



# Passenger Assistant Operations Manual

Terago Ltd

Glass Pod 5

Airport House

Purley Way

Croydon CR0 0XZ

**Co Reg No:** 10565119

**VAT Reg No:** 302945811

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## 1. Terago SAS introduction

Terago has quickly gained a reputation for providing a quality private hire service to a range of partners including some of the biggest names in the travel & transportation industry. We only work with great people who have a genuine passion for delivering exceptional service.

Our Specialist Account Services provide home to school and ad-hoc transport for children and vulnerable adults, some with complex needs.

Whilst we maintain the highest standards of service and regulatory compliance in all our activities, we recognise that Councils, Parents and Carers can rightly expect that staff and drivers providing transportation to children and vulnerable adults have additional training and support.

## 2. Terago SAS Team Contact Details

For operational matters you should call 02038657072 or email [operations@terago.uk](mailto:operations@terago.uk) Our operations Team can assist with most matters, and for anything that requires escalation such as a complaint or safeguarding issue they can quickly contact the Duty Safeguarding Lead, a Senior Manager or Director on your behalf.

For administrative matters or if you need training or support or just want to talk something over with our experienced SAS Management Team you should call 02039838040 or email [sas@terago.uk](mailto:sas@terago.uk) which will reach the SAS Managers directly. Any health and safety reports, accident reports or passenger or vehicle incident reports should be sent to the SAS Team.

### References:

This Manual should be read in conjunction with the following other documents:

- Safeguarding Summary
- SEN Risk Assessment
- Digital Safeguarding Guide

### 3. Terago SAS Service Specifications

We aim to provide a service that is:

**Safe** - The health, safety and welfare of all Service Users is of paramount importance. Attention to health and safety legislation must be evident in every aspect of our services including: recruitment, employment history, reference and police checks, training, operational processes, vehicle procurement and maintenance.

**Secure** - The security of Service Users, any luggage and equipment, is our responsibility and we take this very seriously.

**Sensitive** - We must all strive to maintain a high level of customer service and should understand the needs of the Service Users and treat them with dignity and respect ensuring a consistent provision of staff on each route. All our service users should be regarded as VIPs.

**Suitable** - Everybody involved in the delivery of our Services must be suitably trained, be aware of the diverse needs and requirements of the Service Users. Vehicles used to provide the Services must be suitable for the task identified, at all times to be fully roadworthy and compliant with all legal requirements.

**Reliable** – Only 100% reliability and punctuality is acceptable at Terago. Our services make a real difference to the lives of our users. Lateness and unreliability can cause undue stress and adversely impact the lives and wellbeing of our Service Users.

### 4. The Role of The Passenger Assistant

*This is not an exhaustive list and should be read in conjunction with your training materials and the entirety of this manual:*

- Greeting Service Users and Parents/Carers in a friendly and open manner and Assisting Passengers onto and off the vehicles where appropriate
- Helping to ensure that our Service Users enjoy a safe and enjoyable journey in a pleasant and relaxed environment so that they arrive at school ready to learn.
- Supervising Passengers in transit and being responsible for their welfare until handed over to parents / carers or school / college / establishment staff
- Controlling the behaviour of Passengers on the vehicles and, in so doing, ensuring that so far as possible, the driver is not distracted from his duties. Where secure transport is used this may include training in restraint techniques.
- Attending to the Passengers if the driver leaves the vehicle
- Dealing effectively with problems and emergencies which may arise, such as challenging behaviour and /or epileptic fits
- Acting as a front-line contact between Passengers, the Council, parents / carers and school / establishment staff
- Reporting any cause for concern regarding the physical or emotional well-being of the Passengers to School / college / day care centre / establishment staff
- Supporting passengers in emergency situations providing support and contacting emergency services as necessary.
- Ensuring that vomit and other body fluids are cleaned away and do not present a hazard to other Passengers

- Ensuring that Passengers are handed to the care of a responsible adult at home. If the child has their own key, you are still to ensure that there is a responsible adult in the property, unless you have been notified by us that the child is a 'responsible keyholder'.

## 5. Equipment

- You will need to carry a mobile phone with credit to make calls at all times whilst working (in case of emergency).
- You will need to provide your own high visibility vest or jacket which must be worn at all times whilst working
- A pen or pencil and notebook

## 6. Training & CPD

We are committed to ensuring that all our Staff and Drivers enjoy the highest level of training in the Industry. This greatly contributes to achieving the exceptional service standards to which we aspire.

Training also instils confidence in our people that they will know what to do when a situation arises and will be able to deal with matters in a calm manner without either themselves or our Service Users suffering undue stress.

We use a blended model of training including external expert trainers, periodic training courses arranged by our contracting bodies and our internal training. You can access our online training courses by going to <https://terago.uk/login>

Our SAS Management Team have many years of experience and are here to help and support you. We have access to CTA trainers and expert first aid trainers if required.

## 7. General Working Arrangements & Teamwork

You should attend work clean and dressed appropriately and fit to perform your duties.

Appropriate dress is defined as smart casual dress with sensible shoes or boots.

You should wear your high visibility jacket and vest and clearly display your ID card at all times.

You should always have a good standard of health and in particular shall have good eyesight, hearing mobility and not be suffering from any disease of the heart or lungs or any nervous or mental disorders or from fits of depression or high blood pressure or from any other illness or condition likely to interfere with the proper performance of your duties and responsibilities.

Punctuality is critical and lateness causes unnecessary stress and inconvenience to your colleagues, our Service Users, parents / carers and establishments. If you are unable to attend work or are running late you must contact operations as soon as possible so that we can make alternative arrangements or at the least advise all parties of the delay.

You should make arrangements with your Driver to be onboard the vehicle at the first pickup point. Drivers are not obliged to collect you from your home or a location other than the first collection address however in most cases it is possible to find a mutually beneficial starting place.

You are a critical and much valued member of the Terago SAS Team that needs to work together to deliver a great service. Passenger Assistants, Drivers, our Operations Team and Back Office Staff are all essential cogs in the machinery that works together to deliver a very worthwhile service that makes a real difference to our Service Users' lives. Outside of the immediate Terago Team we are working in partnership with Councils, Schools and other Establishments to provide the service. We should all conduct ourselves in a professional manner at all times, respect each other and work together to achieve the service aims.

## 8. Personal Conduct

You should not attend work if unfit through alcohol or drugs. Ensure that any prescription drugs that you have been prescribed will not impact your ability to perform your duties.

Smoking or vaping are strictly prohibited. You should not smoke within 45 minutes of commencing your route. You will be aware from your SEND awareness training that some service users may be hyper sensitive to strong smells.

Mobile phones should be switched to silent and you should not use your mobile in any way during a journey except in cases of emergency. Operations can relay any urgent messages to the vehicle via the Driver's application.

You should not use any other electronic device such as an MP3 player whilst a journey is in progress and give your Service Users your full time and attention throughout.

You must maintain an appropriate professional relationship with our Service Users; welcoming, friendly and caring; however, Service Users should not regard you as their 'friend'. You should not communicate with Service Users via telephone email, text, messaging or social media and should not develop any personal relationship or friendship with them.

Eating or drinking other than bottled water during a journey is not acceptable.

You should not be 'connected' to your Driver unless this has been notified and approved by us. Some Councils regard this as a potential safeguarding issue and we therefore must be notified in such situations. You can read our full policy here: <https://terago.uk/docs>

To avoid any potential conflict of interest you should also notify us if you are connected to a person working at the Council.

## 9. Route Preparation - Route planning, meet and greet, SEND awareness, Dry Run

Once you are allocated a route there are a number of steps that should be taken to prepare for the launch of the service:

- The Operations or SAS Team will provide you with the relevant passenger details including at least one contact number for a parent or carer.
- You should liaise with your allocated Driver and consider the route, timings and needs of each passenger on the route.
- You should review the stated needs and notes for each passenger on the route and be prepared for any adjustments that may need to be made.
- If possible, you should arrange and participate in a 'meet and greet' with the Service User and parent/carer. This is a really useful exercise and makes the first day of service run more smoothly.
- If you and/or the Driver are not familiar with the location of the establishment then it is also very useful to undertake a 'dry run'. You should be mindful that traffic conditions during term-time are often quite different to those during school holidays.

*It is good practice to perform the meet and greet and dry run. A small investment of time and effort can assist in creating a good relationship with service users and avoid costly problems and stressful situations at the start of term.*

## 10. Conducting the Journey Successfully

*In this section we will include both some hints and tips for a successful journey plus some rules which must be strictly adhered to:*

Before commencing the journey make sure that the passenger compartment is clean and free from personal effects. Where appropriate (and for all primary school aged children) child locks should be deployed on doors.

Check that any required equipment is onboard and fully working

Arrive at the first collection address in good time, although you should not be more than 5 minutes early as this causes additional stress for parents and carers.

The Driver will park the vehicle so as to allow the Service Users to board or alight safely. Where practicable, the point of entry/exit to the vehicle shall be aligned to the pavement, kerbside or outside or adjacent to the Service User's home or pick-up point (i.e. such that Service Users do not have to go to the other side of the vehicle, or cross the road, to board or alight).

Unless you are notified otherwise, it is the parent/carers responsibility to bring the service user to the vehicle. You should not enter the Service User's address unless specifically directed to do so as part of the route schedule.

Greet the service user in a friendly and welcoming manner – this can often be achieved with a smile and 'good morning'.

Make sure that the environment in the vehicle is suitable for service users. There should be no strong smells of perfume or air freshener, temperature within the vehicle should be moderate and radios should be tuned to a channel with appropriate content. If the Service User(s) request a particular channel and this is suitable then this should be chosen. Volume should be moderate; you must consider all passengers, some of whom may have different needs.

Please note that parents and carers are responsible for taking the Service User to and collecting them from the vehicle. The Driver and Passenger Assistant will remain on the vehicle at all times, except where the route schedule expressly advises to collect the Service User from their front door. If the Service User lives in a high rise flat, parents are asked to come down to the vehicle. It is not sufficient to let the child alight on to the pavement before their parent or carer has arrived to receive them.

In the event of a Service User not being available you should wait for no more than 3 minutes before informing either Operations who will advise further. This should be noted in your notebook.

On occasions where you arrive at a collection address and the Parent/Carer informs you that the Service User will not be travelling you should proceed with the rest of the route and inform Operations. This should be noted in your notebook.

Service Users should board (and alight from) the vehicle as independently as possible. You should avoid touching where possible as this can sometimes be misunderstood.

Service Users may bring a reasonable amount of personal effects or necessary equipment onboard the vehicle. This should be stored securely in an appropriate place where it does not present a hazard.

You should check that all seatbelts are fastened and that the Service User is comfortable before commencing the journey.

All straps and harnesses must be secured before the vehicle leaves the pick-up point i.e. home or school and should not be unfastened until the vehicle has stopped and parked. The strapping/harnessing of a harness/seat which is attached to the vehicle's seat, should also be checked to ensure that it is securely fastened. The vehicle should not proceed until the Passenger Assistant is seated and securely strapped in.

The route schedule will indicate whether the Service Users on the route should have safety straps and the Passenger Assistant is responsible for doing these up and adjusting them to fit the child. If you need advice the school will be happy to help you. If the appropriate straps are not available, you should not proceed unless you have specific instructions from Operations to do so.

Throughout the duration of the journey whilst collecting/dropping off Service Users, you should briefly check to see that all Service Users on the vehicle are comfortable.

You must always adhere to the route schedule. If it does not work or the Driver varies the time or arrangements, please let us know.



Under no circumstances should any other passenger be carried onboard the vehicle.

Under no circumstances should arrangements be made with a parent/carer to drop or collect Service Users from an alternative location without prior authorisation from the Council.

The Passenger Assistant should always wear a seatbelt and sit with the Service Users to ensure that they are safe, secure, calm and well. There should be a stimulating engaging, inclusive and pleasant atmosphere within the vehicle. You should not engage in conversation with the Driver nor distract him.

You should be mindful to look out for any bullying or other behaviour that causes discomfort, alarm or distress to one or more of the Service Users.

Service Users must be supervised at all times and must not sit in the front seat of vehicles unless prior permission has been given by the Council.

There should be no stops (including for fuel) whilst the journey is in progress except for emergencies.

You must take a head count in the morning and ensure all the Service Users are on the vehicle. This must be repeated in the afternoon before you leave, unless the school/day centre have advised you of any changes (i.e. a Service User has an afternoon club or has gone home early due to sickness etc).

If for any reason you fail to collect a Service User from school or other day centre, please inform Operations.

Under no circumstances must a Passenger Assistant administer any form of medication to a child.

The only exception to this may be where a child has a Health Care Plan or Travel Plan for an identified high-risk medical need and the Passenger Assistant has received specific training in administering the required medication. (Note: A Health Care Plan cannot be agreed until all relevant parties e.g. paediatric consultants have provided their input).

No arrangements must be made with a parent to administer medication to a Service User unless this has first been agreed by the Council in writing.

Emergency medication will be required to be transported with some Service Users as part of the Service User's care plan so that it is immediately available in the event of an emergency and/or administration by a trained Passenger Assistant or emergency services. In all instances, emergency services should be called.

Please ensure the medication is in a secure container in the child's school bag where the Service User/other Service User cannot access it.

Medication must be clearly labelled with the Service User's name. The Passenger Assistant will keep the medication safe (front of the vehicle by the Driver) during the journey and hand it to the nominated responsible adult on arrival.

Drivers and Passenger Assistants should not carry money for Service Users without the express and explicit written agreement of the Council.

The Council policy is for Passenger Assistant's and Marshals to NOT lift Service User's. Where necessary, parents/carers/ school staff should assist. Manual handling is acceptable if the risks have been assessed.

Upon Arrival at the School or Establishment you should follow the marshalling instructions and Service Users should be collected from the vehicle by staff from the Establishment.

If you are not happy with the conduct of the Driver, the manner of their driving, their fitness to perform their duties, or the vehicle is any way not up to the required standard, or there is defective equipment onboard you should report this to Operations at the earliest possible juncture. Your confidentiality will be respected. Failure to report any of the foregoing matters will be considered a serious breach.

Service User are not to independently gain access to their drop off point unless the Council have given express consent in writing. In the instance that a Service User can enter the property independently, the Passenger Assistant or the Driver must ensure they have entered the property safely before driving away.

The Driver and Passenger Assistant shall be required to provide a comprehensive written report, or such other assistance as required to the Council in the event of a road accident, complaint or any other incident relating to the Contract which the Council may investigate.

You should not accept nor offer any gift (monetary or otherwise) from or to a Service User, Parent/Carer or any other person involved in the provision of the service.

## **11. Lock Out Procedures**

There may be rare occasions where a parent/carer is not available at the drop off. You must note and adhere to these procedures in all cases:

You should make all reasonable efforts to deliver Service Users to their destinations as stipulated on the route schedule and that there is a clear handover of Service Users to the care of the authorised adult (e.g. parent) at the destination address.

You must ensure that the Service Users are handed over to the authorised adult(s) at the address stipulated in the route schedule and ensure that under no circumstances a Service User is handed to a neighbour or adult who is not in the property, a person or passenger in another vehicle, even if they claim to know the Service User or a sibling under the age of 16 at the property stipulated in the route schedule.

Where this handover is not possible, owing to the absence or unavailability of the authorised adult, you must notify Operations immediately. In such circumstances the Council will take remedial action and will advise accordingly. You must ensure that Service Users are not left unattended under any circumstances.

If there are other Service Users onboard where a parent/guardian is not at home to receive the Service User, if practicable you should continue to undertake other journeys and return to attempt re-delivery of the Service User.

Each Council has different arrangements for the care of Service Users in such circumstances and these may change from time to time. It is important that you take immediate action to inform Operations should a lock-out situation arise.

## **12. Transportation of Passengers in Wheelchairs**

You should check that the wheelchair is not faulty before transportation.

Passenger Assistants shall check that brakes, headrests and footrest are in working order and that lap belts are fitted and worn.

The Driver and Passenger Assistant must check the wheelchair restraints can be fitted effectively and ensure the safety/security of the wheelchair. They must also check wheelchair tyres are inflated to ensure that they operate smoothly.

You must ensure that wheelchairs and other specialist forms of personal carriage are properly secured using the recommended restraint equipment as required by the appropriate European Directives, Central European Standards (CES) or International Standards (ISO) according to the product type and application.

All wheelchairs must be transported in a fixed position and bear an approved passport (tag) supplied by the Council that specifies the manufacturers' reference together with the manufacturers' recommended method of restraint for the wheelchair being transported.

The Driver and Passenger Assistants are responsible for reporting to Operations all wheelchairs transported without an approved passport (tag) at the time of transporting the Service User.

Passengers must not be carried in wheelchairs facing sideways. You must ensure that, should seating positions within the vehicle require altering to accommodate the transport of wheelchairs that the seats are secured in the new position within the vehicle.

Wheelchairs should be positioned within the vehicle to allow clear access to emergency exits. There must be a minimum gangway width of 300 mm to at least two exits from every seat or wheelchair position. Wheelchairs should face forwards in the vehicle and never sideways on. No wheelchair should be placed in close proximity to the windscreen.

When loading a wheelchair onto the vehicle on the tail lift the brake must always be applied.

Once on the vehicle, the brake should again be applied and the wheelchair secured to the floor by both the front and the back wheels using the straps provided. Care should be taken to ensure that Service Users seated near to the tail lift do not catch their hands in the mechanism. Wherever possible, the straps should be fixed to the frame of the wheelchair

at four points. Straps should always be firm and never slack. If you are at all uncertain about the procedure you should seek the advice of staff from the school. If the appropriate straps are not available, you should not proceed but advise Operations immediately by telephone.

### **13. GDPR & Data Protection**

**Confidentiality:** You may become aware of highly confidential information about some of the families with whom you deal. Under NO CIRCUMSTANCES must you ever discuss or pass on this information to anyone other than the staff at the school or an officer from the Children and Families Department of the Council. In particular, care must be taken never to discuss any personal situation within the hearing of other Service Users.

You should get used to referring to the Service Users by their initials and not use their full names. This applies to emails and entries in your notebook and in conversations with Council Staff and Operations Staff. Everyone who has cause to be able to identify the Service User that you are referring to will know who you are referring to.

Your notebook or any written reports you make should not be placed in general waste bins but should instead be security shredded. You can arrange this by dropping or posting the documents to our Office.

Our full GDPR policy can be viewed at <https://terago.uk/docs>

### **14. Accidents, Incidents, Emergencies**

Accidents, incidents and Emergencies are rare however they may occur from time to time and it is important that we all know how to best deal with situations. You should remain calm at all times.

You will need to provide a written report of any accidents, incidents or emergencies.

#### Accidents:

In the event of any accident to a Service User on the vehicle (i.e. a child injuring themselves by falling from a wheelchair) the prime responsibility is to ensure that immediate medical treatment is obtained/administered.

If considered necessary, the Driver should be asked to take the vehicle at once to the nearest Accident and Emergency Department and the Passenger Assistant or Driver should telephone the Council and Control from the hospital so that parents can be contacted.

The Driver should then continue the run with the Passenger Assistant and remaining children.

In the event of it not being appropriate to proceed to a hospital, an ambulance should be summoned and the Transport Hub telephoned immediately from a mobile phone or from the nearest call box or house.

## Breakdowns and RTAs

In the event of a breakdown or RTA you should contact the emergency services if required and in any case notify Operations so that arrangements can be made for alternative transportation if required.

Safety of everyone in the vehicle is the number one priority in such situations. Please read through the fire procedures below for a guide to safety and evacuation.

### Fires & Evacuation:

It is essential that good working procedures are observed at all times, and that you follow the guidelines in order to make any minibus evacuation as successful as possible.

We are obviously unable to offer a “blueprint” for every evacuation as there are too many variables involved;

including type of vehicle, number of passengers and their mobility and reason for evacuation.

- Drivers need to take control of the situation
- It takes time to access the fire extinguisher and to discharge it.
- It is very unlikely that you will be able to completely extinguish a fire on a vehicle
- If you fail to put the fire out you will have wasted valuable time, time that would have been spent getting the passengers off the vehicle and to a place of safety.
- You may be spraying an oxygen-inhibiting chemical at a time when your passengers need oxygen most.
- If you decide to use the fire extinguisher, you should remember the following points:
  - Only use the extinguisher once passengers have been evacuated from the vehicle.
  - Only use the extinguisher if you can do so without endangering yourself or other.
  - Ensure that the extinguisher is of a suitable type for the fire
  - Ensure that you understand how to operate the extinguisher.
  - Stay upward of the fire to avoid heat, smoke inhalation and the lack of visibility.
  - Always test the extinguisher before approaching the fire
  - Adopt a crouched position and be prepared to retreat quickly if necessary.
  - Never let the fire block your escape route.
  - Aim the extinguisher at the base of the fire.
  - A standard minibus extinguisher will only last between 10-15 seconds.

THE FIRST RULES IS: DON'T PUT YOURSELF AT RISK

Both Heat and Smoke are hazards of fire:

Heat: A vehicle fire can generate temperatures of over 1,000 degrees centigrade.

Smoke/Fumes: There will be choking and highly toxic fumes in smoke from a vehicle fire – PVC can break down to a cyanide-based gas.

The lack of visibility makes it very disorientating – perceptions of size, direction and distance alter and a normally familiar vehicle will suddenly become very strange.

DON'T PANIC If you panic your passengers will panic. Panic must be avoided if the evacuation is to be controlled and efficient.

One way to avoid panic is: TAKE CONTROL

If passengers are able to identify someone in charge of the situation, they are more likely to listen, and less likely to panic.

The next rule is a simple and useful way of promoting an efficient evacuation.

GIVE CLEAR INSTRUCTIONS These should be clear, concise and avoid using alarming language.

Once the evacuation from the vehicle is complete it is important that you follow the next rule:

PROTECT YOUR PASSENGERS As passengers may be anxious, confused and disorientated it is important that once they are off the vehicle they should remain in a place of safety until instructed to move. You may like to ask the passengers to link arms or hold hands so that they can move as a group. They should be supervised, to reduce the likelihood of them returning to the vehicle or wandering into the road.

The "place of safety" will depend on the situation, but

wherever possible, should be:

- Upwind of the vehicle to avoid smoke/fume inhalation and to maintain visibility
- At least 25 metres away to protect from heat and explosion risk.
- Away from hazards such as bends.
- Behind any motorway or dual carriageway crash barrier.

### Medical Emergencies

If a Service User becomes unwell on the journey the Driver should stop the vehicle. The Passenger Assistant or Driver should call 999 if you have any concerns that the Service User requires medical attention. You will need to call Operations who will ensure that all relevant parties are informed.

## 15. Problems and Solutions:

You may experience a behavioural issue with one or more of your Service Users. Our Service Users must behave in a manner that does not cause stress or harassment to others and must not put the safety of our staff or other Service Users in danger.

You should try to contain any immediate problems using restraint if required, however you must not hit or smack a Service User, even if they hurt you. If you do so this will be automatically considered a safeguarding issue.

If a Service User's behaviour is such that it is presenting a danger to you or others then the journey should be stopped and operations, the Council and if necessary the Police called.

Parents and carers may also cause you a difficulty from time to time: You are seen as the representative of the school and the Council and you may sometimes encounter unpleasantness or even rudeness from parents. Please do not take this personally and try to remember that many of the families with whom you deal are faced with many difficulties, which you may not be aware of. Let the school or Operations know of any difficulties you are having, and they will try to resolve them. Make sure you report any incidents to us.

## 16. Safeguarding

Safeguarding is the action that is taken to promote the welfare of children and protect them from harm. Safeguarding means: protecting children from abuse and maltreatment. preventing harm to children's health or development. ensuring children grow up with the provision of safe and effective care. Safeguarding is everybody's business and you have a vital role to play.

You should make sure you know the signs to look out for and exactly what to do. We have 2 certified Designated Safeguarding Leads at Terago and detailed policies and procedures.

## 17. Whistleblowing

If you are not happy with the conduct of your Driver or another member of the Team you should report this. We have detailed policies and procedures in place to protect you and respect your confidentiality. You can view the policy at <https://terago.uk/docs>

## 18. Risk Assessments

A risk assessment is an important part in designing and delivering a safe service and in taking steps to minimise the risk to yourself and Service Users. We have a standard Risk Assessment; however this may be superseded by a Risk Assessment provided by the Council for a particular Service User.

## 19. Changes in your circumstances

You will need to notify us of any material or pending changes that might impact on your position or ability to perform your duties. Some examples are:

- You are arrested and charged with a criminal offence
- You become 'connected' with a colleague
- You develop a medical condition or are prescribed medication that may cause you not to be able to perform your duties fully.

All Passenger Assistants aged over 70 must provide an annual certificate or letter of fitness.

## 20. Health and Safety and duty of care Summary

We recognise our responsibilities for the health and safety of our workforce and Service Users and our Duty of Care.

You have an important role to play in contributing to your own health and safety and those of others, including colleagues and Service Users. This can be achieved by ensuring that your training and knowledge is up to date and that you follow instructions and best practice guidelines.

We have a detailed health and safety policy which can be found at <https://terago.uk/docs>

If you have any concerns about Health and Safety you should report this immediately and we will take rapid action to address your concerns.

## 21. Equality & Diversity Summary

We work with people from all different backgrounds and cultures and our workforce and Service Users reflect the diverse society that we all live in. It is important that we all work to ensure that everybody has an equal opportunity, and is not treated differently or discriminated against because of their characteristics. We need to take account of the differences between people and groups of people, and place a positive value on those differences.

You can view our full policy on equality and diversity here: <https://terago.uk/docs>

Everybody is required to support our goals and contribute to achieving these. Any discrimination will be regarded as a serious breach.