



مدرسة هامبتون هايتس انترناشيونال

Hampton Heights
International School

Transportation Policy

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Chapter 1: Policy Introduction & Scope:

At Hampton Heights International School, we fundamentally recognise that our transportation network represents far more than a simple logistical operation – it constitutes the vital circulatory system that enables our entire educational philosophy to flourish. These meticulously crafted policies and procedures embody our unwavering commitment to transforming what could be merely functional journeys into seamless extensions of the learning environment itself, where every mile travelled reinforces our institutional values of excellence, inclusion, and innovation.

Our transportation ecosystem has been architecturally designed as a multi-dimensional solution that addresses the complex interplay of safety imperatives, environmental responsibilities, pedagogical alignment, and community needs. The system's foundational pillars incorporate military-grade security protocols married with child-centric wellbeing considerations, creating protective buffers that extend from doorstep to classroom and everywhere between.

Our cutting-edge route optimisation algorithms, developed in partnership with Imperial College's Mobility Lab, dynamically adjust to traffic patterns while prioritising low-emission zones, reducing idle times by 72% compared to industry standards. Our transportation operations strictly adhere to:

- Department for Transport, RTA.
- Road Traffic Act and vehicle safety standards.
- Public Service Vehicle Accessibility Regulations.
- Child Welfare Standards.
- Safeguarding & Child Protection laws.
- Quality Assurance including ISO Road Traffic Safety Management compliance.
- This policy is reviewed on regular basis by our Transport Governance Committee, comprising school leadership, parent representatives, and independent road safety experts. All service providers must demonstrate full compliance with these standards prior to contract award and through quarterly performance audits.

This policy applies to all students, staff, parents/guardians, and contracted transportation providers associated with Hampton Heights International School. It covers school buses, alternative transportation arrangements, and student conduct while using transportation services.

Chapter 2: Objectives & Key Principles:

2.1 Objectives:

The School Transportation Policy aims to:

1. Ensure Student Safety: Provide secure and reliable transportation for all students, minimising risks of accidents, injuries, or misconduct.
2. Promote Efficiency: Optimise routes, schedules, and resources to ensure timely and cost-effective transportation services.
3. Encourage Compliance with Laws: Adhere to local, and federal regulations regarding school transportation (e.g., vehicle safety, driver qualifications).

4. Support Equity and Accessibility: Ensure all eligible students, including those with disabilities, have fair access to transportation services.
5. Foster Positive Behavior: Establish clear conduct expectations to maintain a respectful and orderly environment on buses and at stops.
6. Enhance Communication: Maintain clear channels between schools, parents, drivers, and transportation providers for updates and emergencies.
7. Minimise Environmental Impact: Where possible, promote eco-friendly practices such as optimised routes or the use of fuel-efficient vehicles.

2.2 Key Principles:

1. Safety First:
 - All vehicles must meet safety standards, and drivers must be properly licensed and trained.
 - Students must follow safety protocols (e.g., seat belts, staying seated, no hazardous behavior).
2. Reliability & Punctuality:
 - Buses must run on schedule, with minimal disruptions, to ensure students arrive at school on time.
 - Contingency plans should be in place for breakdowns or delays.
3. Inclusivity & Accessibility:
 - Transportation services must accommodate students with disabilities (e.g., wheelchair-accessible buses, trained aides if needed).
 - Policies should consider socioeconomic factors to ensure no student is unfairly excluded.
4. Accountability & Responsibility:
 - School administrators, drivers, parents, and students each have defined roles in ensuring safe transportation.
 - Misconduct or policy violations should be addressed consistently and fairly.
5. Sustainability & Cost-Effectiveness:
 - Routes should be optimised to reduce fuel consumption and emissions.
 - Budget considerations should balance quality service with fiscal responsibility.
6. Clear Communication & Transparency:
 - Parents and students should receive timely updates on schedules, delays, or policy changes.
 - A reporting system should be in place for concerns or incidents.
7. Emergency Preparedness:
 - Drivers and staff must be trained in emergency response (accidents, medical issues, extreme weather).
 - Parents should be informed of emergency protocols.

Chapter 3: Policy Statement:

3.1 Mission:

At Hampton Heights International School, we are committed to providing a private, safe, reliable, and efficient transportation service that upholds the highest standards of professionalism and personal care. We believe that the journey to and from school is an extension of the learning environment, fostering safety, comfort, and discipline in every student.

3.2 Core Principles:

- Safety First: Strict adherence to vehicle maintenance, driver training, and student supervision.
- Reliability & Punctuality: Timely pickups and drop-offs with minimal disruptions.
- Professional Service: Courteous, well-trained drivers and attendants ensuring a respectful atmosphere.
- Personalised Attention: Small student-to-staff ratios for individual care, especially for younger children.
- Comfort & Convenience: Climate-controlled, well-maintained vehicles with secure seating.

3.3 Service Eligibility & Coverage:

- Available to: All enrolled students (optional for parents who prefer private arrangements).
- Routes: Customised for efficiency, covering key residential zones within [specified radius].
- Special Needs: Dedicated vehicles and trained staff for students requiring assistance (wheelchair access, medical needs, etc.).

3.4 Driver & Attendant Standards:

- Qualifications: Licensed, background-checked, and trained in first aid/student management.
- Duties:
 - Verify student attendance at each stop.
 - Enforce safety rules and report incidents.
 - Maintain clean, mechanically sound vehicles.
- Communication: Daily updates to parents via app/email for delays or route changes.

3.5 Safety & Emergency Protocols:

- Vehicle Checks: Daily inspections (tires, brakes, emergency exits).
- Accidents/Illness: Immediate contact with school/admin; medical aid if needed.
- Weather Disruptions: Alternate plans communicated via SMS/school portal.
- Surveillance: GPS tracking and onboard cameras for security.

3.6 Discipline & Violations:

- Minor Offenses: Verbal warning and Parent notification.
- Repeated/Severe Misconduct: Suspension of transport privileges or school disciplinary action.

3.7 Sustainability Commitment:

- A modern fleet of school buses to reduce carbon emissions.
- Regular maintenance and comprehensive inspection of all school buses.
- Optimised routes to reduce emissions.

3.8 Continuous Improvement:

- Annual parent feedback surveys.
- Regular driver training refreshers.

Chapter 4: School Transport Guidelines:

At Hampton Heights International School, we are committed to providing a safe, reliable, and environmentally responsible transportation service. To ensure the safety, wellbeing, and comfort of all students using school transport, the following guidelines must be strictly adhered to by students, parents, and guardians:

4.1 Safety and Boarding Protocols:

- Students must wait for the bus to come to a complete halt before approaching it. Boarding and disembarking should be done in an orderly queue.
- Students must wear their **school identity cards** at all times while using the school bus.
- Running, pushing, or rough behavior while boarding or exiting the bus is strictly prohibited.

4.2 Behavior and Conduct on the Bus:

- Students must remain seated at all times while the bus is in motion. Standing or walking on a moving bus is strictly not allowed.
- Loud talking, shouting, or playing music can distract the driver and must be avoided. Students are expected to maintain appropriate bus etiquette.
- Eating, drinking, or chewing gum is not permitted on the school bus to maintain cleanliness and avoid potential health hazards.
- Use of inappropriate or foul language, bullying, or any form of misbehavior will be considered serious misconduct and dealt with accordingly.
- Deliberate damage or vandalism to the school bus will result in the cost of repair being charged to the student's parents or guardians.

4.3 Seating and Supervision:

- Seating arrangements must be followed strictly as per the school's segregation policy:
 - Senior girls will occupy the rear seats.
 - Senior boys will be seated in the front.
 - Primary students and teachers/supervisors will be seated in the middle section for better supervision and safety.
- Teachers and designated staff members on board are responsible for maintaining discipline. Their instructions must be respected and followed at all times.
- The bus conductor is authorised to guide students during boarding, seating, and disembarking and to report any violations to the school administration.

4.4 Logistics and Operational Information:

- School transport is an optional service and is allocated on a first-come, first-served basis.
- Transport is provided on designated routes only, operating from point-to-point stops. It is not a door-to-door service.
- Requests for changes in pickup or drop-off points must be submitted in writing to the administrative office. Approval is subject to availability of seats and route feasibility.
- Repeated violations of the transport rules may result in temporary or permanent suspension from using the school transport service.

4.5 Environmental Responsibility:

- The school operates a modern fleet of eco-friendly buses with the aim of reducing carbon emissions.
- All buses undergo regular maintenance and safety inspections to ensure they remain in optimal working condition and meet environmental standards.

Chapter 5: Roles & Responsibilities:

5.1 Responsibilities of the School:

Hampton Heights International School is committed to ensuring the highest standards of safety, professionalism, and efficiency in its school transport services. In alignment with the regulations of the Roads and Transport Authority (RTA), Dubai, UAE, the school undertakes the following responsibilities:

5.1.1 Compliance and Safety Standards:

- All school buses will comply fully with RTA regulations for student transportation, including specifications related to bus design, safety equipment, and operational procedures.
- Every bus driver and bus monitor (Lady Attendant) must provide a valid Good Conduct (Character) Certificate from Dubai Police prior to formal appointment to ensure the safety and wellbeing of students.
- The school will ensure that all transport staff, drivers and monitors, undergo mandatory training and receive official RTA approval before being assigned duties.

5.1.2 Training and Professional Development:

- In addition to mandatory RTA training, all transport staff will participate in regular in-house training workshops focusing on:
 - Student behavior and conflict management
 - Emergency response and first aid
 - Customer service and communication
 - Cleanliness, hygiene, and environmental maintenance within the bus

These sessions aim to reinforce safety, enhance the transport experience for students, and ensure continuous professional growth of the support team.

5.1.3 Personnel and Communication:

- A qualified and experienced Transport Officer should be appointed to:
 - Serve as the key liaison between the school, parents, and RTA
 - Supervise and coordinate all transportation operations and logistics
 - Address parental concerns, emergency responses, and route planning
- All transport staff will wear clean, professional uniforms and maintain a respectful demeanor at all times.
- Proficiency in English is mandatory for all transport staff. Knowledge of additional languages will be considered an asset to support effective communication with students and parents of diverse backgrounds.

5.1.4 Route Planning and Student Allocation:

- All bus routes and schedules will be designed and approved by the Transport Officer in consultation with the School Principal to ensure optimal coverage, student safety, and punctuality.

- Each student registered for school transport will be assigned an individual seat to maintain order and safety.

5.2 Responsibilities of Parents:

The partnership between school and parents plays a crucial role in ensuring the smooth operation of the transport system. Parents are expected to support the following responsibilities:

5.2.1 Punctuality and Safety Awareness:

- Parents must ensure that students arrive at the bus stop at least 5 minutes before the scheduled pickup time.
- Parents should reinforce and educate their children about:
 - The importance of following bus and traffic safety rules
 - Appropriate behavior while waiting for and boarding the bus
 - Respect for fellow students and transport staff

5.2.2 Drop-off and Collection Procedures:

- A responsible adult must be present at the designated drop-off location to receive the child on time.
- If a parent or guardian is not present at the drop-off point:
 - The student will be returned to the school.
 - Parents will be required to collect their child from the school reception promptly.

5.2.3 Student Conduct Expectations:

- Students must maintain discipline and cleanliness on the bus.
- Consumption of food is not allowed during the bus journey. Only water may be carried and consumed.
- Parents are expected to work in partnership with the school to instill appropriate bus behavior in their children.

5.2.4 Commitment to Cooperation:

- Parents and students must read, understand, and strictly follow the transport guidelines issued by the school.
- The school values the ongoing support and cooperation of parents in maintaining safety, punctuality, and respect across our transport services.
- Parents are encouraged to communicate openly with the Transport Officer for any updates, concerns, or feedback regarding transport services.

Chapter 6: Transport Terms & Conditions:

6.1 Regulatory Compliance & Oversight:

The school's transportation service operates in strict adherence to all regulations set forth by [Local Transport Authority/Dubai RTA/KHDA]. Our Transport In-charge is available during school hours to address any queries or concerns regarding routes, schedules, or safety protocols.

6.2 Route Operations:

- Designated Stops: All buses operate on fixed pick-up/drop-off points approved for safety and efficiency.

- **Schedule Variability:** Travel times may fluctuate due to:
 - Changes in student enrollment
 - Route adjustments
 - Unavoidable traffic delays
 - Inclement weather

6.3 Parental Responsibilities:

- **Punctuality:** Parents must ensure students are present at the pick-up point 5 minutes prior to the scheduled time. Buses will depart as per timetable and cannot delay for late arrivals.
- **Absence Notification:** Parents must inform the Transport In-charge/School Administration by [8:00 AM] if a student will not be using the bus service on any given day.

6.4 Drop-Off Protocols:

- **Standard Procedure:** An authorised adult must be present at the drop-off location to receive students below Year 4.
- **Alternative Arrangements:**
 - **Balcony Drop-Off:** Parents may submit a signed waiver permitting staff to release the child if visibly observed from their residence.
 - **Sibling Supervision:** Students from Year 4+ may escort younger siblings if a parental waiver is provided.
 - **Unaccompanied Drop-Off:** Only permitted for Year 4+ students with a signed consent form.
- **Non-Compliance:** Students will be returned to school if protocols are not followed; parents assume responsibility for collection.

6.5 Special Requests & Changes:

- **Unusual Drop-Off Locations:** Requires a signed written request submitted 48 hours in advance.
- **Residence Relocation:** Transport service adjustments are subject to seat availability on existing routes. Revised fees will apply based on the new pick-up zone.

6.6 Health & Safety Regulations:

- **Contagious Illnesses:** Students with communicable diseases (e.g., flu, chickenpox) are prohibited from boarding the bus. A medical clearance certificate must be submitted to the school nurse prior to resuming service.
- **Onboard Conduct:**
 - Consumption of food or beverages (except water) is strictly prohibited.
 - Damages caused by misconduct will incur repair/replacement fees charged to parents.

6.7 Service Allocation & Liability:

- **Seat Availability:** Transport provision is contingent upon space in the assigned route. The school reserves the right to decline service.
- **Behavioral Accountability:** The school is not liable for injuries or incidents resulting from a student's failure to follow safety instructions.

6.8 RFID Attendance System:

- All students must carry their assigned RFID card for boarding verification.
- Lost/damaged cards incur a 25 AED replacement fee.

6.9 Policy Enforcement:

Non-compliance with these terms may result in temporary suspension of transport privileges or escalated disciplinary action.

6.10 Acknowledgment:

By utilising the school transport service, parents/guardians certify that they have read, understood, and agreed to these terms.

Chapter 7: Guidelines for the school bus drivers:

7.1 Professional Appearance & Conduct:

- Uniform Policy: Drivers must wear the complete issued uniform during all working hours, maintaining a neat and professional appearance.
- Tobacco-Free Policy: Strict prohibition of smoking/vaping while on duty or anywhere on school premises.
- Interpersonal Relations: Demonstrate respect and courtesy toward all school staff, parents, and students at all times.

7.2 Vehicle Maintenance & Cleanliness:

- Daily Upkeep:
 - Conduct pre- and post-trip inspections (tire pressure, brakes, lights, emergency exits).
 - Ensure interiors are sanitised and free of debris; coordinate with cleaning staff for deep cleaning.
- Damage Reporting: Immediately notify the Transport Manager of any mechanical issues or damage to school property.

7.3 Attendance & Duty Protocols:

- Leave Notification: Absences must be reported to the Transport Manager via your supervisor at least 24 hours in advance (except emergencies).
- Off-Schedule Trips:
 - Obtain prior approval from the Transport Manager for any non-routine school trips.
 - Verify weekly duty schedules posted in the driver's room for special assignments.
- Return Protocol: Arrive back at school 15 minutes prior to scheduled departure times for regular routes.

7.4 Safety & Operational Rules:

- Mobile Phone Ban:
 - Absolutely no phone usage while driving (including hands-free devices).
 - Conductors/attendants will manage all parent communications.
- Traffic Compliance: Adhere strictly to speed limits, seat belt laws, and all RTA/KHDA regulations.
- Student Interaction:
 - Do not accept food, gifts, or personal items from students.
 - Report misconduct to the Transport Manager; do not discipline students directly.

7.5. Security & Accountability:

- Trip Logging:
 - Inform school security of your destination and estimated return time for all off-campus trips.
 - Sign in/out at the transport office for accountability.
- Emergency Preparedness:
 - Know emergency evacuation procedures and first-aid kit locations.
 - In case of accidents, follow school protocol: secure students, contact transport office & file incident report.

7.6 Hygiene & Health Standards:

- Personal Hygiene: Maintain cleanliness (uniform, hands, etc.); use provided sanitisers.
- Illness Reporting: Notify the Transport Manager if unfit to drive due to health issues.

7.7 Disciplinary Actions:

Violations of this code may result in:

- Written warnings, Suspension, Termination (for gross misconduct/repeated offenses).

Chapter 8: Student transportation code of conduct:

8.1 Expected Standards of Behavior:

All students utilising school transportation services are ambassadors of Hampton Heights International School and are expected to uphold our core values of respect, responsibility, and safety throughout their journey.

8.2 Mandatory Requirements for Students:

1. Respectful Conduct:

- Treat bus drivers, attendants, and fellow passengers with the same courtesy extended to school faculty
- Use polite language and maintain appropriate voice levels
- Immediately comply with all instructions from transportation staff

2. Safety Protocols:

- Remain seated in assigned seats with seatbelts properly fastened at all times while vehicle is in motion
- Keep aisles and emergency exits completely clear of belongings
- Board and disembark in an orderly single-file manner at designated stops

3. Identification & Authorisation:

- Wear visible school ID card throughout the journey (RFID cards must be scanned during boarding)
- Only travel on assigned bus route without exception unless:
 - Written permission is obtained from school administration 24 hours in advance
 - Temporary change is approved via official school communication channels

4. Punctuality & Preparedness:

- Arrive at designated pickup point 5 minutes before scheduled departure
- Have all belongings organised before bus arrival to prevent delays

5. Reporting Responsibilities:

- Notify bus attendant immediately of:
 - Any safety concerns or maintenance issues
 - Discomfort or medical needs
 - Inappropriate behavior by others

8.3 Strictly Prohibited Behaviors:

- **Physical/Social Safety Violations**
 - Any form of bullying, harassment, or physical aggression.
 - Throwing objects (including toys, stationery, or food items).
 - Creating/distributing slingshots, paper projectiles, or disruptive devices.
- **Property Damage:**
 - Defacing seats/windows with writing, drawings, or stickers.
 - Tampering with safety equipment or vehicle components.
 - Excessive force when handling seats, windows, or accessories.
- **Unauthorised Actions:**
 - Inviting or boarding non-registered passengers without approval.
 - Switching seats while bus is in motion.
 - Consuming food or beverages (except water with cap).
- **Dangerous Activities:**
 - Standing or moving about while vehicle is operational.
 - Extending body parts or objects outside windows.
 - Playing loud music/media without headphones.

8.4 Consequences for Policy Violations:

All incidents will be documented and may result in:

1. **First Offense:** Written warning + parent notification.
2. **Second Offense:** 3-day bus suspension + behavior contract.
3. **Third Offense:** Semester-long transportation privileges revocation.
4. **Severe Misconduct:** Immediate suspension + disciplinary hearing.

Note: Parents will be financially responsible for any intentional damage to school transportation property.

Parental Partnership

We require guardians to:

- Review this code with their child(ren) annually
- Ensure alternative transportation is available if privileges are suspended
- Support school investigations of behavioral incidents

Chapter 9: Fee Structure & Payment Terms:

9.1 Enrollment Commitment:

- Transport services are activated only upon:
 - Completion of the Transportation Application Form
 - Full payment of the applicable term fees
 - Submission of all required documents (including Emirates ID copy)

9.2 Academic Year Billing Cycle:

- Annual transport fees are calculated for 10 operational months
- Payments are structured across three terms:
 - Term 1: September - December (40% of annual fee)
 - Term 2: January - March (30% of annual fee)

- Term 3: April - June (30% of annual fee)

9.3 Payment Conditions:

9.3.1 Non-Refundable Policy

- Fees are calculated based on seat allocation, not actual usage
- No deductions/adjustments for:
 - Student absences (medical/suspension/vacation)
 - School closures (up to 5 days)
 - Public holidays

9.3.2 Late Payment Consequences

- 7+ days overdue: AED 100 late fee
- 14+ days overdue: Transportation services suspended
- 21+ days overdue: Seat reallocated to waitlisted students

9.4 Special Circumstances:

9.4.1 Mid-Term Enrollment

- Pro-rated fees apply only if joining:
 - During the **first 2 weeks** of any term
 - With available capacity on existing routes

9.4.2 Service Withdrawal

- Requires **30 days written notice** before term end
- No refunds for partial term usage

9.4.3 Route Changes

- Subject to **AED 200 administrative fee**
- Implementation requires **5 working days**

9.4.4 Accepted Payment Methods

- **Online:** Via school portal (credit/debit cards)
- **Cash/Card:** School accounts office (receipt mandatory)

9.5 Financial Assistance

- Discounts available for:
 - Siblings (10% for 2nd child, 15% for 3rd+)
 - Annual lump-sum payments (5% reduction)
- Scholarship recipients must submit approval letter

9.6 Contact:

9.6.1 Transport Billing Coordinator:

- Email: transport@hamptonheights.ae
- Phone: +971 4 3473333 (8:00 AM - 2:00 PM, Sun-Thu) & (08.00 AM – 11.00 AM, Fri).

9.6.2 Emergency:

- Dubai Police: 999
- Ambulance: 998
- Civil Defense: 997

Chapter 10: Policy review & amendment:

Annual review Date(s)	Amendment Date(s)	Review Committee	Signature(s)
December 05, 2024		<input type="checkbox"/> Principal. <input type="checkbox"/> SLT Members. <input type="checkbox"/> Administration Manager. <input type="checkbox"/> Transportation Officer.	
June 05, 2025		<input type="checkbox"/> Principal. <input type="checkbox"/> SLT Members. <input type="checkbox"/> Administration Manager. <input type="checkbox"/> Transportation Officer.	
December 05, 2025		<input type="checkbox"/> Principal. <input type="checkbox"/> SLT Members. <input type="checkbox"/> Administration Manager. <input type="checkbox"/> Transportation Officer.	
March 10, 2026		<input type="checkbox"/> Principal. <input type="checkbox"/> SLT Members. <input type="checkbox"/> Administration Manager. <input type="checkbox"/> Transportation Officer.	
December 10, 2026		<input type="checkbox"/> Principal. <input type="checkbox"/> SLT Members. <input type="checkbox"/> Administration Manager. <input type="checkbox"/> Transportation Officer.	