

Palmetto Carriage Works

Media Kit: Safety Protocol

Palmetto Carriage Works (PCW) takes a very serious approach to driver safety training and daily carriage operation. Part of the formal company policy, which has been in place since 2013, is that new tour guides and drivers go through a formal training program. This program requires 20 hours of supervised driving time before guides are allowed out on their own, a thorough review of a comprehensive safety checklist and a clear understanding of the PCW employee manual. The safety protocol also requires that new hires attend a harness class led by Ben Doyle, operations manager, which is offered once each month. All tour guides attend a comprehensive safety training meeting held annually and led by Tommy Doyle, general manager.

Once tour guides are set to go out on their own, there are still steps they each take each day to ensure the safe operation of their carriages. Palmetto Carriage managers hold a daily safety meeting before rides begin to make drivers aware of any road blocks, detours, and construction areas to avoid. As drivers get ready for tours they must fill out and sign a check sheet to make sure all parts of the carriage and harnesses on animals are in good working order.

While PCW strives to give all of its customers a great introduction to the beautiful City of Charleston via an entertaining and educational carriage tour, the safety of the animals, tour guides and customers is always the first priority. PCW feels that the program in place reflects its full dedication to safety and in turn allows guests to relax and enjoy the ride while touring the historic downtown area with Palmetto Carriage Works.

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