

Code of Practice

1. Customer Service

- Treat all passengers with courtesy and respect.
- Provide accurate and up-to-date timetable and fare information.
- Offer assistance to passengers with disabilities or additional needs.
- Ensure complaints are overseen fairly and promptly.

2. Driver Conduct

- Be punctual, polite, and presentable.
- Hold valid CPC (Certificate of Professional Competence) and driver's license.
- Never use mobile phones while driving (unless safely parked).
- Maintain a zero-tolerance approach to drugs and alcohol.

3. Vehicle Standards

- Conduct daily vehicle checks before service.
- Ensure all buses are clean, safe, roadworthy, and meet accessibility requirements.
- Equip vehicles with working CCTV, where applicable, for safety and security.

4. Safety and Compliance

- Adhere to all UK traffic laws and regulations.
- Follow guidelines from the DVSA and Traffic Commissioners.
- Report and record all incidents and accidents promptly.
- Maintain regular training on health, safety, and safeguarding.

5. Environmental Responsibility

- Reduce emissions by maintaining vehicles efficiently.
- Support efforts to transition to low or zero-emission buses.
- Minimize idling and adopt eco-driving techniques.

6. Equality and Diversity

- Uphold anti-discrimination laws under the Equality Act 2010.
- Provide training to staff on inclusivity and diversity.
- Ensure equal access for all members of the public.

7. Lost Property

- Secure and log lost property appropriately.
- Provide accessible means for passengers to recover their items.