



## Legislation, Industry Updates and Continuous Improvement Policy

### Purpose

This policy sets out how Peters Travel ensures that its Public Service Vehicle (PSV) operations remain compliant with current legislation, regulatory requirements, and industry best practice, and how learning is used to drive continuous improvement.

The purpose of this policy is to ensure that:

- Legislative and regulatory changes are identified and understood
- Operational systems and policies remain current and effective
- Compliance risks are proactively managed
- Learning from incidents, audits, and feedback is embedded
- The operator demonstrates ongoing management control and competence

This policy supports compliance with:

- The Public Passenger Vehicles Act 1981
- The Road Traffic Act 1988
- The Health and Safety at Work etc. Act 1974
- Traffic Commissioner Statutory Guidance and Directions
- DVSA expectations for effective and continuous management control

Continuous improvement is recognised as a core expectation of a professional PSV operator.

### Scope

This policy applies to:

- All aspects of Peters Travel's PSV operations
- All company policies, procedures, and systems
- The Operator Licence Holder, Transport Manager, Drivers, and Operational Staff

It covers legislative monitoring, policy review, learning mechanisms, and system improvement.

### Principles of Legislative Awareness and Improvement

Peters Travel operates on the following principles:

- Compliance is an ongoing responsibility, not a one-off task
- Legal requirements must be understood and applied in practice
- Systems must evolve as risks, operations, and guidance change
- Learning from experience strengthens safety and governance
- Continuous improvement supports long-term licence protection

Regulatory awareness is treated as a management discipline, not an administrative function.



## Roles and Responsibilities

### Operator Licence Holder

The Operator Licence Holder is responsible for:

- Ensuring adequate oversight of legislative and compliance matters
- Supporting updates to systems, policies, and resources
- Reviewing significant regulatory changes or risks
- Ensuring appropriate action is taken where compliance gaps are identified
- Recording actions taken in response to regulatory updates

The Licence Holder remains accountable for overall compliance.

### Transport Manager

The Transport Manager is responsible for:

- Monitoring changes in legislation, guidance, and industry standards
- Assessing the impact of changes on PSV operations
- Updating policies, procedures, and training as required
- Communicating changes to drivers and staff

The Transport Manager must ensure compliance systems remain current and effective.

### Drivers and Staff

Drivers and staff are responsible for:

- Cooperating with policy updates and training
- Following updated procedures and instructions
- Reporting concerns or suggestions for improvement
- Remaining professionally aware of safety expectations

Compliance relies on engagement at all levels.

## Monitoring Legislative and Regulatory Changes

Legislative and regulatory changes are monitored through:

- DVSA publications and updates
- Traffic Commissioner guidance and decisions
- Industry bulletins and professional sources
- Advice from competent compliance professionals

Changes are reviewed to determine relevance and impact.



## Policy and Procedure Updates

Where updates are required:

- Policies are reviewed and amended
- Changes are documented and approved
- Updated versions are issued and communicated
- Obsolete documents are withdrawn

Policy control ensures clarity and consistency.

## Communication and Briefing

Relevant changes are communicated to drivers and staff through:

- Toolbox Talks
- In Person / Online - Training sessions
- Written Updates, Memos or Notices.

Understanding is confirmed where appropriate.

## Learning from Incidents and Experience

Continuous improvement is supported through learning from:

- Incidents and accidents
- Near-misses
- Complaints and feedback
- Maintenance and defect trends
- Compliance checks and reviews

Learning is used to strengthen systems and reduce future risk.

## Internal Review and Assurance

Compliance arrangements are reviewed periodically to ensure:

- Policies remain effective
- Procedures are followed in practice
- Risks are identified and controlled

Reviews may be informal or structured, depending on risk and complexity.



### **Corrective and Preventive Action**

Where deficiencies are identified:

- Corrective actions are implemented promptly
- Preventive measures are considered
- Responsibilities and timescales are assigned
- Actions are monitored for effectiveness

This ensures issues are addressed systematically.

### **Review of This Policy**

This policy is reviewed:

- Annually
- Following significant legislative or regulatory change
- Following regulatory intervention or serious incident

The policy will evolve as the operation develops and matures.

Position: Company Director - Peter's Travel Ltd

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

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