

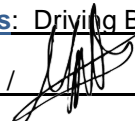



<p>Risk Assessment Form Number: RA-Catteralls Task/Process: Driving Buses Date: 29/8/25 version 1</p> <p>Assessment By: / J Wright Signatures: /  Manager acceptance</p>	 Page 1 of 19
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Hazard: something that has the potential to cause harm. **Risk:** the likelihood and severity of harm posed by the hazard.

	What are the hazards & how might it cause harm?	Who might be harmed & nature of injury?	How is the risk currently controlled?	R I S K	What further action might be needed to further control the risk?	Is it safe to carry on? √ = OK A = Action X = STOP
	Ignore the trivial. Review with operators. Check manufacturers' instructions, and data sheets.	Consider everyone who might be in the workplace	List the precautions you have taken e.g. guards, notices, training, procedures.		For those risks not adequately controlled, what more could be done reasonably?	
	During the COVID pandemic, drivers are required to take special precautions to minimize risk to passengers and driver.					
1	A bus company requires registration and certifications to operate a fleet of buses NOTE: Catteralls Coaches has access to a competent safety advisor who has assisted in the preparation of this Risk Assessment and who can advise of any changes in regulations or codes of practice that may affect the operation of the bus company. For details see section 30.	Drivers, passengers, public	The business is registered as a PSV operator. Public bus routes – when appropriate the business is registered with district councils. Comprehensive insurance and public liability certificate Traffic Commissioner's Certificate	L	PSV = Public Service Vehicle Vehicles are: Category D Category D1	OK

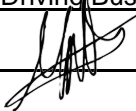

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2	Driver management necessary to ensure drivers are qualified to drive the vehicles	Drivers, passengers, public	<p>Company operates a system of driving licence checks, mainly using the on-line CPT system which is integrated with their Tacho Analysis (drivers hours)</p> <p>All drivers have licence to drive in UK.</p> <p>All drivers have PCV licence for a Category D vehicle</p>	L	<p>The CPT system is aware of any drivers points on licenses,</p> <p>Some drivers are analogue</p> <p>CPT = Confederation of Passenger Transport</p> <p>PCV = Passenger Carrying Vehicle</p>	OK
3	Risks if driver competence is not maintained	Drivers, passengers, public	<p>All bus drivers are DCPC trained</p> <p>35 hours periodic training</p> <p>5 year renewals, records kept</p>	L	<p>DCPC = Drivers Certificate of Professional Competence</p>	OK
4	Risks to school children if drivers not monitored	Passengers	<p>Protection for school children is ensured - to operate school buses, all the company's drivers are DBS (CRB) checked</p> <p>3 year renewal</p>	L	<p>All schools annually or regularly brief the bus company/drivers on the requirements of their risk assessment</p>	OK

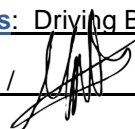

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5	<p>Risks if drivers have health issues that may affect ability to drive safely</p> <ul style="list-style-type: none"> - back-ache, headaches, dizziness 	<p>Drivers, passengers, public</p>	<p>Drivers are encouraged to inform supervisor of any other health conditions which may affect ability to drive safely e.g. back pain, headaches, vision problems, episodes of dizziness, and also make supervisors aware of particular health conditions which require monitoring e.g. diabetes</p> <p>Management will review sickness and absence records, and give driver lighter duties when appropriate</p> <p>If a driver becomes ill during a journey, or may exceed driver's hour, a replacement driver is rapidly provided.</p>	M	<p>Catteralls are following the code of practice for vehicle operators that drivers from age 45 have medicals every 5 years, and drivers from age 65 have medicals annually.</p>	OK OK
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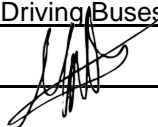

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6	<p>Avoid overcrowding of a bus</p> <p>Overcrowded vehicle may cause increased risk of incident</p> <p>e.g. injuries or confrontations, to passengers and driver, unauthorised passengers</p>	<p>Overcrowding can lead to increased risk of injuries and incidents</p>	<p>School children will have passes for authorisation to board bus.</p> <p>Driver will check the passes for date, photo.</p> <p>Driver will not drive an overloaded bus.</p> <p>Any concerns regarding number of passengers or school children on bus will be raised with school or trip organiser.</p>	L	OK
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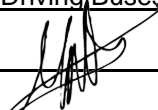

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7	There are risks of drugs and alcohol affecting driving	Drivers, passengers, public	<p>Drivers aware that arriving at work under the influence of alcohol, drugs or strong medication is prohibited.</p> <p>Also while working, the consumption of alcohol, and the taking of drugs or strong medication is prohibited.</p>	M	<p>Documented Drivers' Declaration where they have answered particular questions regarding health, drugs & alcohol.</p>	OK
8	Risks associated with poor driving habits and poor driver behavior	Drivers, passengers, public	Company keeps records of driving behavior and complaints from the public or clients	L		OK

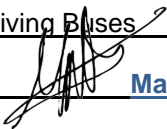

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9	Risks associated with using in-vehicle devices e.g. mobile phone, sat-nav	Drivers, passengers, public	<p>Buses equipped with hands-free Bluetooth technology.</p> <p>Drivers are authorised to receive mobile calls, answer short calls only</p> <p>Drivers are authorised to make short calls, only work-related.</p> <p>Sat-nav set up before start of journey using phone software or google maps</p>	L	OK
10	Risks associated with driver fatigue and long hours of work	Drivers, passengers, public	<p>Company operates a system of monitoring driver hours, mainly using the on-line CPT system which is integrated with Tacho Analysis.</p> <p>Daily rest periods and driving breaks observed</p> <p>Two drivers are provided on longer trips where necessary</p> <p>Drivers carefully plan routes to avoid narrow roads, low bridges etc</p>	L	OK



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11	Risks associated with vehicle poorly maintained	Drivers and others, including the public	Bus safety is ensured: All vehicle servicing is conducted on site by Catterall staff as required (except some specialist work e.g. with on-board vehicle computer system) Annual MOTs are completed on site by Catterall staff. Servicing and MOT records are available for inspection if requested. Defect reporting system. Vehicles limited to 62mph (100kph) Video forward-recording dash-cam Daily checklist of lights, tyres, emergency exits, Fire extinguishers First aid boxes, Seat belts for passengers etc., using a phone app to record inspections Good cleanliness check.	L	OK
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12	<p>Risks associated with driver distraction</p> <ul style="list-style-type: none"> - passengers or school children talking to driver - disorderly behavior by passengers or school children - mobile phone 	<p>Drivers, passengers, public</p>	<p>Passengers and especially children are advised not to distract the driver whilst the vehicle is in motion.</p> <p>Group organisers are seated close to the driver to minimise distraction</p> <p>Smoking is forbidden on vehicles</p> <p>Hands-free Bluetooth mobile kits are fitted to vehicles to minimise distraction</p> <p>Drivers are forbidden from using microphones whilst driving</p> <p>Any serious disorderly behaviour by passengers or school children requires the driver to stop as soon as possible and wait until the situation has calmed down.</p> <p>Driver will NOT intervene in incidents where there is the risk of violence or injury</p>	L	<p>Passengers / school children:</p> <p>Driver will report to trip organisers or school teachers, any inappropriate behaviour including:</p> <ul style="list-style-type: none"> - standing up, moving around when the bus is moving - general misbehaviour - abuse of others - noise, driver distraction - not wearing seat belts - throwing items around the cabin - opening or interfering with the emergency door 	OK
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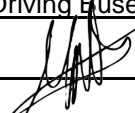

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13	<p>Verbal abuse or physical assault of driver or passengers or school children</p> <ul style="list-style-type: none"> - disorderly passengers - misbehaved school children - incidents at bus stops - passenger or school children found in a distressed state at bus stop 	<p>Attempting to deal with disorderly behavior risks violent response</p> <p>Drivers cleaning bus in a public area may suffer verbal abuse, and possibly assault, from members of the public.</p>	<p>Drivers have contact details for schools or trip organisers.</p> <p>Drivers are expected to provide a good, polite service that takes account of customers' and others' needs.</p> <p>Drivers have been advised, in dealing with difficult and/or confrontational situations, to avoid any physical contact with passengers</p> <p>Drivers will be vigilant for any signs of problems at bus stops or distressed school children coming onto the bus.</p> <p>Drivers will report any concerns from pupils, or their own observations, about child safety or security to the school</p> <p>With a serious concern, driver will stop the bus when safe to do so and advise the school or trip organiser immediately by phone</p> <p>Drivers are encouraged to report all instances of physical or serious verbal abuse involving passengers or school children.</p>	<p>Bus company will ask all schools to ensure:</p> <ul style="list-style-type: none"> - all pupils using the bus service will attend an annual briefing at the start of each year - all pupils are aware of behavior expectations whilst on the bus <p>Drivers' supervisors will investigate all instances of abuse involving passengers or drivers and where appropriate will inform clients or schools of findings and actions to be taken.</p> <p>Some schools organise a Drivers' Briefing session where there is a presentation made of procedures and conduct expectations for bus drivers while on duty, and what training awareness is given to teachers and pupils.</p>	<p>L</p> <p>OK</p> <p>A</p>
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14	<p>Risks of accidents in bus or traffic accidents</p> <p>Refer also to section 18, risks associated with emergency breakdown and vehicle evacuation</p>	<p>Drivers, passengers, school children, public</p>	<p>Drivers are aware of the appropriate emergency procedures in the event of a vehicle accident (RTA) or breakdown</p> <p>Drivers are PCV-trained including actions to take in the event of a traffic accident. In the event of an RTA driver will take control of passengers and school children to ensure their safety, deal with other drivers and contact transport police where appropriate.</p> <p>Drivers have basic first aid training, bus is equipped with first aid kit.</p> <p>Passengers and school children are briefed to stay seated at all times.</p> <p>Passengers and school children are briefed to wear seatbelts in buses where they are fitted.</p> <p>Driver will wear a hi-vis vest and take control of any accident in the bus, providing first aid and contacting emergency services where necessary</p>	M	<p>Other steps to minimise RTA:</p> <p>Routes are planned to ensure that only suitable roads are used for the type of vehicle.</p> <p>Timetables are planned to ensure sufficient time to operate the route in a safe manner</p> <p>Driver will take account of weather and adjust bus speed accordingly.</p> <p>Schools are required to appoint a trained Traffic Marshall to attend pupil pick-ups, and ensure pupils are properly briefed and organised</p> <p>Also:</p> <p>Drivers make a written record in the event of an accident either in the bus or an RTA</p> <p>All drivers are issued with a mobile phone to contact the transport office if needed and to contact trip organisers or schools with information on expected delays</p>	OK
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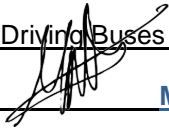

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15	<p>Missing passengers / pupils</p> <ul style="list-style-type: none"> - school pupils or other passengers not collected by bus e.g. not arriving at bus stop - school pupil or passenger dropped off at wrong stop - passenger or school pupil has got on the wrong bus <p>NOTE: school bus drivers: driver will not know how many pupils are expected at any bus stop on any particular day</p>	<p>Distress for passengers or school children stranded</p>	<p>Bus companies to ensure service runs. Driver will not to vary route without the school or trip organiser's agreement. Drivers will not leave stops before the scheduled time.</p> <p>School passes should ensure pupil boards correct bus.</p> <p>If a passenger or school pupil gets off bus at wrong stop then this becomes responsibility of the passenger or the child/parents/school</p> <p>If a school child has got on the wrong bus: - if this is discovered when the bus is near the end of a route then driver will take the pupil to his destination - if this is discovered early in the route, the bus will stop at the next bus stop and communication made to bus company office, and then to the school who should make arrangements to pick up the child e.g. by contacting parents, or requesting another bus/driver.</p> <p>Driver/company to inform school or trip organiser of any problems or delays as soon as reasonably practicable.</p>	M	<p>Schools advised to allow a senior pupil to contact school if bus is very late or has not arrived</p> <p>School bus drivers are aware of possible problems at the start of an academic year and whenever starting after a holiday including half-term.</p> <p>Drivers aware that errors in location of passenger drop off is a higher risk at the start of school term and will be alert to observe if any pupils appear concerned about when to get off bus.</p> <p>Note: on arrival at school, the bus will be met by member of staff who can deal with any concerns about a missing pupil.</p> <p>NOTE: most school children have their own mobile phone. If this is the case then a child who has missed their stop or is on the wrong bus can contact their parents or the school for assistance.</p> <p>In extreme circumstance of a stranded or very distressed pupil, Catteralls will arrange for another driver to collect the child.</p>	OK
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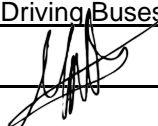

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16	<p>Slips, trips and falls</p> <ul style="list-style-type: none"> - inside a bus is a confined space, with limited movement, limited visibility - slips and trips can occur due to lack of awareness or untidyness in the bus 	<p>Drivers and others, including the public</p> <p>Risk of injuries such as fractures and bruising if they trip over objects, or fall due to slip on spillages or on wet floors</p>	<p>Drivers monitor bus entrances for wet floor surfaces or rain.</p> <p>Driver checks that the aisle is kept clear of luggage to avoid any delay if the vehicle needs to be evacuated</p> <p>Driver ensures all exits are clear of luggage before moving off and brief passengers before departing regarding the importance of keeping exits clear</p> <p>Spillages or rain water cleared up immediately, and the floor left dry.</p> <p>Drivers do not leave cleaning materials/equipment unattended.</p> <p>Drivers grit outside areas to provide safe walkways in snowy/icy weather.</p>	L	<p>Recommended: periodic toolbox talks from supervisor or safety consultant to raise awareness of risk of slips and trips.</p> <p>Drivers aware that, if appropriate, small spillages must be cleaned dry using absorbent paper wipes or towels.</p> <p>Drivers aware to report any uneven floor surfaces or damaged carpet to their supervisor (who arranges for repair).</p>	<p>A</p> <p>OK</p> <p>OK</p>
17	<p>Risks of objects falling from racking, spilling of liquids</p>	<p>Passengers</p>	<p>Only small bags can be stowed in overhead storage due to size</p> <p>Heavy items are stored below the vehicle in the lockers</p> <p>Drivers are to check before moving off that all luggage is secure</p> <p>Passengers are advised not to move around the vehicle unnecessarily</p>	L		OK

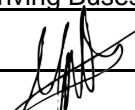

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18	Risk associated with emergency breakdown and vehicle evacuation	Drivers, passengers, public	<p>Driver will wear a hi-vis vest and use training to take control of the situation to ensure all appropriate emergency, accident and breakdown procedures are followed.</p> <p>On a motorway, passengers are removed from the vehicle to a secure and safe location</p> <p>24 hour manned emergency contact number</p> <p>First Aid kits are fitted to every coach</p> <p>All drivers are issued with a mobile phone to contact the transport office if necessary to arrange passenger collection by another bus and to contact trip organisers or schools with information on expected delays</p>	M	OK
19	Risk associated with unloading passengers and while bus is parked	Drivers, passengers, public	<p>Driver pulls as far away from the flow of traffic as can be reasonably expected when unloading.</p> <p>Bus driver is not to be unduly influenced when selecting an unloading position.</p> <p>Bus parked in designated areas when unattended</p>	L	OK

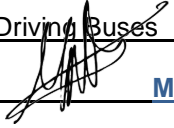

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20	Risk of falling when getting on or off the vehicle	Drivers, passengers	<p>Handrails are fitted to all steps</p> <p>Steps are required by law to be lit</p> <p>Emergency exits are only to be used when necessary</p> <p>Some vehicles are fitted with kneel facilities to maintain the smallest gap between the vehicle and kerb</p>	L	OK
21	Risks associated with loading and unloading of luggage, under vehicle stowage	Drivers, passengers	<p>Driver to supervise the loading / unloading of small bags and low volume luggage</p> <p>Driver only to load / unload larger luggage / large volume of luggage</p> <p>Passengers or Party Leaders must make driver aware of heavy / bulky luggage</p> <p>No sharp / dangerous items are to be carried</p> <p>No flammable liquids or substances are to be carried</p> <p>Driver to ensure that a teacher or responsible adult controls children.</p>	L	OK

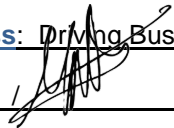

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22	Risks associated with reversing vehicle	Drivers, passengers, public	The need for reversing is minimised where possible Bus is fitted with hazard lights, mirrors and a horn which activates when reversing Drivers are all trained to reverse safely and slowly to minimise risk A Banksman will be used for traffic direction if available in accordance with drivers' method statement	M	OK
23	Risks to passengers' personal safety at rest stops	Passengers	Drivers brief passengers on the duration of the stop, departure time and location of facilities Drive will ensure awareness of any passengers requiring assistance Drivers conduct head count before departing stop	L	OK

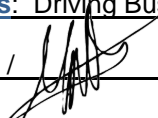

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24	<p>Strains and limb injuries to drivers</p> <ul style="list-style-type: none"> – over exertion or repetitive motions can lead to musculoskeletal disorders (MSDs) and injuries – some cleaning operations and luggage handling lead to awkward working postures 	<p>Drivers risk problems such as back pain if they try to lift items that are heavy and/or awkward to carry, or if they required to work in awkward postures, stretching, reaching, over-exertion</p>	<p>All drivers trained in lifting safely.</p> <p>If drivers suffer any strain or limb injury that could affect their driving ability, they will immediately report to supervisor to request replacement driver</p>	M	<p>Drivers aware they must tell supervisor if any excessive carrying is occurring e.g. carrying luggage onto bus</p>	<p>A</p> <p>OK</p>
25	<p>Risks from sharp waste left in bus</p>	<p>Drivers and passengers risk potentially serious injury from picking up sharp objects, including discarded needles.</p>	<p>Drivers are trained in safe systems of work and provided with cut-resistant gloves.</p>			OK

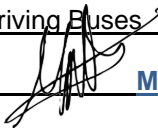

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26	Lone working	Drivers may suffer sudden illness/accident while working alone and be unable to summon help.	Supervisor aware of location of every driver – vehicle trackers. Drivers have mobile phone contact in event of emergency. Company have next of kin details	L	Drivers' partners should be able to contact company managers in event of concern for welfare or health	OK
27	Risks associated with extremes of weather	Drivers, passengers	Weather reports are monitored Suitable personal protective equipment provided for drivers Drivers grit outside areas to provide safe walkways in snowy/icy weather. Snow-chains are kept on vehicles likely to operate in such conditions or and in countries where snow-chains are compulsory Drivers are trained in using snow chains and driving appropriately Routes are planned to avoid mountain passes or steep hills	L		OK



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Hazard: something that has the potential to cause harm. **Risk:** the likelihood and severity of harm posed by the hazard.

28	Risks while valeting vehicles <ul style="list-style-type: none"> – some cleaning products are corrosive, contain strong solvents or contain chemicals that will irritate skin and eyes – some cleaning products are volatile, with strong vapours which may cause respiratory discomfort and dizziness in a confined space 	Drivers and passengers at risk. Some cleaning products may cause dermatitis, and eye damage. Vapour from some products may cause breathing problems or dizziness.	Drivers ensure passengers will not be affected by any valeting operations. Confined space. Drivers ensure bus interior is well ventilated during cleaning and fabric drying periods, and ensure no residual liquid or damp fabric. All drivers aware of the risks of cleaning products (drivers encouraged to regularly refer to the COSHH assessments file on site). Fabric-cleaning products are not stored in the bus.	M	Stock of cleaning materials held at site/garage office. Bags are provided to dispose of waste	OK OK
29	Fire risks <ul style="list-style-type: none"> – passengers or school children smoking on the bus – flammable cleaning products may cause fire in an enclosed space 	Drivers, passengers	Bus is equipped with fire extinguishers Drivers remind passengers and school children that smoking on the bus is prohibited. Drivers aware that although smoking by passengers is prohibited there may be unextinguished cigarettes discarded inside bus. Drivers aware of flammability of some cleaning products, trained in safe use, and dispersing flammable vapours with good ventilation	L		OK

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Hazard: something that has the potential to cause harm. **Risk:** the likelihood and severity of harm posed by the hazard.

30	Risks applicable to Wheelchair users and associated Wheelchair Lift <ul style="list-style-type: none"> - Where a lift is used rather than a ramp, the risk is of the wheelchair falling from the lift. - Wheelchair is insecure when situated in the Wheelchair space - Passenger or driver can become entangled with the Hydraulic lift 	The risk is injury to the driver and the wheelchair user on loading and unloading via falling from the platform or getting crushed in the hydraulic lift. The passenger and driver are at risk if the wheelchair isn't secured when loaded and subsequently moves.	Drivers receive training on safe operation of the wheelchair lift and ensure they are clear of any hydraulics when loading and unloading. Wheelchair lifts are Loler tested to ensure safe operation. The area around the lift is kept clear to avoid any injury to passers-by. The chair is securely attached with restraints when loaded and a seatbelt is provided.	M	Driver Training is continual and recorded to ensure correct operating standards are kept.	OK
31	This risk assessment has been prepared with the assistance of safety consultant John Wright	WRIGHT SAFETY SOLUTIONS 4 Shuna Croft Walsgrave Coventry CV2 2RY	John A.B. Wright BSc (Chem), Tech IOSH, NEBOSH (Cert.) Mobile: 0779 3880597 safety@jabw.co.uk http://www.wrightsafety.co.uk			

Guideline review period – Negligible (N) & Low (L) risks = 12 months Moderate (M) risks = 6 months High (H) risks = 1 month Intolerable (I) – Work to stop

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