

It is our aim to recruit the highest quality employees and give them continued training so they can act appropriately during their daily tasks and understand safe practice in carrying out their duties. This will enable children to travel on our coaches with the utmost safety. We also want to provide a more effective and streamlined vetting service when recruiting people. This will enable us to bar unsuitable candidates and only employ the highest levels of employee.

**Our interview process:**

**This is an 8 stage process so we only employ the very best level of staff:**

**1. Advertise the job and person specification**

We advertise our jobs and define the role, tasks and skills needed to carry out their day to day duties. We always advertise that it is a must that staff have an enhanced CRB badge.

**2. Declaration Form**

Candidates are asked to sign a declaration form stating that 'There are no reasons why they cannot work with children or vulnerable adults'. All information is treated confidentially and fairly Photo ID is asked for to verify applicant's identity.

**3. Interview with Directors**

A minimum of 2 directors interview all potential members of staff. They outline the company's core values (Going the extra mile for our customers, personal honesty and integrity customer service is our way of life and reliability) and what we expect of our drivers (full enhanced CRB clearance, cleanliness of themselves and vehicles, high levels of customer service).

At this stage we always perform a full DVLA check and ensure that their CRB badge is valid. Any non UK citizen will also be vetted to ensure they can work in the UK legally

**4. Driving test**

All potential drivers will be taken on a 30 minute drive in a manual coach to check the quality of their driving. This is done by the transport Manager and Chief Mechanic. They are looking for things such as the speed they drive at, safety approaching junctions, distance left from any parked cars and the way they treat the vehicle. Also an eye test is done at this stage.

**5. References**

If the candidate has been successful up to this stage we ask them for two former employers' references and one character reference. This enables us to form a final picture of what the driver is really like.

**6. Inspection**

We continually inspect staff on their behaviour and levels of customer service. Once a month we perform random alcohol tests on drivers to ensure they are not driving under the influence of alcohol. We also have a 90 day review to check all areas of employment. For example appearance, punctuality, attitude etc. We do this to regulate our drivers and ensure the health and safety of all passengers.

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## **7. Open Door Policy**

We have an open door policy at Olympia to encourage the gathering of confidential information relating to unacceptable behaviour by staff.

## **8. Agency Drivers**

We never employ drivers through agencies.

We work closely with all councils (GMPTE, Lancashire and Blackburn) to ensure any incidents that occur on our vehicles are reported to the various safer travel units. All our vehicles have seat belts and some vehicles have CCTV as an added benefit.

MOT certificates and all the registrations of our vehicles can be given to you on request. All vehicles go through an inspection every 42 days and this is logged and stored. We are extremely proud of the standards we set in customer service and vehicle maintenance.

**It is company policy that we do not employ any driver that does not pass an enhanced CRB check.**