.
- In the unlikely event of a complaint, we will acknowledge it within 5 days and seek resolution within 21 days.
- Our Coach Fleet Insurer is: Summit at Lloyd’s.
Policy Number: FCOA0814136 Expires: 31st December, 2011.
- Our Public Liability Insurer is: Amlin Insurance
Policy Number: 9033944 Expires: 31.12.11
- Our Public Service Vehicle Operators License Number issued by VOSA is: PH 0006131

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