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	Safety Statement

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1.1 APPLICATION

ABC Company is a Taxi Hire business. By its nature this is a 24 hour operation and the various hazards that are encountered by staff are covered in this Safety Statement insofar as is reasonably practicable.

ABC Company engages several owner drivers and it is expected that they will adhere to the safety rules and advice set out in this Safety Statement. The Safety Statement is made freely available to all persons who work from our premises.

It should be noted that in terms of Safety we do not make any distinction between Hackney Drivers and Taxi Drivers.

This Safety Statement has been developed to assist ABC Company Ltd comply with relevant H&S standards and to ensure that clients and Drivers/Staff are fully aware of ABC Company Ltd's commitment to high standards in H&S.

1.2 OBJECTIVES OF THE SAFETY STATEMENT

To provide a reference for the policies and procedures used in house. It is also used to assess and audit the levels of health and safety being achieved.

To provide evidence that the policies and procedures to ensure health and safety objectives are met and have been thought out and documented in order to help those who must execute them.

To provide a control document to record the pertinent changes to the Company Safety Statement, which become necessary due to the changing business environment.

To help identify training requirements that needs to be fulfilled in order to generate suitably qualified personnel to carry out the policies and procedures contained within the document.

To provide assurance that compliance with legal requirements for health and safety are being met or exceeded.

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1.3 COMPANY SAFETY STATEMENT

The general Statement on this page sets out the Safety Policy of ABC Company Ltd.

It is this Company's intention that its work will be carried out in accordance with the relevant statutory provisions of the Safety, Health & Welfare at Work Act 2005, the Safety, Health & Welfare at Work (General Application) Regulations and any other applicable regulations from those implemented in 2007. All reasonable practicable measures will be taken to minimise risk to Drivers/Staff or others who may be affected by company activities.

Manager 2 has appointed Manager 1 as having responsibility for managing Health, Safety & Welfare. Reference should be made to Manager 1, in the event of any difficulty arising in the implementation of this policy. Manager 2 will have ultimate responsibility for ensuring that the provisions of this Safety Statement are implemented.

The Success of the policy will depend on the co-operation of all Drivers/Staff. It is therefore important that you acquaint yourself will all areas of the Safety Statement. You should ensure that you understand your role and the overall arrangements for Health & Safety within the Company and within your individual area. You should also be aware that you have an obligation to take care of your own safety and that of others that might be affected by your actions.

Signed: _____
 Manager 2

Date: _____

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2.2 Manager 2

- ❑ Manager 2 will be responsible for implementation of the procedures within the Safety Statement.
- ❑ Manager 2 bears the ultimate responsibility for ensuring that staff are given correct information and training for them to do their job effectively.
- ❑ Manager 2 is also responsible for ensuring that staff are supported in enabling them to reach the correct decisions in respect of health and safety matters.
- ❑ Supervise the Company Health and Safety programme.
- ❑ Review all safety rules bi-annually and, when necessary, recommend suitable changes.
- ❑ Investigate all major accidents and damage to Company property and recommend action.
- ❑ Ensure that accident records are maintained.
- ❑ Ensure that records of hazards/near miss reports are maintained.
- ❑ Ensure that the systems for ensuring that fire precautions are adequate.
- ❑ The Health, Safety, and Welfare of all Drivers/Staff are not compromised when all other performance standards are set.
- ❑ That adequate funding is reserved to meet regulatory needs of safety and health.
- ❑ That management will lead by example in adhering to stated policies to achieve the Company's aim to reduce accidents and health exposures.

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2.4 Dispatchers, Etc.

Dispatchers are responsible for ensuring that a driver has as much information as possible about the pick-up and that accurate records are maintained of all activities.

Dispatchers must take part in the Skills Development Program under the auspices of the Taxi Regulator.

SPECIFIC RESPONSIBILITIES

- ❑ Ensure that all procedures are complied with for all new drivers.
- ❑ Implement an efficient communication procedure so that all Drivers and other Staff are aware of workplace standards as measured against the Company's Safety Policy and are provided with information on accidents and other safety, health and welfare information.
- ❑ Ensure that all Drivers/Staff directly under your control are aware of their specific responsibilities.
- ❑ Provide assistance to staff in carrying out their responsibilities, particularly in determining the most appropriate order and methods of working.
- ❑ Allocate work in such a way that health and safety standards are not compromised.
- ❑ Know the location of the First Aid Box.
- ❑ Ensure that you know the procedure in the event of a fire.
- ❑ Report any accident or damage, however minor, to senior management.
- ❑ Commend Drivers/Staff who by action or initiative eliminate hazards.

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2.5 Drivers/Staff or Contract Drivers

- ❑ All Drivers/Staff are to co-operate with management in the wearing of the correct safety equipment, using the appropriate safety devices and following proper safe systems of work.
- ❑ All Drivers/Staff are to co-operate in the investigation of accidents and the reporting of them and also the reporting to their supervisors of any local hazards of which they become aware.
- ❑ All Drivers/Staff will be encouraged to promote ideas on the improvements of health and safety standards and also provide suitable suggestions for reduction in risks.
- ❑ All Drivers/Staff are forbidden to interfere with or misuse any specified items of safety equipment or any safety device.
- ❑ All Drivers/Staff are required to take care of their own health and safety and they should not indulge in horseplay, wilful unsafe acts or carry out or play practical jokes on other Drivers/Staff.
- ❑ Drivers/Staff found guilty of wilful unsafe acts may be liable to summary dismissal.
- ❑ Drivers/Staff are advised that strict requirements under the Health and Safety at Work Act can be used by the enforcing authorities against such persons if found guilty of reckless behaviour.
- ❑ Do not smoke in designated "No Smoking" areas and dispose of spent matches, cigarette ends etc. properly.
- ❑ Know the location of the First Aid Box.
- ❑ Ensure that you know the procedure in the event of a fire.
- ❑ Report any accident or damage, however minor, to management.

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3.6 FIRST AID

CONTROL MEASURES

The first aid box should be suitably marked and easily accessible.

The exact location of the First Aid box must be known by all Drivers/Staff and a specific notice, identifying its whereabouts, must be posted to include names of qualified First Aiders.

It is the company's policy that First Aiders shall be appointed who have certificates of qualifications in Occupational First Aid to ensure adequate cover for all activities.

The first aid boxes are suitably marked and easily accessible. The location is follows;

- ❑ **Main Office Area**
 - ❑ **Each Car/Vehicle (Small kit)**
- ❑ The First Aid Boxes is inspected on a weekly basis by Manager 1. This check and replenishment is recorded and kept on file.
- ❑ When Drivers/Staff are visiting at a Client or 3rd party premises, they shall seek the advice and assistance of the Client First Aider if necessary.
- ❑ It should be noted that First Aiders are not empowered to dispense analgesics, pills, or medications. Supplies of such items will not be in first aid boxes. Individual Drivers/Staff who believe they might have a need of these items must be responsible for their own supplies.

Names of First Aiders

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3.11 DRUGS AND ALCOHOL POLICY STATEMENT

ABC Company Ltd recognises that alcohol, drugs, or other substance abuse by individuals can have an adverse effect on their ability to perform work and consequently put themselves, the Company and others at significant risk.

All Drivers/Staff, Contractors, Sub - Contractors and Visitors must be able to perform their duties whilst on company business, or when they are in Company premises/ work areas in such a manner that will not affect their safety or the safety of others by acts or omissions.

If the Company has reasonable grounds to suspect that a Driver, Staff Member or Contractor or Sub Contractor is under the influence of alcohol or drugs (illegal or misused legal substances), disciplinary action will be taken which may lead to dismissal of the individual concerned.

The possession, distribution or sale of drugs or any associated materials whilst you are on company property, company owned vehicles or other off site locations, will lead to disciplinary action being taken.

At all times Drivers must fully adhere to the any legislation relating to Substance abuse and driving.

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4.3 ACCESS AND EGRESS

HAZARDS

Inadequate access and egress facilities can result in:

- Restriction of an orderly evacuation of the premises
- Trips and falls
- Obstruction of emergency exits

RISK ASSESSMENT:

Likelihood	Severity	Risk Value
Score =	Score =	Result =

CONTROL MEASURES

All vehicles outside the premises shall be parked safely to avoid obstruction.

All doors and access points shall be kept clear and maintained.

All passageways shall be kept clear of obstruction.

All floor covering and surfaces shall be kept clean and in good condition.

Adequate lighting shall be provided at all entry, exit points and along corridor and passageways.

Waste shall be removed regularly and systematically stored in a secure place until collected for disposal.

It is vital that all fire escape routes are not obstructed at any time.

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4.4 HOUSEKEEPING

HAZARDS

Poor housekeeping can pose a wide variety of risks to health and safety.

- Trips:- Materials left lying in the open
- Slips:- On a greasy floors, slippery material strewn around
- Falls:- Use of materials for accessing higher work areas.
- Collisions:- Blockage of access aisles with materials
- Objects falling on people:- Improper stacking of materials
- Fire:- Inadequately and infrequent disposal of combustible rubbish.

Risk Assessment:

Likelihood	Severity	Risk Value
Score =	Score =	Result =

CONTROL MEASURES

Staff will ensure that access routes are planned, and storage is programmed to ensure that excess materials are not stored on site, storage areas are defined, staff/sub-contractors are made aware of the Company requirements with regard to storage, clearing up and tidiness.

Drivers/Staff must maintain the workplace in a tidy condition at all times.

Drivers/Staff will ensure that all waste materials in and around the premises are cleared and disposed of safely.

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4.7 OFFICES

HAZARDS

- While office work may not be considered as a high-risk activity unsafe work systems and layout may result in injury or illness.

RISK ASSESSMENT:

Likelihood	Severity	Risk Value
Score =	Score =	Result =

CONTROL MEASURES

- Adequate office space is allocated for the working personnel.
- All furniture, fittings and equipment shall be arranged so that staff can move about without collision with sharp corners of desks etc.
- Only one drawer of a filing cabinet shall be opened at any one time. All drawers should be closed after use.
- Sufficient lighting and ventilation shall be provided.
- Electric or telephone cables shall not trail unprotected across the floor. Cable covers shall be supplied and used.
- Chairs desks or drawer should never be used to access higher areas. Step ladders shall be used.
- All items stored above head level shall be stored properly to prevent falling.
- The mains power supply shall be disconnected before attempting to move electrical equipment.
- All damaged floor covering, furniture equipment or machinery shall be reported, replaced, or repaired.
- Before using chemicals (e.g. photocopier toners) read the instructions on the container and avoid contact with skin or clothing.
- Floor areas shall be kept clear of materials and litter.

Dangerous waste e.g. broken glass, bulbs, shall be properly disposed of.

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4.13 Safety in client and other premises. (Relevant when waiting on pickups, parcels, etc).

Risks Identified

Likelihood	Severity	Risk Value
Score =	Score =	Result =

Each individual customer site may have additional hazards, over and above the hazards identified in this Safety Statement.

It is the responsibility of the person(s) in charge of the premises (or someone that they appoint) to provide information about all specific hazards on the premises, and the steps that must be taken to deal with these hazards.

Typical safety-related information could include:

- Any specific safety arrangements for those working on the premises;
- Location of toilets, washing facilities, eating (canteen) facilities;
- Fire and other emergency arrangements;
- Client contacts (e.g. safety personnel, first aid personnel, etc.)
- Personal Protective Equipment (PPE) requirements
- On receipt of this information, and/or based on an inspection of the site, the Manager 1 will:
 - Identify any additional safety measures that are required;
 - Communicate these measures to all appropriate staff;
 - Ensure that any required additional information, training, personal protective equipment, etc. are provided.

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4.14 Driving for work

Risk Assessment

Likelihood	Severity	Risk Value
Score =	Score =	Result =

Hazards

- Personal Injury from inadequate maintenance / Checks on Company Vehicles
- Damage to property from inadequate maintenance / Checks on vehicles

DESCRIPTION

Five main hazards are addressed under the risk assessment: Road Traffic Accident, Manual Handling, Wheel Change, Mobile Phones and Vehicle Maintenance.

HAZARDS

1. Road Traffic Accident – Injury due to collision

CONTROL MEASURES

- Only suitably qualified and insured employees may operate company vehicles.
- They must always be driven within the rules of the road and the law.
- They must have a recorded and scheduled programme of maintenance, and must hold DOE certificates as necessary.
- No hitchhikers may be picked up at any time.
- Any breach of Road Traffic Acts will be treated with the utmost severity.

2. Manual Handling – Injury due to lifting and carrying.

RISK ASSESSMENT:

Likelihood	Severity	Risk Value
Score =	Score =	Result =

CONTROL MEASURES

- Good manual handling practice must be exercised in loading and unloading of the vehicle.
- Be very aware of your own capabilities

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4.16 Violence and Aggression

Risks Identified

Likelihood	Severity	Risk Value
Score =	Score =	Result =

Difficult customers and others such as members of the general public can expose staff to a risk of violence. The following steps are taken by the Business to minimise this risk.

It is the policy of ABC Company not to have staff working alone, except when this cannot be avoided. In general there will be at least two members of staff on hand at all times.

Staff are given the following guidelines in dealing with potential robbery and aggression/violence situations:

- Always keep aware of customers or other individuals who may become violent or threatening
- Never argue or otherwise engage with someone who shows signs of violence
- If someone becomes aggressive or violent, obtain assistance. Never attempt to get involved directly or to restrain the person.
- If attacked, withdraw from the confrontation if possible.
- If and when it is safe to do so, raise the alarm.

Robbery/ Attempted Robbery

Robbery of cash and other valuable items can expose staff to a risk of violence. The following steps are taken by the Business to minimise this risk.

It is policy to put measures in place to minimise the risks to staff from robbery. These include:

- Minimising the quantities of cash and other valuable items held;
- Putting appropriate entry and security safeguards in place.
- Staff are given the following guidelines in dealing with potential robbery situations
- If a robbery is attempted, even by someone who appears to be unarmed:
 - Do not offer any resistance, do not provoke the attacker
 - Give the attacker whatever they demand
 - If and when it is safe to do so, raise the alarm.

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4.17 SPECIFIC TAXI DRIVING HAZARDS

Hazards Identified

Multi-hazard as per items below.

Risks Identified

Likelihood	Severity	Risk Value
Score =	Score =	Result =

Control Measures and Advice to Drivers

The nature of the Taxi Drivers Job is prone to hazard due in part to the following:

- You work alone
- You work all types of long, 12 hour shifts
- You work in isolated areas.
- You always have ready cash
- You are always dealing with strangers.
- The very nature of your business, service, requires you to deal with everyone.
- Occasionally, you have a language barrier, which is difficult to deal with.
- Racism can play a factor

Some basic Safety Rules and Guides to Learn.

Radio and the dispatcher

- The most important piece of equipment in your taxi is your radio, as it connects you to your dispatcher. The dispatcher is "your lifeline".
- They are the ones who will get you help if you are in trouble.
- They are the ones who will give you accurate information when you need it.
- They are the ones who will "sense" when you are in trouble and assist you.
- They are the ones who will dispatch you for trips in a fair and equitable manner with all the other drivers.
- They are the ones which will keep you informed on what is happening.
- Have a good relationship with all dispatchers - you need them on your side.

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Always keep you doors locked.

This is extremely important if you are sitting at a rank, or on the street. Often you may be reading a paper or book while waiting for that next trip, and you sure don't want someone to come up beside you on foot without you noticing them and jerking open your door and attacking you. This also provides you the method to force the customer into the rear seats if you wish, or to ensure they sit on the right side of the rear seat, not behind you if at all possible. The idea is not to be taken by surprise.

Be extra careful late at night

The most dangerous hours for you to operate in are between 6:00 pm in the evening and 6:00 am in the morning. In particular, the darkest hours between 12:00 midnight and 04:00 am. Most assaults and robberies committed against taxi drivers occur during these late hours. At this time of the night, there a few people around as witnesses, and many of your customers will have been drinking.

Be aware of passengers who give you "vague" instructions

It is of utmost importance that you insist on your customer giving you a "fixed destination" as to where they are going, before you start driving away.

If they are unsure, read this as a sign that you should be very alert to what they are up to. If they tell you to "just start driving - we will tell you the way", this is a classic danger signal to you. Just simply do not move and politely advise them that the "company's policy" requires you to get an exact address.

Then when they do give it to you or what is alleged to be the address, use your radio to advise the dispatcher of the destination address. This will serve three purposes: it will alert the dispatcher you have a problem, it will appear that you are telling the truth about company policy, and it will give the passenger the understanding that your dispatcher and others know where you are going. If the passengers still refuse, then do not give them a ride!

Should the passengers suddenly direct you to take a different route or turn here-turn there routine, this is a danger sign and you should immediately alert your dispatcher to the change of address. Your level of danger alert should be very high at this time.

Be careful of passenger seated behind you (Primary danger Zone)

Never let passengers sit directly behind you, if at all possible. This is your primary danger zone. 80% of all assaults are launched from the seat directly behind you, the driver. You cannot see behind you. Ask the person to move over to the right side of the seat, use any

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boot if need be. Keep your vehicle running, this way if things go bad you can simply step on the accelerator and get out of harms way.

Know your location at all times.

This is very important to be able to tell someone where you are in case you get into trouble. Nobody can help you if they do not know where you are when you call for help.

Do not be aggressive or argumentative.

This type of behavior will always cause you a lot of grief, and may help escalate a minor disagreement into a violent confrontation, with you being the loser most of the time, and even if you win, you could be charged by the police for assault should the customer complain. Stay calm and controlled.

You cannot think if you lose control.

Keep calm - do not panic

Yes, this is easy to say, but hard to put into practice. It is most important that you stay as calm as possible. Just keep saying to yourself - "Stay calm - I can get out of this!" It is most important that you keep this mindset as it will help you stay calm.

DO NOT RESIST a robbery (co-operate)

The best advice we can give you. Offer no resistance - just comply with the thief. If you resist you are going to escalate the situation drastically and you will be (not may be) injured. It is just not worth it. We know you worked hard for that money, but a wise man is one who lives to work another day. If you get stabbed, shot, or beaten around the head, you will be severely injured, perhaps crippled for life, or dead. Remember, what the robber wants is your money, maybe the car.

Try to stall

Most thieves are in a rush. They know that time is on your side, not theirs. They want to do the deed, and get out of there, so they will not be seen or caught by anybody. We suggest that you comply with the demands, stay calm, and as we call it "walk the bad guy through" just as if it were a regular transaction. Tell him that you will comply, keep a steady quiet voice, do not show fear or beg.

Tell the thief that you are going to give him the money he wants, and tell him what you are doing each step of the way. Tell him your money is in your pocket under your jacket - before you reach for it. Tell him there is no need to harm you, you will comply with his demands. Pretend that he is just a regular customer, you are giving him change, and sending him on his way. They will yell and scream

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4.18 Cash Handling

HAZARDS

- Robbery
- Physical Injury

Risks Identified

Likelihood	Severity	Risk Value
Score =	Score =	Result =

CONTROL MEASURES

Cash Movement Controls

- Avoid letting large amounts of cash accumulate on the premises or in a vehicle.
- Perform cash drops regularly depositing cash in a safe. Use a night safe if receiving cash on evening call outs.

Cash Movement to and from the Bank

- Avoid, as far as possible, set patterns when making lodgements.
- Trips to the bank, where possible, should be made by car.
- Precautions should begin with varying, as much as possible, the times and routes of such journeys.
- Persons conveying cash should exercise vigilance and anything suspicious should be noted and communicated to the Gardai.

Action to be taken in the Case of an Armed Robbery or Personal Attack

- Keep calm – do not panic.
- Obey – do only what you are asked to do, nothing more and nothing less.
- Observe. Concentrate on:
 - Male/Female
 - Age
 - Height
 - Build
 - Hair colour
 - Colour of eyes
 - Mode of dress
 - Right or left handed
 - Distinguishing features
 - Words used and accent
 - Number of attackers
 - Note where criminals may have placed their hands and feet

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4.19 Safety issues on School Bus runs

Hazards

Road Traffic Accidents
 Unruly children
 Distractions

Risks Identified

Likelihood	Severity	Risk Value
Score =	Score =	Result =

Set out below are some control measures for minibuses used on schoolruns and awareness point for our drivers:

Control measures

- All minibuses that are designed for it shall have a seat belt for every child.
- Children must sit in single seats and use a seat belt where it is provided.
- All minibuses and drivers are provided with the means to be able to communicate with Manager 2 in the event of an emergency.
- Minibuses carry fire extinguishers and first aid kits.
- All drivers are supplied with relevant contact numbers for an emergency.
- All drivers are supplied with the number of a call out service for break downs or punctures.

Driver awareness points

- Always do a pre-trip inspection prior to every run to check for mechanical defects that could jeopardize safety.
- After unloading all children at the school or after your last stop, make sure to do a post-trip of your bus and check to make sure that no child has been left on the bus
- Children get easily distracted, be aware of children possibility getting up and moving around while the minibus is moving. Remind them to sit down.
- Watch where children place bags or sports equipment and remind them not to block the aisle.
- Be aware of children behaving erratically around minibus stops or when alighting from the minibus.
- Be very careful of blind spots on your minibus and use your mirrors fully.
- If a problem arises:
 - Stop the minibus when and where it is safe to do so.

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