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## WELCOME FROM THE MANAGING DIRECTOR

A family run company established in 1972, incorporated in 2005, Llew Jones Ltd provides public service transport and education transport in the counties of Conwy, Denbighshire and Gwynedd. We contract to provide private hire vehicles and drivers directly to customers, as well as providing business to business coach and driver hire. Additionally, we contract with National Express and a number of UK and European tour operators. We maintain our vehicles in-house and operate from a our main Llanrwst Depot and a number of smaller depots in Denbighshire. The Company is extremely proud of the service is delivers to customers in all areas of the business which would not be possible without a strong team of professional, conscientious, and courteous staff.

We firmly believe that people are key to our long-term success and the means through which the Company can achieve its goals of growth, profitability, and great customer service. To ensure that our customers receive the highest quality of service and best value for money, it is essential that we all share a common philosophy in the way we approach and perform our individual and collective duties and responsibilities – which we describe as 'going the extra mile'.

As one of our driver team, you are a front-line ambassador for the business and your interactions with the general public/our passengers is key to our ongoing reputation. Safety, your own and the safety of passengers, is of paramount importance, so following the walk round check procedure and reporting any faults no matter how minor, is vital. High standards of personal presentation and vehicle presentation are also essential, so following the cleaning code for vehicles, and wearing Company uniform and turning up for work in a clean and tidy state is essential. It goes without saying that driving carefully and considerately is also key to maintaining customer satisfaction and loyalty. If all of the standards are met and procedures followed, we will have the best chance of providing secure employment with great training and development opportunities and competitive pay. So please pay your vital part in achieving this aim.

This Handbook sets out key policies, procedures, and best practice for driving, vehicle care and customer service. Please read it carefully and raise any queries that you may have with your Line Manager.

I would like to take this opportunity to welcome you on board.

*Steve*

Steve Jones  
Managing Director  
Llew Jones Limited

## A) PROFESSIONAL DRIVING

### Essential Skills

Professional Drivers adopt a positive approach to driving. This means:

- Looking after yourself and your passengers
- Planning well ahead
- Practicing good observation
- Keeping in control
- Anticipating events

Professional driving means making allowances. You must always consider the safety and comfort of passengers. Sometimes you will have to allow for the fact that other road users may have very little idea of the problems a bus or coach driver faces when driving such large vehicles.

### Control

It is essential that your vehicle is under control at all times. You must drive it skillfully and plan ahead so that your vehicle is always travelling at the correct speed and ready for your next maneuver. You should never have to do anything at the last minute.

### Awareness

You need to develop your awareness, to know what is going on around you at all times. This can be achieved through:

- Planning ahead
- Anticipating – experience will soon tell you what other road users are probably going to do next.
- Being in control. Plan your actions, don't be forced into situations by others
- Understanding what might happen
- Remembering similar situations

You must always drive:

- Responsibly
- Carefully
- Considerately
- Courteously

At all times, show that your standards are high and that you can drive a PCV with skill and safety.

### Anticipation

There aren't many excuses for being taken by surprise when you're driving; almost every event is predictable to some extent.

You must consider and prepare for all possibilities in all situations, especially when you can never be completely sure of what other road users will do. Remember, you will not be able to brake or swerve like a lighter, smaller vehicle can.

Put yourself in other people's shoes. Make allowances for

- children
- cyclists and motorcycles
- horse riders (on road or verge)
- older pedestrians
- obviously less able drivers
- learner drivers

Problems particularly arise when you are not sure of what vulnerable road users intend to do. Try and prepare yourself for all possibilities.

## B) PASSENGER CARRYING VEHICLES (PCV) REGULATIONS

1. There are three main sets of rules, plus details of what to do in the case of 'mixed' driving, that is, a mix of EU and GB domestic rules. Once you know which rules apply to you, you will need to read, understand, and follow them. See Tachograph information on the Driver Information section of the Llew Jones website or visit <https://www.gov.uk/guidance/drivers-hours-passenger-vehicles>
2. Drivers are responsible for ensuring that tachographs are operated in accordance with manufacturer's instructions and manual records are kept where tachographs are not fitted, or where they are not operating due to a fault.
3. Drivers must comply with statutory and employers' regulations regarding the recording of daily mileage, journeys undertaken, actual driving hours, rest periods and other work performed.
4. Drivers must exercise great caution in securing the vehicle. Doors and windows should be properly locked when a vehicle is unattended. Absolutely no Company or personal property should be on view inside the vehicle, as this represents an obvious target for thieves.
5. Drivers are responsible for payment of any fines arising from breaches of the law, e.g. speeding offences, parking penalties, whilst they are in charge of the vehicle that is connected to any such breach.

Explained below are some of the terms used in the following sections:

- a. **Daily rest period** \_ This is any period of at least 8 hours in a row during which the crew member can do what he likes and is free to move about as he pleases.
- b. **Driving** This is being at the driving controls of a vehicle for the purpose of controlling its movement, whether it is moving or stationary with the engine running.
- c. **Duty** -In the case of an employee/driver this means being on duty, whether driving or otherwise, for anyone who employs him/her as a driver. For an owner/driver this means driving a vehicle connected with his business, or doing any other work connected with the vehicle or its' load, or passengers.
- d. **Emergency** \_ This means an event, which causes, or is likely to cause, danger to life or health or serious interruption in the maintenance of public services (water, gas, electricity, drainage, telecommunications, or postal services) or in the use of roads or in private or public transport, or serious damage to property, such as to need immediate preventative action.
- e. **International journey** means a journey to or from another country (non-UK), including the part of the journey within the UK.
- f. **Regular service** means a service which provides for the carriage of passengers at specified intervals along a specified route, passengers being taken up and set down at predetermined stopping points. It does not have to be a service for the general public.

## **B) DRIVERS RULES & PROCEDURES**

### **1. DRIVING LICENCE & LEGISLATION**

- a. Drivers shall make available their driving license, CPC card, Digi Card and council permit for inspection by the Company's management whenever requested. These must be carried by drivers at all times whilst carrying out work activities.
- b. The minimum driving license requirement for vehicles operated by the Company is a D classification for PCV and B for Company cars.
- c. In order for the Company to comply with its legal responsibilities your license will be monitored by a bespoke system, for which you will be required to fill in a consent form. Should you change your address or receive any endorsements/ disqualification, you must inform your line manager immediately. Failure to do so could invalidate the vehicle insurance or affect your ability to drive. This may be considered gross misconduct.
- d. A police officer can demand the production of a driver's driving license at any time. If not immediately available, it may be produced at a nominated Police Station within 7 days.
- e. Drivers must carry their license at all times when driving outside the UK.
- f. Medical Conditions – You are required to inform the Drivers Medical Branch, DVLA, Swansea immediately if you have any disability including any physical or mental condition, which may affect your fitness as a driver, if you expect the disability to continue for more than 3 months.

### **2. DBS**

Drivers shall complete DBS whenever requested by the Company in order for the Company to comply with prevailing legislation and to comply with clients' terms and conditions wherever required, e.g. schools and education authorities.

### **3. Training**

All Drivers are required to attend training in order to comply with CPC requirements and to maintain company standards. Additional Driver Training may be required following accidents or incidents and a driver training assessment may be undertaken by the DTO or a driver mentor.

### **4. Driver Responsibilities**

It is the policy of the Company that all drivers, when operating Company vehicles, or vehicles hired or on loan to the Company MUST comply with all applicable Transport Legislation with regards to:

- a. Driving Hours
- b. Speed Restrictions/Limits
- c. Parking, Loading and Permit Rules
- d. Lighting and Audible Warning Regulations
- e. Small Bus Permit/PCV Regulations

***All Drivers should be fully conversant with the Highway Code.***

Drivers must also ensure:

- a. The vehicle being driven is in a safe condition.
- b. The vehicle conforms to Traffic legislation i.e. First Aid Kit, Fire Extinguisher, etc.
- c. You take reasonable care of the vehicle by exercising good driving techniques and vehicle sympathy.
- d. All defects are reported in line with defect reporting procedure.

## 5. UK Speed Limits

- a. A speed limit of 30 miles per hour (mph) or 48 kilometres per hour (km/h) usually applies, unless you see signs showing otherwise.

|  | UK Motorways | Dual Carriageways | Other Roads |
|--|--------------|-------------------|-------------|
| Buses, Coaches and Mini-buses not exceeding 12 metres overall length | 70 mph       | 60 mph            | 50 mph      |
| Buses, Coaches and Minibuses More than 12 metres overall length      | 60 mph       | 60 mph            | 50 mph      |

- b. The above speed limits are expressed as the maximum permissible. However, speed restrictions on particular roads whether permanent or temporary MUST NOT be exceeded.

***Speeds should be adjusted to suit relevant road and weather conditions.***

## 6. Non-UK Traffic Law

It is the responsibility of the driver to be fully conversant with all traffic legislation governing vehicles on the road in non-UK countries, e.g. speed limits.

## 7. Parking

It is an offence to leave your bus or coach unattended without applying the handbrake and turning the engine OFF. However, provided it is parked safely, you can leave the engine running when it is needed to power some equipment on the vehicle such as a passenger lift or heater.

## 8. Loading

You should not stop to drop off passengers in any place where it will cause a danger or an obstruction to other road users. This includes the controlled areas around zebra and pelican crossings marked out by zigzag white lines at the roadside. For full details refer to the Highway Code.

## 9. PCV Regulations - When carrying passengers:

- a. All doors must be unlocked
- b. Vision through all windows must be unrestricted
- c. Exits and Gangways must be kept clear

- d. Switch off engine when refueling
- e. YOU must act in civil a manner
- f. YOU must not talk to anyone whilst driving except to give instructions to passengers
- g. Alcohol MUST NOT be carried to Football matches and certain sports fixtures.

## 10. Lighting Regulations

Your lights MUST be in working order, clean and correctly adjusted at all times.

## 11. Audible Warning

Horns and reverse alarms may not be used in a built-up area between the hours of 23:30 and 07:00 hours EXCEPT IN AN EMERGENCY.

## 12. Seat Belts

- a. For the safety and comfort of all passengers: belts or restraints must be correctly fitted and adjusted, in addition to the appropriate clamping of wheelchairs.
- b. At the end of each duty each belt must be connected to check for operation and faults.

## 13. Alterations

You must not make any alterations to the normal specification of the vehicle unless you have written permission from the Transport Manager. This includes the fitting of tow-bars, additional aerials or roof racks and tampering with internal fixtures. If permission is given to make any additions or alterations to the vehicle specification, we reserve the right to require you to have the vehicle professionally restored to its original condition before it is returned to the Company.

## 14. Security of Vehicle and Contents

- a. Drivers must properly lock and secure their vehicle, when left unattended.
- b. Other than when in transit, passengers must be made aware that loss, or damage, of personal belongings left in the vehicle, is not the responsibility of the Company.
- c. Drivers are responsible for loading luggage. This includes checking that passengers' hand-luggage is stored safely and securely.

## 15. Lost Property

- a. Any possessions left on the vehicle at the end of a trip or a duty are to be handed into the office at the earliest possible opportunity.
- b. If there is no member of office staff present in the office upon your return to the depot, then you should post small lost property items into the safe with an appropriate lost property label.
- c. If it is not possible to post the item of lost property due to its size, then you should leave it with an accompanying lost property label on the office window ledge, in clear view of the CCTV camera, and contact a manager via text message to inform him/her that you have done this.

## 16. Fueling

- a. Fueling of the vehicle, must be in accordance with the instructions given by the management team.
- b. With vehicles leaving and returning to the UK: drivers **must refuel at the continental port.**

Failure to do so will render drivers liable to pay the excess costs of fueling in the UK, which may, with agreement, result in a deduction from wages.

- c. If the vehicle is returning directly back into continental Europe, only sufficient fuel for the return to a continental port should be taken on.
- d. Drivers must ensure that when fueling a vehicle away from base, the fuel cards provided by the Company are valid. **Fuel should not be paid for from a driver's own personal funds unless it is due to exceptional circumstances.**
- e. All vehicle fuel cards must be kept in the vehicle wallets provided in the vehicle. Failure to do so, without a satisfactory explanation, could render a driver liable to disciplinary action.
- f. When fueling company vehicles away from base in the UK, drivers are only permitted to fuel at Key Fuel filling stations. It is the drivers' responsibility to check the location of Key Fuel filling stations prior to the leaving the depot. list can be obtained from Ops. Fueling a Company vehicle at a non-approved filling station could result in disciplinary and deductions in line with the Wastage clause in the Drivers' Contract.
- g. Drivers are not to use Company Fuel Cards to fuel private vehicles.

## 17. Fines

- a. Any driver incurring any fines for parking or other motoring offences will be personally accountable for the payment of such fines.
- b. Fixed penalty notices are normally reported directly to the Company by the authorities. We reserve the right to pay such fixed penalties on the driver's behalf and deduct the cost from wages or salary.
- c. Our right to make such deductions is incorporated as an express term of the Contract of Employment.

## 18. Company Site Parking

- a. In all cases private vehicles parked on or around the Company's premises are done so at the owner's risk and the Company accepts no liability for any damage caused to such vehicles.
- b. Only drivers required to work away from base for more than one day may park their private cars within a marked bay within the depot compound and car keys must be left in the drivers' paperwork tray.
- c. Drivers working on day duty may park their cars within a marked bay outside the depot compound.

## 19. Personal Liability

- a. If a Company vehicle is damaged and, after investigation, such damage is found to be as a result of the driver's negligence the Company reserves the right to require the expense of repairing the damage to be met from the driver's wages/salary.
- b. Alternatively, if the damage results in a claim against the insurance, the Company reserves the right to require you to pay any insurance excess that may accrue up to a maximum of £500.
- c. Every damage incident with a vehicle will be investigated.
- d. In the case of repeated incidents, the Company reserves the right to withdraw the vehicle and, if appropriate, instigate disciplinary proceedings against the driver.

## 20. Mobile Phones

- a. Mobile phones should not be used under any circumstances whilst driving including via a hands-free device. In an emergency you should pull over when it is safe to do so and stop the vehicle before making or receiving a telephone call.

- b. If you are carrying passengers and/or the call is not an emergency, you should wait until your next break or complete stop (engine off) before making or returning a call.

## **21. Care of Passengers**

- a. The Driver's primary responsibility is to his/her passengers for their safe, comfortable and reliable transportation.
- b. To ensure passenger comfort the vehicle should be driven in a sympathetic manner, avoiding harsh braking and fierce acceleration and remain aware of sharp corners and uneven road surfaces.
- c. All passengers must be treated with dignity and respect.
- d. Elderly passengers should always be treated with the utmost care and consideration.
- e. For their own safety and comfort and for legal and insurance purposes all passengers should wear seatbelts and restraints where fitted.

## **22. Disability Awareness**

- a. Drivers should always look to give disabled customers the same level of service that any other customer would receive.
- b. You should offer help if you think it's appropriate, but you must wait for the offer to be accepted.
- c. If disabled passengers have a carer or friend with them, you must talk directly to the passenger and not through their companion.
- d. If possible, you should sit or crouch down to talk to a wheelchair user so that you are at eye level and the person in the wheelchair does not have to strain to see you.
- e. You should never lean on the person's wheelchair as it is part of their personal space.
- f. If you have a blind passenger, you should introduce yourself as the driver and ask if they need any assistance before giving it. You may allow them to hold on to you as opposed to you holding on to them, this will ensure they do not feel threatened, and you should not move away without telling them.
- g. If you have a passenger with hearing or other communication difficulties, you should speak slowly and clearly and listen carefully. You should ask questions that require a 'yes' or 'no' answer if possible and you should not correct or speak for the person.
- h. You should always be yourself when interacting with a person who has a disability relax, make eye contact, do not be embarrassed or nervous.

## **23. Passenger Conduct**

- a. There is an obligation for passengers to conduct themselves in a safe and inoffensive manner.
- b. Items must not be thrown out of the vehicle.
- c. Smoking is not permitted under any circumstances.
- d. Passengers must not distract or speak to the driver except in an emergency.
- e. Under no circumstances should unauthorized: passengers, goods or equipment be carried on the Company's vehicles, including vehicles hired or on loan.
- f. Passengers must not move around in the vehicle whilst it is in motion.

## **C) CODE OF CONDUCT FOR SERVICE BUS DRIVERS**

### **1. AT THE BUS STOP**

- a. Drivers must stop at all stops where passengers are waiting and signaling that they want the bus to stop.
- b. Drivers must take reasonable precautions for the safety of passengers who are boarding or alighting from the bus.
- c. Except in 'Hail and Ride' areas drivers must not allow passengers to board or alight other than at a recognized bus stop.
- d. Drivers must stop as closely to the kerb as is possible and safe when picking up or setting down passengers.
- e. On 'Hail and Ride' stretches of the route drivers must pick up and set down passengers as soon as it is safe to do so.
- f. Drivers must never leave a bus stop before time and should not leave behind time.

### **2. BOARDING THE BUS**

- a. Drivers should offer reasonable assistance as necessary to people boarding the bus, particularly people with mobility difficulties, older people and people with children in buggies.
- b. Where the bus is equipped with a kneeling facility and/or a ramp, drivers should ensure that if requested they deploy these facilities.
- c. Drivers should ensure that anyone boarding the bus shows or is given a valid ticket, including seniors.
- d. Guide Dogs and Hearing Dogs should be carried free of charge and must not be refused entry to the bus unless there are already dogs on the bus and the driver believes this would cause a problem.
- e. Children (U/18) who do not have a valid travelcard, concessionary pass or permit or enough money to pay the full or concessionary fare should not generally be refused travel but instead should be granted travel on one occasion on the understanding that their parent/guardian contact the office at the earliest opportunity to cover the cost.
- f. Drivers should not refuse to accept legal tender or refuse to provide change unless the coin or note tendered is worth more than ten times the fare.
- g. Drivers should ensure that the priority seats are vacated for older passengers or people with mobility difficulties or with small children.

### **3. ON THE JOURNEY**

- a. Drivers should not pull away from the stop before passengers who are unsteady on their feet, or passengers accompanied by small children are seated.
- b. Drivers should never drive in an unsafe manner.
- c. Smoking is not permitted on company vehicles by anyone at any time.
- d. Drivers must not deviate from the route and should run to time.
- e. Drivers must not eat or drink while driving nor must they wear headphones, use mobile phones, listen to transistor radios or read maps or newspapers while driving.
- f. Drivers should not allow anyone to stand up at the front of the bus or involve themselves in conversation with anyone while they are driving other than in emergencies, or to deal with matters of safety, or to communicate with another employee of his or her company on an operational matter.

- g. Drivers must not allow the bus to travel with the doors open.
- h. Drivers must ensure that the “Stage Button” is pressed at every bus stop.
- i. Drivers must stop at the next stop if a passenger requests them to do so or rings the bell. Drivers must not deviate from their assigned journey except with the express permission of management.
- j. If a complaint is made to the driver by a passenger about another passenger who is causing a nuisance by smoking, being intoxicated or behaving in such a way as to cause annoyance to other passengers, the driver must request the passenger about whom the complaint is being made to leave the bus and use his or her best endeavors to ensure the request is complied with.
- k. If the bus breaks down drivers must:
  - i. ensure the safety of the passengers,
  - ii. contact the depot immediately to arrange for passengers to continue their journey,
  - iii. inform the passengers of the arrangements made.
- l. If the bus breaks down drivers should not, if driving a school journey with primary school age children on board without an escort, leave children unattended on the bus but should seek help using their radio or mobile telephone and wait on the bus until help arrives.

#### **4. IN THE BUS STATION**

- a. If drivers have not been able to pull up in the usual bay they should advise blind passengers of this.
- b. Drivers should turn off the engine if they expect to be stationary for more than 5 minutes.
- c. Drivers must never get off their vehicle leaving the engine running.
- d. Drivers must never leave a bus station from the wrong departure stand unless instructed to do so by a Passenger Transport Officer.

#### **5. CASH HANDLING**

- a. Drivers should ensure that all monies received whilst undertaking Bus Services are posted into the safe on the Company premises along with the ticket machine receipt provided at the end of the day.
- b. Any contravention of this instruction without satisfactory explanation will render the driver liable to pay the full cost or part cost of making good any loss to the Company.
- c. Any contravention may also lead to serious disciplinary action, which could result in summary dismissal on the grounds of gross misconduct.

#### **6. AT ALL TIMES**

- a. Drivers must never abuse, shout at or swear at passengers nor try to embarrass them whatever difficulties are caused.
- b. Drivers must not discriminate against passengers on grounds of sex, race or disability.

#### **7. DESTINATION SCREENS/BOARDS**

Drivers must at all times display the correct destination by physically looking at the L.E.D destination screen.

## **D) CODE OF CONDUCT FOR SCHOOL/COLLEGE TRANSPORT DRIVERS**

### **1. AT THE DESIGNATED STOP**

- a. Drivers must stop at designated stops as detailed in the Contract and associated Driver Duty paperwork. No ad-hoc stops should be made to pick up or drop off passengers without prior authorization by a manager or the Managing Director.
- b. Drivers must take reasonable precautions for the safety of passengers who are boarding or alighting from the vehicle.
- c. Drivers must stop as closely to the kerb as is possible and safe when picking up or setting down passengers.

### **2. BOARDING THE BUS**

- a. Drivers should offer reasonable assistance as necessary to people boarding the bus, particularly people with mobility difficulties.
- b. Where the vehicle is equipped with a lift, drivers should ensure that if requested they deploy these facilities and provide assistance to the passenger as per the training.
- c. Drivers should ensure that any Learner boarding the vehicle has a valid pass. If a Learner fails to show a pass, (lost or forgotten), the Driver should allow them to travel but advise them to obtain a temporary pass from the Education establishment for the return journey, then report the 'no pass shown' incident to the Local Services Manager.

### **3. ON THE JOURNEY**

- a. Drivers should not pull away from the stop before Learners are seated with seat belts fastened.
- b. Drivers should never drive in an unsafe manner.
- c. Smoking is not permitted on company vehicles by anyone at any time.
- d. Drivers must not deviate from the route and should run to time.
- e. Drivers must not eat or drink while driving nor must they wear headphones, use mobile phones, listen to transistor radios or read maps or newspapers while driving.
- f. Drivers should not allow anyone to stand up at the front of the vehicle or involve themselves in conversation with anyone while they are driving other than in emergencies, or to deal with matters of safety, or to communicate with another employee of his or her company on an operational matter.
- g. Drivers must not allow the vehicle to travel with the doors open.
- h. Drivers must not deviate from their assigned journey except with the express permission of management.
- i. If a complaint is made to the driver by a Learner about another Learner who is causing a nuisance or annoyance, then the driver must report the Learner about whom the complaint is was
- j. made to the School on arrival and to his/her Manager on return to base.
- k. If the vehicle breaks down drivers must:
  - i. ensure the safety of the passengers,
  - ii. contact the depot immediately to arrange for passengers to continue their journey,
  - iii. inform the passengers of the arrangements made.
- l. If the vehicle breaks down drivers should not, if driving a school journey with primary school age Learners on board without an escort, leave Learners unattended on the bus but should seek help using their radio or mobile telephone and wait on the bus until help arrives.

#### **4. AT THE EDUCATION ESTABLISHMENT**

- a. Drivers should turn off the engine if they expect to be stationary for more than 5 minutes.
- b. Drivers must never get off their vehicle leaving the engine running.

#### **5. AT ALL TIMES**

- a. Drivers must ensure that all communication/interaction with Learners is of a professional nature and must not abuse, shout at or swear at Learners nor try to embarrass them whatever difficulties are caused.
- b. Under no circumstances should drivers make contact with a Learner or group of Learners outside the designated duty period.
- c. Drivers must not discriminate against Learners on grounds of sex, race or disability.

## **E) CODE OF CONDUCT FOR TOUR DRIVERS**

### **1. AT THE DESIGNATED PICK UP POINTS**

- a. Drivers must stop at all designated pick up and drop off points as per the Tour Pack and Duty Sheet.
- b. Drivers must take reasonable precautions for the safety of passengers who are boarding or alighting from the vehicle.
- c. Drivers must stop as closely to the kerb as is possible and safe when picking up or setting down passengers.
- d. Drivers must never leave a pick-up or drop off point before time and should not leave behind time.

### **2. BOARDING THE COACH**

- a. Drivers should offer reasonable assistance as necessary to people boarding the vehicle, particularly people with mobility difficulties, older people and people with children in buggies.
- b. Where the vehicle is equipped with a lift, drivers should ensure that if requested they deploy these facilities and provide assistance to the passenger in accordance with training.
- c. Guide Dogs and Hearing Dogs must not be refused entry to the vehicle.

### **3. ON THE JOURNEY**

- a. Drivers should not pull away from the stop before passengers who are unsteady on their feet, or passengers accompanied by small children are seated.
- b. Drivers should never drive in an unsafe manner.
- c. Smoking is not permitted on company vehicles by anyone at any time.
- d. Drivers should follow the most efficient route taking into account vehicle refueling points. Vehicles should only be refueled at designated fuel sites as per the Company Fuel Policy - if in doubt drivers should check site map before departing.
- e. Drivers must not eat or drink while driving nor must they wear headphones, use mobile phones, listen to transistor radios or read maps or newspapers while driving.
- f. Drivers should not allow anyone to stand up at the front of the bus or involve themselves in conversation with anyone while they are driving other than in emergencies, or to deal with matters of safety, or to communicate with another employee of his or her company on an operational matter.
- g. Drivers must not drive the vehicle with the doors open.
- h. If a complaint is made to the driver by a passenger about another passenger who is causing a nuisance by smoking, being intoxicated or behaving in such a way as to cause annoyance to other passengers then the driver must stop the vehicle when it is safe to do so and ask the passenger to behave appropriately and give the passenger a warning. The warning should be polite but clear stating that if the inappropriate behaviour continuous he/she will be required to leave the vehicle. The driver should contact the duty manager at this point who will liaise with the Tour Company informing them that a passenger has been made to leave the Coach.
- i. If the vehicle breaks down drivers must:
  - a. ensure the safety of the passengers,
  - b. contact the depot immediately to arrange for passengers to continue their journey,
  - c. inform the passengers of the arrangements made.

### **4. AT THE DROP OFF/PICK UP POINT**

- a. Drivers should turn off the engine if they expect to be stationary for more than 5 minutes.
- b. Drivers must never get off their vehicle leaving the engine running.

**5. AT ALL TIMES**

- a. Drivers must never abuse, shout at or swear at passengers nor try to embarrass them whatever difficulties are caused.
- b. Drivers must not discriminate against passengers on grounds of sex, race or disability.

## F) ACCIDENTS and EMERGENCY PROCEDURES

### 1. ACCIDENTS

If whilst driving a Company vehicle you, or another authorized person, are involved in an accident, which involves damage to property or injury to a person or animal, you must adopt the following procedure.

***DO NOT ADMIT LIABILITY FOR THE ACCIDENT BY WORD OR DEED and do not discuss the accident at the scene.***

If you are involved in a Road Traffic Accident YOU MUST:

- STOP in a safe place, if possible, switch ON hazard warning lights, switch OFF engine. Gain assistance, if possible, from other road users to assist in immediate traffic management to prevent further incidents.
- Check to see if any of your passengers or other parties are injured. An Ambulance MUST be called for any injuries, including shock, whiplash etc. Use First Aid supplies as necessary.
- DO NOT move any injured party unless they are in further danger or assisted by medical help.
- If any person or animal is injured or the vehicles are presenting a hazard, the Police MUST be notified. If necessary, the Fire Service can also be requested.
- Exchange details with other involved parties.
- Contact the Transport Manager as soon as possible giving as many details as possible.
- REMEMBER your first duty is the safety of yourself, your passengers and other road users. DO NOT place any person in danger.

### 2. LEGAL REQUIREMENTS

- a. You MUST provide to any person having reasonable grounds for requiring them: i.e. police officers, traffic wardens, third party, or persons who will witness the accident, assuming you believe yourself to be the innocent party.
  - your name
  - your address
  - Company address and telephone number
  - Registration number of the vehicle
  - Insurance - DETAILS IN VEHICLE FILE

Note: It is your responsibility to notify the Police as soon as possible after an accident has occurred, but in any event within 24 hours. Driving Licenses, Insurance details, vehicle MOT, etc may have to be produced to the Policy within 5 days. **Failure to stop and report an accident is an offence.**

### 3. ACCIDENT PARTICULARS

- a. It is essential that as soon as possible and without danger to yourself or others to gain as much information as possible for completion of the Accident/Incident Form to include:
  - Name and addresses of witnesses

- Police Officer's Name and Number
  - Particulars of other vehicles involved
  - Particulars of other drivers involved
  - Insurance Information from other parties Involved
- b. Always include sketches and **take photographs and /or video on your mobile phone** to capture:
- Vehicle positions (before and after incident)
  - Road conditions
  - Traffic signs, warnings, etc.
  - Weather conditions
  - Report any accident to your line Manager.
- c. If, in your view, the third party is responsible for the accident, it is in our interests to obtain a brief signed statement from them acknowledging this fact.
- d. Exchange full names, company addresses and telephone numbers with any independent persons, who would be prepared to support your claim that you were not responsible for the accident.
- e. Report the accident or incident to a manager immediately that it is safe to do so.

#### **4. COMPLETION OF ROAD TRAFFIC ACCIDENT REPORT FORM (European Accident Statement and or Llew Jones Accident/Incident report form)**

- a. As soon as possible the above form **MUST** be completed and handed to a member of the operations team. The Form must contain as much information and as many diagrams as possible. You should also take photographs and video as detailed for UK accidents or incidents. It is even more important for European accidents as accident investigations can take many weeks to complete. Assistance in completing the Accident Report can be obtained if required.
- b. The Road Traffic Accident Report Form is located in the vehicle file. Further copies can be obtained from Ops.

**REMEMBER - DO NOT PANIC!**  
**DO NOT PLACE YOURSELF OR OTHERS IN DANGER**  
**GAIN ASSISTANCE FROM OTHER ROAD USERS IF REQUIRED**

#### **5. FOLLOWING THE ACCIDENT**

- a. Any correspondence written to you following the accident by the third party, third party's insurance or independent witnesses, must be forwarded to the Company. **Under no circumstances must an employee initiate or respond to correspondence with the third party or their legal representative.**
- b. If, as a result of an accident, you receive notice of intended prosecution and/or a summons, these documents must be forwarded without delay to the Company.
- c. All driving accidents will be investigated, and where an investigation shows an employee to be at fault, the employee concerned may be subject to disciplinary action. An excessive number of at fault accidents may result in dismissal.

- d. Where any damage to a Company vehicle is due to the negligence or lack of care on the part of the driver, the driver may be required to pay the cost of the insurance excess or pay the cost of in-house repair, whichever is appropriate, up to a maximum of £500.00

## **6. IN THE EVENT OF A BREAKDOWN**

- a. Try as far as possible to park the vehicle in a safe place, not obstructing other road users, and contact Operations.
- b. Explain to your passengers the reason for the delay. Reassure and explain that assistance is on its way.
- c. Repairs of a minor nature may be undertaken ie: bulbs, fuses, etc.
- d. In the event of a breakdown drivers must contact Operations or the on-call manager out of normal working hours. Full details of the problem must be given i.e. vehicle fault, location, number of passengers etc. You must also notify the tour company (if applicable). If the problem is a minor fault, you may be able to rectify the problem with guidance e.g. a blown fuse or trip switch. If the problem is more serious the most suitable emergency breakdown company will be contacted in order to provide the fastest response.

## **7. FIRE**

- a. Buses and coaches operated by the Company **MUST** by law carry a serviceable Fire Extinguisher. Ensure you are conversant with the locations, type and operation of the extinguisher on your vehicle. The first priority in the event of fire **MUST** always be to evacuate the vehicle as quickly as possible. Once this has been accomplished the fire should **ONLY** be tackled if safe to do so. **IF IN ANY DOUBT CALL THE FIRE BRIGADE.**
- b. In the event of a Fire Extinguisher being used, the Transport Manager must be notified as soon as possible to ensure that a replacement is issued.

## G) DRIVER'S DAILY VEHICLE CHECK AND DEFECT REPORT

***You must complete a Daily Defect Report whether or not there are defects.***

A Daily Check and Defect Report must be completed prior to you driving a Company vehicle. The check should be carried out via the walk round check App – if this is not possible a paper copy must be completed. If you consider that a vehicle is unsafe or has a defect which necessitates its removal from operational running you must follow the Emergency Defect Reporting Procedure, below.

The following checks that must be carried out:

- **Fuel, Oil and Water** \_Levels are to be checked and topped up if required. If abnormal amounts are required -note on Defect Report. Visually check for leaks.
- **Battery** -Check there is sufficient power to crank over the engine.
- **Tvres and Wheels** – Visually Check tyres for pressure, tread depth and obvious damage. Check wheels for security.
- **Brakes** -Check for a firm brake pedal. Check for excessive pedal and handbrake travel. Check for satisfactory operation. Try the brakes before leaving the depot.
- **Doors and Exits** -Ensure doors and exits are unrestricted and unlocked. Check for operation and condition of locks, guides etc.  
*IT IS AN OFFENCE TO CARRY PASSENGERS WITH DOORS LOCKED*
- **Indicators** -Check operation of all indicators, including hazard warning lights and warning indicators.
- **Seat Belts** Check all seat belts and restraints for operation and condition. If a seat belt is fitted it must be in serviceable otherwise the vehicle is to be classed as unroadworthy.
- **Passenger-Lift Mechanical** (*If fitted*) Operate the lift to ensure it is in full working order, safe and secure.
- **Fire Extinguishers** Check location of extinguisher and its contents.
- **Windscreen Wipers** -Check for operation and effectiveness.
- **Windscreen Washers** Check and top up washer reservoir if required. Check operation and adjustment of jets.
- **Audible Warning** Check operation of horn and reversing alarm.
- **Glass** Check all windows for cracks and damage. Ensure unobstructed vision.
- **Reflectors** Check condition and cleanliness.
- **Bodywork Exterior** Check for accident damage and vehicle livery. Notify all damage to Transport Office.
- **Mirrors** Check condition and cleanliness of mirrors. Carry out adjustments before moving the vehicle.
- **Steering** Check for operation, excessive noise or free play at the steering wheel.
- **Heating and Ventilation** -Check the operation of all heating and ventilation systems, including de-misting operation.
- **Lights** Check the operation and cleanliness of all lights, including interior systems. Check all lights for damage.
- **Bodywork Interior** Check for cleanliness and condition. Ensure unobstructed aisles and correct location of safety located items. Ensure that there are no sharp edges to cause injury. See Below (Inside Saloon Area).
- **Brake and Clutch Fluid** -Check brake and clutch fluid levels. Inform the Transport Office immediately if top up is required.
- **First Aid Kit** -Check the First Aid Kit location. Check if seal is intact, if not check contents add

obtain refills if necessary.

- **Permit/License Disc** - Ensure that the Permit and License Discs are clearly displayed on all vehicles including those loaned or hired to Jones Coach & Bus Sales/Hire. THIS IS A LEGAL REQUIREMENT.

#### **Inside Saloon**

- All seats to be checked for condition and security including frames, cushions and coverings.
- Operating notices and warning signs to be clean, legible and in a suitable position.
- Condition and security of all handrails.

**Other** Any item related to the vehicle operation or safety not specified above.

## **EMERGENCY DEFECT REPORTING PROCEDURE**

### **Defects detected before leaving the depot:**

- During times when the workshop is manned (normally 07:15 to 18:00 Monday to Friday and 08:00 to 14:00 Saturday) report any defect directly to the Transport & Compliance Manager or a member of the Workshop Team.
- The Workshop staff will advise whether the defect needs to be rectified before leaving the depot or, if the vehicle is serviceable, it may be rectified at a later time.
- If the workshop is unmanned it is your duty to report the defect to the on-call manager IMMEDIATELY.
- **During the duty or on return to the depot:**
- It is your duty to report directly to a workshop representative any defect that, in your opinion, renders the vehicle unserviceable for operational running. In the absence of workshop staff, you must report the defect to a manager during normal working hours or the on-call manager out of hours.

***REMEMBER THESE CHECKS ARE DESIGNED TO ENSURE THE SAFE AND RELIABLE OPERATION OF THE VEHICLE FOR YOURSELF AND FOR YOUR PASSENGERS.***

## H) CLEANING CODE

Drivers must maintain their vehicles to the highest standards of interior and exterior cleanliness in compliance with the Company's Cleaning Code. At the end of every duty, hire, tour or other driving:

- Vehicle to be refueled
- Vehicle mileage to be accurately entered into the fuel pump system
- All rubbish to be bagged and removed to the waste skips
- All rubbish to be removed from the driver's area
- Overhead racks cleared of rubbish
- Seat belts to be connected together
- Reclining seats returned to upright position
- Curtains hooked up and blinds retracted
- Interior floor to be swept
- Interior floor to be mopped out
- Windscreen to be brushed washed with detergent and power hosed off
- Exterior must be washed (after every hire) with the pressure washer and detergent.
- Coaches must be washed with a brush and soap periodically (at least twice a week).
- Windows to be cleaned if dirty
- Tour Coaches -toilet 'dropped', cleaned inside and recharged (toilets to be kept locked if not on an executive hire).
- Replace all cleaning equipment tidily in the yard and store
- Switch off Power Washer
- Park vehicle away tidily within the marked bays in the parking compound. **Do NOT leave vehicles unattended at the fuelling point nor on the washing bay.**
- The vehicle defect sheet, even if no defects, must be completed
- If a defect needs to be attended to as a matter of urgency ready for the use of vehicle the following day, then contact the Duty Officer immediately.
- Any lost property to be labelled with the date, driver and group name (use lost property forms from the office) and handed in to the office. If the office is closed leave it in the corridor where the driver trays are located.

When away from base e.g. On Tour

- Vehicles must be cleaned daily i.e. brushed and mopped and generally kept in pristine condition.
- The vehicle must be cleaned outside during the tour.
- The toilet must be kept clean at all times.
- Curtains to be re-hooked, reclining seats returned to upright position and seatbelts connected daily.
- Plastic bags to be used as litter bins should be emptied at each stop. N.B. Same procedure as a daily hire to be undertaken when returning to base after a tour.

All drivers will be issued with a cleaning kit. Please ask for any 'top up' cleaning materials and equipment as and when necessary.

## SENIOR DRIVER CRITERIA – LOCAL/SCHOOL/SERVICE DRIVER

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|--|
| <b>Criteria – To be attained consistently over a period of 6 months.</b><br><b>Minimum length of service: 12 months</b>  |
| <b>Good quality driving skills</b> <ul style="list-style-type: none"> <li>• Has good tacho admin with minimal infringements</li> <li>• Possesses sound judgement in driver assessment.</li> <li>• Vehicle Sympathy – Low Traffilog &amp; Drivecam Events</li> </ul>  |
| <b>Excellent Customer Service skills</b> <ul style="list-style-type: none"> <li>• Considers safety and comfort of passengers at all times</li> <li>• Is able to deal calmly and professionally with difficult customers or general public at all times</li> <li>• Is able to deal appropriately with customer who have a disability</li> </ul> |
| <b>Basic maintenance knowledge and good route knowledge and initiative</b> <ul style="list-style-type: none"> <li>• Always completes walk round checks and report defects</li> <li>• Is able to deal with minor maintenance issues away from base</li> </ul>   |
| <ul style="list-style-type: none"> <li>• Is able to carry out all service routes</li> </ul>  |
| <ul style="list-style-type: none"> <li>• Has knowledge of all schools and bath runs</li> </ul>   |
| <ul style="list-style-type: none"> <li>• Is able to carry out local trips</li> </ul>   |
| <ul style="list-style-type: none"> <li>• Uses own initiative when faced with problems away from base.</li> </ul>   |
| <ul style="list-style-type: none"> <li>• Has experience and knowledge to deal with most incidents</li> </ul>   |
| <ul style="list-style-type: none"> <li>• Has good navigational skills</li> </ul>   |
| <b>High personal standards</b>   |
| <ul style="list-style-type: none"> <li>• Has no or very little non-accidental damage</li> </ul>  |
| <ul style="list-style-type: none"> <li>• Has no on-going disciplinary</li> </ul>   |
| <ul style="list-style-type: none"> <li>• Has not received any complaints</li> </ul>  |
| <ul style="list-style-type: none"> <li>• Does not make inappropriate comments about the Company in person or via social media.</li> </ul>  |
| <ul style="list-style-type: none"> <li>• Always keeps Vehicle in immaculate condition</li> </ul>   |
| <ul style="list-style-type: none"> <li>• Always clean and smart in appearance &amp; wears uniform as appropriate.</li> </ul>   |
| <ul style="list-style-type: none"> <li>• Always punctual for start of duty</li> </ul>  |
| <ul style="list-style-type: none"> <li>• Always punctual and understands legal requirement to run on time (max 1min early 5mins late)</li> </ul>   |
| <ul style="list-style-type: none"> <li>• Can be left to self-organize and use own initiative</li> </ul>  |
| <b>Leads by Example</b>  |
| <ul style="list-style-type: none"> <li>• Ability to cultivate and develop the same high standards and work ethics in trainee, and less experienced drivers.</li> </ul>   |
| <ul style="list-style-type: none"> <li>• Ability and willingness to pass on route knowledge accurately.</li> </ul>   |
| <ul style="list-style-type: none"> <li>• Ability and willingness to pass on knowledge of vehicle check process</li> </ul>  |

## SENIOR DRIVER CRITERIA TOUR DRIVER

|   |
|---|
| <p><b>Criteria – To be attained consistently over a period of 6 months.</b></p> <p><b>Minimum length of service: 12 months Minimum length of service: 12 months</b></p>   |
| <p><b>Good quality driving skills</b></p> <ul style="list-style-type: none"> <li>• Has good tacho admin with minimal infringements</li> <li>• Possesses sound judgement in driver assessment.</li> <li>• Vehicle Sympathy – Low Traffilog &amp; Drivecam Scores</li> </ul>  |
| <p><b>Excellent Customer Service skills</b></p> <ul style="list-style-type: none"> <li>• Considers safety and comfort of passengers at all times</li> <li>• Is able to deal calmly and professionally with difficult customers or general public at all times</li> <li>• Is able to deal appropriately with customer who have a disability</li> </ul> |
| <p><b>Basic maintenance knowledge and good tour knowledge and initiative</b></p> <ul style="list-style-type: none"> <li>• Always completes walk round checks and report defects</li> <li>• Is able to deal with minor maintenance issues away from base</li> </ul>  |
| <ul style="list-style-type: none"> <li>• Ability to undertake any tour to any destination by studying and learning tour packs, routes and trips.</li> </ul>   |
| <ul style="list-style-type: none"> <li>• Reviewing tour packs, routes and trips and highlighting timing or itinerary issues before departure.</li> </ul>  |
| <ul style="list-style-type: none"> <li>• Uses own initiative when faced with problems away from base.</li> </ul>  |
| <ul style="list-style-type: none"> <li>• Has experience and knowledge to deal with most incidents</li> </ul>  |
| <ul style="list-style-type: none"> <li>• Has good navigational skills</li> </ul>  |
| <p><b>High personal standards</b></p>   |
| <ul style="list-style-type: none"> <li>• Has no or very little non-accidental damage</li> </ul>   |
| <ul style="list-style-type: none"> <li>• Has no on-going disciplinary</li> </ul>  |
| <ul style="list-style-type: none"> <li>• Has not received any complaints</li> </ul>   |
| <ul style="list-style-type: none"> <li>• Does not make inappropriate comments about the Company in person or via social media.</li> </ul>   |
| <ul style="list-style-type: none"> <li>• Interacts with colleagues/supervisors in a professional, positive manner</li> </ul>  |
| <ul style="list-style-type: none"> <li>• Always keeps vehicle in immaculate condition</li> </ul>  |
| <ul style="list-style-type: none"> <li>• Always clean and smart in appearance &amp; wears uniform as appropriate.</li> </ul>  |
| <ul style="list-style-type: none"> <li>• Always punctual for start of duty</li> </ul>   |
| <ul style="list-style-type: none"> <li>• Always punctual at pick up and drop off points.</li> </ul>   |
| <ul style="list-style-type: none"> <li>• Can be left to self-organize and use own initiative</li> </ul>   |
| <p><b>Leads by example</b></p>  |
| <ul style="list-style-type: none"> <li>• Ability to cultivate and develop the same high standards and work ethics in trainee, and less experienced drivers.</li> </ul>  |
| <ul style="list-style-type: none"> <li>• Ability and willingness to pass on route knowledge accurately.</li> </ul>  |
| <ul style="list-style-type: none"> <li>• Ability and willingness to pass on knowledge of vehicle check process</li> </ul>   |