

**Coach Direct Limited**  
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**Code of Safety Practice**  
**for**  
**Passenger Transport Service Providers**

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# 1. INTRODUCTION

## 1.1. Purpose of the Code of Practice

In recognition of both legal and moral obligations to ensure, so far as is reasonably practicable, the health, safety and welfare of its customers whilst being transported by road within the United Kingdom, Coach Direct Ltd (hereinafter referred to as the 'Company'), has developed this Code of Safety Practice (hereinafter referred to as the 'Code') for the guidance of contracted transportation service providers (hereinafter referred to as the 'Operator').

The Operator contracted by the Company to provide coach, bus or minibus, passenger transportation services, will be expected to comply with the spirit of this Code and the specific requirements contained therein

## 1.2. About the Code

The safety standards addressed in this Code relate to operator licensing, vehicle specification and roadworthiness, the selection training and supervision of drivers, passenger management and emergency procedures. The manner in which the safety standards are expressed, will indicate the importance of cooperation by the Operator.

Full compliance with the mandatory aspects of this Code (which in the main relate to regulatory compliance issues which are shown throughout in *italic print*) is a fundamental requirement of the contract for service provision between the Company and the Operator. Compliance with other 'best practice' or 'preferred' safety standards will demonstrate a strong commitment to passenger safety.

All Operators are expected to manage their transportation services not only in strict compliance with all applicable UK safety/transportation related legislation, but also to comply with the safety performance standards outlined in this Code, which in many respects, will exceed statutory duties and responsibilities.

## 1.3. Auditing

Before entering into any contract for the provision of transportation services, the Company reserves the right to conduct an audit of the Operator's transportation safety management systems in order to make an assessment of the Operator's ability to meet the required safety performance standards in accordance with the Code.

Throughout the duration of the contract, periodic audits may be conducted to ascertain that the required safety standards are being maintained. Failure to cooperate with these audit exercises and/or inability to demonstrate a suitable and sufficient degree of compliance with the Code may be considered a breach of the contract and may force the company to suspend you from the companies approved operators list with immediate effect.

## **1.4. Vehicle Inspections**

The Company also reserves the right to conduct vehicle inspections on a random basis and will expect full cooperation from the Operator.

These inspections will normally be arranged to take place whilst the Operator's vehicles are out of service, at a depot or parked at a passenger embarkation point waiting for arrivals. No disruption to vehicle schedules is anticipated and inconvenience to passengers should be minimal.

## **1.5. Passenger Transport Industry – Code of Conduct**

It is highly desirable for the Operator to be a member of a national passenger transport association, (displaying appropriate evidence of membership on vehicles) as the mark of a quality organisation committed to developing and maintaining high safety standards.

Irrespective of any such membership, Operators should nonetheless strive to comply in principle with a basic ethical code of conduct, in particular:

- The employment of appropriately trained and licensed staff of a calibre adequate to satisfy customer needs
- To train, supervise and manage drivers, requiring them to:
  1. be dressed smartly and behave in a friendly and courteous manner,
  2. obey all legal speed and safety requirements on the road and be considerate to other road users,
  3. inform the Operator of any breaches of operating laws and regulations and of any accidents,
  4. observe all driving hours and rest period regulations or other working time instructions given to them.
- Abide by all published safety guidelines and codes of Practice, including the Highway Code
- To conduct the business with professionalism, integrity and courtesy: ensuring that the safety, comfort and convenience of customers is of paramount importance.

- To handle all customer enquiries, complaints and concerns in a polite and timely manner
- Ensure that all representations and promotions of the business are genuine and not deceptive or misleading
- Evidence that the Operators passenger transport business, including maintenance workshops (where appropriate), meet the Quality Standards recognised by the award of current BS5750/ISO9002 Certification will further demonstrate the Operators commitment to high standards.

## **1.6. Sub-Contracting/Hired-in Vehicles**

### **1.6.1.**

The Operator may only sub-contract services for the transportation of Coach Direct customers with the express permission of the Company and will be responsible for ensuring that other transportation service providers used in this capacity: -

- are properly licensed, holding a valid PSV Operators licence and complying with all statutory requirements
- meet the minimum safety standards specified within this Code in terms of vehicle specification/roadworthiness and driver competence
- are able to satisfy the standard insurance cover requirements demanded by the Company
- have a satisfactory accident record (details of which may be requested by the Company)

### **1.6.2.**

Any vehicle temporarily hired in must: -

- meet the minimum specification requirements detailed in Section 2.2.
- whenever possible be subjected to a safety inspection by the Operator as defined in Section 2.3.3. *prior* to use
- be treated no differently to vehicles permanently on the Operator's fleet for maintenance, safety inspections, daily safety checks and record keeping purposes
- be specified on the Operators Licence

## 1.7. Definitions

Vehicle definitions used in this Code:

Description	International Classification	Definition of vehicle type
<b>MPV</b>	- M <sub>1</sub>	- Multi-purpose vehicle with up to 8 passenger seats.
<b>Bus</b>	- M <sub>2</sub> *	- A motor vehicle designed to carry more than 8 seated passengers.
<b>Minibus</b>	- M <sub>2</sub> *	- A motor vehicle designed to carry more than 9 up to 16 seated passengers.
<b>Articulated Bus</b>	- M <sub>3</sub>	- A bus that can be divided into two vehicles (using workshop facilities), one being a motor vehicle, and in which passengers can move from one part to another.
<b>Coach</b>	- M <sub>3</sub>	- A large bus with a GVW over 7.5 tonnes and a maximum speed exceeding 60mph.
<b>Light Trailer</b>	- O <sub>2</sub>	- A non-powered vehicle with a MPM exceeding 0.75 tonnes but not over 3.5 tonnes drawn by a minibus, bus or coach (but excluding any part of an articulated bus).
<b>Trailer</b>	- O <sub>3</sub>	- As for a Light Trailer but with a MPM exceeding 3.5 tonnes but not over 10 tonnes.
* MPM must be under 5 tonnes. Over 5 tonnes it is has a Classification of M <sub>3</sub> .		

NB All the above vehicle categories (other than MPVs & trailers) used to provide services to Coach Direct are required to be classified as Public Service Vehicles, being used for the carriage of passengers for hire and reward. Vehicles designed specifically to operate on local services, permit operations or to take advantage of exemptions from PSV licensing are **not acceptable** for use on services provided to Coach Direct.

### Other abbreviations used in this Code

<b>PSV</b>	-	Public Service Vehicle. A vehicle constructed or adapted to carry more than 8 passengers and used to carry passengers for hire or reward.
<b>PCV</b>	-	Passenger Carrying Vehicle. A commonly used expression without legal definition.
<b>GVW</b>		Gross Vehicle Weight.
<b>MPM</b>	-	Maximum Permitted Mass.
<b>MAM</b>	-	Maximum Authorised Mass
<b>OIF</b>	-	Certificate of Initial Fitness
<b>WVTA</b>	-	Whole Vehicle Type Approval

## **2. Code of Safety Practice**

### **2.1. Operators Licence**

#### **2.1.1. Validity**

*The Operator must hold a current valid PSV Operator's Licence (National or International) issued by the appropriate Traffic Commissioner as required by law for the purposes of conducting business as a coach operator (carrying passengers for hire or reward) and be operating in accordance with the terms and conditions specified therein.*

*The use of vehicles under a Section 19, 22 or minibus permit is not acceptable for hire and reward services, including the provision of school transport.*

*The Operator's application for a PSV Operators Licence PSV 421 contains the following undertakings and requires a declaration which must be signed by the Operator to confirm that they will comply with these and any other conditions attached to the Licence:*

- *the laws relating to the driving and operation of vehicles used under this licence are observed*
- *the rules on drivers hours and tachographs are observed and proper records kept*
- *vehicles do not carry more than the permitted number of passengers*
- *vehicles including hired vehicles, are kept in a fit and serviceable condition*
- *drivers report any defects that could prevent the safe operation of vehicles promptly, and that any defects are promptly recorded in writing*
- *records are kept (for 15 months) of all safety inspections, routine maintenance and repairs to vehicles, and made available on request.*

The Company will require written confirmation that the above Licence undertakings and any attached conditions are being complied with. The name(s) and contact details of the Operator's nominated Transport Manager/CPC holder(s) are to be provided to the Company.

#### **2.1.2. Competent Persons**

*At each depot or operating location there must be at least one of the Operator's Management Team holding a Certificate of Professional Competence (CPC) in national or international passenger transport for Operator Licensing purposes. One of these CPC holders is to be the nominated person who will have ultimate responsibility for complying with this Code and liaising with the Company in all matters relating thereto.*

#### **2.1.3. Notification**

*The Operator must notify the Company immediately, in writing, of any:*

- *action by the Traffic Commissioners which results in revocation or suspension of the Operator's Licence*

- *action taken by the Traffic Commissioner against the Operators nominated Transport Manager and CPC holder*
- *action taken by the Traffic Commissioner against any of the Operator`s drivers including suspension or revocation of their Vocational Driving Licence*
- *change of relative operating circumstances which may impair or detract from passenger safety standards*
- *use restrictions imposed by the Traffic Commissioners*

## 2.2. Vehicle Fleet Specification

### 2.2.1. Suitability for Use

All vehicles must be suitable for their intended use, *registered in the UK and must have been issued with a Certificate of Initial Fitness/Type Approval/WVTA as well as having a valid annual Test Certificate.*

### 2.2.2. Age

Vehicles used on behalf of the Company for coach, bus and minibus hire should generally be no more than **10** years old. Older vehicles may be used at the discretion of the Company where their specification and condition justifies continued use. Buses used for the provision of schools transport should generally be no more than 15 years old.

### 2.2.3. Seats

#### 2.2.3.1. Seat Belts

*All seats on vehicles used for the transportation of the Company's customers should be permanently fitted as a minimum with approved\* 2 or 3-point seat belts as shown in the following table:*

<b>Seat Belt Installation</b>	<b>Drivers Seat</b>	<b>Front Passenger, or Risk <sup>(2)</sup> Passenger Seats</b>	<b>All Other forward facing Passenger Seats</b>	<b>Rear facing Passenger Seats</b>
<b>Vehicle Type</b>	<b>Seat Belt Type <sup>(1)</sup></b>			
MPV	<b>3 Point Belt</b>	<b>3 Point Belt</b>	<b>3 Point Belt</b>	<b>2 Point Belt</b>
Minibus (<9 seats)			<b>3 Point Belt</b>	
Minibus (9-16 seats)				
Bus (no standing passengers)			<b>2 Point Belt</b>	
Articulated Bus				
Coach				

<sup>(1)</sup> *Seat belts should be of an approved type, capable of being locked and released by a single action and installed in accordance with ECE Regulation 14, Community Directive 76/11 or the standards specified in Regulation 96/38EC.*

<sup>(2)</sup> *A risk seat is defined as a forward-facing seat with no high-backed seat immediately in front of it i.e. front seats (including the specified passenger seat alongside the driver and Guide/Rep seat); seats located immediately behind the emergency exit stairwell/toilet; seats with a table in front and the central rear aisle seat.*



The **preferred installation** is for all seat belts to be of the retracting (inertia reel) design, and with a 3-point fixing (lap and diagonal) type in preference to 2-point fixing (lap only).

*A sign requesting passengers to wear the seat belts provided must be prominently displayed.*

*When children under 3 years of age are carried, appropriate child restraints should be provided and used. It is the Drivers responsibility to ensure these are used. If no appropriate child restraints are available an adult belt must not be used.*

*Children over 3 years of age and up to 11 years old (<1.35m tall) should use an appropriate child restraint and must be advised not to travel in risk seats<sup>(2)</sup> If no appropriate child restraints are available an adult belt must be used. It is the Drivers responsibility to ensure these are used.*

*Children over 12 years of age and up to 13 years old (>1.35m tall) should use an adult belt and must be advised not to travel in risk seats<sup>(2)</sup>. It is the Drivers responsibility to ensure these are used.*

*Children of 14 years and older may travel in risk seats<sup>(2)</sup> as long as they wear the seat belts provided. Driver to inform the hirer that all passengers are responsible for ensuring that they wear their seat belts and it is the hirers responsibility to enforce the wearing of seat belt where appropriate.*

*Vehicles used for the transportation of adults with special educational needs are to be fitted with approved harness restraints for all those requiring them.*

*Vehicles used for the transportation of children with Special Educational Needs are required to be fitted with approved harness restraints on all passenger seats.*

### **2.2.3.2. Head Restraints**

*Unless of the high-back design, seats should be fitted with head restraints. Removable, disposable or washable covers are to be fitted.*

### **2.2.4. Emergency Exit Doors/Windows**

*Single deck vehicles with 16 or more passenger seats must have at least one emergency exit:*

- (a) either in the rear or front face of the vehicle, or in the roof of the vehicle*
- (b) with a minimum area of 4000cm<sup>2</sup> and not less than 70cm x 50cm in dimension*
- (c) able to be opened either from the inside or outside*

*All emergency exits must be clearly marked (with pictograms and words) both inside and outside, be unlocked whilst passengers are aboard, and readily accessible. Emergency exits in single deck vehicles or on the lower deck of double deck vehicles must be situated so that passengers can step directly from the gangway to the outside.*

*Emergency exits on the top deck of double deck vehicles must not be smaller than 152cm x 45.5cm. If the top deck is reached by an enclosed staircase and has a permanent top, there must be an emergency exit, which may not be on the nearside.*

*Double deck vehicles should be fitted with a means of escape in both rear and front halves of the upper deck. In the absence of a second staircase, hammers or similar devices must be provided with which to break any side window in an emergency.*

*Emergency exit doors must be fitted with 'Door Open' alarms, with visual or audible signalling in the drivers' compartment.*

*Vehicles of less than 16 passenger seats not having emergency exit doors must have some designated second means of escape, which may be a roof light, or a window/windows (on the opposite side of the vehicle to the main door). If the only designated second means of escape is via a window, a minimum of 2 window hammers (clearly visible and readily accessible) must be provided, and the windows so designated must be of toughened glass (not laminated glass or perspex) or other material, which will shatter under impact.*

*Where emergency exits are of the 'break glass' type, sufficient window hammers (clearly visible and readily accessible) must be provided. Windows designated as emergency exits must be clearly signed (pictogram and words) and must be of toughened glass (not laminated glass or Perspex) or other material, which will shatter under impact.*

*All emergency exits must open or be ejectable outwards.*

*All doors must be fitted with a means of operating them externally in an emergency.*

### **2.2.5. Fire Extinguishing Appliances**

*At least one portable water or foam type fire extinguisher (or equivalent) meeting specification BS5423:1977/1980/1987 or EN3 and with a minimum fire test rating of 8A or 21B to be fitted on all vehicles. (recommended minimum of two on vehicles of 30 seats or more). NB. CO<sub>2</sub>, Halon or Dry Powder extinguishers may not be used.*

*Extinguishers are to be sited in signed, easily located, accessible locations, adequately secured and regularly tested in accordance with the appliance manufacturers instructions at intervals of usually not more than 12 months (validated by a maintenance/test label).*

*Drivers are to be trained in the use of the extinguishers fitted.*

### **2.2.6. First Aid**

*Each vehicle is to carry a First Aid Box suitably stocked with dressings - no items of medication are permitted.*

*The location of First Aid kits is to be clearly signed and the kits must be readily accessible when required for use. If the kits are not sealed then the contents should be checked regularly for completeness.*

(Refer to Appendix A.5 for details of the required minimum first aid box contents to comply with the 1981 PSV Act.)

NB. The contents of First Aid kits conforming to BS 8599 do not meet the PSV requirements.

### **2.2.7. Reverse Alarms**

Audible reversing alarms, activated automatically when reverse gear is engaged, are recommended to be fitted to all coaches and buses.

Rear mounted Video/CCTV cameras with cab display giving drivers a view of the area behind the coach when reversing and activated to provide a display to the driver only when in reverse gear are strongly recommended as an added safety feature.

### **2.2.8. Luggage**

All vehicles should have sufficient luggage stowage space in rear/side lockers and/or enclosed trailers towed by the vehicle. In the event that available space is insufficient for a reasonable amount of luggage (1 case/bag per person), it is the responsibility of the hirer to arrange for a second vehicle to transport the excess luggage (unless a request was made by the hirer prior to date of hire for additional luggage capacity to be provided).

All external locker doors must be capable of being locked and made secure at all times other than when access is required for luggage stowage and retrieval.

Under no circumstances should luggage (other than 'hand luggage') be allowed within the passenger compartment. Overhead luggage racks inside the vehicle should only be used to accommodate lightweight items that are less likely to cause injury to passengers if ejected during emergency braking or in the event of an accident.

External roof racks are not to be fitted.

Safe stowage of passenger luggage and subsequent retrieval is the driver's responsibility.

Buses used for school transport contracts are not required to provide external luggage stowage.

Buses and Minibuses used for the transport of school children with Special Educational Needs (SEN) or adults with physical handicaps must provide stowage for passengers' mobility aids.

### **2.2.9. Wheelchairs**

#### **2.2.9.1. Stowage**

The Operator will normally be given advance notice of wheelchair users and will be

responsible for the safe stowage/transportation of folded wheelchairs (refer to previous para. 2.2.8.).

#### 2.2.9.2. Passenger Transport

Under no circumstances should disabled persons confined to their wheelchairs be conveyed on vehicles, which have not been suitably adapted for such a purpose (i.e. fitted with power operated lifts and restraint systems) or by drivers who have not had appropriate training.

#### 2.2.10. Wheel Nut Security

Vehicles should preferably not be fitted with wheel trims which prevent physical/visual checking of wheel nut security and it is also recommended that high visibility wheel nut movement indicators should be fitted to wheel nuts to assist in visually identifying any loosening of wheel nuts.

Where wheel trims or embellishers are fitted it is imperative that drivers and maintenance staff follow the correct procedure for re-torquing all wheel nuts when wheels have been re-fitted. This requires all the wheel nuts to be re-tightened to the specified torque after the vehicle has stood for 30 minutes or travelled 40 - 80 kms and prior to re-fitting the wheel trims or embellishers (B.S. AU50 Part 2 Section 7a 1995).

#### 2.2.11. Steps

Any steps necessary to assist passengers alighting or dismounting from a vehicle must be a permanent attachment, secure and with non-slip material on the treads. The use of portable steps is not permitted.

*Retractable steps must be fitted with the appropriate warning devices and vehicle movement prevention interlocks.*

#### 2.2.12. Emergency Equipment

Each is recommended that all vehicles should carry (in addition to fire extinguishers and first aid kit), the following equipment as a minimum:

- Spare wheel\*
- Vehicle jack\*
- Wheel chocks\*
- Wheel nut brace
- Warning triangle
- Amber flashing beacon
- Spare bulb kit
- Spare fuse kit
- High visibility coat/jacket/gilet to EN 471Class 2 or 3.
- Torch

\* not essential on school bus services, local journeys or journeys within the UK where the Operator has a tyre service contract providing 24 hour roadside assistance.

### **2.2.12. Road Speed Limiters**

*All coaches must be fitted with road speed limiters to restrict the maximum speed to 100km/hr (62mph).*

*All passenger vehicles with more than 8 passenger seats and first used on or after 1 January 2005 (1 January 2008 for vehicles under 5 tonnes mpm used on national operations) must be fitted with road speed limiters to restrict the maximum speed to 100km/hr (62mph).*

*Speed limiters must comply with the technical and operational standards specified in Community Directive 2002/85/EC and must be sealed by a person authorised to do so by the Secretary of State.*

*Every vehicle required to be fitted with a speed limiter must have a plate fitted in a conspicuous and readily accessible position in the driving compartment showing clearly and indelibly at what speed the limiter has been set.*

### **2.2.13. Vehicle Markings**

*All vehicles must display externally on the vehicle the name and address of the owner and the normal place of business. The maximum seating capacity must be displayed internally.*

*All vehicles being used to transport school children must display the prescribed black and yellow sign at the front and rear.*

All signage supplied by Coach Direct must be displayed in a conspicuous position, but must not restrict the drivers vision.

### **2.2.14. Visual Display Screens**

Although not required by the Company to be provided, any TV/Video/Information display screens installed must be mounted so as not to present any danger to passengers. Screens must not be capable of being viewed by the driver.

### **2.2.15. Toilets**

Any toilets fitted to vehicles must be able to be accessed from inside the vehicle, fitted with a locking door and “in-use” warning. Toilets must be maintained in a clean condition, safe to use and free of leaks. Waste tanks must be emptied and clean water tanks refilled prior to every use.

### **2.2.16. Food Storage and Preparation Facilities**

Any facilities provided for food and drink storage and preparation, including lockers, work surfaces, refrigerators, hot/cold drink dispensers, ovens/microwaves, and similar

equipment are required to be kept clean, safe to use and regularly maintained. Equipment such as voltage invertors etc. used to power these facilities are to be regularly inspected and maintained. No gas appliances are to be fitted or used inside the vehicle.

## 2.3. Vehicle Roadworthiness

### 2.3.1 Maintenance Policy

The operator is required to have a formal Vehicle Maintenance Policy which shall define:

- Who is responsible for management of the vehicle maintenance
- who is responsible for undertaking the maintenance and repairs
- where the maintenance and repairs are to be carried out
- the work standards to be achieved
- the quality of components and materials used in maintenance and repairs
- a tyre policy
- the scope, content and frequency of the planned preventative maintenance programme
- the records to be kept
- vehicle refurbishment and replacement intervals
- the operators livery and signage
- how breakdown and recovery services are to be provided
- the disposal of waste materials and protection of the Environment

#### 2.3.1.2 Tyre Management.

Within the Operators tyre policy it is required that the following minimum standards be included in addition to complying with the statutory requirements:

-the minimum remaining tyre tread depth to be not less than 2mm.

-remould, remix, recapped, repaired or regrooved tyres are not to be fitted to any front steering axle

-the difference in tread depth between adjacent twinned tyres should not exceed 5mm

-tyres are to be matched laterally by make, tread type/pattern and tread depth across each axle.

### **2.3.1. Statutory Testing**

*The Operator shall ensure that all vehicles are subjected to annual statutory testing by the Vehicle Operator Services Agency (VOSA).*

*Under no circumstances shall a vehicle be operated without a current Test Certificate.*

### **2.3.2. Maintenance/Serviceing**

There should be in place a planned preventative maintenance programme to ensure that all vehicles are regularly serviced and maintained. *This should plan all maintenance events for each vehicle for at least 6 months ahead, including the planned dates for all safety inspections, services, annual tests and tachograph/speed limiter checks/calibration.*

The scope, content and frequency of servicing should generally follow the minimum requirements and recommendations of the vehicle manufacturer.

Vehicle Technicians (whether employed by the Operator or a contracted Maintenance Service Provider) must be fully competent, trained and appropriately qualified to undertake the work. Technicians with appropriate IRTEC Certification may be considered to have the required level of competence.

All maintenance and repair work should be adequately supervised and quality standards regularly audited.

### **2.3.3. Safety Inspections**

*Safety inspections are to be conducted on every vehicle at intervals not exceeding 6 weeks or 6,000 miles/10,000 kilometres, whichever is the sooner – or otherwise as specified on the Operator's PSV Operators Licence.*

*The scope of a scheduled safety inspection must cover at least those items included in the VOSA statutory inspection as detailed in the current edition of the PSV Testers Manual (see Safety Inspection Report Form – Appendix A.2).*

Where possible, all vehicle brakes should be performance tested on a roller brake tester at each safety inspection and the results recorded on the inspection record.

Vehicle Technicians engaged in conducting vehicle safety inspections should be formally qualified and appropriately supervised (refer also to previous para. 2.3.2.)

A safety inspection should also be conducted on every new vehicle acquired and vehicles temporarily on hire or loan, prior to use.

*All safety inspection records must be signed by the inspecting technician and contain a*

*statement of roadworthiness.*

#### **2.3.4. Daily Safety Checks/Defect Reporting**

*Drivers should be trained to carry out and made responsible for conducting comprehensive daily or pre-use vehicle safety checks and there must be in place a documented procedure for the reporting and rectification of defects, which can differentiate between serious defects requiring immediate attention ('vehicle off road') and minor defects ('advisory').*

A recommended 'Drivers Daily PCV Check List & Report' format is shown in Appendix A.1.

#### **2.3.5. Vehicle Records**

*Individual vehicle records must be kept which shall include documentary evidence/details relating to:*

- *the manufacturers certificate of vehicle type approval/WVTA/COIF/conformity and/or associated documentation issued by the supplier/manufacturer for registration.*
- *Vehicle registration document (V5C)*
- *Any notifiable alterations or changes to the vehicle specification*
- *periodic statutory testing (annual test certificate)*
- *Tachograph and Speed Limiter calibration certificates*
- *scheduled servicing/maintenance (service and repair history)*
- *defects reported through the drivers daily safety check system (and remedial work completed)*
- *safety inspection reports*
- *rectification work completed to clear any defects reported on safety inspection reports*
- *prohibition notices (PG9), Defect Notices (PGDN35), Overloading notices (TE160P) and other notices issued by the enforcement agencies*
- *details of remedial work and removal of any prohibitions resulting from enforcement action.*
- *tyre condition/pressure checks and details of replacements fitted*
- *other such data as may be considered appropriate to demonstrate the history of roadworthiness.*

Vehicle maintenance records may be maintained electronically provided it is in a readily accessible format that cannot be altered or changed and can be printed or forwarded electronically as/when required

*Such records shall be maintained by the Operator chronologically throughout the operating life/ownership of the vehicle and retained for a minimum of 3 years, to be made available to the Company on request within 24 hours.*

#### **2.3.6. Vehicle Cleanliness**

Vehicles should be washed externally and cleaned/vacuumed as necessary internally on a daily basis. Full valeting to be conducted as necessary according to condition.



### 2.3.7. Security

Vehicles should be parked on the Operator's premises overnight or between shifts in a secure environment. When on tour, overnight parking arrangements should be predetermined whenever possible, utilising hotel car parks or other suitably secure facilities.

## 2.4. Drivers/Recruitment

It is a well known fact that human error is the cause of far more accidents than mechanical failure. The Company places great importance on good driving standards.

### 2.4.1. Age/Licences

- *All drivers must hold a current valid PCV driving licence for the relevant category of vehicle (D or D1) and trailer where necessary (D+E or D1+E) and without licence code 101(not for hire and reward) or other restriction.*
- *All drivers must possess either an Initial Drivers CPC (Certificate of Professional Competence) or (by 10 September 2013) a Periodic Drivers CPC and have been issued with a Drivers Qualification Card (DQC).The Drivers CPC must be renewed every 5 years through attending qualifying (JAUPT) training.*
- *All drivers are likely to require a personal Digital Tachograph card (Digicard) unless their driving is limited to vehicles not fitted with Digital Tachographs or duties completed under the Domestic Rules for drivers hours.*
- Driver's Licences and any counterpart document should be checked at 6 monthly intervals for validity, expiry and endorsements; copies of which should be retained by the Operator in personnel files with access restricted to entitled persons. Any concerns regarding the validity of a drivers licence should be resolved by checking with the DVLA.
- A minimum age requirement of 25 years and/or previous PCV driving experience of at least 2 years should be imposed for the recruitment of new drivers.
- To qualify for employment, drivers should be able to show a record free of serious 'own-fault' accidents and convictions of a serious nature for a period of at least 3 years. Drivers with any endorsement that was awarded 9 or more Penalty Points for a single offence or with a previous disqualification from driving should not be employed within 5 years of the date the offence was committed.
- Drivers and escorts/attendants employed on School Bus or Special Educational Needs transport must satisfy the DBS vetting procedures required by Schools & Education Authorities. (NB. Formerly CRB now DBS – Disclosure and Barring Service)

### **2.4.2. References**

Prior to recruitment satisfactory references from previous employers should always be obtained, confirming the applicant's accident record where applicable. A check of the Drivers Licence and Drivers CPC entitlement should be made with the DVLA.

### **2.4.3. Driving Standards**

All drivers must be capable of demonstrating satisfactory driving skills prior to employment (or during a defined trial/probationary period).

As part of the selection/recruitment process, a designated 'Competent Person' should make an assessment of driving skills. The assessment should incorporate a practical driving test on the road (to include both motorway driving and slow manoeuvring skills) of sufficient duration to encompass the various conditions likely to be encountered on a daily basis.

During the course of employment, driving standards should be monitored by investigating accidents, responding to any unsatisfactory driving practices witnessed and customer complaints.

It is recommended that drivers should be re-assessed at least every 3 years. Drivers failing to demonstrate the required driving standards should be considered for retraining or otherwise withdrawn from Coach Direct work.

### **2.4.4. Health/Physical Fitness**

All drivers should be required to undergo a full medical examination prior to recruitment (if more than 5 years since passing the PSV Driving Test) and then at least once in every 5 years whilst in employment up to the age of 65 years. *(Medicals are required annually for vocational licence renewal above the age of 65)*

The standard of health required for employment as a driver is the same as that currently required by the Department of Transport for all new vocational licence applicants and also licence holders who have reached the age of 45 years.

That standard, including the minimum eyesight requirements is comprehensively detailed within the attached Appendix A4.

Medical examinations are to be conducted by a medical practitioner appointed or approved by the Operator. The eyesight test may need to be conducted by an optician or optometrist where the medical practitioner is unable to complete this part of the assessment.

The pre-employment medical examination\* should be arranged as part of the recruitment process.

Drivers who are found to be unable to meet the health or eyesight requirements during a regular medical examination arranged by the Operator must not continue to be employed

by the Operator on driving duties and the medical practitioner will advise the DVLA accordingly.

#### **2.4.5. Appearance/Demeanour**

Drivers are to be fluent in the English language, literate, polite, and of smart appearance. They should be courteous towards their passengers at all times, having empathy towards young people when operating services for educational establishments.

The Operator's standard uniform ( jacket, sweatshirt, shirt, tie jumper and/or other articles of workwear and PPE supplied by the Operator - in clean and uncreased condition) is to be worn as appropriate by drivers at all times whilst employed on Coach Direct work.

#### **2.4.6. Probationary Period of Employment/Training**

Drivers shall complete a satisfactory probationary period ( a minimum of 1 week) under supervision before driving any vehicle unsupervised.

During this period, adequate induction training should be given, which must include:

- receiving familiarization training on any vehicle they may be expected to drive
- the provision of a copy of the Operator's Drivers Manual (see Section 3) with which the driver must be fully conversant
- specific instruction on the completion of the daily vehicle safety checks and the defect reporting system
- the recording of the induction training provided, signed by the driver (with records to be retained for a minimum of 3 years after the termination of employment).

Drivers should receive at least basic first aid training and then refresher training on a regular basis (minimum 3 yearly).

Where vehicles are equipped with passenger or wheel chair lifts, drivers must be fully trained in their safe operation.

#### **2.4.7. No Smoking Policy**

*The Operator shall have a formal "No Smoking" Policy prohibiting smoking by the driver or passengers within the vehicles.*

*In addition, drivers shall not be permitted to smoke whilst dealing with passengers (including the loading and unloading of luggage) or within the immediate vicinity of the vehicle.*

#### **2.4.8. Drugs/Alcohol Policy**

*The Operator shall have in place a documented policy relating to the use of drugs and the consumption of alcohol. Drivers must understand that to report for work under the influence of either alcohol or drugs, or the use/consumption thereof whilst on duty, will result in appropriate disciplinary action.*

Drivers should be warned that random alcohol testing will be conducted from time to time and it is recommended that drug testing be conducted at the time of the medical examination (see para. 2.4.4.).

#### **2.4.9. Agency Drivers**

It is preferred that ‘agency’ or other third party drivers (ie. not being directly employed by the Operator) should not be used.

Under circumstances where the use of agency drivers is deemed necessary, it is the responsibility of the Operator to ensure that the criteria specified in this Code relating to the recruitment and supervision of drivers are satisfied as far as possible. This can be addressed through the use of only those agency drivers that have been previously assessed and subjected to induction training by the Operator.

*The Operator must determine the previous work and rest periods of any agency driver prior to their commencing work to ensure that the applicable Drivers Hours rules are being complied with.*

#### **2.4.10. Seat Belts**

Drivers should wear seat belts at all times whilst driving.

### **2.5. Drivers Working Hours and Record Keeping**

*2.5.1 The rules regarding PSV drivers working hours and the use of recording equipment (Tachographs) are detailed and wide-ranging. The Operator has a statutory obligation to ensure that it’s drivers comply fully with the applicable rules at all times.*

2.5.2. It is not appropriate to define within this Code the numerous statutory requirements that will be applicable to the Operator, it’s drivers and vehicles although the Company expects that the Operator will be fully aware of the applicable rules and will ensure that it’s drivers are both informed and compliant.

*2.5.3. The principal legislation applicable to PSV drivers is defined within EC Regulation 61/2006 on drivers’ hours and tachographs the Community Drivers’ Hours and Recording Equipment Regulations 2007 (SI 2007/1819) and the The Passenger and Goods Vehicles (Community Recording Equipment Regulations) 2010 (SI 2010/892). These are referred to as the “**EU Rules**”.*

*2.5.4. Where the journey is exempt from the EU Rules the Transport Act 1968 (Part VI as amended) and the Drivers’ Hours (Passenger and Goods Vehicles) (Modifications) Order 1971 (SI 1971/818) may apply. These are referred to as the “**Domestic Rules**”.*

*2.5.5. Where a vehicle is in scope of the EU drivers’ hours rules, then the driver is subject to the Road Transport (Working Time) Regulations 2005 (as amended). These are referred to as the “**the 2005 Regulations**”. In addition, as mobile workers, drivers are affected by two provisions under the Working Time Regulations 1998 (as amended) These are referred to as “**the 1998**”.*

## **Regulations”.**

A summary of the requirements of the Working Time Directive, as applicable to mobile workers is attached as Appendix A.3.

*2.5.6. Drivers work must be planned by the Operator to ensure conformity with the EU Rules or Domestic Rules and the Working Time Directive for Mobile Operatives.*

2.5.7. The Operator should ensure that in conjunction with the nominated Transport Manager and CPC Holder that they are fully conversant with the regulations, that all compliance issues are addressed and that other ‘best practice’ measures are implemented, so far as is reasonably practicable, to reduce the risks associated with driver tiredness/fatigue

2.5.8. On services provided to the Company the applicable Drivers Hours Rules are likely to be:

- *for Vehicles with **8 or more** passenger seats – the **EU Rules***
- *for Vehicles with less than 8 passenger seats no specific hours rules apply but the Operator is required as best practice to conform with the limits defined within the Domestic Rules.*
- *Unless there is an applicable derogation/exemption from the EU Rules and as the vehicle use will be Hire and Reward, then the **Domestic Rules** may not be used.*

*2.5.9. Drivers will be expected to comply with any changes to the regulations governing Drivers Hours Rules from the date of their introduction.*

*2.5.10. Drivers subject to the EU Rules are required to use a tachograph to record their:*

- *Driving Time*
- *Other Work*
- *Breaks and Rest Periods*
- *Periods of availability*

*Using the appropriate activity mode.*

*2.5.11. Tachographs are to be fitted and used in PSV's when required to comply with the EU Rules on Drivers Hours (see definitions above). Digital Tachographs must be fitted to vehicles first registered after 1<sup>st</sup> May 2006.*

2.5.12. Drivers of vehicles not fitted with tachographs and used under the Domestic Rules must maintain a written record of all their duty and driving time, including breaks, rest periods and times of commencing/finishing duty in a record book. Operators should retain these records for at least 15 months.

*2.5.13. Drivers of vehicles fitted with Analogue tachographs must complete a chart daily. Completed charts for the current day and the previous 28 calendar days must be retained in the vehicle for production to enforcement personnel on request. Completed*

*charts must be returned to the Operator within 42 days of completion, should be checked regularly by a suitably qualified person and retained by the Operator for a period of at least 12 months. NB. Drivers with Digital Tachograph cards should carry them at all times when driving as they may be required to produce them in addition to the Analogue charts and any manual records made. Analogue charts should be analysed for any errors, infringements or contraventions and the Operator is responsible taking any necessary action to ensure compliance.*

*2.5.14. Drivers of vehicles fitted with Digital tachographs must be in possession of their own Digital Driver Card and carry in the vehicle spare paper rolls for the tachograph printer. The drivers activity must be recorded after inserting the Driver Card, including the manual entry of activity before/after using the card. The Tachograph time must be set to UTC (Universal Time Co-Ordinated) for recording purposes. Data from the Driver Card must be downloaded by the Operator at not more than 28 day intervals. Where a driver has previously used a vehicle with an Analogue Tachograph then the charts must be retained by the driver for at least 28 calendar days after completion and then returned to the Operator within 42 days.*

*2.5.15. Where the Operator is using vehicles with Digital Tachographs the Operator must obtain at least one Company Card to permit the downloading of data. Data from the Digital Tachograph vehicle unit must be downloaded by the Operator at least every 56 days, should be checked by a suitably qualified person and retained by the Operator for a period of at least 12 months. Downloaded data should be analysed for any errors, infringements or contraventions and the Operator is responsible taking any necessary action.*

*2.5.16. Where Tachograph records are used to provide a record of drivers working time for the Working Time Directive, these records must be kept by the Operator for at least 2 years.*

NB. During journey planning Operators must take account of passengers as well as the Drivers Hours requirements. Refer to paragraph 2.6.5. – Passenger Management regarding passenger comfort stops.

## **2.6. Passenger Management**

Drivers have a responsibility for the safety and welfare of passengers whilst being transported (including vehicle access and egress).

### **2.6.1. Safety Procedures**

#### **2.6.1.1.**

*The driver(s) should secure all luggage in lockers/trailers prior to departure*

#### **2.6.1.2.**

*The driver must ensure that passengers are:*

- requested to wear seat belts*
- made aware of the location of emergency exit doors (if fitted) or other means*

#### of emergency escape

- *requested to secure arm rests in the horizontal position where fitted on aisle seats*
- *told that smoking is not permitted*
- *requested to remain seated with seatbelts secured whilst the vehicle is in motion*

#### 2.6.1.3.

*Passengers must not be permitted to use 'high-risk' seats (see paragraph 2.2.3.) if seat belts are missing, damaged or inoperable.*

#### 2.6.1.4.

*The driver must ensure that all passengers are properly seated before moving off.*

### **2.6.2. Passenger Assistance** 2.6.2.1. Safe Access/Egress

It is the responsibility of the driver (in cooperation with a Guide/Tour Representative if present) to render such assistance as may be necessary to passengers when entering and alighting from the vehicle.

#### 2.6.2.2. Passengers with Physical Disabilities

Under normal circumstances, ambulant wheelchair users will be independently capable (with or without the assistance of a travelling companion) of boarding and alighting from the vehicle. The Driver should only assist when requested to do so by the Guide/Tour Representative or disabled person, whose instructions should be followed.

Drivers should be made aware of the particular requirements for the Safety of Passengers in Wheelchairs and apply these at all times when required to transport passengers with physical disabilities. Appendix A8 contains advice for drivers on the carriage securing of wheelchairs

### **2.6.3. Vehicle Parking/Drop-Off & Pick-Up Points**

#### 2.6.3.1. Parking

Vehicles must always be parked as close as possible to the pavement or kerb to enable passengers to get on and off the vehicle via the kerb-side door without walking on the road. Under no circumstances should passengers be expected to board from or disembark to a road with moving traffic.

#### 2.6.3.2. Reversing

Vehicles must not be moved (particularly in reverse) whilst pedestrians are within the immediate vicinity. If a rear-vision camera is not fitted assistance should be sought to ensure there are no pedestrians or objects behind the vehicle before reversing and to provide guidance to the driver.

### **2.6.4. Re-fuelling**

Vehicle re-fuelling should never be conducted with passengers on board.

### **2.6.5. Comfort Stops**

For the convenience of passengers on lengthy/long haul journeys, comfort stops of at least 15 minutes should be scheduled into the itinerary after not more than 3 hours.

### **2.6.6. Temperature/Ventilation**

Drivers should ensure that all heating, ventilation and air conditioning systems installed on the vehicle are maintained in good working order and that the interior temperature of the vehicle has been adjusted to an acceptable level prior to passengers boarding.

## **2.7. Emergencies/Telephone Communication**

### **2.7.1. Telephone Communication**

Drivers must have direct radio/telecommunication access (ie. from the vehicle) to either the Operator's 24 hour manned Depot/Office or a nominated senior member of the Operator's staff at all times. Operators may provide mobile phones for this purpose but if installed in the vehicle must be a "hands-free" installation and only used as permitted by the Operator's policy on the use of mobile telephones.

### **2.7.2. Use of Vehicle/Mobile Phones**

*The Operator should have a policy on the use of mobile phones and similar devices which it communicates to its drivers.*

*This should include the following:*

*It is illegal to use a hand-held mobile phone or similar device to make or receive calls or text when driving on the road even when stopped at traffic lights, are stuck in a traffic jam or are in a car park. All these situations are covered by the legal definition of 'driving on the road'.*

*Drivers should not make or answer calls when driving even if a "hands-free" phone is installed and available. All phone calls distract drivers' attention from the road.*

*All incoming calls should be diverted to a voice-mail/messaging service, to be accessed by the driver at the first suitable stop. Drivers should park safely before using their mobile phone and never park on the hard shoulder of the motorway.*

Whilst it is legally permissible to use hands-free phones, sat navs and 2-way radios when driving, if the police are of the opinion that that the driver is distracted and not in control of the vehicle the driver is likely to be stopped and penalised.

*For safety reasons, the driver should be contacted as infrequently as possible and messages should be brief. Under no circumstances should a driver respond to an incoming call 'hands-on' whilst driving, and all outgoing calls must be made whilst*



*stationary.*

*Calls should not be made to other people when they're driving. If the person called says they are driving, the caller should ask them to call back when they have parked up safely.*

*Drivers can only use a hand-held mobile phone in a vehicle if they:*

- *need to call 999 or 112 in an emergency and it's unsafe or impractical to stop*
- *are safely parked*

### **2.7.3. Contingency Planning**

Suitable contingency plans must be in place to collect passengers from any vehicle that becomes immobilised or is considered unroadworthy, for whatever reason, and to transport them with the minimum of delay to the intended destination or a place of safety.

Arrangements for a replacement vehicle(s) should be made by the Operator as soon as they are aware of the situation and the replacement vehicle(s) should attend the original vehicle for the transfer of passengers within a maximum of 4 hours of notification.

### **2.7.4. Handling Emergencies**

Drivers should be given instruction and guidance on the procedures to be followed in emergency situations according to the circumstances, eg:

- Illness
- Passenger intoxication/violent or threatening behaviour
- Road traffic accident
- Breakdown or tyre puncture/repair
- Fire

Whatever the circumstances, it is essential that the driver should make contact with the Operator and/or the emergency services immediately. Whether or not passengers should remain on the vehicle for security/safety reasons will depend on the circumstances (for example, in the event of a motorway breakdown or suspicion of fire, the driver should lead passengers to a place of relative safety).

### **2.7.5. Accident Investigations**

All serious accidents\* and 'near misses' must be recorded on an accident report form.

If involving the Company's passengers, an accident investigation (including an interview of the driver) should be conducted as soon as possible. Verbal notification should be made to the Company immediately and a copy of the investigation report submitted within 72 hours.

\* A serious accident is defined as any vehicle or passenger accident causing (or likely to cause) personal injury and/or vehicle damage - unless the damage is of a trivial nature (eg. vehicle not immobilised or rendered unroadworthy).

## **2.8 Trailers**

Towed trailers may only be used for the carriage of passengers' luggage and equipment where additional capacity is required. NB. The carriage of other goods may result in the vehicle being classified as a Goods Vehicle with associated implications for the use of Tachographs and compliance with Drivers Hours Rules. The following safety requirements will apply where trailers are used.

- 2.8.1. Trailers must be attached using approved coupling devices*
- 2.8.2. The maximum permitted mass (weight) (MPM) of the trailer and the maximum payload must be clearly marked on the side of the trailer or towbar.*
- 2.8.3. Trailers must be included in the preventative maintenance programme and inspected/maintained at the same interval as the towing vehicle. Drivers' daily checks and defect reporting procedures must include any towed trailer.*
- 2.8.4. Maintenance standards, including the retention of records and annual test certificates (for plated trailers over 1020 kg unladen weight unless fitted with overrun brakes) are to be the same as for the towing vehicle.*
- 2.8.5 Trailers must not be towed where they obstruct any vehicle rear passenger doors or emergency exits.*
- 2.8.6 Trailers must be equipped with a braking system appropriate to the maximum permitted mass (weight) (MPM) of the trailer that is fully functioning and maintained in good working order. Overrun braking systems must not be fitted if the MPM of the trailer exceeds 3500 kg.*
- 2.8.7 Any towed trailer must not result in the vehicle gross train weight (GTW) being exceeded.*
- 2.8.8 Drivers of passenger vehicles with trailers must hold the appropriate category of driving licence.*
- 2.8.9 Loads within single axle or close-coupled trailers must be distributed carefully to achieve the correct loading on the towing coupling and to maintain safety.*
- 2.8.10 Operating speeds must be reduced in accordance with statutory limits applicable to vehicles towing trailers.*
- 2.8.11 Trailers must be fitted with a parking brake and stabilisers to maintain stability and security when detached from the vehicle.*

## 3. Drivers' Manual

Operators will be expected to communicate all necessary safety information, instructions and safety procedures to drivers, formally and in writing.

This may take the form of a Drivers' Manual (Safety Policy, Drivers' Handbook or whatever) a personal copy of which should be handed to each driver who should sign for receipt (it is recommended that a further copy should be held within each vehicle). A copy should also be made available to the Company.

The content of the Manual (which will include many of the issues addressed in this Code) should be the subject of detailed briefing at the time of induction training.

Recommended subjects for inclusion within the Operators Drivers Manual / Handbook:

- Safety Policy
- Drivers Dress and Conduct
- Passenger Management
- Driving Hours and Recording of Work
- Vehicle Daily / Pre-use Check
- Condition of Vehicle
- Action in Emergency
- Requesting Breakdown Assistance
- Obtaining Fuel
- Use of Mobile Communications
- Vehicle Defect Reporting
- Vehicle Maintenance and Repairs
- Accident/ Incident Reporting
- Driving in Adverse Weather / Road Conditions
- Emergency Equipment carried on the vehicle

## 4. Declaration of Undertaking

I the undersigned, being the nominated 'Competent Person' (refer Section 2 paragraph 1.2.) hereby acknowledge and accept responsibility on behalf of the Operator as transportation service providers to Coach Direct Ltd to ensure, so far as is reasonably practicable, the health safety and welfare of passengers.

The requirements of this Code of Safety Practice are fully understood and we undertake to comply accordingly. Furthermore, we agree to cooperate fully with Coach Direct Ltd and/or any safety consultants appointed by them in conducting safety management systems audits and random vehicle inspections.

We also understand that non-conformance may constitute breach of contract and may result in removal from the Coach Direct approved contractors list with immediate effect.

**Name:** .....

**Position:** .....

**Company:** .....

**Signature**.....

**Date:** .....

**Important:**

**Following full completion, a copy of this page should be sent to Coach Direct Limited along with current copies of your Vehicle & Public Vehicle Liability Insurance and Operators License documentation.**

## Appendix

- A. 1 Drivers Daily Defect Report Form
- A.2 PSV Safety Inspection Record
- A.3 Working Time Directive – Mobile Workers (Summary)
- A.4 Drivers Health and Eyesight Testing requirements
- A.5 First Aid Kit – List of Contents
- A.6 Special Needs Minibuses
- A.7 Guidance for Drivers of School Buses
- A.8. Carriage of Wheelchairs

**A full list of the current Code of Safety Practice documentation can be viewed and downloaded from the Operators Section of our website at [www.coachdirect.co.uk](http://www.coachdirect.co.uk)**

**Important:**

**The CoP Appendix documentation listed above and on our website has been made available purely as support material, and should be viewed and used as such by Coach Direct Quality Approved Operators**