

Mobile Phone Policy

Company	URBAN TRANSIT SOLUTIONS LTD
Policy owner	Operations Manager
Version	1.0
Effective date	06.06.2026
Review date	06.06.2027
Approved by	Director

Purpose

This policy controls mobile phone, navigation and messaging use so that transport remains safe, lawful and confidential.

Scope

Applies to staff, drivers, escorts and contractors using phones, tablets, dispatch devices, messaging apps, cameras, navigation or social media in connection with company work.

No hand-held phone use while driving

Drivers must not hold or use a phone or device while driving. This includes calls, texting, scrolling, typing destination details, checking dispatch messages, taking photos or using social media. The vehicle must be parked safely before using a device.

Navigation

Navigation should be set before the vehicle moves. If changes are needed, the driver must pull over safely or ask an escort to assist without distracting the driver. Device mounts must not obstruct the windscreen or controls.

Calls and emergency exceptions

Calls should be made only when parked safely. Genuine emergency exceptions are limited to situations where it is unsafe or impracticable to stop and a 999/112 call is necessary. The driver should still stop as soon as safely possible.

Photographing passengers

Do not photograph or record passengers unless specifically authorised for safeguarding, contract, accident, insurance or agreed evidence purposes. Images must be proportionate, respectful and sent/stored only through authorised channels.

Video calls, recordings and social media

Drivers, escorts and contractors must not make live videos, FaceTime/video calls, TikTok, Snapchat, Instagram, Facebook or other social media recordings during passenger journeys or while supervising passengers. No passenger image, audio, video, location, route, school, NHS journey or council transport detail may be posted online without written company authorisation and appropriate lawful basis.

Personal messaging about passengers

Do not use personal messaging to discuss passengers except where the company has authorised a specific operational group/channel. Messages must contain minimum necessary information and no gossip, opinions or unnecessary sensitive detail.

Social media

No posting about passengers, routes, schools, councils, NHS journeys, incidents, complaints, vehicle interiors with identifiable information, or company work unless authorised by the Director.

Operator contact expectations

Drivers and escorts must be contactable when on duty but must respond safely. Missed calls should be returned once parked safely. Urgent route messages should be acknowledged when safe.

Responsibilities

Drivers comply with road traffic law and this policy. Escorts may assist with communication where safe. Operators must avoid sending non-urgent messages when they know a driver is moving.

Procedure

Set devices before departure, park before using, report urgent issues safely, protect passenger data and record any breach.

Records kept

Mobile phone breach reports, incident records, training records and corrective actions.

Review

Reviewed annually and after any phone-related incident, complaint or law/policy change.

Approval

Signature	
Name	MOHAMOUD MOHAMED
Position	DIRECTOR
Date	06.06.2026