

Urban Transit Solutions Ltd

Health and Safety Policy

Policy owner: Director / Operations Manager | Version 1.0 | Date: 05 July 2026

1. Policy Statement

Urban Transit Solutions Ltd is committed to providing safe, lawful and well-managed passenger transport services. The company will take all reasonably practicable steps to protect passengers, staff, drivers, passenger assistants, contractors, members of the public and anyone affected by its operations.

The company will comply with applicable health and safety legislation, licensing requirements, safeguarding requirements, contract requirements, TfL private hire operator obligations and any route-specific risk controls required by commissioners or clients.

2. Scope

This policy applies to all company transport operations, including office administration, route planning, driver and passenger assistant onboarding, passenger collection and handover, vehicle checks, lone working, incident management, emergency response and contract delivery.

3. Responsibilities

- Director / Operations Manager: overall responsibility for health and safety arrangements, policy review, route risk assessment oversight, incident escalation and ensuring suitable resources are available.
- Drivers, passenger assistants and contractors: must follow route instructions, licensing conditions, safeguarding requirements, vehicle safety checks, incident reporting procedures and lawful driving obligations.
- All personnel: must take reasonable care of their own safety and the safety of passengers and others, report hazards promptly, and cooperate with company procedures.

4. Risk Assessment and Route Planning

- Route and passenger risk assessments will be completed or reviewed where required by the nature of the journey, passenger needs, commissioner requirements or a change in circumstances.
- Risk controls may include suitable vehicle selection, agreed collection and handover points, passenger assistant provision, communication arrangements, emergency contacts, timing controls and safeguarding instructions.
- Risks will be reviewed following incidents, complaints, safeguarding concerns, missed collections, breakdowns, changes to passenger needs or changes to route conditions.

5. Vehicle and Journey Safety

- Vehicles used for contracted services must be licensed, roadworthy, insured, clean and suitable for the passenger journey being undertaken.
- Drivers must complete basic pre-journey checks and must not operate a vehicle they reasonably believe to be unsafe.
- Seatbelts, child restraints, wheelchair restraints or other journey-specific equipment must be used where required and in line with legal and contract requirements.
- Drivers must not use handheld mobile phones while driving and must follow road traffic law, speed limits and safe parking/collection arrangements.

6. Staff Competence, Vetting and Training

- Relevant drivers, passenger assistants and personnel will be checked, licensed, vetted and trained in accordance with the role, legal requirements and contract requirements before working on council routes.
- Training and awareness will cover safeguarding, safer recruitment, incident reporting, emergency procedures, data protection, equality and dignity, passenger conduct and route-specific instructions as relevant.
- Records of licences, DBS checks where required, training, route instructions and acknowledgements will be retained and made available where required by the contract.

7. Incident, Accident and Near Miss Reporting

- All accidents, incidents, safeguarding concerns, near misses, vehicle defects, failed collections and significant delays must be reported promptly to the Director / Operations Manager.
- Immediate risks to life, health or safety must be escalated to emergency services without delay.
- Incidents will be recorded, reviewed and used to update risk assessments, route controls, training and operational procedures.

8. Emergency and Business Continuity Arrangements

- The company will maintain emergency contact arrangements for live transport operations and will follow escalation procedures for breakdowns, traffic disruption, medical emergencies, missing passengers, safeguarding issues and severe weather.
- Business continuity controls include alternative communication routes, route prioritisation, commissioner/client notification, incident logging and review of service disruption risks.

9. Welfare, Equality and Safeguarding

Health and safety arrangements will be delivered alongside the company's safeguarding, safer recruitment, equality, lone working, driver conduct, incident reporting, complaints, risk assessment and business continuity policies. Passengers must be treated with dignity, respect and appropriate care, especially children, adults at risk and passengers with additional needs.

10. Monitoring and Review

This policy will be reviewed at least annually and sooner following a significant incident, change in legislation, change in contract requirements, enforcement notice, route risk change or operational change. The Director / Operations Manager is responsible for maintaining this policy and associated records.

Declaration

Signed electronically for and on behalf of Urban Transit Solutions Ltd:

Mohamoud Mohamed, Director

Date: 05 July 2026