

Driver Code of Conduct

Company	URBAN TRANSIT SOLUTIONS LTD
Policy owner	Operations Manager
Version	1.0
Effective date	06.06.2026
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Approved by	Director

Purpose

This code sets the behaviour expected from all drivers carrying out work for Urban Transit Solutions Ltd. It supports passenger safety, TfL licensing compliance, contract compliance and professional standards on council, school, SEND, NHS-related and account journeys.

Scope

Applies to employed, self-employed and subcontracted TfL licensed PHV drivers working on company bookings. It also applies when a driver is waiting, collecting, handing over, communicating with the operator or representing the company.

Where a council, school, NHS body or account client has stricter contract requirements, those requirements will be followed in addition to this policy.

Professional behaviour

- Be calm, polite, reliable and respectful at all times.
- Follow the booking, route, handover and contract instructions issued by the operator.
- Do not argue with passengers, parents, carers, school staff, council officers or NHS/account contacts.
- Report problems to the operator; do not improvise arrangements that affect safeguarding, payment, handover or route safety.
- Do not discriminate, harass, intimidate or make personal comments about a passenger's disability, age, race, religion, sex, sexual orientation, gender reassignment, appearance or circumstances.

Identification and licensing

Drivers must hold a current TfL PHV driver licence, use an approved TfL licensed PHV vehicle, carry/display identification as required by TfL and the contract, and provide licence, insurance and vehicle evidence when requested. A driver must immediately tell the company about licence suspension, expiry, insurance issues, medical restrictions, police contact or any matter affecting suitability.

Timekeeping and route control

- Arrive in time for the agreed pickup while allowing for traffic and passenger boarding needs.
- Tell the operator immediately if delayed, diverted, involved in an incident or unable to complete the journey.
- Do not deviate from the authorised route except where safety, traffic, road closure, emergency services or operator instruction requires it.
- Do not make personal stops, fuel stops or unrelated errands with passengers on board unless authorised or unavoidable for safety.

Safe driving

Drivers must drive lawfully and defensively, comply with speed limits and road traffic law, ensure seatbelts/restraints are used as required, avoid harsh acceleration/braking where possible, secure mobility aids in line with vehicle equipment and training, and never drive when tired, ill, impaired or otherwise unsafe.

Passenger dignity and vulnerable passengers

Drivers must provide reasonable transport support such as patient communication, safe boarding checks and agreed handover. Drivers must not provide personal care, medical care or behaviour therapy unless this has been contractually agreed, risk assessed and trained. Children, adults at risk and SEND passengers must not be embarrassed, threatened, rushed, mocked or discussed unnecessarily.

Children and vulnerable passengers

- Follow route-specific instructions for collection, seating, escort presence, handover and emergency contacts.
- Do not be alone with a high-need passenger in circumstances outside the assessed journey unless the operator has approved the control.
- Do not contact a child or vulnerable passenger outside the booked journey unless authorised by the operator.
- Report safeguarding concerns immediately through the operator.

Inappropriate relationships, gifts and boundaries

Drivers must not form personal relationships with passengers, exchange personal phone numbers or social media details, give or request gifts, arrange private journeys outside the operator, visit a passenger's home except for agreed collection/handover, or share personal information. Low-value thank-you items may only be accepted where authorised by the operator/client and recorded if required.

No direct private arrangements

Drivers must not accept, arrange or carry out private transport arrangements directly with passengers, parents, carers, schools, council staff or account clients outside the operator booking process. Any request for additional, changed or future journeys must be referred back to URBAN TRANSIT SOLUTIONS LTD for approval and recording. This protects booking control, TfL operator compliance, safeguarding, payment evidence and council contract compliance.

Unauthorised passengers and handover

No unauthorised passenger may travel in the vehicle during a company booking. A child or adult at risk must only be handed to the authorised person/location set out in the booking or route plan. If handover fails, the driver must contact the operator and follow the Late or Failed Collection Procedure.

Smoking, vaping, alcohol and drugs

No smoking or vaping is permitted in the vehicle during company work, including while waiting for passengers. Drivers must not work after consuming alcohol, while under the influence of drugs, or while affected by medication that may impair driving. Suspected impairment may lead to immediate removal from work and referral where required.

Mobile phone rules

Do not use a hand-held phone while driving. Navigation and dispatch devices must be set up before moving or used hands-free where lawful and safe. Calls or messages must be handled only when parked safely, unless a genuine emergency exception applies.

Confidentiality

Driver knowledge of passenger names, addresses, schools, appointments, disabilities, family details, behaviour or care arrangements is confidential. Drivers must not gossip, post online, take photos, share screenshots or discuss passengers with anyone outside the need-to-know work chain.

Reporting concerns

Drivers must report safeguarding concerns, accidents, incidents, complaints, delays, failed collections, passenger distress, behaviour concerns, route hazards, vehicle defects, data breaches and any allegation against a worker. Reports

should be factual and made as soon as safe.

Safeguarding concerns must be reported to the Designated Safeguarding Lead or the Director.

Vehicle cleanliness and presentation

Vehicles used on company bookings must be clean, roadworthy, appropriately insured, free from strong odours, safe for passengers and suitable for the route. Drivers must dress cleanly and present professionally. Council or client dress/ID requirements must be followed.

Breach consequences

Breaches may result in retraining, warning, route removal, suspension from company work, contract notification, referral to TfL, referral to the council/client, police report or termination of arrangements, depending on seriousness.

Responsibilities

Drivers are responsible for meeting this code. The Operations Manager monitors compliance and keeps records. The Director decides serious breach outcomes.

Procedure

The code is issued at onboarding and before contract deployment. Drivers must sign acceptance. Breaches are reviewed through incident, complaint or contract management processes.

Records kept

Signed driver code, licence evidence, training records, route assignment records, incident/complaint records and breach outcome notes.

Review

Reviewed annually and after serious incidents, contract changes or TfL/private hire licensing updates.

Approval

Signature

Name

MOHAMOUD MOHAMED

Position

DIRECTOR

Date

06.06.2026