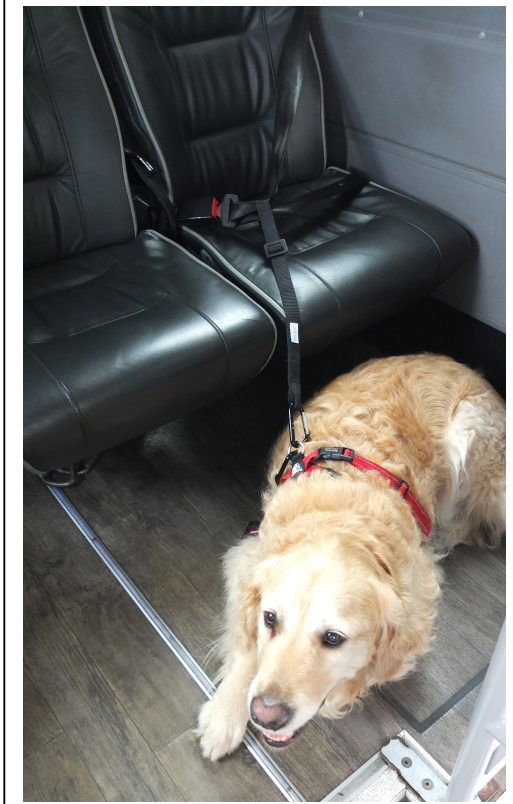
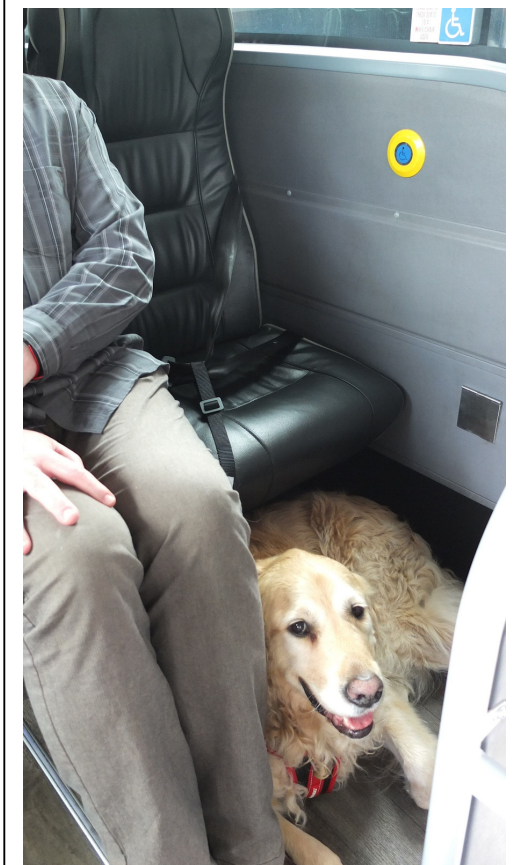


THIS SAFE WORKING PRACTICE IS MANDATORY AND MUST BE FOLLOWED

| | | | | |
|-----------------------------------|--|-----------|-----------------------------------|-----------------|
| SWP Ref. No: | SWP - 001 | Version 2 | Related Risk Assessment ID No.(s) | H&S/19/00012 |
| Depot / location / Area | NX Coach | | Task / Activity | Assistance Dogs |
| Date of Original Compilation | August 2019 | | Date of Review | 09.10.2019 |
| Compiled by | Dan Hodgkinson, Jodie Williams | | | |
| Description of Activity / Task | Assistance dogs travelling on National Express service vehicles. | | | |
| Equipment or machinery to be used | Safety harness - customer provided. | | | |

| | | | | | |
|--|---|--|--|--|--|
| Main risk(s) identified from Risk Assessment | Customer boarding & alighting Movement of assistance dog Contact with assistance dog Vehicle evacuation Contact with animal waste | | | | |
| PPE Requirements | | | | | |
| | | | | | |
| Qualifications/ Training | | | | | |

- If a customer with an assistance dog has pre-booked then evidence of the dogs training will have already been verified. If not pre-booked the driver will need to request evidence of training - certification, correspondence from training provider, ID book or training logs.
- If a customer with an assistance dog has pre-booked they will be allocated seats 1a & 1b, unless a wheelchair customer is booked on the vehicle, then they will be allocated seats 2a & 2b. If not pre-booked they should be seated in seats 1a & 1b or 2a & 2b if a wheelchair passenger is on or booked onto the vehicle.
- Ask the customer if they require assistance or have any reasonable adjustment requirements. If the customer requires no support and can harness their assistance dog in safely to the seat belt (window seat) then allow them to be seated.
- If a customer requires assistance or to be guided to their seat then please do this. They may also require support to harness their assistance dog into the seat, as every harness may be different you might have to ask for guidance from the customer. Most harnesses will have a karabiner clip which will hook onto the assistance dogs harness.
- Ensure the assistance dog is securely harnessed to the seatbelt, the seatbelt must be fastened. And the assistance dog is positioned on the floor (not on the seat) next to the window.
- Make the customer aware of any planned stops to allow them to provide the assistance dog with toilet breaks. If the customer asks to disembark at a stop for the dog, then this should be allowed.
- As the toilet is not large enough for the customer & assistance dog, the coach should be stopped if requested by the customer to allow them to use the toilet.
- In the event of an emergency evacuation of the service vehicle priority should be given to the customer.
- If the assistance dog relieves itself on the service vehicle, the service vehicle should be taken out of service to allow cleaning to take place.
- For assistance with issues you cannot resolve contact NCC - 0845 313 0110. Please do not refuse travel, first contact NCC.



THIS SAFE WORKING PRACTICE IS MANDATORY AND MUST BE FOLLOWED**EMPLOYEE TRAINING DECLARATION**

| | | | | |
|--------------------------------|------------------|------------------|--|-------------------------|
| SWP Ref. No: | SWP - 001 | Version 2 | Related Risk Assessment ID No.(s) | H&S/19/00012 |
| Depot / location / Area | NX Coach | | Task / Activity | Assistance Dogs |

- I have been shown, trained and understand the safe working practice (SWP) of the above task/activity.
- I agree to follow the SWP document at all times.
- I have been made aware and understand the risks associated with this task, and the consequences if this SWP is not adhered to.

Print Name (Employee)

|

Employee Signature

|

Date

|

TRAINER DECLARATION

- I the trainer have trained the above person in the procedures laid out in this SWP.
- I am satisfied that the person has shown competency in the task/activity/equipment by way of
 - ✓ Practical demonstration
 - ✓ Verbal questioning
 - ✓ Theory Test
 - ✓ Other (please state)

Please provide details of criteria/method used below

Training / Testing Criteria / Methods / Documentation

Please indicate below the criteria/documentation used to test employee competence and attach to this SWP.

|

Print Name (Trainer)

|

Trainer Signature

|

Date

|