

THANDI EXECUTIVE

British & Continental Tours

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Dear Parent / Guardian

Please allow me to introduce Thandi Executive Coaches (TEC) which is based in Birmingham.

It has been a great pleasure providing transport for Sandwell Academy since it opened its doors to students, and as a local provider we are pleased to be able to be involved with a local academy in the community.

TEC has been formed for a considerable time now in which time we have been able to expand our operations to cover work all over the UK and also into Europe, and our number of passenger transportation per month exceeds to well over 45,000 passengers.

Given this we have a great team in place that is able to organise and communicate a service that caters for the Academy and student's needs. With a new academic year fast approaching we are excited to be able to continue our transportation service to the students attending.

The transport is now moving away from being operated via the Academy and will be maintained solely by ourselves. As a provider since the Academy opened, we see this process as being one that will be fluid and merge in well with the least amount of disruption.

Services will cover the same stops and times as previously and, overall we see the service remaining similar to how it has done in the past.

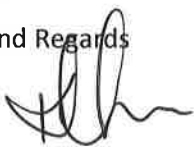
Below we have provided some information on how we operate our services and also an insight into the workings of the company.

We offer an open door policy and are happy to work with parents and the Academy alike to ensure we are keeping up with our commitments and also to ensure your child's safe travel to and from the Academy.

If you have any queries we are happy to help and welcome a call or visit where we can discuss.

Once again, it is a great pleasure to continue to be a part of an outstanding institution and we look forward to the new arrangements commencing in September.

Kind Regards



Thandi Executive Coaches



SUPPORT AND RELATIONSHIP

Working with Sandwell Academy we strive to ensure that we adhere to all areas in order to ensure we are fully compliant with any rules and regulations that may be in place.

Below are just some of the keys areas I believe will show how committed we are as a transport provider.

- : All drivers are checked with an Enhanced Disclosure & Barring Service for the child's safety
- : Drivers have a set uniform that consists of shirt, tie and trousers. This image is reflected to students and members of the public and shows a continuation of a professional image from the Academy
- : All drivers licences are checked at regular intervals to ensure no endorsements affect the service.
- : We provide a certificate of insurance, employer's liability and also MOT certificates for all vehicles to the Academy
- : Vehicle maintenance sheets are completed before each and every run on all vehicles to ensure your child is travelling with safety as a key area.
- : We have a designated workshop where we have our own on site equipment to ensure all vehicles are fully compliant. No vehicles are scheduled in to external organisations which allows for a more rigorous checking process
- : All vehicles are seat belted
- : All buses have displays for easy identification by students

PROVISION OF TRANSPORT SERVICES - Q&A's

1) HOW DOES YOUR COMPANY APPROACH SAFETY MANAGEMENT?

TEC is very stringent on all matters of safety. Safety is paramount to us and not only covers our core business and people but extends to our passengers and the general public.

- : Regular safety briefings are held in order to assess any areas of improvement or rectification
- : We undertake regular safety training including an induction programme for new drivers
- : We actively monitor and report our safety performance which is logged on a regular basis

All our vehicles;

- : Are checked every day before each journey commences as part of the 'Daily Inspection'; which entails the checking of all lights, emergency buzzers, Seat belts and other safety checks
- : Undergo a thorough maintenance and inspection regime at periodic intervals which comply with the Vehicle and Operating Services Agency (V.O.S.A)
- : Are fitted with safety seat belts, emergency lighting and first aid and fire equipment.

2) WHAT PARTNERSHIP AGREEMENTS AND/OR SUB CONTRACTS ARRANGEMENTS DO YOU HAVE WITH OTHER COMPANIES?

We work with a range of schools, colleges and universities as well as much corporate work. All services here have full time drivers whom work on set routes and pick up points.

3) WHAT IS YOUR CONTINGENCY FOR SCENARIOS SUCH AS?

: Bad weather (i.e. snow)

- : We regularly monitor weather and road conditions to maintain the highest level of safety.
- : If we foresee an issue we will contact the academy immediately where necessary and advise any changes to our service, such as
 - o The need for us to set off earlier so we can make our service available. Should we need to leave earlier from the academy (if weather and road conditions continue to deteriorate throughout the day) we may need to look at safest time in the day to travel
 - o We will notify in case on delays due to unforeseen circumstances
- : We also will update the website where parents are able to see if a service is running.
- : Contact numbers will also be provided in such cases and we can liaise on road surface conditions.

: Breakdown

- : A "backup service" is always available and can be reached to the breakdown destination within the fastest time possible.
- : TEC also employs "on site" mechanics who are available throughout the core working hours
- : A dedicated "mobile" breakdown service is also available in circumstances where such a need is required.

: Closure

- : In such cases we would need to liaise directly with a designated contact/s at the Academy if required.
- : A 24 hour number will also be provided to the academy so we can be contacted should the need arise outside office hours as well as during office hours.

4) WHERE, HOW AND WHO WOULD ANY COMPLAINTS AND/OR ISSUES BE DEALT WITH?

Our aim is to work effectively from the very start and we hope this need never arises. However, if for any reason this does we do take all complaints / feedback very seriously.

We will have a dedicated person to regularly maintain contact with the academy who in turn will be responsible for handling any complaints should they arise. We will work closely as a team with the academy and parents to resolve any issues and build an effective working relationship.

5) WHAT THOUGHT PROCESS DO YOU INTEND TO USE TO DECIDE 'START - PICK UP - DROP OF POINTS' FOR EACH OF THE ROUTES?

In the current situation we propose to maintain the current routes as they have been effective to date. In due course should road changes take place or there is consensus on a more effective route then we are happy to take this on board.

6) TRAVEL COSTS AND PAYMENT PROCESS?

The service being run will be run as a viable sustainable service, one that arrives at the academy on time and also gets the children back home in a timely and safe manner. With this in mind we have priced the passes on the basis of a fixed cost. This will give piece of mind on knowing there will be no hikes during the year and also for each parent to know exactly how to allocate the cost as it will be set in stone.

The service pass will cost £685, but this amount may lower given individual circumstances, and it would be wise to refer back to information being provided by the Academy.

The payment will have an option of being split between a range of payments (one payment is also acceptable should you wish to do so). – Payment information will be given in more detail in due course.

In terms of the cost, we are still below the current average paid by other dedicated school transport providers, and hopefully a reliable and safe transport service will allow for peace of mind that your child is dropped off and picked up from the Academy at the time stated and in a professional way.

The payments will be made directly to TEC and will be done via a visit to the office or can be done over the phone.

WHAT HAPPENS NEXT

Hopefully we have covered all the information you need in order to make a decision on your child's transport needs. As per the current service the seats are on a first come first serve basis, so we would encourage an enquiry sooner rather than later for a space.

If you decide to go ahead then this would be the process to follow;

: Refer to documentation from the Academy to establish how much your pass would work out to be for the year

: Once this has been identified please call or come to the office to discuss. The office contact details are;

Thandi Executive Coaches, Abberley Street, Smethwick, Birmingham, B66 2QL – 0121 565 2002

: Bring a passport sized photograph with you, or alternatively after discussion on the phone you are able to email in to;

contact@thandicoachesuk.com – quoting the reference number given to you

: A travel pass will be generated with your child's photograph, name and reference number

: Payment can be made via cash or card and a receipt will be given

: The pass is to be used for travel at all times; it is imperative that all children travelling have a seat and to ensure the service is not over subscribed or being used by non-paying children, we would require a pass shown at all times. If the pass is lost or forgotten then a call to the office will enable us to alert the driver.

: You will be updated on the system and emergency contact numbers will be taken.

Please note that the service will be run by a regular driver and over time will allow for the children to feel more at ease with a familiar face.

Cameras are fitted on the service, and although we are sure all children are well behaved, in such circumstance where any damage may be caused then the parents will be liable for costs. The reason we have had cameras fitted is due to the new service not having any stewards on board.

The new student bus passes will use RFID which is a chip that will be embedded into each card. This will allow active passes to be identified when each student gets onto the coach. When boarding each student will need to tap their pass onto a reader and in turn it will identify a valid or invalid pass. This process has also been put into place to ensure we know if students have caught the service each day and would be a helpful tool to ensure student safety.

A text service will be instigated and once a number is attained we will be able to advise further on how this can be accessed.

Please ensure (especially in the darker months) that children are collected or advised to head home in a safe manner once they have disembarked from the coach.

We thank you for your time and look forward to a great relationship.

Kind Regards

Thandi Executive Coaches