

Equality and Diversity Plan

Provider enrolment policy document

Company	Urban Transit Solutions Ltd	Document	Equality and Diversity Plan
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Document owner	Director / Authorised Representative	Approved by	Director / Authorised Representative
Version	1.1 - enhanced for provider enrolment	Issue date	08 July 2026
Review cycle	Annual, before mobilisation of a material new contract, and after any serious incident, equality complaint, major disruption, legal update or customer requirement change	Controlled status	Controlled copy retained in the Urban Transit Solutions policy pack

1. Purpose and Commitment

This Equality and Diversity Plan explains how Urban Transit Solutions Ltd will provide inclusive, accessible and respectful passenger transport services. It applies to passengers, families, staff, drivers, escorts, subcontractors, customers, suppliers and other partners involved in service delivery.

Urban Transit Solutions Ltd is committed to treating people fairly and protecting the dignity, safety, privacy and individual needs of every passenger. Discrimination, harassment, victimisation, bullying or disrespectful behaviour will not be tolerated.

2. Equality Principles

The company will operate in a way that is consistent with the principles of the Equality Act 2010, including fair treatment in relation to age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation.

The company also recognises that passengers and families may have additional needs linked to caring responsibilities, language, communication, social circumstances, trauma, anxiety, neurodiversity, mobility, health or safeguarding risk. These needs will be considered respectfully and practically when planning and delivering journeys.

3. Reasonable Adjustments and Accessibility

Where a passenger has disability-related, health, mobility, communication or sensory needs, the company will work with the customer to understand the required support before service delivery wherever possible. Adjustments will be considered in route planning, vehicle suitability, communication, collection/hand-over arrangements and passenger assistance.

- Passengers will be supported without assumptions, judgement or unnecessary disclosure of personal information.
- Route instructions will include relevant passenger needs, risk assessment notes, handover points and communication requirements where provided by the customer.
- Drivers and escorts will be expected to communicate respectfully, allow reasonable time for boarding/alighting and protect privacy and dignity during assistance.
- Where a requested adjustment cannot be safely provided, the company will explain the issue to the customer and agree an alternative approach.

4. Service Delivery Standards

Stage	Expected standard
Before journey	Review customer route instructions, passenger-specific support needs, risk information, authorised contacts and vehicle/escort requirements.
During journey	Use respectful communication; avoid discriminatory language; protect confidentiality; maintain safeguarding awareness; report any concern promptly.
Collection and handover	Follow customer handover instructions; do not leave vulnerable passengers without appropriate authorised handover; record issues or failed collection/no-show.
After incident or complaint	Record facts, escalate promptly, investigate fairly, take corrective action and update the customer where required.

5. Recruitment, Deployment and Conduct

Recruitment and deployment decisions will be based on suitability, competence, licensing, vetting, training, conduct and ability to meet contract requirements. The company will not make decisions based on irrelevant personal characteristics.

- All drivers, escorts, staff and subcontractors must follow the company code of conduct, safeguarding requirements, confidentiality expectations and equality standards.
- Discriminatory behaviour, harassment, intimidation, abusive language or failure to protect passenger dignity may result in removal from duties and further action.
- The company will consider reasonable adjustments for staff, drivers and applicants where practical and safe within the transport service context.

6. Training, Briefing and Awareness

Training area	Minimum content
Induction	Equality, dignity, respectful communication, confidentiality, safeguarding, reporting concerns, route instructions and passenger-specific needs.
Ongoing briefing	Updates after customer changes, complaints, incidents, safeguarding learning, route risk assessment changes or policy updates.
Passenger-specific briefing	Need-to-know support information for authorised drivers/escorts, including communication, mobility, handover and safeguarding notes.
Corrective training	Targeted refreshers where complaints, incidents or monitoring show a need for improvement.

7. Complaints, Concerns and Equality Incidents

Any complaint, concern or equality-related incident will be taken seriously and handled fairly. This includes allegations of discrimination, poor communication, failure to make a reasonable adjustment, disrespectful behaviour, harassment, bullying, privacy concerns or unsafe treatment.

1. Record the concern with date, route, people involved, summary of issue and immediate safety action.
2. Escalate safeguarding concerns immediately to the Designated Safeguarding Lead and customer safeguarding contact where required.
3. Investigate proportionately by reviewing driver/escort accounts, customer information, records, route notes and any available evidence.
4. Take corrective action, which may include apology, refresher briefing, route instruction change, removal from duties, policy update or customer notification.
5. Review whether the issue indicates a wider equality, accessibility, training or service design problem.

8. Monitoring and Continuous Improvement

Management will review service information to identify equality, accessibility or dignity risks. The purpose of monitoring is to improve service quality, not to make assumptions about passengers or staff.

- Monitoring inputs include complaints, compliments, incidents, missed journeys, failed collections, no-shows, customer reviews, safeguarding concerns and driver/escort feedback.
- Corrective actions will be logged with an owner, target date and completion status.
- Repeated issues will be reviewed for root cause, including training, communication, vehicle suitability, route planning or customer information gaps.
- The policy will be reviewed annually and after serious equality complaints, contract changes, legal updates or customer feedback requiring change.

9. Confidentiality and Data Protection

Equality, disability, medical, safeguarding and passenger support information is confidential. The company will only share passenger-specific information with authorised people who need it to deliver safe transport, and only to the extent necessary for that purpose.

- Drivers and escorts must not discuss passenger information with unauthorised people or on public channels.
- Records will be kept securely and used for service delivery, safeguarding, contract management, investigation and legal compliance where required.
- Sensitive information will be handled in line with company confidentiality and data protection procedures.

Approval

This document is approved for use in provider enrolment, tender submissions, mobilisation, staff induction and contract management. It will be updated if the operating model, customer requirements, legislation or risk profile materially changes.

Approved by	Director / Authorised Representative
Position	Director / Authorised Representative
Signature	
Date	08 July 2026

Note: This policy should be read with the company safeguarding, driver conduct, incident reporting, complaints, data protection, confidentiality and risk assessment documents.