

PASSENGER SAFETY

POLICY

INFRATEC-UK recognise the threat to operational security and terrorism to its operations.

The purpose of this policy is to ensure passengers travel safely and in comfort.

This policy applied to all staff, whether they are required to drive vehicles as an integral part of their work or whether they need to use their own or hired vehicles on a needs-driven basis.

Safe, well-maintained and optimally performing vehicles increase service quality, improve customer satisfaction and bring new customers. Safety is paramount and INFRATEC-UK believe in investing time and money in regularly reviewing and developing safety objectives to ensure equipment is in good condition and is safe to use and our services exceed the safety expectations of our customers, and our employees feel safe at work.

Drivers are responsible for ensuring that their vehicle is:

- Clean, tidy and free from hazards
- A walkaround check is completed prior to using the vehicle
- Any faults or concerns are reported
- Emergency equipment, exits and lighting are in good working order
- The vehicle is safe to drive and carry passengers.

Passenger Safety Guidance

| Requirement | HGV | Van |
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| Passenger Numbers | Maximum 2, must be over 18 years old | Maximum 2 |
| Passenger embarkation and disembarkation | Climb up to the passenger side of the cab using the step and handrail provided | Enter and exit the vehicle using the passenger side door of the van |
| Safety instructions, including seat belts | Seatbelts must be worn. Ensure all couplings are secure before moving the vehicle | Passengers must use age-appropriate seat belts. Front seat passenger air bag must be switched off if child seat is in use |
| Special considerations e.g. children, elderly, disabled | No passengers under 18 years old. Due to the height, it is not recommended that elderly or disabled passengers attempt to climb up to the cab seats | Children must use age-appropriate car seats and belts. Rear facing baby seats and use of Isofix points improve safety |
| Safe parking procedures | Use reversing cameras (if equipped), sensors and warning equipment. Park in designated HGV parking areas. Be aware of restricted vision for other drivers who may need to pass your parked vehicle. Adhere to Highway Code rules | Park considering the size of the vehicle and impact on other cars parked nearby. Adhere to Highway Code rules. |
| Evacuations and emergency procedures | Find a safe place to stop and leave by the nearest exit including passengers. Inform Emergency Services and the Transport Manager | Find a safe place to stop and leave by the nearest exit including passengers. Inform Emergency Services and the Transport Manager |

Where vehicles are accessible to disabled passengers, drivers must ensure:

- Passengers are requested to stow luggage/personal items in storage shelves/lockers above their seats.
- Gangways and emergency exits are clear and not obstructed.
- Restraint systems are safely stowed when not in use.
- Wheelchairs/frames are secured within the vehicle and are accessible in an emergency.
- Instructions on securing/releasing accessibility restraints are given to wheelchair passengers or are readily visible.
- On-board instructions and notices applicable to passengers are clear, clean and visible.
- Emergency equipment (first aid kit / fire extinguisher) is regularly serviced/working.

Disclosure Barring Service (DBS) Checks

In the main, INFRATEC-UK does not conduct DBS checks as its current operations do not require it to do so. However, the company does understand and recognise that if this changed, drivers/staff who were to encounter passengers within the role of an escort or conductor would require a pre-employment check through the Disclosure Barring Service. If this became a requirement for the company, employment would not commence until a satisfactory application certificate had been received or an online check had confirmed an employee has no criminal record or restrictions placed upon them with regards to working with vulnerable adults and/or children. In addition, all customer contact staff requiring DBS clearance would be checked at least once every three years.

Communication of this Policy

This policy is communicated to all INFRATEC employees, it is posted on the Company Notice Board, available to all employees on the company's SharePoint Servers. This policy will be reviewed at least annually.



David Bullock
Managing Director

For and on behalf of the Senior Management Team

Revision Status

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