



# A Safer Way

a proposal to reform UK bus driving rules,  
less hours at the wheel with no loss of pay

- British bus drivers work longer hours than their European counterparts.
- The transport workers' union Unite, says *For safety's sake, cut bus drivers' hours*

[www.unitetheunion.org/sectors/passenger\\_transport.aspx](http://www.unitetheunion.org/sectors/passenger_transport.aspx)

unite  
the UNION

# An hour less a day



## Introduction: Just stop for a minute and THINK!

You'd expect that, when it comes to what the safest way to handle bus drivers' hours' regulations is considered that the drivers' own union would be listened to most. But since the bus industry was privatised and deregulated some two decades ago, governments, employers and regulators have continued to insist that there's no problem.

Unite knows only too well how worried bus drivers themselves are about the excessive hours they are being asked to work. Time after time at our union's conferences the issue of drivers' hours has emerged as one of our members' most pressing concerns.

Drivers know they are being worked too hard, but have little effective protection from the demands of their bosses. If they refuse to follow instructions they face the very real threat of disciplinary action. With jobs these days harder to find than a needle in a haystack – is it any wonder that most drivers prefer to do as they are told?

But it is not strictly fair to blame most of their employers either. Even reputable and competent employers in the industry tell us that if they don't make the most of wheel turning time, their cheap competitors will. Passenger transport

companies are under pressure from the forces of unfettered competition to keep costs down and productivity up. Left to the mercy of market forces, private bus operators and long distance coach companies have had to cut costs to the bone. They face the threat of undercutting by less scrupulous operators.

Of course, one of the biggest costs to any employer is the cost of wages, and for professional drivers the trend over recent years has been a steady decline in their relative earning power. Before deregulation bus and coach drivers earned 7% above the average, but now they earn 13% below.

Pressure to make a decent wage, means that many drivers are forced to work as many hours as possible to earn a living wage. This pressure, together with the desire of employers to improve productivity has meant that drivers are now working longer hours than they ever have in the past.

This has to stop. That's why the Passenger National Industrial Sector Committee has launched an admittedly ambitious but very justified fightback on minimum standards across the whole of our industry – the Safer Way campaign. Ours is a sector

that has been in the thick of it, with all too many industrial action ballots being accompanied by injunctions and legal devices designed to frustrate the democratic wishes of our members. Perhaps passenger workers have even been more to the fore than most sections. You know all too well how fiercely hostile the legal environment is to free trades unionism. But, in pursuing our ambitions, we also know that our campaign must mean that unions will have to consider spearheading a vigorous campaign to render anti-union laws inoperable in the short-term and to obtain their complete abolition in the longer term.

We have long supported a return to good public provision of a range of social benefits and welfare across our society. Our support for your vision for public transport to be better regulated must be rock solid. The Passenger Trade Group and now Sector has long campaigned for measures that can be a stepping stone to bringing back to the public sector a well-funded public transport network. In an age when the global challenge of climate change should focus all our thoughts on the environment, a massive expansion of public transport is of supreme importance.



*"We work on shifts consisting of mornings (days) and afternoons (afters). But the day shift could start from 4am up to 6am – that's our time starts on a weekly basis. This means we get a meal maybe 9am one day, it could be anything up to 12 noon the next day, then drop back 8 or 9am. On afters we sign on, say 2.30pm we might get a quick cup of tea at about 4 o'clock but we might and often do, have to wait until 7.30pm to 8.30pm before we get a proper meal break. So, no matter what shift we do, we never get the same meal break two or three days in a row." – quote from a bus driver*



## PROPERLY REGULATE BUS DRIVERS' HOURS NOW!

The effective regulation of bus drivers' hours is more important now than it has ever been. Drivers must be protected from the demands of their bosses, who in turn must be protected from competitive pressures from their rivals to cut safety margins. The regulation of drivers' hours by law is the only effective safeguard that can minimise the number of fatigue-related accidents on our roads.

At the end of a long spell in driving anyone can lose concentration. Imagine having to do that with the most precious cargo in the world – human beings. Yet, bus operators demand 100% concentration for long stretches; usually five-and-a-half hours at any one time. Sometimes 8 hours with only tiny breaks in between. You are trying to rush around and by the end of your duty you are hanging onto the steering wheel – for the money bus drivers get, it doesn't seem worth it anymore.

Most countries have some mechanism for regulating the hours of work of professional drivers for reasons of public safety, and the UK is no exception. For a long time, drivers were the only group of workers in this country to have their working hours controlled by legislation – indeed, the UK first introduced legal limits on drivers' hours as long ago as 1933.



Over a century ago, the trade union movement first began campaigning for the 8 hour day – yet for professional drivers, even with the protection of legal hours' limits, the 8 hour day is still just a pipedream. Under present regulations a bus driver can quite legally work a 16 hour day – 10 hours of which can be spent behind the wheel.

These inadequate limits are laid out in two different sets of regulations which apply to professional drivers in the UK. The first are European regulations which cover the drivers of most goods vehicles over 3.5 tonnes and long distance passenger vehicles. The second set are the UK domestic regulations, which cover

most goods drivers not covered by the European regulations, bus drivers on local routes and ambulance and other emergency service drivers.

The former are the stricter of the two sets of regulations. They lay down daily and fortnightly driving limits, stipulate breaks to be taken within driving periods and daily and weekly rest periods. They also require the use of a tachograph to record the hours spent driving. Under the European regulations, the driver must, after four and a half hours of continuous driving, take a break of at least 45 minutes.

Simple enough, you might say, but the rules are far more complex than outlined above and allow so many exceptions and 'get out' clauses that they become almost worthless.

As you can imagine, this does not in any way give a driver sufficient rest before the next working day begins. How would you feel if you finished work at 9pm on one day, you then get home to sleep but were expected to start work again 8 hours later at 5am the next morning? You certainly would not consider your 'rest' to be sufficient. It is complete madness to suggest that a driver can be allowed to drive for the lengths of time they do.

If you were a passenger on a bus being driven by such a driver, would you feel your life was safe in their hands? Is it right that, in a race to the bottom, all bus operators seek to squeeze the maximum work for the minimum pay out of bus workers?





## DOMESTIC DRIVERS' HOURS' REGULATIONS

The UK's domestic regulations are less stringent than the EC rules – allowing an extra hour's driving before a break must be taken, stipulating 15 minutes less break between driving periods, and limiting the day's driving to 10 hours rather than 9. This is because, in theory, driver fatigue is seen as less of a problem when driving relatively short distances of under 50 km. Domestic regulations also do not require the use of a tachograph.

Yet the regulations do not apply if you drive for less than 4 hours a day. Although this would seem a reasonable exception, this does not take into account how tired a driver might be before undertaking that mere 4 hours driving. Someone could quite legally complete a 13 hour shift before starting 4 hours driving and would clearly be too tired to drive safely.

The daily duty limit of 16 hours for a bus driver equates to a potential working weeks of 96 hours! Clearly, no-one can – or indeed will – work to this limit, so why does it still exist? Compare this to the EC Working Time Directive, which limits the working week for most workers to 48 hours (including overtime). Ironically, bus drivers were excluded – the logic being that their hours are already regulated!

Under domestic regulations, drivers are required to take a half hour break after five-and-a-half hours' continuous driving, which in practice forms a lunch break for most drivers. But by the time the driver has left the vehicle, walked to his or her place of relief, washed and gone to the toilet, there isn't much of the precious half an hour left. Short lunch breaks mean the driver has to rush his or her food, and do not give the chance for proper rest and relaxation. The driver does not have time to unwind before resuming work and feels under pressure not to be late for the next spell of driving.

Although the regulations limit driving periods to five and a half hours before a break must be taken, they also permit a driver to extend this period up to 8 and a half hours, if a break of at least 45

minutes (which can be taken as several smaller breaks) is taken during the driving period, and a 30 minute break is taken afterwards. What this means in practice is that a driver can quite legitimately be scheduled to drive for 8 and a half hours continuously as long as the schedule includes short 'mini-breaks' en route, for example when turning round at a bus terminus or even just parked by the roadside. Domestic regulations, unlike the European regulations, do not even specify a minimum break length.

As long as the scheduled breaks add up to a total of 45 minutes it will all be completely legal.

However, if the driver is running behind schedule – a frequent occurrence on today's congested streets – he or she might easily miss some of these breaks. We even suspect that many operators time services to the maximum permitted length of single spell of duty, even though they know that the time actually spent driving will edge over the specified time. Even if all goes according to the timetable that driver could actually be on duty for a much longer period if they have to carry out other duties as well, such as checking the vehicle for defects. After this, if the driver is given a mere half hour break, they can be asked to drive for a further two hour stretch before they reach the limit of the law.

### Key aspects of a bus driver's schedule

- Length of working week and working day
- Number, length and quality of break periods
- Daily rest between two consecutive working days
- Regular or day to day assignments
- Continuous or split shifts
- Days off and weekends off
- Forward rotation/backward rotation

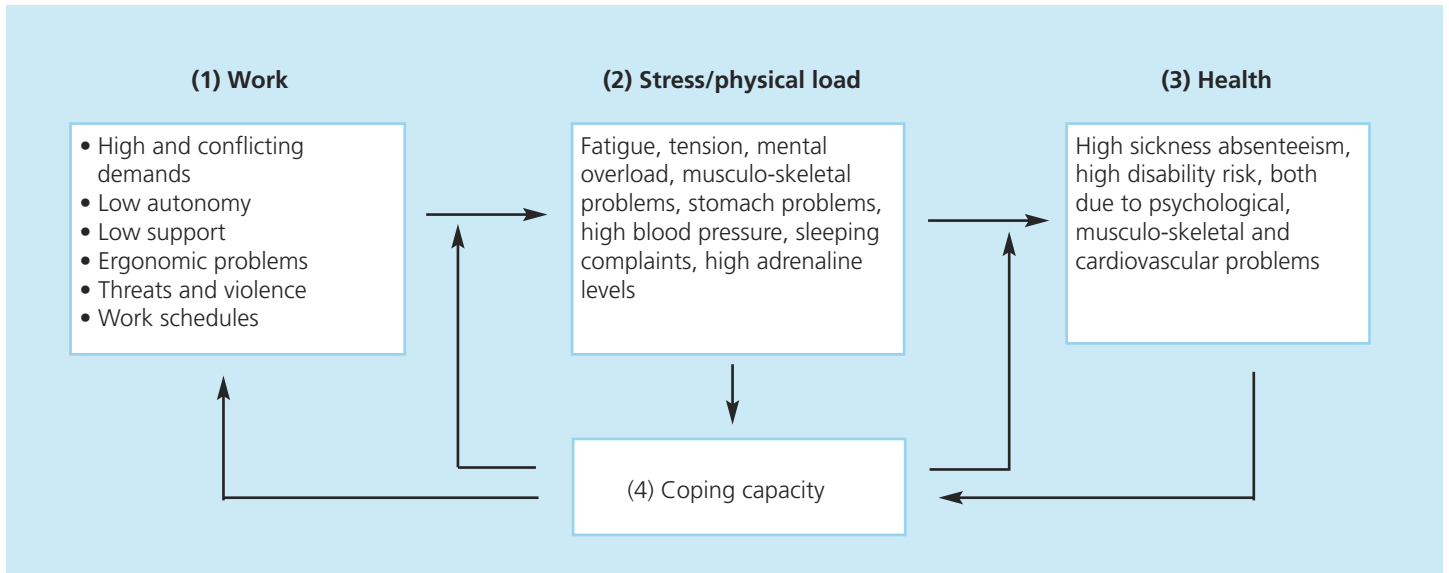
Such a punishing schedule for bus drivers can often lead to many drivers working in conditions well above those set by law. In today's super-competitive environment there are, sadly, bus operators who will see such working practices as essential if they are to gain a competitive advantage over their rivals.

Another glaring fault lies in the regulations on the minimum rest period between working days which is set at only 10 hours, which can be reduced to just 8 and a half hours three times a week. In reality, what this means is that a driver can quite legally work until midnight on one- day and have to start again the next day at 8.30 am. After the time spent travelling home and then trying to relax from the stresses of the day, as you can imagine, it could easily be well into the early hours of the morning before the driver can actually get a few hours sleep before having to report back for work. Five hours sleep for a driver is not uncommon and obviously this leads to an accumulation of fatigue that can have a serious effect on driving skills and perhaps safety of the passengers also. Yet no-one seems to care! Bus drivers certainly do.

To cap it all – although the regulations state that a driver must have a day off every two calendar weeks – what this actually means is that after 2 weeks continuous working, a driver must have a break of 24 hours. Under this rule a driver can be on an early shift on a Monday, ending at 1 pm – have his or her 24 hours rest and have to report back at 1pm on Tuesday to work an afternoon shift. Technically this would be seen as having a 'day off', but the driver, for all intents and purposes, will have worked for two consecutive days.

New Labour, in its 1997 manifesto promised a review of these regulations. It took their government until 2008 to initiate one! The Department for Transport began a consultation exercise.

In the end, after some 13 years of delay, nothing was done. A general election beckoned and the Confederation of



Passenger Transport (CPT), the voice of the bus employers argued that any proposal to bring domestic drivers' hours regulations into line with European long distance drivers' hours would provide them with very significant extra costs. They told the House of Commons Select Committee on Environment, Transport and Regional Affairs:

*"CPT recognises that the juxtaposition of two sets of (drivers' hours) rules can be complex, but there is no evidence that current UK domestic rules are unsafe."*

All this is a far cry from the Government's own advice to car drivers not to drive for more than 2 to 3 hours without taking a break! The Department of Transport's "Tiredness Kills. Take a 15 minute break every two hours" campaign does not extend it seems to bus drivers. Its campaign aims to:

- encourage drivers to take a 15 minute break every two hours of driving
- increase awareness of the dangers of driving while tired
- increase awareness of the signs of driver sleepiness

The key message: "Tiredness kills. Make

time for a break" suggests drivers plan their journey to include a 15 minute break every two hours of driving. Bus drivers can only dream of this, it seems. When they find time to sleep that is! (See right: reproduction of the DfT poster.)

The suggestion that our domestic regulations should be left unscathed in the interests of not burdening business with too much regulation is just not acceptable in terms of public safety. The limits placed on driving time as they currently stand are already totally inadequate to fulfil an objective of ensuring that we do not have tired and overworked drivers at the wheels of vehicles which, when an accident occurs, can literally become deadly weapons.

Bus drivers' hours' regulations set blatantly inadequate limits on driving hours and are also highly complex. What makes things even worse is that they are also very easy to stretch and very difficult to enforce.

The penalties for breaking drivers' hours' regulations are laughable. Yet enforcement has massively diminished. Massive job losses have been seen in civil service enforcement agencies; what some



politicians see as cutting waste, despite past union objections that this would have a serious effect on road safety. Traffic examiners only scratch the surface with the numbers of staff they have and this must have reduced their effectiveness. The farming out of civil service functions to the private sector under contracting out and market testing programmes has had a devastating effect.



## THE WORKING DAY OF THE DRIVER

Another problem with the regulations then is the focus on the time a driver spends behind the wheel, rather than on working hours as a whole. Although it would seem obvious that a professional bus driver has many duties other than simply driving from A to B, governments and employers have failed to recognise this.

All drivers have many other duties besides the act of driving. Coach drivers have the responsibility for cleaning their own vehicle, restocking tea and coffee facilities and some even have to empty the coach's on-board toilet. In some small firms drivers may have to carry out many maintenance tasks as well.

A bus driver must first sign on for the shift, then check the bus for defects before any driving can begin. All this can mean an hour or more difference between their time spent working and the time actually spent driving. Even once the bus is on the road, the driver has far more to worry about than just driving. Almost all bus services use One Person Operated (OPO) buses, so conductors and conductresses are, for most passengers, at best a dim memory, or even an aspect of history lessons. Bus drivers have to do the work of two people, having the responsibility for the tasks formerly carried out by the conductor or conductress.

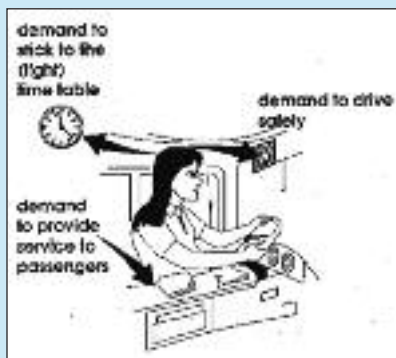
So as well as having passengers' lives in their hands, as they negotiate their way through often heavily congested streets, they also often have to worry about giving the correct change, or check that the passes shown are still valid, ensure that everyone has boarded before leaving the bus stop, and keep good order amongst the passengers. They have to deal with passengers' increasing complaints about the service, or lack of it, largely caused by deregulation and privatisation. It is bus drivers who take the flak for problems that are completely out of their control.

Bus drivers also have to deal with the ever present threat of an assault – as an occupational group they have the dubious

privilege of being amongst those most likely to be assaulted just for doing their job. Bus drivers are actually more likely to be off work due to assault and injury than policemen are!

As an ILO report puts it, under the heading of 'conflicting tasks' (see pic below):

*"The (bus) driver's task is mentally demanding because of having to cope with conflicting requests. The company and the public want the driver to maintain good contact with passengers and to be service-oriented, for instance to travellers (providing information about timetables, routes, stops, fares, etc.). These are also important aspects for job satisfaction. In the operator's daily life, the demand for service by the individual passenger often conflicts with the need to keep to a tight schedule in dense traffic. The third demand on the driver, also conflicting with the other two, is the demand to drive safely according to traffic regulations."*



Whatever the driver tries to do, he or she cannot resolve the basic problem of conflicting demands. This is a low autonomy situation, an important cause of work stress.

Although bus drivers often characterize themselves as "boss in their own bus", this power is strongly contested and restricted by employers. To a large extent, a bus driver works isolated from colleagues and superiors.

Bus drivers often complain about not knowing what management is up to, and not getting enough information and support from middle and top management: The refrain to be heard in every bus garage is that there is no recognition for good job performance: to the boss you are a number.

Professional drivers also have to cope with the problem of irregularity in their working patterns. All busworkers know full well that, since the demand for public transport is inherently flexible through the day, vehicles need to be operated 18 hours a day to make them cost effective.

Thus drivers tend to work under four shift patterns – early, mid-day, late and spreadover, which all leads to irregular meal times, disruption to the body's biological rhythm and fatigue.

Irregular shift-working patterns are one of the most common factors contributing to high levels of stress amongst workers – causing sleep difficulties indigestion and ulcers, an increased risk of heart disease and most importantly, an increase in accident rates.

So, when the realities of a working day of a professional driver are considered, the inadequacies of current drivers' hours' regulations become even more apparent. Firstly, drivers work many hours in excess of those spent actually behind the wheel, and secondly they have to cope with irregular work and sleep patterns. Both these factors have a huge influence on fatigue levels, yet neither is taken into account by current regulation.



## FATIGUE – A MEDICAL PROBLEM

Fatigue caused by long hours of work has long been recognised as a serious problem. The issue first rose to new prominence when the Japanese phenomenon of 'karoshi' or sudden death caused by overwork hit the headlines in the West.

In Japan, where workers routinely work excessive hours, apparently healthy but overworked individuals had died suddenly, with no apparent cause apart from excessive hours of work.

For most groups of workers, fatigue only has personal consequences – emotional stress at home and symptoms of depression and burnout. Fatigue has also been linked to increased risk of infections by lowering the activity of the immune system, and to increased musculoskeletal injuries.

However in many circumstances fatigue can also have serious consequences for others as well. We all know that when we are too tired, we make more mistakes. The Chernobyl nuclear disaster, the Challenger space shuttle crash and the Exxon Valdez oil spill were all blamed on workers who dozed off or were too tired to do their jobs properly. The inquiry into the Clapham rail crash, where an electrician had mis-wired the points, concluded that working long hours without relief had been a significant contributory factor. Bus drivers also face a serious problem of fatigue but it is not just their problem, it's a problem for society as a whole. There is no doubt that there are an alarming number of tired drivers working on Britain's roads on any one day.

According to sleep expert Dr Jim Home, as sleepiness increases a glazed look comes over the eyes, visual awareness declines and 'eye rolling' begins. The eyes roll up under the slowly closing eyelids, which then slowly open and the eyes roll back down again. One complete eye-roll lasts about two seconds and is usually followed immediately by another. These events are known as 'micro-sleeps' where consciousness is clouding and the brain is losing contact with reality.

It is possible to snap out of this state for a while. Drivers can open the windows, or sing a song, all in the hope that all this stimulation will overcome the sleepiness. But, for anyone who is really sleepy, such countermeasures are seldom effective for more than a few minutes micro-sleeps and eye rolling reappear, maybe lasting for many seconds, interspersed with short bursts of greater alertness. Successive micro-sleeps get longer until true sleep sets in and the head lolls forward, causing, with any luck, a startled awakening.

Have you ever wondered what happened when a bus misses a scheduled stop and the driver gaily drives on unawares until passenger shout out? 'Fortunately', most local service bus drivers have to stop every couple of minutes to stop at a bus stop to pick up passengers. The jolt to the routine of driving shakes them out of lethargy. But what happens if they don't have this? More importantly, what is going on in a bus driver's body as his organism is alternatively dulled and shaken?

A driver having micro-sleeps is still vaguely aware of the road, but is likely to misperceive events ahead. Limited driving skills can be maintained to keep the vehicle on a fairly straight course or to carry out simple steering manoeuvre. However, the vehicle could begin to drift sideways and foot pressure on the accelerator may relax, causing the vehicle to slow down. The driver may seem to be in control, but as micro-sleeps particularly impair vision, the immediate danger is one of collision or running off the road.

Driving is an activity that demands sustained alertness from the driver, but also it also involves static muscular work in which the muscles must remain in a state of increased tension in order to sustain a particular body posture. As such it is a very tiring task.

Drivers' hours regulations set limits on the time spent behind the wheel, with the assumption that after a certain number of hours spent driving, the risk of accidents is far greater. For many years researchers

have been trying to establish how long a driver can remain at the wheel before the risk of an accident rises, however most have failed to find a simple relationship between risk of accident and time spent behind the wheel.

One study found that a driver was more likely to be involved in an accident after five hours driving than when he or she drives for less than 5 hours. But a subsequent study could find no relationship between driving time and accidents. Researchers have, however, found several other factors that do increase the risk of having a fatigue related accident.

One medical-work study did find a relationship between the length of the working day and accident risk – the risk of an accident was found to be 2.5 times greater when a driver works 14 hours or longer than when a driver works less than 10 hours.

Many studies have found a definite relationship between accidents and the time of day. One found that the highest percentage of fatigue related accidents occurred between 4am and 6am. About twice as many accidents occurred between midnight and 8am than in the other hours of the day.

In the US, one study by the University of Texas, found a clear relationship between time of day and accident rate. Most fatigue related accidents happened between 1am and 6am, with another peak between 1pm and 4pm. The afternoon peak was particularly marked for drivers who were over 46 years old.



# An hour less a day



Another American report found that the peak time for accidents was 6am.

Detailed studies from Israel and Germany also show surges of driver sleepiness in the small hours and the late afternoon. The Israeli study found that sleep-related accidents were three times more likely to result in serious injury or death than other road accidents. This was because sleepy drivers did not brake to try to prevent the accident, making the impact worse.

In the UK, the Sleep Research Laboratory at Loughborough University has long been looking at driver fatigue. They too have found that apparently sleep-related accidents were often clustered in three periods of the day;

- midnight to 2am
- 4am to 6am
- 2pm to 4pm

The most dangerous period was 4am to 6am – when a person was 13 times more likely to have a sleep related accident than someone driving between 10am and noon or 8pm to 10pm. Sleep-related accidents were least likely to occur from 10am to noon and 8pm to 10pm.

The Leicestershire study found that the time since the driver last slept was an influential factor in whether they had an accident or not. The greatest incidence of sleep related accidents occurred when the driver had been awake for more than eighteen hours. When the time of day was excluded, the total time actually spent driving was not as crucial a factor, unless the person had been driving for over 10 hours. Their conclusions have been that it is the working hours of drivers that have to be regulated, rather than their driving hours alone.

Many of the above studies into the relationship between accidents and time of day have suggested that the peak times for accidents could be related to the biological rhythm of the driver which affects their performance according to the time of day. It is now well-established that the brain's 24 hour clock is set to bring sleep twice a day – at night and in the

early afternoon. The early afternoon is therefore a time that can produce a marked feeling of sleepiness which is not due, as many people believe, to eating lunch. This is the period when daytime accidents reach their peak. Many cultures, especially in hot countries have an afternoon 'siesta' as a way of life. According to our biological clocks, the early evening is the period of greatest awareness. The effects of long working hours, long driving spells, irregular working hours, and the physical condition of the human body all combine with the biological rhythm effects to produce danger.

Some drivers face the additional problem of sleep problems, which can cause profound daytime sleepiness even if the driver has been well rested. The commonest disorder of this type is a form of impaired breathing called 'sleep apnoea'. Typically this is a collapse of the throat that gags the sleeper causing them to wake up momentarily, many times a night. The sleeper is usually unaware of it, even though there is very severe snoring. Being overweight makes matters worse, as the weight of the fat in the neck further compresses the sleeper's throat. Bus drivers – and other professional drivers – seem particularly vulnerable to this problem, as many of them are overweight – itself an occupational hazard. Studies from the US have shown that people who suffer sleep apnoea are seven times more likely than those who sleep normally to have a road accident.

It has been known for some time that professional drivers suffer many problems with their health as a result of driving. Long hours contribute greatly to stress and fatigue amongst drivers, which over a period of time can lead directly to premature retirement on health grounds or even death. Many drivers retire medically unfit far too early due to heart problems, diabetes, or other related syndromes. The most common problems found amongst drivers are chronic pain in the neck, shoulders and back, stomach ulcers, high blood pressure and heart disease.

The health effects of driving can be related to different aspects of the job. But one key concern is that the human body never completely adjusts to shift-work. A famous study in Sweden found that permanent shift-workers were three times more likely to have heart attacks after 15 years of shift-work than other manual workers. Other studies have indicated that shift-work is related to nervous or gastrointestinal disorders for those who are susceptible to them. Shift-work has also been shown to affect both the amount of sleep and its quality and to cause an increase in stress. Evidence shows that shift-workers suffer from higher incidences of fatigue, irritability and headaches.

Driving in traffic undoubtedly causes considerable stress for the driver and has been linked to increased risk of heart attacks and strokes. A major study in America 'Hypertension among Chicago Transit Drivers' demonstrated a prevalence of stress symptoms amongst bus and tram drivers well above the norm for comparative workers in other industries. A Danish study of bus drivers in and around Copenhagen showed that the drivers working on the more stressful city centre routes were far more likely to have heart attacks than those always driving on the outskirts.

The union long ago identified no less than 17 socio-medical studies, all scientifically valid projects, from the US and Scandinavia – all of which conclude that a causal link exists between stress related illnesses and occupational driving.

Since the former T&G initiated this area of work – almost 25 years ago now – no employer or government agency in the UK has really taken our concerns seriously. Yet the "International Labour Organisation" (ILO), the tripartite UN agency that brings together governments, employers and workers in 183 countries in common action to promote decent work throughout the world, has commissioned countless papers on the subject of occupational stress and the bus worker has featured highly.

Stress projects in bus companies all over





the world – with the notable exception of Britain and Ireland have shown that a successful approach aimed at stress prevention must be “participatory and stepwise”. Participatory in the sense that all parties involved play an active role; stepwise meaning that solutions will be achieved by a problem-solving process involving different phases: preparation, problem analysis, choice of measures, implementation and evaluation.

One ILO study mentions 32 studies (see right) that have been conducted on the occupational health of bus drivers over three decades in 13 countries. They all indicate that being a bus driver is a high-risk occupation. A number of studies along these lines were completed in the UK before deregulation and privatization took their toll. Not one study has been commissioned by any bus operator, or their association, since. You’d think they don’t care!

Yet stress causes exhaustion and irritability and thus can increase the risk of accidents. One relatively recent union survey (ignored by the industry and government) of British bus found that 71% of drivers suffer from sleeplessness, 71% from exhaustion and 83% from aches and pains as a result of work-related stress.

Whilst the fact that most bus drivers’ cabs also lack air conditioning, means that drivers are often too cold in the winter but too hot in the summer – which can increase the effects of fatigue.

It is now becoming increasingly clear that drivers also suffer a high incidence of back and neck problems like spondylosis, wear to the vertebrae and other spinal problems associated with poor seating design, lack of protection from jolts and vibration, bad siting of ticket machines in buses and poorly designed driving controls.

In a union survey some years ago, two out of three British bus drivers reported some discomfort in their back or neck after a day’s shift. Poor cab design and poor seating were heavily blamed by many drivers, causing their union to make this a

| Author               | Type of Study (see key below) | Country        | Year | Sample population              |
|----------------------|-------------------------------|----------------|------|--------------------------------|
| Morris, et al        | 4                             | United Kingdom | 1966 | 413 bus drivers                |
| Pilus & Tarannikova  | 4                             | Soviet Union   | 1975 | 930 bus, 312 ex-drivers        |
| Rusconi, et al       | 2,4                           | Italy          | 1975 | 200 bus drivers                |
| Holme, et al         | 1,4                           | Norway         | 1977 | 98 bus drivers (14,000 others) |
| De Haan, et al       | 1,2                           | Netherlands    | 1978 | 1,252 bus drivers              |
| Brooks               | 6                             | United Kingdom | 1979 | 30 bus drivers                 |
| Netterstrom et al    | 2,4                           | Denmark        | 1981 | 1,396 bus drivers              |
| Reimann              | 4                             | Germany        | 1981 | 28 bus drivers                 |
| Arronson             | 2                             | Sweden         | 1982 | 4554 bus and tram drivers      |
| Erlam                | 2                             | United Kingdom | 1982 | 12,639 bus drivers             |
| Gardell, et al       | 1,2,4                         | Sweden         | 1982 | 1,422 bus, tram, train drivers |
| Meijman et al        | 2                             | Netherlands    | 1982 | 135 ex bus drivers             |
| Mulders, et al       | 4                             | Netherlands    | 1982 | 12 bus drivers                 |
| Oversloot, et al     | 1,2                           | Netherlands    | 1982 | 655 bus drivers                |
| Backman              | 1,4                           | Finland        | 1983 | 1597 professional drivers      |
| Feickert & Forrester | 1,2                           | United Kingdom | 1983 | 289 bus drivers                |
| Garbe                | 2                             | Germany        | 1983 | 775 bus drivers                |
| Melfort              | 1,2                           | Germany        | 1983 | 300 bus, 300 tram drivers      |
| Rissler & Aronsson   | 4                             | Sweden         | 1983 | 41 bus drivers                 |
| Courtney & Wong      | 3                             | Hong Kong      | 1985 | Hong Kong buses                |
| Felnemeti, et al     | 4                             | Austria        | 1985 | 18 bus drivers                 |
| Kompier              | 5                             | Overall review | 1985 | n/a                            |
| Oortman-Gerlings     | 1,3                           | Netherlands    | 1985 | 8 bus drivers                  |
| Davis & Lowe         | 3                             | United Kingdom | 1987 | London buses                   |
| Pokorney, et al      | 6                             | Netherlands    | 1987 | 990 bus drivers                |
| Ragland, et al       | 2,4                           | USA            | 1987 | 1,500 bus drivers              |
| Winkleby, et al      | 5                             | Overall review | 1988 | n/a                            |
| Kompier              | 1,2,3                         | Netherlands    | 1989 | 4,180 bus drivers              |
| Duffy & McGoldrick   | 1                             | United Kingdom | 1990 | 376 bus drivers                |
| Nijhuis & Bulinga    | 1,2                           | Netherlands    | 1991 | 120 bus drivers                |
| Anderson             | 4                             | USA            | 1992 | 130 drivers                    |
| Grosfeld             | 1,2                           | Netherlands    | 1993 | 2,050 bus drivers              |

NB ‘et al’ = plus other authors

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|--|--|
| 1. Questionnaire on health outcomes and/or working situation           | 3. Ergonomic study                           |
| 2. Study on Absenteeism, work disability (and rehabilitation) turnover | 4. Bio-medical study or physical examination |
|  | 5. Literature review                         |
|  | 6. Accident study                            |

major area for exerting pressure on employers. Since the survey, much improvement in these areas has been negotiated over the years by Unite’s predecessor union, the Transport & General Workers Union (T&G), working with employers to improve good bus cab design. But the original survey saw half of all bus drivers blame the long hours behind the wheel of the bus without a break for their aches and pains.

Very few surveys have been done to show what exhaust fumes drivers themselves are exposed to. However, it is known from

studies in London that levels of all the main pollutants are three to five times higher at head height than they are 20 metres above the ground where they are normally measured. Thus the air drawn into vehicle ventilation systems is likely to be highly polluted.

### Psycho-physiological costs

- Relative high blood pressure
- Relative high levels of urine-adrenaline
- Relative high levels of cortisol



It is already known that road-workers suffer more from chest problems such as bronchitis than workers doing similar work away from the roadside. Petrol station attendants and tanker drivers get more leukaemia than workers in general, probably because of their exposure to benzene, a known carcinogen, in petrol. Raised blood pressure has been associated with carbon monoxide exposure in several groups of road workers such as those working in toll booths. Studies in the US and Sweden have shown that professional drivers who have higher levels of exposure to pollutants are significantly more likely to get lung cancer than country dwellers and others without exposure to these chemicals.

Research has shown that even low level exposure to exhaust fumes can drastically affect judgements and so increase the risk of an accident. But, perhaps more importantly, inside staff in bus garages – engineering and maintenance workers – need to keep a sharp eye on this problem.

Most medical experts now acknowledge that driving fatigue is determined by more factors than just the time spent driving. It is generally accepted that the three main influencing factors on fatigue are:

- the length of the working day
- the length of time spent away from work for rest and sleep
- the arrangement of work, rest and sleep periods within a 24-hour cycle

For bus drivers, the majority of whom as we have already seen work long irregular shifts, all these factors interact in determining whether a particular driver is in danger of having a fatigue related accident. And because professional drivers are not free to determine their own work schedules, they are in far more danger of fatigue related accidents than other drivers.

Their irregular patterns of work mean their rest and sleep periods may be shorter than for other people and the demands of shift-work might mean that

they have to sleep at times, and in conditions which make a good night's sleep difficult. Also, the conditions of their working environment (i.e. the cab) are likely to be the source of other stresses, such as noise, heat, vibration and pollution.

## Main health problems of bus drivers

- Musculo-skeletal problems (lower part of the back, neck, shoulders, upper part of the back, knees)
- Psychological problems (fatigue, tension, mental overload)
- Stomach and intestinal disorders
- Sleeping problems

It must also be borne in mind that individual drivers will differ in the extent that all these factors will affect their accident risk. Some evidence has suggested that drivers over 45 are worse affected than younger drivers – but there are also indications that this may be balanced out by the effects of greater experience of older drivers in dealing with the difficult conditions of their jobs, making them more able to compensate for the effects of fatigue. These factors need to be taken into account if we are to formulate good and effective limits on the working hours of drivers for the prevention of fatigue related accidents.

Unite believes that the Domestic Rules should be abolished so that all professional drivers, those who have either a large goods vehicles (LGV) or Public Carrying Vehicle (PCV) licence, currently driving goods and passenger vehicles that are not currently covered by the EU Rules should come under the EU Rules.

The driving of an LGV or a PSV vehicle requires the driver to hold an additional entitlement over and above that of drivers of other road vehicles e.g. van or motor

car. The entitlement to drive these LGV or PSV vehicles is determined by their ability to demonstrate that they are capable of driving these vehicles properly and in a safe manner. The entitlement is not dependent upon an artificially and arbitrary distance from their place of work.

Given that duty times are different for LGV and PCV, at the very least these should be standardised to a 10 hour maximum daily duty time. It is difficult to understand why there is currently an 11 hour daily duty maximum for a HGV driver and 16 hour maximum, including work other than driving and off-duty periods during the working day, for bus drivers.

"Adequate rest", under the Working Time Regulations, means that a worker has regular rest periods, the duration of which are expressed in units of time and which are sufficiently long and continuous to ensure that, as a result of fatigue or other irregular working patterns, he does not cause injury to himself, to fellow workers or to others and that he does not damage his health, either in the short term or in the longer term" and: 'When considering whether or not a worker has adequate rest, regards has to be to the subjective considerations of each particular case.

There must be an objective examination of the subjective circumstances of each worker' but as far as we are aware, no operator has applied the "adequate rest" test to their drivers. To do this the operator has to undertake an individual risk assessment on each driver.

As far as we are aware VOSA have not ensured that operators have undertaken these risk assessments to ensure that their professional drivers are having adequate rest. Why should there be different rules in regards to breaks for professional drivers, which are based on an arbitrary distance from their place of work. It is the maximum length of driving and duty time which is important and not the distance travelled.



The daily rest requirements for drivers of passenger vehicles are simply just not set at the right level. The current daily rest period of 10 hours which must be taken between two consecutive working days is not enough. Unite believes that this should be an 11 hour continuous minimum break between duties. In regard to the 10 hour minimum break period which can be reduced to 8.5 hours up to three times a week. This can only be described as creating a serious safety risk not only to the driver but their passengers as well. Some people might say that having an 8.5 hour break is sufficient for anybody.

But since individual risk assessments are not undertaken to establish if the driver is receiving 'adequate rest' we then have to put this in to a realistic context. A driver leaving their place of work and returning to their home would travel say between 0.5 and 1.0 hour and have the same return journey. So excluding travelling time a driver could have rest break of as little between 6.5 and 7.5 hours. During this break they would have to get some sleep, somewhere around 5.5 and 6.5 hours, if they are lucky! They would also need to get refreshments etc. So, as they are currently set, the Domestic Rules allows a driver of a passenger vehicle to have as little as 5 hours sleep between shifts.

Unite does not believe that the travelling public would feel safe going on to a bus if they knew that their driver had such little rest. Nor, in our view, should the driver be driving with so little rest. The obligation, under Domestic Hours rules, for employers is merely that they "should also remember that they have additional obligations to ensure that drivers receive adequate rest under health and safety legislation".

What on earth does this mean? The current required weekly/fortnightly rest requirements for passenger vehicles desperately need improving. The regulations require that: "In any two consecutive weeks (Monday to Sunday)

there must be at least one period of 24 hours off duty". This is insufficient for the driver to be properly rested. We would want to see one continuous day off in seven or two continuous days off in fourteen.

The very different requirements for PSV and HGV drivers working under Domestic Rules simply no longer make sense. In regards to PCV drivers other than the general requirements relating to operator licensing under the Public Passenger Vehicles Act 1981 there are no specific record-keeping duties or methods of record-keeping relating solely to UK domestic rules. So it is difficult to see how these could be seen as being adequate, This then begs the question if there are no specific record-keeping duties or methods of record-keeping relating to PCV drivers driving under Domestic Rules how they then can be enforced?

Unite would like to see similar rules introduced for PSV drivers working under Domestic Rules to those which apply to professional drivers working under the tachograph rules. That is, provided that road safety is not jeopardised, and to enable a driver to reach a suitable stopping place, a departure from the Domestic Rules may be permitted to the extent necessary to ensure the safety of persons, the vehicle or its load.

Unite believes that the current Domestic Rules, especially in regards to driver hours and rest periods, are detrimental to road safety. Professional drivers do not receive the proper rest and are therefore a potential hazard on our roads.

Unite believes that the Domestic Rules work against 'good working conditions' for professional drivers working under these rules. The long hours without proper rest are a barrier to good working conditions. In some companies where we have negotiated shifts with breaks after no more than 4.5 hours have resulted in a reduction in the 'churn rate' of drivers. Currently, the 'churn rate' in the industry for bus drivers is similar to that of the service sector. However, it cost at least

£5,000 to train a professional PSV in-house, and this clearly is a substantial waste of resources, given the existing churn rate.

We see too many cases where an employer will try and use any argument to get their drivers driving under Domestic Rules rather than under EU Rules. The bus and coach industry sees the EU Rules as being more restrictive than the Domestic Hours Rules, therefore on purely 'financial' grounds, want all or as many as possible of their drivers working under Domestic Rules.

Also, if one employer's driver is working under EU Rules while another employer fiddles their driver under UK Domestic Rules then they would have an unfair advantage over the employer who is abiding by the EU Rules. It may be appropriate to remember what Winston Churchill said about the minimum wage. That without the minimum wage "the good employer is undercut by the bad, and the bad employer is undercut by the worst". (Official Report, 28 April 1909; Vol. IV, c. 388.). Unless the Domestic Hours are abolished we will continue to have this situation in the UK.

Unite finds it difficult to see why two people doing essentially the same job should work under different rules. The existence of different rules would imply differences in the work performed would result in different driving hours and or rest periods. Also having a single standardised set of driving rules would simply the enforcement of those rules for VOSA.

Unite believes that the current Domestic Rules, especially in regards to driver hours and rest periods, do not deliver the objective of road safety. If professional drivers do not receive the proper amount of rest they are potential hazard on our roads.

Unite believes that the Domestic Rules should be abolished altogether. This has been the policy of the Union since the 1990s. In regards to what safeguards



should be introduced, we believe that all professional drivers should come under the provisions of the tachograph regulations. By including them under these regulations we believe this would be all the safeguards needed, as they would automatically come under the provisions of the Road Transport Working Time Regulations in regards to working time regulations.

Other drivers, who currently come under the regulations, normally for record keeping purposes, would not necessarily be 'mobile workers' so would receive working time protection from the main Working Time Regulations.

All of the limits of the EU Rules should be used as the basis for considering changes to the Domestic Hours Rules for professional drivers. For other workers, they should come under the provisions of the main Working Time Regulations, taking into account if they would be defined as mobile workers under that legislation.

Generally, Unite believes that much more resources should be devoted to enforcing road safety and health and safety

legislation. Whilst we recognise that efforts have been made to provide guidance on managing work-related road safety, we believe that the Health and Safety Executive, VOSA and other enforcement agencies should be paying much more attention to occupational road risk as part of their regulatory activities. Such enforcement activity should be both high profile and robust, using the full range of penalties.

Unite welcomed the coming into force of the Corporate Manslaughter and Corporate Homicide Act 2007 and we note that prosecutions under the Act have already started. We believe that there is some awareness of the Act but view matter such that the full force of the Act should be brought to bear on employers in the transport sector as necessary, including the use of publicity orders.

We do not believe that this Act goes far enough as it does not provide for individual liability for directors and senior managers.

Unite has been campaigning for some years for the imposition of statutory health and safety duties on directors. We

believe that a voluntary approach is ineffective. Whilst directors of companies who have good health and safety systems have nothing to fear from such a change, those who refuse to face up to their health and safety responsibilities would have to do so and change their attitude.

Unite would like to see regulations similar to the railway industry to help manage fatigue. Currently the Railways and Other Guided Transport Systems (Safety) Regulations (ROGS) require train companies to make arrangements to ensure train drivers do not drive or carry out other safety critical duties when they are fatigued. Surely professional bus drivers are carrying out safety critical duties, and therefore should have the same protection as workers in the railway industry.

Unite would not want to see any of the different approaches used in different EU countries as an alternative approach for the Domestic Rules. However, we agree with the recognition that the key trend running through the research undertaken of domestic legislation in other EU Member States is that many use some or all of the parameters contained within existing European-led legislation as a basis for regulating those sectors that are not covered by the EU Rules.

However, we would want all of the parameters contained within the existing EU Drivers Hours Regulations to be the basis for regulating those sectors that are not currently covered by the EU Rules.

A 2007 decision by the International Agency for Research into Cancer has focused on the fact that shift work involves disruption of the Circadian Rhythms may cause cancer, resulting in its inclusion in the IARC list of category 2A carcinogens. Unite would welcome a pilot scheme to understand the possible advantages and disadvantages of introducing a similar fatigue management system to that used in Australia in the UK. But, although government has hinted at such a thing, thus far, there is no sign of anything of the kind emerging.





## WHAT IS TO BE DONE?

Despite the reluctance of our UK governments, departments, enforcement agencies, and operators to investigate the level of fatigue related accidents in Britain, in other countries where fatigue is recognised as a serious road safety problem, it has been shown to be a common cause of crashes. In the US, for example, research has concluded that 13% of deaths from road accidents each year are caused by the driver falling asleep. In California, fatigue is thought to be the second most common cause of road accidents after alcohol.

We believe that all parties in the industry should urgently begin research into the

true extent to which fatigue is implicated in ill-health of Britain bus drivers. We would also like to see Britain join most other industrialised countries in collecting statistics on road accidents which occur in the course of work. Technological advances, such as 'black box' recorders, similar to those installed on commercial aeroplanes, could aid this process and provide valuable information.

Below: An ILO study makes recommendations that can only be considered pie in the sky for modern Britain – unless something changes dramatically – or Unite's busworkers make it happen!

As we have seen the commercial pressures on professional drivers to exceed their legal hours' limits have never been greater. This makes effective regulation of their hours of work more crucial today than it has ever been. The current domestic regulations are clearly not up to the job. They are too complex to be easily followed and because they concentrate on limiting the number of hours spent driving, they fail to control other important factors that also have an influence on fatigue. Total working time, both in a single day and in a week, the time since sleep, the quality of that sleep, and the time of the day all have major influences on the risk of a fatigue related accident and yet none are covered by the present regulations.

The whole body of evidence is clear – it is normal to expect that sickness absenteeism of bus drivers should be significantly higher, compared to other professional groups. The same holds true for the risk of disability; bus drivers who have to leave their job for medical reasons do so at a younger age than comparable groups of employees. The main conditions leading to disability relate to the back, tendons and joints, mental disorders and cardiovascular diseases. Yet British bus drivers face a rigorous atmosphere of discipline at their place of work, such that percentage absenteeism levels that might be normally associated with office work are ruthlessly applied. Something must be done!

### Recommendations as to work and resting schedules and timetables

1. Normal hours of work should not exceed 40 hours per week.
2. Normal hours of work should not exceed eight per day as an average.
3. When normal weekly hours of work are unevenly distributed over various days of the week, the normal hours of work should not exceed ten per day.
4. No driver should be allowed to drive continuously for more than four hours without a break.
5. A 20-minute break after two hours of continuous work.
6. The daily rest of drivers should be at least 11 consecutive hours during any 24-hour period starting from the beginning of the working day.
7. The minimum duration of the weekly rest should be 24 consecutive hours, preceded or followed by the daily rest.
8. There should be enough time to reduce task conflicts.
9. Work should be organized in periods of several (maximum four) consecutive days within the same shift.
10. Avoid split shifts.
11. Regular assignments instead of day-to-day assignments.
12. Choose forward rotation: early-day-late.
13. No single day off, but two days off between blocks of working days.
14. Guaranteed possibilities to take days off.
15. All hours worked in excess of normal hours should be considered as overtime and as such remunerated at a higher rate or otherwise compensated.



# An hour less a day



Clearly, Britain needs a drastic rethink of how our regulations should be formulated. As a starting point, we believe, the International Labour Organisation's (ILO) Convention 153 on Hours of Work and Rest Periods in Road Transport should be used as a base for tightening up the regulations.

ILO Convention 153 states that;

- no driver shall be allowed to drive continuously for more than four hours without a break
- the maximum total driving time, including overtime, shall exceed neither nine hours per day, nor 48 hours per week
- every wage earning driver shall be entitled to a break after a continuous period of five hours of work
- the daily rest of drivers shall be at least ten consecutive hours during any 24 hour period, starting from the beginning of the working day.

The beauty of the ILO Convention is that it is simple and it aims to set a minimum standard that all transport companies and their professional drivers would have to comply with. It defines hours of work not just as driving time, but to also include time spent on other work duties.

However, Unite has more modestly proposed the demands that a bus driver's working day should be limited to a maximum of 10 hours, of which no more than 8 hours should be spent behind the wheel; whilst no single spell of driving duty should exceed four-and-a-half hours.

However, regulations only work if they are respected. We believe that the new regulations should be strictly and effectively enforced. It should also be made clear in law that the responsibility for complying with hours regulations lies with employers not their drivers.

For coach drivers, the Government must also look at the provision of service areas on motorways and other major roads and ensure both that they are provided at regular intervals, and that they provide adequate facilities. We believe it is essential that drivers have ready access to proper parking, rest and refreshment facilities at service stations, and we would like to see the Government require that every service area has provision for parking spaces for coaches on a 24 hour basis, together with toilet, washing, showering and rest facilities for drivers, and the provision of food at an affordable price.



## FINALLY...

The issue of excessive driving hours and the poor quality of UK regulations ought to be a matter of serious public concern and we urge everyone – passengers, local authorities, employers, the police, medical experts, MPs and MEPs – to support our campaign calling for steps to be taken to tighten the current drivers' hours regulations. This will be interests not only of our hard-pressed bus drivers but also in the real interests of public safety on our roads.

Unite says to all the major bus groups – 'work with us on this one'! Unite is fixed and determined that we will win a major

relief on duties for all busworkers. We will campaign hard to win this.

The first step was to write to the employers' organisation – the Confederation of Passenger Transport (CPT). Our letter to that body is contained here in an appendix. The answer is also reproduced so that our members may judge on the matter. The response – that CPT cannot negotiate – is simply not good enough. Rather strangely, Mr Salmon, speaking for Mr Posner, CPT's Chief Executive, asks where we "sourced the statement about this organisation being a focus for

negotiation. Actually, it was Mr Posner, who states on CPT's home page that: "As the government-recognised trade association for the bus, coach and light rail industries, we're the focus for consultation and negotiation on legislation, regulation, practices and standards." See: <http://www.cpt-uk.org/>

For our part, we will respond to the democratically established will of our members. We know what they will determine. The next steps are up to the major employers to determine, really. What's next? You decide!



## Appendix 1 – The Union's letter to the employers

Unite House | 128 Theobald's Road | Holborn | London | WC1X 8TN  
T: 020 7611 2500 | F: 020 7611 2555

National Organiser – Transport  
Transport Sectors: Passenger Transport; Road Transport Commercial,  
Logistics, & Retail Distribution; Civil Aviation; Docks, Rail, Ferries & Waterways

E: [Graham.Stevenson@uniteunion.com](mailto:Graham.Stevenson@uniteunion.com)



Our Ref: GS.st  
Date: 17 March 2010  
Contact: Extension 2575

Simon Posner, Chief Executive, Confederation of Passenger Transport UK, Drury House, 34-43 Russell Street, London, WC2B 5HA

Dear Mr Posner,

### MINIMUM STANDARDS IN THE PASSENGER-CARRYING SECTOR

I write to you as the director of the Confederation of Passenger Transport, which describes itself as "the government-recognised trade association for the bus, coach and light rail industries". It also claims to be "the focus for consultation and negotiation on legislation, regulation, practices and standards." In that setting, Unite – the union, representing 100,000 members who are by far the largest block of unionised employees workers within this discrete sector represented by yourselves, wishes to raise with your organisation the discussing of certain minimum standards for the bus, coach, and light rail industries to be agreed with ourselves.

Indeed, I am directed by the National Industrial Sector Committee of the Passenger Transport Sector of Unite, following its recent meeting to seek a discussion with your ruling council, or its representatives, at which myself and leading lay representatives of our union from the Passenger Transport Sector would wish to place a proposal in this regard. To be clear at the outset, it is not our wish to establish formal bargaining upon the full set of terms and conditions that apply within each individual company that is a member of the CPT – that is to say to create a global national bargaining framework. On most aspects of employment relations within the sector, we favour the determination of such matters at a local level, in the manner which currently applies.

But we do seek your collective agreement to establish with Unite a National Joint Consultative Forum for the whole sector, which can recommend, perhaps as part of the terms of corporate membership of your body as part of your Operator Member Code of Conduct, but certainly as a policy approach of the individual employers associated with CPT, the following. We would seek, at this stage, agreement on only limited, recommended, but firm standards for a select few aspects to be applied by your members. For example, on domestic driving hours:

- a maximum length of any single piece of duty not to exceed four and a half hours
- a maximum length of driving time not to exceed eight hours
- a maximum single daily duty time of ten hours

Clearly, we would anticipate that the practical effect of introducing such a standard would be locally negotiated following the industry body's national endorsement with Unite on these matters. Thus, only where Unite recognition applies at a local level within each existing local bargaining unit would negotiations on detail ensue and such a minimum standard could be flexibly applied locally, where overall superior conditions exist.

2) We also seek a recommended common standard with regard to the following issues across the whole public transport sector covered by CPT:

- Criminal Record Checks
- Drug and Alcohol
- Uniform policies
- Training and personal development

3. Additionally, we seek a recommended minimum standard for employees working specifically within the coaching sector, encompassing:

- Definition of Periods of Availability
- Drug and Alcohol checks
- Standards in scheduling
- A CPT code of practice on employee relations

4. Finally, Unite seeks agreement from CPT to pursue a joint policy with Unite in persuading ATOC, local licensing bodies, and the Government to apply free and open access to all railway terminals and bus stations for licensed hackney carriage vehicles.

Yours sincerely,

GRAHAM STEVENSON  
National Organiser – Transport Sector

Derek Simpson and Tony Woodley  
[www.uniteunion.org.uk](http://www.uniteunion.org.uk)  
Joint General Secretaries

## Appendix 2 – the employers' response to the union



Graham Stevenson Esq  
National Organiser – Transport Sector  
Unite  
Unite House  
128 Theobald's Road  
London  
WC1X 8TN

18 March 2010

Dear Mr Stevenson

Your letter of 17 March about employment standards in the passenger carrying sector arrived on the first day of Simon Posner's early holiday. However, I am in a position to reply on his behalf.

I would be interested to know where you sourced your quote about this organisation being a focus for negotiation. All the other statements are true.

However, the one area in which we have no capacity to negotiate is over the pay and conditions of our members' employees. This has always been the case, and it was a deliberate decision of our members that this should be so.

In the light of this, we are not able to open the discussions that your members wish to pursue.

We can, however, comment on any policy matter where our members have taken a position. I can think of some (such as the desirability that bus drivers should be eligible to be in the new Independent Safeguarding Authority's Vetting and Barring Scheme) where we would probably be in complete agreement. If you would like our comments on the specific issues you raise in your letter, please let me know.

Yours sincerely

A handwritten signature in cursive script that reads 'Steven Salmon'.

STEVEN SALMON

**Confederation of Passenger Transport UK**

Drury House 34-43 Russell Street London WC2B 5HA Telephone: 020 7240 3131 Facsimile: 020 7240 6666  
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A company limited by guarantee No. 1182417 England Registered office as above



# Appendix 3- Something for branches to do

Now for something you can do in your branch – ask your members to fill these questionnaires out before you discuss this pamphlet with them. Then, get them to return the forms to you anonymously – just like a ballot! Let us know the results of your survey. How many filled them in and what percentage recorded what complaint. Then try out our self-help stress questionnaire.

## Health complaints questionnaire

Instructions: please answer each question

- |   |                              |                             |
|---|------------------------------|-----------------------------|
| 1 Do you occasionally feel pressure in your stomach or is it ever swollen?    | Yes <input type="checkbox"/> | No <input type="checkbox"/> |
| 2 Are you quickly short of breath?  | Yes <input type="checkbox"/> | No <input type="checkbox"/> |
| 3 Do you occasionally feel pain in the chest or heart region?                 | Yes <input type="checkbox"/> | No <input type="checkbox"/> |
| 4 Do you occasionally suffer pain in the bones and muscles?                   | Yes <input type="checkbox"/> | No <input type="checkbox"/> |
| 5 Do you frequently feel tired?   | Yes <input type="checkbox"/> | No <input type="checkbox"/> |
| 6 Do you occasionally suffer from a headache?                                 | Yes <input type="checkbox"/> | No <input type="checkbox"/> |
| 7 Do you occasionally suffer from back complaints?                            | Yes <input type="checkbox"/> | No <input type="checkbox"/> |
| 8 Do you occasionally suffer from an upset stomach?                           | Yes <input type="checkbox"/> | No <input type="checkbox"/> |
| 9 Do you ever suffer from numb feeling or a tingling sensation in your limbs? | Yes <input type="checkbox"/> | No <input type="checkbox"/> |
| 10 Do you tire more quickly than you would expect?                            | Yes <input type="checkbox"/> | No <input type="checkbox"/> |
| 11 Do you occasionally feel dizzy?  | Yes <input type="checkbox"/> | No <input type="checkbox"/> |
| 12 Do you occasionally feel listless?   | Yes <input type="checkbox"/> | No <input type="checkbox"/> |
| 13 Do you generally wake up still feeling tired?                              | Yes <input type="checkbox"/> | No <input type="checkbox"/> |

## Checklist to monitor stress risks in the bus driver's occupation

### 1. JOB CONTENT

- |     |   |                              |                             |
|-----|---|------------------------------|-----------------------------|
| 1.1 | Is it possible to drive without problems with aggressive or troublesome passengers? | Yes <input type="checkbox"/> | No <input type="checkbox"/> |
| 1.2 | If not, are adequate preventative measures being taken?                             | Yes <input type="checkbox"/> | No <input type="checkbox"/> |
| 1.3 | Are drivers well-informed on how to provide service to passengers?                  | Yes <input type="checkbox"/> | No <input type="checkbox"/> |

### 2. ERGONOMICS

#### 2.1 Driving seat

- |       |   |                              |                             |                          |
|-------|---|------------------------------|-----------------------------|--------------------------|
| 2.1.1 | Are there technical safety risks?               | Yes <input type="checkbox"/> | No <input type="checkbox"/> | If so, which risks?..... |
| 2.1.2 | Does adequate technical maintenance take place? | Yes <input type="checkbox"/> | No <input type="checkbox"/> |                          |
| 2.1.3 | Vertical range of adjustment >100mm?            | Yes <input type="checkbox"/> | No <input type="checkbox"/> |                          |
| 2.1.4 | Range fore and aft >150mm?                      | Yes <input type="checkbox"/> | No <input type="checkbox"/> |                          |
| 2.1.2 | Does adequate technical maintenance take place? | Yes <input type="checkbox"/> | No <input type="checkbox"/> |                          |
| 2.1.3 | Vertical range of adjustment >100mm?            | Yes <input type="checkbox"/> | No <input type="checkbox"/> |                          |
| 2.1.4 | Range fore and aft >150mm?                      | Yes <input type="checkbox"/> | No <input type="checkbox"/> |                          |

#### 2.2 Steering wheel

- |       |  |                              |                             |
|-------|--|------------------------------|-----------------------------|
| 2.2.1 | Diameter <500mm?                                   | Yes <input type="checkbox"/> | No <input type="checkbox"/> |
| 2.2.2 | Adjustable in vertical direction and fore and aft? | Yes <input type="checkbox"/> | No <input type="checkbox"/> |
| 2.3   | Independent adjustment of angle inclination 15-32° | Yes <input type="checkbox"/> | No <input type="checkbox"/> |

#### 2.3 Pedals

- |       |                       |                              |                             |
|-------|-----------------------|------------------------------|-----------------------------|
| 2.3.1 | Equal angles?         | Yes <input type="checkbox"/> | No <input type="checkbox"/> |
| 2.3.2 | Range of angles <25°? | Yes <input type="checkbox"/> | No <input type="checkbox"/> |



## 2.4 Dashboard

- 2.4.1 Uniform design of dashboards on buses? Yes  No
- 2.4.2 Easily accessible? Yes  No
- 2.4.3 User friendly? Yes  No
- 2.4.4 Clear colours? Yes  No
- 2.4.5 Easy-to-read displays? Yes  No

## 2.5 Working Space

- 2.5.1 Enough working space? Yes  No
- 2.5.2 Effective heating and cooling system? Yes  No
- 2.5.3 Are the drivers trained in the use of cabin components? Yes  No
- 2.5.4 Can both big and small drivers drive safely? Yes  No

## 3. WORK AND RESTING SCHEDULES AND TIMETABLE

- 3.1 Do normal hours of work exceed 40 hours per week? Yes  No
- 3.2 Does the normal working day exceed eight hours? Yes  No
- 3.3 When normal weekly hours of work are unevenly distributed over various days of the week, do the normal hours of work exceed ten hours per day? Yes  No
- 3.4 Does a driver drive continuously for more than four hours without taking a break? Yes  No
- 3.5 Is there a 20 minutes break following every two hours of work? Yes  No
- 3.6 Is there at least 11 consecutive hours of rest in between two working days? Yes  No
- 3.7 Is the minimum duration of the weekly rest at least 24 consecutive hours (preceded or followed by the daily rest)? Yes  No
- 3.8 Is there enough time to drive safely, according to the schedule and provide scope for dealing with unforeseen circumstances? Yes  No
- 3.9 Is work organised in periods of several (maximum four) consecutive days within the same shift? Yes  No
- 3.10 Are split shifts avoided? Yes  No
- 3.11 Are assignments on a regular basis? Yes  No
- 3.12 Are shifts in forward rotation: early-day-late? Yes  No
- 3.13 Are days off coupled instead of single days off? Yes  No
- 3.14 Are there guaranteed possibilities to take days off? Yes  No
- 3.15 Are overtime hours compensated? Yes  No

## 4. SOCIAL WORK ENVIRONMENT

- 4.1 Is the total driving staff divided into fixed groups? Yes  No
- 4.2 Is there an effective system of work consultation? Yes  No
- 4.3 Is there a supportive style of leadership? Yes  No
- 4.4 Are there possibilities for (re) training? Yes  No
- 4.5 Are there special facilities for older drivers and for drivers with health problems? Yes  No
- 4.6 Is there a timely and active rehabilitation policy? Yes  No
- 4.7 Are individual resumption plans worked out? Yes  No
- 4.8 Is there a clear management style? Yes  No
- 4.9 Is sub-contracting promoted? Yes  No
- 4.10 Is a corporate identity stimulated? Yes  No
- 4.11 Is there a proper information flow in the company? Yes  No
- 4.12 Are wishes of individual drivers taken into account? Yes  No
- 4.13 Can drivers be replaced during illness? Yes  No
- 4.14 Are canteen facilities good? Yes  No
- 4.15 Are vacancies quickly filled? Yes  No

**The amount of "No" scores should be as low as possible. The higher the number of "No" scores, the greater the number of problems. Special attention should be given to every "No" answer.**





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