

gogutsi

Risk Assessment

Accidents and Emergency's

In the event of an accident our drivers again follow strict procedures, assessing the situation to determine whether or not the emergency services are required. After doing this the driver will then contact the operations manager who will assist and liaise with the driver or any of the emergency services who may be in attendance. As necessary passengers will be moved to a secure location away from the vehicle. First Aid kits are available if required. If there is any damage to the vehicle which makes it unroadworthy the same procedure as above (vehicle breakdowns) will apply. If the accident has led to the driver being injured which renders him unable to contact the Company or emergency services we ask that group organizer or other sensible, responsible passenger inform the emergency services and take charge until they arrive. Passengers should only alight the coach if they are permitted or told to do so by the driver, our operations manager or other authority, or if there is a danger to their safety should they remain on board.

Adverse Weather Conditions

We monitor weather conditions to ensure they are suitable conditions for driving. Where conditions are poor the driver will determine whether the vehicle can be safely driven or whether it is necessary to delay the journey or find alternative means.

CCTV

Where fitted CCTV systems monitor external road conditions and the driver cabin at all times. Audio is recorded by the drivers cab. In the event of emergency, accident or threatening behaviour the CCTV will be reviewed and provided to authorities as evidence if required.

Driving Hours

Digital Tachograph machines are fitted to each vehicle which record the vehicles movement at all times, recording mileage and speed and monitoring driving time and break periods. All drivers will operate vehicles in accordance with the Road Transport (Working Time) Regulations (WTD), EEC Driver Hours Rules and Regulations. Drivers and Vehicle tachographs are digitally downloaded in accordance with the rules and analysed using the latest tachograph analysis equipment to ensure compliance with these standards. Drivers must ensure they get sufficient daily and weekly rest and take breaks as scheduled and in accordance with Driver Hours Rules and Regulations.

Driver Safety and Protection

Verbal or physical abuse to a driver will not be tolerated under any circumstances. Any passengers being abusive or acting in a threatening manner will be asked to leave the service immediately. The service will not continue until the offending passenger or passengers are removed from the service. At the driver's discretion, they may cancel the service (without refund) if they feel threatened in any way. Incidents will be reported to the appropriate authorities and criminal prosecutions will be taken if necessary.

Driver Standards

All drivers must have the appropriate category of licence, a digital tachograph card and a Certificate of Professional Competence. New drivers have their identity and entitlement to drive a Public Service Vehicle checked prior to employment, and then at least every 6 months by way of a Driving Licence inspection and follow up enquiries directly with the DVLA (Driver and Vehicle Licensing Authority) if thought necessary.

All drivers are issued with written instructions on expected standards and operating procedures, our Driver Handbook. This sets out the required standards and operating procedures for the following areas:

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- Alcohol and drugs policy
- Driver Conduct
- EEC Drivers Hours Rules & Regulations.
- Emergency Breakdown Procedures and Accident Reporting
- Environment Policy
- First Aid
- Health and Safety Policy
- Tachograph Operating Procedures
- Uniform Standards
- Use of Mobile Phones
- Vehicle inspections
- Vehicle Insurance

Insurance

Gogutsi has fully comprehensive policies for Motor Vehicles and Public and Employers Liability insurance for £10million. Copies of all insurance policies are available at

<https://www.gogutsi.com/compliance/>

Luggage

The Driver will be responsible for loading all luggage into the designated storage areas. Passengers should remain onboard to allow the driver room to load and unload the vehicle of all luggage. As instructed passengers should leave their luggage in a safe and unobstructive location. When departing a vehicle, the driver will remove all luggage and when safe to do so will instruct passengers to alight and collect their luggage. Hand luggage, coats etc should be stowed securely in the overhead lockers/racks. In no circumstances should personal belongings be left on or near the steps or in the aisles, as these are the escape routes in an evacuation situation.

Operating Licence

Gogutsi is a trading name of Green Urban Transport Limited. It is authorised by the Traffic Commissioner for London and the South East to operate Public Service Vehicles (Licence Number PK1077883) in accordance

with the Public Passenger Vehicles Act 1981. These standards are enforced by the Driver and Vehicles Standards Agency.

Passenger Behaviour

Under no circumstances should anyone leave their seat and move around the cabin when the vehicle is in motion, unless in an emergency situation, in which case your driver will call on-board safety instructions for which every passenger must abide. Seat belts should be worn at all times. Smoking is not allowed on the vehicle at anytime.

Vehicle Breakdowns

In the unlikely event of a vehicle breakdown the driver must follow a set procedure in which he must contact our 24 hour operations. The operations manager will then assess the situation and in the case of minor faults arrange for either an engineer (if within reasonable time and distance) to repair the vehicle at the scene, or recover the vehicle to the nearest service area if the vehicle is in a serviceable and safe condition to proceed there.

If the breakdown is of a more serious nature the operations manager will either send a replacement vehicle, or organise alternative onward travel. Passengers should at all times follow the driver's instructions and should not alight the vehicle at any time unless permitted or instructed to do so by the driver or other authority.

Vehicle Safety

All vehicles are fully maintained and inspected in accordance with the operators Public Service Vehicle Operating Licence. Preventative Maintenance Inspections (PMI's) are completed every 12 weeks by an independent and approved third party. Vehicles are serviced at least annually or more frequently in accordance with the

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manufacturer's guidelines on mileage.
Vehicles are MOT'd annually.

Drivers perform a 15 minute vehicle inspection before driving any vehicle. The inspection includes essential exterior assessment (damage, lights, mirrors etc), interior assessment (air conditioning, heating, seat belts etc). Vehicles are fitted with the following safety equipment:

- Speed limiters
- ABS Braking System
- Reversing cameras
- Seat belts throughout
- Emergency Exit Points
- Emergency Window Hammers
- First Aid Kits
- Fire Extinguishers
- Appropriate signage
- Closed Circuit Television
- Vehicle Location Tracking Software
- Vehicle Driving Telematics Software

Vehicle Fuelling

Passengers should not be on the vehicle during fuelling. If this cannot be avoided passengers must remain seated.

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