

# Coach travel risk assessments provided by Castaway Travel

Coach Travel is an integral part of any trip to The Chateau and as such we do all we can to ensure that any travel organised by us is of an assured quality and, most importantly, safe.

We do not operate Coaches but our commitment to high standards means that we guarantee to only hire coaches that meet the following criteria:

- Coaches are hired from experienced and reputable Coach Operators that have a proven record of customer service and safety.
- Coach Operators have all appropriate and current Operating Licences for the vehicles hired.
- Coach Operators have all appropriate Insurances.
- Coaches are of an appropriate standard and have seat belts for all passenger seats.

In addition to the above we also require Coach Operators and Drivers to conform to the following Code of Practice.

## Coach operators will:

- Ensure all coaches are maintained to the highest standards and are inspected regularly as required by UK legislation.
- Ensure coaches carry and display the appropriate Road Fund and Operators Licences.
- Ensure drivers are experienced in the type of vehicle to be used and driving abroad.
- Ensure all coaches have the correct documentation for the journey being undertaken and that the driver holds an appropriate passport and current and valid licence to drive the vehicle.
- Provide 24 hour communication and contact systems.
- Ensure there is a 24 hour breakdown call out procedure in place
- Have an operational daily check system in place and ensure all drivers are trained in its use.
- Ensure the vehicle carries a comprehensive First Aid kit and that drivers are aware of what to do in the case of an accident or emergency.

## Coach drivers will:

- Ensure they have the correct documentation for the journey and are carrying their passport and driving licence.
- Ensure they have all appropriate maps, mobile phone and emergency contact numbers.
- Drive only vehicles in which they have experience.
- Provide a Safety Briefing at the start of the journey to include the use of seatbelts, location and use of all emergency exits and appropriate behaviour during the journey - see below
- Ensure all luggage is stored securely in appropriate lockers.
- Ensure all aisles and exits are kept clear and doors are secure but not locked.
- Take adequate rest breaks as required by legislation and conform to the Working Time Directive in terms of overall working hours.
- At all times drive in safe manner taking into account road and weather conditions.
- Comply with all speed limits and the Highway Code.
- Complete daily checks on the vehicle and take appropriate remedial action if defects are found.
- Clean the vehicle as appropriate.

- Ensure adequate fuel is carried and refuel as appropriate
- In addition Drivers are expected to provide excellent Customer Care and, most importantly, liaise closely with the Party Leader and other teaching staff / adult supervisors to ensure students are aware of and reminded as required of the appropriate behaviour and conduct expected AND the use of seatbelts.
- In the event of breakdown, accident or emergency the Driver is expected to take control of the situation providing guidance and leadership by giving clear instructions to others.

## Risk assessment

Hazard	Risk	Persons at Risk	Level of Probability	Control Measure	Outcome
Traffic accident	Injury / Death	All	Low	<p>All passengers to use seatbelts</p> <p>Luggage to be stored securely</p> <p>Aisles and exits kept clear</p> <p>Emergency exits identified before journey start</p> <p>Drivers to have adequate rests</p> <p>Driver and teachers to work closely to ensure excellent communication to and supervision of students</p>	Low
Breakdown on motorway	Collision with passing vehicles causing injury / death	All	Medium	<p>Nurse vehicle to slip road if possible OR get vehicle to hard shoulder / inside of motorway</p> <p>Teachers to manage evacuation behind crash barriers and away from vehicle</p> <p>Take a head count</p> <p>Use hazard lights and warning triangle</p> <p>Check location and use mobile phone to call for assistance</p>	Low
Breakdown on non motorway	Collision with passing vehicles causing injury / death	All	Medium	<p>Nurse vehicle to slip road if possible OR get vehicle to inside of road</p> <p>Move students forward in coach and, if appropriate, teachers to manage evacuation away from vehicle</p> <p>Take a head count</p> <p>Use hazard lights and warning triangle</p> <p>Check location and use mobile phone to call for assistance</p>	Low

Rest stops	Being hit by vehicle / student lost	All	Medium	<p>Stops only made at appropriate areas</p> <p>Teachers to manage leaving vehicle</p> <p>Teachers to communicate time for return to vehicle</p> <p>Students to stay in groups of no less than 3</p> <p>Teachers to supervise students as appropriate</p> <p>Take a head count on return to vehicle and before moving off</p>	Low
Roadworthiness of vehicle	Risk of catastrophic vehicle failure leading to injury/death	All	Low	<p>Daily vehicle inspection carried out</p> <p>Defect reporting procedure in place</p>	Low
Being hit by another vehicle when the coach is parked up	Collision with passing vehicles causing injury / death	All	Low	<p>Driver pulls as far off the road as possible.</p> <p>Coach parks in designated parking bays when left unattended</p> <p>Passengers alight to a safe place away from the vehicle</p>	Low
Vehicle door opening onto 'wrong side' of the road	Being hit by vehicle	All	Low	<p>Passengers alight from vehicle in designated drop off areas where possible</p> <p>Driver briefs passengers to take extra care when alighting from and returning to vehicle</p>	
Impaired driver performance – fatigue/stress/distraction	Traffic accident causing injury/death	All	Low	<p>Daily driving hours not exceeded</p> <p>Monitoring of tachograph records</p> <p>Drivers prohibited from using hand-held mobile telephone whilst vehicle is in motion</p> <p>Group organiser or other nominated person seated closest to driver</p> <p>Supervision of passengers</p> <p>No smoking on the vehicles</p> <p>Drivers advised not to use hand-held microphone when the vehicle is in motion</p>	Low

Objects falling from overhead luggage racks	Injury	All	Low	<p>Only hand luggage allowed on the racks inside the coach</p> <p>Heavy items to be stored in the luggage hold or beneath seats</p> <p>Driver to check that luggage is correctly stored before moving off</p>	Low
Coach access steps	Risk of falling while boarding or alighting the vehicle	All	Low	Well maintained vehicle floor surface, step nosings etc	Low