



Code of Conduct

Purpose

This Code of Conduct outlines the expected standards of behaviour for all employees, contractors, and representatives of Torbay Minibuses, ensuring the safety, comfort, and satisfaction of passengers while promoting a respectful, inclusive, and professional work environment.

General Conduct

- All staff must act professionally, courteously, and respectfully at all times.
- Discrimination, harassment, or abusive behaviour towards colleagues, passengers, or members of the public is not tolerated.
- Employees are expected to follow company policies and procedures and comply with all applicable UK laws and transport regulations.

Customer Interaction

- Treat all passengers with courtesy, patience, and respect.
- Provide assistance where necessary, particularly to the elderly, disabled, or those with special needs.
- Do not engage in arguments with passengers; escalate issues to supervisors when required.
- Ensure all information provided to passengers (e.g. timetables, delays) is accurate and timely.

Safety and Security

- Always prioritize the safety of passengers, staff, and other road users.
- Follow all vehicle safety procedures and report any defects or hazards immediately.
- Do not operate a vehicle under the influence of alcohol, drugs, or any substance that impairs ability.
- Use mobile phones or other devices only as permitted under the law and company policy.

Appearance and Uniform

- Staff must be in clean, complete, and presentable uniform while on duty.
- Personal hygiene and grooming must be maintained to a high standard.

Punctuality and Reliability

- Arrive for duty on time and adhere to scheduled breaks and timetables.
- Report absences or lateness promptly to the appropriate manager.
- Ensure all services are operated in accordance with published schedules wherever possible.

Confidentiality and Data Protection

- Do not disclose personal or sensitive information about passengers or colleagues.
- Comply with all GDPR and company data protection policies.

Reporting Misconduct

- Employees must report any unethical, illegal, or unsafe behaviour observed in the course of their work.
- Reports will be treated confidentially and investigated appropriately.

Disciplinary Measures

- Breaches of this Code of Conduct may result in disciplinary action, up to and including dismissal.

Acknowledgement

All staff are required to read, understand, and agree to comply with this Code of Conduct as a condition of employment.

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