

Tetley's Motor Services Limited

Passenger Collection Risk Assessment

Affected Parties

Driver, general public, passengers.

Safety Checklist

Pickup and drop off areas are clearly defined

Pickup and drop off points clear of obstructions

Conflict between pedestrians and reversing vehicles

Potential Hazards	Likelihood	Severity	Risk
No access at pickup and drop points.	Low	low	low
Inability to exit the pickup and drop points.	Low	med	low
Vulnerable passengers needing to cross the road.	Low	high	med
Vehicle reversing.	Low	med	med
Overhanging trees.	Low	high	med
Passengers or general public being hit by moving vehicle.	Low	high	med
Road – traffic, road blocked, yellow lines, parked vehicles.	Low	low	low
Inability to park coach.	Med	low	low
Passenger trips/falls on moving vehicle	Low	med	med

Control Measures to Minimise Risks

Collection & destination locations are clearly defined.

Review unfamiliar locations on Google Maps and Google Earth.

Discuss & agree best location for collection with customer.

Pickup point to avoid vulnerable passengers crossing roads.

Discuss with destination (e.g. theme park re: passenger drop points).

Avoid locations that risk vehicle damage.

Avoid locations that present a hazard to other road users.

Vehicles fitted with working reversing cameras and warning buzzers.

Driver to arrive at collection point 10 minutes prior to departure time.

Responsibility

Office/ Customer

Office

Office/ driver

Office/ Customer/ driver

Office

Office/ driver

Office/ driver

Driver/ Maintenance

Office/ driver

Driver work ticket to contain group organiser phone number.	Office
Adequate supervision of passenger group, particularly children.	Customer
Driver to approach the collection point with care.	Driver
Confirm driver familiarity with location and/or satnav use.	Office/ driver
Provide maps, review Google Earth and Maps with driver.	Office/ driver
Doors are closed before vehicle moves.	Driver
Passengers are seated before vehicle moves.	Driver
Passengers remain seated whilst the vehicle is in motion.	Driver/ Organiser
Seatbelts signs are fitted.	Maintenance
Seatbelts are worn (driver in the case of young children).	Personal/ driver

Assessment Checklist

Yes/No

- | | |
|---|-----|
| 1. Is the risk level posed by the identified hazards acceptable? | Yes |
| 2. Are the control measures listed applied in practice? | Yes |
| 3. Is the risk assessment a fair reflection of what it is being assessed? | Yes |

If no is the answer to any of the questions above, explain reason below:

Form completed by:

Name: Ian Tetley

Position: CPC Holder

Signature: *Ian Tetley*

Date: 19th August 2019