

# Welcome to National Express

We are pleased to have you as part of our driving team.

Your role as a professional and responsible Driver, committed to providing an excellent service to our millions of customers, is a vital part of our business.

To our customers YOU are National Express, and we hope that this handbook will provide you with information and tips on how to carry out your role and enjoy the experience of being a National Express Driver.

National Express has a past to be proud of and a great future to look forward to. We are pleased that you will be part of it!





# Introduction

**This manual contains a lot of information; we do not expect you to learn it word for word, but you should make yourself familiar with its contents, particularly if you are new to National Express.**

You should carry this manual with you, for reference, whenever you are operating on a National Express coach service alongside your National Express coach guide/pages and quick issue ticket book. It is provided to help you to help our customers. You may also be asked to show your handbook to a member of staff at any point.

Our primary aim is to provide a journey that is safe, in a comfortable environment and hassle-free for our customers. As the professional Driver representing National Express, you are the person who can make this happen. The purpose of this manual is to give you the information to enable you to do that.

**The manual is divided into four sections:**

## Section 1

### Driving standards

The legislative requirements of driving and operating a PCV vehicle whether it be a bus or a coach. These are the regulations drivers **MUST** obey.

## Section 2

### Operational matters

Operational matters for local and national operations. For example: ticketing, late running service, customer complaints. This section includes a list of useful contact numbers/addresses.

## Section 3

### Disability awareness

Looking after and supporting our disabled customers. Includes Service Support Centre (SSC) procedures and things for Drivers to consider.

## Section 4

### Local matters

For operators to use to detail local matters such as breakdown procedures, vehicle washing, refuelling and reporting in sick.





## General notes

**There is extensive legislation and regulation that relates to the driving and operation of all coaches. Section one is a summary of the legislative requirements we consider important for you to be aware of. It is not designed to be a comprehensive summary of all legal aspects and as such we cannot be responsible for any error or omissions.**

Breaches of these legislative and/or regulative requirements are considered 'gross misconduct' by National Express Limited.

These legal requirements form the basis of safe and acceptable standards of driving for all Drivers.

Acts and Regulations also apply to employees who drive either company cars/vehicles or drive, even in their own vehicles, on company business.

National Express employees at all levels are subject to these Rules and Regulations.

You should note that the monitoring of these standards may be conducted by overt and covert methods.



**In order to help you comply with the law the following pages contain the National Express minimum standards, guidance and a summary in brief terms of what the particular law means to you as the Driver.**





# Driving standards

1





# Section 1

## Driving standards

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# 1. Professional Driver

**All drivers are required to perform their duties in a professional manner.**

## Professional Drivers:

- Always put the safety of themselves and others above all else
- Are able to make the best possible progress but still provide a safe, comfortable ride for customers without becoming a hazard to other road users
- Plan their journey, identify risky situations, and take appropriate pre-planned manoeuvres to avoid those risks
- Pride themselves on their ability and skills which are higher than those expected of other road users; they will recognise any limitations of their skills and always drive within their capabilities
- Avoid putting themselves in situations of danger or additional stress and are courteous to other road users thus reducing potential conflict situations

### Remember...

By driving in a controlled and professional manner, you will reduce the amount of fuel used and the level of emissions created, benefiting you the driver, the customer, the operator and the world at large.

A major benefit of a smooth driving style is that it prevents excessive wear on vehicle systems, brakes, gearbox and engine etc. thus reducing down time and repair costs.

A smooth driving style benefits customers by keeping them relaxed on their journey and helping them to arrive safely at their destination.

Try to create a safe smooth journey that the customer will remember, ensuring they remain our customers for future journeys.





## 2. Before you drive

**The law requires that Drivers are in possession of a current valid driving licence for the category of vehicle they are driving.**

### Always...

- ✓ Ensure that your driving licence complies with the legal requirements.
- ✓ Check your licence to ensure that the details are correct, especially if you have sent your licence away for any form of modification or renewal.

### Never...

- ✗ Assume that a licence returned from the authorities is correct - check it and report any discrepancies.
- ✗ Drive if you do not have a valid current licence.

### Remember...

You are legally responsible for ensuring that your licence is valid in relation to all of the details upon it, including the category entitlement.

If for any reason your licence has been changed (e.g. name change, address change, add/remove category or add/remove penalty points endorsements), check it carefully when it is returned from the authorities.

If you discover that your licence is not correct you must inform your manager immediately.

Your employer may require you to provide a copy of your licence and photo card on a regular basis.





## 3. Pre-drive checks

**Drivers have the ultimate legal responsibility for ensuring that the vehicle they are using is in roadworthy condition.**

### Always...

- ✓ Ensure that pre-drive/use checks are completed before taking control of a vehicle; this also applies equally to driver changes.
- ✓ Follow your company/depot procedures for completing these checks including the reporting of any defects.
- ✓ Adjust the position of the Driver's seat and mirrors to suit you.
- ✓ Make any other adjustments before you begin your journey.
- ✓ Report any vehicle faults that develop during the course of a journey in accordance with the local defect reporting systems.
- ✓ Ask your depot for advice before proceeding, if you are in any doubt about suitability of a vehicle for service.
- ✓ Remember in accordance with PCV regulations there must be a complete first aid kit for emergency use on the vehicle. If any items are missing from the first aid kit they must be replaced before leaving depot. The fire extinguisher should be present and where a gauge is fitted, the reading should be in the 'green' section. This is a legal requirement and must be in place and in working order.
- ✓ Make sure you know where the fire extinguishers, emergency window hammers and emergency doors are located on the coach and how to use them if necessary. Emergency exits must not be blocked under any circumstances. Please make sure that rubbish bags are not obstructing the emergency exits.

### Never...

- ✗ Make any adjustments to your seat whilst the vehicle is moving.
- ✗ Attempt to make any adjustments to mirrors whilst the vehicle is moving.





## 4. Route planning

**Drivers must ensure that they are familiar with the route to be taken and aware of any hazards on that route.**

### Always...

- ✓ Exercise additional caution if diverted for any reason.
- ✓ Bear in mind the size and weight of the vehicle and comply with any restrictions.
- ✓ Pay particular attention to obstacles such as low bridges or overhanging trees even when the diversion route is pre-defined by the authorities.
- ✓ If you are required to plan your own diversion ensure that any additional time will not contravene your legal driving hours.
- ✓ If you are required to plan your own diversion ensure the route is suitable; bear in mind the time of day, low bridges, overhanging trees, narrow roads, roads with tight turns, and areas that may be heavily congested either with vehicles or pedestrians.
- ✓ Be extra vigilant when driving through or past busy pedestrian areas or schools.

### Never...

- ✗ Assume that a pre-defined diversion route is suitable for your vehicle.
- ✗ Try to make up lost time.

### Remember...

Know your regular route. If you are diverted for any reason, take extra care; be particularly aware of height, weight and width restrictions.

On any route be extra vigilant in pedestrian areas and near schools.





## 5. Announcements

Some announcements are required by law and others are there to provide best customer safety and service. National Express has supplied a standard announcement CD; these are to be used as directed by your operator.

### Always...

- ✓ Ensure all announcements are clear, timely and jargon-free, thus ensuring effective communication with our customers.
- ✓ Make all announcements specified in the National Express Handbook Section 2; these include:
  - Informing customers of the need to wear seatbelts
  - Information about stops
  - Information regarding service number, final destination and principal stops
- ✓ Make all announcements before the vehicle departs.
- ✓ Ensure that you remain in full control of the vehicle at all times.

### Never...

- ✗ Make announcements when the vehicle is moving (except in exceptional circumstances).
- ✗ Use hand held microphones whilst moving.



### Remember...

To make all safety announcements before you drive away and do not use a hand held microphone whilst driving.





## 6. Tailgating (driving too close)

**Drivers must always ensure that sufficient distance is kept between themselves and the vehicle in front. Applying this rule plays an essential part in ensuring a safe, smooth and fuel efficient journey for you and the customers.**

### Always...

- ✓ Leave sufficient distance between your vehicle and any other vehicles. You will then be able to anticipate situations ensuring a smooth journey without the need for rapid manoeuvres.
- ✓ Keep a safe distance of at least 4-6 seconds between vehicles. This can be calculated as the time between the rear of the preceding vehicle passing a fixed point and the front of your vehicle reaching the same point.
- ✓ In slow moving (less than 20mph/32kph) stationary or stop-start traffic allow a gap of at least one car length to enable you to see the rear tyres and a small amount of road surface between you and the vehicle in front.
- ✓ Plan ahead and react to what the traffic in front of you is doing.
- ✓ Increase the distances accordingly when visibility is reduced or when there are road surface conditions that may affect your stopping distance.

### Never...

- ✗ Follow too closely. This leads to you making reactive decisions that result in harsh acceleration or heavy braking.
- ✗ Follow too closely. This means that you can't plan ahead. You are more likely to suffer delays as you encounter traffic blockages.
- ✗ Follow too closely. This means that you are more likely to suffer from stress and become irritable.
- ✗ Use your vehicle to "bully" or intimidate other road users.
- ✗ Use fog lamps unless road conditions dictate to do so.

### Remember...

Always drive with a safe time and distance between you and the vehicle ahead.





# 7. Mobile phones, bluetooth headsets and portable audio/visual systems

## Mobile phones

**The use of mobile phones whilst driving has been shown to increase the risk of a vehicle collision.**

**Inattention to the road caused by concentrating on phone calls has led to collisions.**

### National Express minimum policy

- The use of hand held mobile phones is prohibited at all times whilst driving. The only exception to this is in a genuine emergency where the Driver needs to call 999 or 112 and it would be unsafe to stop the vehicle to do so
- Personal mobile phones are not permitted to be used whilst driving
- The wearing of 'bluetooth' or wired mobile phone earpieces is prohibited and the wearing of these devices constitutes use of a personal mobile phone
- The wearing of headphones of any description is prohibited whilst driving
- Drivers are not permitted to use personal radios, mp3 players or similar devices whilst driving
- The reading or sending of text messages or using other communications devices is prohibited at all times whilst in control of a vehicle
- The use of Company supplied 'hands-free' mobile phones in coaches must be restricted to operational reasons only. Drivers must remain in full control of the vehicle at all times. Where incoming calls are received drivers may only answer if it is safe to do so. Conversations must be kept as brief as possible





## Satellite navigation devices

**If for any reason you use a satellite navigation device, built in or portable:**

### Always...

- ✓ Ensure that it is fitted where it will not affect your view of the road.
- ✓ Make any inputs, destination etc. before you drive.
- ✓ Make any other adjustments before you drive.

### Never...

- ✗ Attempt to start up or input data whilst driving.
- ✗ Try to make any adjustments to the device whilst driving.
- ✗ Leave any portable device on show when you leave the vehicle.

### Remember...

You must not use a mobile phone, two-way radio or any other similar devices whilst driving.

Wearing an ear-piece (wireless or wired) is considered by National Express to be 'in use' and is prohibited whilst driving.

In exceptional (emergency) circumstances a mobile phone may be used but you must be able to legally justify its use at that time.





## 8. Wearing of seatbelts

**Research has conclusively shown that wearing a seatbelt significantly reduces the likelihood and severity of any injury following an incident.**

- Seatbelts are provided in coaches for the Driver, and for any courier seats
- Seatbelts are provided to comply with the law, and help ensure the safety of staff in the event of an incident

### Always...

- ✓ Wear the seatbelt where one is fitted - it is a legal requirement.
- ✓ Ensure that any authorised person occupying a courier seat wears a seatbelt whilst the vehicle is in motion.
- ✓ Ensure that (if applicable) your line manager has a copy of any seatbelt wearing exemption certificate and that a copy is put on your HR personal file.
- ✓ Carry the original seatbelt exemption certificate (if applicable) with you at all times whilst driving or travelling on National Express vehicles.
- ✓ Advise customers, during your announcement, that they must wear their seatbelts.

### Never...

- ✗ Drive without wearing a seatbelt where one is provided - it is a company disciplinary offence and will be dealt with in accordance with relevant disciplinary codes.
- ✗ Use courier seats for carrying customers.
- ✗ Allow customers to stand.
- ✗ Use National Express issued seatbelt extensions for yourself, these are for the use of wheelchair users only.



## 9. Speed (driving too fast)

**Remember, a speed limit is an absolute maximum for the road you are using; it is not a target that always needs to be achieved.**

**Speed limits may not always mean that it is safe to drive up to the permitted speed.**

### Always...

- ✓ Remember, there really is no excuse for exceeding the speed limit (e.g. to make up lost time or delays due to traffic). Speeding is against the law and could result in personal prosecution and/or disciplinary action for you.
- ✓ Always take account of road, traffic and other weather conditions when considering at what speed you should be driving.
- ✓ Always know what the speed limit is for the class of road and/or category of vehicle you are driving.
- ✓ Remember that coaches will need more time to stop and handle differently to cars; this must be taken into account whilst driving.
- ✓ Reduce your speed, especially when:
  - The road layout or conditions present hazards, e.g. bends and roundabouts
  - Driving in areas of heavy pedestrian activity, or when other vulnerable road users e.g. cyclists or motorcyclists are in the area
  - You are near schools or colleges, especially at start and finish times
  - Weather conditions are poor, visibility is reduced or there is heavy surface water
  - Driving at night (stay within your headlight range)
- ✓ Report any prosecutions or fixed penalties you incur for speed related offences to your manager. All speeding offences, in any vehicle, must be reported, even if they took place away from work.

### Never...

- ✗ Exceed speed limits within depots or at Coach Stations. Speeding at these busy locations is dangerous and could cause death or serious injury. Speeding in these areas will be dealt with under the relevant disciplinary procedures.

### Remember...

There is no excuse for speeding.

Speed limits are maximums not targets.





# 10. Use of signals (lights, road horn and mirrors)

**Communication with other road users is vital for ensuring safe progress.**

## Signals

Making clear and timely signals of your intentions allows other road users to make informed decisions and react appropriately.

### Always...

- ✓ Signal before changing course or direction, stopping or moving off.
- ✓ Make sure your signals will not confuse others and ensure that they are cancelled once the manoeuvre is completed.
- ✓ Remember signals given by other road users can provide information to assist you.
- ✓ Remember it is your responsibility to proceed only if you are sure it is safe to do so.

## Lights

### Always...

- ✓ Use dipped headlights, where visibility is reduced e.g. in rain, fog or snow. This will allow other road users to see you more easily.
- ✓ Use headlights when visibility is seriously reduced. Generally this means when you cannot see clearly for more than 100 metres (328 feet).
- ✓ Use front and/or rear fog lights when required (100 metres or less visibility).

### Never...

- ✗ Forget to turn off front or rear fog lights when visibility improves.
- ✗ Flash your headlights at other drivers - other than to indicate your presence.
- ✗ Forget to dip main beam headlights when meeting oncoming traffic.
- ✗ Drive on main beam when close to preceding traffic.
- ✗ Drive with side lights on only.





## Road Horn

### Always...

- ✓ Remember that the road horn is only provided to indicate your presence.

### Never...

- ✗ Use the road horn, except to warn others of imminent danger, when stationary or in a built up area between 2330 and 0700 hours, as to do so is illegal.
- ✗ Use the road horn in an aggressive manner or to rebuke other road users.
- ✗ Use the road horn to intimidate other road users.
- ✗ Use other warning devices (e.g. 'Bandit' alarms) inappropriately.

## Mirrors

### Always...

- ✓ Check your mirrors frequently; every five to seven seconds as a minimum.
- ✓ Make sure that you 'see' and not just 'look'.
- ✓ Use the mirrors as part of the scanning process, to build up a more complete picture of what is going on around you.
- ✓ Ensure that your mirrors are set correctly before driving.
- ✓ Ensure that your mirrors are and remain undamaged and clean.

### Never...

- ✗ Take your eyes away from the forward view for more than 1½ seconds. At 30mph (50kph) a vehicle will cover 66 feet or 16.8 metres (longer than a coach length) in this time.

### Remember...

Drivers are legally responsible for ensuring that their lights, mirrors and road horn are in good condition and working correctly.

Use signals from other road users with caution and give clear timely signals yourself.

Use your mirrors to 'look and see'.





# 11. Coach Stations & other stops

**Coach Stations and stops vary considerably in size, shape and method of operation. Some are ‘drive-through’ and others may require a vehicle to reverse off stand.**

Similarly some may have facilities to keep customers off the concourse until the vehicle is ready for loading and others may have more unrestricted access.

All Coach Stations have local conditions for use and safety rules, these will be notified directly to an operator and/or be posted locally. All Drivers must abide by these rules and conditions.

Drivers are required to comply with any instructions or signals given by the operator of a Bus or Coach Station or National Express staff.

## Always...

- ✓ Observe posted speed limits.
- ✓ Follow local procedures for loading and unloading customers.
- ✓ Wear hi-visibility clothing when out of your vehicle.
- ✓ Follow the rules regarding reversing and use a banksman if provided.
- ✓ Set the parking brake and select neutral at all stops, additionally switch off the engine if you leave the driving seat.
- ✓ Observe ‘no smoking’ rules.
- ✓ When arriving at a stop, position the vehicle correctly to allow customers safe exit from and entry to the vehicle.
- ✓ At every stop reduce step height by deploying any ‘kneeling’ devices that are provided before opening the door(s).
- ✓ Allow customers to embark or disembark at authorised stops only.
- ✓ Consider and minimise noise and environmental impact on local residents near stops.
- ✓ Allow customers sufficient time to become seated before you move off.
- ✓ Give elderly customers, those with sight impairment and those with mobility difficulties extra consideration. These customers are very vulnerable to slips, trips and falls.
- ✓ Drive away from stops smoothly.





## Never...

- X Double park.
- X Leave the engine running whilst you are not behind the steering wheel, even for a short period. This includes whilst loading or unloading luggage or checking customer tickets at the vehicle entry door.
- X Set the parking brake and leave the gear selector set in any gear other than neutral.
- X Allow customers to embark or disembark at unauthorised stops (e.g. traffic lights or whilst stopped in traffic). This practice is extremely dangerous.
- X Allow customers to stand.
- X Allow customers to use crew seats.

### General note regarding hi-viz vest wearing

High visibility vests must be worn whilst working within Coach Stations or at the roadside.

## Remember...

**High visibility vests must be worn whilst working within Coach Stations or at the roadside.**

You are responsible for your behaviour in and at Bus and Coach stops and Stations.

Customer safety is your responsibility.

Be aware of pedestrians and those with mobility difficulties.





## 12. Drugs and alcohol

**Remember that any amount of alcohol and/or drugs in your system will affect your driving ability and all Drivers must comply with - as a minimum - the National Express Limited Drugs and Alcohol policies.**

**National Express reserves the right to test Drivers in accordance with these policies at any time.**

### Drugs

#### Illicit or Recreational Drugs

The Misuse of Drugs Act 1971 specifies that possession of the following controlled substances (not exhaustive) are 'illegal drugs' irrelevant of classification - the only difference is the penalty on conviction:

Ecstasy, LSD, heroin, cocaine, crack, crystal meth, magic mushrooms, amphetamines (if prepared for injection), amphetamines, cannabis, methylphenidate (Ritalin), pholcodine tranquilisers, some painkillers, gamma hydroxybutyrate (GHB) and ketamine. Substances that affect driving ability are not confined to being inhaled or introduced into the blood stream, for example the chewing of the Khat leaf can have a severe detrimental effect on making time and space judgement. Just because a substance is not listed above does not mean it is not illegal or that it is safe to take.

#### Medicinal or 'over the counter' substances

Most medicines are prescribed by doctors or qualified medical personnel but are issued by pharmacists.

'Over the counter' drugs are often purchased by individuals to alleviate symptoms of colds and flu (e.g. night nurse) and form part of self-treatment regimes. When purchasing these self-help remedies sometimes a pharmacist is available at the point of sale but in most cases is not. This means that you become responsible for ensuring that the treatment you purchase is appropriate and taken correctly and in accordance with the instructions on the packaging.



## In all cases...

### Always...

- ✓ Check that any medicine you are taking will NOT affect your ability to drive.
- ✓ Check the potential effects of prescribed medications with the dispensing pharmacist if one is available.
- ✓ Stick to the dosage rate and frequency.

### Never...

- ✗ Use illicit or recreational substances - It is illegal.
- ✗ Exceed the recommended dose, daily limit or frequency rate of over the counter or prescribed medicines.
- ✗ Ignore any warning on packaging.
- ✗ Ignore any advice given by a medical practitioner or pharmacist.





# Alcohol

**We recognise that alcohol consumption in any quantity can affect driving performance detrimentally, and above certain limits can result in prosecution which would include an automatic ban from driving any vehicle. The most sensible approach is to not drink alcohol for at least eight hours prior to driving. The drinking of alcohol at any time whilst you are on duty (even with a meal) is strictly prohibited.**

## Always...

- ✓ Remember that the National Express limit (8 microgrammes of alcohol per 100 millilitres of breath) is lower than the legal limit (35 microgrammes of alcohol per 100 millilitres of breath). This is for your own, our customers and other road users' safety. National Express operates a zero tolerance view on drug and alcohol consumption.
- ✓ Remember that alcohol requires time to leave the body's system (approximately one hour per unit of alcohol).
- ✓ Remember that alcohol units consumed vary because of wine, beer and spirit strength, and one drink does not necessarily mean one unit.
- ✓ Remember that most of our vehicles are fitted with 'Alcolock' devices that will prevent a vehicle being started unless a breath test recording of less than 8mg is provided.
- ✓ The Alcolock device not only prevents the vehicle being started but also sends a 'fail' text message to the Service Support Centre.

## Never...

- ✗ Drive if you are above the National Express or legal limit.
- ✗ Drink whilst on duty even with a meal.
- ✗ Drink at least eight hours (dependent upon units consumed) before commencing duty.

## Remember...

You are subject to drugs and alcohol testing at any time when you are on duty.

When taking prescription or 'over the counter' drugs make sure that they will not affect your ability to drive.





## 13. Reversing of vehicles

**A high proportion of reported accidents involve the reversing of vehicles.**

**We believe that all reversing accidents are preventable.**

**By planning ahead Drivers can reduce the number of reversing manoeuvres, therefore reducing the risk.**

**We recognise that on some occasions, particularly at Coach Stations, reversing cannot be avoided.**

### Always...

- ✓ Carry out any reversing manoeuvres at the slowest possible speed.
- ✓ Switch on any reversing alarms.
- ✓ Having engaged reverse gear, pause for a few seconds to allow others to react to the reversing lights and/or reversing alarm on your vehicle before moving.
- ✓ With the exception of between 1130 and 0700 hours, sound the road horn momentarily before moving, to additionally warn others of your intention to reverse.
- ✓ Remember the responsibility for the safe execution of the manoeuvre rests with the Driver even if a Banksman is there to assist you.  
Verbally tell the Banksman your intended actions and be sure that they understand what you intend to do. If there is any doubt, **STOP** and **CHECK**.
- ✓ Follow the instructions of any Banksman; however if you are unsure of any instruction, you must **STOP** and **CHECK**.
- ✓ If for any reason you lose sight of the Banksman, **STOP** your vehicle.
- ✓ If you have any doubts at any point whilst reversing, **STOP** and **CHECK**.





## Never...

- X Reverse - if at all possible.
- X Reverse at speed.
- X Reverse without a Banksman - if one is available.
- X Leave the reversing alarm on between 2330 and 0700 hours.
- X Start to reverse if you are not sure the Banksman understands where you want to go.
- X Continue reversing if you lose sight of the Banksman for any reason.
- X Forget that even with a Banksman you the Driver are responsible for the safe execution of the manoeuvre.

## Remember...

Plan not to reverse if at all possible, but if you have to do so, do it slowly and carefully.

Follow any authorised instruction and in any event, if you are not sure - **STOP** and **CHECK**.





# 14. Eating, drinking and smoking

**The law requires that our customers and other road users have the right to expect a professional Driver to be in full control of their vehicle at all times.**

Eating, drinking and smoking whilst driving, or indeed any other activity that may affect a Driver's ability to control a vehicle, is against the law and is therefore strictly prohibited.

Drivers of any company vehicles are not permitted to smoke in the vehicle at any time; remember that this includes any time when the vehicle is stationary with or without customers and/or during layover periods.

Coach Stations are legally designated places of work; smoking is only permitted, if at all, in officially designated areas.

## Always...

- ✓ Dispose of unwanted food or drink packaging properly.
- ✓ Remember that incorrectly disposed food and drink can lead to slips, trips and falls.
- ✓ Only smoke in designated areas.
- ✓ Ensure that any smoking materials are extinguished and disposed of correctly and safely.

## Never...

- ✗ Eat, drink or smoke at the wheel - it is illegal.
- ✗ Smoke anywhere other than an officially designated area if one is available.
- ✗ Dispose of discarded smoking materials carelessly.
- ✗ Drop any form of litter.

## Remember...

Drivers must NOT eat, drink or smoke whilst at the wheel or in the vehicle.

Only smoke in officially designated areas and dispose of discarded smoking materials carefully and correctly.





# 15. Tiredness and medical conditions

**Research indicates that driving whilst feeling tired or ill significantly increases the likelihood of being involved in an incident.**

Remember it is your responsibility to ensure that you are adequately rested and medically fit to drive.

Any medical conditions that may affect your ability to drive safely or legally must be reported to your Manager.

## Always...

- ✓ Be aware that lack of sleep has a cumulative effect.
- ✓ Ensure that you get quality sleep prior to coming on duty. With regards to night duties, sleeping in the afternoon is recommended and when you do decide to go to sleep, ensure that the room is as dark as possible.
- ✓ If you feel ill or tired whilst driving for National Express stop in a safe place, notify our Service Support Centre and obtain further advice and/or guidance.

## Never...

- ✗ Ignore signs of tiredness (yawning, head nodding etc).
- ✗ Stay awake between night duties.
- ✗ Attempt to drive if you feel tired or ill, get guidance from your Manager.

## Remember...

You are legally responsible for ensuring that you are fit to drive.

Do **NOT** drive if you are tired or feel ill, tell someone in authority and obtain advice.





# 16. Vulnerable road users (pedestrians, cyclists and motorcyclists)

**Pedestrians, cyclists and motorcyclists are extremely vulnerable road users particularly in relation to large vehicles.**

Their relatively smaller size and profile can make them difficult for drivers of larger vehicles to see.

Motorcyclists can approach quickly and can often seem to appear from nowhere, with some motorcyclists undertaking and/or filtering through traffic.

Cyclists can also undertake or weave through stationary or slow moving traffic. They may enter from side roads without looking and some of the less responsible cyclists ignore traffic lights, other signals and road markings.

When driving at night and/or in poor weather conditions, pedestrians, cyclists and motorcyclists become particularly difficult to see, especially if they are wearing dark clothing.

At all times - whatever the conditions:





## Always...

- ✓ Give cyclists and motorcyclists a wide berth when overtaking them.
- ✓ When stationary or at traffic lights, leave sufficient space between you and any cyclists and/or motorcyclists.
- ✓ Check both ways before going through junctions, especially at traffic light controlled junctions - look for any cyclists or motorcyclists who may have ignored or missed the lights.
- ✓ Check your mirrors frequently (every five to seven seconds) and look carefully for cyclists and/or motorcyclists.
- ✓ In heavy traffic look out for pedestrians crossing between vehicles and for cyclists and motorcyclists weaving through the traffic.
- ✓ Check the blind spots before moving away from a stationary position.

## Never...

- ✗ Use your vehicle to crowd or intimidate cyclists, motorcyclists or pedestrians.

### Emergency service vehicles

**In addition to vulnerable road users remember that emergency service vehicles may appear suddenly and from directions that you are not expecting, always try and give them room to pass or manoeuvre around you.**

### Remember...

Be constantly vigilant for vulnerable road users.

In urban areas, look out especially for cyclists, pedestrians and motorcyclists.

Look out for emergency vehicles.





# 17. Accident and incident reporting

## **National Express Limited requires that all accidents or incidents are reported.**

These reports must include injuries to customers, vehicle incidents or collisions, and any safety, or security of service issues.

If you know you require the emergency services always call them first.

Accidents and incidents involving Coach Operations must be reported straight away to the National Express Service Support Centre. The Service Support Centre will offer Drivers guidance and support, and Drivers must comply with any reasonable instructions given.

Incidents involving Drivers driving on company business or for any other reason, must be reported in line with the local policy.

## Always...

- ✓ Report any accidents or incidents immediately or at the very least as soon as practically possible.
- ✓ Report any accident or incident to National Express Service Support prior to contacting your depot.
- ✓ Remain calm; the customers will look to you as a trained professional Driver for guidance and advice.
- ✓ Remember that the safety of you and your passengers is the first priority - do not put your self at risk.
- ✓ As soon as possible after the event make a record (written or verbal) of everything that you can remember prior, during and after the event.

## Never...

- ✗ Assume that someone else will have called the emergency services (if they are required). Call the emergency services yourself - that way you know it's done.
- ✗ Put yourself or anyone else at greater risk.





## 18. Fire evacuation procedure

**If you ever encounter a fire on board, please use this step by step guide, to help get your customers and yourself off as safely as possible:**

- a) Bring the vehicle to a controlled stop in the safest convenient location. Activate the hazard warning lights and switch off the ignition (use the emergency stop button if necessary). When forced to stop on the hard shoulder, stop as far to the left as possible (UK and ROI), with your wheels turned in a leftwards direction.
- b) Do not attempt to tackle the fire unless it is essential in order to reach an exit.
- c) Assist customers to evacuate, looking out for persons of limited mobility to offer assistance to them.
- d) Use the front exit whenever possible as the evacuation route, use the rear exit as a second alternative or additional escape route so long as it does not cause persons to evacuate into a traffic route or other significant hazard. Use the emergency evacuation windows or skylight as a third option if the previous are not available, safe to use or sufficient.
- e) Evacuate able bodied customers first and customers of limited mobility immediately after. Do not use the wheelchair lift but ask other customers to assist you to help wheelchair users off the coach.
- f) Move customers to a safe distance from the vehicle i.e. approximately 100 metres, and well back from the road where possible. If possible sit customers behind the Armco barrier beside the road.
- g) Alert emergency services and the Service Support Centre.
- h) Do not attempt to remove luggage from lockers. This is because of the potential for the opening of locker doors to increase ventilation and hence the fire intensity. Also items may be propelled at speed out of the vehicle or the fire might suddenly intensify whilst a person is close to the vehicle.
- i) The overriding consideration is the safety of people; the procedure and response to a fire reflects this. The safety of employees, partner operator employees, customers and passers by must not be compromised by attempts to protect property.



# 19. Driver security

**Personal safety should always be considered when dealing with unattended items.**

**When an item is found unattended at a Coach Station or other location use the HOT principles:**

## **H** has the item been **hidden**?

Has any attempt been made to conceal it from view or a place where accidental discovery is unlikely, such as behind a vending machine? Innocent items are not usually hidden deliberately. Explosive devices, because of the consequences of the device being found before it functions, are not normally left in the open.

## **O** is the item **obviously suspicious**?

Does it look like a bomb? Does it have wiring; circuitry; a power supply or something that may be explosive attached to it? Has it been found after a suspicious event?

## **T** is the item **typical**?

Is it something you might expect to find in its given location? For example, lost property is often found in locations where people congregate or wait before moving to a new location.

### **If you are not suspicious:**

- Examine it further; try to establish a contact name or number.
- Use announcements as an aid to establishing ownership

### **If you are unsure:**

- Move people away and consider evacuation, consult with your manager or controller. Or if at a coach station consult with the Duty Manager.

### **If you think that the item poses an immediate threat:**

- Initiate evacuation
- Contact the Police 999





## Think About Terrorism!

All terrorists need to plan and prepare for an attack. They prefer not to be seen or will assume a different identity. An apparently innocent visitor or customer may test our security procedures to see how effective they are. They may leave a bag behind to test our reactions. It is essential that we ensure that we deal with all instances in a speedy and professional manner.

## Vehicle security

Be alert and observant and report any suspicious activity.

Make sure that you check your vehicle for any left items at the beginning and end of journeys. If your vehicle is left unattended, where possible lock all doors and luggage lockers. If this is not possible you will need to check the vehicle on your return. The check will need to include all areas including the toilets and under seats.

Keep luggage lockers closed whilst not loading.

Ensure that all luggage placed in the hold belongs to a genuine customer travelling on the vehicle.

## People

Look for people showing an interest in isolated or out of sight areas, or people asking questions about staff work routines.

Be aware of anyone paying particular interest in CCTV locations.

Are they dressed inappropriately for the environment (i.e. big coats on hot days, hoods up or wearing sunglasses indoors)?

**If you have information about a possible bomb threat or any other immediate threat dial 999.**

**If you have tip-offs or confidential information about possible terrorist activity, call the police anti terrorist hotline:**

**0800 789 321**





## 20. Alcolock procedures

**Alcohol, even in amounts below the legal limit, seriously affects the ability of an individual to drive safely and considerably increases the likelihood of an accident.**

To supplement our current drug and alcohol policy, and to further ensure that Drivers are not driving whilst under the influence of alcohol, National Express has fitted vehicles with a system called “Alcolock”.

The Alcolock system comprises of a vehicle immobiliser fitted to a standard breathalyser handset. The vehicle will not start unless a clear breath sample is blown by the Driver.

The unit is calibrated to produce a “FAIL” result if a sample of breath exceeds 0.08mg per 100/ltr breath. The National Express limit for disciplinary action against drivers is 0.08 mg/ltr and the UK limit is currently 0.35 mg/ltr.

**When switching between Drivers the reset button on the dashboard must be used to require the next person to activate the system with a clear sample.**

National Express expects all Drivers to comply with the current drug and alcohol policy.

### Never...

- X Use mouthwash before using the unit.
- X Consume any drinks or food with alcohol content 1 hour before using the unit.

**Mouthpiece**



**Reset Button**



**Handset**





## Instructions for the use of the Alcolock system

- 1) Press the dashboard reset button to clear the system ready for your sample.
- 2) Switch on the vehicle ignition, the breathalyser unit will start up automatically and begin a self test. You do not need to press any buttons.
- 3) The screen will say 'Please wait warming up - Fit mouthpiece - Blow for 3 seconds - Start Vehicle'.
- 4) Please ensure that you fit your own mouthpiece for each sample.
- 5) To fit the mouthpiece you simply line up the hole on the front of the DS-10 unit and push the mouthpiece into place firmly.
- 6) You are now ready to take a sample.
- 7) Take a deep breath and blow slowly and consistently into the mouthpiece for approximately five seconds, after the click, proceed for another second, then decrease your pressure slowly. (Do not just stop blowing – decrease it).
- 8) The screen should read 'PASS'. If it shows 'PASS' the person who took the sample has a breath alcohol level of less than 0.08mg/ltr. If it shows 'FAIL' the person who took the sample has a breath alcohol level of more than 0.08mg/ltr. (The driving limit for alcohol in the UK is 0.35mg/ltr of breath) if you failed to breathe successfully into the mouthpiece it will say 'TRY AGAIN'.
- 9) If you have been unable to provide sufficient sample after three attempts, remove the mouthpiece and shake to remove any moisture, better still use a new mouthpiece if you have one. Wait for approximately two minutes (maybe longer if alcohol is present) and the handset will go back to 'fit mouthpiece take sample'. Refit your mouthpiece and resume as per item 7.
- 10) Once the vehicle is running the breathalyser unit will switch off automatically after five minutes, or you can switch it off manually by holding down the button.
- 11) When you cease driving the vehicle, you must press the reset button on the dashboard to reset the immobiliser ready for the next Driver.
- 12) The immobiliser will reactivate when the vehicle has not been used for more than 15 minutes and will require another breath sample to start the vehicle.
- 13) You can keep your mouthpiece clean by rinsing with soap and water, putting them in the dishwasher or using alcohol free wipes.



## Alcolock frequently asked questions:

### What do I do if I swap vehicles with another Driver?

It is important for the security of the system that each new Driver has to obtain a “Pass” with the breathalyser unit. On the dashboard is a small button that you will need to press when you finish your driving, this will reset the immobiliser. When you take over a vehicle you will also need to switch off the engine and press the reset button on the dashboard to clear the system for your breath sample.

### What happens if I am unable to provide enough breath to get the unit to work?

The unit is a standard breathalyser as used by the Police. The majority of users will easily be able to provide a sufficient sample. Full instructions will be given to you on how to fit the mouthpiece and to provide the sample. When giving a sample you must breath out consistently for at least five seconds and must not stop until you hear the unit click, do not suddenly stop but instead tail off your breathing gradually.

### How do I clean the mouthpiece?

The mouthpiece is made of hard plastic and can be cleaned in soap and water or by putting them in the dishwasher or using alcohol free wipes. Do not share mouthpieces with others and replace any damaged mouthpieces.

### What do I do if another driver asks me to blow into the unit for them?

The unit must only be used by the person intending to drive the vehicle; whilst there may be seemingly genuine reasons for the request you must never start the vehicle for another person. Any such instances must be reported to your line manager.

### What items can cause the unit to fail?

The unit will only be activated by alcohol. However some items such as mouthwash or cleaning fluids may contain alcohol and trigger a reading. Therefore no mouthwashes or food or drink containing alcohol should be used or consumed one hour before using the unit.



# Operational issues

# 2





# Section 2

## Operational issues

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# 1. Giving our customers a great journey experience

**As a Driver in our business, what you do and how you deal with our customers will make a big difference to how they feel about us. The customer journey with us starts much earlier and lasts well beyond the time spent on the coach.**

As the person on the spot, the Driver is often in the best position to make a decision that will resolve the customer's problem.

If you can see a solution that will satisfy the customer, and will not put yourself or other customers at any risk, then make a decision and act in the best interest of the customer.

National Express will always try to support you if you act in the best interests of the customer and the customer will thank you too!

- Treat customers with respect and dignity - certainly bring your personality into work, but, be polite, be informative, and be professional
- Try to avoid local terminology like 'bab', 'darling', 'mate', 'babe' or 'duck' as some people may find this offensive
- Handle your customers' luggage carefully – part of why they travel with us is because you will help them load and unload their luggage with care. Remember you **MUST** load the customer's luggage both onto and off your vehicle. At no point should the customer be allowed into the lockers to get their own luggage. If the luggage is over 20kg then ask a member of staff or the customer to help you to load and unload
- Make sure that customers are comfortable onboard - this will mean considering the temperature, your driving style and letting the customers know what facilities are onboard
- Remember... it is your conduct as an outstanding Driver and service professional that will be remembered, and can be the difference between customers travelling with us just once or on many occasions

All seats are for customers and must be made available. **Front seats must not be used for stowing crew possessions or be blocked off/reserved for second Drivers.** The only time they may be blocked off, is when a customer has requested the front seat, as shown on your loading chart



You can help us to ensure that our customers' satisfaction levels are consistently high by promoting a professional image and following the guidelines in this handbook. Always ensure your vehicle is clean and in tip-top condition. Leaking drinks and misplaced items can lead to slips, trips and falls, endangering both yourselves and our customers. The Network Standards team will randomly check vehicles to make sure the correct standard is maintained.

- Ensure you have a fitted hands-free telephone that works. If your phone is not working then you must inform your depot and the Service Support Centre before leaving depot
- Any wheelchair accessibility lift must be in full working order and must be checked as part of your pre-journey use check
- Front seats available for customers. They must not be blocked off for Drivers or Driver's possessions



## Pickpockets and baggage theft

Pickpockets love crowds. Most pick-pocketing is actually theft from bags, so suggest customers keep bags to the front, closed and with the fastening towards the body.

Baggage theft from coach lockers is not a common problem but does occur. Drivers should ensure that unattended lockers are closed. When customers are boarding or disembarking, particularly at busy times Drivers should be vigilant.

**The following guidelines will help you maintain National Express standards:**

- Crew equipment – you should have: the current coach guide, Driver Handbook, ticket book and working ticket machine (where appropriate). If you are missing any of these you should contact your line manager immediately. All Drivers should be ready and prepared to help the customer and sell tickets at any opportunity





## Customers misbehaving

Fortunately the number of badly behaved customers on our services is very small – but it does occasionally happen. If a customer is creating a nuisance or causing inconvenience to other customers (including smoking or endangering safety), then you must:

- Never lose your temper. If you shout at the customer they will shout back and you will never resolve the problem
- Remain calm. Politely ask them to stop, explain to them the effect their behaviour is having on other customers and why it may impact on getting them where they want to go on time
- Make sure you understand what the problem is, if necessary ask the customer for a more detailed explanation of what the problem is
- Drivers should never eject unruly or disruptive customers at a remote or roadside location. If you feel you have to remove customers from the coach this should be an exceptional action and should only happen as an absolute last resort when every other avenue of persuasion has been unsuccessful. You should then advise the Service Support Centre (SSC) that it is your intention to remove a customer from the coach because of their unacceptable behaviour and check that they agree with your decision



- Never put your personal safety at risk. If a customer becomes aggressive even when you are reasoning with them in a polite and calm manner then seek assistance immediately
- Call the SSC then call the police yourselves. Dialing 999 from the coach gets the local police immediately, whereas the SSC would have to find the number for the local station and then make the call, delaying the response time
- If customers are being disruptive en-route Drivers must continue to the next best location such as a motorway service station and call the SSC, then call the police
- Drivers must never leave customers stranded unless the police advise them to. In this instance, there should be full communication with the SSC





## 2. Vehicle preparation and equipment

**Prior to starting a service, Drivers should ensure that the vehicle they have been allocated is ready for the day. Please check the following:**

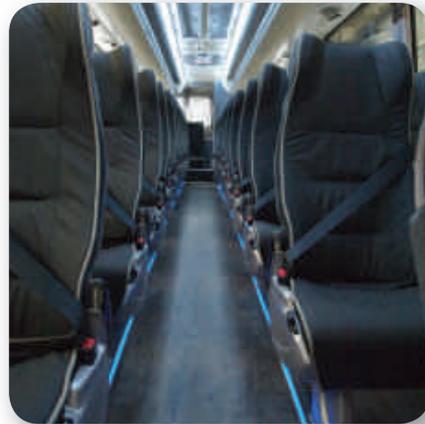
### Exterior

The destination indicator must display the correct destination information and appropriate service number.



### Announcements

The public address system must be working, with the volume at the correct level. You will find examples of announcements in section seven of the Customer Service Standards Guide. If the system is not working it must be reported as a defect to your operator but you must also make your announcement by standing in front of the customers or playing the announcement CD.



### Interior

Seats should be in the 'upright' position. Curtains should be drawn back and positioned neatly. This is what the customer will see when they travel with us.



### Clock

Make sure that the clock inside the coach displays the correct time.

### Fuel

Drivers must ensure that the coach has sufficient fuel to complete the journey. Under no circumstances should Drivers refuel during a journey with customers on board. If low on fuel please contact the SSC.





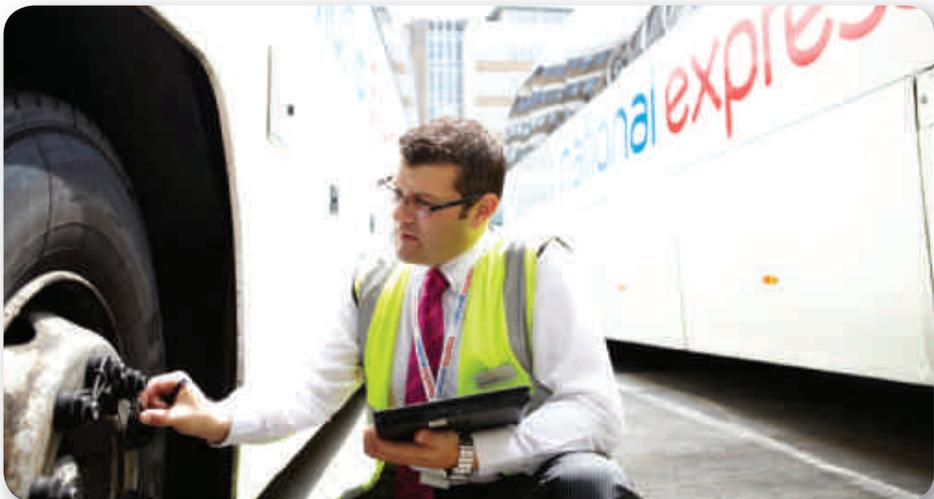
## Driver's Equipment

Drivers must be in possession of the following equipment:

- Loading chart -The loading chart will confirm the four letter reservation reference unique to your journey, which appears on all correctly reserved tickets, and also the number of customers boarding and leaving the coach at each designated stop along your scheduled route. These charts are issued by National Express Limited (NEL), and are available from staff at major sites or the SSC. On long journeys a revised and updated loading chart should be obtained
- Current NEL Coach Guide pages for the relevant service (and if appropriate for connecting services)
- Current NEL Driver Handbook
- Quick issue ticket book or ticket machine signed on module for services requiring ticket machines
- Reliable watch
- Waybill for the service being run
- Tachograph charts/card
- Ball-point pen
- Customer Service Standards Guide
- Safely announcement CD
- Coach Drivers' onboard announcement Guide

### Vehicle safety/quality checks

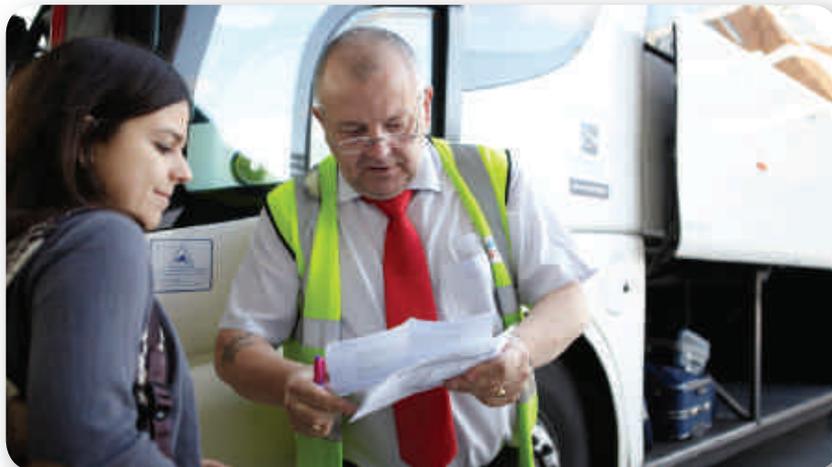
National Express staff will from time to time conduct random vehicle spot checks at locations on behalf of NEL in order to ensure that vehicles operating on the network are in a safe condition. Please co-operate fully with these checks, should you have any queries these should be directed to a National Express member of staff or the SSC.





## 3. Loading charts

**You should collect a loading chart (example on page nine) at the beginning of each journey from major Stations or from your operator. The chart gives you details of reserved customer movement both on and off your vehicle throughout your journey.**



Customer loadings and more up to date charts may be obtained by telephone from the SSC, please remember that after printing your initial loading chart the customer numbers and details may change.

'No shows' and additional pick ups should be advised to your operator between 0600 and 2200 and the SSC should be advised between 2200 and 0600, prior to leaving the stop. If possible also record the details on the reverse of your waybill envelope.

You should use your loading chart to check if you have any customers who have booked disabled assistance and may need the wheelchair lift deploying,

have requested the front seats or have other needs. This may mean making changes such as reserving the front seats or changing the seating position to accommodate any wheelchairs on board.

You should also use your loading chart to see how many customers are getting on and off at each site and how many spaces are available for any potential standby customers.

e-Tickets and m-Tickets should always be cross checked against the loading chart and if there are any anomalies then please contact the SSC or a member of Station staff.





Example Loading Chart

Operational Control System For Remote Sites Page 1 of 2

**SAFETY MESSAGES MUST ALWAYS BE MADE**  
High Visibility vests must be worn in all coach stations

**Pick up List for Service 777**  
**On 19/12/2011**  
**Starting At 11:00**

Flight Booking Reference : GJMI

Stop	Arr	Dep	Alloc	Sold	Remain	Pax On	Pax Off
Birmingham		11:00	48	25	23	25	0
Birmingham Airport		11:20	48	26	22	1	0
Coventry	11:40	11:45	48	33	15	10	3
Milton Keynes Coachway		12:40	48	43	5	12	2
Luton (Travelodge)		13:00	48	41	7	0	2
Luton (Town)		13:10	48	37	11	2	6
Luton Airport	13:20	13:25	48	24	24	6	19
Hitchin		13:45	48	24	24	0	0
Stevenage		14:00	48	21	27	0	3
Standon		14:25	48	21	27	0	0
Stansted Airport	14:55		0	0	0	0	21

E-Tickets, M-Tickets Next-to-You and Staff Tickets as of 19/12/2011 12:03

E-Tickets		
ETTST256	1 pax	Active
ETTT984	1 pax	Active
ETTTN660	1 pax	Active
ETTSV548	1 pax	Active
ETTTJ785	1 pax	Active
ETTTT337	1 pax	Active
ETTTV650	2 pax	Active
ETTRT587	1 pax	Active
ETTK694	1 pax	Active
ETTR553	1 pax	Active
ETTNM722	1 pax	Active
ETTSY485	1 pax	Active
ETTTV121	1 pax	Active
ETTTW490	1 pax	Active
ETTTX623	2 pax	Active
ETJFB574	2 pax	Active
ETTSU612	1 pax	Active
ETJFL123	1 pax	Active
ETTNC847	1 pax	Active
ETTNF787	1 pax	CANCELLED
M-Tickets		
MWFN9636	1 pax	Active
MWFN2424	1 pax	Active
MWFN5810	1 pax	Active
MWFK4465	2 pax	Active

[http://nxnhocsremotes/ocs/main/EXT\\_Multi\\_Lists.cfm?RequestTimeout=500](http://nxnhocsremotes/ocs/main/EXT_Multi_Lists.cfm?RequestTimeout=500) 19/12/2011



...continued

Operational Control System For Remote Sites Page 2 of 2

**Child Seat Tickets**  
There are no Child Seat tickets for this service

**Staff Tickets**  
There are no Staff tickets for this service

**Funfare Tickets**

FFUXX945	1 pax	Active
FFUXY328	2 pax	Active
FFUGH815	1 pax	Active
FFUXP433	1 pax	Active
FFUHT559	1 pax	Active
FFUTP296	1 pax	Active
FFUVW468	2 pax	Active

**PLEASE NOTE: The e-tickets and m-tickets listed above are correct as of 19/12/2011 12:03. This is meant as a guide only. Other e and m-tickets may have been booked since this time. Please do not refuse any passengers with valid e and m-tickets not on this list. If in doubt, please call SS.**

**Drivers Notes**  
(SMART user cp ) ZTDW7536 - Pax MRS H GREENHA  
LGH travelling from Chorley to Luton (Town) - pax  
x 2 req 2 f/seat k/side MA221661

[+Back](#)   [Amend Drivers Notes](#)

**A Traffic Management System is in place at Birmingham Coach Station - You MUST obey the signals GREEN to go and RED to STOP.**

**REMINDER – Please report all NO SHOWS to your operator between 06:00 and 22:00**



## 4. Boarding and alighting

- When boarding customers, make sure your coach displays the correct service number and destination information
- Paper destination labels are available from NEL Station staff if required, but should be positioned where they will not obscure the swept area of the windscreen
- Bear in mind that some customers may be visually impaired and may have difficulty reading destination blinds or labels
- If your coach is fitted with a kneeling facility, this must be utilised
- Be prepared to help elderly customers or those with disabilities on and off the coach, by offering a lending arm and giving an additional helping hand with their hand luggage
- When customers are boarding, you should be positioned at the foot of the stairs, by the entrance to the coach
- Greet all customers and collect tickets, checking the reservation reference to ensure that they are valid for the journey
- If you are at an unmanned site you may then fill any spare seats with standby customers, i.e. those wishing to travel who have a valid ticket but are not booked on your particular service
- It is advisable to contact the SSC before you board any standby customers to check that your chart is up-to-date, avoiding potential overloads
- Standby customers should not be allowed to board before booked customers





## 5. Safe carriage of children

National Express has 'child friendly' vehicles across the fleet.

There are three different configurations, all based on the same theme, the configurations depend on the age of the vehicle and the seating arrangements:

**Older vehicles fitted with lap belts** – eight seats have been replaced with a pale blue moquette and red three point seat belts.

**Current later coaches with three point seatbelts fitted** – eight belts have been replaced with comfort fit belts, which are usually red but can be identified by the height adjuster fitted to the belt.

**Our latest vehicles entering the fleet** – will be fully 'child friendly'. Every seat will be fitted with a comfort fit belt. All vehicles will carry eight booster seats, but these are to be used with three point belts only.

**Storage** - You should store two booster seats in the overhead lockers and the remaining six booster seats underneath in the lockers.

**Responsibility** – Current policy states that all children under 14 must be accompanied by an adult 16 years or over. They will be responsible for ensuring that the seatbelt is worn, or a child seat installed correctly.

**Child Seats** – National Express will endeavour to supply suitable seats with fixings that customers' child seats may be anchored to, but it is the responsibility of the parent/guardian to supply the actual child seat and ensure that it is correctly fitted.

Children aged between approximately four years and 11 years or up to 150cm tall may use booster seats, which are provided onboard most coaches along with our comfort fit seat belts.

**Pricing Policy** – there is no charge for children three years old or under.

Passengers may place a child under three on their lap for the journey if they are not bringing a child car seat. However, Drivers should encourage customers with children under three to use a seat if one is booked and/ or available and they have a child seat or baby carrier that can be properly secured. Children should not be sat on a coach seat unless suitably restrained (i.e. in a child seat or on a booster seat with seat belt).

If a child is seated on a lap, you should encourage the customer to hold onto the child securely. Customers should not wear their seatbelt over the child as well as themselves.



## 6. Unaccompanied young travellers

Below is a table outlining the procedures to be followed in the event of an unaccompanied young traveller aged under 14 years attempting to travel on any, National Express service:

	<b>Young traveller accompanied at time of boarding but travelling alone</b>	<b>Young traveller alone at time of boarding</b>
<b>Manned site</b>	Decline to carry Refer to NEL staff for resolution	Decline to carry Ensure child is passed to NEL staff for safe custody and advice
<b>Unmanned site</b>	Decline to carry Notify SSC of situation	Carry child to the next manned NEL site and: <ol style="list-style-type: none"><li>1. Advise the SSC of circumstances before arrival at the site</li><li>2. SSC/NEL site staff will advise what further action needs to be taken</li><li>3. If there is no other manned site on your route, carry the child and contact the SSC</li></ol>

The only exceptions are on registered sections of a route, unaccompanied children may be carried over the registered section only, subject to seats being available. If you are in any doubt that a particular section of the route is registered, seek assistance from the SSC.



## 7. Onboard announcements

- During the journey your customers, particularly those who are not used to travelling on our services or are going to a new destination, will be anxious to ensure that they are on the right coach going to the right place
- It is vital that your customers are kept well informed
- It is a mandatory part of your job to make information announcements at the start of, and throughout the journey, regarding stopping points, refreshment stops, delays, and any other information relating to the journey

All vehicles will be fitted with PA systems with a flexible arm and wander lead microphone. Alternatively, vehicles may also be fitted with CD announcement systems that play a National Express approved announcement CD.



### For your guidance the following legislation relates to announcements:

The provisions of the Customer Carrying Vehicle Regulations 1990 require that a driver shall not, when a vehicle is in motion, hold a microphone unless it is necessary for him, either in an emergency or on the grounds of safety, to speak into the microphone.

**Full examples of the correct announcements are found in the Customer Service Standards Guide, under Section seven Keeping Customers Informed.**





## 8. Service Support Centre (SSC)

We cover over one million miles each week and fortunately, major problems are rare. However things can and do go wrong and Drivers play an essential role in putting it right.

**0845 313 0110**

The 24 hour Service Support Centre (SSC) is based within National Express in Birmingham. They are responsible for the smooth operation of the network on a day-to-day basis and they are there to assist you.

When operating on National Express, Drivers should contact the SSC when requiring assistance rather than their own depot/traffic office. The SSC will inform your garage/depot of any developments.

When calling you should give the following information:

- Your name
- Service number
- Whether you are the service or duplicate vehicle
- Your operating company
- The departure point
- The destination
- Commencement time of service
- Your vehicle registration number
- Nature of problem
- Your current location
- Contact telephone number
- Number of customers if applicable
- Customers with connections if applicable

Below is a list of some of the more usual problems that may affect your duties.

**Early or late running services:** On no account should you depart early from any stops. The SSC must always be advised if your service runs more than 20 minutes late.

**Serving all stops:** All stops on a service route must be served. Certain sections of NEL routes are registered as local bus services. It is therefore essential that the correct stops and correct timings are properly observed, and that Drivers sell tickets to customers if requested. You must serve all stops unless The SSC advise you not to.

**Breakdowns:** Breakdowns are unavoidable and can lead to severe delays for customers if not handled properly.

If a breakdown occurs whilst on a motorway, contact the Motorway Police Rescue, and then telephone the SSC.

If a breakdown occurs on any other road, make immediate contact with the SSC.





**Lost/damaged Luggage:** If a customer's luggage is reported missing or damaged whilst on your vehicle or at a terminal point please report the matter to the SSC.

Unless alternative instructions are given you should always hand in lost property at your home depot. Ensure that any property left on your coach is correctly labelled with the journey/service details, date and Driver's name before it is handed in to your depot.

**Too many customers and not enough seats:** If an overload occurs at a manned site, advise a member of the customer services team immediately.

If an overload occurs away from a manned site, contact the SSC immediately to advise them of the situation. Keep the SSC updated if things change.



**Refreshment stops:** The Coach Guide indicates specific refreshment stops; these must be used unless you are otherwise instructed. You must not make any unscheduled refreshment stops, unless advised by the SSC to do so.

The following procedures should be followed:

- On arrival at a service station clearly announce the specific time customers should be back on the coach
- Before customers disembark, complete a headcount and record the number of customers on the coach
- When you are ready to depart following the break, do another headcount and ensure all customers are on board and you have no extra customers

If any customers are missing:

- Go back into the service station and check the area for customers. Endeavour to contact a member of the service station staff to request that an announcement calling for your customers be broadcast over the tannoy system
- If the customer has still not returned, ring the SSC for further instructions. Do not leave the service area without ringing the SSC





## 9. Duplicate services

**National Express (NEL) hires in duplicate coaches when customer demand for our services is at its peak.**

### Identifying duplicate vehicles

- National Express provides destination stickers to help customers identify duplicate vehicles, which are not usually in National Express livery
- The stickers are blank. Using a dark marker pen, write the service number and the main and final destination
- Drivers should place the destination sticker in a position where it can be seen and understood by customers waiting to board, but clear of the swept area of the wipers. Always remember that customers may have impaired sight so please ensure that you look out for intending customers

### Duplicate service - pick up points

- Duplicate coaches must follow reasonable instructions from the NEL Station staff or the service Driver and must assist in covering other sections of the route if they are required to do so
- NEL is paying for the hire of the duplicate vehicle, and is therefore entitled to make reasonable requests of the Driver to ensure that our customer's needs are met

The regular NEL Driver on the service vehicle is primarily responsible for ensuring all scheduled stops are visited.

### Assisting duplicate Drivers

- Some duplicate Drivers will have little knowledge of NEL procedures and requirements, and may need assistance from you, as a regular Driver. Service Drivers should always liaise with duplicate Drivers in order to ensure that customers get to their destinations as quickly as possible
- NEL staff at major stations pre-plan how duplicate services will be used to ensure that our customers get to their destinations in the most efficient way. It is therefore important that Drivers and Station staff work together





## Duplicate vehicle operating procedure

- If you are a duplicate vehicle Driver you should, unless otherwise requested, report with the vehicle at least 20 minutes before departure time and operate as requested by the regular NEL Driver or NEL site staff
- At manned sites, duplicate service Drivers must report to the NEL Customer Services team for instructions
- At unmanned sites or where there is no representative on duty, the service Driver should contact the SSC for the customer loading chart and liaise with them for advice on which stops the duplicate coach should serve
- Duplicate vehicle Drivers should ensure they are aware of the four letter reserved journey reference for the journey, so that they can give priority to customers with reserved seats. If in doubt they should consult the regular NEL service Driver
- If you are unsure about any part of your route or the way into Coach Stations you should seek advice from the NEL service Driver or NEL Station staff before your departure
- At the end of the journey, duplicate vehicle Drivers should seek further instructions from a NEL representative or SSC





## 10. Luggage

National Express recognises that an integral part of the service we offer to customers is the safe and secure carriage of their luggage and other items that may accompany them on their journey. They choose to travel with us because we offer this service.

**National Express will continue to encourage customers to travel with no more than two cases weighing no more than 20kgs each, unless the customer pays for excess luggage (please see excess luggage detailed at the end of this section).**

You must not carry unaccompanied luggage other than approved parcels and National Express mail/parcels.

**The following is our commitment to customers on the carriage of luggage and other items:**

- Drivers will not leave luggage at stops without being sure it is claimed by its legitimate owner
- Customers can board a coach with hand luggage for storing in the overhead locker/racks or under the seat in front of them. If a customer has a small case with wheels on, please ask the customer to turn the suitcase upside down before putting it into the overhead locker. Small cases with wheels should not be refused
- Drivers and Coach Station staff will load cases and other items into the boot or side lockers of coaches
- Drivers and Coach Station staff will handle luggage with care and consideration when placing it into the vehicle
- Customers should be asked not to place items of a fragile nature into baggage that is loaded into the locker of the coach

- Drivers and other National Express staff will endeavour to carry any item that the customer presents for travel, with the limiting factor being only the capacity of the coach storage lockers. In effect, if we have space we will get it onto the coach, subject to excess luggage charges

Wheelchairs should be folded. Dry fuel cell wheelchairs that can be dismantled and weigh no more than 20kg (subject to being dismantled and assembled by a carer/companion) should be carried

National Express has a duty not to put at risk the health and safety of its staff and Drivers by asking them to handle heavy loads. In the event that items are heavier than 20kg or of an awkward shape, Drivers should first seek assistance from available colleagues to lift the item into the vehicle

Where colleagues are not available, Drivers should politely explain to customers that they are unable to lift an item on their own and request the assistance of the customer to whom the luggage/item belongs, to load it into the luggage hold.





Refusal to carry luggage or other items will be a rare exception and will usually only occur when there remains no space in the boot or side lockers of the coach. Drivers will only advise customers that they are unable to carry an item following consultation with the SSC.

On some airport routes, customer luggage may occasionally exceed the locker capacity; when this looks like it may happen the Driver or Station staff should contact The SSC for assistance.

### **Prohibited items of luggage- For the safety of staff, customers and other road users the following items cannot be carried:**

- Battery operated wheelchairs and mobility scooters that cannot be folded or dismantled by the customer/customer companion
- Weapons
- Raw meats
- Drugs or solvents (other than medicines)
- Non-folding pushchairs and prams
- Non-folding bicycles
- Live or dead animals, fish or insects
- Gas bottles and paint
- Bulk liquids (e.g. cooking oil)

Drivers should be aware of the risks of manual handling. Each Driver's employer is responsible for assessing the risk that you will be subject to when involved in the handling of luggage and will arrange for the appropriate training in the safe handling and lifting of baggage.

Most claims for stolen luggage arise when the boot or locker has been emptied at the end of a journey. It is easy for a thief to step forward before the real owner appears.

Remember that loss of luggage can be a very traumatic experience for our customers so please take great care of customers' belongings.

Your employing operating company will meet the cost of claims for lost, stolen or damaged luggage.

### **Luggage Lockers**

All National Express Network liveried vehicles fitted with powered locker doors are now also fitted with a locker control button accessible from outside of the vehicle and close to the locker.

This allows the Driver to maintain a clear view of the area immediately around the locker whilst activating it, preventing any accidents involving members of the public in the vicinity.

The locker control button accessible from outside of the vehicle must be used for all locker door operations when in locations where there is any possibility of public access.



# 11. Excess luggage procedure

We will continue to carry two medium sized items in the hold per customer, for free. Customers wishing to carry more than two items in the hold should only be permitted if:

- There is room in the luggage hold
- An excess luggage charge is paid for

**The below booking process is for customers who wish to pay for excess/ outsized luggage at the journey departure point.**

The Driver will need to issue a ticket from his/her ticket book for the excess luggage. Please see an example of how to complete the ticket below. If the customer requests extra luggage items for a one-way journey then the cost is £10 per additional item (max of five items including the two free items). If the customer requests a return journey then the cost is £15 per item. Please ensure the customer is provided with a copy of the receipt.

Please note you only need to record the number of pieces of excess luggage to be paid for and not the two medium size cases, as these are free of charge.

You will only need to complete from/to and date of issue

FROM: BIRMINGHAM	TO: LONDON (CVCS)	Out Bill Number 420
FARE CLASS: TBS	DATE OF ISSUE: 12/7/2010	national express XXV 1656125
CLASSES: No. FARE PER PERSON TOTAL	DISCOUNT CARD No. —	
ADULT: — — — —	<b>OUTWARD JOURNEY TICKET</b> Valid only for travel when presented with Customer Receipt Issued subject to the General Conditions of Carriage of National Express Limited.	
CHILD: — — — —		
E.C.C.: — — — —		
EXCESS: — — — —		
DOG: — — — —	TOTAL FARE PAID: 10.00	
OTHER: ONE		
LUGGAGE: — — — —	Fare paid	
COMP CODE: SBL	CREW INT: SB	

In OTHER box, write 'excess luggage'

Number of pieces of 'excess luggage'



The following booking process is for customers who wish to pay for excess/outsize luggage at the journey departure point along with their ticket to travel.

The Driver should issue a ticket in the normal way and include any excess luggage charges on the ticket and add both costs together. The blue copy is supplied to the customer as proof of purchase and the Driver will retain a white and green copy. This is a small change to the standard process for issuing tickets so there is no requirement to change processes, keeping it simple for Drivers.

Below is an example ticket when the Driver has to issue a full ticket and excess/outsize luggage:

Journey details completed as normal

FROM: BIRMINGHAM				TO: LONDON (VCS)		Out. Size Metric
FARE CLASS	TDS			DATE OF ISSUE	12/7/2010	420
CLASS	No. Pax	FARE PER PERSON	TOTAL	DISCOUNT CARD No.		
ADULT	TWO	17 00	34 00			
CHILD						
B.C.C.						
EXCESS						
DOG						
OTHER	TWO	10 00	20 00			
LUGGAGE TOTAL FARE PAID			54 00			
COMP CODE	SB4		CREW INIT	SB		

**OUTWARD JOURNEY TICKET**

Valid only for travel when presented with Customer Receipt

Issued subject to the General Conditions of Carriage of National Express Limited.

national express  
XXV 1656125

In OTHER box, write 'excess Luggage'

Number of pieces of 'excess luggage'



# 12. Ticket issuing and collection

## Completing a quick issue ticket

FROM: BIRMINGHAM				TO: LONDON (VCS)		Out. Side Number
FARE CLASS	TDS			DATE OF ISSUE	01/01/2012	419
CLASS	No. Pax.	FARE PER PERSON	TOTAL	DISCOUNT CARD No.	—	
ADULT	ONE	£12.00	12.00	<p align="center"><b>SALES COPY</b></p> <p align="center">Not valid for travel</p> <p><b>DRIVER</b> to submit Sales Copy to employer with money collected within FIVE days.</p> <p><b>COMPANY</b> to submit Sales Copy at Period End with payment to National Express Limited.</p>		
CHILD	—	—	—			
D.C.C.	—	—	—			
EXCESS	—	—	—			
OTHER	—	—	—			
TOTAL FARE PAID			12.00	national express XXV 1666126		
COMPL CODE NATX6		CREW INIT: SB				

- Ensure that the cardboard insert has been placed behind the audit copy.
- Enter the details of the journey being made in ball point pen on the top sales copy (the green copy), including:
  - Journey (from and to destination)
  - Fare class for the journey
  - Date of issue
  - Service number (of your coach)
  - Discount card number (if applicable, after checking)
- Enter the details in the lower section covering:
  - Number of customers
  - Fare per person
  - Total fare charged (i.e. number of customers multiplied by the fare)
- Make sure the correct fare is charged.
- Add up the individual values in the total column and enter it in the bottom 'total fare' box.
- Enter the company code detail – this will be given by your employer and enter your initials in the 'crew INIT' box.
- Remove the outward journey ticket (the pink copy) and the customer receipt (the blue copy) and return journey ticket (the yellow copy) – when issuing single tickets.
- Give the customer receipt (and return journey ticket – when issuing return tickets) to the customer. Place the outward journey ticket in your waybill envelope. Note: a ticket is not deemed as issued until the customer is given the receipt portion.
- Only the sales copy should be completed in ink.



## Issuing excess tickets

It may be necessary for you to issue an excess fare ticket. This is done where a customer wishes to extend a journey or if the ticket that a customer presents to you is not valid for travel due to restrictions, for example:

- A customer is attempting to use the return portion of an economy fare ticket on a standard fare day
- The customer cannot produce his/her discount Coachcard to match the original ticket

In such circumstances complete the ticket as if issuing a normal journey ticket, but fill in the details against the class marked 'excess'. The customer will subsequently retain both the customer receipt from your ticket book as well as their original receipt and return portion if applicable.

## Accepting cheques for ticket purchase

You can accept cheques, provided that they are made payable to your own employing company and not National Express Ltd (NEL). Make sure that any cheque is supported by a valid cheque guarantee card and that you understand your operator's rules for accepting cheques.

## Cancelling quick issue tickets

If you have to cancel a quick issue ticket for any reason, ensure that you:

- Cross through it with two lines
- Write 'CANCELLED' over it
- Write the customer's name and address on the back of the sales copy
- If possible obtain the signature of an NEL representative to substantiate the nil value of the ticket

When you pay in your ticket monies please make sure that you include all portions of the ticket (i.e. sales copy, outward journey ticket, customer receipt and return journey ticket).

Your employer has to return all of these portions to NEL and if any are missing a charge will be levied against your employer by NEL.

## Ticket irregularities are regarded by National Express as a serious offence.

As well as you possibly being subject to your own company's disciplinary procedure, NEL may choose to remove any Driver from the network in cases of proven ticket irregularities.

You must be prepared to issue tickets to cash paying customers attempting to travel, provided seats are available; failing to issue a ticket is a serious disciplinary matter.

Tickets issued by crews from either a quick issue ticket book or machine should be treated as open-dated tickets. Customers purchasing return tickets should be advised to validate them before return travel by telephoning the Customer Service Centre on 08717 81 81 81.



Drivers not provided with a ticket book or machine must ensure that any cash-paying customer receives a ticket at the first opportunity. On no account should you accept cash without issuing a ticket as this could constitute a serious disciplinary offence.

A customer claiming that their ticket has been lost or stolen must not be carried, unless they buy a new ticket or obtain a replacement ticket from an NEL outlet or yourself. Discretion should be used in the case of the elderly, children or customers with disabilities. Telephone the SSC for further advice and instruction if required.

### **Paying in monies**

When ticket money is paid in, please ensure that the white audit copy is signed and dated by your operator and a receipt issued from your operator and stapled to the white audit copy.

### **Onboard ticket machine**

Tickets issued by Drivers operating 'wayfarer' ticket machines should ensure they are familiar with the particular procedures relating to such machines. In addition they should ensure that ticket and cash details are transferred to the NEL waybill envelope for the journey that is being operated.

### **Tips**

National Express neither expects nor encourages customers to tip drivers.

Drivers remain responsible for declaring all extra income to the Inland Revenue.





## Customer types

Adult	
	Anyone aged 16 years or over who does not possess a discount Coachcard (see below).
Children	
<b>3-15 years</b>	Child fare rate
<b>0-2 years</b>	One child not occupying a seat may travel for free, if accompanied by a fare paying customer aged 16 or over. Customers may reserve a seat in the child friendly seating area at no extra charge.
<b>Please Note:</b>	No children under 14 years old will be carried unless accompanied by an adult 16 or over.

## Discount Coachcard

<b>16-26 years</b> (or in full-time education)	Young Persons Coachcard
<b>Serving members of H.M. Forces</b>	Discount Coachcard
<b>1 Adult &amp; 1 Child</b>	Family 1+1 Coachcard
<b>2 Adults &amp; 2 Children</b>	Family 2+2 Coachcard
<b>Over 60 years</b>	Senior Coachcard
<b>Disabled</b>	Disabled Coachcard

## Fare structure

'On the Day' Purchases		
<b>TDS</b>	'On the Day Single'	Any day. One-way journey.
<b>TDD</b>	'On the Day Day Return'	Any day. Outward and return commencing same calendar day.
<b>OR</b>	'Open Return'	Outward and Return within three months. No fee to be charged for amending standby travel.

Single and day return fares		
<b>SS/ES</b>	'Single'	As above
<b>DR</b>	'Day Return'	As above





Note: Standard fares will apply during certain peak periods (Christmas/New Year/Easter/May Bank Holidays/August Bank Holiday)

**National Express is introducing a far simpler and easy to manage fare structure which will gradually roll-out across the network.**

There will only be four types of tickets and codes across all ticket types:

<b>FLX</b>	Amendable and refundable
<b>ANR</b>	Amendable, NOT refundable
<b>RNA</b>	Refundable, NOT amendable
<b>RST</b>	NOT refundable, NOT amendable

These ticket types apply across singles, day returns, period returns, open returns and open jaw tickets and across all customer types (adult, child, concessionary etc).

Drivers will come into contact with these tickets more frequently as the roll-out proceeds across the network.



## Ticket collection

A valid travel ticket must be collected from each customer with the exception of e-tickets, m-Tickets, season tickets, Brit Xplorer, warrants and staff passes.

If a customer does not already have a ticket you must issue one in accordance with the instructions explained within this section.

**If a fraudulent ticket is found please inform the SSC and send it in to Revenue Protection at head office. The customer must buy a new ticket.**

Drivers are responsible for ticket collection and issue. You should:

- Check that the number of tickets match the number of customers on board before departing
- Ensure that on services crewed by more than one Driver, the Driver that is responsible for collecting tickets is also responsible for ensuring valid tickets are issued to any paying customers, or customers paying an excess fare
- Drivers that have an up-to-date Driver's chart, should cross any e-Ticket and m-Ticket numbers off the bottom of the Driver's chart
- Check discount Coachcards if the ticket shows that one has been used to purchase the ticket
- Always enter the date on open-dated tickets
- Never take cash without issuing an official customer receipt and ticket
- You must pay in all monies immediately





### Authority to travel

There are occasions where our Coach Station teams will allow customers to travel on a service without a valid ticket for that service. Instances where this may happen include travelling as a standby, after a delayed flight arrival or a last minute arrival at a stop.

The authority to travel process will normally be done in the following ways:

An 'Authorised to travel' stamp, stamped on the ticket in question with the date, time of departure, service number and staff initials to be completed by the member of staff.

An 'Authorised to travel' sticker, stuck onto the ticket in question with the date, time of departure, service number and staff initials to be completed by the member of staff (sticker is left on the backing for m-Tickets).

If a customer can present valid authority to travel then they will not have to pay any excess or penalty fares unless the ticket is fraudulent. Please accept the stamp/sticker and allow the customer to travel as normal.

Only National Express Coach Station staff are authorised to use 'Authorised to travel' cards and stamps. At non-manned stops the Driver should use his/her discretion (i.e. seat availability) and seek authorisation from the SSC.

Authorised to travel	
Date: _____	Advisor initials: _____
Time: _____	Coach Station: _____
Service number: _____	Destination: _____
<b>national express</b>	





## 13. Ticket types

**Customers holding correctly reserved tickets showing your reservation reference should always be given priority and allowed to board the coach first.**

Customers who are found to not hold a valid ticket or not have the 'Authority to travel' stamp, will receive a £20 penalty charge and pay the standard fare for that journey to our Revenue Protection team.

Customers presenting open-dated tickets should be politely asked to stand aside whilst all reserved customers board the coach.

Once all reserved customers have boarded, open-dated and non-reserved ticket holders should be allowed to board, provided that seats are available for the duration of their journey. At peak times it may not be possible to accommodate all open-dated ticket holders on a particular journey.

If you do have to leave standby customers, make sure that you explain that the seats are reserved for customers who have booked at subsequent stops.

Cash customers should be allowed to board, again provided seats are available for the duration of their journey.

Customers should only travel on the reserved time on their ticket. If a customer wants to travel on a different service they should change their ticket (before the departure time) before being allowed to travel. However, at remote locations Drivers will have to use their discretion as customers may not be able to change the ticket. Remember that a customer should not be left at a stop, without speaking to the SSC first.

Airport customers have 24 hours past the departure time to change their ticket. After this time the customer will need to buy a new ticket.

Open tickets are valid for three months and Multirides are valid for six months.





## Manual tickets issued by Customer Services

Manual coach tickets, issued by our Customer Services staff have changed to an 'e-Ticket' style. This new format will be easily recognisable to both customers and Drivers. The tickets will have two copies. One copy will be retained by the sales person and the other copy will be retained by the customer who will then use the ticket throughout their journey.

Please note that Drivers do not need to collect these tickets but simply record the customer in the same way that other 'e' and 'm' tickets are recorded. Drivers will continue to use their existing manual driver ticket stock for the foreseeable future.

When a seat reservation is made, the customer will be issued with a manual ticket. This will contain a four letter reference code, which confirms the booking is legitimate and will be common for all bookings on a particular journey.

### Your ticket

national  
express

Make sure you show this ticket to the driver as you board every coach on your journey

<b>Title:</b> <u>MISS</u> First Name: <u>ANNE</u> <b>Surname:</b> <u>EXAMPLE</u> <b>House/Flat No.:</b> <u>4</u> <b>Postcode:</b> <u>B15 3ES</u> <b>E-mail:</b> <u>A.example@email.com</u>		<b>Receipt</b> <b>Fare Type:</b> <u>ER</u> <b>Customers:</b> <u>2</u> Adult <u>1</u> Child <u>—</u> SP <b>Total Ticket Price:</b> £ <u>60.00</u> <b>Insurance:</b> <input type="radio"/> No <input checked="" type="radio"/> Yes <b>£:</b> <u>3.00</u> <b>Coach Card Number:</b> _____ <b>Method of payment:</b> <u>CASH</u> <b>Total purchase price:</b> £ <u>63.00</u> <b>Issued with ticket No.:</b> _____	
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We regularly send out details of our special offers and promotions.  
 If you do not wish to receive these details by post, please tick the box   
 If you do not wish to receive these details by email, please tick the box   
 National Express Group respects your privacy and will NOT pass your details to any third parties. For details of our Privacy Policy please see our website (www.nationalexpress.com), or write to Customer Services, National Express Ltd, 1 Hagley Road, Birmingham, B15 8TT.

**Sales Details**  
 Ticket No. T5260002 Date of Sale 27.05.08 Advisor Initials TW Agency No. D085

Outbound Journey			
Service No.	Departing	Arriving	Journey Ref.
<u>322</u>	<u>→ NOTTINGHAM BROAD MARSH</u>	<u>BIRMINGHAM CENTRAL</u>	<u>ZSMG</u>
	Time <u>10.35</u> Day <u>M</u> Date <u>02.06.08</u>	Time <u>11.50</u> Day <u>M</u> Date <u>02.06.08</u>	
<u>531</u>	<u>→ BIRMINGHAM CENTRAL</u>	<u>GLoucester BUS STN X309</u>	
	Time <u>12.45</u> Day <u>M</u> Date <u>02.06.08</u>	Time <u>14.05</u> Day <u>M</u> Date <u>02.06.08</u>	
	<u>→ VOID</u>	<u>VOID</u>	
	Time ___ Day ___ Date ___/___/___	Time ___ Day ___ Date ___/___/___	

Return Journey			
Service No.	Departing	Arriving	Journey Ref.
<u>335</u>	<u>← GLoucester BUS STN</u>	<u>BIRMINGHAM CENTRAL</u>	<u>SNCG</u>
	Time <u>11.05</u> Day <u>M</u> Date <u>09.06.08</u>	Time <u>13.00</u> Day <u>M</u> Date <u>09.06.08</u>	
<u>322</u>	<u>← BIRMINGHAM CENTRAL</u>	<u>NOTTINGHAM BROAD MARSH HDQV</u>	
	Time <u>13.45</u> Day <u>M</u> Date <u>09.06.08</u>	Time <u>15.00</u> Day <u>M</u> Date <u>09.06.08</u>	
	<u>← VOID</u>	<u>VOID</u>	
	Time ___ Day ___ Date ___/___/___	Time ___ Day ___ Date ___/___/___	

Agent's copy





Other ticket outlets issue computer generated printed tickets, known as SMART tickets.

## SMART Tickets



An individual card is issued for each journey (one portion for a single journey, two portions for a two-part journey, etc.).

Each card is perforated and is made up of the travel ticket (which forms the larger left hand part of the ticket) and the customer receipt (the smaller right hand portion).

The only hand-written details you may find on this type of ticket are when another agent has validated an open return ticket after issue, or an authorised NEL colleague has amended the ticket. The four letter journey reference will always be shown in the case of amendments.

When collecting SMART tickets, read the details carefully making sure that you only collect the portion from the wallet that relates to the journey you are operating. Tear the card along the perforations, placing the travel ticket in your waybill envelope as normal and return the customer receipt to the customer.

## Wayfarer Tickets

Wayfarer ticket machines are in use on some coaches. Where these are fitted all customers travelling with tickets must be recorded through the machine by use of the pass button, this is especially important for customers travelling on Multiride or season tickets.

Drivers operating on vehicles equipped with wayfarer ticket machines are supplied with separate detailed operating instructions.

Where machines are fitted, wayfarer tickets can be issued by Drivers at all stops.

Wayfarer tickets are normally issued on an unreserved basis. However all journeys can now be reserved at ticket offices. Wayfarer ticket stocks have space on the reverse for reservation details (i.e. date, time, route number and booking reference).





## Example wayfarer ticket



**Customers with unreserved** wayfarer tickets should not board until all reserved customers have been accommodated.

Tickets should be validated as follows:

**Single tickets:** Punch ticket once and hand back to customer. If no punch is available tear ticket in half, place half in waybill envelope and return other half to customer.

**Return tickets (outward leg):** Do not punch ticket – check and hand back to customer.

**Return tickets (return leg):** Punch ticket once and hand ticket back to customer. If no punch is available tear ticket in half, place half in waybill envelope and return other half to customer.

### Multiride tickets:

Multiride tickets should be presented in a laminated wallet. Check that the ticket is not being used for more than 10 journeys, and then punch the ticket once above the numbered box on the front of the laminated wallet, starting with box number one and ending with box number ten. The punched hole must go through the actual ticket (i.e. just above numbered box). Hand the ticket back to customer. If no punch is available use a biro to make a clear hole.

In addition, the Customer Service Centre can now sell e-Tickets over the phone so you will start seeing e-Ticket with the prefix 'CC'. These will look exactly the same as the current internet e-Tickets and the same restrictions apply regarding refunds and amendments.

When issued on SMART tickets, the passenger will have 10 single journey tickets valid in any direction and a receipt issued on a SMART ticket, you must see the receipt for travel on each journey and collect one ticket for each journey.

When a Multiride ticket is issued on a manual ticket by a National Express agent or Customer Services then the date for each journey must be recorded on the ticket by the side of the corresponding number and initialled by the Driver.

Where Multiride tickets are issued through a Driver's quick issue ticket book, the pink copy goes into the waybill envelope, the blue receipt must be given to the customers, and the yellow copy must be clearly dated and folded before being sealed into the Multiride pouch.





Under no circumstances should a Multiride ticket be sold by a Driver if it is not placed into a wallet before being given to the customer. It is the Driver's responsibility to ensure they have a supply of these wallets at all times, if Multiride tickets are available on the route being operated.

### e-Tickets

Customers make a booking on the internet and print out an e-Ticket which they will present for inspection to the Driver. The 'format' of the ticket will always be the same. However it is possible that because of different types of paper, colour, font type and printer type, eits physical appearance may alter slightly.

purchasing the ticket, then you must charge an excess fare using the quick issue ticket book to take payment in the normal way.

Return e-Tickets back to the customer as it acts as the customer's ticket throughout the entire journey.

An e-Ticket is just like any other form of ticket. If the customer cannot produce a valid ticket they must politely be told that they cannot travel or they must purchase a new/separate ticket on the service.

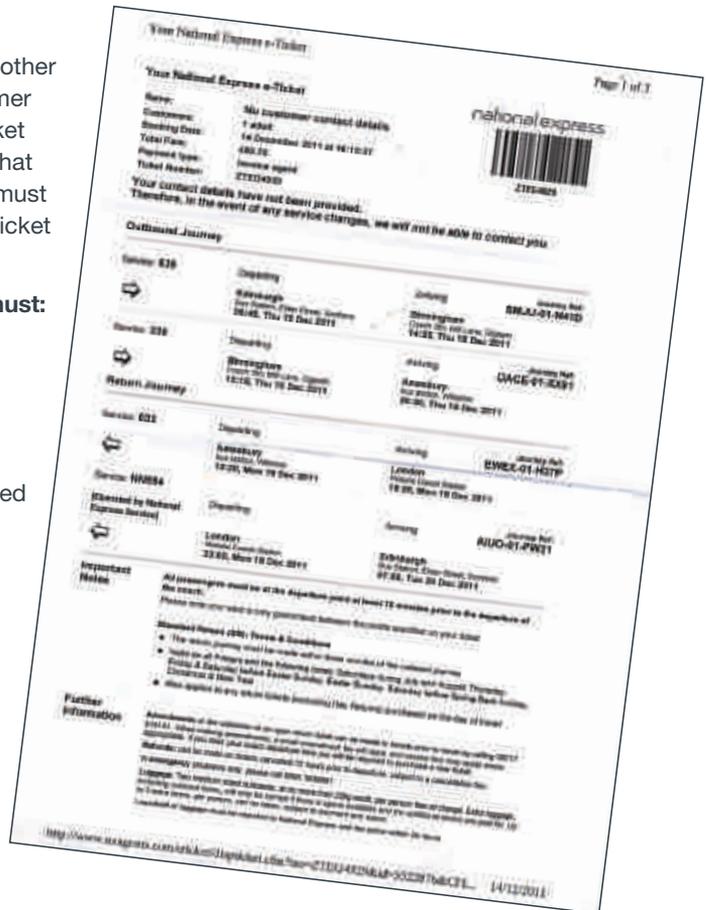
### On all e-Tickets Drivers must:

Check that the e-Ticket reservation reference and journey details match the coach journey.

Check the e-Ticket is detailed on the pick-up chart.

If the journey reference or any of the details do not match – confirm with Customer Services staff or the SSC that the ticket is valid.

If the customer is not in possession of a valid Coachcard, but one has been used when



## Amending e-Tickets

e-Ticket customers may amend their ticket on or before the day of travel. The quickest way for a customer to amend an e-Ticket on the day of travel will be to telephone the Customer Service Centre on 08717 81 81 81 and select option two.

An amendment fee will be charged and the customer will receive a revised journey reference code to record on their e-Ticket which they will then present to the Driver.

A FunFare ticket can be changed before the time of travel, with a fee plus the difference between the normal price ticket and the FunFare ticket.

johns travel 01708 410003

Your National Express e-Ticket

**national express**

**name:** Mrs E Van Dyke  
**Customers:** 1 adult  
**Booking Date:** 13 December 2011 at 16:37:46  
**Total Fare:** £16.50  
**Payment type:** Invoice agent  
**Ticket Number:** Z1E99E73

21E9E73

**OUTBOUND JOURNEY**

Service: 418    Departing: London Victoria Coach Station 09:00, Thu 12 Dec 2011    Arriving: Birmingham Victoria Coach Station 11:35, Thu 12 Dec 2011

**Return Journey**

Service: 418    Departing: Birmingham Victoria Coach Station 18:00, Thu 12 Dec 2011    Arriving: London Victoria Coach Station 20:35, Thu 12 Dec 2011

**Important Notes**

- All passengers must be at the departure point at least 15 minutes prior to the departure of the coach.
- Extra info for LONDON (Victoria Coach Station) / Customers are advised that Great Britain coaches currently depart from the 18th Victoria Coach Station. Please contact a Customer Experience representative at the coach station to confirm where to board your vehicle.**
- Please note your seat is only guaranteed between the points specified on your ticket.

**Accessible and Refundable (AAR) Terms & Conditions**

- This ticket is not refundable but the journey date and time can be changed prior to your current departure date and time. Amendments must be made prior to the current departure date and time by calling 08717 818178. An amendment fee will apply to phone lines on a restricted days basis in force. Please note that an amendment fee will also be charged where a higher fare category applies. Lines are open 08:00 to 20:00 UK time every day.

**Further Information**

- Amendments to the conditions of carriage must be made prior to travel by calling 08717 818178. When making amendments, a small amendment fee will apply and you must also make other relevant amendments. If you are unable to amend your ticket by phone, please contact your local agent.
- Refunds: refunds must be applied 10 days prior to departure, subject to conditions of carriage.
- Emergency situations only, please call 0845 3430301.
- Passenger: Two medium items allowed, at no more than 20kg each, per person free of charge. Peak holidays, including school terms, will only be carried if there is space available and the additional charge will apply. Items 3-pieces each, per person, can be taken subject to payment and space.
- Carry-on luggage must be stored in National Express and the public vehicle (NEX).
- Please retain the ticket as your receipt.
- Seated subject to National Express Conditions of Carriage which are available to view online at [www.nationalexpress.com](http://www.nationalexpress.com)

Thank you for choosing National Express, we hope you have an enjoyable journey!

0845 3430301 (UK) / 0845 3430301 (UK)

National Express Buses, Birmingham Coach Station, 181 Lane, Birmingham, B3 3EQ  
[www.nationalexpress.com](http://www.nationalexpress.com) © National Express UK Ltd 2011

Example Customer Service Centre e-Ticket.



## FunFares (e-Tickets)

FunFare e-Tickets offer low cost fares for travel at less popular times; available only via the internet they show a ticket reference prefix of FF. It is a condition of FunFares that they are NOT refundable, tickets can be amended but will be amended up to the full ticket price with an amendment fee added on top.

Customers may not use these other than on the journey stated without authorised amendment, if the customer wishes to travel on an earlier service and there is space then the customer should be charged an excess fee up to the cost of a normal ticket.

If a customer with a FunFare ticket boards at a later point in the journey than the pickup point listed on the ticket then it should be treated as an open ticket and the customers carried if space remains, as their seat may have been resold due to their failure to be at the correct pickup point, they must not be refused travel or charged if seats are available.

Please note: Customers should be allowed to get off the coach at a location earlier than the one on their ticket. Providing that they inform the Driver when they get on and prior to the customers' luggage being put in the hold.

## m-Tickets

National Express customers can purchase a ticket that is text to them and appears on their mobile phone. The m-Tickets will look like the one shown below and should be treated as e-Tickets. The prefix for this type of ticket will be M.

### Example m-Ticket

```
From NxmTicket
MT123456 P3 Out 10.06.07 Birm –
Lond 420
1430 TGWD Lond – Cant 020
1800 SKUT Ret
12.06.07 Cant – Lond 020 1125
KBGA Lond –
Birm 420 1500 CXRT
```

Just like e-Tickets, m-Tickets will be shown on your driver pick-up lists. If a customer has forgotten their phone or cannot supply their reference number for any reason, you should try to assess whether there is a ticket number listed with the appropriate prefix that could be that of the customer, and allow travel accordingly. If there is no such ticket number then you should offer to sell a ticket to the customer or contact the SSC for advice.

Customers must travel with the phone that the ticket was sent to them by National Express, the ticket message cannot be forwarded to another phone.



## Smart phone tickets

Tickets that are booked via smart phones (such as a Blackberry or iPhone) are able to purchase a slightly different ticket to non smart phone users, if they book via their smart phone.

The ticket is to be treated exactly the same as an m-Ticket; the only difference is that the tickets are easier to read due to the specific layout.

To the right is an example of a smart phone ticket.



## Ticket machine tickets

These tickets are issued via the self-service automatic ticket machines that are situated in certain Bus and Coach Stations. These should be treated like e-Tickets where the journey being used gets crossed out with pen and then handed back to the customer.







## Brit Xplorer

A Brit Xplorer pass is a flexible unlimited travel pass for all National Express (NEL) services in England, Scotland and Wales with the exception of any inclusive packages (e.g. accommodation, admission or ferry). It is available to overseas visitors who are non-British passport holders. It is obtained either through sales agents abroad, the

National Express website or at selected NEL appointed agents in the UK – it is not available by telephone or from the Driver.

Brit Xplorer passes can be accepted across the whole network at any time of the day or week. There are three travel options currently available at fixed prices:

	<b>7 days unlimited travel</b>
	<b>14 days unlimited travel</b>
	<b>28 days unlimited travel</b>

This pass entitles the holder to unlimited travel\* on all National Express services up to the date of expiry, without the need to reserve a seat.

For coach times and other useful information  
 visit: [www.nationalexpress.com](http://www.nationalexpress.com)  
 or call: 08717 81 81 81

powered by **national express**

\* This contract is subject to the driver's consent. You may be asked for proof of identity.





## Warrants

Some other operators may issue tickets for use on NEL services. If you are in any doubt about the validity of the ticket, consult a member of the NEL team at the earliest opportunity, but always remember that the customer may have bought the ticket in good faith.

Army, social services, prison, or other similar personnel may present you with

a white travel warrant. Check that it is made out to NEL and issue tickets exactly as specified on the warrant, endorsing the ticket 'Warrant No xxxxxx'. Take the warrant from the customer, complete the particulars at the bottom and pay this in as cash to your company.

DEPARTMENT OF HEALTH AND SOCIAL SECURITY BUS TRAVEL WARRANT		
IN CONFIDENCE		765131
To	National Express Company or Corporation	
Please issue, without charge to the bearer, ticket(s) as below, subject to the conditions set out overleaf. (name)		
No. of passengers	Journey	This warrant expires at midnight on
ONE	Single from Paignton to Coventry	
COTSWOLD WARREN ROAD TORQUAY DEVON TQ2 6UJ Tel: TORQUAY 01890		Ref. No. JT848152A Ser. 59999000-5754 Signature of Issuing Officer: <i>[Signature]</i>
Charges payable by—Department of Health and Social Security, FNH, Central Office, Newcastle upon Tyne NE98 1YX.		
TO BE COMPLETED BY BUS COMPANY OR CORPORATION		
Description of ticket(s) issued <input checked="" type="radio"/> SINGLE		Amount due: £ 31-00. <small>we retain medical</small>
Ticket number(s) PO 221352		
Route PAIGNTON - COVENTRY		
Date 30.06.00		
From HP 181		



## Other ticket types

### National Express pre-printed voucher

If presented, date of travel should be written on the voucher in the box provided. **Please note these are still in circulation, despite the old logo being printed on the ticket.**



### Easyjet ticket

Travel on standby basis. Can be exchanged at customer service for a ticket.



### Airline voucher

Style will vary, Virgin voucher shown.

Should be exchanged for a booked ticket during office opening hours. Outside of opening hours allow travel on a standby basis and place in waybill.

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### Visit Britain voucher

Should be exchanged for a booked ticket during ticket office opening hours. Outside opening hours allow travel on a standby basis, and place in waybill.

**VOUCHER**



**Thank you for your order**  
Please print out this voucher and keep it safe as you will need it in order to collect your tickets. Read below for detailed information relating to the redemption of this voucher. For more great tickets and deals go to [www.visitbritainshop.com/uk](http://www.visitbritainshop.com/uk). We hope you enjoy your visit.  
The VisitBritain Team

000006-1-1  
Order Number: VB-GB-001-647  
Order Date: 12/02/2010

**Customer Information**

Mr. Jones  
1 Male  
United Kingdom

**Voucher Information**

National Express Coach Travel - Airport to Anywhere	Quantity
Heathrow/Gatwick/Situated to Anytown England/Wales - Adult Return	1

### ACP voucher

Should be exchanged for a booked ticket during ticket office opening hours. Outside opening hours allow travel on a standby basis and place in waybill.



**National Express Coach Airport Links**

Ref no: AA01J61276091 | 1 Adult national express

**Gatwick Airport - London - Round trip**

This voucher needs to be exchanged for a National Express Coach ticket at the National Express ticket desk at your arrival airport.

Please visit [www.acprail.com](http://www.acprail.com) for exact locations, contact phone numbers and conditions of travel.

National Express Coach tickets will not be issued with this voucher.

10329      Valid from 31 / 10 / 2009 until 11 / 12 / 2009      PRICE EUR\*\*\*\*\*

MONTREAL      03/07/09

TEST-OUTLET EUR



# 14. Discount Coachcards and concessions

**Children, young persons, armed forces, Over 60s, the disabled, students and families may qualify for reduced fares.**

To qualify for a reduction under one of the above categories, the person must be the holder of a valid National Express discount Coachcard, with the exception of children who get an automatic discount.

## Children

A child aged 3 to 15 years (inclusive) may travel at the child rate – no card is needed.

Children aged 3 to 15 years (inclusive) may be able to travel free only if travelling with the holder of an NEL Family 1plus1 or Family 2plus2 Coachcard.

## Discount Coachcards

Young Persons Coachcards are available to young persons aged 16 to 26 and full time students, regardless of their age.

Young Persons Coachcards may be valid for a period of one to three years and some promotional cards are available for different periods. Holders may purchase tickets at the appropriate discounted fare.

Cards are valid for travel on all NEL services, but there are restrictions that apply to Eurolines.





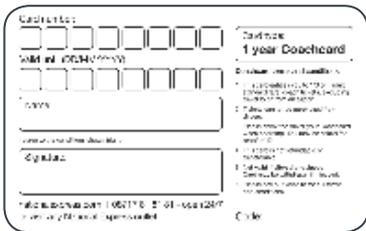
## Senior Coachcards

Senior Coachcards may be valid for a period of one to three years and some promotional cards are available for different periods. Holders may purchase tickets at the appropriate discounted fare.

Senior Coachcards are not valid on any journey to or from an airport, event and special services, Hotel Hoppa, non-National Express services including Eurolines and Ulsterbus.

Senior Coachcards can be used when purchasing all standard adult fares, but not FunFares, special offer fares, promotional fares, or where accommodation, admission or ferry travel are included as part of the overall fare.

Senior Coachcards can be used to obtain a discount on bookings made online, by phone, in travel shops and at agents, but not those made from Drivers or via ticket machines.



## Disabled Coachcards

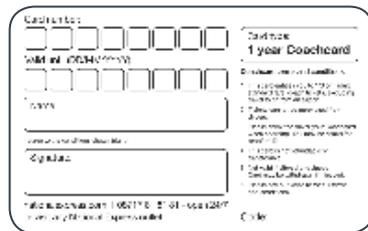
Disabled Coachcards are available to any adult who is registered disabled. Remember their disability may not always be obvious.

Disabled Coachcards may be valid for a period of one to three years and some promotional cards are available for different periods. Holders may purchase tickets at the appropriate discounted fare.

Disabled Coachcards are not valid on any journey to or from an airport, event and special services, Hotel Hoppa, non National Express services including Eurolines and Ulsterbus.

Disabled Coachcards can be used when purchasing all standard adult fares, but not FunFares, special offer fares, promotional fares, or where accommodation, admission or ferry travel are included as part of the overall fare.

Disabled Coachcards can be used to obtain a discount on bookings made online, by phone, in travel shops and at agents, but not those made from Drivers or via ticket machines.





## Family 1plus1/Family 2plus2 Coachcard

Both cards are valid for 12 months from the day of issue. These Coachcards do not require photographs.

The adults and children must travel together throughout the journey.

For the Family 2plus2, the maximum party size is two adults and two children. Additional children pay the normal child fares.

One child under three years of age and not occupying a seat may still travel free if accompanied by an adult fare-paying customer with or without a Coachcard. However, if a child under three years old occupies a seat, this will either be charged at the normal child fare, or free if travelling on a Family 1plus1 or 2plus2 Coachcard.

Free child discounts may not be used in conjunction with any special offer e.g. Special Day Return fares or concessionary tickets.

Customers named on the card will in most cases have purchased a National Express ticket for themselves, which will show the number of free children travelling and of course the reservation reference for the journey. Collect this ticket in the normal way – do not collect the Family Coachcard.

If the customers have not already purchased a ticket they may do so from the Driver, providing there is space to accommodate them and the free children travelling with them for the entire journey.

After checking that the card is valid, enter the number of customers in the adult column, charging the appropriate fare for the journey and day and show the number of free children (max. two with two customers) in the 'other' box writing 'no charge' in the total fare column for these only. Write the card number in the Coachcard number box.



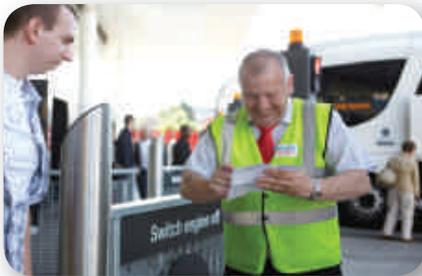


## Dealing with discount tickets

When collecting discounted tickets, Drivers should ensure that the customer is in possession of a valid Coachcard and that the card is in date. The number should be quoted on the ticket. Wayfarer tickets will be endorsed 'NX2' (or appropriate category) and show the card number.

If the customer cannot produce a card to complement the ticket, or the card presented is not valid for any reason, then you must charge the customer the appropriate excess fare to bring the total paid for the journey they are undertaking up to the correct adult fare.

If the customer cannot, or refuses to pay an excess fare, do not refuse travel or argue the point, but seek advice from a member of the Customer Services team. If you are unable to find a member of Customer Services, contact the SSC for advice immediately.



## Checking a discount Coachcard

Remember to check that the card is not out-of-date and that it bears the holder's name and signature. Make sure that the expiry date has not been defaced or altered.

Drivers have the right to withdraw Coachcards that are out-of-date or have been defaced/altered. If you do withdraw a Coachcard this should be placed in your waybill envelope and you should issue an excess fare for the journey.

Some cardholders, especially older people, do not understand the requirement to show them when travelling. Do not upset or distress customers who may as a consequence never travel with us again. Use discretion.

## Ticket issuing procedure

Only services published in the NEL coach guide can qualify for any of the above concessions. Having first checked the validity of the Coachcard, tickets should be issued in the normal way and in accordance with the discount fare calculator shown at the back of the NEL coach guide. The words NEL travel card and the card number should be entered in the ticket 'discount card number' boxes.

Issue the ticket in the normal way showing the actual fare paid.

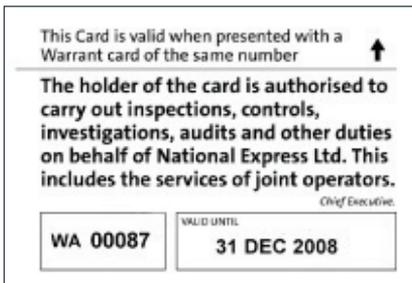


# 15. Staff travel

National Express offers staff discounted or free travel on services.

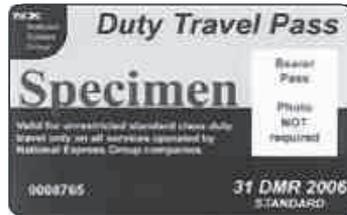
## National Express Limited official's warrants

Any person authorised to carry out inspections of services must be able to produce an official's warrant containing the bearer's photograph.



## National Express group duty travel pass

This is issued to directors and managers who are entitled to travel on any service provided by National Express Group PLC whilst on duty. The pass will show a photograph that is embossed onto the card and will have the bearer's name and pass number. It will also have a year on it, after which the card expires.



## National Express Limited travel card

This allows free travel at all times. The 'free travel at all times' travel card is issued to some NEL employees and to a further nominated person.

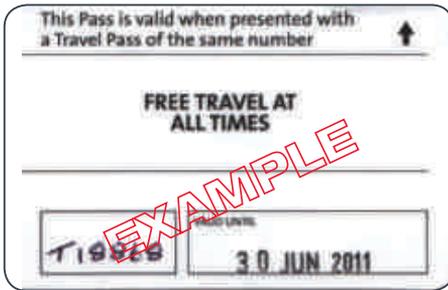
The holder is entitled to travel free on production of a valid travel card and ticket. If the holder does not have a reserved journey they should be carried on a standby basis, subject to space being available. This card can also be used whilst on duty.

These concessions are confined to mainland journeys. Ferry crossings are excluded.



Staff travelling on passes should give up their seat for a fare paying customer and are taken on a standby basis if they do not hold an applicable ticket.

**Please note: fare paying customers take priority over staff and nominated people travelling - particularly if a service has overloaded.**



### Partner agent staff tickets

We have 3,500 third party agents that book National Express tickets on our behalf. One of the benefits of selling National Express tickets is that we offer agents an allocation of free coach tickets per year. They are not directly employed by National Express therefore will not have a staff pass and do not require one to travel. Their ticket will state the following in the Driver's Notes section of the loading chart: 'This is a partner agent e-Ticket.'





## 16. Ticketing - FAQs

### Who do I talk to if I have a problem?

You should seek the advice of a member of the Customer Services team. If this is not possible, contact the SSC for advice. Remember to record the ticket number so that the problem can be followed up.

### What happens if I have no change?

If you are unable to give change, issue the ticket immediately, take the money from the customer and obtain change at the first opportunity and give this to the customer.

### What happens if a customer for some reason has not used the coach on an earlier stage of the journey?

The customer should keep the ticket for that stage to support any refund claim.

### What happens if a journey involves a change of coach or Driver that is not split on the ticket?

The customer should retain the ticket for their onward journey, validated if necessary.

### What happens if the customer has paid an excess fare?

When excess fares are paid, the customer may have two tickets for the same journey. Collect them both if they are SMART tickets.

### What if there are fewer customers than it says on the ticket?

If a customer presents a ticket, which is valid for more people than are actually travelling, collect the ticket in the normal way, but endorse it 'only 'x' customers' before placing it in your waybill envelope. Advise the customer to write to the address printed on the customer receipt, enclosing the customer receipt and journey details into the waybill. Similarly endorse the receipt.

### What do I do if my portion of the ticket is already taken?

If a customer presents a ticket where the incorrect portion has been previously collected and there appears to be no fraudulent intention, they should be carried. Report the matter on arrival at a supervised site in order for the ticket to be corrected before the customer is seriously inconvenienced or contact the SSC for advice.

### What do I do if I mistakenly retain the customer's e-Ticket and they have left the coach?

Contact the SSC and advise them, the customer may not have completed their journey. If that is the case you will be asked to hand in the e-Ticket to either a National Express colleague at a Station or to your Manager. NEL will either be able to return the ticket to the customer or will make arrangements for the customers to complete their journey.



# 17. Carrying parcels and internal company mail

## On Company Service

Valuable and important company communications and parcels are conveyed by NEL services between major centres, and are usually endorsed with the letters OCS (On Company Service). Such items must be placed safely on the coach and delivered immediately on arrival at their destination.

### TNT

NEL have a contract with TNT offering an efficient delivery service on the main corridors of the network. Parcels are carried in surplus space, and never at the expense of customer luggage. In the event of any problem, you should contact the SSC for assistance.

TNT special services bags will be delivered direct to the Driver both at Coach Stations where there are TNT offices and Coach and Bus Stations nominated as secondary sites. When a bag is delivered to a Driver, the Driver is required to:

- Sign to acknowledge receipt of the parcel
- Give the representative the coach vehicle registration number
- Check the TNT section tag, which should be completed by TNT with all the details entered

Each bag is fastened with a security seal, which has a serial numbered routing tag attached with a tear off portion. You must tear this off and retain the right hand portion. Print your name on this portion of the tag and sign it. Upon delivery of the parcel to its destination, the Driver should arrange for the TNT, NEL representative or receiving clerk to sign the tag. If there is nobody to meet you then contact the SSC or the TNT helpline on 0800 100 600. Under no circumstances should any bag be left unattended.

In the event of a breakdown, all the parcels must be transferred to the replacement vehicle, ensuring the Driver knows the destination of the parcels, and who to hand to. If there is a change of Driver en route, the replacement Driver should be advised of the parcels and their destination. The SSC should be kept informed at all times.

If a bag is lost or stolen you must report it immediately to the SSC or the TNT helpline on 0800 100 600. A written report must be submitted to your depot. If a parcel is damaged then please report the details to the SSC.





# 18. Waybill envelopes

## Paying in ticket money

Each company has its own system for dealing with the Driver's declaration of ticket sales monies. There are however five NEL requirements to which Drivers must adhere:

- When paying in, detach the sales copy from the book and hand it in with any unused return journey ticket portions
- Ensure that the audit copy always remains in the ticket book
- The audit copy has been designed to record the details as to when a ticket was paid in. Ensure that this section is completed by your employer – it is appreciated that Drivers may not always be able to get it signed on the day it is paid in, but this is the only evidence of paying-in that can be examined by anyone checking the ticket book
- Ensure that money is paid in accordance with your company's timescale but in any event this should be no later than five days after the ticket sale date
- Drivers must not retain or collect customer receipt portions

Accounting accurately for customers' ticket money is extremely important. It will be considered a serious offence if any of these five items are not complied with and you may be liable to disciplinary action.

Waybill envelopes are for storing tickets collected from customers. A waybill envelope must be completed for each journey, even if no customers are carried.

## Driver or vehicle changeover

The waybill goes with the service/journey. If a Driver change over takes place or the coach changes mid route (e.g. as a result of a breakdown or accident) hand the waybill to the next Driver, complete with all tickets collected. Under no circumstances should the Driver leaving the service mid route take the waybill with them.

## Completion of waybill envelopes

A valid ticket must be collected for each customer carried with the exception of an e-Ticket or m-Ticket. All tickets collected should be placed inside the envelope and the following details entered on the front clearly:

- Service number
- Departure time (24 hour clock)
- Name of operating company
- Origin (start of service, not depot)
- Day (first two letters i.e. SU, MO, TU, WE, TH, FR, SA)
- Final destination of service
- Your name
- Date
- Vehicle registration number
- Month (numerical i.e. January = 01)
- Second Driver's name
- Service or duplicate (tick box)
- Ticket machine issue (when used)





**When completing the waybill please make sure that the vehicle registration number is clearly written, otherwise your operator may be financially penalised.**

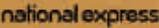
The reverse of the waybill carries a report form, on which Drivers can enter comments regarding vehicle problems, lost property, etc. This helps National Express to answer any queries or complaints at a later stage, and also alerts your company that something has gone wrong or may require attention.

### Submission of waybills

The waybill is your company's proof that it has run the journey as required by NEL. Make certain you hand it in at your company depot when you return or your company may not be paid.

Front

PLEASE PRINT REGISTRATION IN CLEAR BLOCK CAPITALS - ILLEGIBLE REGISTRATIONS WILL BE PENALISED

Service No.			Operating Company Name				  <b>PLEASE PLACE LABEL HERE</b>
			Please Tick		Des. Time		
Day	Date	Month	Svt.	Dep.	Hours	Mins	
Origin			Destination				
Vehicle Registration							
1 <sup>st</sup> Driver's Name							
2 <sup>nd</sup> Driver's Name							

Back

**NATIONAL EXPRESS SERVICE SUPPORT**

**0845 3130110**

**PLEASE DO NOT FOLD TICKETS**

Driver Report: Record any unusual occurrences, breakdowns, accidents, delays, overloads etc.

For use of Revenue Protection Inspectors only	Revenue Inspectors Signature
---	------------------------------





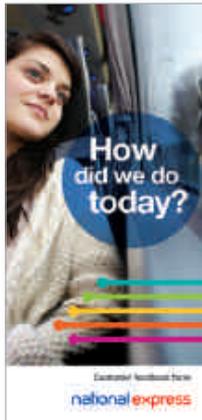
# 19. Customer Recovery Process

## First Resolution avoiding New Complaints (FRANC)

The aim of FRANC is to provide Drivers with a tool to recover customers when things have gone wrong. When authorised by the SSC, a free journey can be offered to recover customers who have been severely inconvenienced as a result of something that has been caused by a failure on our part.

FRANC will provide a proactive approach to customers and will cover wider issues, with the customer being responsible for forwarding their details to us, via a freepost form.

To offer a prompt resolution to unhappy customers, every Driver will have the ability to offer a customer a complimentary journey for future travel, **when authorised by the SSC**, using the newly developed customer feedback forms. Customer feedback forms will be held onboard services, and will form part of a customer recovery tool kit.



In all cases, this will not replace excellent communication - a sincere apology and up to date information is often all that is needed. Where an apology is just not enough, you should contact the SSC to report the incident and recommend the FRANC free journey process be instigated.

You will be best placed to determine the level of discomfort and dissatisfaction that has been caused, and to make recommendations for free journeys to be offered. The SSC will make the final decision. Examples may be:

- Breakdown/delay/major disruption in excess of 60 minutes where National Express is at fault (breakdowns, for example)
- Severe toilet condition which is having a significant negative impact on the customers' journey
- Extreme temperature, hot or cold having a severe impact on all customers

### When should FRANC be used by drivers?

When an incident takes place that affects the majority of customers onboard, and cannot be easily resolved, a Driver should contact the SSC for assistance. Based on a discussion and authorisation from the SSC, a decision will be made as to whether the FRANC process should be adopted.





## How does FRANC work?

Drivers should apply this process when safe to do so and make the following P.A. announcement:

“Ladies and gentlemen, I’m very sorry for the inconvenience experienced on your journey today. As a step towards making things right I would like to offer you a complimentary journey with us in the future. I will shortly be handing out some customer feedback forms which, when completed with your ticket number and the unique incident number I will quote you, will entitle you to a free journey”.

### Hand out the forms

“To claim your complimentary journey, please write the following reference in the ‘National Express office use’ section of the form at the bottom right of your customer feedback form. Please ensure you complete the rest of the form with your contact details, and your ticket number to validate your claim, then seal and post to the freepost address on the form. Your free journey voucher will be sent to you within two weeks”.

“Once again, please accept my apologies for the inconvenience experienced on this occasion”.

It is really important that customers are given the incident number, once authorised by the SSC, as without this the free journey will not be provided. A full audit process will be in place to monitor appropriate use.

Always seek advice from the SSC, if faced with a difficult situation that you are unable to resolve.

The following page shows the customer feedback form 





**Customer information** Title  Surname

House name/number  Postcode

Telephone

Email

We'd like to email you with exclusive offers, exciting competitions, useful travel tips and news. Please tick this box if you do not want to receive this. We'll never share your details with any third party.

To help us track your comments on a particular coach journey, please provide your ticket number as it appears on the ticket.

Ticket number

**Thinking about your journey today, how satisfied were you with the following:**

**Departure point** Coach Station/stop

	Very satisfied	Somewhat satisfied	Neither satisfied nor dissatisfied	Somewhat dissatisfied	Very dissatisfied	Not applicable
Helpfulness of staff (exc. Driver)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Station/stop cleanliness	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Refreshment facilities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Information screens	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Air/ventilators	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall station/stop experience	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**The journey** Coach reference sticker number (blue sticker at front of coach i.e. MKC)

	Very satisfied	Somewhat satisfied	Neither satisfied nor dissatisfied	Somewhat dissatisfied	Very dissatisfied	Not applicable
Helpfulness of driver	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Comfort of seats	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Onboard toilet	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Onboard temperature	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Air/ventilators	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall experience	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**Arrival point** Coach station/stop

	Very satisfied	Somewhat satisfied	Neither satisfied nor dissatisfied	Somewhat dissatisfied	Very dissatisfied	Not applicable
Helpfulness of staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Station/stop cleanliness	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Refreshment facilities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Information screens/signage	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall experience	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**Comments**

Please use this space to provide additional comments about your journey and suggestions for how we may improve our service to you:

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Would you like a response? If so, please make sure your personal details are correct.

**For National Express use only**

Customers must be advised to insert their ticket number as proof of travel.

Service Support Incident Number to be entered here, as free journey reference



## 20. Useful contact details

### National Express Ltd (Head Office)

National Express House, Mill Lane, Birmingham B5 6DD

Service Support Centre (SSC) - do not give this number out to customers - this is for Drivers only	0845 313 0110
Customer Relations (for ALL customer complaints & lost property)	0844 844 2304
National Express website (book online)	<a href="http://www.nationalexpress.com">www.nationalexpress.com</a>
Telephone booking number	08717 81 81 81
Assisted travel team number (book disabled travel requirements)	08717 81 81 81
Customer emergency number (24 hours) – please note this should only be given out to customers with a genuine emergency	0845 543 6681
Privilege email address for Drivers wanting to ask questions about National Express or drivers issues	<a href="mailto:privilege@nationalexpress.com">privilege@nationalexpress.com</a>
Training team email address	<a href="mailto:driverdevelopment@nationalexpress.com">driverdevelopment@nationalexpress.com</a>
Email address Drivers can email if they believe a stop to be dangerous or have a issue location	<a href="mailto:planning@nationalexpress.com">planning@nationalexpress.com</a>
Drivers can give ideas, suggestions and comments on how we can communicate with drivers better	<a href="mailto:coachdrivers@nationalexpress.com">coachdrivers@nationalexpress.com</a>
Current pages of the current coach guide can be found at	<a href="http://www.nxagents.com">http://www.nxagents.com</a>



# Disability awareness

3





# Section 3

## Disability awareness

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# Disability awareness

## 1. Introduction

On 1 October 2010, the **Equality Act** replaced most of the **Disability Discrimination Act (DDA)**. However, the Disability Equality Duty in the DDA continues to apply.

**The Equality Act 2010** aims to protect disabled people and prevent disability discrimination. It provides legal rights for disabled people in the areas of:

- Employment
- Education
- Access to goods, services and facilities including larger private clubs and **land based transport services**
- Buying and renting land or property
- Functions of public bodies, for example the issuing of licenses

The Equality Act also provides rights for people not to be directly discriminated against or harassed because they have an association with a disabled person. This can apply to a carer or parent of a disabled person.

### **The definition of disability under the Equality Act 2010**

In the Act, a person has a disability if:

- They have a physical or mental impairment
- The impairment has a substantial and long-term adverse effect on their ability to perform normal day-to-day activities

### **Consequences if we fail to adhere to the Equality Act 2010**

- Fines and penalties due to not adhering to the law
- Loss of money due to compensation and legal fees
- Staff member involved is taken through disciplinary procedure
- Negative press and damage to our brand

At National Express we are committed to doing our best to ensure all customers enjoy the same journey comfort and ease of access to our Coach Stations and facilities, regardless of disability or special needs.

The term 'special needs' can cover a variety of impairments - it is important that you remember that not everyone's requirements are the same. Do not forget that some disabilities are not visible, for example epilepsy and learning difficulties to name a few.





## Customers that may have special requirements can be categorised as follows (although this list is not exhaustive):

- Elderly people
- Customers accompanying children with pushchairs
- Those travelling with heavy or multiple luggage
- Non English speaking customers
- Customers with impaired mobility
- Those with mental illness
- Wheelchair users
- Customers with hearing or speech difficulties
- Blind or partially sighted customers
- Deaf or hard of hearing customers

Be mindful that this list is not exhaustive.

Mental illnesses are often not as obvious to the human eye as physical disabilities may be. We should be aware that sometimes mental illnesses may make people behave in the following ways:

- Agitated body movements
- Unusual eye contact i.e. will not look a person directly in the eye and avoids all eye contact, or stares for long periods of time
- Appear withdrawn and low in confidence.

Be mindful that customers with any form of disability may require assistance and advice. As with all aspects of your Customer Service role, you should be polite and helpful when dealing with our customers.

Keep an eye out as you move through the Station for potential, vulnerable customers who may need extra help, information or reassurance.

## 2. Indirect discrimination

Under the Equality Act 2010 it is now a punishable offence to offend a third person by what is said and done to someone with a disability or special needs, even if the disabled customer is not personally offended. This is called indirect discrimination. We should treat all of our customers with respect and courtesy.

**Remember:** It's not just the customer that may be offended and feel discriminated, it could be a bystander. At National Express we take all cases of direct and indirect discrimination very seriously.





### 3. Offering assistance to disabled customers

#### Always...

- ✓ Talk to disabled customers directly, relax and make eye contact.
- ✓ Ask “would you like any help?”. Many customers do not need any extra help, so consider the customer’s situation and offer help, if you feel it may be required.
- ✓ Only provide help if required.
- ✓ Park as close and as square to the kerb as possible when stopping.
- ✓ Lower any kneeling devices that are fitted to the vehicle.
- ✓ Assist with loading luggage.
- ✓ Check that all customers are seated before pulling away from a stop.
- ✓ Where necessary deploy ramps or lifts.
- ✓ Make sure that you are up to date with your DDA training and company policy regarding the deployment of ramps and/or lifts.
- ✓ Remember that wheelchairs must be carried within the luggage compartments.

#### Never...

- ✗ Talk to disabled customers through their companion.
- ✗ Assume that customers will always need help – in some cases they may have already been offered help many times that day, when they can manage quite adequately by themselves.
- ✗ Administer medication to any customer.
- ✗ Physically carry customers into or out of the vehicle, although a supporting arm may be offered.

### 4. Seating

Always offer to help a customer who appears to have a disability, to their seat.

Introduce yourself by giving your name and explaining that you are their National Express Driver. Ensure that they are seated comfortably and assist them where necessary. In particular, ensure that they have secured their seatbelt and offer assistance if they are having problems.

Blind customers with guide dogs should be seated in the front section of the coach where there is most leg room. Ideally, they should have both seats in that section. However, if there is only one seat give the customer the choice of travelling on the next service or the dog sitting under the seat (dependent on the length of the journey). For safety reasons, guide dogs must not travel in the aisle.





## 5. Offering assistance – blindness/visual impairment

- If assistance is required, introduce yourself by name and ask directly what you need to do
- Offer to describe their surroundings, detailing steps, hand rails, obstacles and layout
- Guide the customer, allowing them to take your arm
- To help a blind person sit down, place their hand on the back of the chair, telling them what you have done
- Advise a blind person when you are leaving them and when you will return if appropriate

## 6. Offering assistance – deafness

- Establish whether a deaf person can lip-read. Make eye contact and speak clearly and naturally
- Facial expressions and gestures may help deaf people understand you; do not over exaggerate
- If an audible announcement or warning is made, inform the customer so they understand what is happening

## 7. Offering assistance – speech difficulties

Do not finish the ends of a customer's sentences, or pretend to understand them when you do not. Always politely ask them to repeat themselves, even if it takes several attempts.

## 8. Mothers – breast feeding

Under the Equality Act 2010, mothers are allowed to breastfeed an infant on board the coach. We would suggest politely asking the mother to be discreet when breastfeeding for the customer's own modesty/privacy and in order to not offend any other customers.

## 9. Helping wheelchair users

Remember, you can help with the wheelchair user's comfort and safety. You can also help provide a reliable coach service by being prepared for wheelchair users.

## 10. Offering assistance – wheelchair users

Always treat the person with respect and be aware of their needs and wishes:

- Ensure you know the location of wheelchair spaces on the coach
- When talking to a wheelchair customer kneel or stoop to their eye level

By law we are obliged to allow customers to travel if it is safe and reasonable to do so.





## 11. Offering assistance – mobility scooter users

We will accept small mobility scooters and powered wheelchairs for stowage subject to the following:

- The customer notifying us via our disabled person helpline at least 36 hours before the journey; however, **this is not a legal obligation and customers must not be refused travel based on them not booking in advance.** The customer can travel if their wheelchair is compatible, there is space on the service and the service/route is accessible. Contact the travel helpline or Service Support to check
- When notifying the helpline, customers provide us the details of the size and make of the powered wheelchair/scooter to enable checks to be made on the manufacturer's website to ensure that it is suitable for stowage on the coach
- We will advise the customer, either at the time or by calling them back, about the suitability of their scooter/ powered wheelchair for stowage on our coaches
- The scooter or powered wheelchair will break down into separate parts, each weighing no more than 20kgs
- A powered wheelchair can be stowed in the lockers. This is subject to them being a suitable model and not too heavy without the customer in them

- The disabled customer is accompanied at the point of departure and arrival by a companion who is able to dismantle and reassemble the powered wheelchair/scooter to enable stowage in the coach
- The powered wheelchair/scooter is operated by dry cell or gel type batteries only

## 12. Assisted travel

There will be occasions when our customers require assistance with their travel. We have set up a process to help assist our customers and ensure that their journey with National Express is a great experience.

We recommend that customers book their assistance at least 36 hours in advance of travelling with us. On 15th February 2011, the European Union introduced a new law, stipulating:

Accessible travel information be provided both before and during the journey.

Bus operators will have to organise mandatory disability awareness training for all Drivers.

In addition, there will be a right to compensation for damaged wheelchairs or other assistive equipment and information about passenger rights will become available in terminals and online. These rights will come into force in 2013.

Please read the advice below which should help you to deliver a professional and efficient service to those customers who require assistance on their journey.





## **If you have a customer who has booked their assistance in advance you must:**

- 1) Call for or attend to disabled customers first
- 2) Load and unload their luggage
- 3) Provide assistance on and off the coach by either giving a steady arm for the customer to hold while they board and disembark the coach OR dispatch the ramp. If they have booked their assistance in advance, their wheelchair will have already been cleared as safe to carry on the coach.

**Under no circumstances should a customer ever be carried on or off a coach.**

Our assisted travel team in the Customer Service Centre will have reserved a front seat for the customer, subject to availability and requirement. This is however, a request and not a guarantee as the person can be asked to move to another seat if someone else boards the coach further along the journey and is perceived to have a greater need (although this is rare).

Please note, if all four front seats are booked or taken, you can explain that seat allocation is done on a 'first come first served' basis. You should offer alternative seats on the coach and the customer can travel if they are happy to sit elsewhere.

This does not apply to customers in wheelchairs who can only travel in the allocated seats on the coach (making sure they are safely secured for travel). Should a seat be taken by an able-bodied customer, you can politely ask them to move seats (if there is room) and accept the customer in a wheelchair for travel.

When customers connect from one National Express service to another, Coach Station staff will assist the customer from one coach to the next, subject to availability.

In the case of London Victoria Coach Station (VCS), the staff (employed by Transport for London) will provide 'connection assistance'. When the inbound coach comes into the arrivals hall, Drivers should ask a member of staff (who is based in the arrivals hall) to radio across to someone in the mobility lounge. That person will then come to assist the customer to either the departure gate of their next coach or to the mobility lounge if there is a long wait involved.

If the customer is going to the mobility lounge, the staff member will also assist them from the mobility lounge to their coach departure bay when it is time for their next coach.





**If a customer in a wheelchair requests travel and they HAVE NOT booked assistance in advance, please follow the guidelines below:**

- 1) Ask them if they have booked in advance and assist as necessary. **Assistance cannot be refused on the basis of not booking.**
- 2) If the customer is in a wheelchair and has not booked in advance, politely ask them for the make and model of their wheelchair and explain that you will need authorisation that it is safe and compatible for/with the coach they will be travelling on. Please also consider any onward connections.
- 3) Outside of these hours, call the Service Support Centre (SSC) on **0845 313 0110** (option1) who hold a list of compatible wheelchairs on their database and can confirm if you are able to take the customer with that particular make/model of wheelchair.
- 4) It is recommended that Drivers do not push wheelchairs for customers – this should ideally be left to the customer's friends or family as our staff are not specifically trained in providing wheelchair assistance. However, this should never compromise good customer service and we should push wheelchairs safely if there is no-one else available. You will need to help manoeuvre the wheelchair once on board the coach to make sure it is securely fastened to the vehicle before setting off.
- 5) If you are ever unsure of the appropriate steps to take, please take advice from the SSC and follow their instructions.





## Generally, whenever dealing with an assisted travel booking, please follow the guidelines below:

- Always read your Driver's notes before starting service
- **Never** lift a customer in or out of their wheelchair yourself. A carer for the customer may do this if it is safe to do so
- Always contact the SSC if the ramp/lift develops a fault en-route (lifts must always be fully deployed before starting service as part of walk-around checks)
- For safety reasons, all types of wheelchair must be assessed and authorised for travel. If you are in any doubt about whether the customer has pre-booked, call the Assisted Travel Team or the SSC for advice immediately
- Never make a non-procedural decision without consulting a member of National Express site staff or calling the SSC first **0845 313 0110**
- If a disabled customer wishes to leave the coach when a scheduled stop at the services has been made, they must be treated like all other customers, and be allowed to do so

**REMEMBER** - it is safer and more responsible to seek assistance than to deal with a problem on your own.

If you are handing a coach over to another Driver, make sure you pass on all information relating to any customer(s) requiring special assistance.

By law, customers do not have to book their assistance in advance so they can simply turn up and go.

