

Club Travel
Staff Code of Conduct Policy 2025



1. Policy Statement

At **Club Travel Ltd**, we are committed to delivering safe, professional, and reliable transport services. To uphold our reputation and duty of care, we expect all staff — including drivers, passenger assistants, and admin personnel — to maintain high standards of conduct at all times.

This Code of Conduct outlines the behaviours and responsibilities expected from all staff to ensure a respectful, lawful, and safe working environment.

2. Scope

This policy applies to:

- Drivers
- Passenger Assistants
- Administrative and Office Staff
- Managers and Supervisors
- Any temporary or contract staff representing Club Travel Ltd

3. General Standards of Behaviour

All staff must:

- Act with honesty, integrity, and professionalism
- Be punctual and reliable in all duties
- Treat passengers, colleagues, and members of the public with respect and courtesy
- Maintain appropriate standards of personal hygiene and dress (see section 5)
- Refrain from any form of harassment, bullying, or discrimination
- Follow all company policies, procedures, and health and safety rules
- Report any misconduct or safeguarding concern immediately to management

4. Conduct with Passengers

Especially when working with children, young people, and vulnerable adults, staff must:

- Always maintain professional boundaries
 - Never use abusive, threatening, or inappropriate language
 - Never be alone with a passenger in a vehicle unless it is an emergency or part of an agreed care plan
 - Report any concerns about a passenger's welfare to the Designated Safeguarding Lead (DSL)
 - Never accept gifts or money from passengers without management approval
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5. Dress Code and Presentation

- All staff must wear clean, appropriate clothing and/or Club Travel uniforms (if issued)
 - ID badges must be visible during working hours
 - Closed-toe shoes must be worn when working with passengers
 - Personal appearance must reflect a professional image at all times
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6. Use of Mobile Phones and Devices

- Mobile phones must not be used during driving, passenger care, or while interacting with clients
 - Personal calls or social media usage should be restricted to break times
 - Any company-provided device must be used for work purposes only
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7. Confidentiality and Data Protection

- Staff must not disclose personal, sensitive, or confidential information about passengers, clients, or colleagues
 - All personal data must be handled in line with **GDPR** and the company's Data Protection Policy
 - Breaches of confidentiality may result in disciplinary action
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8. Substance Misuse and Fitness for Work

- The use of alcohol or illegal substances during working hours is strictly prohibited
 - Staff must not attend work under the influence of drugs or alcohol
 - Any concerns about a colleague's fitness for duty should be reported to management
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9. Driving and Vehicle Use (Drivers Only)

- Drivers must hold a valid UK driving licence and notify the company of any penalty points or disqualifications
- Vehicles must be checked daily using the company's vehicle checklist
- Seat belts must be worn by all occupants at all times

- No eating, smoking, or vaping is permitted in vehicles
 - Mobile phones must only be used hands-free and within the law
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10. Use of Social Media

- Staff must not post inappropriate content or make references to Club Travel Ltd, its passengers, or staff online without consent
 - Confidential work-related matters must never be discussed on social media
 - Comments that could damage the reputation of the company may lead to disciplinary action
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11. Safeguarding Responsibility

All staff share a duty to protect passengers from harm.
You must:

- Know who the **Designated Safeguarding Lead** is
 - Attend safeguarding training
 - Report any safeguarding concerns immediately and appropriately
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12. Disciplinary Action

Failure to follow this Code of Conduct may result in disciplinary action, up to and including dismissal.

Serious breaches — such as misconduct, gross negligence, or abuse — will be reported to the relevant authorities.

13. Acknowledgement

All staff must read, understand, and sign this Code of Conduct as part of their induction and whenever updated.

14. Monitoring and Review

This policy has been approved by the Director and will be reviewed regularly.

This policy will be reviewed every 2 years.

Next Review: March 2027

15. Contact Information

Club Travel Ltd

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 Landline: 01924 363 738

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This Code of Conduct ensures a safe, respectful, and responsible working environment where all employees of Club Travel Ltd can succeed and provide high-quality care to our passengers.

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