Westway

By Appointment to His Majesty The King

Health and Safety Policy 2026

Westway Coach Services Ltd is committed to providing a safe and healthy working environment for employees, drivers, contractors, passengers, visitors and anyone else who may be affected by our activities. Health and safety is part of the way we plan journeys, operate and maintain vehicles, manage the depot and workshop, and look after our people.

This policy explains our overall approach, who is responsible and the practical arrangements used to control risk. It applies alongside our risk assessments, safe systems of work, Staff Handbook, driver procedures, workshop controls, emergency arrangements and training records.

What this policy covers

- Leadership, responsibility, consultation and employee involvement.
- Passenger transport, driving for work, driver fitness and vehicle safety.
- Depot, workshop, wash bay, offices, workplace transport and site visitors.
- Risk assessment, safe systems of work, equipment, PPE and hazardous substances.
- Fire, first aid, emergencies, accidents, near misses and statutory reporting.
- Health, welfare, fatigue, stress, display-screen work, training and continual improvement.

Area	Our approach	How it is checked
Leadership and risk	Set clear responsibilities, assess significant risks and provide competent advice.	Risk assessments, inspections, meetings and management review.
Driving and vehicles	Use competent, fit drivers and roadworthy vehicles, with safe journey planning.	Licence and tachograph checks, assessments, telematics, defects and maintenance records.
Depot and workshop	Control vehicle movements, equipment, chemicals, work areas and contractor activity.	Site checks, maintenance records, COSHH, PPE and safe systems of work.
People and wellbeing	Provide training, welfare support and practical controls for fatigue, stress and health risks.	Induction, appraisals, toolbox talks, return-to-work meetings and training records.
Incidents and emergencies	Prepare for fire, injury, spills, breakdowns and other foreseeable emergencies.	Drills, first-aid checks, accident records, investigations and corrective actions.

(A) Purpose and scope

This policy applies to Westway directors, employees, drivers, workshop and yard staff, office staff, workers, contractors, agency personnel and trainees. It applies at Westway premises, in company vehicles and wherever work is carried out under Westway control.

The policy is a statement of Westway's arrangements and does not form part of any contract of employment. It may be updated when the business, law, fleet, site, equipment or risk profile changes. Relevant employees will be told about material changes.

Our aim is to prevent injury and ill health, protect passengers and the public, comply with

applicable legal and operator-licensing requirements, and maintain a practical safety culture in which concerns are reported and acted upon.

(B) Statement of intent

- **Lead from the top.** Senior management will provide direction, resources and visible support for safe working.
- **Assess and control risk.** Significant risks will be identified, recorded where required and controlled so far as is reasonably practicable.
- **Provide safe vehicles and workplaces.** Vehicles, buildings, equipment and working areas will be maintained and inspected appropriately.
- **Use competent people.** Employees will receive suitable induction, information, instruction, training and supervision.
- **Consult and communicate.** Employees will be involved in health and safety matters through meetings, briefings, toolbox talks, appraisals and direct reporting.
- **Learn from events.** Accidents, near misses, defects, complaints and safety observations will be reviewed and corrective action followed through.
- **Protect others.** Passengers, visitors, contractors, other road users and members of the public will be considered in our risk assessments and working arrangements.

(C) Responsibilities

Health and safety is a shared responsibility. The following roles set out the main lines of accountability; detailed responsibilities may also appear in job descriptions, procedures and risk assessments.

Role	Main responsibility
Managing Director	David West has overall accountability for health and safety, approves this policy, ensures suitable resources are available and reviews material risks and performance.
Health and Safety Manager / competent person	Coordinates day-to-day arrangements, supports risk assessment and legal compliance, maintains key records and advises management and employees.
Transport and operations managers	Plan work safely, allocate suitable vehicles and drivers, manage drivers' hours and fatigue risks, respond to operational concerns and maintain communication.
Fleet, workshop and yard management	Maintain vehicles, equipment and site controls; manage defects, inspections, chemicals, lifting equipment, PPE and safe workshop practices.
Managers and team leaders	Implement procedures, brief and supervise employees, act on reported concerns and ensure relevant training and corrective action are completed.
Employees and drivers	Take reasonable care, follow instructions and training, use equipment correctly, report defects and hazards, cooperate with investigations and avoid unsafe acts.

Role	Main responsibility
Contractors and visitors	Follow site rules, cooperate with Westway controls, provide relevant competence or risk information and report incidents or concerns promptly.

Responsibilities of all employees

- Take reasonable care of their own health and safety and that of others affected by their work.
- Follow safe systems, risk controls, training, road-safety rules and reasonable management instructions.
- Use vehicles, machinery, tools, substances and PPE only as trained and authorised.
- Complete vehicle checks and other required inspections honestly and on time.
- Report hazards, defects, fatigue, medication concerns, accidents, near misses, spills and unsafe behaviour promptly.
- Do not interfere with guards, alarms, fire equipment, CCTV, telematics or other safety systems.
- Cooperate with investigations, training, health surveillance or occupational-health arrangements where relevant.

(D) Risk assessment and safe systems of work

Westway will assess risks arising from its activities and record the significant findings where required. Assessments will consider employees, drivers, passengers, contractors, visitors and members of the public, including people who may be more vulnerable because of disability, pregnancy, age, inexperience or other relevant factors.

Risk assessments will be reviewed after a significant incident or near miss, when equipment or working methods change, when new information becomes available, or at a suitable planned interval. Employees who carry out the work will be consulted where practical because they often have the clearest view of day-to-day hazards.

- General workplace, office, depot, yard and workshop risks.
- Driving for work, passenger handling, journey planning, fatigue and adverse weather.
- Vehicle movement, reversing, pedestrian routes, parking and loading or unloading.
- Manual handling, work at height, lifting equipment, tools and machinery.
- Hazardous substances, fuels, oils, cleaning products, batteries and spill response.
- Fire, first aid, lone working, violence or aggression, DSE and work-related stress.
- Contractor activity, maintenance work and unusual or non-routine tasks.

Where a risk cannot be removed, Westway will use a sensible hierarchy of controls: eliminate the hazard where possible, use safer equipment or methods, apply engineering and organisational controls, and use PPE for any remaining risk.

(E) Driving, passenger transport and vehicle safety

Driving and operating passenger vehicles is Westway's most significant safety activity. Arrangements will consider the driver, the vehicle and the journey, together with passengers, pedestrians and other road users.

- Drivers must hold the correct licence and qualifications and must tell Westway promptly about endorsements, restrictions, medical issues or other changes that may affect entitlement or fitness to drive.

- Driving licences will be checked regularly, and tachograph, drivers' hours and working-time information will be monitored in line with applicable requirements.
- Drivers will complete daily walkaround checks and report defects before a vehicle is used. A vehicle must not be operated where a defect makes it unsafe or unlawful.
- Vehicles will be maintained through planned inspections, servicing, defect rectification and suitable brake, tyre and safety-system checks.
- Journey planning and vehicle allocation will take account of route restrictions, passenger numbers, accessibility, luggage, legal stopping points, weather, traffic and realistic timings.
- Fatigue, distraction, mobile-phone use, alcohol, drugs and medication are treated as serious safety matters. Employees must be fit for duty and must not work or drive when impaired.
- Seatbelts, passenger briefings, safe boarding and alighting, wheelchair arrangements and luggage storage will be managed according to the vehicle and service.
- Samsara telematics and camera information may be used to support incident investigation, driver coaching, maintenance and safe, efficient operation.

Drivers retain responsibility for the safe and lawful operation of the vehicle. Commercial pressure, customer requests or schedule delays must never take priority over safety, drivers' hours or road-traffic law.

(F) Depot, yard, workshop and workplace transport

The depot includes moving vehicles, pedestrians, workshop activity, charging equipment, vehicle washing and deliveries. Site rules, supervision and good housekeeping are used to reduce the risk of collision, slips, trips, falls and contact with equipment or substances.

- Follow designated access routes, parking arrangements, speed limits, signs and reversing controls.
- Use a banksman or other agreed control where visibility is restricted or a manoeuvre presents additional risk.
- Keep walkways, fire routes, doors, work areas and emergency equipment clear.
- Wear high-visibility clothing and other required PPE in designated areas.
- Keep pits, lifting areas, charging points and workshop equipment secure and use them only if authorised.
- Report damaged flooring, lighting, doors, barriers, charging equipment, drains or other site defects.
- Control contractors, deliveries and visiting drivers through suitable information, supervision and coordination.

(G) Work equipment, lifting, PPE and manual handling

Work equipment will be suitable for its intended use, maintained in a safe condition and used only by people who have received the necessary information, instruction and training. Employees must not remove guards, bypass safety devices or attempt repairs unless they are competent and authorised.

- Relevant equipment will be inspected, tested or thoroughly examined at suitable intervals, including lifting equipment where applicable.
- Manual-handling tasks will be avoided or reduced where reasonably practicable. Mechanical aids, team lifting and changes to storage or work layout will be used where appropriate.

- Work at height will be planned and carried out using suitable equipment and controls. Improvised access methods are not permitted.
- PPE will be selected from the risk assessment and provided free of charge where required. Employees must use, store and report damage to PPE correctly.
- Electrical tools and appliances will be used and maintained safely, with defective items removed from service.

(H) Hazardous substances, batteries and spill prevention

Westway uses diesel, AdBlue, oils, lubricants, coolants, screenwash, cleaning products, aerosols and other workshop substances. Electric vehicles and charging systems also introduce electrical and battery-related hazards. These risks are managed through COSHH assessments, product information, secure storage, correct labelling, training and emergency arrangements.

- Only approved substances may be brought onto or used at the site.
- Safety Data Sheets and COSHH information will be retained where required and communicated to employees who use the products.
- Chemicals must be stored in designated areas, segregated where necessary and kept in labelled containers.
- Correct dilution, dispensing and handling arrangements must be followed.
- Spill kits and suitable PPE will be available, and spills must be contained and reported without delay.
- Used oils, contaminated materials, batteries and other hazardous waste must follow approved storage and disposal routes.
- High-voltage vehicle or charging work may only be carried out by competent and authorised people using the correct isolation and emergency procedures.

(I) Fire, first aid and emergency arrangements

Westway will maintain suitable fire-risk assessments, alarm and evacuation arrangements, emergency lighting, extinguishers, escape routes and assembly arrangements. Fire equipment must remain accessible and must not be misused.

- Employees must familiarise themselves with the alarm, exits, assembly point and local emergency instructions.
- On hearing the fire alarm, employees and visitors must leave promptly, follow the instructions of fire wardens and remain outside until authorised to return.
- A fire should only be tackled by someone who is trained, competent and able to do so without placing themselves or others at risk.
- Personal emergency evacuation needs will be considered where an individual may need assistance.
- Suitable first-aid equipment and trained first aiders will be provided according to the needs assessment, and details will be communicated to employees.
- Emergency arrangements will also cover serious vehicle incidents, breakdowns, spills, power or charging failures, severe weather and other foreseeable disruption.

(J) Health, welfare and fitness for work

Westway recognises that health and wellbeing influence safety. Employees are encouraged to raise concerns early through their manager, the Open Door arrangements, return-to-work discussions or another suitable contact.

- Fatigue and rest: work must be planned within legal limits and with suitable rest. Employees must report when fatigue could affect safe performance.
- Drugs and alcohol: employees must comply with Westway rules and any testing arrangements. Being under the influence at work or while driving is prohibited.
- Medication and health conditions: employees must seek appropriate medical advice and tell Westway where a condition or medication may affect safety or driving fitness.
- Hydration and heat: drivers and employees will receive practical guidance, particularly during warm weather or long duties.
- Stress and mental wellbeing: workload, working relationships, incidents and personal circumstances will be handled sensitively, with reasonable support and referral where appropriate.
- Display-screen equipment: regular users may request a workstation assessment and will be encouraged to take suitable breaks and report discomfort.
- Welfare: suitable toilets, washing, drinking water, rest and changing arrangements will be maintained for the nature of the work.
- Lone working and violence: relevant risks will be assessed, with communication, escalation and emergency arrangements used where needed.

(K) Training, induction and consultation

Employees will receive a health and safety induction and role-specific training before carrying out work for which they are not competent. Refresher or additional training will be provided when risks, equipment, law, performance or responsibilities change.

- Driver induction, driving assessments, CPC monitoring and relevant road-safety training.
- Daily walkaround checks, defect reporting, passenger safety and emergency response.
- Workshop, yard, wash-bay, chemical, manual-handling, PPE and equipment training as relevant.
- First aid, fire safety, toolbox talks and the Westway Academy.
- Manager briefings, appraisals, daily meetings and targeted coaching following incidents or telematics trends.

Westway will consult employees directly or through suitable representatives on matters that may substantially affect their health and safety, including changes to procedures, equipment, premises, working methods and training. Employees are encouraged to raise practical suggestions and will not be disadvantaged for reporting a genuine safety concern.

(L) Accidents, near misses, investigation and reporting

All accidents, injuries, work-related ill health, dangerous occurrences, vehicle incidents, spills and significant near misses must be reported promptly. Immediate action should first make the situation safe and prevent further harm.

1. Provide first aid or emergency assistance and contact the emergency services where required.

2. Notify the appropriate manager and preserve relevant evidence where safe to do so.
3. Record the event in the appropriate accident, incident, vehicle or environmental record.
4. Investigate proportionately to establish what happened, why it happened and what action is needed.
5. Complete corrective actions, communicate lessons and check that controls remain effective.

Westway will make reports under RIDDOR where the legal reporting criteria are met. Records will be handled confidentially and retained in accordance with legal and business requirements.

(M) Contractors, visitors, passengers and the public

Westway will take reasonable steps to protect people who are not employees but may be affected by our work. Contractors must be competent for the work, provide relevant risk information and cooperate with Westway site and emergency arrangements.

- Visitors will receive suitable information and supervision for the areas they enter.
- Passenger needs, including accessibility and safe boarding or alighting, will be considered in service planning.
- Work that could affect neighbours, pedestrians, other road users or the public will be planned to minimise risk and disruption.
- Subcontract transport providers will be expected to meet applicable legal, operator, vehicle, driver and safety standards.

(N) Monitoring, records and review

Health and safety performance will be checked through operational records and management review. The purpose is to confirm that controls are working, identify trends and make improvements rather than simply collect paperwork.

Review area	Examples of evidence
People and competence	Induction, licence and qualification checks, appraisals, training, toolbox talks and fitness-for-work concerns.
Vehicles and driving	Walkaround checks, defects, maintenance, tachograph information, telematics, assessments and incidents.
Premises and equipment	Inspections, fire and first-aid checks, equipment examinations, PPE, COSHH and contractor controls.
Events and learning	Accidents, near misses, complaints, spills, investigations, RIDDOR decisions and corrective actions.
Management review	Material risks, audit findings, outstanding actions, legal changes and resources.

This policy will be reviewed at least annually and sooner following a serious incident, material legal or operational change, significant audit finding, or change to the fleet, depot or working arrangements.

(O) Relevant legal framework

Westway will maintain awareness of the health and safety requirements relevant to its activities. The following list is indicative rather than exhaustive:

- Health and Safety at Work etc. Act 1974 and Management of Health and Safety at Work Regulations 1999.
- Workplace (Health, Safety and Welfare) Regulations 1992, Health and Safety (First-Aid) Regulations 1981 and Regulatory Reform (Fire Safety) Order 2005.
- Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR).
- Control of Substances Hazardous to Health Regulations 2002 (COSHH) and Personal Protective Equipment at Work Regulations 1992, as amended.
- PUWER, LOLER, Manual Handling, Display Screen Equipment, Work at Height, Noise and applicable electrical-safety requirements.
- Applicable road traffic, operator licensing, drivers' hours, tachograph and passenger transport requirements.