DIAMONDADVENTURES

Diamond Adventures Limited trading as Diamond Adventures

Building 41, Newport Road, Cowes, Isle of Wight, PO31 8BX

Generic Coach Travel Risk Assessment & Passenger Safety Information

Introduction

Diamond Adventures Limited understands that many customers, particularly schools and organised groups, request risk assessment information to support their own planning and safeguarding requirements.

While there is no specific legal requirement for us or our partner coach operator to provide written risk assessments to third parties, we recognise the importance of transparency and are happy to share details of the measures we have in place to ensure the safe operation of vehicles provided by our partners and their services.

Coach travel is statistically one of the safest forms of transport. At Diamond Adventures Limited, we operate to high professional standards, only using operators with well-maintained vehicles, fully trained drivers and robust operational procedures.

Compliance with Legislation

Diamond Adventures Limited ensure that all of its partner coach operators fully complies with all relevant UK and European legislation governing passenger transport, including but not limited to:

- Road Traffic Act
- Construction & Use Regulations
- EU Drivers' Hours Regulations
- Road Transport (Working Time) Regulations

Partner coach operators' operations are conducted in line with official DVSA guidance, including:

- PSV Operator Licensing requirements
- Drivers' Hours and Tachograph rules
- DVSA Safe Operator guidance

Partner coach operators must strictly maintain an excellent compliance record with the Traffic Commissioner and the DVSA.

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Vehicle Safety & Maintenance

All vehicles operated by partner coach operators must strictly be maintained to a high standard through a planned inspection, servicing and maintenance programme.

- Vehicles undergo regular safety inspections in line with DVSA requirements
- Drivers carry out a full walk-round safety check before every journey
- Any defects must be reported immediately and recorded for rectification before further use

Safety Equipment on Board

Coaches used on Diamond Adventures' tours are to be fitted with a range of safety features and equipment, including:

- Seatbelts throughout
- ABS braking systems
- Speed limiters
- Reversing cameras
- Emergency exits and window hammers
- Emergency stop systems
- Fire extinguishers
- First aid kits
- Clear safety signage

All vehicles should also be fitted with satellite tracking, allowing the partner coach operator to monitor vehicle location, speed and direction 24/7 without distracting the driver.

Driver Standards & Fatigue Management

As standard by all our partner coach operators, all drivers must undergo a rigorous recruitment process, including:

- Driving licence and entitlement checks prior to employment
- Ongoing licence checks at least every six months
- Driving assessments and periodic monitoring

By law, drivers must operate strictly within Drivers' Hours and Working Time Regulations. Tachograph data is electronically analysed by the DVSA to ensure full compliance.
Diamond Adventures Limited has a zero-tolerance policy on drugs and alcohol, and advises all partner operators to regularly take out random testing. Drivers wear the company uniform of the partner operator and are easily identifiable.

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Operational Support
Experienced support staff and managers at Diamond Adventures Limited are available 24 hours a day, 7 days a week to manage any incidents, breakdowns or emergencies quickly and effectively. Every tour pack will include the contact number for the partner coach operator should you wish to speak to them. We also advise group leaders to exchange mobile numbers with the driver(s).

Insurance
Whilst Diamond Adventures Limited holds appropriate Public Liability Insurance, any issues that occur on, with or include the coach and/or driver is the responsibility of the partner coach operator. All partner coach operators must hold comprehensive motor, public liability and employer's liability insurance.

Passenger Safety Responsibilities
Passengers are asked to:

- Familiarise themselves with emergency exits and safety equipment
- Follow all safety instructions and announcements made by the driver
- Keep gangways, exits and aisles clear at all times

As a school or youth group, it is important to remember you are "in-loco parentis" and are responsible for the safety and conduct of the young people travelling on the coach. You must ensure that all children have seatbelts on. We suggest speaking to the driver before your tour to discuss specific safety information for the coach you are on. You or the driver should make a short safety announcement at the start of the trip.

Luggage & Manual Handling
To reduce the risk of injury, individual items of luggage must not exceed 20kg.
The following items are generally not permitted inside the passenger area of the vehicle:

- Oversized hand luggage
- Walking frames
- Oxygen cylinders

Partner coach operators reserve the right to refuse items exceeding weight limits or request passengers handle their own luggage where appropriate.

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Boarding, Seating & Movement on Board
• Passenger doors are operated by the driver only
• Grab rails should be used when boarding or alighting
• Passengers should remain seated while the vehicle is moving unless essential
• Seatbelts must be worn where fitted (legal requirement)

Care should be taken with:
• Reclining seats
• Armrests
• Overhead luggage lockers

Children & Supervision
Children must be supervised by responsible adults at all times. This includes boarding, alighting and movement on board.

Children should remain seated with seatbelts fastened at all times, not distract the driver and not use any available hot drink facilities. Child booster seats may be used but are generally not supplied by the partner coach operator.

Cleanliness & Trip Hazards
Passengers are encouraged to keep the coach tidy and dispose of litter appropriately. Spillages or hazards should be reported to the driver when safe to do so. Group leaders should bring bin bags, or ask the driver for some, and regularly collect rubbish.

Non-Smoking Policy
Smoking is strictly prohibited on all vehicles in accordance with UK law.

Illness & Travel Sickness
Passengers prone to travel sickness are advised to:

• Take appropriate medication
• Remain seated with seatbelt fastened
• Bring suitable sickness containers if needed
• Group leaders should identify children that regularly feel travel sick

All vehicles should carry a spills and sickness kit. Drivers will assist where safe to do so.

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Breakdowns & Incidents
In the unlikely event of a breakdown or accident:

- Drivers follow strict incident procedures
- The office or on-call manager is contacted immediately
- Repairs or replacement vehicles are arranged as appropriate

Passengers must follow driver instructions and should not leave the vehicle unless instructed or in the interest of safety.

Emergency & Major Incidents
Emergency services will be contacted immediately where required.

Further Information
This document is correct at the time of issue. Group Leaders are welcome to contact us with any questions.

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