

## **RISK ASSESSMENT FOR COACH TRAVEL**

### **QUICK REFERENCE CHECKLIST**

We are pleased to be a member of CoachMarque, a national quality scheme designed to give you complete peace of mind when choosing your coach travel.

Companies who have achieved CoachMarque status are committed to, and have passed a set of quality standards to ensure you travel in comfort and safety.

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| <p>1. Is the Coach Operator a member of CoachMarque? If answered 'YES' go to question 24</p>                                                                                                                                                                                       | <p>All drivers undergo a driving assessment on application, then on employment they are required to go through industry based training programmes such as transfed (1) induction and foundation programme for coach drivers, basic first aid awareness, defensive driving and customer care. Attending and passing these courses improve the driver's professionalism.</p> |
| <p>2. In accordance with PSV act 1981 is the company controlled by a transport manager having continuous and effective responsibility for the operation?</p> <p>Yes – David Mayne is the nominated transport manager for our operator's licence.</p>                               | <p>(1) Transfed is the coach industry's leading training body.</p>                                                                                                                                                                                                                                                                                                         |
| <p>3. Is the operation managed by a holder of 'certificate of professional competence'?</p> <p>Yes – David Mayne holds a full international certificate of professional competence.</p>                                                                                            | <p>6. Will the driver be presented in company uniform?</p> <p>All Maynes Coaches full-time and part time drivers are provided with uniform on commencement of their employment.</p>                                                                                                                                                                                        |
| <p>4. Are the drivers issued with a 'handbook' containing pertinent information required to carry out their duties professionally and inline with company policy?</p> <p>Yes - all driving staff are issued with the company handbook, which is updated and reissued annually.</p> | <p>7. Does the company operate preventative maintenance programme maximising reliability and safety?</p> <p>All vehicles are maintained to the highest standards without regard to cost. All coaches under go safety inspections every 4 weeks or 10,000kms, whichever is sooner.</p>                                                                                      |
| <p>5. Is there driver-training programme in place to promote the industry's best practises?</p>                                                                                                                                                                                    | <p>8. Are all the coaches fitted with seat belts?</p> <p>All the vehicles are fitted with 2-point lap</p>                                                                                                                                                                                                                                                                  |

style seat belts. Some vehicles are fitted with 3-point seat belts, similar to those fitted in cars.

9. Does a daily vehicle check take place before each vehicle is used and is written evidence kept of the check taking place?

Each driver is required to undertake a full visual inspection of the vehicle before taking the vehicle on the public highway. This inspection is recorded and any defects are brought to the attention of the company's fleet engineer for rectification before entering service.

10. Is there a fully operational reporting procedure?

Yes- each driver is issued with his or her own Duplicate Defect Report Book. Any item of equipment on the vehicle that is found to be defective or not working in satisfactory manner must be reported by these means to the company's engineers for appropriate action to be taken.

11. Does a system ensure vehicles are presented in a clean and safe condition?

Every vehicle is washed and cleaned on its return to the depot after every days work. The company has its full cleaning facilities at its depot in Buckie and Elgin. These include a vehicle wash for the exterior. A system is in place to ensure that all vehicles that need to be are cleaned each day.

12. Are all vehicles equipped with mobile communication?

All the Coaches are equipped with fitted in coach hands free GSM Mobile telephones.

The phones are restricted to only dial certain company numbers and the number is not generally given out to non company personnel, to reduce the number of instances where the phone is called. The company can contact the coach in an emergency, or if it decides it is appropriate, which means the number of distractions to the driver is reduced. Text messaging is used to pass on non-urgent messages to coaches to minimise the need for the driver to be distracted.

13. Is there a 24-hour break down call-out procedure?

Our offices are open between 09:00 hrs and 17.30hrs Monday to Friday and 08.30hrs and 12.30hrs on Saturdays. Outside of these hours drivers can contact the manager for advice about certain issues. The manager can contact the Duty Mechanic or Fleet Engineer to resolve any problems. The company is a member of The Guild of British Coach Operators and as such has access to many member operators throughout the UK who will provide assistance whenever and wherever possible, including provision of replacement vehicles to aid the onward journey of the passengers.

14. The operator maintains a point of booking for customers, continuously staffed from 09.00 – 17.30hrs; Monday - Friday

The company's sales office is open from 09:00 to 17:30 hrs Monday to Friday for telephone callers and visitors to the premises.

15. Are conditions of hire based on terms at least as favourable to those outlines by the confederation of passenger transport (CPT)?

Yes, conditions of hire can be found on the

reverse of the booking confirmation and private hire and contract invoices.

16. Will the driver's journey documents accurately reflect the customers booking?

The drivers work ticket is produced from the information shown on the customers booking confirmation. It is important that the customer checks the confirmation on receipt, to confirm the company has the correct details for the journey.

17. Is there an effective complaints procedure?

In the event of a complaint about the company's services, the hirer should endeavour to seek a solution at the time by seeking assistance from the driver or from the company. If this has not provided a remedy, complaints should be submitted in writing and within 14 days of the termination date of the hire. Complaints will be acknowledged within 14 working days and the company will aim to resolve any complaint within 28 days of it being made. Full details of the company's complaint procedure are available on request.

18. Does a 24-hour contact system operate?

The company's Operations department is manned between 07:00hrs and 17:30hrs from Monday to Friday and 08:00hrs to 12:30hrs on Saturdays. Outside these opening hours a manager is available by contacting the main office number and listening to recorded message. The Manager has the authority to schedule vehicle and drivers are required. The manager is always able to contact a company Director if required.

19. Does the operator have to confirm to an age profile requirement of their fleet?

As part of the criteria for CoachMarque accreditation 75% of the company's fleet must be under ten years of age. Visit our web site [www.maynes.co.uk](http://www.maynes.co.uk) for the fleet list

20. Can the company demonstrate proven commitment to the highest levels of safety and comfort?

The company has an excellent safety record within the coach industry. A printout of the previous 12 months vehicle maintenance history from the government agency that oversees that industry's safety record, the vehicle inspectorate, can be provided upon request.

21. Are the coaches operated from an identifiable operating base in accordance with health and safety regulations along with associated risk assessments policy?

The company operate from its own depots in Buckie and Elgin, where it has been based for 60 years. A full health and safety policy can be made available upon request. All current legislation is adhered to and risk assessments are updated as required or reviewed annually as a minimum.

22. Is the operator the subject of an independent assessment or audit of all standards at any point?

As part of the CoachMarque accreditation process the company undergoes a strict audit every two years to ensure compliance with the Marque's criteria. Also as members of the Guild of British Coach Operators the company undergoes a similar audit procedure.

23. Does the operator welcome inspection visits by clients?

It takes a lot of back up and preparation to ensure that we can provide the very best service possible to our customers and passengers. We are very proud of the facilities and staff at our depot and very much welcome and encourage our customers to visit our premises for a short guided inspection visit. Contact the office for details.

24. Does the company analyse all tachograph charts to check drivers are being allocated within the constraints of current driver's hours regulations

To comply with the EC drives hours regulations (3830/85) a company must take steps to ensure compliance by its staff to the regulations. To ensure this we analyse every single tachograph disc produced by the driving staff and check for any infringements that may have occurred. Monthly reports of any infringements are produced and presented to the nominated traffic manager, David Mayne for any further action to be taken.

25. Is an operational risk assessment available?

Yes, please ask the Private Hire Department for one to be sent to you.