



Governance, Roles & Responsibilities Policy

Purpose

This policy defines the governance structure, roles, responsibilities, and accountability arrangements for Peters Travel as a Public Service Vehicle (PSV) operator.

Its purpose is to ensure that all legal, safety, and operational obligations are clearly allocated, understood, and actively managed in accordance with:

- The Public Passenger Vehicles Act 1981,
- The Goods Vehicles (Licensing of Operators) Act 1995,
- Traffic Commissioner Statutory Guidance and Directions,
- DVSA expectations for newly qualified PSV operators,

This policy establishes who is in control of the operation, how decisions are made, and how compliance is monitored and enforced.

Scope

This policy applies to:

- The PSV Operator Licence Holder,
- The nominated Transport Manager,
- All drivers engaged in PSV operations,
- Any third parties involved in maintenance, training, or compliance support,

It applies to all operations involving the Peters Travel's 53-seater Beulas Cygnus coach, passenger transport, including positioning movements, and non-service journeys.

Roles and Responsibilities

Operator Licence Holder

The Operator Licence Holder is responsible for:

- Ensuring continuous compliance with all PSV licensing requirements,
- Providing sufficient financial, human, and technical resources,
- Appointing and supporting a competent Transport Manager,
- Ensuring systems are in place for:
 - Vehicle maintenance and roadworthiness,
 - Driver management and competence,
 - Passenger safety and welfare,
- Reviewing compliance performance and acting on identified risks,
- Notifying the Traffic Commissioner and DVSA of any notifiable changes,

The Licence Holder remains accountable at all times, even where tasks are delegated.



Transport Manager

The Transport Manager is responsible for:

- Day-to-day management of PSV compliance,
- Implementing and maintaining systems required by GMTR,
- Ensuring the vehicle is maintained in a roadworthy condition,
- Monitoring safety inspections, defect reporting, and rectification,
- Managing driver hours, fitness, and competence,
- Ensuring policies are communicated, understood, and followed,
- Investigating incidents, defects, or breaches,
- Escalating significant issues to the Licence Holder without delay,
- Corrective actions are implemented promptly and recorded.

The Transport Manager must be of good repute, professionally competent, and able to exercise effective and continuous control over the transport operation.

Drivers

Drivers are responsible for:

- Operating the vehicle safely, lawfully, and professionally,
- Conducting daily walk-around checks and reporting defects
- Managing passenger safety, conduct, and welfare
- Reporting incidents, near-misses, or concerns immediately
- Complying with company policies, procedures, and instructions,
- Cooperating with training, medical assessments, and monitoring

Drivers are expected to act as front-line safety representatives of the operator.

Maintenance providers, trainers, or consultants must be competent and suitably qualified. Responsibility for compliance cannot be outsourced and remains with the Operator Licence Holder.

Records and Documentation

The following records are maintained:

- Operator Licence documentation,
- Transport Manager appointment records,
- Compliance reviews and audit notes,
- Escalation and decision logs,
- Policy review records,

Records are retained in accordance with legal and operational requirements.



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This policy is reviewed, Annually

- Following any significant change to operations,
- Following any regulatory intervention or serious incident,

The aim is continuous improvement and proportional development of systems as the business matures.

Position: Company Director - Peter's Travel Ltd

Name: Ilyasali Ahmed Patel

27th January 2026.



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