

Code of Minimum Standards

All Members are required to demonstrate 100% compliance with the following standards, both as a condition of joining the Guild and in order to remain a Member:

A) Customer Service Standards

Enquiries & bookings

- A1. Descriptions of coaches used in quotations, contracts, brochures etc are open, honest and explicit
- A2. A point of booking is provided for customers which is open during normal business hours and is staffed by persons competent to deal with coach-hire enquiries
- A3. Once customers have made an enquiry or booking, they receive the highest level of care throughout the booking process, including the issue of appropriate documentation
- A4. Written statements detail [or cross reference to] hire terms and conditions
- A5. Where it is not possible to respond to quotation requests instantly, response is made within forty-eight hours
- A6. Written quotations, where requested, are normally sent within twenty-four hours, unless this is rendered impossible by the actions of a third party
- A7. Other than where hires are booked within forty-eight hours of their commencement, bookings are confirmed in writing as soon as reasonably possible after being made

The journey

- A8. The driver's instructions for a journey are an accurate reflection of the detailed itinerary supplied to/agreed with the customer
- A9. At any time a coach is on the road, a 24-hour back-up arrangement is maintained. This will include a system to contact drivers by phone or radio, with customers being provided with a 24-hour emergency contact number for a company contact who has the authority to make decisions to deal with emergencies or has ready access to a decision maker
- A10. Drivers and couriers are trained and instructed to ensure that appropriate safety and customer service announcements are made at the commencement of any hire, when all passengers have boarded

Terms and conditions

- A11. Conditions of hire are at least as favourable to customers as CPT's current Model Conditions of Private Hire
- A12. There is an effective complaints procedure and a nominated officer to take responsibility for dealing with complaints
- A13. Complaints are acknowledged within 14 days and a full reply normally made within 28 days of the complaint being made.

B) Employee Investment

Training & Competence

B1. There is a formal commitment to training and procedures which aim to ensure that the highest standards are maintained

B2. As a result of training, examination and experience (including induction training and on-going assessment by managers and supervisors) coach drivers have the necessary knowledge and competence to perform the work to which they are assigned in a safe and professional manner

B3. Contracts of employment require drivers to notify employers within 24-hours of conviction of any motoring offence, or of any other offence affecting their suitability to drive PCVs, or the diagnosis of any medical condition which could affect their suitability to drive passenger-carrying vehicles

B4. The employer maintains either a register of such notification, or endorse details on any copy of the drivers' licences held on file

B5. On engagement, and then at intervals of no more than six months, all drivers' licences are inspected

B6. On, or within three months of, recruitment, and at no more than two-yearly intervals thereafter, coach drivers complete a written and/or interactive electronic test to measure their familiarity with the drivers' hours regulations. Any serious shortcomings are rectified by advice, tuition and re-testing as appropriate

B7. On appointment, and at no more than two-yearly intervals thereafter, those supervising coach drivers complete a written test (to a higher standard than the tests for drivers) to measure their familiarity with the basic law affecting road transport. Any serious shortcomings are rectified by advice, tuition and re-testing as appropriate

Presentation

B8. All staff employed with regular face to face contact with the public are fully uniformed. This includes drivers, couriers, travel office staff, office counter staff and customer carers

Procedures

B9. There is a written Company Rules or a Handbook, which is accessible or issued to all staff and which will incorporate at least the minimum standards defined in this document

C) Fleet Standards

Management control

C1. The CPC Holder nominated on the operator's 'O' licence is employed full-time in the business in a managerial capacity

C2. The CPC Holder nominated on the operator's 'O' licence abides with the guidelines of the Guild Code of Minimum Standards and Charter

C3. A daily walk-round visual check is made by a driver or engineer with a written report made

C4. There is a system for drivers to report any damage or defect which becomes apparent on any vehicle they drive and for reported matters to be rectified as appropriate before a vehicle is returned to service

(C5. Intentionally omitted)

C6. All engineering staff are either themselves competent by training, examination or experience to do the tasks to which they are assigned, or are supervised by such a person

C7. Full engineering maintenance inspections take place at maximum of six-weekly intervals to a regular, pre-planned timetable

C8. The Operator achieves a first time MoT pass rate that is better than the national average

C9. The reason for any failure to pass an annual test as presented is the subject of investigation by senior management to prevent repetition

C10. There is a target of nil prohibitions at spot-checks, and in the event of any immediate or delayed prohibition notice resulting from a spot-check, a stringent investigation is instigated by senior management to determine why the company safety procedures failed to prevent this occurrence and to take remedial action to prevent repetition.

C11. In the event of a vehicle shortfall, substitute vehicles are, where-ever possible, to the same high standard as promised

(C12 & 13. Intentionally omitted)

C14. Coaches are free of visible road dirt when commencing the first hire of the day and every effort is made to ensure that coaches are free of visible road dirt on subsequent hires on any one day, or on subsequent days of any one hire

C15. Litter is removed from seats, luggage racks and any bins or receptacles at the end of every coach hire

C16. All floors, seats, glass and hard surfaces are swept, vacuumed, mopped or cleaned as appropriate once on every day a coach is used

C17. A thorough valet of each coach takes place at least annually, including cleaning seat fabric and luggage lockers. Between full valets, deep cleaning is undertaken as frequently as is necessary

C18. There is an on-board toilet clean at least daily and after each hire (if practicable), if used

C19. Where the supply of a P.A system, video/DVD, drinks machine, toilet, heating and/or air conditioning forms part of the contract for the hire of a coach the items are available and their function has been tested as part of the daily walk-round check

D) Community and Regulatory Standards

Regulatory compliance

D1. The member holds a valid Operator's Licence, Insurances and any required Bonding

(D2. Intentionally omitted)

D3. Tachograph records will be subjected to checks for driving hours compliance

Health & Safety

D4. A clean, safe and professional environment consistent with Health and Safety regulations is provided at all times for staff and customers

D5. A copy of the Health and Safety Policy Statement is available to customers on request

Environment

D6. The member will have a written Environmental Policy which will cover specific aspects of coach operation, including the disposal of litter, oil and other fluids, the discharge of chemical toilets only at approved places and minimising the running of engines when parked

D7. There is full knowledge and understanding of any recommendations issued by the Chartered Institute of Environmental Health regarding 'Hygiene on Coaches'

In addition, all Guild Members must be fully licensed by the UK Government's Department for Transport - Vehicle & Operator Services Agency to operate coaches and must produce evidence of their insurance cover at least annually. All Members will be pleased to confirm their Operator Licence and Insurance details directly to coach hirers.