

Business Continuity and Service Disruption Policy

Company	URBAN TRANSIT SOLUTIONS LTD
Policy owner	Director
Version	1.0
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Review date	06.06.2027
Approved by	Director

Purpose

This policy sets out how the company responds to disruption so that passenger safety, safeguarding and contract communication remain controlled during breakdowns, illness, technology failure, severe weather, traffic disruption, staff absence or other service interruption.

Scope

Applies to office operations, dispatch, school/SEND routes, adult transport, NHS-related journeys, vulnerable passenger transport, account bookings, drivers, escorts and subcontractors.

Continuity priorities

- Protect passengers already in transit.
- Maintain safeguarding and emergency communication.
- Notify councils, schools, NHS/account clients, parents/carers and drivers where required.
- Allocate replacement driver/vehicle/escort where safe and contractually permitted.
- Keep accurate records of disruption, decisions and client notifications.

Priority will be given to passengers already in transit, children, SEND passengers, adults at risk, time-critical healthcare journeys and any route where failed transport could create safeguarding, welfare or serious disruption risk.

Common disruption scenarios

Disruption may include vehicle breakdown, driver sickness, escort absence, road closure, severe weather, major traffic, IT/phone outage, fuel disruption, accident, safeguarding incident, data system failure, power failure, office access issue, cyber incident or subcontractor failure.

Replacement resource controls

Replacement drivers, vehicles and escorts must meet the same licensing, vetting, training and route suitability requirements as the original allocation. For high-need passengers, SEND routes and children/adults at risk, the operator must consider whether a last-minute unfamiliar driver or vehicle is safe and acceptable to the commissioner.

During disruption, the operator must decide whether a replacement driver or vehicle is suitable for the passenger, not just available. For vulnerable passengers, an unfamiliar driver or vehicle must be considered against the risk assessment and client instructions.

Office and dispatch continuity

The company will maintain emergency contact lists, backup access to essential booking information, out-of-hours escalation arrangements for active routes, and alternative communication routes where the main phone/dispatch system fails. Sensitive data must remain protected during any workaround.

Severe weather and unsafe travel

Where weather or road conditions make travel unsafe, the operator may delay, cancel, reroute or suspend journeys after considering passenger risk, driver safety, council/client instructions and emergency guidance. The company will not require drivers to continue where it would be unsafe.

NHS and time-sensitive journeys

For healthcare-related journeys, delays must be reported promptly to the booking contact. The company does not provide ambulance or emergency medical transport; if a passenger becomes medically unwell or urgent care is needed, emergency services must be contacted.

Client communication

The operator must tell affected clients/councils/schools/NHS contacts about significant disruption, revised ETAs, replacement arrangements, failed journeys and any safeguarding impact within contract timescales.

If the company cannot safely provide the journey, the operator must notify the council/client as early as possible, record the reason and agree next steps.

Responsibilities

The Director owns continuity planning. The Operations Manager manages live disruption. Drivers and escorts report issues immediately. Office staff maintain contact records and logs.

Procedure

Identify disruption, make passengers safe, contact operator/client, allocate safe replacement or suspend journey, record decision, notify affected parties, review cause and update controls.

Records kept

Disruption logs, replacement allocation records, client notifications, incident forms, route changes, corrective actions and review notes.

Review

Reviewed annually and after any major disruption or contract performance failure.

Approval

Signature	
Name	MOHAMOUD MOHAMED
Position	DIRECTOR
Date	06.06.2026