

## School Bus Policy

Document Information			
Created by:	BEAM HSE Operations Manager	Reviewed by:	Principal
Review Cycle:	Annually	Next Review:	<b>August 2025</b>
<p>Operations Manager: Zamir Saboley Principal: Ahmed Nadhim Al-Talib</p>			

## PURPOSE:

This policy aims to:

1. Provide safe, reliable, and comfortable transport for students.
2. Inform all stakeholders of their rights and responsibilities.
3. Enforce a **zero-tolerance policy** for non-compliance with safety measures.

## RESPONSIBILITIES:

### School Responsibilities

1. Parents must confirm bus service registration at renewal or registration.
2. Buses will operate at near-maximum capacity.
3. Routes will be planned to ensure the shortest average journey times, ideally not exceeding one hour, except in emergencies.
4. Pick-up and drop-off times and locations will be finalised and communicated to parents.
5. Parents will be notified of arrival and pick-up timings at the beginning of the year or term.
6. If the specified communication method fails, the Bus Supervisor will call parents five minutes before drop-off for students in Years 1–6.
7. In the morning, buses will wait at the agreed time and place for up to two minutes to avoid delays. In the afternoon, buses will wait for up to two minutes for a parent or guardian to pick up their child (for students from FS1 to Year 6). If the parent or guardian does not arrive on time, the Bus Supervisor will call them. If there is no response, the driver will return the student to school, where the parent or guardian will need to collect them.
8. Each bus will have a Bus Supervisor to oversee the children.
9. Buses will be maintained in a clean and safe condition.
10. The Transport Department will communicate promptly with parents regarding any issues.
11. Drivers and Bus Supervisors will receive clear job descriptions and necessary training.
12. Bus drivers are not permitted to use mobile phones while driving.
13. Students with specific chronic health issues may be refused bus services.
14. The school may deny transport services if parents refuse to sign the Parental Undertaking Form.
15. The school reserves the right to suspend transport services for various infractions, including safety violations, misbehaviour, or non-payment of fees. Examples include:
  - a. If the student violates safety regulations or endangers themselves, their life, or the lives of others during the trip.
  - b. If the student misbehaves, causes a disturbance, or engages in inappropriate or hostile behaviour towards other students, the supervisor, or the driver.
  - c. If the student delays the trip more than three times per academic year.
  - d. If the student disregards safety instructions and endangers others during the trip.
  - e. If the student refuses to board the bus from the student gathering area previously agreed upon between the parent and ISCS.
  - f. If the student disembarks from the bus before reaching the destination without prior permission.
  - g. If the student's misconduct is consistent and more than three written complaints have been submitted.
  - h. If the parent fails to pay the prescribed fees.
  - i. If the student causes damage to the school bus, such as destroying seats, tampering with safety equipment, or breaking glass.

## Parents Responsibilities

1. Read, sign, and comply with the School Bus Transportation Contract and the Parental Undertaking Form.
2. Inform the Phase Supervisor of any changes to contact information or transport requirements. Information changes include:
  - a. Address changes: A notice period of 10 days is required to allow for adjustments to bus routes. The school cannot guarantee that the bus service will be available from the new home address.
  - b. Temporary changes: Any changes to pick-up or drop-off points or times.
  - c. Occasions when your child will not be travelling on the bus: Parents must notify both the Phase Supervisor and Reception.
3. Ensure children in Year 5 and below are received by an authorised person at drop-off points.
4. Collect children from school if they are returned due to absence at the drop-off point.
5. Pay for any damage caused by their children to the bus.
6. Educate children on bus safety and proper behaviour during transport.
7. Ensure children are at pick-up points on time.
8. Educating your children on the importance of ensuring their safety during the trip, especially while waiting for and getting on/off the bus, and adhering to the following:
  - a. Being present in front of their homes or assembly points before or at the specified time.
  - b. Refraining from violation of traffic safety regulations or from exposing their lives or the lives of other people to danger during the school trip.
  - c. Refraining from leaving the bus before reaching the school or the specified arrival point'.
  - d. Sitting on their seats throughout the trip and fastening their seatbelts thoroughly.
  - e. Refraining from any misconduct, causing inconvenience or participating in any problems or aggressive behaviors.
  - f. Maintaining the cleanliness of the bus.
9. Ensure that the children arrive at the school bus or gathering point at the specified time. In case of any delays, parents will be responsible for getting their children to ISCS and the driver will not be held liable.
10. Parents must ensure that their children do not use the school transport service if they violate any laws or regulations.
11. To speak to the Bus Supervisor and not the driver, for any reason.

## Students Responsibilities

1. Buses will be boarded promptly after school and will leave 10 minutes after the bell has rung at the end of the school day. If students are late boarding the bus, parents must come to pick them up from school. The driver will not be responsible for returning to the school to collect late students.
2. Use only designated pedestrian walkways to access the buses.
3. Students must not give instructions to the bus driver that contradict the agreed and established routes and times.
4. Use assigned seats and wear seatbelts at all times.
5. Store belongings safely and keep aisles clear.
6. Items left on the bus will be available for collection from school the following day. Drivers are not permitted to return to drop-off points to retrieve these items.
7. Respect the authority of the bus driver and bus supervisor, and follow all instructions given.
8. Remain seated unless boarding or leaving the bus.

9. Use respectful language and behave responsibly. Disruptive or bullying behaviour is not allowed. Unsafe toys, hazardous materials, and music players are also prohibited.
10. The use of electronic devices is restricted to educational purposes. Under no circumstances should photos be taken of anyone on the bus.
11. Keep the bus clean and tidy.
12. Students should respect the bus and its belongings. Any damage caused to the buses by students will be paid for by their parents.
13. Refrain from bringing unsafe items onto the bus.

## DISCIPLINARY PROCEDURES

VIOLATIONS المخالفات	ACTION TAKEN الإجراءات المتبعة	
	Students	Parents
Level 1 Violations مخالفات المستوى الأول	Verbal warning, break detention. إنذار شفهي ، احتجاز وقت الفسحة	Verbal notification via phone by bus supervisor اتصال هاتفي عن طريق المشرف
Level 2 Violations مخالفات المستوى الثاني	Written warning, short suspension (1 – 3 days) from the bus. إنذار خطي، حرمان مؤقت لمدة قصيرة من خدمة المواصلات	Written notification & phone call by Operations Manager. اتصال هاتفي عن طريق الأخصائية و توقيع الإنذار الخطي
Level 3 Violations مخالفات المستوى الثالث	Written warning, one week suspension from the bus service. إنذار خطي ، حرمان لمدة أسبوع من خدمة المواصلات	Written notification and meeting with the Head of School and Operations Manager. اجتماع مع مدير القسم، الأخصائية الاجتماعية و مدير المواصلات – توقيع الإنذار الخطي
Level 4 Violations مخالفات المستوى الرابع	Permanent suspension from the bus service will be enforced if there is a failure to respond to the above disciplinary actions. حرمان دائم من خدمة المواصلات تطبق في حال عدم الالتزام بالإجراءات التأديبية المتبعة	Written notification and meeting with the Principal and Operations Manager. اجتماع مع مدير المدرسة

### \*\* Notes ملاحظات هامة

- For serious offences (physical and emotional), the school reserves the right to take the needed disciplinary action before exhausting the above-mentioned steps.  
تحتفظ المدرسة بحقها في اتخاذ الإجراءات التأديبية المناسبة ودون التقيد بالإجراءات المذكورة أعلاه في حال ارتكاب الطالب مخالفة خطيرة لقوانين الحافلات المدرسية.
- Parents are strictly not allowed to personally discipline any bus student by personally approaching them on the bus. For any concerns, parents are advised to directly contact the school transport department or respective phase supervisor.  
لا يحق لأولياء الأمور التواصل المباشر مع طلاب الحافلات بغرض ضبط سلوكهم. و عليهم التواصل مع إدارة المدرسة مباشرة إذا ما استدعت الحاجة لذلك.

## COMPLAINTS PROCEDURE

Parents who wish to lodge a complaint or provide feedback about any aspect of the bus service should contact the School Operations Manager. Alternatively, they can complete a “Complaint Form,” which is available at any of the school’s reception areas. All complaints will be addressed as per the school complaints policy.

### إجراءات تقديم الشكاوي

على أولياء الأمور الراغبين في تقديم شكوى أو اقتراح حول خدمة الحافلات الاتصال بإدارة أو مشرف المواصلات أو المشرف الإداري، كما يمكنهم ملء نموذج الشكوى المتوفر في مكاتب الاستقبال في جميع مباني المدرسة وسيتم التعامل مع هذه الشكاوي بالطريقة المناسبة وأسرع وقت ممكن وإبلاغ النتائج إلى أولياء الأمور.

**PARENT AGREEMENT FORM**

I, \_\_\_\_\_ (Parent's Name), have read and understood the School Bus Policy in its entirety. I am fully aware of the safety measures outlined and will actively encourage my child to adhere to these protocols to ensure their safety and the safety of others. I acknowledge that I have been informed about the various violations and the corresponding disciplinary actions that may be enforced as detailed in this contract. By signing below, I confirm my commitment to support and enforce these policies and understand that failure to comply may result in the specified consequences.

---

<b>Student Name</b>	<b>Year</b>
<b>Parent/Guardian Signature</b>	<b>Date</b>

Thank you for your attention to this important matter.