



PRIDE OF ESSEX

SEAXES TRAVEL LTD

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🌐 www.seaxestravel.com

📍 The Coach Depot,
27 Rawreth Industrial Estate,
Rayleigh, Essex SS6 9RL

RISK ASSESSMENT – Rail Replacement Coach Services

Company: Seaxes Travel Ltd (Essex Division of Theobolds Coaches & Holidays Ltd)

Activity: Provision of coaches and drivers to replace suspended or disrupted rail services

Locations: Railway stations, pick-up zones, depots, diversion routes

Review Period: 12 months

Assessor: R C Carville

Date: 20th November 2025

RISK MATRIX

Likelihood (L) Severity (S) Risk Rating (R = L × S)

1 – Very Unlikely	1 – Minor	1–4 Low
2 – Unlikely	2 – Moderate	5–9 Medium
3 – Possible	3 – Serious	10–15 High
4 – Likely	4 – Major	16–20 Very High
5 – Very Likely	5 – Fatal	

RISK ASSESSMENT TABLE

Hazard	Risk	Persons at Risk	Controls / Existing Measures	L S R	Additional Actions
Boarding and alighting at stations	Slips, trips, falls, crowding	Passengers, driver, public	Use designated rail replacement bays; hazard lights; driver supervision; station staff support; step lights; accessible boarding arrangements	2 4 8	Coordination with TOC for clear signage
Heavy passenger traffic at busy stations	Crushing or collision	Passengers, public	Station staff manage queues; cones/barriers; slow, controlled manoeuvring; no reversing unless supervised	2 5 10	Request crowd management where needed
Road traffic accident during operation	Injury/fatality	All onboard, road users	Competent drivers; route briefings; legal speed compliance; daily walk-around checks; seatbelt signage and announcements	2 5 10	Conduct route familiarisation for long diversions or ensure driver has access to maps/route notes Heights prechecked

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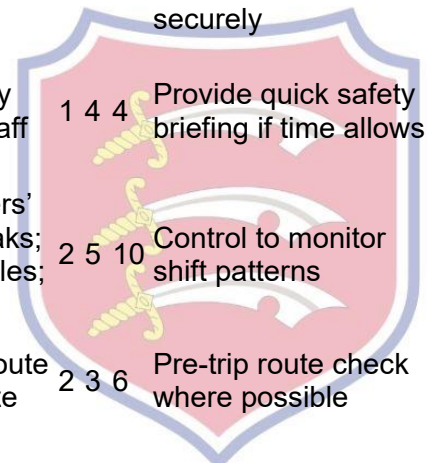
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Reversing in confined station areas	Vehicle damage or injury	Driver, public	Avoid reversing; banksman required if unavoidable; hazard lights and alarms, use of cameras where fitted	1 5 5	Station staff to be briefed to provide assistance
Passenger disorder / intoxicated passengers	Violence, distraction, safety risk	Passengers, driver	Conflict-avoidance policy; TOC and British Transport Police available; driver not to remove passengers without support	3 3 9	Additional security at night as requested
Passenger left behind / wrong coach	Missed service, safeguarding concerns	Passengers	Driver to check destination on loading; driver final sweep before departure	2 2 4	Clear guidance on destination route provided
Night-time operations	Poor visibility, increased risk	Passengers, driver	Adequate bay lighting; hazard lights; reflective PPE; additional caution	3 3 9	Request temporary lighting if inadequate
Severe weather (rain, ice, heat)	Slips, reduced braking, discomfort	Passengers, driver	Adjust driving; allow extra time; de-icing; working AC/heating; safe walking areas	3 3 9	Monitor weather alerts
Breakdown or vehicle defects	Stranding passengers	Passengers, driver	Strict maintenance regime; pre-trip checks; immediate dispatch of replacement coach; TOC informed	2 3 6	Review defect logs on-going
Luggage storage / heavy items	Injuries from lifting/open lockers	Passengers, driver	Driver supervises loading; passengers kept clear of lockers; safe lifting practices	1 2 2	Visible luggage-loading guidance Driver must check lockers closed securely
Emergency evacuation	Injury during evacuation	Passengers, driver	Drivers guidance provided in emergency procedures; station staff assist; clear exits	1 4 4	Provide quick safety briefing if time allows
Fatigue due to irregular shifts	Reduced concentration	Driver	Compliance with drivers' hours; scheduled breaks; monitoring of duty cycles; fatigue reporting	2 5 10	Control to monitor shift patterns
Route confusion during major disruptions	Delays, safety concerns	Driver, passengers	Clear downloadable route maps; GPS; TOC route	2 3 6	Pre-trip route check where possible





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Accessibility issues	Injury, discrimination	Disabled passengers	briefing; comms with control Disabled passengers prioritised seating; onboard ramp if available; TOC notifies operator of requirements	1 4 4	Operators to confirm accessible vehicle allocation
Poor communication during disruption	Confusion, delays	Passengers, driver, TOC staff	Clear contact numbers; driver briefings; priority contact with TOC Control	2 3 6	Improve pre-deployment briefings

CONCLUSIONS

With existing controls, risks associated with the provision of rail replacement coach services are **reduced to a tolerable level**. Continuous monitoring, route awareness, and effective communication with TOC controllers and station staff are vital to safe operation.

SIGN-OFF

Assessor Name: R C Carville

Signature: _____

Date: 20th November 2025

Manager Approval: Daniel Butterfield

Signature: _____

Date: 20th November 2025

