

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

This Policy applies to all staff, whether they are required to drive vehicles as an integral part of their work or whether they 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 Pyramid Builders Ltd believe in investing time/money in regularly reviewing and developing safety objectives to ensure equipment is in good condition/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.
- Serviced regularly and in roadworthy condition.
- Has a valid MOT, is taxed and insured.
- 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 (Not all applicable to PBL):

Requirement	HGV	PCV	Van	Car	P2W
Passenger Numbers	Maximum 2, must be over 18 years old.	Vehicle variances, 9 to 16.	Maximum 2.	Maximum 4.	Maximum 1.
Passenger embarkation and disembarkation	Climb up to the passenger side of the cab using the step and handle provided.	Use side/rear doors. Driver should wait for passengers to be seated before moving.	Enter and exit the vehicle using the passenger side door of the van.	Use passenger doors.	Driver mounts and dismounts passenger to stabilise vehicle.
Safety instructions, including seatbelts	If provided, seatbelts must be worn. Ensure all couplings are secure before moving the vehicle.	Passengers must use age appropriate seats and belts. Advise passengers to stay seated while the vehicle is in motion. Front seat passenger air bag must be switched off if child seat in use.	Passengers must use age appropriate seats and belts. Front seat passenger air bag must be switched off if child seat in use.	Passengers must use age appropriate seats/belts. Front seat passenger air bag must be switched off if child seat in use. Ensure child locks are on to stop doors being opened while vehicle is in motion.	Required protective clothing: CE approved crash helmet Recommended. Protective clothing: Gloves, suit, long sleeved top, trousers, closed toe shoes.

Requirement	HGV	PCV	Van	Car	P2W
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.	Driver must ensure ramps/lifts for wheelchairs are serviced regularly. If potentially transporting disabled passengers, driver must check facilities are working before journey. Store wheelchairs, frames etc securely.	Children must use age appropriate car seats and belts. Rear facing baby seats and use of Isofix points improve safety.	Children must use age appropriate car seats and belts. Rear facing baby seats and use of Isofix points improve safety.	Passengers must use the handlebar at the rear of the passenger seat to hold on during travelling or hold both arms around the driver's waist. Passengers should gently lean to the side that the vehicle is steering when the vehicle turns.
Safe parking procedures	Use reversing cameras, 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.	Use reverse cameras, sensors and warning equipment. Park in designated spaces. Adhere to Highway Code rules. If disabled passengers onboard, use disability parking bays where available. Allow space to lower ramps and wheelchair equipment.	Park considering the size of the vehicle and impact on other cars parked nearby. Adhere to the Highway Code rules.	If children are onboard, use family parking options / spaces where available. Park in designated parking spaces. Adhere to Highway Code rules.	Park in designated P2W parking areas where available. Use a heavy-duty tyre lock or similar to secure the vehicle. Adhere to the 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 company.	Find a safe place to stop and leave by the nearest exit including passengers. Inform Emergency services and company.	Find a safe place to stop and leave by the nearest exit including passengers. Inform Emergency services and company.	Find a safe place to stop and leave by the nearest exit including passengers. Inform Emergency services and company.	Find a safe place to stop and climb off. Inform Emergency services and company.

Requirement	HGV	PCV	Van	Car	P2W
Passenger Conflict Action	Find a safe place to leave the main road and stop the vehicle. Turn off the engine, remove the vehicle keys and ask the passenger(s) to disembark. Proceed to exit the vehicle to assess the situation on ground level.	Find a safe place to leave the main road and stop the vehicle. Turn off the engine. Ask passenger(s) in conflict to disembark the vehicle to resolve the issue outside of the vehicle and away from other passengers.	Find a safe place to leave the main road and stop the vehicle. Turn off the engine, remove the vehicle keys and ask the passenger(s) to disembark. Proceed to exit the vehicle to assess the situation on ground level.	Find a safe place to leave the main road and stop the vehicle. Turn off the engine, remove the vehicle keys and disembark if space is needed to assess the situation.	Find a safe place to leave the main road and stop the vehicle. Turn off the engine. Ask the passenger to dismount. Remove protective headwear and assess the situation.

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 Checks

In the main, Pyramid Builders Ltd 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.

Liam Clear
 Managing Director
 Pyramid Builders Ltd

September 2023



