

CODE OF CONDUCT FOR BUS USAGE

January 2020



The following guidelines will ensure a mutually beneficial relationship where the Commuters of Douglasdale Retirement Village can experience a safe and enjoyable transportation service.

General Rules and Regulations:

- Commuters must be ready 15 minutes before collection at the agreed collection point.
- All Commuters must remain seated and wear their safety belts at all times when the vehicle is in motion.
- All Commuters must immediately notify the driver if they at any point feel ill or if they require the driver to make an emergency stop.
- All Commuters must treat fellow passengers and drivers with respect and dignity.
- No items are permitted to be thrown onto the floor or out of the windows of the vehicles.
- Respect must be shown for one another's property.

Rights and Responsibilities:

- Commuters: all Commuters utilising the transport services have the right to a safe and pleasant journey with KVE and to be treated with respect and dignity. Commuters have the responsibility to conduct themselves in a manner that ensures both their comfort and safety, as well as that of their fellow travellers and driver.
- Douglasdale Retirement Village: have the right to have their Commuters travel safely and comfortably and to have their Commuters treated with respect and dignity, and for their Commuters to be treated fairly and not to be discriminated against.

Management of Douglasdale Retirement Village will share the importance and the nature of the Code of Conduct with their Commuters. They must inform their Commuters of the correct collection points and time.

- Drivers: have the right to be treated with respect and dignity and to be co-operated with in order to ensure their own safety and the safety of the Commuters. Drivers must always treat the Commuters with respect and dignity and use appropriate language and actions.
- Drivers are responsible for driving the vehicles in a safe and responsible manner, as well as ensuring the safety and security of the Commuters. All KVE Drivers are trained, qualified (with each driver having a valid PDP licence for the vehicle they operate) and experienced.
- KVE plays an important role in managing the safe and pleasant transport of Commuters together with all parties concerned. They will also provide well-maintained vehicles and duly qualified drivers.

Incident management:

- All incidents of misconduct will be reported by the Driver to KVE, who will contact the General Manager at Douglasdale Retirement Village to advise him/her of the report.
- The Drivers of KVE may take immediate action according to the seriousness of the situation.
- Behaviour which is deemed to be dangerous, harmful, or life threatening may lead to the suspension of such Commuter from the transport contract with KVE.
- Any damage caused by Commuters will result in a notice to the General Manager at Douglasdale Retirement Village, together with an accompanying invoice for the restoration of the damage caused.

Complaints:

- Any complaints or reports of misconduct must immediately be reported to the General Manager at Douglasdale Retirement Village.