

Club Travel

Driver Standards Policy 2025



1. Policy Purpose

This policy outlines the professional standards, legal obligations, and expected behaviours for all drivers operating on behalf of Club Travel Ltd. It is designed to ensure the safety, comfort, and wellbeing of all passengers, staff, and the wider public, while maintaining the company's excellent reputation.

2. Scope

This policy applies to all Club Travel Ltd drivers, whether full-time, part-time, casual, or subcontracted. It must be read in conjunction with the company's Health and Safety, Safeguarding, and Mobile Phone policies.

3. General Conduct

All drivers must:

- Represent Club Travel Ltd in a courteous, professional, and responsible manner at all times.
 - Wear the agreed company uniform and carry a valid ID badge while on duty.
 - Maintain a high standard of personal hygiene and appearance.
 - Communicate respectfully and appropriately with passengers, parents, staff, and the general public.
 - Never smoke, vape, or use offensive language while on duty or in a company vehicle.
-

4. Driving Standards

Drivers must:

- Hold a valid UK driving licence appropriate to the vehicle class.
- Abide by all road traffic laws and regulations at all times.
- Drive carefully and courteously, ensuring passenger safety and comfort.
- Never exceed speed limits or drive aggressively.
- Refrain from using mobile phones or other handheld devices while the vehicle is in motion.
- Follow all route instructions provided, including timetables and pick-up/drop-off locations.

5. Passenger Safety and Care

- All passengers must be treated with dignity and respect.
- Drivers must ensure that all seatbelts are worn and that children or vulnerable adults are safely secured.
- Drivers must not leave passengers unattended in vehicles at any time.
- Any incidents, concerns, or disclosures must be reported immediately to the safeguarding lead or company director.

6. Vehicle Maintenance and Checks

- Drivers are responsible for conducting daily walk-around safety checks on their assigned vehicle before starting their route.
- Any defects, damage, or concerns must be reported immediately.
- Vehicles must be kept clean, tidy, and in roadworthy condition at all times.
- Drivers must not modify, tamper with, or permit unauthorised access to vehicles.

7. Timekeeping and Route Adherence

- Drivers must adhere to all scheduled routes and times unless directed otherwise by management.
- Any delays, diversions, or incidents must be reported promptly.
- Drivers must arrive punctually for shift start times and transport commitments.

8. Substance Misuse

- Driving under the influence of alcohol, illegal drugs, or unapproved medication is strictly prohibited.
- Random drug and alcohol testing may be carried out.
- Breach of this policy may result in immediate suspension and disciplinary action.

9. Training and Licensing

- Drivers must attend all required induction, safeguarding, and ongoing training sessions.
- Drivers must immediately notify the company of any changes to their licence, points, endorsements, or legal restrictions.
- Drivers are expected to co-operate with internal audits and performance reviews.

10. Disciplinary Actions

Failure to comply with this policy may result in disciplinary action, including:

- Verbal or written warnings
 - Suspension pending investigation
 - Termination of employment or contract
-

11. Policy Review

This policy will be reviewed every **two years** or sooner if required due to legal, operational, or regulatory changes.

Next Review Date: April 2027

12. Contact Information

Club Travel Ltd

Mafeking Works, Duke of York Street, Wakefield, WF1 3PD

 Mobile: 07973 687 630

 Landline: 01924 363 738

 Email: info@club-travel.co.uk