

(ENTER ESTABLISHMENT NAME)

CODE OF PRACTICE FOR ESCORTS ON MINIBUS JOURNEYS

Loading unloading

- Passengers must be supervised when boarding and leaving the vehicle.
- Where possible the rear/emergency exit should not be used and passengers must be loaded/unloaded through the kerbside entrance.
- If loading/unloading into the road or other area where traffic may be present is unavoidable, particular care must be taken and passengers moved immediately to the footway or other safe area.
- A passenger list, including details of any special needs, must be kept.
- Wheelchairs and other passenger mobility equipment must be securely restrained (only trained persons should secure wheelchairs).
- Passenger lifts and other passenger access equipment must only be used by those trained to do so.
- The vehicle must come to a complete halt before passengers leave their seats.
- Instruction for the driver to move off must only be given when all passengers are seated and wearing seatbelts.
- When dropping off passengers the driver must not be instructed to move off until all people have moved away from the vehicle.
- Only the driver or escort must be allowed to operate the doors.
- If passengers are meant to be met by parents or guardians, under no circumstance must they be left unattended.

During the journey

- Escorts must sit in the rear of the vehicle near to the doors.
- Passengers must be closely supervised and not be allowed to distract the driver in any way.
- Passengers must not be allowed to block gangways and exits with their luggage or equipment.
- In the event of a breakdown or collision, escorts must liaise with the driver to decide whether passengers should be kept on-board the vehicle or evacuated to a safe place (recommended on motorways).
- Evacuated passengers must be supervised and not allowed to return to the vehicle in order to collect belongings etc.
- If serious delays in arrival times are anticipated this information must be passed immediately to (enter details).
- Details of any incident or unusual occurrence during the journey must be passed to (enter details)