



## 1.1 APPLICATION

ProDrive Travel Ltd is a Private Hire/Taxi Hire business. By its nature this is a 24 hour operation and the various hazards that are encountered by staff are covered in this Safety Statement insofar as is reasonably practicable.

ProDrive Travel Ltd engages several owner drivers and it is expected that they will adhere to the safety rules and advice set out in this Safety Statement. The Safety Statement is made freely available to all persons who work from our premises.

It should be noted that in terms of Safety we do not make any distinction between Hackney Drivers and Private Hire Drivers.

This Safety Statement has been developed to assist the Company comply with relevant H&S standards and to ensure that clients and Drivers/Staff are fully aware of ProDrive Travel Ltd 's commitment to high standards in H&S.

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**Signature**

**Date 1/4/24**



## 1.2 OBJECTIVES OF THE HEALTH & SAFETY POLICY STATEMENT

To provide a reference for the policies and procedures used in house. It is also used to assess and audit the levels of health and safety being achieved.

To provide evidence that the policies and procedures to ensure health and safety objectives are met and have been thought out and documented in order to help those who must execute them.

To provide a control document to record the pertinent changes to the Company Safety Statement, which become necessary due to the changing business environment.

To help identify training requirements that needs to be fulfilled in order to generate suitably qualified personnel to carry out the policies and procedures contained within the document.

To provide assurance that compliance with legal requirements for health and safety are being met or exceeded.

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Health & Safety Policy Statement

Date Document owner Approved 01/04/24

### **COMPANY SAFETY STATEMENT**

The general Statement on this page sets out the Safety Policy of ProDrive Travel Ltd.

It is this Company's intention that its work will be carried out in accordance with the relevant statutory provisions of the Safety, Health & Welfare at Work Act 2005, the Safety, Health & Welfare at Work (General Application) Regulations and any other applicable regulations from those implemented in 2007.

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All reasonable practicable measures will be taken to minimise risk to Drivers/Staff or others who may be affected by company activities.

Prodrive Travel Directors, as having responsibility for managing Health, Safety & Welfare. Reference should be made to

Director, in the event of any difficulty arising in the implementation of this policy. Directors will have ultimate responsibility for ensuring that the provisions of this Safety Statement are implemented.

The Success of the policy will depend on the co-operation of all Drivers/Staff. It is therefore important that you acquaint yourself with all areas of the Safety Statement. You should ensure that you understand your role and the overall arrangements for Health & Safety within the Company and within your individual area. You should also be aware that you have an obligation to take care of your own safety and that of others that might be affected by your actions.

#### 1.4 Policy Statement:

ProDrive Travel Ltd is committed to, protecting the Safety, Health and Welfare of all Drivers/Staff at work, protecting the safety of others

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visiting the workplace, preventing property damage and ensuring its processes will not damage the environment. All reasonable and practicable steps to protect members of the public who may be affected either directly or indirectly by its activities will be followed. All reasonable and practicable steps shall be taken through occupational risk assessment to ensure that workplace conditions, practices and procedures are safe and in compliance with relevant safety, health and welfare legislation.

All Drivers/Staff shall be adequately trained, supervised and equipped to carry out their duties and responsibilities in a safe manner, with all operating procedures clearly outlined. All Drivers/Staff will have access to the company's safety statement and should ensure that they are familiar with its content.

Where necessary Drivers/Staff shall be provided with suitable protective clothing, equipment and training where hazards cannot be eliminated using all reasonable practicable steps.

Accidents/incidents reported shall be investigated by ProDrive Travel Ltd to determine the corrective action necessary to prevent recurrence.

This statement shall be revised as often as is necessitated by changes in legislation or the addition of new processes and equipment and all resources shall be provided to ensure its full

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implementation.

### 1.5 Revision to the Safety Statement

The dates below are a record of all revisions made to the safety Statement :

### 2.1 MANAGEMENT CONTROL SYSTEM

The objective of the Safety Management System is to satisfy our legal responsibilities and to exercise greater control of health and safety within our organisation, to protect people and control the business.

Management points that may be measured:

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1. Workplace safety and housekeeping inspections
2. Staff suggestions and query forms
3. Induction and ongoing training
  - 3.1. First aid – as necessary
  - 3.2. Manual Handling – as necessary
  - 3.3. Safety Induction.
4. Safety critical equipment maintenance records
  - 4.1. Fire alarms
  - 4.2. Fire extinguishers
  - 4.3. First aid equipment
  - 4.4. NCT records
  - 4.5. Carriage Office Records
5. Fire drill records
6. Risk assessments
  - 6.1. Initial assessments
  - 6.2. Annual reviews
7. Monthly Safety review (part of general management meetings)
  - 7.1. Minutes
  - 7.2. Action points
  - 7.3. Outstanding issues resolved

8. Safety Statement

8.1. Implementation

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8.2. Annual reviews

9. Annual report

Records of all of the above points will be held within a Safety Management Folder. This folder is maintained by **Director 1**.

### **Health and Safety Management process for ProDrive Travel Ltd**

Process flow below indicates how Health and Safety issues and procedures are handled.

Workplace

H&S Inspection

Accidents Incidents/Near Misses

Staff/Drivers

Feedback

Monthly Review

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Resolution or Help required.

Business year end Review.

Actions agreed for any outstanding issues and improvement plans agreed.

Feedback to Drivers/Staff where necessary

## **2.2 Director 2**

☐ will be responsible for implementation of the procedures within the Safety Statement.

☐ bears the ultimate responsibility for ensuring that staff are given correct information and training for them to do their job effectively.

☐ is also responsible for ensuring that staff are supported in enabling them to reach the correct decisions in respect of health and safety matters.

☐ Supervise the Company Health and Safety programme.

☐ Review all safety rules bi-annually and, when necessary, recommend suitable changes.

☐ Investigate all major accidents and damage to Company property and recommend action.

☐ Ensure that accident records are maintained.

☐ Ensure that records of hazards/near miss reports are maintained.

☐ Ensure that the systems for ensuring that fire precautions are adequate.

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- ☐ The Health, Safety, and Welfare of all Drivers/Staff are not compromised when all other performance standards are set.
- ☐ That adequate funding is reserved to meet regulatory needs of safety and health.
- ☐ That management will lead by example in adhering to stated policies to achieve the Company's aim to reduce accidents and health exposures

### **2.3 Director 1**

- ☐ Regularly inspect the workplace to ensure that the programme is being complied with and make recommendations directly to all Drivers/Staff in matters concerning Health and Safety.
- ☐ Ensure the review of Health and safety at the Management meeting.
- ☐ Review the Staff suggestion and query forms weekly.
- ☐ Control Sub-contractor work on the premises. (when necessary)
- ☐ Supervise the Company Health and Safety programme.
- ☐ Get the assistance of all management in monitoring the effectiveness of the Company Safety Statement.
- ☐ Review all safety rules on a regular basis and, where necessary, recommend suitable changes.
- ☐ Assist in the induction and safety training of new Drivers/Staff.
- ☐ Inspect and maintain records of hazards/near miss reports.

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☒ Monitor the systems for ensuring that fire precautions are adequate

#### **2.4 Dispatchers, Etc.**

Dispatchers are responsible for ensuring that a driver has as much information as possible about the pick-up and that accurate records are maintained of all activities.

Dispatchers must take part in the Skills Development Program under the auspices of the Taxi Regulator.

#### **SPECIFIC RESPONSIBILITIES**

☒ Ensure that all procedures are complied with for all new drivers.

☒ Implement an efficient communication procedure so that all Drivers and other Staff are aware of workplace standards as measured against the Company's Safety Policy and are provided with information on accidents and other safety, health and welfare information.

☒ Ensure that all Drivers/Staff directly under your control are aware of their specific responsibilities.

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- ☐ Provide assistance to staff in carrying out their responsibilities, particularly in determining the most appropriate order and methods of working.
- ☐ Allocate work in such a way that health and safety standards are not compromised.
- ☐ Know the location of the First Aid Boxes.
- ☐ Ensure that you know the procedure in the event of a fire.
  
- ☐ Report any accident or damage, however minor, to senior management.
- ☐ Commend Drivers/Staff who by action or initiative eliminate hazards.

### **2.5 Drivers/Staff or Contract Drivers**

- ☐ All Drivers/Staff are to co-operate with management in the wearing of the correct safety equipment, using the appropriate safety devices and following proper safe systems of work.
- ☐ All Drivers/Staff are to co-operate in the investigation of accidents and the reporting of them and also the reporting to their supervisors of any local hazards of which they become aware.

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- ☐ All Drivers/Staff will be encouraged to promote ideas on the improvements of health and safety standards and also provide suitable suggestions for reduction in risks.
- ☐ All Drivers/Staff are forbidden to interfere with or misuse any specified items of safety equipment or any safety device.
- ☐ All Drivers/Staff are required to take care of their own health and safety and they should not indulge in horseplay, wilful unsafe acts or carry out or play practical jokes on other Drivers/Staff.
- ☐ Drivers/Staff found guilty of wilful unsafe acts may be liable to summary dismissal.
  
- ☐ Drivers/Staff are advised that strict requirements under the Health and Safety at Work Act can be used by the enforcing authorities against such persons if found guilty of reckless behaviour.
- ☐ Do not smoke in designated "No Smoking" areas and dispose of spent matches, cigarette ends etc. properly.
- ☐ Know the location of the First Aid Boxes.
- ☐ Ensure that you know the procedure in the event of a fire.
- ☐ Report any accident or damage, however minor, to management

## **2.6 EMPLOYEES – OFFICE BASED/DISPATCH STAFF**

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☒ Read and understand the Company's Safety Statement and carry out your work in accordance with its requirements.

☒ Do not try to use, repair, or maintain any office equipment or machinery for which you have not received full instructions or training.

☒ Report any defects in office equipment or machinery immediately.

☒ Know the location of the First Aid Box.

☒ Ensure that you know the procedure in the event of a fire.

☒ Report any accident or damage, however minor, to management.

☒ Ensure that corridors, office floors, doorways etc. are kept clear and free from obstruction.

☒ Do not attempt to lift or move, on your own, articles or materials so heavy as likely to cause injury.

☒ Do not attempt to reach articles on high shelves unless using steps or a properly designated hop-up: do not improvise or climb.

☒ Suggest ways of eliminating hazards and improving working methods.

☒ Do not smoke in designated "No Smoking" areas and dispose of

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spent matches, cigarette ends etc. properly.

Guidance on workstations for office workers

The Company believes that our present level of activity and use of Visual Display Units (VDUs) represents no health and safety hazards to its Drivers/Staff greater than any other electrical appliances including the danger of tripping over loose cables or possible electric shocks. Nevertheless, there are guidelines for users of VDUs and indeed all desk-related activities, which we commend to office staff e.g.

- ☒ Avoid slouching and keep the curve in the lower back.
  - θ Adjust the seat's backrest to support the lower back.
  - θ Sit right back in the chair to gain adequate support.
  - θ Use a footrest if the seat is too high.
  - θ Rest the upper body when the routine allows, try to vary your work pattern so that the body uses a different position every 20 minutes.
  - θ Where screens are involved change the screen angle to suit the sitting height.
  - θ Avoid locations where VDUs will pick up sunlight or reflections.
- 
- θ Adjust the height of the seat until the forearms are horizontal with the desk.
  - θ Align hands with forearms and work with straight wrists.

## **2.7 CONTRACTORS (Electricians, Plumbers, etc.)**

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The following responsibilities are allocated to contractors to whom ProDrive Travel Ltd assigns work:

- ☐ All contractors must submit their Safety Policies and Insurances to ProDrive Travel Ltd for approval prior to being awarded any works.
- ☐ All Contractors will be expected to prepare a Method Statement appropriate to the works they will be engaged in.
- ☐ All contractors will be expected to comply with the ProDrive Travel Ltd Policy for Health, Safety and Welfare and must ensure that their own Company's policy is made available to the ProDrive Travel Ltd whilst work is being carried out.
- ☐ All work must be carried out in accordance with relevant statutory provisions.
- ☐ All plant and equipment brought onto site by contractors must be safe and in good working order, fitted with any necessary guards and safety devices and with any necessary certificates available for checking.
- ☐ Any injury sustained by a contractor's employee must be reported immediately to management at ProDrive Travel Ltd .
- ☐ Contractors must comply with any safety instructions given by ProDrive Travel Ltd management.

☐ ProDrive Travel Ltd must be notified of any material or substance

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brought onto the premises which has health, fire, or explosive risks. Such materials must be stored and used in accordance with current recommendations.

### **3.1 RESOURCES**

ProDrive Travel Ltd recognises that for the effective implementation of the safety procedures and policies laid down in this Safety Statement, adequate resources and funding must be made available.

ProDrive Travel Ltd undertakes:

- To ensure that adequate numbers of suitably trained staff are available to undertake all work activities carried out by the company.
- To include health and safety considerations into all annual estimates for the running of the company.
- Undertake that in so far as is reasonably practicable resources shall be made available for any upgrading, maintenance, replacement and repair of facilities
- Undertake to provide resources for the ongoing monitoring of health and safety and for the provision of information and training of all staff in health and safety.

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### **3.2 SAFETY INDUCTION**

This procedure will be carried out by ProDrive Travel Ltd at the work place where the new employee will be required to work.

Apart from explaining to the new employee what he/she will be required to do and to whom he/she will be directly responsible the following points require highlighting:

1. Show new employee where the Safety Statement is kept, explain its purpose and ensure that the employee is aware of his/her responsibility.
2. Advise new employee of any potentially dangerous areas in the work place.
3. Warn new employee of any prohibited actions in the work place, e.g. operating machinery unless authorised to do so.
4. The training and instruction required for each individual must be considered. The supervisor will arrange for specific training to be given to an employee.
5. Show new employee the location of the First Aid Box and explain the procedure in the event of an accident, in particular the necessity to record accidents, however trivial they may appear at the time.
6. Demonstrate to the new employee the fire and evacuation

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procedure and assembly points.

7. Instruct the staff member in relation to any job specific risk assessments.

### **3.3 TRAINING**

#### **HAZARDS**

Inadequately trained staff are a hazard to themselves and their co-Drivers/Staff. by ProDrive Travel Ltd shall identify the training needs of their staff and ensure they are fulfilled.

In addition to the training points below all Drivers and Staff of by ProDrive Travel Ltd will be part of the Skills Development Program under the auspices of the Taxi Regulator.

It is the Policy of by ProDrive Travel Ltd that every employee will receive safety training on an ongoing basis. All new personnel will receive safety training as part of their induction. Staff training is not only concerned with imparting facts but also with notifying staff to face up to their responsibilities and to be equipped to deal with emergencies.

Training will include safety induction and safety awareness, manual handling training and First Aid training.

by ProDrive Travel Ltd will keep training records to include:

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1. Name of the employee being trained.
  2. Date of training.
  3. Training details.
  4. Signature of the trainer and employee to ensure that the training has been carried out, documented and understood.
- Staff will be trained to spot and act on hazards and encouraged to consult with management on health and safety issues.

### **3.4 SAFETY CONSULTATION**

Section 13 of the 2005 Act places a general obligation on ProDrive Travel Ltd as employer to consult with and to take account of any representations made by the Drivers/Staff for the purpose of giving effect to its statutory duties.

To facilitate consultation on issues relating to the individuals safety at work, the company operates a Suggestion or Query form.

A folder of blank forms is held in the main office. Staff members complete a form as needed. The forms are reviewed on a weekly basis by director 1.

director 1 will seek more information as necessary from the relevant staff member and will then agree any actions arising from the Suggestions or Concerns if necessary.

#### **3.4.1 SAFETY COMMITTEE**

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ProDrive Travel Ltd have a Safety Committee on site. The members of the Safety Committee Director 1, Director 2 and an Employee Representative. The committee meet on the first Monday of every month. The following is the agenda for each meeting:

- ☑ Review previous month's inspections.
- ☑ Review any reported accidents or incidents from the previous month.
- ☑ Review any suggestions or queries from staff.
- ☑ Plan a safety topic briefing for the coming month.
- ☑ Review any new safety guidelines/legislation that ProDrive Travel Ltd have been made aware of.
- ☑ Post the minutes on the Staff Notice Board

### 3.5 SAFETY REPRESENTATION

In agreement with the 2005 Act the Drivers/Staff may select and appoint a person, to be called a Safety Representative, from their numbers at their place of work to represent them in consultations with ProDrive Travel Ltd .

However, at the moment, it has not been necessary to elect a Safety Representative. As the company grows it is accepted that this position may change.

The rights of the Safety Representative include:

1. Information from the employer as necessary and

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particularly from the Safety Statement, to ensure the Safety Health and Welfare of Drivers/Staff.

2. To be informed by the employer of a visit by the H.S.A. Inspector.

3. Investigate accidents and dangerous occurrences provided it does not interfere with the performance of any statutory obligation required to be performed by any person.

4. Make representations to and receive advice from the H.S.A.

5. Carry out inspections and investigate hazards and complaints subject to agreement.

6. Accompany a H.S.A. Inspector on any visit except when this is for accident investigation.

7. Time off as may be reasonable to act as Safety Representative or to acquire the knowledge to carry out that function.

ProDrive Travel Ltd will facilitate the Safety Representative in carrying out their functions as defined in the Act and as outlined above.

### **3.6 FIRST AID CONTROL MEASURES**

The first aid box should be suitably marked and easily accessible.

The exact location of the First Aid box must be known by all

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Drivers/Staff and a specific notice, identifying its whereabouts, must be posted to include names of qualified First Aiders.

It is the company's policy that First Aiders shall be appointed who have certificates of qualifications in Occupational First Aid to ensure adequate cover for all activities.

The first aid boxes are suitably marked and easily accessible. The location is follows;

☐ Main Office Area

☐ Each Car/Vehicle (Small kit)

☐ The First Aid Boxes is inspected on a weekly basis by Manager 1.

This check and replenishment is recorded and kept on file.

☐ When Drivers/Staff are visiting at a Client or 3rd party premises, they shall seek the advice and assistance of the Client First Aider if necessary.

☐ It should be noted that First Aiders are not empowered to dispense analgesics, pills, or medications. Supplies of such items will not be in first aid boxes. Individual Drivers/Staff who believe they might have a need of these items must be responsible for their own supplies

The following contents are required in a first aid box:

☐ Card giving general first aid guidance.

☐ Individually wrapped sterile adhesive dressings.

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☒ Sterile eye pads, with attachment, e.g. Standard Dressing No.

16 BPC.

☒ Triangular bandages (sterile).

☒ Safety pins.

☒ Blue Plasters

☒ A selection of Unmedicated wound dressings which should include:

☒ Medium size sterile unmedicated dressings (approx. 10cm x 8cm, e.g. Standard Dressings Nos. 8 and 13 BPC).

☒ Large size sterile unmedicated dressings (approx. 13cm x 9cm, e.g. Standard Dressings Nos. 9 and 14 BPC and the Ambulance Dressing No. 1).

☒ Extra large sterile unmedicated dressing (approx. 28cm x 17.5cm, e.g. Ambulance Dressing No. 3).

☒ It is also recommended that a pair of latex gloves be included in each first aid kit for use by the first aider.

## **PROCEDURE & RECORD KEEPING**

☒ In the event of an accident, a qualified first-aid person will be responsible for dispensing any first aid material.

☒ All issues of first aid consumables and the relevant treatment must be entered on the accident report form.

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☒ The relevant trained first-aid person with Manager/Supervisor on duty will be responsible for completing the form.

### **3.7 REPORTING OF ACCIDENTS, DISEASES AND DANGEROUS OCCURRENCES**

All accidents and dangerous occurrences must be reported.

☒ Accident report Form

☒ The accident report form must be completed for all accidents.

Copies of this form are available from director 1.

☒ All injuries must be reported on the worksheet also.

☒ Health & Safety Authority

☒ If an accident occurs either at the place of work or related to a place of work or work activity and causes loss of life to a person who is employed by the Company or disables any person for more than three days from performing his/her normal duties of employment, then written notice must be given to the Health and Safety Authority

☒ If the accident is fatal, then the scene of the accident must be left undisturbed for three days after notice has been given, other than for rescue purposes.

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## **CONTROL MEASURES**

- ☒ All Accidents, near misses and Dangerous Occurrences
- ☒ Management, in consultation with the First Aid person, will decide upon the immediate action required in the event of an accident. A medical opinion should be sought in all but the most trivial of injuries

## **3.8 WELFARE FACILITIES**

Adequate toilet facilities shall be provided and maintained in a good clean hygienic condition.

Adequate washing facilities and washing and drying materials/equipment shall be provided and maintained.

Arrangements for eating foodstuffs shall be provided in the form of a canteen/tea room facility on the premises.

An adequate supply of drinking water shall be provided on the premises.

Adequate cloakroom facilities shall be provided for the storage of wet coats, etc.

Safe access and egress shall be maintained at all times

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### **3.9 PERSONAL PROTECTIVE EQUIPMENT**

ProDrive Travel Ltd shall ensure that all Drivers/Staff use Personal Protective Equipment where required.

#### **HAZARDS**

- Physical Exposures
- Chemical Exposures
- Machine exposures

#### **CONTROL MEASURES**

All safety equipment purchased by the Company will be to approved standards.

ProDrive Travel Ltd will ensure that adequate supplies of all the necessary protective clothing and equipment is available for issue as required and that when issued to Drivers/Staff, a signature is obtained for the equipment.

Management will inform any person in the workplace observed carrying out any procedures which require the use of protective clothing or equipment of both statutory and Company Policy requirements and such persons will be instructed not to continue working until protective clothing or equipment is obtained and used.

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This applies not only to all Drivers/Staff (including management) but also to contractors.

All PPE is signed for upon issue and replacement PPE may not be issued unless the damaged item has been returned for inspection

### **3.10 SMOKING POLICY**

The Public Health (Tobacco) (Amendment) Act 2004 became law on Monday 29th March 2004. This means that smoking will not be permitted in any enclosed workplace.

In order to comply with the above legislation and for other Safety and Health reasons, it is the policy of ProDrive Travel Ltd that all of our work areas are smoke free. The Organisation recognises that all Drivers/Staff have a right to work in a smoke free environment. All staff have a legal obligation to comply with the legislation. Smoking is prohibited throughout the workplace with no exceptions. This policy applies to all Drivers/Staff, trainees, consultants, contractors, customers and visitors who enter the premises of ProDrive Travel Ltd .

Implementation

The overall responsibility for the implementation of this policy rests

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with the occupier, manager or other person designated, for the time being, in charge of the workplace. All staff have an obligation to adhere to, and facilitate the implementation of this policy.

All new and prospective Drivers/Staff, consultants and contractors shall be given a copy of the policy on hiring, recruitment/induction by the person in charge.

#### Infringements

Infringements of the No Smoking policy will be dealt with, in the first instance, under employee disciplinary procedures.

Drivers/Staff, trainees, consultants, contractors, customers and visitors who contravene the law prohibiting smoking in the workplace are also liable to prosecution

### **3.11 DRUGS AND ALCOHOL POLICY STATEMENT**

ProDrive Travel Ltd recognises that alcohol, drugs, or other substance abuse by individuals can have an adverse effect on their ability to perform work and consequently put themselves, the Company and others at significant risk.

All Drivers/Staff, Contractors, Sub - Contractors and Visitors must be able to perform their duties whilst on company business, or when they are in Company premises/ work areas in such a manner that will not affect their safety or the safety of others by acts or omissions.

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If the Company has reasonable grounds to suspect that a Driver, Staff Member or Contractor or Sub Contractor is under the influence of alcohol or drugs (illegal or misused legal substances), disciplinary action will be taken which may lead to dismissal of the individual concerned.

The possession, distribution or sale of drugs or any associated materials whilst you are on company property, company owned vehicles or other off site locations, will lead to disciplinary action being taken.

At all times Drivers must fully adhere to the any legislation relating to Substance abuse and driving

### **3.12 Bullying at Work Policy**

ProDrive Travel Ltd recognises and accepts its responsibilities as an employer to provide a safe and healthy working environment for Drivers/Staff. As part of the policy of maintaining good employer practice, the Company wishes to clearly state that bullying of any kind will not be tolerated.

Bullying at work is defined as: 'Persistent criticism and personal **ProDrive Travel**

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abuse, both in public and in private which humiliates and demeans the individual, gradually eroding their sense of self.

Bullying can be best described as repeated inappropriate behaviour, whether verbal, physical, or otherwise, conducted by one or more persons against another or others, at the place of work and/or in the course of employment, which could reasonably be regarded as undermining the individual's right to dignity at work. An isolated incident of the behaviour described in this definition may be an affront to dignity at work, but as a once off incident is not considered to be bullying.

ProDrive Travel Ltd will strive to ensure that all Drivers/Staff are free to perform, their work in an environment, which is free from threat, harassment and intimidation. All complaints of objectionable or offensive behaviour should be made to either directors or the Safety Representative.

director 2 gives the undertaking to investigate all complaints sensitively and will resolve locally, if possible, the source and cause of the bullying behaviour. If the circumstances warrant it, the Company will not be deterred in invoking the formal disciplinary /grievance procedures.

All Drivers/Staff are invited to strive in ensuring that our working environment remains a pleasant and friendly atmosphere

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### **3.13 Young persons and inexperienced workers policy**

ProDrive Travel Ltd does not employ inexperienced workers. The Company do not offer permanent work to any persons under the age of 18.

New Drivers/Staff who are experienced in their profession receive in-house induction training and spend an agreed period of time working with experienced staff.

Where ProDrive Travel Ltd choose to offer work experience placements to school children (typically from transition year programmes) the Health and Safety requirements of the relevant school shall be followed. While on the premises these schoolchildren will be supervised at all times and shall not be asked to undertake any tasks for which they do not have suitable knowledge, skills and experience

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#### **4.1 HAZARD INSPECTIONS**

The management of the Company recognises that its activities and premises may present Health and Safety risks and shall identify the areas where control measures are required. Identification of hazards shall be undertaken at regular intervals and management shall take all practicable control measures to reduce the risks to its staff and visitors.

Hazards will be identified, risk assessments made and categorised as per our risk assessment formula.

#### **HAZARD IDENTIFICATION AND RISK ASSESSMENT**

☒ The policy of the Company is to identify hazards in the place of work and to assess the risk to Safety and Health and to control risks as far as is practicable so that they are reduced to an acceptable level.

☒ “Hazard” is taken to mean “any substance, article, material or practice, which has the potential to cause harm to the Safety, Health or Welfare of Drivers/Staff at work.”

☒ “Risk” is taken to mean “the potential for the hazard to cause harm in the actual circumstances of use.”

☒ Risk Assessment is based on the linking of the probability of occurrence with the severity of loss and/or injury. In this exercise, risks are graded “High,” “Medium” or “Low” and numerically rated using the formula below. This is to help with

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the giving of priority to the employment of controls and the allocation of resources

The formula to be used for conducting risk assessments, assessing the risk from observed infringements/hazards or after an Audit, is shown here. Very minor injuries should score 1 while very serious ones will score higher, personal judgement is needed here. Likewise with the likelihood, 1 is very unlikely that anybody would be exposed to the hazard, while 7 means definite exposure to the hazard. Again personal judgement is needed.

Once the two scores are agreed they should be multiplied, thus giving a risk rating between 1 and 42.

Scores:

1-6 = Very Low risk

7-12 = Low Risk

13-18 = Low to Medium Risk

19-24 = Medium risk

25-30 = Medium to High Risk

31-36 = High Risk, stop the activity and implement immediate controls.

Over 36 = Very high Risk, stop the activity and implement immediate controls.

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Notes:

Hazards = Things that can cause and injury.

Risk = The likelihood of an injury happening.

☐ Risk Control measures are intended to reduce the risk to an acceptable level.

☐ Where practicable the Company commits itself to the elimination of hazards, whether that is by the provision of access arrangements, machine guarding or the provision of special tools etc.

This approach will take into account normal good practice within this sector of industry and the standards and guidelines where these are available

#### **4.2 FIRE (In Premises) FIRE HAZARDS**

The fire safety arrangements for the Company are set out below.

##### **RISK ASSESSMENT:**

Likelihood Severity Risk Value

Score = Score = Result =

##### **CONTROL MEASURES**

A Fire Safety Programme shall be developed when appropriate by management to:

- (a) Guard against an outbreak of fire
- (b) Ensure as far as is reasonably practicable the safety of

persons (including members of the public) on the

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premises in the event of an outbreak of fire.

The Fire Safety Programme shall incorporate arrangements for:

- (a) The prevention of an outbreak of fire through the establishment of day to day fire prevention practices.
- (b) The instruction and training of staff to familiarise them with fire and emergency evacuation procedures, fire call points and use of fire fighting equipment.
- (c) Taking part in client fire and evacuation drills.
- (d) The provision and maintenance of escape routes, free from obstruction and all exits unlocked and operational.
- (e) The provision of adequate fire protection equipment and systems.
- (f) The inspection and maintenance of the fire protection equipment systems.
- (g) The provision of assistance to the fire authorities.
- (h) The maintenance of good housekeeping practice to ensure the removal of all combustible rubbish.
- (i) The testing and maintenance of portable heating appliances, and ensuring that all electrical equipment is switched off and unplugged when not in use.

#### **4.2.1 FIRE FIGHTING EQUIPMENT**

The purpose of portable fire fighting equipment is as follows:

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1. Extinguish incipient fires
2. Protect means of escape in case of fire
3. Protect Drivers/Staff and visitors
4. Protect property.

#### Portable Fire Extinguishers

Portable fire extinguishers will be provided in sufficient numbers to give adequate cover as per the advice of our Fire Protection Company.

#### Action in the event of fire

1. Clear everyone from the immediate vicinity of the fire except those actually authorised to engage in fire fighting.
2. Alert other staff in the immediate area of the fire. Contact the Fire Brigade, giving them the address clearly and any other directions necessary. Advise the Client Manager or Deputy pending arrival of the Fire Brigade.
3. If there is no danger by doing so, try to put out the fire with the apparatus provided, but remember our equipment will only be effective on a small fire - you must catch it before it gets hold.
4. Use the break glass fire alarm.
5. The manager of the area will order evacuation of the building as soon as it becomes apparent that the fire or smoke is spreading.

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6. Drivers/Staff should not delay their departure to collect personal belongings from another part of the building and should assemble at the designated assembly point so that they can be quickly accounted for.

7. Make sure that the building is cleared of Drivers/Staff and visitors. Close doors. See that no unauthorised person enters the building.

#### **4.2.2 MEANS OF ESCAPE IN CASE OF FIRE**

It is essential that escape routes be established, clearly identified and maintained available for use and that the protection afforded them is not impaired in the operation of the premises.

No person shall obstruct a means of escape. Fire exit routes and doors must never be obstructed.

#### **4.2.3 FIRE DRILL**

Fire drills are undertaken twice per year. Records of the date of these drills are on the H&S asset. The drills are also reviewed at our Management meeting.

#### **4.3 ACCESS AND EGRESSHAZARDS**

Inadequate access and egress facilities can result in:

Restriction of an orderly evacuation of the premises

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☒ Trips and falls

☒ Obstruction of emergency exits

**RISK ASSESSMENT:**

Likelihood Severity Risk Value

Score = Score = Result =

**CONTROL MEASURES**

All vehicles outside the premises shall be parked safely to avoid obstruction.

All doors and access points shall be kept clear and maintained.

All passageways shall be kept clear of obstruction.

All floor covering and surfaces shall be kept clean and in good condition.

Adequate lighting shall be provided at all entry, exit points and along corridor and passageways.

Waste shall be removed regularly and systematically stored in a secure place until collected for disposal.

It is vital that all fire escape routes are not obstructed at any time.

**4.4 HOUSEKEEPING HAZARDS**

Poor housekeeping can pose a wide variety of risks to health and safety.

- Trips:- Materials left lying in the open

- Slips:- On a greasy floors, slippery material strewn around

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- Falls:- Use of materials for accessing higher work areas.
- Collisions:- Blockage of access aisles with materials
- Objects falling on people:- Improper stacking of materials
- Fire:- Inadequately and infrequent disposal of combustible rubbish.

Risk Assessment:

Likelihood Severity Risk Value

Score = Score = Result =

#### CONTROL MEASURES

Staff will ensure that access routes are planned, and storage is programmed to ensure that excess materials are not stored on site, storage areas are defined, staff/sub-contractors are made aware of the Company requirements with regard to storage, clearing up and tidiness.

Drivers/Staff must maintain the workplace in a tidy condition at all times.

Drivers/Staff will ensure that all waste materials in and around the premises are cleared and disposed of safely.

#### 4.5 MANUAL HANDLING HAZARDS

Incorrect method of lifting

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☒ Attempting to lift something which is too heavy

☒ Lifting sharp/awkward shapes

The main injuries associated with manual handling and lifting are:

- Back strain, slipped disc.
- Hernias.
- Lacerations, crushing of hands or fingers.
- R.S.I.
- Bruised or broken toes or feet.
- Various sprains, strains, etc.

**RISK ASSESSMENT:**

Likelihood Severity Risk Value

Score = Score = Result =

**CONTROL MEASURES**

Loads which must be manually handled shall be assessed on the basis of their risk to health and safety and due caution exercised where there is a risk of back injury etc. The method of handling shall take account of the size, weight, shape, condition and position of the load to be handled.

Where possible measures shall be taken to reduce the amount of manual handling to a minimum and mechanical handling devices supplied and used in so far as is reasonably practicable.

All appropriate staff shall be trained in safe manual handling techniques. Where loads have to be manually handled, safe access shall be assured.

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## Precautions

### 1. Manual Lifting Procedure

#### 1. The Lift

The key factors in safe lifting are:

- a) balance
  - b) position of back
  - c) positioning of the arms and body
  - d) the hold
- a) Balance

Since balance depends essentially upon the position of the feet, they should be apart about hip breadth with one foot advanced, giving full balance sideways and forward without tension.

In taking up this position, lifting is done by bending at the knees instead of the hips and the muscles that are brought into use are those of the thigh and not the back.

#### b) Position of the Back

Straight - not necessarily vertical

The spine must be kept rigid and straight, but not necessarily vertical. The spine can be kept straight if it is within 15 to 20 degrees from the vertical. This,

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coupled with a bent knee position, allows the centre line of gravity of the body to be over the weight, so reducing strain.

c) Position of the Arms and Body

The further the arms are away from the side, the greater the strain on the shoulders, chest and back.

The elbow must at all times be close to the body, arms should be straight when carrying a load. One hand should be in advance of the other, whichever foot placed forward, the same hand is extended, the other hand is kept close to the body. This position ensures that the elbows are into the sides. This coupled with the correct foot position ensures a safe and easy fit.

d) Arms close to the Body

The further the weight is away from the centre line of gravity of the lifter, the greater the strain. At all times get close to the weight and try to make it part of you.

e) The Hold

When grasping a weight, one often hears the phrase "get a good hold". A good hold means a grasp with the roots of the fingers, not just the tips, plus contact of the weight with the palm of the hand.

Never forget that size and build has no bearing upon the **ProDrive Travel**

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amount any one individual can lift. Everyone should know their own capabilities and should never attempt to exceed them. If in doubt get help, it is far better to be safe than sorry.

Besides these key factors, there are other important points to remember.

### **2. Centre Line of Gravity**

It is essential that the weight of object and the centre line of gravity of the lifter should be as close as possible to one another. This reduces strain, discomfort and the likelihood of loss of balance during the course of the lift.

### **3. Testing the Weight**

When in the initial position for the lift, the lifter should test the weight of the object to make sure it is within his capability and not too heavy for one man to lift. Many accidents happen when a person raises an object a few inches off the floor, realises it is too heavy and lets go.

### **4. The shape of the weight**

Note the shape of the object. It should be turned, if possible, so that the shortest measurement of rectangle is nearer to the centre line of gravity

### **5. Movement.**

The movement should be controlled and smooth. The weight

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should be kept close to the body.

Rhythm plays an important part in reducing tension and creating relation.

Before moving any loads, the job should be sized up and possible hazards moved or rectified.

An inspection of the load itself must be made to ensure that it can be moved without danger to the lifter or others.

The following check list can be usefully applied to all lifting jobs:

- ☐ if the load is heavy or too large for one person to handle, help should be obtained from a work-mate of similar physique
- ☐ jerking a load will add a little extra force, but it will also cause severe strain to the arm, back and shoulder
- ☐ even if a load is light in weight, it is dangerous to carry if it is large enough to obscure vision
- ☐ loads should not be pushed onto stacks above chest level. If a stack is this high, stand on a sturdy platform
- ☐ if the load to be lifted exceeds half the weight of the person lifting it, it is more than likely that the individual will lose his/her balance.

**Note: if in doubt when lifting GET HELP.**

#### **TRAINING**

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Any employee whose job involves any manual handling shall be trained to allow him/her to carry this out safely. The extent of the training will depend on the type of lifting in which they are involved

#### **4.6 ELECTRICITY**

Set out below are the general controls for the company.

##### **HAZARDS**

- Electric Shock
- Fire
- Trips or falls from loose cables

##### **RISK ASSESSMENT:**

Likelihood Severity Risk Value

Score = Score = Result =

##### **CONTROL MEASURES**

- ☑ Dangerous or defective cabling should be replaced or remedied in accordance with the rules.
- ☑ All new electrical installations and all extensions are tested and certified as safe, by a competent qualified electrician.
- ☑ Electrical installations are checked regularly by a competent qualified electrician.
- ☑ Testing, certifying and repairs are carried out in accordance

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with appropriate Technical Council standards.

- ☒ Enclosures/covers are in place to prevent contact with live electrical equipment/parts.
- ☒ Damaged extension leads are repaired or removed from use.
- ☒ Means of cutting off power to electrical installations and equipment e.g. fuses, trip switches, are provided and employees are aware of their locations.
- ☒ Work on live electrical equipment is avoided where reasonably practicable.
- ☒ Fire extinguishers that are suitable for fighting electrical fires are provided.
- ☒ All circuits supplying socket outlets are protected by a Residual Current Device (RCD).
- ☒ Operation of the RCD is tested regularly in accordance with the manufacturer's instructions.
- ☒ Where electrical portable appliances are subject to ongoing wear and tear, they are inspected and tested.
- ☒ Any scorch marks associated with an electrical appliance or electrical wiring is checked urgently by a competent person.
- ☒ Flexible cables will also be adequately protected against external mechanical damage.
- ☒ Flexible cables for portable equipment will be properly mechanically restrained within plugs and couplers.

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- ☐ A record should be kept of each item of equipment so that maintenance can be scheduled and recorded.
- ☐ Where appropriate all equipment not in use to be switched off, especially at the end of a working, unless of a specialist type, e.g. servers, etc.
- ☐ Sufficient sockets shall be provided to prevent overloading by use of adapters.
- ☐ Proper plugs shall always be fitted to electrical appliances and flex firmly clamped.
- ☐ Frayed and damaged cables shall be replaced immediately.

#### **4.7 OFFICES**

##### **HAZARDS**

- ☐ While office work may not be considered as a high-risk activity unsafe work systems and layout may result in injury or illness.

##### **RISK ASSESSMENT:**

Likelihood Severity Risk Value

Score = Score = Result =

##### **CONTROL MEASURES**

- ☐ Adequate office space is allocated for the working personnel.
- ☐ All furniture, fittings and equipment shall be arranged so that staff can move about without collision with sharp corners of

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desks etc.

- ☐ Only one drawer of a filing cabinet shall be opened at any one time. All drawers should be closed after use.
  - ☐ Sufficient lighting and ventilation shall be provided.
  - ☐ Electric or telephone cables shall not trail unprotected across the floor. Cable covers shall be supplied and used.
  - ☐ Chairs desks or drawer should never be used to access higher areas. Step ladders shall be used.
  - ☐ All items stored above head level shall be stored properly to prevent falling.
  - ☐ The mains power supply shall be disconnected before attempting to move electrical equipment.
  - ☐ All damaged floor covering, furniture equipment or machinery shall be reported, replaced, or repaired.
  - ☐ Before using chemicals (e.g. photocopier toners) read the instructions on the container and avoid contact with skin or clothing.
  - ☐ Floor areas shall be kept clear of materials and litter.
- Dangerous waste e.g. broken glass, bulbs, shall be properly disposed of.

#### **4.8 VISUAL DISPLAY UNITS (VDU'S)**

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## HAZARDS

The main problems that may be associated with VDU's are as follows:

(a) Visual Discomfort

This recognises a contribution from a number of ocular problems:

- (1) long/short sight problems
- (2) glare
- (3) lighting
- (4) screen brightness
- (5) clarity of characters.

(b) Posture

Good adjustable seating is required and it is essential to consider ergonomic factors.

(c) Radiation

Radiation levels across virtually the whole of the electro-magnetic spectrum are below internationally accepted exposure limits when tested under extreme conditions, i.e. close to the screen.

(d) Stress

The work at a VDU can be repetitive and monotonous. This is not exclusive to VDU users as mental stress is associated with all types of work.

On the basis of available evidence, the 'health hazards'

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associated with VDU's are largely exaggerated in the sense

that they are unlikely to cause irreversible long term damage

as opposed to varying degrees of discomfort.

**Risk Assessment:**

Likelihood Severity Risk Value

Score = Score = Result =

**CONTROL MEASURES**

- ☐ Each workstation shall be assessed to ensure the individual's health is not likely to be put at risk.
- ☐ The Display Screen Assessment sheet in the appendix shall be used for this purpose.
- ☐ Be sure that VDU screens meet the appropriate criteria for performance, brilliance, character design, etc.
- ☐ The intensity of the beam, the brightness of the dots against the background and their time persistence are the most important determinants of operator 'safety'.
- ☐ This underlines the importance of keeping VDU's in good condition.
- ☐ It is important that chairs are correctly selected and used and that their siting is at an optimum distance from the machine.
- ☐ Lighting, ventilation and temperature must be carefully controlled to provide satisfactory environmental conditions.

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- ☐ There should be a restriction on continuous use:
  - ☐ Over two hours with pauses of between 5-10 minutes before further use.
  - ☐ In this respect, short, frequent intervals are more beneficial than infrequent long breaks.
  - ☐ The total time of continuous work at a VDU should be restricted to 6 hours per day.
  - ☐ Vision should be tested before operating a VDU and at yearly intervals, or earlier if symptoms are experienced. Spectacle wearers should consult their optician.
  - ☐ Epileptics should see a medical adviser before starting work.
- If there is any untoward incidence of VDU related problems medical advice must be sought.

#### **4.9 HAZARDOUS SUBSTANCES**

##### **HAZARDS**

Health hazards from substances can be divided into the following categories:

- ☐ External contact - corrosive, skin absorption, dermatitis.
- ☐ Inhalation - gases, fumes, vapours.
- ☐ Ingestion - swallowing.

##### **RISK ASSESSMENT:**

Likelihood Severity Risk Value

Score = Score = Result =

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## **CONTROL MEASURES**

- ☑ All cleaning materials and other substances are listed in a safety file.
- ☑ All cleaning materials and other substances have an up to date Material Safety Data Sheet (MSDS) on file.
- ☑ The control measures listed in the MSDS are followed.
- ☑ A written assessment, control measures and other information are on site.
- ☑ All cleaning materials and substances are stored in an appropriate unit that is fire retardant and can contain spillages where needed.
- ☑ Procedures planned to handle or use any hazardous substance or process are carried out fully.
- ☑ Any, equipment, hygiene measures or protective clothing are provided and maintained as required.
- ☑ Any necessary air sampling, medical examinations, testing, etc. will be carried out as required and records will be kept on the premises.
- ☑ All measures necessary to protect other workers and the general public from any substance hazardous to health will be provided and maintained.

### **4.10 Machinery, Equipment and Maintenance**

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Risks Identified

Likelihood Severity Risk Value

Score = Score = Result =

In general the use of machinery and equipment in the Business is confined to low-risk items, which do not present any significant hazards.

However notwithstanding this the following precautions are taken.

Person at risk:

Drivers/Staff / Sub-Contractors / Visitors / Others

## **CONTROL MEASURES**

General

The following precautions are taken when using machinery and equipment.

- ☑ All guarding, safety devices (e.g. interlocks) must be in place and working properly at all times.
- ☑ All machinery and equipment must be used in accordance with the manufacturers' instructions.
- ☑ Machinery and equipment must be properly maintained and all faults to be reported and corrected immediately.

Maintenance

ProDrive Travel Ltd recognises that there may be additional risks

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associated with maintenance activities, due to such factors as need to remove guarding, disable safety features such as interlocks, electrical safety issues, etc. In order to minimise the risks involved in maintenance activities, the Business takes the following actions.

☑ No maintenance is carried out by general staff, other than routine cleaning and similar activities which can be carried out without disassembling the equipment or disabling safety measures in any way.

☑ All maintenance is carried out by suitably capable and experienced staff or by outside suppliers.

☑ This competence includes:

- o Appropriate knowledge of the machinery and equipment
- o Relevant health and safety requirements (in the case of suppliers, they are checked to ensure that they meet the appropriate requirements, and this is generally demonstrated by the availability of a safety statement).
- o Outside suppliers are informed of any relevant health and safety information such as emergency evacuation procedures; any specific hazards on the premises, etc.
- o All machinery must be completely returned to correct operational condition by maintenance personnel before it is put back into operation. Examples are: replacement of machine guarding, re-activation of interlocks,

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electrical protection devices, etc.

#### **4.12 Noise**

Risks Identified

Likelihood Severity Risk Value

Score = Score = Result =

Because of the nature of the business, there is no risk from noisy operations (i.e. no risk that the action levels of 80 dB(A) and 85 dB(A) will be exceeded).

However the Business will continue to monitor noise levels on an informal basis to ensure that noise levels remain as low as is practical, and should there be any significant increase in noise levels, appropriate formal monitoring and further action will be taken.

#### **4.13 Safety in client and other premises. (Relevant when waiting on pickups, parcels, etc).**

Risks Identified

Likelihood Severity Risk Value

Score = Score = Result =

Each individual customer site may have additional hazards, over and above the hazards identified in this Safety Statement.

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It is the responsibility of the person(s) in charge of the premises (or someone that they appoint) to provide information about all specific hazards on the premises, and the steps that must be taken to deal with these hazards.

Typical safety-related information could include:

- ☐ Any specific safety arrangements for those working on the premises;
- ☐ Location of toilets, washing facilities, eating (canteen) facilities;
- ☐ Fire and other emergency arrangements;
- ☐ Client contacts (e.g. safety personnel, first aid personnel, etc.)
- ☐ Personal Protective Equipment (PPE) requirements
- ☐ On receipt of this information, and/or based on an inspection of the site, the Manager 1 will:
  - o Identify any additional safety measures that are required;
  - o Communicate these measures to all appropriate staff;
  - o Ensure that any required additional information, training, personal protective equipment, etc. are provided.

#### **4.14 Driving for work**

Risk Assessment

Likelihood Severity Risk Value

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Score = Score = Result =

Hazards

☒ Personal Injury from inadequate maintenance / Checks on

Company Vehicles

☒ Damage to property from inadequate maintenance / Checks

on vehicles

### DESCRIPTION

**Five main hazards** are addressed under the risk assessment: Road Traffic Accident, Manual Handling, Wheel Change, Mobile Phones and Vehicle Maintenance.

### HAZARDS

1. Road Traffic Accident – Injury due to collision

### CONTROL MEASURES

☒ Only suitably qualified and insured employees may operate company vehicles.

☒ They must always be driven within the rules of the road and the law.

☒ They must have a recorded and scheduled programme of maintenance, and must hold DOE certificates as necessary.

☒ No hitchhikers may be picked up at any time.

☒ Any breach of Road Traffic Acts will be treated with the utmost severity.

2. Manual Handling – Injury due to lifting and carrying.

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**RISK ASSESSMENT:**

Likelihood Severity Risk Value

Score = Score = Result =

**CONTROL MEASURES**

☑ Good manual handling practice must be exercised in loading and unloading of the vehicle.

☑ Be very aware of your own capabilities

☑ Be very careful of trap points on doors.

☑ Ask for help whenever practical and needed.

☑ Ensure all equipment is safely stowed in the vehicle so that it will not slide or shift forward in the event of an emergency stop

**3. Wheel Change – Cuts, Bruises, MH injury, traffic passing by.**

**RISK ASSESSMENT:**

Likelihood Severity Risk Value

Score = Score = Result =

**CONTROL MEASURES**

☑ Vehicle is issued with full wheel changing kits.

☑ The jack, screwdriver, spare wheel and tyre iron are usual vehicle equipment. The reflective jacket, torch and red triangle are supplied by the company.

☑ All of this equipment is to be properly maintained by the

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vehicle drivers.

☒ If a puncture occurs and a wheel change is needed do the following:

- Turn on hazard lights
- Pull in to the left-hand side of the road when safe to do so
- Get out of the vehicle and go to the boot
- Place the red triangle approx. 30 feet from the vehicle
- It is imperative that the yellow jacket is worn even in broad daylight
- If the puncture is on the left hand side of the vehicle proceed to change the tyre taking great care with regard to manual handling
- If the puncture is on the right hand side of the vehicle try to angle the car slightly to give protection from oncoming traffic
- When the wheel has been changed replace all equipment back in the vehicle in their original storage places

☒ Have the puncture repaired as soon as possible, especially if the spare is a temporary wheel

#### **4. Mobile phones – road traffic accident**

RISK ASSESSMENT:

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Likelihood Severity Risk Value

Score = Score = Result =

#### **CONTROL MEASURES**

☑ **At no time is it permitted to drive the vehicle while holding a mobile phone or receiving / sending text messages**

☑ Training / instruction must be given to staff on the dangers of using a mobile phone while operating a vehicle

#### **5. Vehicle Maintenance – RTA due to poor maintenance**

RISK ASSESSMENT:

Likelihood Severity Risk Value

Score = Score = Result =

#### **CONTROL MEASURES**

☑ Maintenance / service carried out as per recommendations.

☑ A bi-monthly Health & Safety Vehicle Review will be made on the vehicle and a record kept in the Health & Safety folder

☑ Staff will occasionally be requested to carry out an assessment on the vehicle.

Vehicle to include the following:

- Current Vehicle Service Record
- Fire Extinguisher
- Torch
- Reflective Jacket
- Bin for litter

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- Warning Triangle
- Emergency Breakdown/Accident phone number
- First Aid Kit Accident number

#### **4.15 Pregnancy and New Mothers**

Risks Identified

Likelihood Severity Risk Value

Score = Score = Result =

#### **Control Measures**

Drivers/Staff who are pregnant or breastfeeding will not be required to perform any duties which are likely to expose them or their unborn or breastfeeding child to any risk related to their pregnancy or breastfeeding.

A risk assessment will be carried out to assess if there is any additional risk.

If any additional risk is identified, suitable preventive measures will be taken to deal with the risk.

Examples of circumstances where a pregnant worker or their child

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could be exposed to additional risk include work involving:

- ☐ Shocks, vibration or movement
- ☐ Manual handling involving risks to the lower back
- ☐ Noise
- ☐ Ionising and non-ionising radiation
- ☐ Extremes of heat and cold
- ☐ Movements and postures, travelling, mental or physical fatigue, other physical burdens

Other potential risks as identified in the Safety, Health & Welfare at Work (Pregnant Workers) Regulations.

Examples of suitable action when additional risks are identified are:

- ☐ Restrict the pregnant worker from carrying out the work;
- ☐ Adjust the working conditions on a temporary basis so that the risk is avoided;
- ☐ Re-allocate the worker to other work which does not entail risk to the worker or child;
- ☐ If the risk cannot be avoided by any other means, give the worker leave or additional maternity leave.
- ☐ Where additional risk to the pregnant worker or their child is identified, the worker will be informed of the risk and the steps to be taken to deal with the risk.

#### **4.16 Violence and Aggression**

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## Risks Identified

Likelihood Severity Risk Value

Score = Score = Result =

Difficult customers and others such as members of the general public can expose staff to a risk of violence. The following steps are taken by the Business to minimise this risk.

It is the policy of ProDrive Travel Ltd not to have staff working alone, except when this cannot be avoided. In general there will be at least two members of staff on hand at all times.

Staff are given the following guidelines in dealing with potential robbery and aggression/violence situations:

- ☑ Always keep aware of customers or other individuals who may become violent or threatening
- ☑ Never argue or otherwise engage with someone who shows signs of violence
- ☑ If someone becomes aggressive or violent, obtain assistance. Never attempt to get involved directly or to restrain the person.
- ☑ If attacked, withdraw from the confrontation if possible.
- ☑ If and when it is safe to do so, raise the alarm.

## Robbery/ Attempted Robbery

Robbery of cash and other valuable items can expose staff to a risk

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of violence. The following steps are taken by the Business to minimise this risk.

It is policy to put measures in place to minimise the risks to staff from robbery. These include:

- ☐ Minimising the quantities of cash and other valuable items held;
- ☐ Putting appropriate entry and security safeguards in place.
- ☐ Staff are given the following guidelines in dealing with potential robbery situations
- ☐ If a robbery is attempted, even by someone who appears to be unarmed:
  - ☐ Do not offer any resistance, do not provoke the attacker
  - ☐ Give the attacker whatever they demand
  - ☐ If and when it is safe to do so, raise the alarm

#### **4.17 SPECIFIC TAXI DRIVING HAZARDS**

Hazards Identified

Multi-hazard as per items below.

Risks Identified

Likelihood Severity Risk Value

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Control Measures and Advice to Drivers

The nature of the Taxi Drivers Job is prone to hazard due in part to the following:

- ☐ You work alone
- ☐ You work all types of long, 12 hour shifts
- ☐ You work in isolated areas.
- ☐ You always have ready cash
- ☐ You are always dealing with strangers.
- ☐ The very nature of your business, service, requires you to deal with everyone.
- ☐ Occasionally, you have a language barrier, which is difficult to deal with.
- ☐ Racism can play a factor

### **Some basic Safety Rules and Guides to Learn.**

Radio and the dispatcher

- ☐ The most important piece of equipment in your taxi is your radio, as it connects you to your dispatcher. The dispatcher is "your lifeline".
- ☐ They are the ones who will get you help if you are in trouble.
- ☐ They are the ones who will give you accurate information when you need it.
- ☐ They are the ones who will "sense" when you are in trouble

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and assist you.

☒ They are the ones who will dispatch you for trips in a fair and equitable manner with all the other drivers.

☒ They are the ones which will keep you informed on what is happening.

☒ Have a good relationship with all dispatchers - you need them on your side.

Be alert and aware.

You must keep yourself very alert and aware of what is going on around you at all times, whether you are parked or driving. Take good care of yourself, be rested, eat well, and get exercise.

You must be alert for traffic, using defensive driving tactics, and you must remain alert to who may be around you when you are parked on the street or a lot. If you don't, you are giving someone a chance to sneak up on you and catch you by surprise. You must be very alert whenever you have passengers in the car with you. If you snooze....you lose!

Do not flash or display your money.

Do not wear any type of expensive watch, neck chains, or wrist bracelets. Make sure, if you must wear a neck chain, that it is very thin so that it will break before it can strangle you. Ensure that you keep a minimum amount of money on you.

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If your passenger offers you a large denomination bill, advise him you will take him to get it changed at a nearby shop/petrol station.

DO NOT show him that you have money to change it.

Know your city/town, etc.

One of the key causes of disputes and arguments is in not knowing your way around the city and taking your customers by the wrong route. This will get them angry, and disputes can quickly turn into assaults, or worse. It is very important that you study and remember all the routes and streets so that you minimize any negative action by the customer.

Trust your instincts.

All your life while you grew up you learned things and stored the experiences in your mind. These learned experiences make up our "data" banks. These banks provide us with knowledge and understanding. These banks are what causes your "instincts" to react. These reactions are very real. Your gut instinct will be right 99% of the time. Listen to what your body is telling you!

Know emergency procedures

Learn what the trouble call signals are, learn where each emergency button or switch is on the vehicle that you are driving. Each one may be in a different location in the vehicle. Check the locations of the switches out each day as you enter the cab, so you remember

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where they are when you need them.

Always keep you doors locked.

This is extremely important if you are sitting at a rank, or on the street. Often you may be reading a paper or book while waiting for that next trip, and you sure don't want someone to come up beside you on foot without you noticing them and jerking open your door and attacking you. This also provides you the method to force the customer into the rear seats if you wish, or to ensure they sit on the right side of the rear seat, not behind you if at all possible. The idea is not to be taken by surprise.

Be extra careful late at night

The most dangerous hours for you to operate in are between 6:00 pm in the evening and 6:00 am in the morning. In particular, the darkest hours between 12:00 midnight and 04:00 am. Most assaults and robberies committed against taxi drivers occur during these late hours. At this time of the night, there a few people around as witnesses, and many of your customers will have been drinking.

Be aware of passengers who give you "vague" instructions

It is of utmost importance that you insist on your customer giving you a "fixed destination" as to where they are going, before you

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start driving away.

If they are unsure, read this as a sign that you should be very alert to what they are up to. If they tell you to "just start driving - we will tell you the way", this is a classic danger signal to you. Just simply do not move and politely advise them that the "company's policy" requires you to get an exact address.

Then when they do give it to you or what is alleged to be the address, use your radio to advise the dispatcher of the destination address. This will serve three purposes: it will alert the dispatcher you have a problem, it will appear that you are telling the truth about company policy, and it will give the passenger the understanding that your dispatcher and others know where you are going. If the passengers still refuse, then do not give them a ride! Should the passengers suddenly direct you to take a different route or turn here-turn there routine, this is a danger sign and you should immediately alert your dispatcher to the change of address. Your level of danger alert should be very high at this time.

Be careful of passenger seated behind you (Primary danger Zone)

Never let passengers sit directly behind you, if at all possible. This is your primary danger zone. 80% of all assaults are launched from the seat directly behind you, the driver. You cannot see behind you.

Ask the person to move over to the right side of the seat, use any

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excuse, i.e.: to balance the car, company policy, or whatever you need, but politely get them to move. Buy a convex rear view mirror that replaces or fits over the regular one. This will allow you 100% back seat visibility. It also sends a message to the customer that you can see them. Keep visual eye contact through the mirror, especially if you are suspicious. Do not stare, just enough so they are aware you are keeping an eye on them.

Keep an eye on suspicious passengers

Depending on the risk level that you have assessed your customer at, you want to keep some type of watch over them while they are in your taxi. When you feel very uncomfortable or suspicious of your passengers then make absolutely sure to "keep watch" on them.

Your body and mind are telling you to pay attention to these individuals so listen to them and do so. We must always, of course, be diplomatic and mind our own business in most instances when we have passengers who we consider very low risk.

Never tell customers you had a good shift

Never, never, ever tell an inquiring customer that you have had a good day and made a lot of trips or money. If they ask, use a little white lie, like for instance "I only got started an hour ago and its been pretty slow or "it's really been dead today, you are the first ride in over an hour." Be polite, but evasive. Most people just want to make conversation. Many people mean well, they know you work

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long, hard hours, and they are sincere in hoping you are making out all right.

Carry a spare key

It is a good idea to have a spare key for the taxi you drive, get them made if need be, and carry it in a pocket by itself, not on a key ring. Should you be robbed, what will probably happen is that the robbers will rip out your radio mike so you cannot call for help, and may throw your keys away if they do not steal your taxi to make the getaway. They think by doing this they are depriving you of mobility. It is most unlikely that they will search you other than looking for your wallet and money. This way, should they leave the taxi, or dump it a short distance away, you can get it going after they have.

Never, ever, drive into alleys or back lanes

Never do this if at all possible. Tell your customer that company policy states "no back lanes or alleys". Some persons want you to go there for one reason: to get you out of sight where they can assault or rob you. If you must, then back into the alley, or lane, do not get out of your taxi, use the push button control to pop open the boot if need be. Keep your vehicle running, this way if things go bad you can simply step on the accelerator and get out of harms way.

Know your location at all times.

This is very important to be able to tell someone where you are in

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case you get into trouble. Nobody can help you if they do not know where you are when you call for help.

Do not be aggressive or argumentative.

This type of behavior will always cause you a lot of grief, and may help escalate a minor disagreement into a violent confrontation, with you being the loser most of the time, and even if you win, you could be charged by the police for assault should the customer complain. Stay calm and controlled.

You cannot think if you lose control.

Keep calm - do not panic

Yes, this is easy to say, but hard to put into practice. It is most important that you stay as calm as possible. Just keep saying to yourself - "Stay calm - I can get out of this!" It is most important that you keep this mindset as it will help you stay calm.

DO NOT RESIST a robbery (co-operate)

The best advice we can give you. Offer no resistance - just comply with the thief. If you resist you are going to escalate the situation drastically and you will be (not may be) injured. It is just not worth it. We know you worked hard for that money, but a wise man is one who lives to work another day. If you get stabbed, shot, or beaten around the head, you will be severely injured, perhaps crippled for life, or dead. Remember, what the robber wants is your money, maybe the car.

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Try to stall

Most thieves are in a rush. They know that time is on your side, not theirs. They want to do the deed, and get out of there, so they will not be seen or caught by anybody. We suggest that you comply with the demands, stay calm, and as we call it "walk the bad guy through" just as if it were a regular transaction. Tell him that you will comply, keep a steady quiet voice, do not show fear or beg.

Tell the thief that you are going to give him the money he wants, and tell him what you are doing each step of the way. Tell him your money is in your pocket under your jacket - before you reach for it.

Tell him there is no need to harm you, you will comply with his demands. Pretend that he is just a regular customer, you are giving

him change, and sending him on his way. They will yell and scream at you to hurry, so don't be too slow, just careful. Talk quietly to him in a complying manner, but not too timidly.

Communicate with your dispatcher

When the robbery is finished, or you are able to, immediately call your dispatcher with the trouble code, and your exact location. You want the world to know where you are, especially the other drivers on your radio channel so they can help you.

Memorize the suspect's description

When the attack or robbery is finished, immediately take pen or pencil and write down everything you can remember about the suspect, so that you can make a good witness for the police. Try to remember these details: sex, race, age, height, weight, hair colour and style, eye colour, scars or tattoo's, body marks, glasses, facial hair, voice - high/low, accented, ethnic, stuttering or other voice

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defects.

The clothing, jacket, shirt, pants, shoes, and last but not least the type of weapon used, and exactly what the suspect said to you. If you can do this while your memory is fresh, it will greatly help in the apprehension of the suspect and his conviction

#### **4.18 Cash Handling**

##### **HAZARDS**

Robbery

Physical Injury

Risks Identified

Likelihood Severity Risk Value

Score = Score = Result =

##### **CONTROL MEASURES**

Cash Movement Controls

Avoid letting large amounts of cash accumulate on the premises or in a vehicle.

Perform cash drops regularly depositing cash in a safe. Use a night safe if receiving cash on evening call outs.

Cash Movement to and from the Bank

Avoid, as far as possible, set patterns when making lodgements.

Trips to the bank, where possible, should be made by car.

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☒ Precautions should begin with varying, as much as possible, the times and routes of such journeys.

☒ Persons conveying cash should exercise vigilance and anything suspicious should be noted and communicated to the Gardai.

**Action to be taken in the Case of an Armed Robbery or Personal Attack**

☒ Keep calm – do not panic.

☒ Obey – do only what you are asked to do, nothing more and nothing less.

☒ Observe. Concentrate on:

☒ Male/Female

☒ Age

☒ Height

☒ Build

☒ Hair colour

☒ Colour of eyes

☒ Mode of dress

☒ Right or left handed

☒ Distinguishing features

☒ Words used and accent

☒ Number of attackers

☒ Note where criminals may have placed their hands and feet

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☐ Identify vehicular transport used (registration, colour, make of car)

☐ Preserve the scene intact. Do not interfere with places where fingerprints or footprints may be found.

☐ Hold witnesses at the scene until the Police arrive; otherwise take details (name, address, phone number) for contact later.

Notes:

Stay out of danger. Never jeopardise your own personal security or the security of others.

Post Crime Action – Armed Raids and Personal Attacks

☐ Contact the Police.

☐ Preserve the scene intact. Do not allow interference with places where fingerprints or footprints may be found.

☐ Hold witnesses at the scene until the Gardai arrive, otherwise take details (name, address, telephone number) for contact later.

☐ Identify if anyone has been injured. If so, note the type of injury. Call an ambulance if required.

☐ Put in place any measures to prevent further injury.

☐ Complete an incident/accident report form including:

i. Precise details of what happened.

ii. Who was there (witnesses), include names,

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addresses and phone numbers of non staff members.

Detailed descriptions of the criminal(s)

#### **4.19 Safety issues on School Bus runs**

##### **Hazards**

##### **Road Traffic Accidents**

Unruly children

Distractions

Risks Identified

Likelihood Severity Risk Value

Score = Score = Result =

Set out below are some control measures for minibuses used on schoolruns and awareness point for our drivers:

##### **Control measures**

☑ All minibuses that are designed for it shall have a seat belt for every child.

☑ Children must sit in single seats and use a seat belt where it is provided.

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A handwritten signature in black ink, appearing to read 'D. Milles', written over a horizontal line.

**Signature**

**Date 1/4/24**



☒ All minibuses and drivers are provided with the means to be able to communicate with Manager 2 in the event of an emergency.

☒ Minibuses carry fire extinguishers and first aid kits.

☒ All drivers are supplied with relevant contact numbers for an emergency.

☒ All drivers are supplied with the number of a call out service for break downs or punctures.

Driver awareness points

☒ Always do a pre-trip inspection prior to every run to check for mechanical defects that could jeopardize safety.

☒ After unloading all children at the school or after your last stop, make sure to do a post-trip of your bus and check to make sure that no child has been left on the bus

☒ Children get easily distracted, be aware of children possibility getting up and moving around while the minibus is moving.

Remind them to sit down.

☒ Watch where children place bags or sports equipment and remind them not to block the aisle.

☒ Be aware of children behaving erratically around minibus stops or when alighting from the minibus.

☒ Be very careful of blind spots on your minibus and use your mirrors fully.

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☒ If a problem arises:

- o Stop the minibus when and where it is safe to do so.
- o Secure the minibus using the parking brake and remove the key if necessary.
- o Go back and investigate the problem as necessary.
- o If medical attention is needed call the Emergency services.

☒ Be careful not to lose your temper or shout at pupils who may be disruptive or causing you distraction. Stop the minibus when it is safe and talk to the pupil if necessary.

☒ Never let a pupil off the minibus except at school or his/her residence or nominated drop point.

#### Dealing with Emergencies

There are many kinds of emergencies that a driver of a school minibus may have to deal with. They include:

- ☒ Adverse weather and not being able to reach a destination
- ☒ A fire on the minibus
- ☒ A road traffic accident blocking the way
- ☒ A road traffic accident involving the minibus
- ☒ A sick pupil
- ☒ A sick driver
- ☒ Minibus breakdown

In many cases the driver will have to make a commonsense decision

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on what to do. Set out below are some guidelines for dealing with emergencies:

☒ For some emergencies it may be necessary to evacuate the minibus, for example a fire on the minibus. However it will be necessary for the driver to decide if the pupils are actually safer on the minibus than off the minibus. In general if the emergency is a threat on the minibus then get everybody off the minibus. If the emergency is a threat outside the minibus, then ask if the pupils would be safer off the minibus or at their destination.

☒ Evacuating the minibus should only be done when the hazards outside the minibus are lower than those on board i.e. on a dark wet, winter's morning on a busy street; 30 pupils may be better off in the minibus than standing at the roadside.

#### **4.20 Hospital Patient Transport Services**

Hazards

Road Traffic Accidents

Distractions

Patients becoming critically ill

Risks Identified

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Likelihood Severity Risk Value

Score = Score = Result =

Set out below are some control measures for taxis and minibuses used for transporting hospital patients between hospitals/clinics or between home and hospitals/clinics.

Control measures

- ☑ This is a non-emergency service.
- ☑ All previous assessments regarding the vehicles, drivers and driving must be adhered to.
- ☑ All minibuses and taxis that are designed for it shall have a seat belt for every occupant.
- ☑ All minibuses and taxis that are designed for mobility vehicles/wheelchairs or other aids will have suitable restraints/seatbelts for the relevant equipment.
- ☑ Basic first aid kits are carried in all vehicles however Drivers are not necessarily trained first aiders and the purpose of the first aid kit is for treatment in case of an accident or injury relating to the use of the vehicle.
- ☑ Drivers are not paramedics and this is not an ambulance service.
- ☑ While some passengers/patients may have disabilities or need assistance getting in and out of the vehicle, we will not be transporting critically ill patients.

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☒ Where patients have significant medical problems a carer or medical professional will travel with them.

☒ If problems arise, the driver is to contact the relevant hospital/clinic immediately and then contact base

#### **4.21 Prisoner Transport Services**

##### **Hazards**

Road Traffic Accidents

Assault

Escape attempt

Risks Identified

Likelihood Severity Risk Value

Score = Score = Result =

Set out below are some control measures for taxis and minibuses used for transporting prisoners between courts, Garda Stations, Prisons, etc.

Control measures

☒ This is a non-emergency service.

☒ All previous assessments regarding the vehicles, drivers and driving must be adhered to.

☒ All minibuses and taxis that are designed for it shall have a seat belt for every occupant.

☒ Basic first aid kits are carried in all vehicles however Drivers

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are not necessarily trained first aiders and the purpose of the first aid kit is for treatment in case of an accident or injury relating to the use of the vehicle.

☒ Prisoners will never be transported without Police escorts.

☒ Driver to discuss any particular concerns with the Police before setting off.

☒ Police will decide on the need for Prisoner Restraint.

☒ Driver is not engaged to detain or manage the prisoner in any way, if there is any type of altercation the driver must stop the taxi as soon as it is safe to do so and then exit the vehicle to a safe position.

PART 5

ANNUAL REPORT

ProDrive Travel Ltd

## **SAFETY STATEMENT**

The following is a report of progress with our Health and Safety Policy as required by Section 12(6) of the Safety Health and Welfare at Work Act 2005.

SAFETY TRAINING;

During the year, the following safety training courses were run:

1

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2

3

External safety and health courses attended by our staff included:

1

2

3

#### NEW SAFETY ARRANGEMENTS

The following new safety arrangements were put in place during the year:

1

2

3

#### Safety Statement Document Review

To ensure the proper implementation of our Safety Systems we shall review the Safety Statement periodically and at least annually.

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**Part 6 Staff Sign Off**

**We the undersigned accept that:**

- We have been shown the Safety Statement,
- We know where it is to be kept for review,
- We will adhere to all safety rules as set out by The Company
- We will not act in any way that could be harmful to ourselves or any other person.

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**Date 1/4/24**

Name in block

Signature

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