

Risk Assessment

Activity	Bus Driving (including driving under instruction)
Location	Edinburgh Bus Tours
Persons at Risk	Edinburgh Bus Tours Employees
Name of Assessor	Eilidh Lancashire - General Manager
Date	16/03/26

Ref No.	Description of Hazard	Risk Ranking (before controls)			Control Measures	Risk Ranking (after controls)		
		L	S	R		L	S	R
1. Fire	(In Service) <ul style="list-style-type: none"> If trapped driver/passengers could suffer fatal injuries from smoke inhalation/burns 	4	5	20	<ul style="list-style-type: none"> Drivers informed and instructed that the first priority is always to save lives and not to put passengers, the general public, or themselves at risk. Stop in a safe location to disembark Ensure that all passengers and pedestrians are aware of the situation and get them all to safety at least 100 metres away Dial 999 and ask for fire and rescue giving your location and supply any details requested, once you have dealt with the emergency services call Control on mobile not radio All buses are fitted with a small AFFF (foam) fire extinguisher which should be used to assist an escape. Not to be used on any electrical fires Do not return to the vehicle unless told it is safe to do so by emergency services 	1	5	5
	(In Depot) <ul style="list-style-type: none"> If trapped staff could suffer fatal injuries from smoke inhalation/burns 	4	5	20	<ul style="list-style-type: none"> During induction all staff are to be made aware of basic fire evacuation and activation procedures Fire awareness training should be repeated at 2 yearly intervals Regular fire drills to take place at all locations, across all shifts every 6 months Induction process should enquire if a personal emergency evacuation plan (PEEP) is required Fire Wardens are appointed for all areas Fire Risk assessments are undertaken for all premises 	1	5	5
2. Slips & Trips	<ul style="list-style-type: none"> Drivers may be injured if they trip over objects or slip on spillages Passengers may be injured if they trip over objects, slip on spillages or the bus moves off before they are seated 	4	4	16	<ul style="list-style-type: none"> Housekeeping will be of a high standard All areas will be well lit including stairs Appropriate footwear shall be worn at work Better housekeeping may be required for canteen and toilet facilities e.g. spills Any hazards such as torn carpets, defects to floor coverings, faulty lighting or pot holes etc. should be reported immediately to the Depot Manager or Facilities Manager and be conspicuously marked until repairs have been undertaken All buses are subject to daily cleaning Drivers informed to immediately report to Control any spillages on service Drivers will inform passengers to move luggage from gangway During periods of cold weather main traffic routes and pedestrian walkways within the depot will be gritted Drivers shall assess boarding passengers and allow time for vulnerable lower saloon passengers to sit and standing passengers to secure themselves using handrails 	2	3	6

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3. Manual Handling	<ul style="list-style-type: none"> Staff risk injury or back pain from lifting luggage or assisting disabled passengers 	4	3	12	<ul style="list-style-type: none"> Staff shall be reminded not to attempt to lift objects that look or appear too heavy to handle Manual handling technique training will be given to all relevant employees (<i>Type training for use of manual ramps will be given to existing drivers & all new starters WEF 1 July 2017</i>) If the driver believes that they are unable to offer help to a disabled passenger i.e. the lift would be beyond their lifting capability, they are an expectant mother or they feel the activity would put them at risk of injury, they would not be expected to put themselves at risk and will inform Control 	2	3	6
4. Driver Competence	<ul style="list-style-type: none"> Unqualified driver operating vehicle Disqualified driver operating vehicle Accidents through inexperience 	4	5	20	<ul style="list-style-type: none"> Drivers must hold a current PCV licence valid for the type of vehicle being driven All new drivers at EBT are assessed using the Competency Management System (CMS) which ensures knowledge, skills and behaviour training is provided including utilising a buddy system to gain experience Driver's Licences and CPC cards are checked every 6 months All drivers must have the full Driver CPC and take 35 hours of periodic training every 5 years to stay qualified 	1	5	5
5. Roadworthiness of Vehicle	<ul style="list-style-type: none"> Risk of catastrophic vehicle failure 	4	5	20	<ul style="list-style-type: none"> All vehicles are maintained to a standard which exceeds the Vehicle Operator Service Agency (VOSA) minimum requirements and ensures that they remain safe, reliable, clean and presentable Drivers are required to carry out Daily 'Vehicle First Use Inspections' from a place of safety in accordance with Lothian Buses procedures Defect reporting procedure in place. Drivers to immediately advise Control any issue affecting roadworthiness or health 	1	5	5
6. Impaired Driving Performance	<ul style="list-style-type: none"> Illness 	3	5	15	<ul style="list-style-type: none"> Driver must notify EBT of any illness or medical condition immediately Replacement and or cover provided 	2	4	8
	<ul style="list-style-type: none"> Distraction 	4	4	16	<ul style="list-style-type: none"> Passengers are informed by signage that they must not distract the driver by talking to him/her unnecessarily The driver is prohibited from using any mobile telephone or other electronic device for any purpose while vehicle is in motion 	1	4	4
	<ul style="list-style-type: none"> Fatigue 	4	5	20	<ul style="list-style-type: none"> The Company will ensure Drivers Hours are limited and monitored to comply with the EU Regulations. Routes are carefully planned taking into account distance and time required for each leg of the journey 	1	5	5
	<ul style="list-style-type: none"> Stress 	4	4	16	<ul style="list-style-type: none"> EU Regulations regarding drivers' hours and daily rest periods and driving breaks are adhered to Ensure staff understand what their duties and responsibilities are Ensure dignity at work policy is understood and displayed, remind staff that they can speak confidentially to manager or supervisors (on a no-blame basis!) if they are feeling unwell or ill at ease because of work Remind staff of the availability of counselling 	2	4	8
	<ul style="list-style-type: none"> Influence of alcohol or drugs 	4	5	20	<ul style="list-style-type: none"> The Company has implemented policies for the prevention and detection of impaired driver performance due to the effects of alcohol, and prescribed and illegal drugs which includes regular random testing 	1	5	5

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7. Lone Working	<ul style="list-style-type: none"> Staff could suffer injury or ill health while working alone in a bus 	4	5	20	<ul style="list-style-type: none"> Good communications including radio with emergency call feature linked direct to 24-hour Control will be in place at all times Drivers informed they must call Control if unfit to continue All vehicles are fitted with CCTV to provide additional security 	1	2	2
8. Workplace Transport	<ul style="list-style-type: none"> Collision between moving vehicles Collision between moving vehicles and pedestrians Collision between moving vehicles and property 	5	5	25	<ul style="list-style-type: none"> Reference shall be made to Workplace Transport Risk Assessment No reversing of large vehicles shall take place without the use of a trained banksman. Should there be, due to unforeseen circumstances, a requirement to reverse a large vehicle on service, prior authorisation shall be sought from Control Drivers will observe the 10-mph speed limit, pedestrian walkways and crossings and all depot traffic signage at all times When in areas where traffic movements are likely, mobile phones may only be used when inside a designated pedestrian walkway, pavement or a place of safety i.e., a building etc. Never drive any vehicle in any depot while using a hand-held mobile phone FUI tablets/phones can only be used to record exterior defect photos when stationary in a safe location <i>reviewed 18/02/2022</i> Earphones must never be worn in any areas where traffic movements are likely Trained banksmen shall be operational in all garages All doors on bus must be closed prior to moving off at all times. The only exception is for testing of door safety system as required by vehicle examination process (ensure no one is standing on platform or attempting to board) <i>reviewed 18/05/2021</i> Anyone travelling on a bus must either be seated or holding on at all times whilst the bus is in motion <i>reviewed 18/05/2021</i> 	1	5	5
9. Access to Vehicle Controls and Equipment	<ul style="list-style-type: none"> Risk of tampering and unauthorised use of vehicle or equipment 	3	5	15	<ul style="list-style-type: none"> Drivers are required to carry out Daily 'Vehicle First Use Inspections' in accordance with Lothian Buses procedures Vehicles which are to be left unattended in depots must have the engine turned off with neutral selected, the handbrake applied and lights turned off If a vehicle must be left unattended on service e.g., toilet breaks, engine must be switched off, neutral selected and the handbrake applied. Ticket machine to be locked off and the doors closed 	1	5	5
10. Vehicle accidents or break-downs	<ul style="list-style-type: none"> Risk of injury to driver or passengers following an accident or breakdown Driver may be asked to assist company breakdown engineer 	4	5	20	<ul style="list-style-type: none"> Emergency and breakdown procedures are included within Competency Management System (CMS) which ensures knowledge, skills and behaviour training is provided Good communications including radio with emergency call feature linked direct to 24hour Control will be in place at all times. Control will advise on procedure to be followed Drivers must advise Control of vehicle defects/warnings and only access external panels/areas if advised to do so by Control Emergency contact details on reverse of route time boards Passengers will be removed to a place of safety Driver must be provided with Hi-viz vest or jacket if required to assist engineer 	1	5	5

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11. Other Road Users	<ul style="list-style-type: none"> • Risk of collision with vehicle whilst bus is in motion, with possible subsequent injury to staff and passengers • Risk of stationary bus being struck by another vehicle 	4	4	16	<ul style="list-style-type: none"> • Competent, well-trained drivers • Signs displayed on buses directing passengers to remain seated whilst vehicle is in motion • Driver ensures vehicles are sufficiently pulled in at bus stops from moving traffic • Vehicle lights maintained in working order and hazard warning lights fitted in accordance with Legal requirements 	2	4	8
12. Adverse Weather and Driving Conditions	<ul style="list-style-type: none"> • Drivers being unaware of adverse weather conditions which may lead to vehicle accidents • Adverse traffic conditions leading to service disruption which may lead to upset passengers 	4	3	12	<ul style="list-style-type: none"> • Control will monitor weather & traffic reports for news of adverse conditions and congestion and advise accordingly • Drivers should relay weather and traffic information to Control to keep them informed of current situation • Drivers should be prepared for bad weather or emergencies by having some water and food such as chocolate with them 	2	3	6
13. Anti-Social Behaviour	<ul style="list-style-type: none"> • Work-related violence (also may be related to cash handling) • Injuries from objects thrown at the bus • Injuries from glass splinters and glass particles • Driver not in full control of vehicle • Property damage • Physical injury to passengers or the general public 	4	4	16	<ul style="list-style-type: none"> • Drivers will receive regular conflict management training • Drivers advised to remain in cabs and avoid direct conflict situations • All buses, where a risk has been identified, are fitted with assault screens • All buses have push button assault alarms, CCTV and radio with emergency call feature linked direct to 24-hour Control • Any employee subjected to acts of violence will be informed of the availability of counselling • Drivers informed to call Control if anything has been thrown at the bus or any damage has been observed • On the vast majority of vehicles drivers have no access to cash • Staff are informed not to try and be a hero in a robbery situation but to hand over cash if threatened and attempt to get a good description of the assailant • Drivers will not touch any broken glass • The driver will ask passengers to move away from any damaged area or broken window • Drivers must not get distracted by anti-social passengers, call Control for assistance 	2	4	8
14. Hazardous Substances	<ul style="list-style-type: none"> • Needle stick injuries • Risk of infection from contact with bodily fluids 	3	4	12	<ul style="list-style-type: none"> • Drivers will be instructed and informed NEVER to put their hands anywhere where there is likelihood of concealed sharp objects • Control must be contacted immediately any sharps are discovered on the vehicle • Only trained employees, with suitable PPE, appropriate tools, and approved sharps bin will be allowed to remove blooded or sharp objects • Buses soiled with blood, vomit or other bodily fluids, human or animal urine/excrement must be removed from service without delay 	1	4	4
	<ul style="list-style-type: none"> • Staff may suffer respiratory discomfort and ill-health if subjected to prolonged exposed to diesel engine exhaust emissions (DEEEs) 	4	4	16	<ul style="list-style-type: none"> • Engines are switched off and excessive idling avoided during 'run in' and 'run out'. Roof fans are activated for entire period • Main garage doors are open 24 hours 	1	4	4

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15. Travelling to and from changeover points	<ul style="list-style-type: none"> Slips, Trips & Falls Work-related violence Exposure from inclement weather Collisions between employees and vehicles 	3	4	12	<ul style="list-style-type: none"> Drivers will be instructed and informed to wear appropriate footwear, to look where they are going at all times, obey all traffic/tram signage and report any defects on the carriageway Employees should remain on designated walking routes. Take care when crossing the public highway or at tram crossing points Drivers receive regular conflict management training Any member of staff who has been assaulted should report it to the police and garage at the earliest opportunity Any employee subjected to acts of violence will be informed of the availability of counselling Certain changeover points will be serviced by Company vans during unsociable hours Reasonable adjustments will be made for any staff with a disability 	2	2	4
16. Driving Under Instruction	<ul style="list-style-type: none"> Vehicles being driven by untrained employees Injuries due to instructor or other driver trainees becoming unseated within moving vehicles during manoeuvres Collisions with vehicles, pedestrians or stationary objects Vehicles being driven by untrained employees Injuries due to instructor or other driver trainees becoming unseated within moving vehicles during manoeuvres Collisions with vehicles, pedestrians or stationary objects 	4	5	20	<ul style="list-style-type: none"> A competent instructor will train all trainee drivers Anyone operating in an instructing or observation capacity must ensure all trainee drivers hold the relevant provisional licence and undergo familiarisation training on the vehicle The driving instructor should only leave his seat whilst the vehicle is in motion if an emergency occurs and/or they need to take control of the vehicle to maintain the safety of the vehicle, its passengers, other road users and/or pedestrians The Driving Instructor will ensure that all other trainee drivers travelling in the vehicle are seated and remain seated, whilst the vehicle is in motion at all times No trainee driver will undertake any vehicle manoeuvres without direct supervision Any learner drivers along with the instructor will wear high visibility clothing at all times when undertaking marshalling duties, within the garage and on the public highway The driving instructor during his pre-use inspection will ensure the vehicle is in a safe condition and the interior is free from any slip, trip, or fall hazards. If any hazards are present the instructor should ensure the problem is rectified before putting the vehicle into use 	2	4	8
17. Welfare Facilities	<ul style="list-style-type: none"> Inadequate welfare/working arrangements can result in unhygienic conditions and ill health 	3	3	9	<ul style="list-style-type: none"> Route risk assessments should be provided for all service journeys to include the location/availability of welfare facilities for the duration of scheduled shifts Suitable sanitary disposal arrangements must be provided at these locations for female drivers Where there are no obvious welfare facilities at either terminus point, arrangements shall be made to identify alternative arrangements 	2	1	2

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18. Terrorism	<ul style="list-style-type: none"> Dealing with suspicious packages 	3	5	15	<ul style="list-style-type: none"> If any suspect items are discovered during on a vehicle employee advised to adhere to the HOT procedure: <ul style="list-style-type: none"> Is the item Hidden – i.e. placed where it will not be seen or noticed as unusual Is the item Obviously suspicious – e.g. by physical appearance or by placement Is the item Typical – i.e. is the item something you would expect to see in that place at that time of day? If it is perceived that the item poses a threat: <ul style="list-style-type: none"> Do not touch the item and prevent others from touching it Evacuate the bus or area in a safe a controlled manner to a safe distance of at least 100m (out of line of sight if possible) Make a call to the emergency services on 999 or the Anti-Terrorist hotline on 0800 789 321 and then call Control Do not return to the vehicle 	1	5	5

Key: Risk Ranking = Likelihood x Severity

Likelihood:

- 1 = Very unlikely
- 2 = Unlikely
- 3 = Fairly unlikely
- 4 = Likely
- 5 = Certain

Severity:

- 1 = No injury or illness
- 2 = Minor injury or illness
- 3 = Up to 7 days absence
- 4 = Over 7 day absence
- 5 = Fatality

Residual Risk (after controls):

- 17-25** = Unacceptable Risk
- 10-16** = High Risk
- 5-9** = Medium Risk
- 1-4** = Low Risk

Score 17-25 Unacceptable Risk

Stop activity immediately and review controls

Score 10-16 High Risk

Implement existing controls and look to improve on them within specified timescale

Score 5-9 Medium Risk

Implement existing controls and look to improve

Score 1-4 Low Risk

No further action required ensure controls maintained

Are Any Additional Precautions Required?

Managers of the location should add any additional precautions required at their location/garage to reflect any specific hazards not covered within this generic document (If Any)

Sign off and Approval

Conducted by:

Names: Eilidh Lancashire

Positions: General Manager - EBT

Date: 13/03/26

Signatures: Stuart Rollo

Approved by:

Name: Stuart Rollo

Position: Health & Safety Manager

Date: 16/03/26

Signature: Stuart Rollo

Review period: 1 year

Next review date: Mar 2027