



## Equality, Accessibility and Special Needs Policy

### Purpose

This policy sets out how Peters Travel ensures that all passengers are treated fairly, respectfully, and without discrimination, and that reasonable steps are taken to accommodate passengers with disabilities, reduced mobility, or special needs during Public Service Vehicle (PSV) operations.

The purpose of this policy is to ensure that:

- Passengers are not discriminated against on protected grounds
- Accessibility needs are recognised and addressed where reasonably practicable
- Passenger dignity, safety, and independence are respected
- Drivers understand their responsibilities when assisting passengers with additional needs

This policy supports compliance with:

- The Equality Act 2010
- The Public Passenger Vehicles Act 1981
- The Health and Safety at Work etc. Act 1974
- Traffic Commissioner Statutory Guidance and Directions
- DVSA expectations regarding accessibility and inclusive PSV services

Equality and accessibility are recognised as core elements of passenger safety and professionalism.

### Scope

This policy applies to:

- All passengers using Peters Travel services
- All PSV journeys, including private hire, service, and positioning movements
- All drivers and staff involved in passenger-facing activities

It covers accessibility, reasonable adjustments, communication, and conduct relating to passengers with disabilities or special needs.

### Principles of Equality and Accessibility

Peters Travel operates on the following principles:

- All passengers are entitled to fair and respectful treatment
- Discrimination is not tolerated in any form
- Accessibility needs should be accommodated where reasonably practicable
- Passenger safety and dignity must be maintained at all times



- Assistance must be provided in a professional and respectful manner

Equality is treated as an **operational responsibility**, not merely a legal requirement.

## Roles and Responsibilities

### Operator Licence Holder

The Operator Licence Holder is responsible for:

- Ensuring equality and accessibility principles are embedded in operations
- Providing appropriate training and guidance
- Reviewing accessibility-related complaints or incidents
- Ensuring reasonable adjustments are considered where practicable
- Responding to complaints or concerns relating to equality or accessibility

### Transport Manager

The Transport Manager is responsible for:

- Implementing this policy in day-to-day operations
- Ensuring drivers are aware of accessibility requirements
- Assessing operational capability for journeys involving special needs
- Escalating issues to the Licence Holder where required

### Drivers

Drivers are responsible for:

- Treating all passengers with respect and professionalism
- Providing reasonable assistance to passengers with reduced mobility or special needs
- Following any agreed journey instructions or risk assessments
- Reporting any concerns regarding accessibility or safety

Drivers must not refuse service on discriminatory grounds.

### Able-bodied or Reduced Mobility Passengers

Where passengers are able-bodied or reduced mobility:

- Drivers must allow sufficient time for boarding and alighting
- Assistance must be provided where reasonably practicable
- Steps, handrails, and gangways must be used safely
- Passengers must not be rushed or placed under pressure

Drivers must balance assistance with personal safety and vehicle safety.



### Where practicable, Peters Travel will:

- Consider seating arrangements
- Adjust boarding and alighting procedures
- Communicate clearly and patiently
- Liaise with group leaders or carers where applicable

Journeys will not proceed if safety cannot be assured.

### Communication and Dignity

Drivers must:

- Communicate clearly, calmly, and respectfully
- Avoid assumptions about a passenger's abilities
- Maintain passenger privacy and dignity
- Avoid language or behaviour that could cause offence or embarrassment

Professional communication is essential to inclusive service delivery.

### Limitations and Safety Considerations

While Peters Travel seeks to accommodate passengers' needs:

- Safety remains the overriding priority
- Assistance must not place the driver or passengers at risk
- Where equipment or specialist support is required and unavailable, journeys may need to be declined or amended

Decisions are taken in the interest of safety and compliance.

### Complaints and Concerns

Complaints or concerns relating to equality or accessibility are:

- Treated seriously
- Investigated promptly
- Used to inform training and improvement

Outcomes are recorded and reviewed by management.

### Training and Awareness

Drivers receive training and guidance on:

- Equality and non-discrimination
- Assisting passengers with special needs
- Professional conduct and communication

Training is proportionate to the nature of operations.



### **Review and Continuous Improvement**

This policy is reviewed:

- Annually
- Following accessibility-related incidents or complaints
- Following changes to legislation or guidance

The policy will evolve as operational experience increases.

Position: Company Director - Peter's Travel Ltd

Name: Ilyasali Ahmed Patel  
27<sup>th</sup> January 2026.



**PETER'S TRAVEL LTD.**  
Professional Coach & Passenger Transport Services