



Behaviour Management Policy

PURPOSE

At Green Metro Cars, we aim to provide a safe, respectful, and enjoyable journey for all students. This policy outlines how we manage behaviour on our vehicles to ensure everyone's safety and comfort.

EXPECTED BEHAVIOUR

- Follow driver/staff instructions
- Stay seated and wear seatbelts
- Respect others: no bullying, swearing, or disruptive behaviour
- Keep the vehicle tidy
- No eating/drinking (except water) or smoking/vaping

UNACCEPTABLE BEHAVIOUR

- Physical violence or threats
- Refusing to follow instructions
- Bullying or harassment
- Vandalism or damage to the vehicle

DISTRACTING THE DRIVER

Consequences

- Verbal warning
- Parent/carer contacted
- Temporary removal of transport privileges (1-3 days)
- Permanent removal in severe cases (with headteacher/school approval)

REWARDS AND RECOGNITION

- Positive notes to students/schools for good behaviour
- Termly "Star Passenger" awards

ROLES

- Drivers/Staff: Manage behaviour, report incidents
- Parents/Carers: Support policy, reinforce rules
- Schools: Collaborate on behaviour issues
- Students: Follow rules, report concerns

INCEDENT REPORTING

- Drivers report incidents ASAP to Operations Manager
- Parents/carers contacted same day where possible
- Serious incidents escalated to schools/authorities

SAFEGUARDING

- All staff DBS-checked and trained in safeguarding
- Concerns about welfare reported to Designated Safeguarding Lead (alan.gmcars@gmail.com 07845643470).

- Drivers report incidents ASAP to Operations Manager (waleed.gmcars@gmail.com/ 01189666656)
- Parents/carers contacted same day where possible
- Serious incidents escalated to schools/authorities

Key Contacts

- Operations: waleed.gmcars@gmsil.com / 01189666656
- Safeguarding: alan.gmcars@gmail.com/07845643470

Reviewed annually by Management Team. Next review 01.03.2027



COMPLAINTS PROCEDURE

Service issues can arise at any time anywhere and made through many different channels. Initially by phone, letter, email, website feedback, social media, council officials, police or in person. All service issues are dealt with immediately and we aim to resolve all service issues in the shortest time possible with the utmost fairness. Once a service issue is being investigated it is taken to its conclusion without interruption. The staff member or driver taking the complaint reports to the office immediately by phone and all the details taken. Staff in the office report to the dispatch manager and action is taken to find out all the facts. The incident is recorded on file and, in most cases, these are of a minor nature and are concluded to the satisfaction of the customer. More serious incidences are reported to me as licence holder and the director of the company. Resolution is sought and in some cases council licensing or other authorities are informed for them to take appropriate action. In all cases service issues are discussed with relevant staff and often practices are changed to avoid another incident of the same kind. Feedback from customers is not always negative and reports of good customer satisfaction are relayed back to the staff and broadcast. Our dispatch software has a star rating system that is accessed via a text message sent to the customer after each journey. This is a great way of maintaining staff quality and customer satisfaction.

Alan Parkinson 27/06/2025



RECRUITMENT AND EQUAL OPPORTUNITIES POLICY

“Our success depends upon having motivated, high-performing people, working together, with a drive to constantly improve and deliver the best value for all our customers”.

In line with our Future Vision, we want to recruit motivated, high-performing people who will join us in building the success of our company.

We believe that people working in Green Metro are the kind of people who work hard together and aspire to constantly improve and deliver the best value for our customers and working partners.

This recruitment policy was developed to ensure that we use recruitment as an enabler for the continued success of Green Metro’s business. This means that recruitment supports the business by finding the right calibre people for each specific role and challenge in the organisation.

When is recruitment initiated?

Recruitment takes place for a variety of reasons. The most common are replacements, reorganisation or expansion. Our key principle is that each search for a new employee should be based on an approved role profile that includes experience relevant to that position. The decision to recruit is always taken at management and director level. Managers of different departments or skill centres will instigate the need for recruitment with a request to the director or their line manager or supervisor.

All parties involved in the recruitment process shall ensure the excellent reputation of our company towards internal and external candidates as well as a consistent communication in line with our company culture and core values. All those involved with the recruitment process will do so with a constant regard to our companies’ policy on equal opportunities at all times.

Most recruitment efforts take into account the immediate needs of the organization as well as the future needs. Candidates who are offered a job with Green Metro should not only qualify for the vacant position, but where appropriate should also have the motivation and potential to grow with the company and take on future challenges.

Whenever possible, we look at vacancies as development opportunities for internal candidates with a solid track record of delivering results. Throughout the recruitment process, preference will therefore be given to internal candidates with the relevant qualifications and potential or capacity to develop necessary qualifications within a reasonable time frame. For the sake of openness, transparency and planning, internal applicants should their manager and or director that they are applying for a new job. Should a job change take place this should be done in a manner mutually agreeable of both parties and considering a reasonable transition process.

Job fit

Personal fit

Organizational fit

Team fit

Equal Opportunities

The company does not tolerate practices which discriminate applicants on the grounds of age, gender, marital status, colour, religion, race, ethnic origin, nationality or any other criteria that cannot be shown as properly justifiable. The selection processes shall be fair, based on objective and transparent criteria and end with proper feedback to all applicants.

Competency based recruitment We recruit based on competency profiles that contain key professional skills and personal competencies required for a specific role. For leadership positions in Green Metro further interviews at director level will always be required to ensure that existing working policies are maintained and respected.

To ensure a successful recruitment process, we evaluate the candidate's fit with the actual job profile. In the selection our judgement is based on the evaluation of relevant qualification and proven track record combined with future potential. In line with our Future Vision we also review candidates' personal-, team- and organizational fit.

Through a solid and professional recruitment process we can ensure that candidates with the right profile and fit will find us being the right next employer.

Ex-Offenders Recruitment Policy

Green Metro Cars (GMC) procedure, where a DBS does not form part of the recruitment process, all applicants called for interview must be encouraged to

provide details of their criminal record at an early stage in the application process. This information is provided verbally during discussion with the General Manager or Director who have the sole responsibility for recruitment. All supporting detail brought by the client to interview is not copied or kept, being returned to the applicant at the end of the interview. This information is only to be seen by those who need to see it as part of the recruitment process. Those who are involved in the recruitment will be familiar with the relevant legislation relating to the employment of ex-offenders, e.g. the Rehabilitation of Offenders Act 1974, Rehabilitation of Offenders Order 1978. The relevance of convictions should be judged against the following criteria:

The seriousness of the offence and its relevance to other employees and customers etc.

The length of time since the offence occurred,

Whether the offence was a one-off or part of a history of offending and circumstances which led to the committing of the offence

Whether the applicant's personal circumstances have since changed.

The country in which the offence occurred, decriminalisation and remorse at interview, or in a separate discussion, it is important that an open and measured discussion takes place on the subject of any offences or other matter that might be relevant to the position.

Failure to reveal information that is directly relevant to the position sought could lead to withdrawal of an offer of employment but a thorough discussion with the General Manager/Director and the candidate should have taken place first before any offer is withdrawn. Only convictions which are relevant to the role which an individual applies for must be taken in to consideration. Past convictions which were spent a long period of time ago and which would not impact on an individual's ability to perform a role competently and safely, will not bar an individual from taking up a position within GMC. Having a criminal record will not necessarily bar an individual from working with GMC. This will depend on the nature of the position and the circumstances and background of the offences.

Employment where a DBS is required for the job role forming part of the licensing process eg private hire driver/escort, the licensing authority concerned makes the decision as to whether an applicant is fit and proper person to hold a license. GMC would only carry out our normal interview process as explained above. The possession of a current licence passes this part of the interview process for this type of role.

Alan Parkinson. Licensee 07.09.2026

Review date 06.09.2027



Green Metro Cars Reading Ltd

Business Continuity and Disaster Recovery Plan

The computerised and automated dispatch system used by Green Metro Cars is cloud-based and stored on two server farms located in two distinct locations throughout the globe. This guarantees that there is never a system failure.

Additionally, the phone system—that is, the line that routes all calls to our call centre—is cloud-based. This makes it possible to take calls from any location in the world by only connecting a headset to a computer running the dispatch system. By just entering a password that has been assigned to staff members, the dispatch system can be downloaded any company computer.

Every office employee, including senior managers, receives training on how to operate the dispatch software and phone system.

Communication with all customers is feasible in the event that natural disasters hinder us from performing our duties because all reservations must include a phone number. When a booking is made, the dispatch software often does this automatically.

As previously said, we have an emergency power supply on standby in our office as a primary backup in case of an international power outage, which would prevent us from dispatching.

For any problems with the dispatch software providers, we have round-the-clock technical help.

Customers would be notified of major occurrences, such as road closures or orders to stay at home. Every driver who has a customer will try to complete the trip or get the passenger to a safe location.

When a vehicle breaks down, the driver reports it right away. To allow the customer to continue their journey, a replacement vehicle is sent right away to the scene of the breakdown. The damaged car is also taken to our garage by our recovery truck.

The client's and driver's safety is our top priority in the event of extreme weather. The trip is halted if it is judged too risky to continue, and all pertinent parties are notified and the necessary steps are taken.

The trip is finished when it is judged safe to proceed.

Although we have no control over fuel shortages, this has happened in the past, and since taxis are considered a necessary service, arrangements were made to supply fuel to Green Metro Cars

We have had the same group of office workers for many years, so strike action is quite improbable. We also have enough managers to run the workplace effectively.

There could be a lack of drivers for a variety of causes, such as strikes. We would make an effort to finish all active and contracted reservations, engage with the pertinent organisations, and update them.

ACTIONS

In the event of an issue this is reported to the management, the computerised and automated dispatch system used by Green Metro Cars is cloud-based and stored on two server farms located in two distinct locations throughout the globe. This guarantees that there is never a system failure.

Additionally, the phone system—that is, the line that routes all calls to our call centre—is cloud-based. This makes it possible to take calls from any location in the world by only connecting a headset to a computer running the dispatch system. By just entering a password that has been assigned to staff members, the dispatch system can be downloaded onto an infinite number of computers.

Two remote PCs are already set up in the homes of two employees to assist with peak times and can be utilised to cover staff absences and illnesses. Every employee, including senior managers, receives training on how to operate the dispatch software and phone system.

Communication with all customers is feasible in the event that natural disasters hinder us from performing our duties because all reservations must include a phone number. When a booking is made, the dispatch software often does this automatically.

As previously said, we have an emergency power supply on standby in our office as a primary backup in case of an international power outage, which would prevent us from dispatching. This is integrated into the office server, which powers the system for eight hours and switches on by itself in the event of a power outage.

For any problems with the dispatch software providers, we have round-the-clock technical help.

Customers would be notified of major occurrences, such as road closures or orders to stay at home. Every driver who has a customer will try to complete the trip or get the passenger to a safe location.

When a vehicle breaks down, the driver reports it right away. To allow the customer to continue their journey, a replacement vehicle is sent right away to the scene of the breakdown. The damaged car is also taken to our garage by our recovery truck.

The client's and driver's safety is our top priority in the event of extreme weather. The trip is halted if it is judged too risky to continue, and all pertinent parties are notified and the necessary steps are taken.

The trip is finished when it is judged safe to proceed.

Although we have no control over fuel shortages, this has happened in the past, and since taxis are considered a necessary service, arrangements were made to supply fuel to Alanis Coach Travel.

We have had the same group of office workers for many years, so strike action is quite improbable. We also have enough managers to run the workplace effectively.

There could be a lack of drivers for a variety of causes, such as strikes. We would make an effort to finish all active and contracted reservations, engage with the pertinent organisations, and update them.

EVENT ACTIONS

In the event of a breakdown in service control is notified in the first instance.

Our IT department is contacted to resolve issues.

Backup stations are brought online if this is necessary while issues are resolved

Next review date 23.02.2027



HEALTH AND SAFETY POLICY

Purpose of policy

GREEN METRO CARS Ltd (the **Employer**) takes health and safety issues seriously and is committed to protecting the health and safety of its staff and all those affected by its business activities and attending its premises. This policy is intended to help the Employer achieve this by clarifying who is responsible for health and safety matters and what those responsibilities are.

This policy may be amended at any time by the Employer in its absolute discretion.

The Employer will review this policy at regular intervals to ensure that it is achieving its aims effectively.

Who is responsible for workplace health and safety?

3. Achieving a healthy and safe workplace is a collective task shared between the Employer and staff. This policy and the rules contained in it apply to all staff of the Employer, irrespective of seniority, tenure and working hours, including all employees, directors and officers, consultants and contractors, casual or agency staff, trainees, homeworkers and fixed-term staff. Specific responsibilities of staff are set out in the section headed "Responsibilities of all staff" below.

Employer responsibilities

4. The Employer is responsible for:

- a. taking reasonable steps to safeguard the health and safety of staff, people affected by the Employer's business activities and of people visiting its premises;
- b. identifying health and safety risks and finding ways to manage or overcome them;
- c. providing a safe and healthy place of work and safe entry and exit arrangements, including during an emergency situation;
- d. providing and maintaining safe working areas, equipment and systems and, where necessary, appropriate protective clothing;
- e. providing safe arrangements for the use, handling, storage and transport of articles and substances;
- f. providing adequate information, instruction, training and supervision to enable all staff to do their work safely, to avoid hazards and to contribute positively to their own health and safety at work. The Employer will give you the opportunity to ask questions and advise who best to contact in respect of those questions, if you are unsure about how to safely carry out your work;

- g. ensuring any health and safety representatives receive appropriate training to carry out their functions effectively;
 - h. providing a health and safety induction and appropriate safety training to your role, including:
 - manual handling;
 - the use of personal protective equipment (PPE);
 - Drivers Mandatory Safeguarding and Awareness Test;
 - Mandatory DVSA Driving Test;
 - Mandatory Escort Safeguarding and Awareness Test;
 - i. promoting effective communication and consultation between the Employer and staff concerning health and safety matters and will consult with *staff* directly relating to health and safety;
 - j. if an epidemic or pandemic alert is issued, providing instructions, arrangements and advice to staff as to the organisation of business operations and steps to be taken to minimise the risk of infection; and
 - k. regularly monitoring and reviewing the management of health and safety at work, making any necessary changes and bringing those to the attention of all staff.
5. HR Manager has overall responsibility for health and safety and has appointed HR Manager Alan Parkinson as the Principal Health and Safety Officer with day-to-day responsibility for health and safety matters.
6. Any concerns about health and safety matters should be notified to the Principal Health and Safety Officer.

Responsibilities of all staff

General staff responsibilities

7. All staff must:

- a. take reasonable care for their own health and safety and that of others who maybe affected by their acts or omissions;
- b. co-operate with the Principal Health and Safety Officer and the Employer generally to enable compliance with health and safety duties and requirements;
- c. comply with any health and safety instructions and rules, including instructions on the safe use of equipment;
- d. keep health and safety issues in the front of their minds and take personal responsibility for the health and safety implications of their own acts and omissions;
- e. keep the workplace tidy and hazard-free;
- f. report all health and safety concerns to the Principal Health and Safety Officer promptly, including any potential risk, hazard or malfunction of equipment, however minor or trivial it may seem
- g. co-operate in the Employer's investigation of any incident or accident which either has led to injury or which could have led to injury, in the Employer's opinion.

Staff responsibilities relating to equipment

8. All staff must:

- a. use equipment as directed by any instructions given by representatives of management or contained in any written operating manual or instructions for use and any relevant training;

- b. report any fault with, damage to or concern about any equipment (including health and safety equipment) or its use to the Principal Health and Safety Officer, who is responsible for maintenance and safety of equipment;
- c. ensure that health and safety equipment is not interfered with; and
- d. not attempt to repair equipment unless suitably trained and authorised.

Staff responsibilities relating to accidents and first aid

9. All staff must:

- a. promptly report any accident at work involving personal injury, however trivial, to the Principal Health and Safety Officer so that details can be recorded in the Accident Book and cooperate in any associated investigation;
- b. familiarise themselves with the details of first aid facilities and equipment;
- c. if an accident occurs, dial 01184029443 and ask for the duty first aider, giving name, location and brief details of the problem.

d. The Principal Health and Safety Officer is responsible for investigating any injuries or work related disease, preparing and keeping accident records, and for submitting reports under the Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR), where required.

Staff responsibilities relating to Coronavirus (COVID-19)

10. Given the outbreak of Coronavirus (COVID-19), it is important that all staff members follow these guidelines to ensure maximum safety and minimise the risk of infection. We will review these guidelines regularly to ensure they are kept up-to-date with government guidance. Please see the section below on returning to work in light of Coronavirus (COVID-19) for further details.

Staff responsibilities relating to emergency evacuation and fire

11. All staff must:

- a. familiarise themselves with the instructions about what to do if there is a fire which are displayed on the notice board in Main Office (145 Cardiff road, RG18JF) notice board;
- b. ensure they are aware of the location of fire extinguishers; fire exits and alternative ways of leaving the building in an emergency;
- c. comply with the instructions of fire wardens if there is a fire, suspected fire or fire alarm (or a practice drill for any of these scenarios);
- d. co-operate in fire drills and take them seriously (ensuring that any visitors to the building do the same), fire drills will be held at least once every 12 months;
- e. ensure that fire exits or fire notices or emergency exit signs are not obstructed or hidden at any time;

f. notify the Principal Health and Safety Officer immediately of any circumstances (for example, impaired mobility) which might hinder or delay evacuation in a fire. This will allow the Principal Health and Safety Officer to discuss a personal evacuation plan for you, which will be shared with the fire wardens and colleagues working near to you

12. On discovering a fire, all staff must:

a. immediately trigger the nearest fire alarm and, if time permits, call HR Manager Alan Parkinson and notify the location of the fire; and
b. attempt to tackle the fire ONLY if they have been trained or otherwise feel competent to do so. Nominated members of staff and all drivers will be trained in the use of fire extinguishers.

13. On hearing the fire alarm, all staff must:

a. remain calm and immediately evacuate the building, walking quickly without running, following any instructions of the fire wardens;
b. leave without stopping to collect personal belongings;
c. stay out of any lifts; and
d. remain out of the building until notified by a fire warden that it is safe to re-enter. The Principal Health and Safety Officer is responsible for ensuring fire risk assessments take place and changes made where required, and for making sure there are regular checks of fire extinguishers, fire alarms, escape routes, signage and emergency lighting.

Risk assessments, display screen equipment and manual handling

14. Risk assessments are simply a careful examination of what in the workplace could cause harm to people. The Employer will assess any risks and consider measures to best minimise any risk. The Employer will carry out general workplace risk assessments when required or as reasonably requested by staff. Managers must ensure that any necessary risk assessments take place and the resulting recommendations are implemented. The Principal Health and Safety Officer is responsible for workplace risk assessments and any measures to control risks.

15. Personal Protective Equipment (PPE) is provided where risks cannot be otherwise effectively controlled.

16. Staff who use a computer for prolonged periods of time should try, where possible to organise short breaks every few hours away from the computer screen, but may request a workstation assessment and/or an eye test by an optician by contacting the Principal Health and Safety Officer. The Principal Health and Safety Officer will then provide you with more details and make arrangements if you would like to proceed. Guidance on the use of display screen equipment can also be obtained from the Principal Health and Safety Officer.

17. Guidance on manual handling (for example, lifting and carrying heavy objects) can be obtained from the Principal Health and Safety Officer and where necessary training will be provided by the Employer, but the Employer will try to minimise or avoid the need for manual handling where there is a risk of injury.

Non-compliance with health and safety rules

42. Any breach of health and safety rules or failure to comply with this policy will be taken very seriously and is likely to result in disciplinary action against the offender, in accordance with the Green Metro Coaches Ltd disciplinary policy, up to and including immediate dismissal.



Alan Parkinson. Licensee..... 01.02.2026



Medication Policy for School Transport

PURPOSE

Green Metro Cars ensures safe handling of medication for students with medical needs during transport.

PROCEDURES

- Parents provide written consent and clear instructions (dosage, timing)
- Medication in original packaging with pharmacy label
- Record kept of administration
- Emergency protocols in place for reactions/allergies

STORAGE

- Medication stored safely, inaccessible to students
- Drivers/staff trained in basic first aid/emergencies

Key Contacts- Operations: Waleed.gmcars@gmail.com/01189666656

Safeguarding: alan.gmcars@gmail.com / 07845643470



MODERN DAY SLAVERY STATEMENT AND POLICY

Slavery and exploitation are real issues that affect too many people in the modern age. At Green Metro Cars, we take seriously our responsibility in the protection of fundamental human rights and the elimination of modern slavery by ensuring that slavery, human trafficking and child labour has no place anywhere in our business. We promote a safe and happy workplace where we recruit and celebrate a diverse workforce and our colleagues feel valued as individuals, with equal opportunities. Our Dignity at Work Policy also applies to our relationships with third parties and underpins our commitment to building strong and inclusive relationships.

OUR APPROACH

As an organisation providing a taxi service with a relatively short supply chain, we assess the risk of modern slavery within our business and supply chain to be low. However, we are committed to working ethically and with integrity and we consider modern slavery to be a fundamental issue. So we are committed to ensuring that it does not take place anywhere within our business. We have a zero-tolerance policy towards modern slavery, a crime and violation of fundamental human rights: This includes any form of slavery, servitude and forced or compulsory labour.

Our Policy highlights our commitments in our dealings and relationships, including our own recruitment process

Our Policy also sets out steps that our staff can take if they are concerned about modern slavery. We maintain a Whistleblowing Policy and other sustainable business policies that ensure issues should not arise but if they do, any concerns raised can be dealt with appropriately. My office door is always open to any member of staff to express any concern or grievance in a safe and confidential environment.

SUPPLIER DUE DILIGENCE

We expect all our contractors, suppliers and other business partners to adopt the same high standard as we do to prevent modern slavery, by ensuring all employees and workers are treated with dignity and respect in a fair and ethical environment.

RECRUITMENT AND WORK CULTURE

We are dedicated to maintaining a fair and ethical workplace for all our staff.

We ensure compliance with all applicable employment legislation relating to employee recruitment and terms and conditions, including right to work evidence and that no staff are paid less than the living wage. Our Grievance and Whistleblowing Policies enable concerns to be raised and resolved. Those can include any concerns about supplier practices.

Our Dignity at Work Policy and procedures promote diversity, establishing mutual respect as a core value in the office and other places of work and deal with discrimination, harassment and bullying.

COMPLIANCE WITH THIS POLICY

You must ensure that you read, understand and comply with this policy. The prevention, detection and reporting of modern slavery in any part of our business or supply chains is the responsibility of all those working for us or under our control. You are required to avoid any activity that might lead to, or suggest, a breach of this policy.

You must notify your manager OR Compliance Director Mr Mushtaq Ahmed as soon as possible if you believe or suspect that a conflict with this policy has occurred, or may occur in the future. You are encouraged to raise concerns about any issue or suspicion of modern slavery in any parts of our business or supply chains of any supplier tier at the earliest possible stage. If you believe or suspect a breach of this policy has occurred or that it may occur you must notify your manager or the Compliance Director or you may report it in accordance with our Whistleblowing Policy as soon as possible. If you are unsure about whether a particular act, the treatment of workers more generally, or their working conditions within any tier of our supply chains constitutes any of the various forms of modern slavery, raise it with your manager or the Compliance Director. We aim to encourage openness and will support anyone who raises genuine concerns in good faith under this policy, even if they turn out to be mistaken. Green Metro Cars is committed to ensuring no one suffers any detrimental treatment as a result of reporting in good faith their suspicion that modern slavery of whatever form is or may be taking place in any part of our own business or in any of our supply chains. Detrimental treatment includes dismissal, disciplinary action, threats or other unfavourable treatment connected with raising a concern. If you believe that you have suffered any such treatment, you should

inform the compliance manager immediately. If the matter is not remedied, and you are an employee, you should raise it formally using the Grievance Procedure.

COMMUNICATION AND AWARENESS OF THIS POLICY

Training on this policy, and on the risk our business faces from modern slavery in its supply chains, will be provided as necessary. Our zero-tolerance approach to modern slavery must be communicated to all suppliers, contractors and business partners at the outset of our business relationship with them and reinforced as appropriate thereafter.

BREACHES OF THIS POLICY

Any employee who breaches this policy will face disciplinary action, which could result in dismissal for misconduct or gross misconduct. Green Metro Cars may terminate our relationship with other individuals and organisations working on our behalf if they breach this policy,

A handwritten signature in cursive script that reads "Alan Parkinson". The signature is written in black ink and is positioned centrally below the text of the policy.

14.05.2026



Our Privacy Statement

Your Consent

By using Our Site, You consent to Our Privacy Policy. If You do not consent to this privacy policy, do not use our company. From time to time We may update Our Privacy Policy and Your continued use of our company constitutes Your acceptance of any updates. This is the latest Policy and you will be informed of any update or change in this policy from time to time for you to review. Specific changes and/or additions needed for your specific use of our services can be amended to suite your requirements and needs and will be incorporated into our privacy policy.

Data Controller

The data controller is Green Metro Cars Reading Limited. (our company)

Data We Collect

We collect data provided by individuals and companies when they become customers or Account Customers as well as specific information relating to travel requests including:

1. Contact information such as Your name, address, email address and telephone numbers
2. Pick-up dates and times of travel
3. Pick-up and drop-off locations
4. Number of passengers to be collected
5. Number of bags / items of luggage to be collected
6. Your current location – this is only collected when You use the booking app feature to specify a pick-up or drop-off location
7. Information resulting from use of Our Site including but not limited to computer, browser and connection information, IP addresses, statistics on page views

Data Protection

We implement various security measures to protect Your data when You use our company. All information is transferred encrypted using industry-standard SSL/TLS technology. Access to Your account is protected by Your username/password combination, which is for our exclusive use and

must not be shared with anybody else. It is our responsibility to choose a password which cannot easily be guessed and not to disclose this password to anybody, including anyone representing or claiming to represent Us. All Our System servers are housed in secure UK data centres, to which physical access is strictly controlled and monitored.

Any sensitive credit/debit cardholder data or equivalent used to effect any payment while using our company are transferred directly from Your browser to a third-party payment handler and are not received or processed by Our System. Our Privacy Policy therefore does not cover the protection of Your cardholder data. Any privacy policy provided by the relevant third party applies instead.

Use of Data

We use data to enable customers to book Hackney Carriage (Taxi) and Private Hire transport services via our company, send email confirmations of such bookings, amendments or cancellations thereof, to forward messages to and from transport providers concerning your bookings via Our Site, to facilitate third party payment card processing and data dispatch system (the "Dispatch System") synchronisation and to provide necessary customer support to customers.

In addition We may use collected data

1. To provide customers with relevant news and information about our company, Our company and Our services where Members have given their prior permission to Us. We will reserve the right to send any information that We believe may affect Our Service to customers, including: confirmation of changes to account and password details, notice of service interruptions or suspected unauthorised activity on Your account
2. To improve Our Services provided to customers

Disclosure of Data

When You use Our Service we must share some of Your details when you choose to use our company to undertake your journey. We may also share Your details with our Dispatch System. Such details include name, telephone number, email address, planned pick-up and drop-off locations, scheduled travel date and time, number of passengers and bags/items of luggage.

We will also share Providers' contact details with drivers. Such details may include name, address, e-mail addresses and telephone numbers.

If You use Green Metro Cars Reading Ltd, any of your data You enter into Our System (excluding Your password) may be shared with other users of the same business account depending on configuration.

Outside the provision of Our Services to customers, We will not sell, rent, trade or transfer Your personally identifiable information to other third parties. However, such information may be released:

1. where required for Us to comply with the law and any legal investigation of card payment dispute
2. where we are required to do to police for the purposes of their investigations.
3. where we are required to as to comply with our Operators Licence rules and regulations issued by Reading Borough Council or other authorities we are licenced with.

We do not disclose aggregated non personally-identifiable information to other parties for research, marketing, advertising or other purposes.

Retention of Data

Data may be retained for as long as Your account is active. If We suspend or terminate Your account We reserve the right to destroy without notice any of Your data held or alter it permanently in such a way as it is no longer personally identifiable, and Our Privacy Policy will cease to apply to such information.

Deletion of Data

If You request termination of Your account, Your data will be erased within seven days. You must create a new account if You want to use Our services again after Your account is terminated.

Access to Data

If You require a copy of information We hold about You, please contact Alan Parkinson, General Manager and Licensee

Complaints

If Your complaint cannot be resolved by Us, You have the right to complain to the Information Commissioner's Office (ICO).

This policy was reviewed by Alan Parkinson General Manager
Next review date 15.07.2027

Alan Parkinson



PHYSICAL INTERVENTION POLICY

PURPOSE

Sunshine Transport uses physical intervention only as a last resort to prevent harm to students/staff/others.

PRINCIPLES

- Used when risk of harm is imminent
- Minimum force necessary, for shortest time
- No pain inflicted
- Staff trained in approved techniques
- Parents/schools informed ASAP after incident

TRAINING

- All drivers/staff complete annual refresher training in Team Teach techniques
- Focus on de-escalation, safe holds, and post-incident support
- Only trained staff intervene physically
- Training covers:
 - Recognising triggers/risks

- De-escalation strategies
- Safe restraint techniques (standing/sitting)
- Post-incident procedures

PROCEDURES

- De-escalation attempted first where possible
- Incident recorded and reviewed by management
- Support provided to student/staff involved
- Commissioning Authorities, Parents/carers informed same day

PROHIBITED

- Restraint not used for discipline
- No holds restricting breathing
- No techniques humiliating/degrading

Key Contacts

- Designated Safeguarding Lead: alan.gmcars@gmail.com/07845643470
- Operations: ops@sunshinetransport.co.uk

14.05.2026 reviewed annually



GREEN METRO CARS READING LTD SAFEGUARDING and AWARENESS POLICY

Safeguarding vulnerable Adults and Children

Safeguarding means looking out for and trying to protect others in our community who are vulnerable, or may be at risk of harm. If you think that someone is at risk, you must raise an alarm. Everyone can make a difference.

Abuse can be:

- Physical - being slapped, pushed or punched
- Sexual - being touched inappropriately or forced to have sex
- Emotional - being shouted at, humiliated or threatened with harm
- Financial - having money and valuables taken without permission, being prevented from accessing own money or being pressured to give or leave money or things in a will
- Neglect - not being given support that's needed to stay well; for example, not getting medicine, adequate food and/or drink
- Discrimination - being treated badly because of age, disability, race or religion
- Self-neglect - an adult who doesn't look after themselves, their home or health
- Domestic abuse - which could incorporate all of the above forms of abuse and could include coercive control.

Abuse can happen anywhere

- at home or at work
- in a care home, day centre, hospital
- in any public place

Anyone can be an abuser

- a partner, relative, carer
- neighbours and friends
- staff

At Green Metro Cars we are dealing with people as a way of life in the duties and functions that we carry out in our daily business.

All staff are trained by our local authority as part of their licensing process whether they are drivers or office staff. This is a comprehensive training day that ends with an exam.

Green Metro also trains drivers and passenger assistance in gathering information while they are with the passenger. Feedback is sent to a senior manager who will handle the situation and pass it on to the appropriate authorities. Staff are also aware of the contact details of authorities should they wish to do this directly

Feedback may be good or bad and helps to provide a fuller picture of the passenger and enable related agencies to provide a better service.

Our policy is reviewed on a regular basis to improve its function and effectiveness.

Confidentiality

Green Metro ensure that any information that relates to safeguarding is recognised as confidential, recorded and stored securely and in accordance with our policies on Data Protection and Confidentiality. However, it should be noted that the law permits disclosure of the confidential information necessary to safeguard the interests of children and vulnerable adults. Staff will, therefore, ensure that information relating to actual, suspected or alleged abuse of children and vulnerable adults is treated with the utmost care and that no one is given more

information than is necessary to protect child or vulnerable adult concerned

Working Practices

Staff working with children and/or vulnerable adults will be expected to be compliant in the following:

1. Staff members are expected to act responsibly and maintain a professional manner at all times, ensuring that behaviour, language, gestures, and dress code are appropriate.
2. Situations where there is only one staff member present with a child or vulnerable adult should be avoided where possible.
3. Staff must not share personal contact details or those of other staff with children and vulnerable adults or take photos of children/vulnerable adults.
5. Physical contact should be avoided. Staff should be aware of personal space and should avoid using gestures such as regularly putting a hand on the shoulder or arm.
7. Staff will be required to follow Health and Safety procedures and should not put themselves or students in any unnecessary danger.

This section is for all staff to help them understand others vulnerabilities anywhere in their lives at work or otherwise. Abuse is not restricted to the work environment and people should always be alert to the persecution of our fellow humankind.

All staff are safeguard trained to a high standard forming part of their licensing process.

All staff that come into contact with passengers are also trained on manual handling and safe transfer of wheelchair passengers and the safe transport of children.

Alan Parkinson Licensee. 17.11.2025

Review date 16.11.2026



WHISTLEBLOWING POLICY

PURPOSE

At Green Metro Cars, safety and trust are our top priorities. This policy lets everyone raise concerns about wrongdoing or risks affecting students, children, vulnerable adults or our operations – without fear of retaliation.

WHAT YOU CAN REPORT

Raise a concern if you see:

- Unsafe driving or vehicle issues
- Inappropriate behaviour toward students/children/vulnerable adults
- Breach of safeguarding or transport regulations
- Fraud, theft, or financial mismanagement
- Health/safety risks or environmental harm
- Cover-ups of any of the above

HOW TO RAISE A CONCERN

1. Speak up internally: Contact your Operations Manager, HR, or our Designated Safeguarding Lead (<mailto:alan.gmcars@gmail.com> 07845643470)
2. If that's not appropriate: Contact Ofsted (for child transport concerns) or DVSA (for vehicle/operator issues).
3. Provide details: what happened, when, where, who was involved.

PROTECTION and CONFIDENTIALITY

- No retaliation tolerated for genuine reports.
- Your identity kept confidential where possible.
- Malicious/false reports may lead to disciplinary action.

WHAT HAPPENS NEXT

- We'll acknowledge within 2 working days.
- An investigation will follow, and actions taken as needed.
- Outcome communicated where confidentiality allows.

REVIEW

Policy reviewed annually by the Management Team.

Important Contacts

- Safeguarding Lead: alan.gmcars@gmail.com
- HR: alan.gmcars@gmail.com
- Ofsted: 0300 123 1234
- DVSA: 0300 123 9000

Alan Parkinson 14.05.2026