

# Transport Attendant Guidance



## The purpose and role of the attendant

- a) To assist the driver by assisting in the organisation of or implementation of the logistical aspects of the journey.
  - b) To assist the driver in ensuring the welfare of the horses in the care of the company is paramount.
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## Understanding the Law for Horse Transport in the UK

It is a good idea to make yourself familiar with the regulations regarding horse transport so that you recognise your contribution and responsibility within your working role. For all guidance relating to horse transport can be found at the GOV.UK website by following the link below.

[Welfare in Horse Transport](#)

Parts of this guidance document will be covered by legislation, please refer to the government website on welfare of horses when being transported.

## Helping to plan the journey

Depending on the structure of the company that you work for, you may be asked to contribute to the organisation of the transport routes. This may also include preparing contingency plans so knowing the services that are available to you is essential. It takes knowledge and skill to effectively organise the transport routes for any one day but it is one of those skills that develops with experience.

## Timings:

Make sure that you have all the information for the day's journey and get familiar with the route by putting the postcodes on either a google search or the maps app. Below is a step by step guide of how to find the timings of the routes and the facilities and services that are on route.

**Example:** Type in the collection postcode and then 'to' and then the destination postcode on a google search or on your maps.

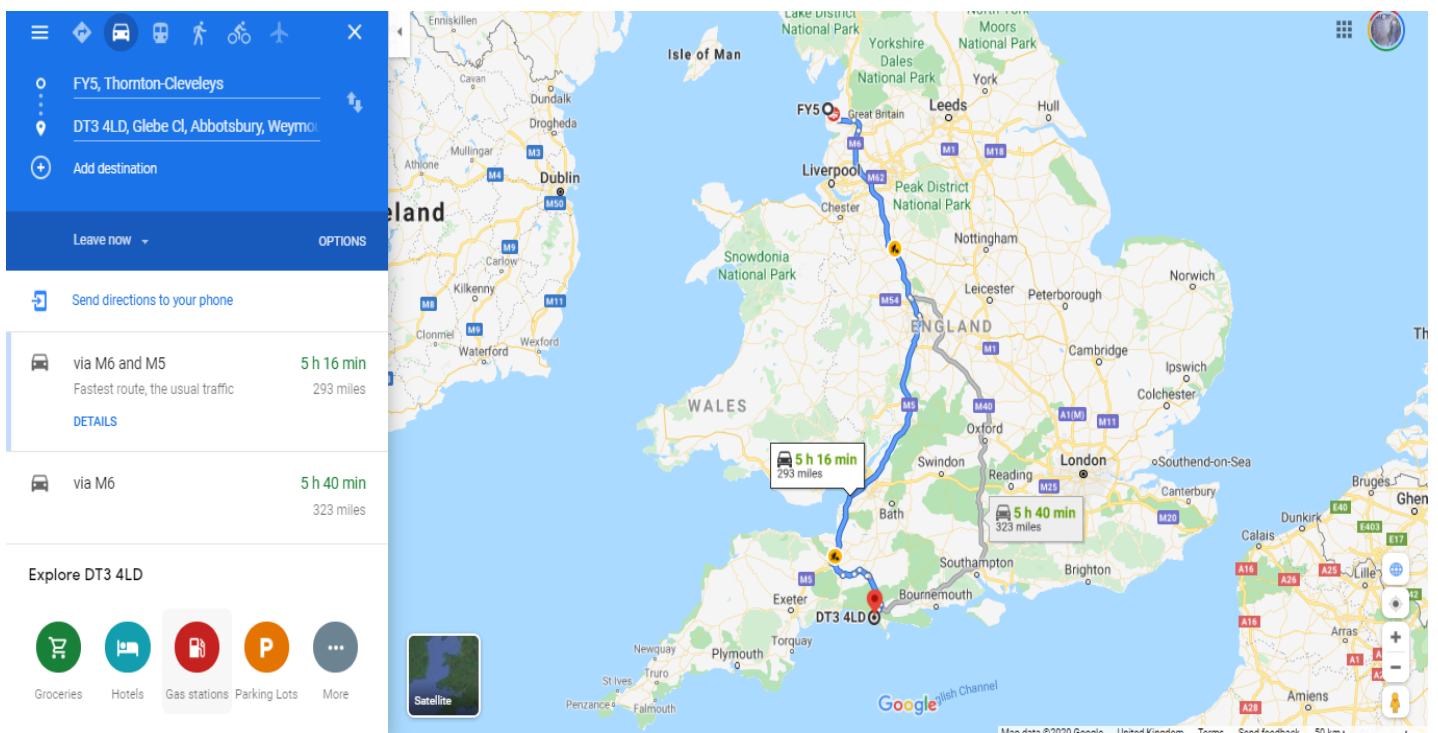
This will bring up the route and you can get an indication of the length of time the journey will take. Keep in mind that a horsebox will go slower than the maps will estimate, we also have stops to consider and very steady driving in the rural areas.

It may be a good idea to make a note of the postcodes and length of google estimated time, estimate your own time and then when you are at your destination you can add the actual time.

## Services on Route :

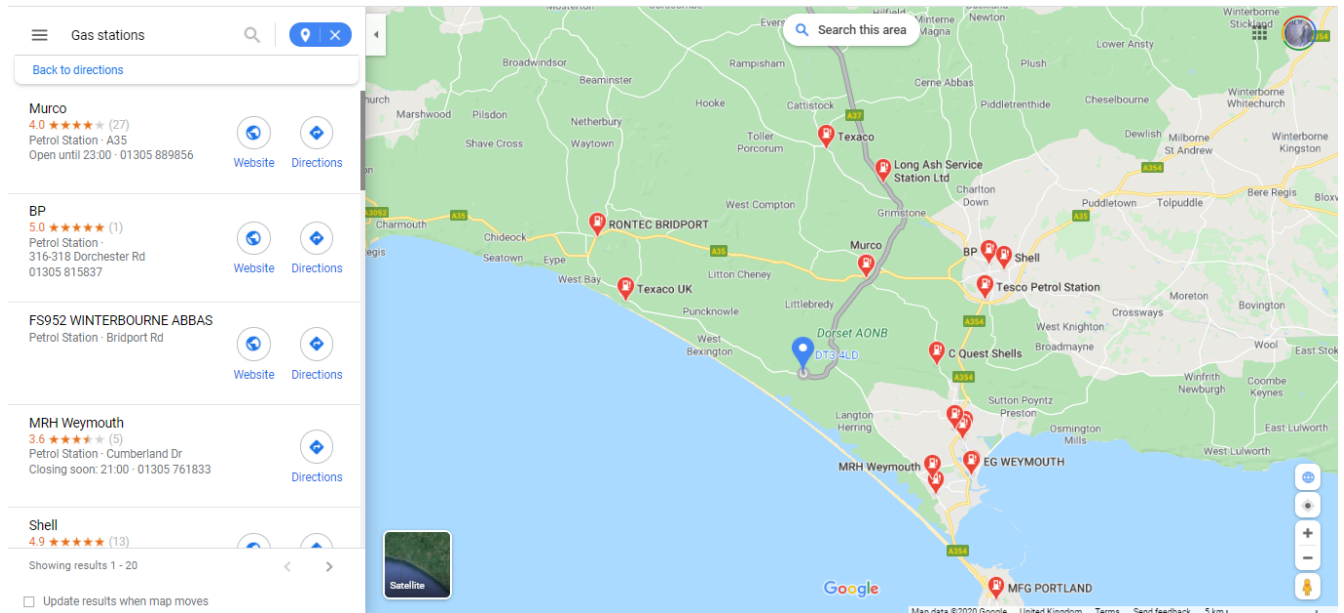
Whilst you are checking the route, also check the services that are available along the route and make notes. Look for the most convenient stops and low cost fuel. The driver may want you to look for specific requirements.

The pic below shows a line of services that you can search on route

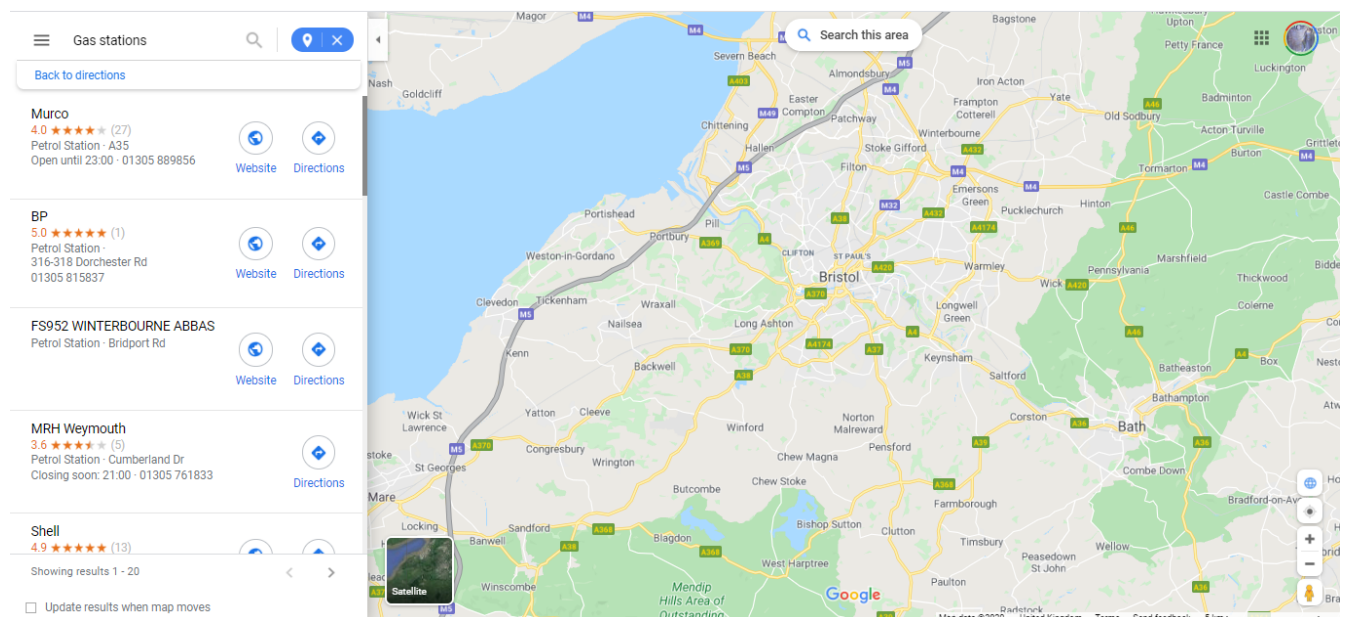


**Click the service you are looking for, shown 'bottom left' on the above image.**

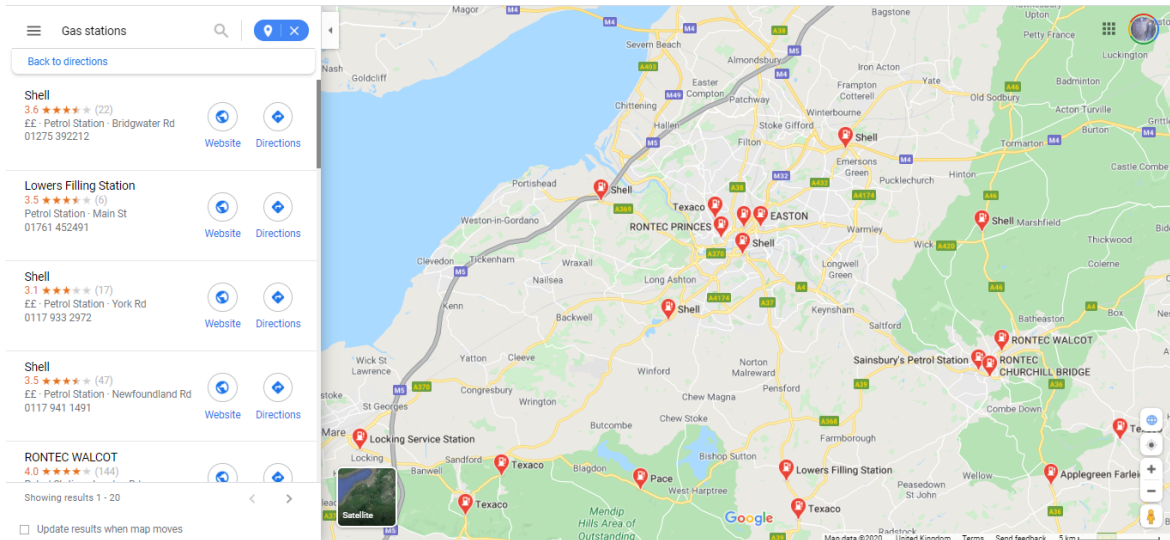
Once you have clicked on the service that you want to search, you will be shown what is available close to your route destination.



Click on the map and move the map along to earlier along the route. You will then see a search bar on the map saying 'search this area', click on this and you will see pin drops of the service that you are looking for in that area.



You will then see new pin drops show in the area that you are searching (as shown below) and you can click on the ones that you are interested in searching further.



## Passports:

There is a significant number of horse owners who do not have passports for their horses and do not think that they need to have a passport to be able to travel their horse. Valuable time can be wasted at a collection of a horse who does not have a passport available. It is worth asking the collection contact to clarify that the passport will be available upon collection.

It will also save the client losing their transport payment due to not being able to collect the horse for it's arranged journey.

Some companies make it very clear at booking that passports are needed.

Always check that you are given the passport for each horse travelling with you and also check that the passport does in fact belong to the horse.

It is illegal for a horse to travel without its passport unless under certain circumstances. You can find more information on this at the Licensed Horse Transporters Association website:

[LHTA Info on Horse Passport Requirements](https://www.lhta.co.uk/passports)

**Communicating with clients:**

As the attendant, depending on the policy of the company or preference of the driver, you are likely to find yourself liaising between several people within one journey.

Your contact with the client should always be formal, polite and friendly.

Know what you want to say before you call, it is important that you relay information in a clear manner.

If a client asks something that you are not sure about, tell them that you will find out and come back to them.

Avoid unnecessarily worrying the client, many horses travel with some degree of stress, and occasionally you will experience some 'behaviours' as a response to that. Our job is to reduce their stress overall and reduce their stress response for the horse's safety and wellbeing and the team's welfare too.

If there is an issue with one of the horse's that you are travelling, always discuss with the driver what you will explain and pass on to the client.

Upon meeting with clients at loading and unloading, a smile and acknowledgement is appreciated.

**Stop checks and 'Pit Stops'**

Transporters are regulated on how many hours they can transport a horse before stopping to offer water.

The horse/s on board can be monitored on the CCTV so take a regular look at the monitor so you can make a mental observation of how the horse is travelling. Look out for any changes in behavior that may indicate an increase in stress.

When the driver makes a stop, take a toilet break and then take check on the horse/s, top haynets up as required and offer some water. Talk to the horses before opening their door so not to startle them.

Take a couple of pics on your phone of the horse/s so they can be sent to the client, this offers reassurance. A pic can be taken from the monitor too.

## **Loading and unloading**

The driver will discuss in advance how they would like you to assist in the loading or unloading of the horses and direct you as appropriate during. We also have a guide on loading/unloading on the team page.

## **Cleaning the Horsebox**

Once the horse is unloaded the horse area is empty, skip and brush out the area of all soiled bedding into a wheelbarrow at the yard of the last drop off.

The driver will appreciate you asking the contact person for a wheelbarrow and starting this task.

Once clean, the floor and walls are scrubbed with a long brush with Virkon-S disinfectant. There will be disposable gloves to use and a mask you will already be wearing.

The box is then jet washed before the next collection.

If just one horse is being dropped off and another is still on board, do the same by clearing out the soiled bedding and clean bedding but do not disinfect the box at this point.

Hay from each horse's haynet can be offered to the owner as we dispose of it anyway.

Whenever you can, ensure that everything is kept tidy in the grooms area and cab area.

## **Breaks**

Breaks will be taken at the driver's direction. It is advised to take a packed lunch with you on a job, anything that the driver buys for you ie: lunch/drinks etc, will be deducted from your wages at the end of each week.

## **Journey Logs**

These are to be completed by the attendant. Normally they are to be used on all journeys over 8 hours but we may also use them on shorter ones too.

This guidance will be added to and updated.