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Zirconia Executive Travels Ltd



Health & Safety Policy

1. Introduction

At Zirconia Executive Travels Ltd., the health, safety, and well-being of our employees, clients, and the public are of paramount importance. This comprehensive policy reflects our dedication to providing a safe work environment that complies with all relevant legislation.

2. General Health and Safety Policy

2.1. It is our policy to ensure, as far as is reasonably practicable, the health, safety and welfare of our employees while they are at work and of others who may be affected by our undertakings.

2.2. We recognize our responsibilities as an employer to ensure that facilities, equipment, and systems of work are safe, and that adequate arrangements are made for ensuring safety and absence of risks to health in connection with the use, handling, storage, and transport of articles and substances.

2.3. We shall provide such information, training, and supervision as is needed for this purpose and for meeting all statutory requirements.

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3. Organisational Responsibilities

3.1. Company Management

3.1.1. Zirconia Executive Travels Ltd. management will ensure the effective implementation of the Health and Safety Policy and its communication to all employees. They are responsible for maintaining standards, conducting regular audits, and ensuring corrective measures are put in place promptly when needed.

3.1.2. The management is responsible for ensuring risk assessments are completed and reviewed annually or whenever significant changes occur in operations.

3.2. Employees

3.2.1. All employees must understand and adhere to this policy, participating in safety training and following safe work procedures. They should report unsafe conditions or practices, accidents, and near misses immediately to their supervisor or manager.

4. Health and Safety Arrangements

4.1. Risk Assessments

4.1.1. Regular risk assessments will be conducted for all areas of operation, including the office environment, equipment, and vehicle operations.

4.2. Training and Supervision

4.2.1. Regular training programs will be conducted covering workplace hazards, safe work practices, emergency procedures, and the use of protective equipment.

4.3. Accident and Incident Reporting

4.3.1. A system for reporting accidents, near misses, and potential hazards will be maintained. All incidents must be reported to the management immediately. All reports will be investigated promptly to identify the cause and prevent a recurrence.

4.4. Emergency Procedures

4.4.1. Emergency evacuation procedures will be established and posted in visible areas throughout the premises. Regular drills will be conducted.

4.5. Equipment and Vehicles

4.5.1. All equipment and vehicles will be regularly inspected and maintained to ensure they are in safe operating condition. Employees will be trained on the safe operation of all equipment and vehicles.

4.6. Workplace Environment

4.6.1. Workspaces will be kept clean and free of clutter. Fire exits and equipment will be kept clear at all times.

5. Consultation with Employees

5.1. Employees will be consulted on health and safety matters, either directly or through a safety representative. This may include changes affecting their health and safety, the planning of health and safety training, and the health and safety consequences of introducing new technologies.

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6. Policy Review

6.1. This policy will be reviewed annually or following significant changes in operations or legislation. Employees will be informed of any changes in a timely manner.

7. Conclusion

The commitment to health and safety is a shared responsibility. Zirconia Executive Travels Ltd. will work together with employees to maintain a safe and healthy working environment.

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Hassan Raza
Director

Zirconia Executive Travels Ltd



Induction Process

1. Introduction

At Zirconia Executive Travels Ltd., the induction process plays a critical role in preparing new drivers for their responsibilities and establishing a firm foundation of safety, professionalism, and compliance with all relevant UK laws and regulations.

2. Scope

This process applies to all newly-hired drivers within Zirconia Executive Travels Ltd.

3. Process

3.1. Introduction to the Company

New drivers are welcomed into the company and provided with an overview of our mission, values, culture, and structure. They are also given a tour of our facilities, including the operating centre, maintenance areas, and office spaces.

3.2. Role and Responsibility Overview

Drivers are provided with a comprehensive job description detailing their roles, responsibilities, and expectations. This includes:

Zirconia Executive Travels Ltd

- Adherence to driving laws and regulations.
- Responsibilities towards passengers, including safety and customer service.
- Vehicle checks, maintenance, and reporting procedures.
- Reporting lines and communication protocols.

3.3. In-depth Policy and Procedure Briefing

Drivers are trained on all the company's operational policies and procedures. These include:

- Health and Safety Policy.
- Vulnerable Road User Policy.
- Alcohol and Drugs Policy.
- Mobile Phone Policy.
- Vehicle Off Road (VOR) Policy.
- Speed Limit Policy.
- Tyre Management and Wheel Retorque Policies.

3.4. Legal and Compliance Training

Drivers are educated on relevant UK driving laws and regulations, including:

- Licensing regulations.
- Driver's Hours and Tachograph rules.
- Highway Code adherence.
- Speed limits and restrictions.

3.5. Vehicle Familiarisation

Drivers receive hands-on experience with each type of vehicle in the fleet. They learn about:

- Vehicle controls, features, and equipment.
- Performing pre-drive vehicle inspections.
- Identifying and reporting vehicle faults.

3.6. Route Training

Drivers are taken on all the routes they will be driving to familiarise themselves with the specific conditions, including:

- Knowledge of traffic patterns.
- Location of stops and landmarks.
- Special route hazards.

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3.7. Safety and Emergency Procedures Training

Drivers are trained on:

- Emergency evacuation procedures.
- Accident and incident reporting.
- Handling vehicle breakdowns.
- First aid and fire safety.
- Dealing with aggressive or disruptive passengers.

3.8. Customer Service Training

Drivers receive instruction on:

- Handling passenger queries and complaints professionally.
- Ensuring passenger comfort and safety.
- Catering to the needs of vulnerable passengers.
- Proper communication and behaviour.

4. Completion of Induction

Upon completion of the induction programme, drivers will undergo an evaluation to ensure they have understood and are capable of implementing the training they received. They will also have the opportunity to provide feedback on the induction process.

5. Ongoing Support and Training

After the induction, drivers will receive continued support through regular performance reviews, refresher courses, and opportunities for further professional development.

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Hassan Raza
Director

Zirconia Executive Travels Ltd



Alcohol & Drugs Policy

1. Introduction

Zirconia Executive Travels Ltd. recognises that alcohol and drug misuse or dependency can have serious adverse effects on a person's health, wellbeing, work performance, and professional reputation. This policy outlines our commitment to dealing proactively and positively with these issues.

2. Policy Statement

Zirconia Executive Travels Ltd. is committed to providing a safe, healthy and productive workplace. This includes ensuring that all employees are fit to carry out their duties safely and effectively in a working environment which is free from alcohol and drug misuse. In accordance with UK legislation, any employee found to be in breach of this policy may face disciplinary action.

3. Scope

This policy applies to all employees of Zirconia Executive Travels Ltd., regardless of contract type or duration. This policy also applies to contractors, temporary staff, volunteers and anyone else working on behalf of the organisation.

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4. Roles and Responsibilities

4.1. **Management** has a responsibility to implement this policy and to bring it to the attention of all employees. They should identify and manage potential risks, provide a safe working environment and ensure that proper procedures are in place for dealing with problems associated with substance misuse.

4.2. **Employees** are required to arrive at work fit to carry out their duties and to remain so throughout their working day. They should cooperate with the implementation of this policy and to report any suspected breaches.

5. Alcohol and Drug Misuse

5.1. The use of alcohol or drugs, or being under the influence of alcohol or drugs, during work hours is strictly prohibited. This includes during breaks and when conducting business off company premises.

5.2. The misuse of prescription drugs or over-the-counter medications that could impair work performance or pose a risk to safety is also prohibited.

5.3. Employees must inform their line manager if they are knowingly taking any medication that may affect their ability to perform their work duties safely and effectively.

6. Drug and Alcohol Testing

6.1. Zirconia Executive Travels Ltd. reserves the right to conduct drug and alcohol testing under the following circumstances:

- **Pre-Employment Screening:** Job candidates may be required to undergo a drug and alcohol test before commencing employment.
- **Random Testing:** Employees may be subjected to random drug and alcohol testing.
- **Post-Incident Testing:** Employees involved in a work-related incident or accident may be tested.
- **Reasonable Suspicion Testing:** If management believes that an employee may be under the influence of drugs or alcohol, they may be tested.

7. Consequences for Violating Policy

7.1. Any violation of this policy may lead to disciplinary action, up to and including dismissal. The severity of the action will depend on the circumstances and could include referral for criminal prosecution.

7.2. Any employee who voluntarily comes forward to seek help will be treated with respect and confidentiality and will be provided with support and assistance.

8. Confidentiality

8.1. All information received by the company related to an employee's drug or alcohol test will be treated as confidential.

9. Support for Alcohol and Drug Misuse

9.1. Zirconia Executive Travels Ltd. recognises that alcohol and drug misuse or addiction are serious health issues. The company will seek to support and assist any employee who comes forward for help.

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10. Policy Review

10.1. This policy will be reviewed annually or whenever there is a significant change in business activity, legislation or guidance relating to the handling of alcohol and drugs at work.

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Hassan Raza
Director

Smoking Policy

1. Introduction

Zirconia Executive Travels Ltd. recognises its duty to provide a safe and healthy working environment for all employees, in compliance with UK legislation. This policy outlines our approach to smoking in the workplace.

2. Scope

This policy applies to all employees, contractors, customers, and visitors at all premises and vehicles owned or operated by Zirconia Executive Travels Ltd.

3. Policy

3.1. Smoking Ban

- Smoking is prohibited within all enclosed or substantially enclosed premises and vehicles owned or operated by Zirconia Executive Travels Ltd. This includes all office buildings, depots, workshops, rest areas, and vehicles, in accordance with the Health Act 2006.
- This ban also applies to electronic cigarettes (e-cigarettes), as their use may create an impression of smoking which can be seen as promoting a pro-smoking culture.

3.2. Breaks

- Employees are permitted to smoke during their official breaks but must do so outside in designated smoking areas where they do not pose a risk to non-smoking individuals. Employees should ensure they are adhering to all local laws and guidelines when smoking in public areas.
- All smoking materials must be extinguished safely and disposed of responsibly.

3.3. Support for Those Who Wish to Stop Smoking

- The company will provide assistance to employees who express a desire to stop smoking. This could include referral to NHS Stop Smoking Services or providing information on smoking cessation programs.

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4. Non-Compliance

- Non-compliance with this policy may result in disciplinary action, up to and including termination of employment. Further, under UK law, individuals who smoke in smoke-free premises can be fined and business owners can be fined if they fail to prevent smoking in a smoke-free place.
- Customers or visitors who fail to comply will be asked to leave the premises.

5. Review

This policy will be reviewed annually or when changes in legislation require it.

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Hassan Raza
Director

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Mobile Phone Usage Policy

1. Introduction

The use of mobile phones, while offering many benefits, can also pose significant safety risks when misused. In Zirconia Executive Travels Ltd., we have implemented a Mobile Phone Usage Policy to ensure safety, respect, and productivity in the workplace, particularly considering the specific responsibilities of our drivers.

2. Scope

This policy applies to all employees, contractors, consultants, and volunteers at Zirconia Executive Travels Ltd.

3. Policy

3.1. General Mobile Phone Use at Work

- Employees are permitted to keep mobile phones with them during work hours but are expected to set their devices to silent or vibrate mode to minimise disturbances.
- Personal calls or text messages should be limited and preferably made during designated break times.
- While on company premises, employees should respect the privacy of others and refrain from taking photos, videos, or audio recordings without explicit consent.

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3.2. Use of Mobile Phones While Driving

- According to UK law, it is illegal to hold a phone or sat nav while driving. This includes activities such as making or receiving calls, texting, using apps, or accessing the internet. This law still applies if the driver is stopped at traffic lights, queuing in traffic, or supervising a learner driver.
- If drivers must use a mobile phone for communication, they are required to use a hands-free device such as a Bluetooth headset or voice command device, or to pull over to a safe location before using their mobile phone.
- In case of an emergency where it is unsafe or impractical to stop, drivers are permitted to call 999 as long as they use a hands-free device.
- Please note that drivers can still be stopped by police if they deem the driver to be distracted, even if using a hands-free device.
- The UK law mandates that drivers caught using a handheld mobile phone while driving can get 6 penalty points on their licence and a fine of £200. For drivers that have passed their test in the last 2 years, they will lose their licence.
- In some serious cases, drivers can also be taken to court where they can be banned from driving or riding and receive a maximum fine of £1,000 (£2,500 if driving a lorry or bus).

3.3. Use of Company-Issued Mobile Phones

- Employees issued with a company mobile phone must use it primarily for work-related communication and in accordance with this policy.
- As these phones are company property, the company reserves the right to monitor their usage and review all data and communication stored on them.

4. Non-Compliance

- Any breaches of this policy will be taken seriously and may result in disciplinary action.
- For breaches involving illegal use of a mobile phone while driving, penalties will be imposed as per UK law, which could lead to the loss of a driving licence. Depending on the seriousness of the breach, this may also result in termination of employment.

5. Policy Review

This policy will be reviewed on an annual basis to ensure its relevancy and effectiveness.

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Hassan Raza
Director



Vehicle Safety and Maintenance Policy

1. Introduction

1. Policy Statement Zirconia Executive Travels Ltd. is committed to ensuring the safety of its drivers, passengers, and other road users by maintaining all company vehicles in a roadworthy condition that complies with all relevant UK laws and regulations.

2. Driver Responsibilities

2.1. Daily Vehicle Checks Before each journey, drivers are required to perform a thorough check of their vehicle. This should include the inspection of tyres, brakes, lights, mirrors, oil and coolant levels, cleanliness, and the presence and function of safety equipment. Any defects should be reported immediately to the company's designated authority.

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2.2. Reporting Defects Drivers are responsible for immediately reporting any defect or issue they identify in a vehicle that could potentially compromise its safety or functionality. This includes mechanical faults, damage to the bodywork, and issues with any internal systems. Reports should be made using the company's official Defect Report Form.

2.3. Maintenance Drivers are expected to assist in the maintenance of their vehicles by performing simple tasks such as cleaning the interior and exterior of the vehicle, ensuring that the windscreen washer fluid is topped up, and checking tyre pressure and tread depth.

3. Company Responsibilities

3.1. Regular Maintenance Zirconia Executive Travels Ltd. will ensure that all company vehicles receive regular and thorough servicing and maintenance checks in line with the manufacturers' guidelines. This will include checks of the engine, transmission, braking system, steering, and other critical vehicle systems.

3.2. MOT Testing The company will ensure that all vehicles receive their annual MOT test, in compliance with UK law.

3.3. Record Keeping The company will maintain comprehensive records of all servicing, maintenance, and repairs carried out on each vehicle. These records will be made available for inspection by any relevant authority upon request.

3.4. Training The company will provide drivers with appropriate training to carry out their responsibilities under this policy, including how to perform daily vehicle checks and how to identify potential vehicle defects.

4. Review This policy will be reviewed at least annually and updated as necessary to reflect changes in legislation, vehicle technology, and company practices. Feedback from drivers will be sought and considered during the review process.

5. Compliance Failure to comply with this policy may result in disciplinary action up to and including termination of employment. This policy forms part of the terms and conditions of employment for all drivers.

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Hassan Raza
Director

Zirconia Executive Travels Ltd



Speed Limits Policy

1. Introduction

At Zirconia Executive Travels Ltd., we prioritise the safety of our drivers, passengers, and the general public. Adherence to speed limits is a critical component of this safety commitment, as it aligns with our obligations to UK law, our commitment to road safety, and our reputation as a responsible operator. This policy outlines the company's stringent guidelines concerning speed limits and the management of speed-related behaviours.

2. Scope

This policy applies to all drivers within Zirconia Executive Travels Ltd., including full-time, part-time, temporary employees, contractors, and volunteers.

3. Policy

3.1. Compliance with Legal Speed Limits

- All drivers must comply with the legal speed limits set by UK law. These limits depend on the type of road and the type of vehicle being driven and are non-negotiable under any circumstances. These rules apply regardless of the driver's personal judgement, perceived driving ability, road conditions, or traffic levels.

3.2. Speed Adjustment to Road Conditions

- Drivers are required to adapt their driving speed to the prevailing road and traffic conditions, even if this means driving below the legal speed limit. This includes adjusting speed during adverse weather conditions, reduced visibility, increased traffic density, roadworks, or when passengers are onboard.

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3.3. Speed Monitoring and Control Devices

- All company vehicles will be fitted with approved speed monitoring devices that provide both real-time and historical data on the vehicle's speed.
- The collected data will be regularly reviewed by the company management team. Breaches of the speed limit will be recorded, and drivers will be held accountable for their actions.
- Vehicles will be equipped with speed limiters in compliance with UK and EU regulations, as applicable to our fleet. Tampering with these devices is strictly prohibited.

3.4. Training and Awareness

- All drivers will undergo comprehensive and periodic training, which includes the importance of adhering to speed limits, understanding the consequences of speeding for both the individual driver and the wider community, and recognising the factors that contribute to excessive speed.
- Speed limit reminders will be posted at key points within the company premises, in all vehicles, and through regular safety communications.

4. Non-Compliance

- Non-compliance with this policy will be considered a serious breach of company policy. It will result in disciplinary action, which may include written warnings, mandatory re-training, suspension, or termination of employment, depending on the severity and frequency of the offence.
- Any fines or penalties incurred for speeding offences are the responsibility of the driver. Further, under UK law, speeding can lead to fines, penalty points on a driver's license, disqualification from driving, and even imprisonment for serious offences.

5. Review

This policy will be reviewed annually, or whenever changes in operations or legislation occur, to ensure it remains effective and compliant.

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Hassan Raza
Director



Fatigue Management Policy

1. Policy Statement Zirconia Executive Travels Ltd. is committed to ensuring the safety and wellbeing of its drivers, passengers, and other road users. Recognising the dangers of driver fatigue, we comply with all relevant UK legislation and work to promote awareness and proper management of fatigue among our employees.

2. Driver Responsibilities

2.1. Fitness to Drive All drivers must ensure they are adequately rested and fit to drive at the start of each shift. If a driver feels they are unable to safely operate a vehicle due to fatigue, they must notify a manager immediately.

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2.2. Rest Periods In accordance with Regulation (EC) No 561/2006, drivers must take a minimum daily rest period of 11 hours, with the option to reduce this to a minimum of 9 hours no more than three times in a week.

2.3. Breaks Drivers must take breaks in accordance with Regulation (EC) No 561/2006. This requires a break of at least 45 minutes after 4.5 hours of driving. The break can be divided into two periods - the first at least 15 minutes long and the second at least 30 minutes - taken over the 4.5 hours.

2.4. Weekly Rest Drivers must take a regular weekly rest period of at least 45 hours. This can be reduced to a minimum of 24 hours every other week.

3. Company Responsibilities

3.1. Rostering We ensure rosters are designed to promote regular and sufficient rest periods. Shifts will be planned in a way that considers drivers' workloads, the nature of their routes, and traffic conditions.

3.2. Training and Education Zirconia Executive Travels Ltd. will provide ongoing education and training programs about the dangers of fatigue, recognising the signs of fatigue, and effective strategies for managing it.

3.3. Monitoring and Review We will regularly review drivers' hours, schedules, and incidents of reported fatigue to identify potential issues and implement necessary changes. This policy will be reviewed annually and updated as necessary to comply with legislative changes and best practice developments.

3.4. Support and Management The company will maintain an open-door policy for all drivers to report fatigue concerns. If a driver reports feeling too fatigued to operate a vehicle safely, the situation will be assessed, and alternative arrangements will be made, prioritising the safety of the driver, passengers, and other road users.

4. Non-Compliance Failure to comply with this policy may result in disciplinary action up to and including termination. It is important to note that drivers who violate the UK's drivers' hours rules can face heavy fines, imprisonment, and disqualification from driving.

5. Commitment Zirconia Executive Travels Ltd. is committed to fostering a safe, respectful, and open environment that promotes the wellbeing of its employees. This policy supports our commitment and forms part of the terms and conditions of employment for all drivers.

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Hassan Raza
Director



Drivers' Hours and Tachograph Policy

1. Policy Statement

Zirconia Executive Travels Ltd. is committed to maintaining the safety of its drivers and other road users by ensuring strict compliance with UK and EU regulations on drivers' hours and the use of tachographs. These rules are designed to prevent fatigue-related accidents, promote fair competition, and ensure drivers' wellbeing.

2. Driver Responsibilities

2.1. Understanding Regulations

All drivers are expected to understand and abide by the drivers' hours rules laid out in Regulation (EC) No 561/2006 and the UK's domestic rules. This includes limits on daily and fortnightly driving time, as well as mandatory break and rest periods.

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2.2. Using the Tachograph Correctly

Each driver is required to use the tachograph correctly. The driver card must be inserted into the tachograph at the start of the working day and removed at the end. If the tachograph or card malfunctions, this should be reported to the management immediately, and a manual record should be kept until the issue is resolved.

2.3. Safeguarding Tachograph Records

Drivers must not tamper with, damage or misuse tachograph records. In the event of a lost, stolen, damaged or malfunctioning driver card, drivers are required to report the incident promptly and follow the prescribed procedures, which include notifying the DVSA and arranging a replacement card.

3. Company Responsibilities

3.1. Providing Training

Zirconia Executive Travels Ltd. will ensure all drivers receive thorough training on drivers' hours rules and tachograph use. This training will be refreshed regularly and updated whenever legislation or best practices change.

3.2. Monitoring Compliance

The company will monitor compliance with drivers' hours and tachograph rules using tachograph data and other relevant records. Any non-compliance will be investigated and may result in disciplinary action, up to and including dismissal.

3.3. Ensuring Tachograph Maintenance

The company is responsible for ensuring all tachographs are correctly installed, calibrated, and maintained. We will address any issues identified promptly to ensure accurate and reliable data recording.

3.4. Supporting Drivers

The company will maintain an open-door policy for all drivers to discuss any concerns about drivers' hours, tachograph use, or related issues. We will provide advice and support to help drivers manage their hours effectively and comply with the rules.

4. Review and Updates

This policy will be reviewed at least annually and updated as necessary to reflect changes in legislation, best practice, or company operations. Driver feedback will be sought as part of this review process.

5. Compliance and Penalties

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Non-compliance with this policy can result in serious consequences, including disciplinary action, legal penalties, and damage to the company's reputation. Serious breaches of drivers' hours rules can also lead to fines, prosecution, and the suspension or revocation of the company's operator's licence.

We expect all employees to understand and abide by this policy as part of their employment contract. Together, we can ensure the safe and responsible operation of our services.

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Hassan Raza
Director

Zirconia Executive Travels Ltd



Dress Code Policy

1. Introduction

Zirconia Executive Travels Ltd. recognises that a professional appearance is a critical part of upholding the company's image and the services it provides. Our Dress Code and Personal Appearance Policy ensures that all employees, especially those who are customer-facing such as our drivers, present a professional and consistent image.

2. Policy Statement

All employees of Zirconia Executive Travels Ltd. are required to present a clean, professional, and businesslike image to our customers, potential customers, and public at large. Therefore, employees must maintain appropriate grooming standards and dress in a manner consistent with their role and the company's expectations.

3. Scope

This policy applies to all employees of Zirconia Executive Travels Ltd., including full-time, part-time, temporary, and contract staff.

4. General Dress Code

4.1. Cleanliness and Maintenance: All clothing should be clean, well-maintained, and without holes or frayed edges. Personal hygiene must also be maintained at a high standard.

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4.2. **Professionalism:** Business or business-casual attire is expected. Jeans, shorts, t-shirts, and trainers are generally not considered appropriate unless stated otherwise for specific roles or occasions.

4.3. **Inappropriate Attire:** Clothing should not contain offensive images or language, advertising, political statements, or explicit graphics.

4.4. **Jewellery, Tattoos and Piercings:** Jewellery should be minimal, and tattoos and piercings should be discreet and professional in appearance.

5. Specific Dress Code for Drivers

5.1. **Uniform:** Drivers must wear the company-provided uniform. This typically includes a company-branded shirt or blouse, black or navy trousers, and a belt. Footwear should be smart, black, and polished, with non-slip soles for safety.

5.2. **Personal Grooming:** Drivers are expected to maintain excellent personal grooming. Facial hair should be clean, trimmed, and professional in appearance. Hair should be neatly styled and conservative in colour and cut.

5.3. **Badges and IDs:** Drivers should display their company ID at all times during their working hours.

5.4. **Weather-Suitable Attire:** For colder weather, drivers may wear a company-branded jumper or jacket. Other accessories like hats, gloves, or scarves should be neat, conservative in style, and devoid of logos or branding unrelated to Zirconia Executive Travels Ltd.

6. Health and Safety Considerations

Certain roles may require specific safety-related attire or equipment. It is the responsibility of each employee to comply with these requirements.

7. Non-compliance

Failure to adhere to this policy may result in disciplinary action, which may include verbal warnings, written warnings, or ultimately dismissal.

8. Exceptions and Accommodations

8.1. Any employee who requires an exception to this policy due to religious, cultural, medical, or disability reasons should discuss this with their line manager or Human Resources. Reasonable adjustments will be considered and accommodated where possible.

9. Policy Review

This policy will be reviewed annually to ensure it remains relevant and appropriate to the needs of the company and its employees.

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Hassan Raza
Director



Professional Conduct and Ethics Policy

1. Policy Statement

Zirconia Executive Travels Ltd. is committed to the highest standards of professional conduct and ethical behaviour. Our success depends on maintaining the trust and confidence of our customers, employees, and stakeholders. This policy outlines the behaviour expected of all our employees, irrespective of their role or level within the organisation.

2. Principles of Professional Conduct and Ethics

Every employee of Zirconia Executive Travels Ltd. must adhere to the following principles:

2.1 Respect and Courtesy

Employees must treat everyone with whom they interact, including colleagues, customers, and members of the public, with respect and courtesy. Behaviour that could be perceived as abusive, discriminatory or offensive will not be tolerated.

2.2 Honesty and Integrity

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All employees are expected to act with honesty and integrity at all times. This includes avoiding conflicts of interest, not accepting or offering bribes, and not engaging in fraudulent activities. Any form of deceit, dishonesty, or the making of false or misleading statements is unacceptable.

2.3 Compliance with Laws and Regulations

Employees must comply with all relevant laws, regulations, and professional standards. This includes those relating to road traffic, employment, health and safety, and data protection. Ignorance of the law or regulations is not an acceptable excuse for non-compliance.

3. Professional Conduct

3.1 Safe and Responsible Driving

Drivers must drive safely and responsibly in accordance with all traffic laws and regulations. They must not drive under the influence of alcohol or drugs, use a mobile phone while driving, or exceed speed limits. They should take appropriate rest breaks and report any concerns about vehicle safety immediately.

3.2 Superior Customer Service

Employees are expected to provide high-quality customer service. They should treat customers with respect, respond promptly and professionally to their needs and concerns, and represent the company in a positive manner.

3.3 Confidentiality and Data Protection

Employees must respect the confidentiality of all information obtained in the course of their work. This includes customer, colleague, and company data. They should only disclose this information when authorised or legally required to do so.

4. Reporting and Accountability

4.1 Reporting Concerns

We encourage employees to report any suspected breaches of this policy, legal requirements, or other ethical concerns. Reports can be made anonymously and we will investigate all reports promptly and fairly.

4.2 Accountability

Breaches of this policy may result in disciplinary action, up to and including dismissal. We will refer serious breaches, such as illegal activities, to the relevant authorities and may take legal action if the company suffers a loss as a result.

5. Training and Implementation

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Zirconia Executive Travels Ltd. will provide appropriate training and resources to help employees understand and fulfil their obligations under this policy. Managers have a particular responsibility to model and promote professional conduct and ethical behaviour.

6. Review and Updates

We will review this policy at least annually and revise it as necessary. Employees will be notified of any changes and are responsible for staying informed about the company's professional conduct and ethics requirements.

This policy forms part of the terms and conditions of employment for all employees of Zirconia Executive Travels Ltd. By accepting employment with us, you agree to abide by this policy and uphold our commitment to professional conduct and ethical behaviour.

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Hassan Raza
Director

Zirconia Executive Travels Ltd



Customer Service Policy

1. Policy Statement

Zirconia Executive Travels Ltd. is dedicated to providing the highest level of customer service to our valued clients. We aim to deliver exceptional experiences that exceed customer expectations and promote loyalty. This policy establishes the guidelines and expectations for all employees to ensure a consistent and professional approach to customer service.

2. Customer-Focused Approach

2.1. Professionalism and Respect

All employees are expected to conduct themselves with the utmost professionalism and treat customers with respect and courtesy at all times. This includes maintaining a positive and friendly attitude, addressing customers by name when appropriate, and demonstrating empathy and understanding towards their needs and concerns.

2.2. Communication Excellence

Effective and clear communication is key to providing exceptional customer service. Employees should actively listen to customers, ask clarifying questions to ensure understanding, and communicate in a professional and courteous manner both verbally and in written correspondence.

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Clear and concise communication helps to set appropriate expectations and ensures customers feel valued and understood.

2.3. Personal Presentation and Image

Employees are ambassadors of our company, and their appearance reflects our commitment to professionalism. They should present themselves in a neat, well-groomed manner, adhering to the company's dress code policy. Maintaining personal hygiene and wearing appropriate attire helps create a positive and professional image, instilling confidence in our customers.

3. Responsiveness and Efficiency

3.1. Timeliness and Promptness

We strive to provide prompt and efficient service to our customers. Employees should respond to customer inquiries, requests, and complaints in a timely manner. Acknowledging customer communications promptly and setting clear expectations on response times demonstrates our commitment to their satisfaction.

3.2. Accurate Information and Assistance

Employees should possess a comprehensive understanding of our services, routes, schedules, and company policies. They should provide accurate and up-to-date information to customers, assisting them in making informed decisions and addressing their queries effectively. Continuously updating knowledge through training programs and staying informed about industry developments is crucial for providing accurate information.

3.3. Problem Resolution and Customer Satisfaction

In the event of a customer complaint or issue, employees should proactively address the concern, actively listen to the customer's perspective, and work towards a satisfactory resolution. They should follow the company's established complaint handling procedures, showing empathy and professionalism throughout the process. Regular updates on the status of the resolution and genuine efforts to resolve the issue promptly help ensure customer satisfaction.

4. Continuous Improvement

4.1. Feedback and Evaluation

We value customer feedback as it provides valuable insights for improvement. Customers' opinions, suggestions, and complaints will be actively sought and carefully evaluated to identify areas of improvement and address any recurring issues. Regular surveys, feedback forms, and other means of collecting customer feedback will be implemented.

4.2. Training and Development

Zirconia Executive Travels Ltd. is committed to investing in the training and development of our employees. We provide comprehensive customer service training to enhance their skills in areas

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such as effective communication, problem-solving, conflict resolution, and maintaining a customer-centric mindset. Continuous learning opportunities and performance evaluations enable employees to grow and improve in delivering exceptional customer service.

5. Commitment to Excellence

We are dedicated to continuously raising the bar in customer service excellence. Our commitment extends beyond mere satisfaction to providing memorable and exceptional experiences that create lasting impressions. Every employee shares in this commitment, striving to exceed customer expectations and contribute to our reputation as a customer-centric company.

6. Review and Updates

This policy will be periodically reviewed to ensure its effectiveness and relevance to our evolving customer service needs. Updates will be communicated to all employees, and training programs will be adapted accordingly.

By upholding the principles outlined in this customer service policy, employees of Zirconia Executive Travels Ltd. contribute to our mission of providing unparalleled customer service experiences, fostering customer loyalty, and maintaining our position as a leader in the industry.

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Hassan Raza
Director



Anti-Discrimination and Harassment Policy

1. Policy Statement

Zirconia Executive Travels Ltd. is dedicated to fostering a work environment that is free from discrimination, harassment, and any form of unlawful or inappropriate behaviour. We are committed to upholding the principles of equality, diversity, and inclusion in all aspects of our operations. This policy sets forth our commitment to preventing discrimination and harassment and provides a framework for addressing such issues should they arise.

2. Prohibited Conduct

2.1. Discrimination

Zirconia Executive Travels Ltd. strictly prohibits any form of discrimination based on age, race, colour, ethnicity, national origin, sex, gender identity, sexual orientation, disability, religion, marital status, or any other protected characteristic. This includes but is not limited to actions such as

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unequal treatment, bias in decision-making, exclusion, or denial of employment opportunities based on discriminatory grounds.

2.2. Harassment

Harassment is strictly prohibited in all forms. This includes any unwelcome conduct, whether verbal, physical, or visual, that is based on a protected characteristic and creates an intimidating, hostile, or offensive work environment. Harassment can include offensive jokes, derogatory comments, slurs, gestures, physical contact, or any other conduct that causes distress, humiliation, or discomfort.

3. Reporting Procedures

3.1. Reporting Complaints

Any employee who believes they have experienced or witnessed discrimination or harassment is encouraged to report the incident promptly to their supervisor, manager, human resources department, or another designated authority within the company. Reports should include specific details, dates, times, and any available evidence to assist with the investigation.

3.2. Confidentiality and Non-Retaliation

Zirconia Executive Travels Ltd. will handle all reports of discrimination or harassment with sensitivity and respect for confidentiality, to the extent permitted by law. We are committed to non-retaliation and will not tolerate any form of retaliation against individuals who make good faith complaints or participate in investigations. Retaliation is a serious violation of this policy and will result in appropriate disciplinary action.

4. Investigation and Resolution

4.1. Prompt and Thorough Investigation

Zirconia Executive Travels Ltd. will promptly and thoroughly investigate all reports of discrimination or harassment. Investigations will be conducted in a fair, objective, and confidential manner by trained personnel who have no conflicts of interest with the parties involved. The company will strive to complete investigations within a reasonable timeframe.

4.2. Disciplinary Action

If an investigation substantiates allegations of discrimination or harassment, appropriate disciplinary action will be taken against the responsible individual(s), up to and including termination of employment. Disciplinary measures will be commensurate with the severity of the misconduct and may include warnings, retraining, suspension, or other appropriate actions to prevent further incidents.

5. Education and Training

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Zirconia Executive Travels Ltd. is committed to providing regular education and training on anti-discrimination and anti-harassment policies to all employees. Training programs will aim to raise awareness, promote understanding of prohibited conduct, and provide guidance on appropriate behaviours and reporting procedures. Training will be provided during onboarding and periodically thereafter.

6. Compliance

All employees, contractors, clients, and visitors are expected to comply with this policy. Non-compliance may result in disciplinary action, up to and including termination of employment or contractual relationship. This policy applies to all aspects of employment, including recruitment, hiring, training, promotion, compensation, and work assignments.

7. Review and Updates

This policy will be reviewed periodically to ensure its effectiveness and alignment with legal requirements and best practices. Updates will be communicated to all employees, and training programs will be revised accordingly to reflect any changes.

Zirconia Executive Travels Ltd. is committed to promoting a work environment that respects the rights and dignity of every individual. By adhering to this comprehensive anti-discrimination and harassment policy, we foster a culture of inclusivity, equality, and mutual respect for the benefit of all employees and stakeholders.

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Hassan Raza
Director

Zirconia Executive Travels Ltd



Lost Property Procedure

1. Introduction

This procedure establishes the guidelines for handling lost property within the premises and vehicles of Zirconia Executive Travels Ltd. It is intended to ensure that lost property is correctly and securely handled, recorded, and returned to its rightful owner when possible.

2. Procedure

2.1. Discovering Lost Property

- Drivers must check the vehicle for lost property after each trip. If an item is found, the driver must secure it until it can be transferred to the Lost Property Office.
- Staff members who discover lost property in the company's premises must secure the item and take it to the Lost Property Office as soon as practicable.

2.2. Reporting Lost Property

- When a lost item is handed over to the Lost Property Office, the person in charge must log the item in the Lost Property Register. Information to be recorded includes a description of the item, date and time found, location where it was found, and the name of the person who found it.
- For unusual or valuable items, photographs should be taken and attached to the corresponding entry in the register.

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2.3. Storing Lost Property

- All items handed in to the Lost Property Office must be stored securely.
- Valuable items such as electronics, jewellery, or wallets should be kept in a secure safe within the Lost Property Office.
- Items should be labelled with a reference number that corresponds to the entry in the Lost Property Register.

2.4. Claiming Lost Property

- If a person contacts Zirconia Executive Travels Ltd. to enquire about lost property, they should be directed to the Lost Property Office.
- The claimant must provide a detailed description of the lost item. If a matching item has been logged in the Lost Property Register, arrangements should be made for the claimant to retrieve the item during office hours.
- The claimant must provide proof of identity and, if possible, proof of ownership, before the item can be released to them.
- The date, time, and identity of the person collecting the item should be recorded in the Lost Property Register.

2.5. Disposal of Unclaimed Lost Property

- Items that remain unclaimed after three months will be disposed of according to UK law. This may involve donating items to charity, recycling, or disposal as waste.
- Any personal data found within unclaimed items will be securely disposed of to comply with data protection regulations.

3. Responsibility

- The Lost Property Office is responsible for the management of lost property and adherence to this procedure.
- All staff members are responsible for securing, reporting, and turning in lost property in line with this procedure.

4. Review

This procedure will be reviewed at least annually to ensure it remains effective and reflects any changes in our operations or legal requirements.

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Hassan Raza
Director



Accident and Incident Reporting Policy

1. Policy Statement

Zirconia Executive Travels Ltd. is committed to complying with the health and safety requirements set forth by UK law. This accident and incident reporting policy is designed to ensure compliance and promote a safe working environment for all employees, customers, and stakeholders. The policy outlines the procedures for reporting and investigating accidents, incidents, near misses, and hazards, in accordance with UK legislation.

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2. Reporting Responsibilities

2.1. Employees

All employees have a legal obligation to report any work-related accidents, incidents, near misses, or hazards they encounter during their employment. They must promptly notify their supervisor, manager, or designated health and safety representative. Employees should provide accurate and detailed information about the event, including the date, time, location, individuals involved, and a description of what happened.

2.2. Supervisors and Managers

Supervisors and managers have a legal duty to ensure the effective implementation of the accident and incident reporting policy. They are responsible for promptly investigating reported incidents, taking appropriate actions to prevent recurrence, and ensuring compliance with UK health and safety legislation. They should also provide necessary support and resources to employees during the reporting process.

3. Reporting Procedures

3.1. Accidents and Incidents

In the event of a work-related accident or incident, employees should follow these reporting procedures:

- Ensure the immediate safety and well-being of all individuals involved.
- Report the incident to the supervisor, manager, or health and safety representative as soon as possible.
- Provide accurate and detailed information about the incident, including the date, time, location, individuals involved, and a description of what happened.
- Preserve any physical evidence or documentation related to the incident, if applicable.

3.2. Near Misses and Hazards

Employees should report near misses (i.e., incidents that could have resulted in harm but did not) and hazards using the following procedures:

- Report the near miss or hazard to the supervisor, manager, or health and safety representative.
- Provide a detailed description of the near miss or hazard, including the date, time, location, and any contributing factors or observations.

4. Investigation and Analysis

4.1. Initial Assessment

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Upon receiving a report, the supervisor, manager, or health and safety representative will conduct an initial assessment to determine the severity of the incident and the immediate actions required. They will take necessary steps to address immediate risks, provide appropriate medical assistance if needed, and ensure compliance with UK health and safety regulations.

4.2. Formal Investigation

For significant accidents, incidents, or near misses, a formal investigation will be conducted in accordance with UK legislation. The investigation will be led by a competent person or team, who will gather information, interview witnesses, collect evidence, and analyze the root causes and contributing factors of the incident. The findings will be documented in an investigation report.

4.3. Corrective Actions and Preventive Measures

Based on the investigation findings, appropriate corrective actions and preventive measures will be identified and implemented to address the root causes and prevent similar incidents from occurring in the future. The responsible supervisor, manager, or health and safety representative will communicate the actions to relevant parties, allocate necessary resources, and establish timelines for completion. Follow-up inspections or reviews may be conducted to verify the effectiveness of the implemented actions.

5. Communication and Learning

Accident and incident information, including near misses and hazards, will be communicated internally to raise awareness, promote learning, and ensure compliance with UK health and safety legislation. Lessons learned, best practices, and recommendations for improvement will be shared with relevant staff through training sessions, toolbox talks, safety meetings, or other communication channels. Regular safety updates and reminders will also be provided to reinforce safe work practices.

6. Recordkeeping and Confidentiality

Accident and incident reports, investigation findings, corrective actions, and related documentation will be maintained in accordance with UK law. Access to such information will be restricted to individuals involved in the investigation, those responsible for implementing corrective actions, and relevant enforcing authorities. Records will be retained as required by UK legislation.

7. Review and Continuous Improvement

This policy will be reviewed periodically to ensure its compliance with UK health and safety legislation and best practices. Feedback from employees, incident trends, changes in legislation, and updates to industry standards will be considered for policy updates and improvement initiatives. The company is committed to continuously improving its health and safety performance and maintaining compliance with UK law.

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By adhering to this accident and incident reporting policy in accordance with UK law, Zirconia Executive Travels Ltd. demonstrates its commitment to the health, safety, and well-being of its employees, customers, and stakeholders.

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Hassan Raza
Director

Zirconia Executive Travels Ltd



Vehicle Off Road (VOR) Policy

1. Introduction

At Zirconia Executive Travels Ltd., we are dedicated to maintaining the highest standards of vehicle safety and efficiency in our services. This policy provides an in-depth approach to the management of Vehicles Off Road (VOR) within our fleet, ensuring minimal disruptions to our operations and maximising vehicle uptime.

2. Scope

This policy is binding on all drivers, mechanics, and management staff of Zirconia Executive Travels Ltd.

3. Policy

3.1. Definition of VOR

A vehicle is considered VOR when it is unavailable for service due to unplanned maintenance, repairs, breakdowns, or other unforeseen issues that prevent its operation.

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3.2. Procedure for Reporting VOR

- When a vehicle becomes VOR, the driver must report it to the Maintenance Department immediately, providing all pertinent details such as date, time, vehicle identification, current mileage, location, and a comprehensive description of the problem or the symptoms observed.
- Drivers are required to fill out the company's designated VOR form to accurately report VOR vehicles. This helps ensure that all relevant information is captured and provides a formal record of the incident.
- The Maintenance Department is tasked with coordinating and overseeing the repair or maintenance work for the VOR vehicle.

3.3. Management of VOR Vehicles

- Upon receipt of the VOR report, the Maintenance Department will make the necessary arrangements for repair or maintenance, whether that involves internal maintenance staff or third-party service providers.
- In case of an extended VOR situation, the department will be responsible for arranging an alternate vehicle to avoid disruption to service schedules.
- The Maintenance Department will coordinate with the Operations Department to schedule any necessary maintenance work with minimal impact on service.

3.4. Preventing VOR Situations

- All vehicles in the fleet should follow a regular, preventative maintenance schedule, as per manufacturer's guidelines, to reduce unexpected VOR situations.
- Drivers are expected to perform daily pre-trip inspections, assessing the vehicle's mechanical condition and reporting any irregularities to the Maintenance Department.
- Training programs will be implemented to ensure drivers and mechanics are well-equipped to identify and report issues that could potentially lead to a VOR situation.

3.5. Record-Keeping and Analysis

- Detailed records of all VOR incidents, including the downtime, cause, and corrective action taken, will be maintained and regularly reviewed.
- The company will conduct monthly analysis and reporting on VOR incidents to identify patterns, recurring issues, and possible improvements in maintenance procedures or driver training.

4. Non-Compliance

- Non-compliance with this policy will be deemed as a serious breach of company rules. Disciplinary actions will range from written warnings, through to mandatory re-training, suspension, or termination of employment, depending on the severity and frequency of the violation.

5. Review

Zirconia Executive Travels Ltd

This policy will be reviewed at least annually, or as necessary when significant operational changes or updates to legislation occur.

This policy has been communicated to all employees and is available for public review upon request.

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Hassan Raza
Director



Data Protection and Privacy Policy

1. Policy Statement

Zirconia Executive Travels Ltd. is committed to protecting the privacy and personal data of our employees, customers, and stakeholders. This Data Protection and Privacy Policy outlines our commitment to complying with the requirements of the UK Data Protection Act 2018 and the General Data Protection Regulation (GDPR) when processing personal data. We strive to ensure the confidentiality, integrity, and security of personal information entrusted to us.

2. Scope

This policy applies to all personal data processed by Zirconia Executive Travels Ltd., whether in electronic or physical format, and includes data collected from employees, customers, suppliers, contractors, and other individuals.

3. Principles of Data Protection

Zirconia Executive Travels Ltd. adheres to the following principles when processing personal data:

Zirconia Executive Travels Ltd

3.1. Lawfulness, Fairness, and Transparency

Personal data is processed lawfully, fairly, and in a transparent manner. Individuals are provided with clear and concise information about the purposes and legal basis for processing their data.

3.2. Purpose Limitation

Personal data is collected for specified, explicit, and legitimate purposes and is not processed in a manner incompatible with these purposes.

3.3. Data Minimization

Personal data is adequate, relevant, and limited to what is necessary for the purposes for which it is processed.

3.4. Accuracy

Personal data is accurate, kept up to date, and necessary steps are taken to rectify or erase inaccurate or incomplete data without undue delay.

3.5. Storage Limitation

Personal data is kept in a form that permits identification of individuals for no longer than is necessary for the purposes for which it is processed. Personal data may be retained for longer periods in accordance with legal obligations or legitimate business interests.

3.6. Integrity and Confidentiality

Appropriate technical and organizational measures are implemented to ensure the security, confidentiality, and integrity of personal data. Measures are in place to protect against unauthorized or unlawful processing, accidental loss, destruction, or damage.

3.7. Accountability

Zirconia Executive Travels Ltd. is responsible for demonstrating compliance with data protection principles and for implementing appropriate data protection policies and procedures.

4. Data Subject Rights

Zirconia Executive Travels Ltd. respects the rights of individuals regarding their personal data. Individuals have the right to:

- Access their personal data and obtain information about how it is processed.
- Rectify inaccurate or incomplete data.
- Object to the processing of their data in certain circumstances.
- Request the erasure of their data, subject to legal obligations and legitimate interests.
- Restrict the processing of their data in certain circumstances.

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- Data portability, allowing them to receive their data in a structured, commonly used, and machine-readable format.
- Withdraw consent, where applicable.

5. Data Breach Management

Zirconia Executive Travels Ltd. has implemented procedures to detect, report, and investigate personal data breaches. In the event of a breach, we will take appropriate steps to mitigate its impact and notify affected individuals and regulatory authorities as required by law.

6. Third-Party Processing

Where personal data is processed by third-party service providers on behalf of Zirconia Executive Travels Ltd., appropriate safeguards and contractual agreements are in place to ensure the protection and lawful processing of personal data.

7. Staff Training and Awareness

Zirconia Executive Travels Ltd. provides training and awareness programs to employees regarding their responsibilities in protecting personal data and ensuring compliance with data protection regulations.

8. Privacy Notices and Consent

Zirconia Executive Travels Ltd. provides privacy notices to individuals to inform them about the processing of their personal data. Where applicable, consent will be obtained before processing personal data, and individuals have the right to withdraw their consent at any time.

9. Review and Updates

This Data Protection and Privacy Policy will be reviewed periodically to ensure compliance with UK data protection legislation. Updates will be communicated to employees, and necessary revisions will be made to reflect changes in laws, regulations, or business processes.

By implementing this Data Protection and Privacy Policy, Zirconia Executive Travels Ltd. aims to ensure the protection, security, and privacy of personal data in accordance with UK data protection laws and regulations.

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Hassan Raza
Director

Zirconia Executive Travels Ltd



Ad Blue Policy

1. Introduction

This document details the policy and procedures to be followed by all employees of Zirconia Executive Travels Ltd. for the safe and effective handling, storage, and disposal of AdBlue. AdBlue, a diesel exhaust fluid, is integral to our company's commitment to reducing harmful emissions from our fleet and maintaining a sustainable operation.

2. Policy Statement

Zirconia Executive Travels Ltd. is committed to ensuring that AdBlue is handled, stored, and disposed of safely and in accordance with the guidelines set by the manufacturer and all relevant environmental and safety regulations. All employees are expected to adhere to these procedures.

3. Storage of AdBlue

3.1. AdBlue should be stored in containers or tanks approved by the manufacturer. The use of other containers can lead to contamination of AdBlue.

3.2. The storage area should be dry, ventilated, and not exposed to direct sunlight. Ideal storage conditions are between -6°C and 25°C. Extreme temperatures can degrade the quality of AdBlue.

3.3. Storage areas should be clean and free of potential contaminants.

3.4. Regular inspections of storage tanks should be conducted to ensure they are free from leaks or damages.

Zirconia Executive Travels Ltd

4. Handling of AdBlue

- 4.1. Only trained personnel are authorized to handle AdBlue.
- 4.2. When handling AdBlue, employees should wear protective equipment including gloves and safety glasses to prevent skin and eye irritation.
- 4.3. Any direct contact with AdBlue should be washed off immediately with plenty of water. If skin or eye irritation persists after washing, medical advice should be sought.
- 4.4. In the event of a spill, the area should be promptly cleaned using absorbent materials, preventing AdBlue from entering drainage systems. Used absorbent materials should be disposed of in accordance with local regulations.

5. Usage of AdBlue

- 5.1. AdBlue should only be poured into the dedicated AdBlue tank of the vehicle. It must never be added to the diesel fuel tank.
- 5.2. Equipment used to transfer AdBlue should be clean and used exclusively for AdBlue to prevent contamination.

6. Disposal of AdBlue

- 6.1. AdBlue and its containers should be disposed of responsibly. Empty containers should be rinsed with water and the rinse water treated as waste.
- 6.2. All wastes, including AdBlue spillages and used containers, should be disposed of according to local waste disposal regulations.

7. Training and Supervision

- 7.1. All employees who handle, store, or dispose of AdBlue will receive thorough training on this policy and associated procedures.
- 7.2. Supervisors are responsible for ensuring the correct procedures are followed and regular training is provided.

8. Non-Compliance

- 8.1. Any breach of this policy may lead to disciplinary action. Employees are encouraged to report any non-compliance.

9. Review of Policy

- 9.1. This policy will be reviewed at least annually or following any significant changes in operations, industry best practice, or legislation.

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Hassan Raza
Director

Zirconia Executive Travels Ltd



Environmental Policy

1. Introduction

As a travel and transport service provider, Zirconia Executive Travels Ltd. recognises the importance of environmental responsibility. We are committed to reducing our environmental impact and consistently improving our environmental performance as an integral part of our business strategy.

2. Policy Statement

Our Environmental Policy is anchored on the principles of sustainability, resource efficiency, pollution prevention, and compliance with all relevant UK environmental legislation and regulations. We strive to exceed these regulations where possible.

3. Objectives and Implementation

3.1. Resource Management

We aim to minimise waste as much as possible by:

- Implementing procurement strategies that prioritise products and services with less environmental impact.
- Efficiently using energy, water, and other resources, with preference for renewable over non-renewable resources.

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- Promoting recycling within the company and using recyclable materials wherever possible.
- Encouraging and educating employees on efficient resource use and the benefits of waste reduction.

3.2. Energy Management

We aim to minimise our energy consumption and greenhouse gas emissions by:

- Ensuring our vehicles are well-maintained and are as fuel-efficient as possible.
- Incorporating energy-efficient technologies and practices in our facilities and operations.
- Encouraging behaviours that reduce energy consumption, such as switching off lights and computers when not in use.

3.3. Travel and Transport

We aim to minimise the environmental impact of our travel and transport activities by:

- Routinely servicing our vehicles to ensure they run efficiently and cleanly.
- Incorporating environmental considerations into our travel planning and route selection.
- Training our drivers in efficient driving techniques to reduce fuel consumption and emissions.
- Exploring the use of alternative, lower emission fuels and technologies where feasible.

3.4. Pollution Prevention

We aim to minimise pollution and protect biodiversity by:

- Complying with all relevant regulations regarding emission and discharge of substances that could harm the environment.
- Using environmentally safe cleaning products and limiting the use of harmful substances.
- Implementing noise reduction strategies to minimise disturbance to local communities and wildlife.

3.5. Education, Training and Communication

We aim to engage all staff in our environmental commitments by:

- Providing regular training and promoting awareness of environmental issues and responsibilities.
- Encouraging all staff to suggest ways to improve our environmental performance.
- Regularly communicating our environmental performance to staff and stakeholders.

4. Compliance

We are committed to complying with all relevant UK environmental laws and regulations and aim to exceed these requirements where possible.

5. Monitoring and Review

We will measure and evaluate our environmental performance against our objectives on a regular basis. This policy will be reviewed annually, or more frequently if necessary, to ensure it reflects our activities and commitments.

Zirconia Executive Travels Ltd

6. Responsibilities

6.1. Senior Management is responsible for ensuring this policy is implemented. However, all employees have a role to play in supporting this policy and improving our environmental performance.

This policy has been communicated to all employees and is available for public review upon request.

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Hassan Raza
Director

Zirconia Executive Travels Ltd



Sickness / Absence Policy

1. Introduction

Zirconia Executive Travels Ltd. is committed to supporting the health and well-being of all employees. We recognise that employees may need to take time off work due to sickness or other personal reasons. This policy outlines our guidelines for managing such instances, in compliance with UK law.

2. Scope

This policy applies to all employees of Zirconia Executive Travels Ltd.

3. Policy

3.1. Notification of Sickness/Absence

- If an employee cannot attend work due to illness, they must inform their immediate supervisor or the HR department as soon as possible but no later than two hours before their shift begins, unless there are exceptional circumstances.
- The employee should provide the reason for the absence and an estimated duration of the absence, if possible.
- If the illness lasts for seven calendar days or less, the employee should provide a self-certificate explaining the absence upon return to work.

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3.2. Long-Term Sickness/Absence

- For sickness absence of more than seven consecutive days, a medical certificate (fit note) from a GP or medical practitioner should be provided.
- Regular communication should be maintained during a long-term absence, and the company may require additional medical certificates or may request consent to contact the employee's doctor for more information.

3.3. Statutory Sick Pay (SSP)

- Eligible employees will be entitled to Statutory Sick Pay (SSP) for qualifying absences according to UK law. SSP is payable for up to 28 weeks of sickness absence in a three-year period.
- To be eligible for SSP, the employee must be ill for at least 4 days in a row (including non-working days), earn an average of at least £120 per week, and inform the employer within the notification period.

3.4. Return to Work

- When returning to work after sickness absence, the employee may have a return-to-work interview with their manager or the HR department. This will help identify any support the employee may need to prevent further absences and ensure they are fit to return to their duties.
- If necessary, the company may implement reasonable adjustments or occupational health advice to assist the employee's return to work.

3.5. Frequent Short-Term Absence

- Frequent short-term absences may trigger a review. The aim of the review is to understand any underlying issues causing the absences, offer support, and explore ways to improve attendance.
- If absences persist without a satisfactory explanation or improvement, this may lead to disciplinary action in line with the company's disciplinary policy.

4. Non-Compliance

Failure to comply with this policy, such as failure to promptly report absence, provide appropriate evidence of sickness, or misuse of sickness absence, may result in disciplinary action.

5. Review

This policy will be reviewed annually, or when significant changes occur in operations or legislation.

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Hassan Raza
Director



Emergency Procedures Policy

1. Policy Statement

Zirconia Executive Travels Ltd. is committed to ensuring the safety and well-being of our employees, customers, and stakeholders in the event of an emergency. This Emergency Procedures Policy outlines the protocols and responsibilities for responding to emergencies and aims to minimize harm, protect lives, and mitigate damage to property. We will comply with applicable health and safety regulations and strive to maintain effective emergency response plans.

2. Emergency Preparedness

2.1. Risk Assessment

Zirconia Executive Travels Ltd. will conduct a thorough risk assessment to identify potential emergencies specific to our operations and locations. This assessment will consider various scenarios, such as fire, natural disasters, medical emergencies, security incidents, and other relevant risks.

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2.2. Emergency Response Plan

Based on the risk assessment, an Emergency Response Plan will be developed. The plan will outline procedures, roles and responsibilities, communication protocols, evacuation routes, and assembly points. It will be regularly reviewed, updated, and communicated to all employees.

2.3. Training and Drills

Employees will receive appropriate training and participate in emergency drills to familiarize themselves with the Emergency Response Plan. Training will cover emergency procedures, alarm systems, evacuation routes, first aid, and any specific protocols relevant to their roles.

3. Emergency Response Procedures

3.1. Emergency Communication

Clear communication is crucial during emergencies. Zirconia Executive Travels Ltd. will establish effective communication channels, including emergency contact lists, public address systems, and designated emergency coordinators. Employees will be informed of the communication protocols and reporting procedures to ensure timely and accurate information dissemination.

3.2. Emergency Evacuation

In the event of an evacuation, employees will follow established evacuation procedures. This may involve using designated evacuation routes, assembling at designated assembly points, and following instructions from emergency coordinators or emergency services personnel. Evacuation drills will be conducted periodically to assess and improve evacuation procedures.

3.3. Emergency Services Contact

Zirconia Executive Travels Ltd. will maintain a list of emergency services contact numbers, including local fire, police, medical, and other relevant emergency services. These contacts will be readily accessible and communicated to employees for immediate access during emergencies.

3.4. First Aid and Medical Assistance

Appropriate first aid supplies will be readily available at all relevant locations. Trained first aiders will be designated and their contact information prominently displayed. In the event of a medical emergency, employees will be instructed to seek immediate medical assistance and follow established first aid protocols.

3.5. Incident Reporting and Investigation

All emergencies and near misses will be promptly reported to supervisors or designated emergency coordinators. Incident reporting forms will be available to capture necessary details for further

Zirconia Executive Travels Ltd

investigation and analysis. Investigations will be conducted to determine the causes of emergencies, identify areas for improvement, and implement corrective actions.

4. Review and Updates

This Emergency Procedures Policy will be reviewed periodically to ensure its effectiveness and alignment with applicable health and safety regulations. Updates will be communicated to employees, and necessary revisions will be made to reflect changes in emergency response procedures or the work environment.

By implementing this Emergency Procedures Policy, Zirconia Executive Travels Ltd. aims to protect the safety of employees, customers, and stakeholders, minimize harm, and effectively respond to emergencies.

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Hassan Raza
Director

Zirconia Executive Travels Ltd



Vulnerable Road Users Policy

1. Introduction

At Zirconia Executive Travels Ltd., we hold paramount the safety of all road users, with particular consideration for vulnerable road users such as pedestrians, cyclists, motorcyclists, and persons with disabilities. This policy aims to highlight our commitment towards minimising risks for these individuals during our operational activities.

2. Scope

This policy applies to all drivers and employees within Zirconia Executive Travels Ltd. who interact with the public and road users during the course of their duties.

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3. Policy

3.1. Enhanced Driver Training and Awareness

- All drivers will undergo rigorous training that includes understanding the challenges faced by vulnerable road users, how to anticipate their movements, and the appropriate response in various traffic scenarios.
- Refresher courses will be provided periodically to ensure that the knowledge and skills of our drivers remain up to date with current best practices.
- Specific attention will be placed on navigating high-risk areas such as school zones, residential areas, shopping districts, and cycle lanes.

3.2. Adoption of Advanced Vehicle Safety Equipment

- Our fleet will be fitted with advanced safety equipment including wide-angle mirrors, proximity sensors, and cameras to help reduce blind spots.
- We will implement the use of audible warning systems that alert nearby road users when our vehicles are turning, reversing, or carrying out any manoeuvre that could potentially pose a risk.
- As technology evolves, we will evaluate and adopt new systems that can enhance the safety of vulnerable road users.

3.3. Strict Adherence to Safe Driving Practices

- Drivers are required to strictly adhere to all speed limits and exercise additional caution in areas with high concentrations of vulnerable road users.
- When overtaking cyclists or passing pedestrians, drivers must maintain a safe distance at all times.
- Drivers must use the vehicle's safety features effectively, check mirrors frequently, and signal well in advance when changing direction.

3.4. Encouraging Active Reporting and Feedback

- Drivers are encouraged to provide feedback on routes, vehicle safety features, and other operational elements that can enhance the safety of vulnerable road users.
- Any incident involving a vulnerable road user must be reported immediately to management and will be thoroughly investigated.

3.5. Community Outreach and Collaboration

- We will engage with local communities, schools, and organisations to understand their concerns and collaborate on improving road safety.
- We will participate in road safety awareness campaigns to promote safe behaviours among our drivers and the broader community.

4. Non-Compliance

- Non-compliance with this policy will be regarded as a serious breach of company rules. Depending on the severity and frequency of the violation, disciplinary action will range from written warnings to suspension or termination of employment.

Zirconia Executive Travels Ltd

- Any fines or penalties incurred due to violation of road traffic laws will be the responsibility of the driver involved.

5. Review

This policy will be reviewed at least annually or as necessary when significant changes in operation, technology, or legislation occur.

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Hassan Raza
Director

Zirconia Executive Travels Ltd



Tyre Management Policy

1. Introduction

At Zirconia Executive Travels Ltd., our utmost priority is the safety of our drivers, passengers, and the public. Proper tyre management plays a pivotal role in vehicle safety, fuel efficiency, and adherence to the UK law. This detailed policy provides the guidelines for tyre inspection, maintenance, and replacement for all our coaches.

2. Scope

This policy applies to all drivers and maintenance personnel of Zirconia Executive Travels Ltd., including full-time, part-time, temporary employees, contractors, and volunteers.

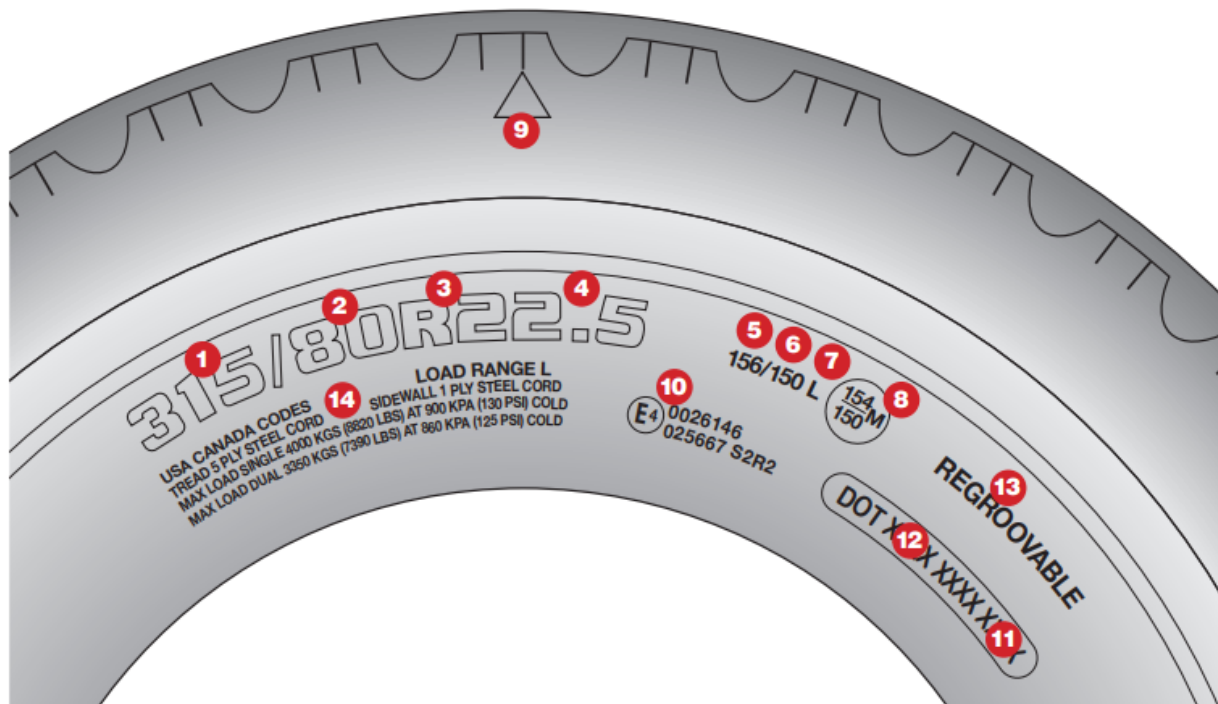
3. Policy

3.1. Regular Tyre Checks

- Drivers are required to perform a comprehensive visual inspection of all tyres before commencing each journey. The inspection includes checking for any obvious damage such as cuts, bulges, tears, abnormal wear patterns, or foreign objects embedded in the tyre.
- Tyre pressure should be checked weekly and prior to long journeys when the tyres are cold, using an accurate pressure gauge. The tyre pressures must align with the coach manufacturer's recommended PSI (Pounds per Square Inch). Correct tyre pressures ensure optimal tyre performance, vehicle handling, and fuel efficiency.
- The tread depth must be measured regularly, at least once a month using a suitable depth gauge. The legal minimum tread depth in the UK for coaches exceeding 3.5 tonnes is 1mm across three-quarters of

Zirconia Executive Travels Ltd

the breadth of the tread and in a continuous band around the entire circumference. Adequate tread depth is essential to ensure the vehicle can grip the road effectively, especially in wet conditions.



PRINCIPAL TYRE MARKINGS

- | | | |
|-----------------------------|---|--|
| 1 Tyre Section width | 7 Speed symbol | 11 Manufacturing date code |
| 2 Aspect ratio | 8 Additional service description / Unique point | 12 DOT manufacturing site code |
| 3 Construction (R=radial) | 9 Location of tread wear indicator | 13 Regroovable tyre |
| 4 Rim diameter (inches) | 10 Approval numbers | 14 Data not applicable to European markets |
| 5 Load Index (single tyre) | | |
| 6 Load Index (dual mounted) | | |

3.2. Tyre Maintenance and Replacement

- Any damaged or excessively worn tyres must be reported to the maintenance team immediately. Tyres exhibiting damage or those that fail to meet legal tread requirements pose a safety hazard and must be replaced without delay.
- All tyres, including spare tyres, must be replaced every 10 years, at most, irrespective of their visual condition or usage, following tyre industry best practice. The tyre's age can be determined by the DOT code imprinted on the tyre's sidewall.
- When replacing tyres, it's crucial to use tyres of the type, size, load, and speed rating approved by the vehicle manufacturer. This is to ensure compatibility with the vehicle's handling, braking systems, and maximum load capacity. Mixing different types or brands of tyres on the same axle is strongly discouraged as it can negatively affect the vehicle's stability.

3.3. Training and Awareness

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- All drivers and maintenance staff will undergo rigorous training concerning tyre management, including hands-on experience in performing thorough tyre checks, recognising signs of tyre distress, and understanding the procedure for reporting potential issues.
- Information about tyre safety, including the importance of maintaining correct tyre pressure, observing the minimum tyre tread depth, and scheduling regular tyre maintenance, will be frequently disseminated to all staff members through safety meetings, bulletins, and posters.

4. Non-Compliance

- Non-compliance with this policy will be viewed as a serious violation of company policy. Penalties will range from written warnings to mandatory re-training, suspension, or even termination of employment, depending on the severity and frequency of the violation.
- Under UK law, driving with defective or worn tyres can lead to fines of up to £2,500 and three penalty points for each illegal tyre.

5. Review

This policy will be reviewed annually, or whenever changes in operations or legislation occur, to ensure its effectiveness and adherence to the most current regulations.

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Hassan Raza
Director

Zirconia Executive Travels Ltd



Wheelnut Re-Torque Policy

1. Introduction

At Zirconia Executive Travels Ltd., we recognise the importance of road wheel nut security and the role it plays in ensuring the safety of our drivers, passengers, and other road users. This policy provides the guidelines for the regular re-torquing of road wheel nuts on all our coaches, in compliance with UK law and best practice within the transport industry.

2. Scope

This policy applies to all drivers, mechanics, and maintenance personnel of Zirconia Executive Travels Ltd.

3. Policy

3.1. Wheel Nut Retorquing Procedures

- Wheel nuts should be retorqued after the first 40 to 100 miles of service after wheel installation, repair, or tyre replacement. After this initial check, they should be checked at regular service intervals (typically every 3,000 to 6,000 miles) or more frequently if necessary.

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- Mechanics must use a calibrated torque wrench set to the vehicle or wheel manufacturer's recommended setting when retorquing wheel nuts. The use of power tools is discouraged due to their tendency to over-tighten.
- The re-torquing process must follow a "star" or "criss-cross" pattern to evenly distribute pressure and maintain wheel balance. Start with one wheel nut, move to the nut across from it, and continue in this pattern until all nuts are properly torqued.



3.2. Training and Awareness

- All drivers and mechanics will receive training on the importance of wheel nut security and the correct retorquing procedures.
- Drivers will be trained to visually inspect wheel nuts as part of their daily pre-trip inspections and report any signs of loose or missing wheel nuts to the maintenance department immediately.
- Information about wheel nut safety will be regularly communicated to all staff members.

3.3. Record Keeping

- Detailed records of all wheel nut retorquing procedures will be maintained. These records should include the date of the operation, the vehicle's identification, the torque setting used, and the name of the person who performed the retorquing.
- Regular audits will be conducted to ensure adherence to the policy and the effectiveness of the wheel nut retorquing procedures.

4. Non-Compliance

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- Non-compliance with this policy will be viewed as a serious violation of company policy. Penalties will range from written warnings to mandatory re-training, suspension, or even termination of employment, depending on the severity and frequency of the violation.

5. Review

This policy will be reviewed annually, or whenever significant changes in operations or legislation occur, to ensure its continued relevance and effectiveness.

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Hassan Raza
Director

Zirconia Executive Travels Ltd



Prevention of Bridge Strike Policy

1. Introduction

Zirconia Executive Travels Ltd. recognises the significant risks and severe implications of bridge strikes, including service disruption, costly damage to infrastructure, legal consequences, potential injuries, and even loss of life. This policy outlines the steps we are committed to taking to prevent bridge strikes, in compliance with UK law and industry best practice.

2. Scope

This policy applies to all employees of Zirconia Executive Travels Ltd., especially our drivers, operational planning teams, and those involved in vehicle loading and maintenance, as well as subcontractors and volunteers.

3. Policy

3.1. Driver Training and Information

- All drivers will undergo comprehensive training that includes information on bridge heights, vehicle dimensions, and how to respond in the event of a bridge strike. Training will be refreshed periodically and when new guidance or legislation is introduced.

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- Drivers will be equipped with updated maps and commercial satellite navigation systems, which include the height restrictions of bridges and tunnels.



3.2. Vehicle Information

- Every vehicle in our fleet will have its dimensions (height, width, and length) clearly displayed in both the driver's cab and on the exterior of the vehicle. This is to ensure that all drivers and loading personnel are constantly reminded of the size of the vehicle they are operating.
- The company will maintain a rigorous vehicle maintenance schedule to ensure all vehicles comply with their reported dimensions and are safe for road travel.

3.3. Route Planning and Risk Assessment

- Our operational planning team is responsible for devising safe routes that account for the dimensions of the vehicles used. These routes should avoid low bridges, tunnels, and other height-restricted structures where possible.
- We will perform a risk assessment of all planned routes, identifying potential hazards and taking steps to mitigate the risk of a bridge strike.
- Any deviations from the planned routes must be communicated to the operations team, who will provide alternative directions to avoid height-restricted structures.

3.4. Incident Reporting and Review

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- If a bridge strike occurs, drivers must immediately alert the emergency services (if required), the company, and, for railway bridges, Network Rail, in accordance with UK law and the company's incident reporting procedure.
- The company will thoroughly review each incident to understand the root cause, learn from it, and take action to prevent similar incidents in the future.

4. Non-Compliance

- Non-compliance with this policy may result in disciplinary action, up to and including termination of employment. Serious infractions may also lead to legal consequences under UK law, such as penalties for reckless or dangerous driving.

5. Review

This policy will be reviewed annually, or more frequently in response to a bridge strike incident, significant changes in operations, or updates to legislation or industry best practices.

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Hassan Raza
Director

Zirconia Executive Travels Ltd



Satellite Navigation Policy

1. Introduction

At Zirconia Executive Travels Ltd., we recognise the importance of satellite navigation systems (Sat Nav) in aiding our drivers to reach their destinations. However, these devices can also be a source of distraction and must be used responsibly. This policy outlines the appropriate use of Sat Nav by our employees in accordance with UK law and best practice.

2. Scope

This policy applies to all drivers within Zirconia Executive Travels Ltd., including employees, contractors, consultants, and volunteers.

3. Policy

3.1. Setting up Sat Nav

- Sat Nav must be set up before the vehicle starts moving. If changes need to be made while the journey is underway, the driver should find a safe place to stop before adjusting the settings.
- The Sat Nav should be securely mounted in a position that minimises distraction to the driver and does not obstruct their view of the road.

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3.2. Using Sat Nav While Driving

- While driving, employees should focus on the road and use the Sat Nav's audio instructions as much as possible.
- According to UK law, drivers must not hold or touch their Sat Nav while driving. This includes when the vehicle is stationary at traffic lights or in congestion, except in an emergency or when safely parked.

3.3. Vehicle and Route Selection

- The Sat Nav should be set with the correct vehicle dimensions (height, width, weight, and length) to avoid unsuitable roads, low bridges, or weight-restricted areas.
- Employees should cross-check the Sat Nav's suggested route with the one provided by the operational planning team or a commercial vehicle map, particularly for larger vehicles.

3.4. Responsibility and Discretion

- The Sat Nav is a tool and should not replace driver judgement. Drivers should be attentive to road signs and local conditions, and use their discretion when following Sat Nav instructions.
- Drivers are responsible for any traffic violations, fines, or legal consequences resulting from inappropriate use of Sat Nav.

4. Non-Compliance

- Any failure to comply with this policy will be taken seriously and may result in disciplinary action, up to and including termination of employment.

5. Review

This policy will be reviewed annually to ensure its relevancy and effectiveness, or when significant changes occur in operations or legislation.

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Hassan Raza
Director



Fuel Efficiency and Idling Policy

1. Policy Statement

Zirconia Executive Travels Ltd. is committed to promoting fuel efficiency and reducing unnecessary fuel consumption in our operations. This Fuel Efficiency and Idling Policy aims to optimize fuel usage, minimize environmental impact, and reduce fuel costs. It outlines the expectations, responsibilities, and guidelines for employees regarding fuel-efficient driving practices and the reduction of vehicle idling.

2. Fuel-Efficient Driving Practices

2.1. Speed and Acceleration:

- Employees should adhere to posted speed limits and avoid excessive acceleration, which can lead to increased fuel consumption.
- Smooth and gradual acceleration and deceleration should be practiced to reduce fuel consumption.

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2.2. Vehicle Maintenance:

- Vehicles should be properly maintained to ensure optimal performance and fuel efficiency.
- Regular maintenance, including oil changes, air filter replacements, and tire maintenance, should be scheduled and documented.
- Vehicles should be regularly inspected for fuel leaks or other issues that could impact fuel efficiency.

2.3. Route Planning:

- Efficient route planning should be implemented to minimize distance traveled and avoid congested areas or routes with frequent stops and starts.
- The use of GPS or mapping tools can assist in identifying the most fuel-efficient routes.

2.4. Load Management:

- Employees should avoid carrying unnecessary or excessive weight in vehicles, as this can increase fuel consumption.
- Regularly review and remove any unnecessary items from vehicles to optimize fuel efficiency.

3. Reduction of Vehicle Idling

3.1. Idling Awareness:

- Employees should be aware of the negative impacts of unnecessary vehicle idling, such as increased fuel consumption, air pollution, and engine wear.
- Idling should be minimized and avoided whenever possible, especially during breaks or waiting periods.

3.2. Engine Shutdown:

- Employees should turn off the vehicle engine if it is anticipated that the vehicle will be stationary for more than a brief period, such as during loading or unloading, extended waits, or breaks.

3.3. Traffic Conditions:

- In heavy traffic or congested areas, employees should avoid unnecessary idling and shut off the engine when it is safe and practical to do so.

4. Training and Awareness

4.1. Zirconia Executive Travels Ltd. will provide training and awareness programs to employees regarding fuel-efficient driving practices and the reduction of vehicle idling.

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- New employees will receive training on fuel efficiency guidelines and practices during their onboarding process.
- Regular refresher training sessions or toolbox talks will be conducted to reinforce fuel-efficient driving habits and the importance of reducing vehicle idling.

5. Monitoring and Reporting

5.1. Zirconia Executive Travels Ltd. will implement monitoring systems to track fuel consumption, idling time, and fuel efficiency metrics.

- Data will be regularly analyzed and reviewed to identify areas for improvement and provide feedback to drivers.

6. Review and Updates

6.1. This Fuel Efficiency and Idling Policy will be reviewed periodically to ensure its effectiveness and alignment with industry best practices and environmental regulations.

- Updates will be communicated to all employees, and necessary revisions will be made to reflect changes in fuel-efficient driving techniques, vehicle technologies, or company requirements.

By adhering to this Fuel Efficiency and Idling Policy, Zirconia Executive Travels Ltd. aims to reduce fuel consumption, minimize environmental impact, and promote responsible fuel management practices among our employees.

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Hassan Raza
Director



Route and Destination Display Policy

1. Policy Statement

Zirconia Executive Travels Ltd. is committed to providing clear and accurate route and destination information to our customers. This Route and Destination Display Policy establishes guidelines for the proper display of route information and destination signage on our vehicles. It aims to ensure the safety, convenience, and satisfaction of our passengers while complying with applicable regulations.

2. Route Display

2.1. Electronic Display Systems:

- Vehicles equipped with electronic display systems should accurately and clearly indicate the route number, destination, and any relevant information, such as stops or landmarks along the route.

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- Displayed information should be easily visible and legible from a reasonable distance both during daylight and night-time hours.
- The electronic display systems should be regularly maintained to ensure proper functioning and clarity.

2.2. Paper-Based Route Displays:

- In the absence of electronic display systems, paper-based route displays should be used.
- Paper-based route displays should be securely affixed to the vehicle in a location that is easily visible to passengers.
- Route information on paper displays should be updated regularly to reflect any changes or deviations from the usual route.

3. Destination Signage

3.1. Clear and Accurate Destination Signage:

- Vehicles should prominently display destination signage that accurately indicates the destination or the name of the service or tour.
- The destination signage should be clearly visible from a reasonable distance and easily legible to passengers.
- The font size, colour, and design of the signage should be chosen to maximize visibility and readability.

3.2. Language and Accessibility:

- The destination signage should be displayed in a language or languages commonly understood by the target passengers.
- For international tours or services, multiple languages may be used to cater to the diverse language preferences of passengers.
- Consideration should be given to the accessibility needs of passengers, such as using larger font sizes or providing additional accessibility features if required.

4. Maintenance and Updates

4.1. Regular Inspection and Maintenance:

- Vehicle operators or designated personnel should regularly inspect and maintain the route display systems, electronic or paper-based, to ensure they are in proper working condition and display accurate information.

4.2. Timely Updates:

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- Route and destination displays should be promptly updated to reflect any changes, deviations, or substitutions in the planned routes or destinations.
- Operators or designated personnel should be responsible for updating the displays, ensuring that accurate and current information is provided to passengers.

5. Compliance with Regulations

- The route and destination displays should comply with all applicable regulations, including local transportation authority requirements and relevant signage standards.

6. Training and Communication

- Operators and relevant staff should receive training on the proper use, maintenance, and updating of route and destination displays.
- Clear communication channels should be established to allow operators or staff to report any issues or concerns related to route and destination displays.

7. Review and Updates

- This Route and Destination Display Policy will be reviewed periodically to ensure its effectiveness and compliance with applicable regulations.
- Updates will be communicated to all relevant personnel, and necessary revisions will be made to reflect changes in regulations or company requirements.

By adhering to this Route and Destination Display Policy, Zirconia Executive Travels Ltd. aims to provide clear and accurate route information and destination signage, ensuring the convenience and satisfaction of our passengers while complying with applicable regulations.

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Hassan Raza
Director

Zirconia Executive Travels Ltd



Driver's Handbook

1. Introduction

Welcome to Zirconia Executive Travels Ltd. As a member of our driving team, you play a crucial role in our company. This comprehensive handbook provides detailed guidelines to assist you in performing your duties effectively, safely, and in full compliance with UK law.

2. Safety First

2.1. Health and Safety Policy

As detailed in our formal policy, your safety, the safety of passengers, and other road users is our top priority. Always comply with safe work practices, including wearing seat belts, using proper lifting techniques, and adhering to safety regulations in our facilities.

2.2. Daily Vehicle Checks

Before each journey, perform a comprehensive check of your vehicle. This includes brakes, tyres, lights, oil levels, mirrors, safety equipment, cleanliness, and fuel. Any faults must be reported immediately using our designated reporting procedures.

2.3. Accident and Incident Reporting

Zirconia Executive Travels Ltd

In the unfortunate event of an accident, it's vital to follow the correct procedures. Ensure the safety of everyone involved, contact emergency services if necessary, gather relevant information, and promptly report to management following our Accident Reporting Procedure.

3. Legal Compliance

3.1. Driving Licences and Documentation

Ensure that your driving licence and all other necessary documentation (e.g., Driver CPC, Digital Tachograph Card) are valid, current, and carried with you when driving.

3.2. Driving Hours, Rest Periods, and Tachographs

Strictly adhere to the EU and UK laws regarding driving hours, rest periods, and the use of tachographs. Violations can lead to penalties for both you and our company.

3.3. Traffic Laws and Regulations

Obey all UK traffic laws, including speed limits and traffic signals. Fines for violations are typically the responsibility of the driver.

3.4. Alcohol, Drugs, and Medication Policy

Alcohol or drug use while on duty is strictly forbidden and subject to severe penalties. This includes prescription and over-the-counter medication that can impair your ability to drive. We operate a policy of random drug and alcohol testing in line with UK law.

4. Company Policies and Procedures

4.1. Professional Appearance

A clean, professional appearance is essential. Wear your uniform correctly and ensure personal hygiene standards are met. Details can be found in our Dress Code Policy.

4.2. Providing Excellent Customer Service

Our reputation relies on excellent customer service. Drivers should assist passengers when needed, be polite, and handle complaints professionally. For more guidance, refer to our Customer Service Policy.

4.3. Handling Lost Property

If a passenger leaves an item on your vehicle, follow our Lost Property Procedure, which is designed to facilitate the return of items to their owners while complying with data protection laws.

4.4. Mobile Phone Use

Using a hand-held mobile phone while driving is not only dangerous but also illegal in the UK. Always pull over safely before making or receiving calls. Exceptions apply for hands-free devices, but caution is advised.

5. Environmental Responsibility

We aim to minimize our environmental impact through fuel-efficient driving, responsible waste disposal, and maintaining our vehicles for optimal fuel efficiency.

6. Communication and Reporting

Zirconia Executive Travels Ltd

Regular and timely communication with the management team is crucial, particularly concerning delays, vehicle breakdowns, or passenger issues.

7. Training and Development

We provide ongoing training opportunities to enhance your skills and knowledge, including Driver CPC training, First Aid courses, and customer service training.

8. Conclusion

Adherence to the guidelines in this handbook will help maintain the safety, comfort, and satisfaction of our passengers, uphold our company's reputation, and ensure your

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Hassan Raza
Director

Zirconia Executive Travels Ltd



Drivers Code of Conduct

1. Introduction

This Code of Conduct outlines the professional behaviour expected of drivers employed by Zirconia Executive Travels Ltd. Our drivers, as the most public-facing representatives of our organisation, are essential in shaping public perception and upholding our reputation for high-quality service.

2. Policy Statement

This Code of Conduct is crucial to ensure passenger safety and comfort, maintain the integrity of our services, protect the company's reputation, and comply with all UK laws and regulations related to our operations.

3. Professional Behaviour

3.1. **Courtesy and Respect:** Drivers should always treat passengers, colleagues, and members of the public with courtesy and respect. Discrimination, harassment, or any form of offensive or inappropriate behaviour is strictly prohibited.

3.2. **Customer Service:** Providing excellent customer service is a key duty. Drivers should assist passengers as necessary, answer their questions accurately and politely, handle complaints professionally, and represent the company positively.

3.3. **Integrity and Honesty:** Drivers should uphold the highest standards of honesty and integrity in all interactions related to their duties. This includes accurately charging fares and not misusing company property, time, or resources.

Zirconia Executive Travels Ltd

4. Safety and Compliance

4.1. **Driving Standards:** Drivers must adhere to all traffic laws and regulations, drive responsibly, and respect the rights of other road users. Unsafe behaviours, such as speeding, reckless driving, or using a mobile phone while driving, are unacceptable.

4.2. **Vehicle Maintenance:** Drivers should conduct daily pre-use checks of their vehicles to ensure they are safe and in good working condition. Any faults or issues should be reported to the relevant department immediately.

4.3. **Alcohol and Drugs:** To ensure the safety of our passengers and the public, drivers must not operate a vehicle under the influence of alcohol, illegal drugs, or any prescription medication that may impair driving ability. This is in line with the UK's strict drug-driving laws.

4.4. **Licenses and Documentation:** Drivers are required to hold a valid, appropriate driving license for the type of vehicle they operate and must comply with all regulations related to driver hours and tachographs.

5. Appearance and Cleanliness

5.1. **Personal Appearance:** Drivers must always maintain a professional appearance, adhering to our dress code and maintaining high personal hygiene standards.

5.2. **Vehicle Cleanliness:** Drivers are responsible for ensuring their vehicles are clean, tidy, and well-presented at all times.

6. Confidentiality and Privacy

6.1. **Personal Data:** Drivers must respect passenger privacy and comply with data protection laws. Any personal information about passengers obtained in the course of their duties must not be disclosed unless legally required.

7. Non-compliance

7.1. Breaches of this code may result in disciplinary action, up to and including dismissal, and legal consequences. Serious breaches may also result in criminal prosecution.

8. Policy Review

8.1. This policy will be reviewed annually, or whenever changes occur in business activities, legislation, or the guidance related to our operations, to ensure it continues to maintain the highest standards for our drivers.

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Hassan Raza
Director