

Equality, Accessibility and Dignity Policy

Company	URBAN TRANSIT SOLUTIONS LTD
Policy owner	Operations Manager
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Review date	06.06.2027
Approved by	Director

Purpose

This policy sets out how Urban Transit Solutions Ltd provides transport in a non-discriminatory, respectful and accessible way for passengers, staff, drivers, escorts and contractors.

Scope

Applies to all journeys and work activities, including school/SEND routes, adult transport, vulnerable passenger transport, NHS-related journeys, account bookings and private hire work.

Equality principles

- Passengers must be treated with dignity regardless of age, disability, race, religion or belief, sex, sexual orientation, gender reassignment, marriage/civil partnership, pregnancy/maternity or any other protected characteristic.
- Reasonable adjustments will be considered where practicable within the booked transport service and vehicle/operator capability.
- Drivers and escorts must not refuse, mock, rush, embarrass or treat a passenger less favourably because of disability, communication need, mobility need, behaviour, appearance or background.
- Contract and safety requirements may require specific vehicles, escorts, boarding time, handover controls or alternative arrangements.

Passengers must not be refused, delayed or treated less favourably because of disability, mobility need, communication need, age, health condition or vulnerability. A booking may only be declined or referred back where the company cannot safely provide the required vehicle, equipment, support, handover arrangement or contract requirement.

Accessibility in private hire operation

The company will allocate suitable TfL licensed PHV vehicles for the booking information received. Where wheelchair-accessible vehicles, specialist restraints, additional time, escort support or communication needs are required, these must be recorded in the booking/risk assessment before dispatch. The company will not accept specialist equipment duties it cannot safely provide.

Where a passenger requires a wheelchair accessible vehicle, specialist restraint, additional support, escort, communication adjustment or longer boarding time, this must be recorded before dispatch and considered in the route/passenger risk assessment.

Assistance and reasonable adjustments

Reasonable adjustments may include allowing extra boarding time, using agreed communication methods, confirming handover arrangements, allocating a familiar driver where practicable, considering seating needs, using an escort where required, and avoiding unnecessary changes to routine on vulnerable passenger routes.

Dignity during school, SEND and adult transport

Staff, drivers, escorts and contractors must speak respectfully, avoid discussing sensitive information in front of others, protect privacy at handover, avoid unnecessary physical contact, avoid punitive language and report concerns where a passenger's dignity or safety is compromised.

Discrimination, harassment and hate incidents

Discriminatory comments, harassment, bullying, hate incidents or refusal to provide an agreed service without lawful reason must be reported as an incident. Serious or repeated conduct may result in route removal, disciplinary/contractual action, client notification or referral to TfL/police where relevant.

Service limits

The company provides transport support and agreed safe boarding/handover assistance. It does not provide personal care, clinical care, medication administration or manual handling beyond agreed, trained and risk-assessed transport assistance.

Responsibilities

The Director ensures the policy is implemented. The Operations Manager records accessibility needs and allocates suitable resources. Staff, drivers, escorts and contractors must follow the policy and report barriers or concerns.

Procedure

Record needs, assess vehicle/escort suitability, brief workers, provide agreed adjustments, report concerns and review routes when needs change.

Records kept

Accessibility notes, route risk assessments, complaints, incidents, training records and client communications.

Review

Reviewed annually and after accessibility complaints, route issues or changes to Equality Act/private hire guidance.

Approval

Signature

Name

MOHAMOUD MOHAMED

Position

DIRECTOR

Date

06.06.2026