



## RISK ASSESSMENT FOR TRAVEL BY COACH

### QUICK REFERENCE CHECKLIST

We are pleased to be members of the Guild of British Coach Operators, a national quality scheme designed to give you complete peace of mind when choosing your coach travel. We are committed to, and have passed a set of quality standards to ensure you travel in comfort and safety.

1. In accordance with PSV Act 1981 is the company controlled by a Transport Manager having continuous and effective responsibility for the operation?

**Yes – Philip Brown is the nominated Transport Manager for our Operator’s Licence PB268**

2. Is the operation managed by a holder of ‘Certificate of Professional Competence’?

**Yes – Philip Brown holds a full international Certificate of Professional Competence.**

3. Are the drivers issued with a ‘handbook’ containing pertinent information required to carry out their duties professionally and in line with company policy?

**Yes – All driving staff are issued with the company handbook, which is updated regularly.**

4. Is there a driver-training programme in place to promote the industry’s best practise?

**All drivers undergo a driving assessment on application, then on employment they are required to go through industry based training programmes such as EU Law – Drivers hours, Basic First Aid Awareness, Defensive Driving and Customer Care.**

5. Will the driver be presented in company uniform?

**All eddie brown tour Group full-time and part-time coach drivers are provided with uniform on commencement of their employment.**

6. Does the company operate a preventative maintenance programme maximising reliability and safety?

**All vehicles are maintained to the highest standards without regard to cost. All coaches undergo safety inspections every 6 weeks or 10,000kms, whichever the sooner.**

7. Are the coaches fitted with seat belts?

**All vehicles are fitted with 2-point lap style seat belts. Some vehicles are fitted with 3-point seat belts, similar to those fitted in cars.**

8. 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.**

9. Is there a fully operational defect reporting procedure?

**Yes – each coach is issued with its own duplicate Defect Report Book. Any item of equipment on the vehicle that is found to be defective or not working in a satisfactory manner must be reported by these means to the company’s engineers for appropriate action to be taken.**

10. 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 full cleaning facilities at its depot at Thorp Arch in Wetherby. These include a vehicle wash for the exterior and cleaning staff who are responsible for the interior of all vehicles. A system is in place to ensure that all vehicles that need to be are cleaned each day.**

11. Are the vehicles equipped with mobile communication?

**All coaches are equipped with fitted in coach hands free 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. The text messaging facility has been removed from all coach mobile telephones, again to minimise the number of distractions to the driver.**

12. Is there a 24-hour breakdown call-out procedure?

**Our offices are open between 08.00hrs and 17.30hrs Monday to Friday and 09.00hrs to 15.00hrs on Saturdays. Outside these hours drivers an on call Operations Manager is always available. The Operations 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.**

13. The operator maintains a point of booking for customers, continuously staffed from 09.00hrs to 17.00hrs Monday to Friday.

**The company’s sales office is open from 08.30hrs to 17.30hrs Monday to Friday and 09.00hrs to 15.00hrs on Saturdays for telephone callers and visitors to the premises.**

14. Are conditions of hire based on terms at least as favourable to those outlined by the Confederation of Passenger Transport (CPT)?

**Yes. Conditions of hire can be found on the reverse of the booking confirmation.**

15. 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, then signs and returns the acceptance sheet to confirm the company has the correct details for the journey.**

16. 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 within 21 days of the termination date of the hire. Complaints will be acknowledged within 5 working days and the Company will aim to resolve any complaint within 28 days of it being made.**

17. Does a 24-hour contact system operate?

**The company’s Operations department is manned between 08.30hrs and 17.30hrs from Monday to Friday. Outside these opening hours an**

**Operations Manager is available by contacting the main office number and listening to the recorded message, for the on call 24 hour number. The Operations Manager has the authority to schedule vehicle and drivers as required. The Operations Manager is always able to contact a Company director if required.**

18. Does the company fully comply with financial protection legislation, including bonding arrangements for package tour regulations?

**The company is a member of the Bonded Coach Holidays Group (BCH) for the protection of all package holiday trips. The membership number is 726.**

19. 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 the industry's safety record, the Vehicle Inspectorate, can be provided upon request.**

20. Are the coaches operated from an identifiable operating base in accordance with Health & Safety Regulations along with associated Risk Assessment Policy?

**The company operates from its own depot at Unit 370, Thorp Arch Estate, Wetherby, LS23 7EG. 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.**

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

**As part of The Guild of British Coach Operators accreditation process the company undergoes a strict audit every two years to ensure compliance with the Guilds criteria.**

22. Does the operator welcome inspection visits by clients?

**It takes a lot of backup 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.**

23. Does the company analyse all tachograph charts to check drivers are being allocated within the constraints of current Driver's Hour's Regulations?

**To comply with the EC Drivers Hours Regulations (3820/85) a company must take steps to ensure compliance by its staff to the regulations. To ensure this we use a specialist company who 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 our Operations Manager for any further action to be taken.**

**eddie brown tours Group**

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