

**HARROW BEIJING**

# **SCHOOL BUS POLICY**

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Effective Date	February 2016
SMT Approval	February 2016
Governors' Approval	
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Review Date	



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## General Information

### Objective

The School bus service plays a significant role in the school's daily operation. The policy aims to provide a whole operation picture of the school bus system at HISBJ and reference information to current and potential bus users. It gives full instructions on bus management in order to continually improve service quality and customer satisfaction.

### Scope

The policy applies to all stakeholders in HISBJ (Students, Parents/Guardians, Faculties, Bus monitors, Form Tutor and the Vendor).

### Route and Pick-up Point

The routes and pick-up points are decided to balance the needs of students, minimizing travelling time and the number of pick-ups as far as possible. HISBJ reviews the route and pick-up points before each new academic year. Minor adjustments can be made to the rate or pick-up points.

Parents/Guardians are required to complete a "Bus Service Release Form" if they will not be picking up a student at the drop-off point. Students will not be permitted to exit the school bus in the absence of their parents/Guardians unless this form has been submitted.

The number for establishing a new Pick-up Point is 4 students or above.

### Fee and Refund

Transportation fee will be charged for the full academic year for those students who require the school bus:

Distance	2017/2018 School Bus Fee
<5KM	RMB10,500
5-10KM	RMB15,500
10-15KM	RMB17,500
>15KM	RMB18,000



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One-way bus riders are charged at the same amount as round-trip bus riders. Bus refunds for students withdrawing from the School are calculated in the same manner as tuition fee refunds. Parents should deliver a written withdrawal notice to both the Admin Officer and the Finance Department.

### Withdrawal and Refund Schedule

Notification Date	Term 1	Term 2	Term 3
On or before 1 <sup>st</sup> Aug	No Refund	Full Refund	Full Refund
On or before 1 <sup>st</sup> Jan	No Refund	No Refund	Full Refund

## Operation Rules

### Bus Service

HISBJ provides the bus service to students between Reception - Y13.

### Timetable

School bus should arrive at school before 8:00am in the morning and depart from school according to following schedule. On occasion, bus departure times may be changed due to school events; this will be confirmed ahead of time by the Headmaster.

School Day	Departure Time
Mon.-Thur.	4:40pm
Fri.	3:40pm

### Monitor Service



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A bus monitor is designated to each bus to take care of any student passenger who is in Year 6 or below.



### Pick-up & Drop-off

The School buses follow strict bus schedules and route plans. No changes may be made without specific permission in advance. Both bus passengers and drivers are obligated to follow the schedule of the registered bus timetable. For each pick-up point, 2 minutes are authorized to the bus driver and monitor for waiting if no contact is available with student Parents/Guardians.

### Temporary Requirement

Students who needs to change bus route temporarily must notify the School 24h in advance by written application signed by the parents/Guardians. The School has the right to make the final decision according to actual status.

Students who do not apply for the bus service are not permitted to be on board. School keeps the right to charge for student temporary change the bus route.

### Bus Absence

The School will arrange a substitute means of transportation if a designated bus is out of service due to any reason during the school day. The Bus monitors' and drivers' responsibility of student safety rests in physically accompanying the students on their journey. As necessary, the Admin Officer will contact Guardians to inform of any changes and clarify the status.

### Route and Pick-up Point Change

Any change should be notified to bus passengers and parents/guardians as soon as possible.



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## Operation Procedure

### Roles and Responsibility

<b>Responsibility</b> <b>Items</b>	School Management Team	Bus Driver & Monitor	Student	Guardians	Form Tutor
Bus Management	<b>A</b>	<b>R</b>	<b>I</b>	<b>I/C</b>	<b>C</b>
Bus Safety & Operation	<b>R</b>	<b>A</b>	<b>I</b>	<b>C</b>	<b>C</b>
Student Behaviour	<b>I</b>	<b>R</b>	<b>A</b>	<b>A</b>	<b>I/C</b>
Change Management	<b>R</b>	<b>R</b>	<b>N/A</b>	<b>A</b>	<b>I/C</b>
Issue & Incident	<b>R</b>	<b>A</b>	<b>I</b>	<b>I</b>	<b>I/C</b>

R:responsible A:accountable C:consulted I:informed

School Bus Management Team is inclusive Admission, Operation & Finance Team etc.

#### Admissions Team

- Collect bus requirement and fill in “Bus Application Form”.
- Provide basic bus service information.

#### Finance Team

- Fee collection and refund.



#### Operations Team

- Draft and update bus policy.
- Monitor and supervise bus operation, in-put data of student onto Engage.
- Communication and coordination.
- Emergency Response.

#### Bus Driver

- Ensure bus hygiene and disinfection status.
- Ensure seat belt and relevant equipment available and functional.
- Ensure driving safety.
- Follow up bus schedule and provide satisfied service.
- Keep accurate "HISBJ Bus Service Attendance Form" for each journey.
- Report incident/ issue, communicate with parents/Guardians regarding student's lateness.

#### Monitor

- Ensure all the correct students leave school on the correct bus.
- Ensure all students wear seat-belts and remain seated throughout the journey.
- Ensure younger children will be seated towards the front of the bus with older students at the back. In some cases, students may be allocated specific seats by the bus monitor.
- Contact with student Guardians for communication on bus time delay.
- Stand by to ensure students get off the bus at the correct stop.
- Ensure students are dropped off calmly and safely.
- Follow up bus schedule and provide satisfactory service
- Report any incident/ issue.

#### Student

- Students should be polite and respectful to the driver and bus monitor and follow all instructions given by them.
- Students should remain seated for the whole journey and not change seats once the journey has started.
- Students should wear a seatbelt at all times.
- Students must store luggage in an appropriate place so that it will not move significantly when the bus brakes or turns. This will avoid damage to belongings and possible harm to other passengers.
- Students should act responsibly and avoid doing anything that might distract the bus driver.
- Students should avoid making too much noise by shouting or talking loudly.
- Students should be polite to each other, the bus monitor, the driver, pedestrians and other road users.
- Students should show respect for other people's property.





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- Students should not tamper with or damage any of the fixtures or fittings on the bus.
- Students should arrive on time at the bus stop in the morning and go promptly to the bus at the end of the school day.
- Students should remember to take all their possessions with them when they leave the bus.
- Students should not have any dangerous or distracting toys or other items with them on the bus.
- Students should keep the bus clean and tidy and remove all rubbish.
- Students should not consume food or drink (other than water) on the bus.
- Students travelling on a different bus to normal must register with the bus monitor. If the bus monitor is unsure that the student should be allowed to travel they will check with the Bus Coordinator before the bus leaves.

### Parent/Guardians

- Guardians must inform the bus monitor if there are any changes to their child's transport arrangements. Lower School parents should also notify the class teacher via email or in person.
- If Guardians wish a child to travel on a different bus (for a play date, party or sleepover, for example) then a request should be made at least one day in advance to the bus coordinator. This will normally be possible only when a free bus place is available and advance notice is given. For LS children, the class teacher also needs to be informed by email or in person. For US students, permission may be given in exceptional circumstances without prior contact from Guardians by a member of the school's leadership team.
- Guardians must ensure that students are at the pickup point at the designated time. Students who are even slightly late can cause significant delays for all passengers.
- Guardians must ensure that a responsible adult is present to send and collect LS children to and from the school bus in the morning and at the end of the day. A written note must be given to the school if a Year 5 or Year 6 student is allowed to walk home alone from the bus stop in the afternoon.
- Guardians must give updated telephone or mobile phone numbers to school and the relevant Bus Monitor for contact in case of any emergency.
- Permanent changes to pick-up and drop-off points may be possible during the year but we need at least five working days' notice. We will try to meet any such requests, but bus routes are complex to arrange and we can't guarantee to meet all requests.

### Form Tutor

- Provide support and necessary information to assist bus operation.
- Inform any change to Admin Officer as early as possible.
- Call LS students to designated assembly places and hand over to Bus Monitors.



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- Designate one on-duty teacher to monitor student behaviour nearby school bus assembly point after school.
- Let students off school on time to catch up with the bus.

### Communication Management

The Admin Officer will be the SPOC (specific point of contact) to communicate with bus users on behalf of HISBJ. The official notice / reply should be authorized by the Head of Operations before sharing with bus users.

#### Communication Method

- **Email**  
Email is a universal method to communicate. Admin officer is in charging of receiving and replying. The official email address is [transport@harrowbeijing.cn](mailto:transport@harrowbeijing.cn)
- **Phone**  
Phone is an easy and rapid way to communicate but not a good way to record the whole process and episode. We suggest using this way just for quick action. A further email will be sent to follow up the whole process.
- **Face to face**  
Face to face is efficient and rapid, and easy to build trust between each other. It recommended to use this way for internal communication and external communication. But an official email will be sent out to double confirm everything discussed verbally.

#### Resolution time and priority classification

Priority	Detail	Resolution Time
<b>Emergency</b>	Health/Safety/ Hazard	3 hour
<b>Urgent</b>	Bus breakdown etc.	5 hour
<b>Normal</b>	Special Require (Change route or pick-up point, etc.)	24hour

### Risk Management



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The Operations team has the responsibility to monitor and supervise the bus status to prevent any kind of possible incident. An inspection should be arranged regularly by the Admin. Officer. Safety and skills training for drivers are mandatory. The training records and inspection results should be filed accordingly.

Preventing HSE (Hygiene, Safety and Environment) related risks is a priority. The Operations team will involve SLT to manage any HSE risk and respond ASAP to avoid any kind of incident/ issue.

### Documentation

Documentation includes kinds of application forms, specific emails and all written records pertaining to bus operation and management. The file is updated daily and reviewed each academic year.

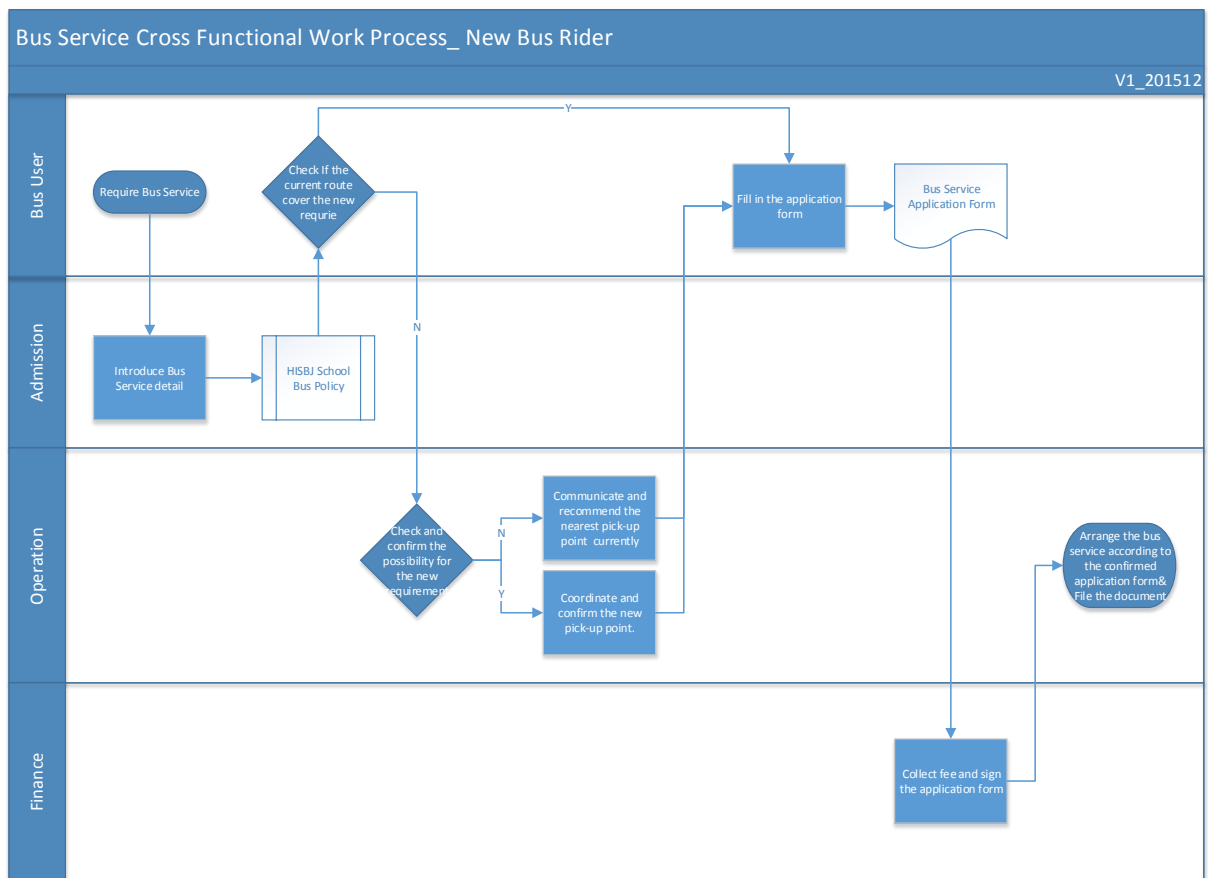
All documentation is used to track bus service quality and review bus company performance.



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## Appendix 1

### HISBJ Internal Bus Work Process





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## Appendix 2

Bus Service Application Form

Bus Service Release Form