

POLICY AND PROCEDURES FOR BUS/COACH CHARTERS

POLICY

The aim of this policy and procedure is to perform bus and coach charters in a safe and comfortable manner that is satisfactory to all parties involved, and presents a basis for a continuing amicable business relationship.

RESPONSIBILITIES

The Company

- On Line Marketing (Australia) Pty Ltd will ensure that its operations, its vehicles and its drivers conform to all licensing, accreditation and insurance requirements as defined in the Passenger Transport Regulation 2007 and Passenger Transport Act 2014 as amended.
- To provide the Hirer with a clean, well presented, roadworthy and reliable vehicle to meet the standard required by the booking.
- To ensure the Driver is licensed, authorized, trained and sufficiently knowledgeable and competent to perform the charter to the standard required by the booking.
- To ensure the Driver is clean, tidy, well presented and fit and capable of performing the duties required of him.

The Driver

Prior to departing the depot, the Driver:

- Ensure that he/she knows and understands all the details of the charter (ie: who, when and where).
- Ensure that he/she is competent and capable of carrying out the charter to the Hirer's expectations.
- Ensure that he/she is fit, well and able to undertake the charter allocated.
- Inspect the vehicle to ensure that the vehicle is free from visual defects and damage, and that it is suitable and capable of performing the charter requirements.
- Ensure that the vehicles is clean and full of fuel.
- Ensure that regulatory accreditations or authorities are displayed, and that he/she carries and compiles and/or completes any necessary logs, log books, and/or tachygraphy as required by law and by On Line Marketing (Australia) Pty Ltd Company policy.

During transit, the Driver will:

- Make every effort to ensure that the passengers enjoy a safe and comfortable journey.
- Ensure that all passengers are seated in accordance with the legal seating capacity of the vehicle and that all passengers are, and remain seated safely and correctly, and that all luggage is stowed and secured correctly.
- Load and unload reasonable sized luggage, as per manual handling guidelines as set out in On Line Marketing (Australia) Pty Ltd SMS and

WHS Policy (also refer to section concerning *Carriage of Luggage*, para 2).

- May require and shall be given assistance by the Hirer to handle large, awkward or heavy objects of luggage.
- Abide by all road and traffic rules, and shall not under any circumstance breach any laws in relation to driving hours.

The Hirer

For all chartered groups, The Hirer will:

- Compile a manifest listing the names and addresses of all passengers, a copy of which must be carried by the Hirer's responsible person travelling with the group, for the entire duration of the charter.
- Nominate at least one adult person to be responsible for the acceptable behavior and wellbeing of the passengers.
- Ensure smoking, eating or drinking (except water) is not undertaken on the charter vehicle.
- Ensure all passengers wear seatbelts if fitted on the charter vehicle.
- Ensure all passengers are seated and remain seated entirely within the vehicle, whilst in transit.
- Ensure the seating capacity of the charter vehicle is not exceeded. With only one adult person to each adult person space (for children seating, refer to department of transport rules and regulations).
- Advise if luggage is required to be carried with the passengers at the time of booking the charter to ensure a suitable vehicle is supplied.
- Ensure the aisle of the charter vehicle and emergency exits are not obstructed by any means.
- Control excessive noise or behavior that could distract the driver from the safe execution of his duties.

For all School or Youth Groups

In addition to the aforementioned responsibilities and policies, the following conditions apply;

Responsible Adult:

School students, or groups of persons under 18 years of age, must have at least one adult travelling on each vehicle who will be responsible for the behavior and wellbeing of the passengers.

Seating Capacity:

Children under 12 years of age may be legally accommodated in buses only (not coaches) at the ratio of 3 children to a seat designated to accommodate 2 adults. If an adult is occupying one place in a 2 adult designated seat, then only one additional person (regardless of age) may occupy that seat.

The rear seat, where designated to accommodate 5 adults, may be occupied by 7 children under 12 years of age.

The bus must not exceed its legal adult seating capacity.

Standing Passengers:

Standing passengers must not be carried, except in the case of a charter for school sports or similar for a short distance journey, in a bus, no further than 10km, and where the speed limit on journeying roads does not exceed 80km/h.

Buses must not exceed its legal standing capacity.

Coaches cannot carry standing passengers under any circumstance.

CARRIAGE OF LUGGAGE

- Luggage (other than soft hand luggage that will fit wholly within overhead luggage racks) must only be carried in specifically designed and designated luggage areas.
- The maximum weight of any personal luggage carried shall not exceed 15kg and its dimensions shall not exceed those that can easily be carried by hand by the passenger conveying the luggage.
- Large items of luggage must not be carried loose in the saloon of the charter vehicle (unless in a specifically designed and designated luggage area).
- The aisle of the charter vehicle and emergency exits must not be obstructed under any circumstance.
- Once designated luggage areas are full, alternate arrangements must be made prior to the Hirer to transport excess luggage.

EMERGENCY PROCEDURES**Evacuation of Vehicle**

The charter vehicle may be required to be evacuated under the following circumstances;

- At the instruction of the Driver, an authorized Company officer, a police officer, or any other person having reasonable cause and authority to instruct,
- If there is a risk to passengers whilst any repairs or adjustments are made to the vehicle,
- If there is a risk of fire or explosion,
- If a suspicious package is found or believed to be on or attached to the vehicle,
- Post incident or accident.

Procedure for Evacuating Vehicle

Evacuation of the vehicle may be instigated by one of the aforementioned events. Passengers should proceed quietly, quickly and in an orderly fashion once the vehicle is stationary and it is safe to do so.

Evacuation will be by;

- By the vehicle door(s) if they are able to be opened, unobstructed and it is safe to do so.
- If evacuation is not practicable by the door(s), then by an

available marked 'Emergency Exit'

Once out of the vehicle, assembly shall be at a safe location, a sufficient distance from the vehicle (this distance being dependent on the circumstances).

The Adult in charge will account for all the passengers, attend to their needs and keep order.

The Driver will oversee the safe assembly and accounting for the passengers. The Driver will render such assistance, as he is capable of, if requested.

The Driver must report all incidents involving evacuation to the management of On Line Marketing (Australia) Pty Ltd by medium of either secure radio or mobile phone, followed up with a written report, to Management, as soon as practicable.