

Risk Assessment Statement

The Coach Company UK

<https://thecoachcompany.co.uk>

Effective Date: 1st June 2025

Review Date: 1st June 2026

Prepared by: Health & Safety Compliance Officer

Approved by: Operations Director

1. Statement of Commitment

At *The Coach Company UK*, the health, safety, and welfare of our passengers, staff, and the wider public are our highest priority. We are fully committed to complying with the Health and Safety at Work etc. Act 1974, relevant UK transport legislation, and industry best practice standards to ensure our coach and minibus operations are safe, well-managed, and continuously reviewed.

This document outlines our key risk assessment processes, control measures, and mitigation strategies across all areas of our operation, with the objective of minimising risk while providing reliable and comfortable transport services.

2. Scope of Risk Assessment

This risk assessment covers the following activities:

- Daily operation of private and corporate coach and minibus services
- School transport services
- Driver duties (including walk-around checks, driving, loading/unloading)
- Passenger embarkation and disembarkation
- Cleaning and vehicle maintenance

- Emergency procedures (accident, fire, breakdown)
 - COVID-19 and infection control (where applicable)
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3. Identified Risks and Control Measures

3.1 Vehicle Operation and Driving Standards

Hazard	Risk	Control Measures
Driver fatigue or distraction	Road traffic incidents	All drivers undergo regular CPC training and adhere to driving hours regulated by DVSA. Vehicles are fitted with tachographs and telematics.
Mechanical failure	Injury or breakdown	Daily walk-around checks, planned maintenance schedules, and immediate reporting systems in place.
Adverse weather conditions	Skidding, reduced visibility	Drivers receive winter and adverse weather training. Vehicles are equipped with emergency kits and appropriate tyres.

3.2 Passenger Safety

Hazard	Risk	Control Measures
Slips/trips when boarding or exiting	Passenger injury	Drivers assist with safe boarding. Vehicles have anti-slip floors and visible handrails.
Unruly behaviour on board	Disruption, injury	Company policy enforces a strict passenger code of conduct. Drivers can report and refuse service if required.
Incorrect use of seatbelts	Injury during emergency braking	Safety signage is displayed in all vehicles. Drivers perform a visual seatbelt check before departure.

3.3 Staff Safety

Hazard	Risk	Control Measures
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Lone working during out-of-hours jobs	Assault, injury	24/7 control room support, vehicle tracking, and emergency contact protocols in place.
Manual handling (luggage or equipment)	Musculoskeletal injuries	Training provided on safe lifting techniques. Drivers are not expected to handle heavy or bulky items alone.

3.4 Vehicle Cleaning and Infection Control

Hazard	Risk	Control Measures
Exposure to cleaning chemicals	Skin/eye irritation, respiratory issues	COSHH-compliant substances are used. Staff are trained and provided with PPE.
Spread of infectious diseases (e.g. COVID-19)	Illness to passengers or staff	Enhanced cleaning protocols are in place, especially on high-contact surfaces. Vehicles are ventilated, and sanitiser is provided.

3.5 Emergencies

Hazard	Risk	Control Measures
Fire on board	Injury or fatality	Fire extinguishers are checked monthly, and clearly marked exits are present. Drivers are trained in evacuation protocols.
Road accident	Injury to occupants	Emergency contact cards, first aid kits, and incident reporting procedures in every vehicle. All drivers are first-aid trained.
Passenger taken ill	Delayed journey, health risk	Drivers follow the health emergency SOP and contact emergency services if needed.

4. School Transport Addendum

We operate school services under enhanced safeguarding and child protection protocols. These include:

- All drivers are DBS checked and trained in child protection awareness

- Vehicles used for schools are equipped with CCTV
 - A named transport coordinator liaises with the school in real time
 - Extra supervision is provided on routes with young or vulnerable passengers
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5. Review and Monitoring

We conduct formal reviews of our risk assessments annually or following any:

- Incident or near miss
- Change in legislation
- Operational change (e.g. new vehicles or routes)

Staff are encouraged to report all hazards or safety concerns. Toolbox talks, refresher training, and regular briefings ensure a shared culture of safety across our organisation.


6. COVID-19 & Future Pandemic Preparedness


We retain a flexible COVID-19 response protocol, which can be reactivated if public health guidance changes. This includes vehicle fogging, mask protocols, driver partition screens, and contactless boarding.


7. Contact and Access to Policy

A full copy of our detailed operational risk assessments is available upon request. For more information, please contact:

Health & Safety Officer

 info@thecoachcompany.co.uk

 0800 171 2105

 <https://thecoachcompany.co.uk/>

8. Declaration

We affirm that all reasonable measures have been taken to ensure a safe working environment for our staff and a safe travel experience for our passengers. We remain committed to ongoing improvement and legislative compliance across all aspects of our service delivery.

Signed:

Operations Director

The Coach Company UK

Date: 1st June 2025
