



## 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.



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

27<sup>th</sup> January 2026.



**PETER'S TRAVEL LTD.**  
Professional Coach & Passenger Transport Services