



## **Passenger Safety & Duty of Care Policy**

### **Purpose**

This policy sets out how Peters Travel ensures the safety and welfare of all passengers carried on its Public Service Vehicle (PSV) operations.

It establishes the systems, responsibilities, and procedures in place to meet the operator's duty of care to passengers, in accordance with:

- The Public Passenger Vehicles Act 1981,
- The Health and Safety at Work etc. Act 1974,
- Traffic Commissioner Statutory Guidance and Directions,
- DVSA expectations for professional PSV operators,

Passenger safety is treated as the primary operational priority, taking precedence over commercial or scheduling considerations.

### **Scope**

This policy applies to:

- All passengers carried by Peters Travel,
- All PSV journeys, including service, private hire, positioning, and non-service movements,
- All drivers and staff involved in passenger-facing activities,

It covers all stages of passenger interaction, including boarding, travel, stops, and alighting.

### **Principles of Passenger Safety**

Peters Travel operates on the following principles:

- Passengers must be carried safely, respectfully, and lawfully,
- Risks to passengers must be identified, controlled, and reviewed,
- Vulnerable passengers require additional consideration and support,
- Drivers play a critical role as both vehicle operators and safety supervisors,

Passenger safety is not limited to vehicle condition but includes behaviour, environment, and operational decisions.

### **Roles and Responsibilities**

#### **Operator Licence Holder**

The Operator Licence Holder is responsible for:

- Ensuring systems exist to protect passenger safety,
- Providing suitable vehicles, equipment, and training,
- Reviewing passenger safety incidents and complaints,
- Ensuring this policy is implemented and enforced,



### **Transport Manager**

The Transport Manager is responsible for:

- Implementing passenger safety procedures,
- Ensuring drivers are trained and competent,
- Reviewing incidents, near-misses, and complaints,
- Ensuring risk assessments remain suitable and sufficient,
- Escalating serious concerns to the Operator Licence Holder / Director,

### **Drivers**

Drivers are responsible for:

- Driving safely and smoothly, with due care for passenger comfort,
- Ensuring passengers board and alight safely,
- Supervising passenger conduct where required,
- Ensuring seatbelt use where fitted and required,
- Responding appropriately to emergencies or incidents,
- Reporting any passenger safety concerns immediately,

Drivers must not operate the vehicle if passenger safety could be compromised.

### **Vehicle Suitability and Safety Features**

The Company operates a 53-seater Beulas Cygnus coach, which is:

- Designed for PSV passenger transport,
- Equipped with appropriate seating, handholds, steps, and emergency exits,

Safety features, including emergency exits, signage, lighting, and internal fittings, are inspected during routine safety inspections and daily walkaround checks.

### **Boarding and Alighting Procedures**

Drivers must:

- Stop only at safe, suitable designated locations,
- Apply the parking brake before passengers board or alight,
- Ensure steps and gangways are clear and well-lit,
- Assist passengers where required, without placing themselves at risk,
- Allow sufficient time for safe boarding and alighting,

Passengers must not be permitted to board or alight while the vehicle is moving.

### **Seatbelts and Seating**

Where seatbelts are fitted:

- Drivers must advise passengers of their availability and encourage use,
- Children and vulnerable passengers must be given particular attention,
- Passengers must remain seated while the vehicle is in motion unless necessary,

Overcrowding is strictly prohibited. Passenger numbers must not exceed the vehicle's approved seating capacity.



### **Vulnerable Passengers**

Additional care is required for:

- Children and young persons,
- Elderly passengers,
- Passengers with disabilities or reduced mobility,

Drivers must:

- Follow any specific journey instructions or risk assessments,
- Ensure appropriate seating and assistance,
- Escalate concerns where passenger needs cannot be safely met,

Where specialist equipment or procedures are required, journeys must not proceed unless safety can be assured.

### **Passenger Conduct and Safety**

Unsafe or disruptive passenger behaviour will not be tolerated where it places others at risk.

Drivers must:

- Manage behaviour calmly and professionally,
- Avoid confrontation where possible, Stop the vehicle safely if necessary,
- Report incidents to the Transport Manager immediately,

Passenger safety takes precedence over timetable or contractual obligations.

### **Emergency Situations**

Drivers must be familiar with:

- Emergency exits and evacuation procedures,
- Fire response procedures,
- First aid arrangements,

In an emergency, the driver's priority is:

1. Passenger safety,
2. Personal safety,
3. Summoning emergency assistance,

All incidents must be reported and recorded in line with company procedures.

### **Incidents, Complaints, and Feedback**

All passenger safety incidents, near-misses, or complaints are:

- Reported to the Transport Manager,
- Investigated proportionately,
- Used to improve systems and training,

Records are retained and reviewed as part of continuous improvement.



### **Monitoring and Review**

Passenger safety performance is monitored through:

- Incident and near-miss reports,
- Complaints and feedback,
- Driver observations and reviews,
- Periodic compliance checks,

Findings are reviewed by management and acted upon.

### **Records**

The following records are maintained:

- Incident and accident reports,
- Passenger complaints and feedback,
- Training and briefing records,
- Risk assessments,

Records are retained in accordance with legal and operational requirements.

### **Review and Continuous Improvement**

This policy is reviewed Annually,

- Following any serious passenger safety incident
- Following regulatory changes or guidance updates

The policy will evolve as the business matures, while maintaining passenger safety as the primary priority.

Position: Company Director - Peter's Travel Ltd

Name: Ilyasali Ahmed Patel

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