

## **Driver and Passenger Assistant Cooperation**

### **Purpose:**

To ensure safe, efficient, and professional home-to-school transport operations through effective teamwork between the Driver and Passenger Assistant (PA).

### **Instruction:**

1. The Driver and Passenger Assistant must work closely together each day to provide a safe and supportive service for all passengers.
  - Communicate clearly about pick-up and drop-off schedules.
  - Support each other to maintain a calm and positive environment for passengers.
  - Share relevant information about passengers' needs or travel arrangements in a timely and professional manner.
2. Roles and Responsibilities:
  - The Driver is responsible for the safe operation of the vehicle at all times.
  - The Passenger Assistant is responsible for supervising and assisting passengers during journeys, including managing behaviour and addressing any passenger issues.
3. When Issues Arise:
  - If a problem occurs involving passengers or behaviour during transport, the Passenger Assistant should take the lead in resolving it.
  - The Driver must remain focused on driving safely and allow the Passenger Assistant to manage passenger-related issues.
  - The Driver should only intervene if a situation poses a direct safety risk to or prevents safe operation of the vehicle.
  - Both parties should report any incidents or concerns to the Transport Coordinator/Transport Manager or relevant supervisor as soon as practicable.
4. Professional Conduct:
  - Always maintain a respectful and cooperative working relationship.

- Discuss any disagreements privately and professionally after the journey, not in front of passengers.
- Remember that teamwork and clear boundaries between roles are key to delivering a high-quality and safe transport service.

**Signed:** electronically signed

*Peter Simpson*

**P Simpson**

**Director**

**Duncan Hire Ltd**