

POLICY

04. Passenger Safety

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REV	Date	Status / Description of Changes
01	05/08/2019	Updating all laws/regulations dates to the current standard. Adjusting template, for a more clear layout.
02	14/08/2020	Updated Template Minor changes
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Contents

Requirement	3
Policy	3
HGVs, Vans, Cars & P2Ws	3
HGVs, Vans, Cars & PCV's	4
Drivers process HGV, Van, cars	4
Drivers process PCV	5

Requirement

To carry passengers in such a manner that no danger is likely to be caused.

Policy

The company ensures that all passengers are carried safely, that the number of passengers carried does not exceed the authorised passenger capacity and has a passenger safety policy in place for each particular vehicle type. Our policy is supported by a risk assessment.

- Only authorised passengers will be carried
- Passengers will only be carried where there is a seat or an arrangement (for disabled passengers) and use the appropriate restraint (seat belt)
- Passengers will not be carried in or on loading areas^[SEP] PCV's will only carry standing passengers if authorised (such as bus services)
- Procedures for PCV evacuation and emergencies are in place. This includes servicing of emergency equipment such fire extinguishers and provision of First aid kit to be carried
- The use of P2Ws for carrying authorised passengers will be subject to a specific risk assessment and safe system of work.

HGVs, Vans, Cars & P2Ws

- Only allow authorised personnel to be passengers in the company vehicle reflecting the Vehicle/Equipment Theft and Unauthorised Access Procedure O6
- If there are regular authorised passengers required to travel in the vehicle then a register is held of such personnel (see stationary O4.). These authorised passengers will be communicated to the driver from manager responsible for this policy
- Drivers will ensure that passengers occupy seats and use the appropriate restraint (seat belt)
- If a passenger refuses to wear a seat belt or acts in an unsafe manner (including smoking), drivers are entitled not to drive until the risk has been addressed. Drivers should contact the office or responsible person to ensure they comply with their duty of care^[SEP]
- If pets are to be carried within company vehicles appropriate forms of restraint will be used/provided and the driver must be informed
- All passengers will be provided with and wear appropriate PPE whilst walking around the outside of vehicles larger than small vans (on car wheel bases)
- Spot checks will be carried out to ensure that no unauthorised or untrained passengers are travelling in the cab
- In the event of a P2W being included in the scope of the FORS fleet a specific risk assessment and supporting procedures will be completed.

HGVs, Vans, Cars & PCV's

- Drivers will ensure that passengers occupy seats and use appropriate restraint (seat belt)
- Passengers will not be carried within the loading/storage space of the PCV
- Drivers will ensure no unauthorised passengers are able to travel. This system will reflect the Vehicle/equipment Theft and Unauthorised Access Procedure (O6)
- If there are regular authorised passengers required to travel in the vehicle then a register is held of such personnel (O4-4). These authorised passengers will be communicated to the driver from manager responsible for this policy
- Ensure drivers have access to the authorised personnel list to assist the Driver perform his tasks
- A procedure is in place where children are to be carried, using correct seat belt arrangements and child seats to be fitted/available
- Drivers to be given training to help manage passenger conflict situations
- Safe parking for all PCV's during use and out of hours. Vehicles will be locked when no one is either in the vehicle or loading
- Drivers to be briefed on what is safe to be taken onboard the vehicle as hand luggage with other items stowed securely in the luggage hold
- Company policy will determine if pets are allowed to be carried and brief drivers appropriately
- Where vehicles are accessible to disabled people arrangements are in place to keep gangways and emergency exits free from obstruction; suitable storage of restraint systems, secure restraint of wheelchair, clear instructions displayed and appropriate guidance on serviceability
- Drivers will ensure that emergency exits are not obstructed.
- Appropriate on-board instruction notices to passengers being clearly visible and clean
- Carry out spot checks to ensure drivers are observing the passenger safety training.

Drivers process HGV, Van, cars

- Drivers will ensure that authorised passengers do not distract you from your driving duties.
- Drivers will advise authorised passengers how to avoid injury whilst climbing on and off vehicles
- Drivers will advise their passenger where to store their personal belongings safely. This will ensure your driving area will not be compromised by "clutter" which could prevent the safe operation of the vehicle
- Drivers to ask authorised passengers to remove all their litter and dispose of it safely and appropriately
- All passengers will wear the appropriate PPE whilst walking around the outside of a large vehicle (larger than a small car wheel-based van)
- If a passenger refuses to wear a seat belt or acts in an inappropriate manner (including smoking) drivers are entitled not to drive until the "risk" has been addressed. Contact the office or responsible person to ensure compliance with duty of care if the passenger refuses to comply with driving at work safety and legal requirements.

Drivers process PCV

- Drivers will follow company procedure to check all emergency exits are in working order and carry out daily walkaround checks
- Drivers will use a system to ensure there are no unauthorised passengers
- Drivers will ensure that only the permitted number of passengers will be carried
- Drivers will decide the size of safe items to which can be carried within vehicles either to be placed under the seat or on the luggage rack. Items too large to be carried within the vehicle will be stored in the luggage hold using the restraints
- Drivers will help passengers embark and disembark ^[SEP]
- If a driver is of the view that someone is intoxicated and behaving badly before they are within their right to refuse access to travel, to ensure their safety and that of other passengers' safety in their care
- If a passenger becomes abusive or rowdy during the journey find a safe place to stop to phone the office and ask for assistance to deal with the passenger, drivers may should call the police for assistance if they or any passengers are under threat or unsafe ^[SEP]
- All passengers must occupy a seat and wear seatbelts ^[SEP]
- Drivers will take appropriate care of vulnerable passengers. In particular drivers should be familiar with safe operational arrangements for the restraint systems available
- Drivers will point out to passengers exits in case of an emergency and that all gangways and emergency exits will be kept clear whilst travelling in their vehicle ^[SEP]
- Drivers will inform passengers not to distract them from driving unless there is an emergency
- Drivers will ensure they follow safe parking procedures and leave vehicles securely locked when not present.

Thomas Barrett – Director

