



Coach Travel Risk Assessment

This risk assessment has been compiled as a general overview of the main risks associated with coach travel. It is not an exhaustive list of every eventuality that can occur, and groups/individuals should also compile their own risk assessments based upon the individual needs of the party travelling.

Hazard	Risks	Person(s) Affected	Severity of Risk	Control Measures
Boarding/disembarking the vehicle (coach access)	Personal Injury: <ul style="list-style-type: none">Slip, trip or fall	All staff and customers/passengers	Low/Medium	<ul style="list-style-type: none">Ensure all lighting both internally and externally are fully operational and the areas are well litEnsure the platforms and the aisles are clear of any obstructions or trip hazards including litter and rain waterThe Driver to pull up in a safe place to allow the passengers to board/disembark. If abroad, this should be in an area free of traffic and ideally the continental door where possible.Ensure that the steps are dry before boarding/disembarking – steps and aisles to be dry mopped if required and passengers warned to board the vehicle slowly and carefully (safety briefing)Main exits points to be used. Emergency exits not be used unless in an emergency.Hazard lights to be used by the Driver to warn other road users of boarding/disembarking passengers if in an area where this is deemed to be required

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Stowed luggage and obstructions in aisles	<p>Personal Injury:</p> <ul style="list-style-type: none"> • Luggage/objects falling from the overhead luggage compartments • Crush injuries • Injuries to back whilst lifting heavy luggage <p>Exits blocked including the main vehicle entry/exit points, aisles and emergency exits</p>	All staff and customers/passengers	Medium	<ul style="list-style-type: none"> • Legal requirement to keep exits clear – Best Practice exercised by Driver and Party Leader • Only small cabin sized bags/luggage to be allowed in the coach seating area • Bags/Luggage should be stowed in either the overhead luggage compartments or under the seat only on board the vehicle • Bags/Luggage stowed in the overhead storage should be less than 6kg in weight • Heavy bags/luggage or large items should be stowed in the coach hold. Luggage should be lifted using the correct lifting procedures as deemed Best Practice. • No flammable liquids to be stowed on board the coach. • Driver to ensure that all bags/luggage are safely secured before departure. • Driver to ensure no bags/luggage or straps off bags/luggage are left in the aisles before departure • Passengers to be reminded by the Party Leader hiring the coach that all on board should be wearing their seatbelts and are not to move about the vehicle whilst it is in motion unless moving to and from the onboard toilet.
Adverse Weather Conditions	Vehicle skidding with the potential to collide	All staff, customers and passengers, other	Low	<ul style="list-style-type: none"> • Operations Manager/Team to consult local weather reports for the areas

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	<p>with other vehicles or pedestrians causing personal injuries and/or vehicle damage</p> <p>Personal injury:</p> <ul style="list-style-type: none"> • Whiplash • Cuts/bruises • Concussion • Sprains/breaks • Slips, trips and falls <p>Delays in the Party Leaders itinerary for the hire of the coach</p>	<p>vehicle road users, pedestrians</p>		<p>covered by the coach hire and Party Leader informed of a final decision of whether it is safe to proceed on the journey using the vehicle</p> <ul style="list-style-type: none"> • Driver to be experienced member of the team capable of negotiating adverse conditions • Party Leader to be notified of any possible delays incurred by the inclement weather • Cleaning materials available on board to clean up any rainwater/melted snow/hail • Passengers to remain in their seats at all times with seatbelts securely fastened. • Passengers reminded not to move around the vehicle whilst it is in motion unless using the on-board toilet. Passengers are only insured to be out of their seats whilst the vehicle is in motion when visiting onboard facilities.
<p>Terrain</p>	<p>Vehicle becoming grounded on soft ground</p> <p>Personal injury</p> <ul style="list-style-type: none"> • Slips, trips or falls 	<p>All staff, customers and passengers, other vehicle road users</p>	<p>Low</p>	<ul style="list-style-type: none"> • Route planning prior to departure • Experienced drivers • Boards and spade available on board • Party Leader to be notified of any possible delays incurred by problematic terrains • Seatbelts to be worn at all times by all passengers and driver

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	Delays in Party Leaders itinerary for the hire of the coach			<ul style="list-style-type: none"> • Passengers to remain seated at all times unless moving to and from the toilet
Vehicle Breakdown/Mechanical Issues	Delay in Party Leaders itinerary for the hire of the coach Road Traffic Collision Personal Injury	All staff and customers/passengers	Medium	<ul style="list-style-type: none"> • Vehicle to undergo regular vehicle maintenance checks as per the Company's policies and procedures • Driver to undertake Driver checks for defects before leaving the depot • 24-hour assistance support available from the Operations Team • All Drivers trained in what to do in the event of a vehicle mechanical problem/breakdown and who to contact • All Drivers to have access to a mobile phone • Where at all possible, the vehicle to be stopped in a safe place for passengers/customers and accessible for the Recovery Team • Hazard Lights to be used by the Driver to warn other road users of the broken-down vehicle. • Party Leader informed of the problem and where possible, the duration of the delay. • Passengers/customers to disembark to a safe place if available under the instructions of the Driver. • Driving times limited to the legal maximum for the individual driver.

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Vehicle Fire or Fire Alarm Activation	Personal Injury Smoke inhalation	All staff and passengers/customers	Low	<ul style="list-style-type: none"> • Passengers should evacuate the vehicle as per the instructions of the driver • No smoking policy on board the vehicles • No vaping/e-cigarette policy on board the vehicles • Fire extinguishers on board and freely accessible • First Aid kit on board and freely accessible • Driver to have basic first aid training • All passengers briefed on where their nearest emergency exits are in cases of emergency • Driver to ensure all exists are kept clear • Smoke Alarms fitted on board
Passenger Safety	Personal Injury: <ul style="list-style-type: none"> • Slips, trips and falls • Cuts/bruises • Concussion • Sprains/breaks Driver distracted Other road users distracted	All staff and passengers/customers	Medium	<ul style="list-style-type: none"> • Party Leader to be responsible for the behaviour of the party. The Party Leader has overall responsibility of the safety of the passengers. • Party Leader to be responsible for medication brought on board for members of their party • No smoking policy • No vaping/e-cigarette policy • No alcohol or drugs to be consumed on board the vehicle • Seatbelts must be worn at all times • Passengers must remain seated while the vehicle is in motion unless moving to/from the on-board facilities

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				<ul style="list-style-type: none">• Driver to stop the vehicle if the behaviour on board is deemed as a distraction/compromise to the safety of those on board.• All drivers fully DBS checked• All drivers fully CPC trained and licenced• All drivers to take their scheduled breaks• All drivers to ensure they adhere to the driving hours regulations and do not exceed the legal requirement.• All routes planned in advance

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