



**POLICY DOCUMENT**

# **Passenger Safety Policy**

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## 1. Introduction

Albatross Bus & Coaches Ltd (“the Company”) is committed to ensuring the highest standards of safety for all passengers travelling on its vehicles.

This Passenger Safety Policy outlines the measures, responsibilities, and procedures in place to safeguard passengers throughout the duration of any coach or minibus hire. The policy reflects the Company’s commitment to complying with all applicable UK transport, health and safety, and road traffic legislation.

Passenger safety is a shared responsibility between the Company, its drivers, the hirer, and all passengers.

## 2. Legal and Regulatory Compliance

The Company operates in accordance with all relevant UK legislation governing public service vehicles, road safety and passenger welfare.

This includes compliance with:

- Health and Safety at Work etc. Act 1974
- Road Traffic Act 1988
- Public Passenger Vehicles Act 1981
- Public Service Vehicles (Wearing of Seat Belts) Regulations 1993

All operations are conducted in line with these legal requirements to ensure passenger safety at all times.

## 3. Vehicle Safety Standards

All vehicles operated by the Company are maintained to a high standard to ensure they are safe, roadworthy and suitable for passenger transport. Vehicles are subject to regular inspections, servicing and safety checks in accordance with legal and operational requirements.

**Key safety measures include:**

- Routine maintenance and scheduled servicing
- Pre-journey safety inspections by drivers
- Functional seatbelts for all designated seats
- Clearly marked emergency exits and safety equipment
- Compliance with DVSA and operator licensing standards

## 4. Driver Responsibilities

Drivers play a critical role in ensuring passenger safety and are responsible for the safe operation of the vehicle at all times. All drivers employed or engaged by the Company are appropriately licensed, trained, and competent to operate the assigned vehicle.

Drivers are required to:

- Comply with all road traffic laws and driving regulations
- Operate the vehicle safely and responsibly
- Conduct pre-journey safety checks
- Provide safety instructions where necessary
- Take appropriate action in the event of unsafe conditions or passenger behaviour

Drivers have full authority to make decisions in the interest of safety, including stopping the vehicle or terminating a journey if required.

## 5. Passenger Responsibilities

Passengers are expected to act in a manner that supports their own safety and that of others. Passengers must follow all safety instructions provided by the driver and comply with all applicable laws and Company policies.

**Key safety expectations include:**

- Remaining seated while the vehicle is in motion
- Wearing seatbelts at all times where fitted
- Not obstructing aisles or emergency exits
- Not distracting the driver
- Following emergency instructions if required

Failure to comply with safety requirements may result in removal from the vehicle or termination of the journey.

## 6. Safety During Boarding and Alighting

The Company is committed to ensuring that boarding and alighting processes are conducted safely. Passengers must only board or exit the vehicle at safe and designated locations as determined by the driver.

Extra care should be taken when boarding or disembarking, particularly for children, elderly passengers, or those with reduced mobility. The driver will ensure that it is safe to do so before allowing passengers to board or alight.

## **7. Emergency Procedures**

In the event of an emergency, the safety of passengers is the Company's highest priority. Drivers are trained to manage emergency situations and will provide instructions to passengers where necessary.

Passengers must follow all instructions given by the driver in the event of:

- Vehicle breakdown
- Road traffic incident
- Fire or evacuation
- Any other emergency situation

Emergency exits and safety equipment are clearly marked and must only be used when instructed or in a genuine emergency.

## **8. Use of Onboard Facilities**

Where vehicles are equipped with onboard facilities (such as washrooms or refreshment areas), passengers must use them responsibly and with caution. Movement within the vehicle should be minimised while the vehicle is in motion, and passengers do so at their own risk.

The Company shall not be liable for injury resulting from improper use of onboard facilities or failure to follow safety guidance.

## **9. Special Requirements and Vulnerable Passengers**

Albatross Bus & Coaches Ltd is committed to ensuring that passengers with disabilities, reduced mobility, or specific health requirements are provided with appropriate support and safe access to services.

The Company operates in accordance with its Code of Practice for Disabled Customers, which sets out detailed procedures and standards for assisting passengers requiring additional support, in line with applicable equality legislation including the Equality Act 2010.

Hirers are responsible for notifying the Company in advance of any passengers with special requirements to allow suitable arrangements to be made. This may include accessibility needs, mobility assistance, or additional time for boarding and alighting.

Where required, the hirer must ensure that adequate supervision or assistance is provided throughout the journey. The Company shall not be responsible for providing personal care or continuous supervision unless explicitly agreed in advance.

## **10. Incident Reporting**

Any accidents, injuries or safety-related incidents occurring during the hire must be reported to the driver immediately. The Company will ensure that all incidents are recorded, investigated where necessary and appropriate action is taken to prevent recurrence.

## **11. Limitation of Liability**

The Company shall not be held liable for any injury, loss or damage arising from failure by passengers or the hirer to comply with safety instructions, legal requirements, or Company policies. Liability is also excluded where incidents arise from circumstances beyond the reasonable control of the Company.

## **12. Policy Review**

This policy will be reviewed periodically to ensure continued compliance with UK legislation and operational best practice.

### **Approved by**

Managing Director: \_\_\_\_\_

Signature: \_\_\_\_\_

Approval Date: 15 April 2026

