

# TheGreenBus

## Code of Conduct

Our Code of Conduct aims to ensure that everyone on board has a comfortable and pleasant journey. This document is an important part of our Terms and Conditions: it applies to anyone travelling on our buses.

### Waiting for the bus

- you should arrive at the bus stop five minutes before the scheduled time
- we strongly recommend that you have a working mobile phone with you which is switched on (in case we need to contact you quickly about changes to the bus service)
- you should give a clear signal to the driver that you want the bus to stop

### Boarding the bus

Upon boarding the bus, you must either:

- present a valid season ticket
- pay for your journey with a valid Swift card, and take your ticket from the ticket machine

If you do not do either, you will be charged a penalty fare. You must never offer or give cash to the driver.

### During the journey

You must:

- find a seat, and stay seated throughout the journey
- wear your seat belt, if fitted
- treat the driver and other passengers with respect
- follow any instructions given to you by the driver or other member of staff
- take your rubbish with you, or put it in the bin
- tell us about unacceptable behaviour on board (email [hello@thegreenbus.co.uk](mailto:hello@thegreenbus.co.uk) or call 0121 515 0440)
- ring the bell once, or tell the driver, when you want to get off

You must not:

- cause injury or harm to anyone
- move around the bus during the journey
- shout, swear, or throw things around the bus or out of the bus windows
- stand next to the driver, or near the doors, or on the top deck
- block the gangway
- occupy more than one seat (bags must not occupy a seat)
- use inflammatory or offensive language or gestures to anyone, either inside or outside the bus
- open the emergency exits unless there is a real emergency
- do anything which may distract the driver, unless there is an emergency
- damage the bus (if you do, you will have to pay for the damage)

### Sanctions

We do take action swiftly where the Code is broken. The sanctions we apply include, but are not limited to:

- a warning, either informally or formally
- a final warning
- a temporary or a permanent exclusion from our buses

We do discuss misconduct on our buses with the schools we serve. Some of our buses are fitted with CCTV: we use images to assist us in identifying and preventing misconduct.